

# **Participatory Planning Towards Social Justice**

## **Case Study Social Inclusion of Disabled People**

How to Empower Disabled People in Transportation Planning?

### **THESIS**

**A thesis submitted in partial fulfillment of the requirements for the Master Degree from Institut Teknologi Bandung and the Master Degree from University of Groningen**

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*“It is hard to include the excludable, at least we try...”*

## Abstract

Participatory planning for disabled people in transportation planning processes has become important. Because, it gives insight in what the disabled-peoples preferences are, improve decision making and advance justice. But, there are some barriers of participation to include disabled people; it can be time and money consuming. Other problems are related to the accessibility of facilities; physical impairment, unfamiliar procedure and willingness to participate by disabled people. It is important for the policy makers to know how to empower disabled people and increase their participation in planning processes by considering these barriers.

This study investigates how to include disabled people in transportation planning processes. It provides lessons learned from United Kingdom and Canada as the best practice of inclusion disabled people in transportation planning processes. The inclusion of disabled people is analyzed based on a case study of Bus Rapid Transit-Transjakarta, Indonesia. Data were gathered using interviews, questionnaire, literature and document review. A descriptive qualitative analysis was used to analyze the data. The result show that applied participatory tools to empower disabled people in planning processes were not sufficient enough to include those people in transportation planning. A higher level of participation can be strived for by changing the legal framework, investments in accessible facilities, commitment of the government, and the network of organization at international, national, and local level will increase the level of participation of disabled people in transportation planning processes. Last but not least, inclusion disabled people is hard to implement. But, at least we try to make social justice in our world.

Key words: Participatory, inclusion, social justice, disabled people, BRT Transjakarta

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## List of Contents

Acknowledgement .....	v
List of Contents .....	vi
List of Figures .....	viii
List of tables .....	ix
Chapter 1. Background .....	1
1.1 Introduction.....	1
1.2 Research objective .....	3
1.3 Research questions.....	4
1.4 Research methodology .....	4
Chapter 2 Public transport (bus) accessibility for disabled people .....	8
2.1 Introduction.....	8
2.2 Accessibility concept .....	8
2.3 Some examples design facilities public bus transport for disabled people .....	10
2.5 Reflection and Conclusion .....	13
Chapter 3.Theoretical Review .....	14
3.1 Introduction.....	14
3.2 Transportation and sustainability .....	14
3.3. Participatory planning concept.....	15
3.2 The Importance of inclusion disabled people in planning processes .....	19
3.4 Social inclusion of disabled people.....	19
3.5 Empowerment of disabled people in spatial planning concept .....	21
3.6 Existing tools participatory planning .....	23
3.6.1 Existing tools in inform level .....	23
3.6.3 Existing tools in involve level.....	25
3.6.4 Existing tools in collaborative level .....	26
3.6.5 Existing tools in empower level .....	27
3.8 Reflection and Conclusion .....	30
Chapter 4.Research Methodology .....	31

4.1 Introduction.....	31
4.2 Qualitative research .....	31
4.3 Collecting qualitative data .....	32
4.4 Analysis qualitative data .....	34
Chapter 5 Participation of disabled people in transportation planning processes in UK and Canada .	36
5.1 Introduction.....	36
5.2 United Kingdom.....	36
5.2.1 Processes inclusion disabled people in transportation planning.....	36
5.2.2 Design accessibility facility for disabled people in public bus Transport .....	37
5.2.3 Influencing factors .....	38
5.3 Canada.....	39
5.3.1 Processes inclusion disabled people in transportation planning.....	39
5.3.2 Design accessibility facility for disabled people.....	40
5.3.3 Influencing Factors .....	40
5.4 Reflection and conclusion.....	42
Chapter 6 Inclusion of disabled people in transportation planning processes (bus) in Indonesia.....	43
6.1 Introduction.....	43
6.2 General descriptive of case Study (BRT Transjakarta-Indonesia).....	43
6.3 Legal framework Inclusion disabled people in transportation planning BRT Transjakarta .....	45
6.4 Stakeholder .....	45
6.5 Analysis of case study.....	48
6.6 Reflection and conclusion.....	55
Chapter 7 Conclusion and recommendation .....	56
7.1 Introduction.....	56
7.2 Conclusion .....	56
7.3 Reflection.....	58
7.4 Recommendation .....	60
Reference .....	62
Appendix .....	67

## List of Figures

Figure 1 Research framework .....	5
Figure 2 Research methodology .....	6
Figure 3 Accessibility component.....	9
Figure 4 Design pedestrian .....	11
Figure 5 Design pedestrian by considering types of disability .....	11
Figure 6 Design bus stop.....	11
Figure 7 Design vehicle (bus) .....	12
Figure 8 Design between bus stop and Vehicle .....	13
Figure 9 Eight rungs of citizen participation .....	17
Figure 10 Conceptual model empowerment disabled people in spatial planning processes.....	22
Figure 11 Accessibility facilities in public bus transportation in UK.....	38
Figure 12 Accessibility facilities in public bus transportation in Canada.....	40
Figure 13 Map of Indonesia      Figure 14 Map of DKI Jakarta.....	43
Figure 15 Corridor BRT Transjakarta Source: Transjakarta, 2014.....	44
Figure 16 The link between stakeholders .....	47
Figure 17 Accessible facilities BRT Transjakarta Indonesia.....	52



## List of tables

Table 1 The linkage of research objectives, data needs, analysis, output and indicator .....	7
Table 2 Barriers of participation .....	15
Table 3 Public participation spectrum and existing tools .....	18
Table 4 Strengthens and weakness/consideration open house .....	23
Table 5 Strengthens and weakness/consideration focus group .....	24
Table 6 Strengthens and weakness/consideration public meeting .....	25
Table 7 Strengthens and weakness/consideration survey .....	25
Table 8 Strengthens and weakness/consideration deliberate polling .....	26
Table 9 Strengthens and weakness/consideration citizen advisory committee.....	26
Table 10 Strengthens and weakness/consideration consensus building.....	27
Table 11 Strengthens and weakness/consideration citizen juries.....	28
Table 12 Strengthens and weakness/consideration ballot.....	29
Table 13 Strengthens and weakness/consideration delegated decision .....	29
Table 14 Source document to analysis (UK and Canada).....	33
Table 15 Indicator to empowerment disabled people in transportation (bus) planning processes.....	35
Table 16 Overview inclusion disabled people in transportation planning processes (bus) in UK and Canada .....	42
Table 17 Overview stakeholders.....	46
Table 18 Overview of answers of each stakeholder.....	48

# Chapter 1. Background

## 1.1 Introduction

Sustainable development has been a hot topic of discussions. There are various, yet inclusive, definitions of sustainable development. One widely accepted definition of sustainable development is achieving the needs of present without sacrificing the chance of future generations to fulfill their own needs within the limit of natural system (World Commission on Environment and Development in Brundtland report, 1987). Another definition according to Sathaye et al. (2007) is that sustainable development is a concept that aims to create a balance between development dimensions, including economic, social and environment. This means that sustainability not only considers the ecological aspect but also the social (equity) aspect and the economy as well as interactions between these three components. In practice, the economic dimension always influences environmental and social dimension. There can still be a problem when the economic and ecological aspects are reached with good environment condition and high economic value. The social dimension is still ignored as Cook and Swyngedouw state in 2012.

One key element of the social dimension is social justice (Littig & Griessler, 2005 in Kevin Murphy, 2012). Social justice is the assurance of a proper distribution of advantages and burdens among all members of a community. Essentially, the quality of life the general population must be distributed approximately equal to any differences must be adequately defensible. Unfortunately, social justice is also difficult to achieve due to social exclusion. As Van Wee (2011) says:

*“...social exclusion as the fact that some people or population group are excluded from a certain minimum level of participation in location based activities, whereas they wish to participate, and need to do so in order to maintain a reasonable quality of life within the society in which they live” (p.58)*

Furthermore than one decade, the Europeans have debated on this issue. Social exclusion has become of important concerns in these countries. On the contrary in developing countries this concept has not been widely considered yet. Therefore, in these countries social exclusion often occurs (Bhalla & Lapeyre, 1997). For example, in some of the developing countries, disabled people are still marginalized in their community and neglected by policy makers and

also enabling their participation in community assessments presents additional challenges (Harknett et al., 2005; Kitchin, 1998).

WHO (1976) defines disability into 3 categories, namely: impairment, disability and handicap. Impairment is an abnormality or loss of structure or psychological or anatomical function. Disability is the inability or of limited as a result of impairment to perform activities in a way that is considered normal for humans. Also Irwanto (2010) defines disability as a concept that describes the result of the interaction between individuals who have physical disabilities or mental/intellectual disorder with attitude and environment that hampered their ability to participate in society as full and equal to other people. Handicap is a state of harm to a person as a result of impairment, disability, which prevented of fulfilling the role of a normal in the context of age, gender, and cultural factors. Social exclusion and marginalization reduce the opportunities for the disabled to contribute productively to the household and the community, and increase the risk of falling into poverty (World Bank, 1999; Soltani, 2012). Soltani (2012) states that taking into account disabled people in transportation planning processes is important because it increases accessibility and provides an opportunity to them to contribute productively.

Many people with disabilities also stated some problems that hinder their access to transport facilities, entering the train station or bus stop, taking bus or communicate with the transport operators (Human Rights Watch, 2013). The poor accessibility to transportation facilities makes disabled people having limitations to do many activities in the community, such as seeing friends and family, working outside the home, dating, or enjoying activities like museums, theaters, and gardens. Transport facilities are lacking and not really friendly into disabled people. This indicates that what is needed and desired by them have not been accommodated in the planning process (HRW, 2013). Sixty percent of disabled people believe that the people responsible for planning and development of public transport pay little attention to their needs and do not include them in planning process (Cheshire, 2003).

In Indonesia, transportation planning is particularly carries out in consensus planning processes at the national level (Musrembang) as well as local level (Rembugwarga). The Musrembang and Rembugwarga invite the public to a dialogue where development plans are made. However, in practice, Musrembang or Rembugwarga do not really represent marginalized group (Adam, 2013). This is in line with the fact in many collaborative planning

practice that Olson (in Innes & Booher, 2004) showed that the representatives on this kind of missing sometimes are narrow and into deep interest. Although approaches that they used were described as 'participatory', experience from NGOs (Non-Government Organization) also suggested that disabled-people were excluded from community assessments (Harknett, et al, 2005).

Therefore, this is the gap between theory and practice whereby spatial planning process should include all elements, and social justice must uphold. In fact, there are certain groups that are still socially excluded from the planning process. This study is focused to increase the participation of disabled people in planning processes. One of the issues of the concern is how to empower them so that they can be better includes in planning processes.

One way to increase participation society is through participatory planning processes. According to Healey (1998), a transformation in a place is hard to achieve if it does not consider the cooperation between elements of society, and how to relate the transformation that can be applied to society at large. Therefore, she proposed a collaborative approach that will be more effective and durable. This is in line with the opinion of Selman's (2001), "social capital" which emphasizes the participation of the local population and the interaction between them in the planning process through inclusive deliberative planning processes (DIPs) to achieve sustainable local planning.

As precedent, UK and Canada have been implementing participatory planning tools to include disabled people in transportation planning. Canada has long been considered the participation of disabled people in the planning process (CCD, 2014). It is important to study the Canadian as transportation system as the best practice of inclusion disabled people in transportation planning processes. And also UK is the most innovative and, arguably, demanding aspects of the new direction in transport planning in the UK are the prominence being given to public participation (Bickerstaff, 2002).

## ***1.2 Research objective***

The main research objective of this study is to identify the potential use of participative tools to empower disabled people in transportation planning processes in Indonesia.

### ***1.3 Research questions***

To fulfill the research objectives, this research elaborate the research questions as follows:

- How to empower disabled people that are excluded in planning processes?
- What mechanisms make public transport friendly for disabled people in UK and Canada?
- What tools are used in UK, Canada and Indonesia to empowering disabled people in participatory transportation planning processes?

### ***1.4 Research methodology***

This study employs literature reviews and interview method to answer the research questions. Several data information will be collected including archives records and document, news related issue in providing transport facility for disabled people. Literature reviews from articles, journals, books and documents (report, law, guideline etc.) related to inclusion of disabled people in planning processes as well as policy document will be analyzed to extract a lesson learned from UK and Canada. To answer the first question, interviews will be conducted to the decision makers that are related to public transport (bus) in Jakarta, Indonesia. To answer question 2 and 3, information from the literatures and documents will be analyzed by using narrative and content analysis.

The descriptive qualitative analysis will be used to analyze the data.. The research uses Transjakarta public bus in Indonesia as a case study. It is because Transjakarta is the first bus rapid transit in Indonesia and public transport modes are at least more humane than other public transport in Indonesia (Dagun, 2006; Dit.BSTP, 2010). Jakarta also has relative large numbers of disabled people. UK and Canada will be used as a comparison to BRT Transjakarta to learn a lesson.

The qualitative data will be processed and analyzed by descriptive analysis. Secondary data from UK and Canada will be analyzed by content analysis with atlas.ti version 6.2. The result of atlas.ti will be used as lesson learned. The primary data from interview in case study will be analyzed by narrative analysis. After analyzing the case study, and lesson learned to UK and Canada, this research will give conclusion to summarize the answer of research questions and give recommendation which also can reflect the chosen tools and case study selection. (see figure 1 and 2)

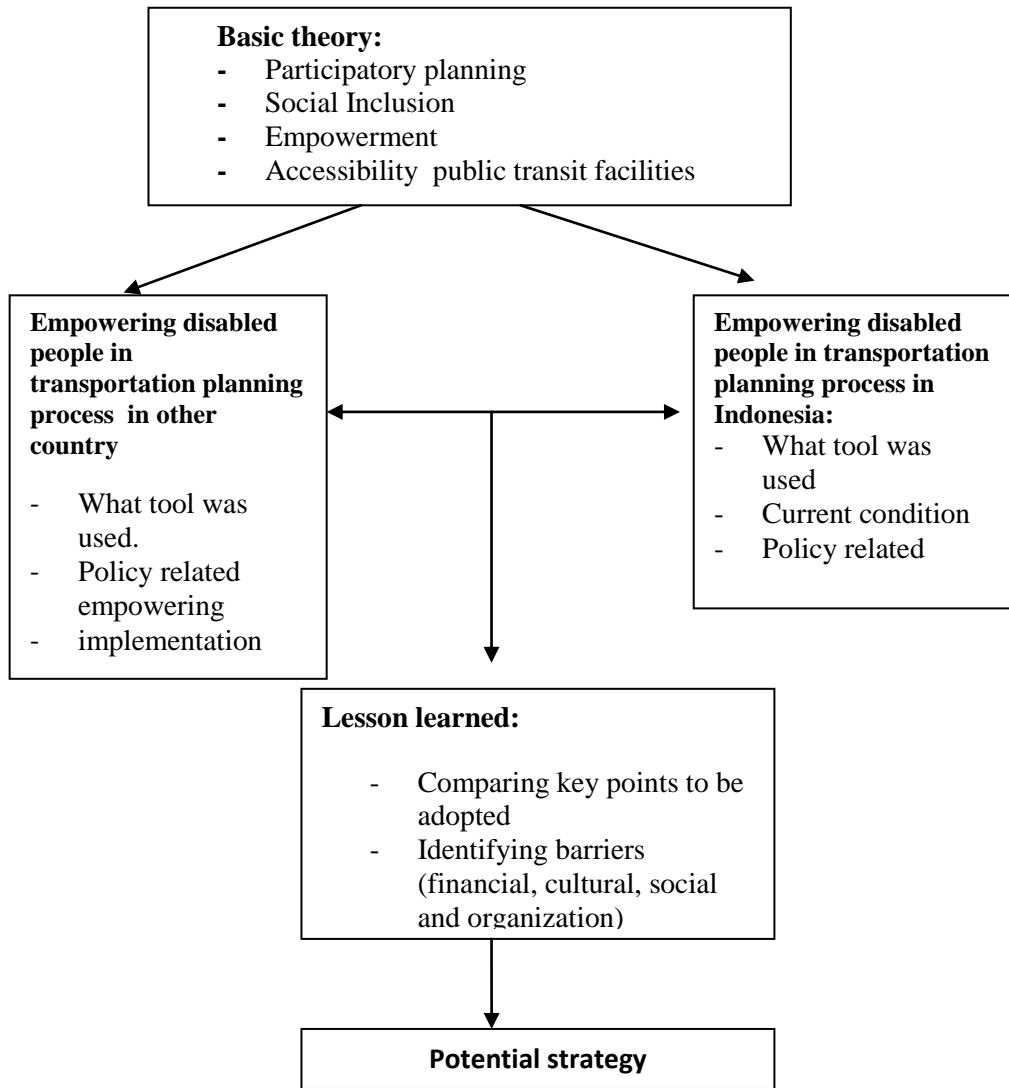


Figure 1 Research framework

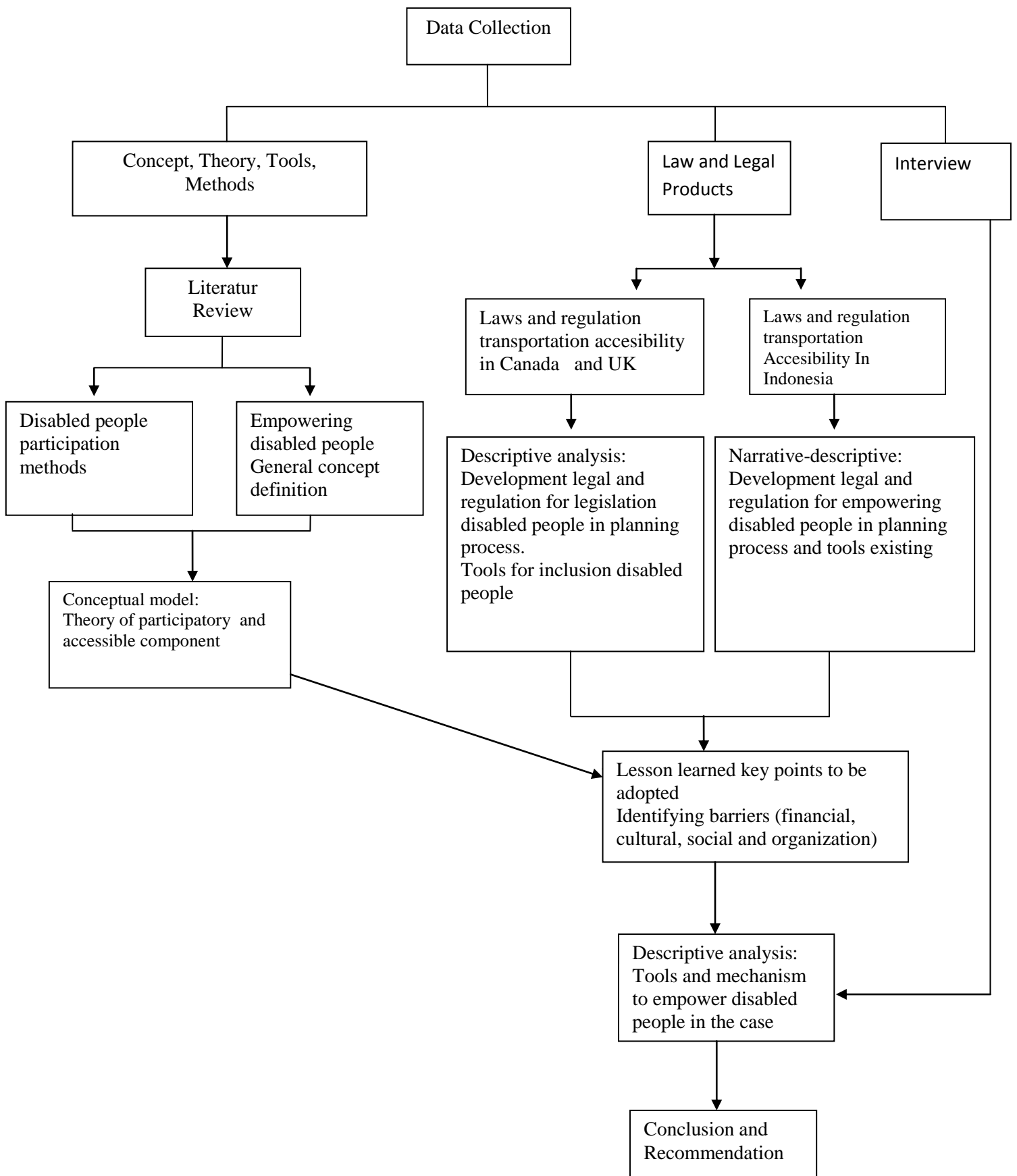


Figure 2 Research methodology

**Table 1 The linkage of research objectives, data needs, analysis, output and indicator**

<b>Objectives</b>	<b>Data Requirements</b>	<b>Sources of Data</b>	<b>Method of Data Collection</b>	<b>Method of Analysis</b>	<b>Output of Analysis</b>	<b>Output Indicator</b>
Empowerment disabled people in planning process.	<ul style="list-style-type: none"> <li>- Level of participation</li> <li>- Law, guideline and regulation about involving disabled people in transportation planning processes.</li> </ul>	<ul style="list-style-type: none"> <li>- Case study: disabled people, Government.</li> <li>- Document (archive ,report, law, guideline)</li> <li>- Literature (book, Journal)</li> </ul>	<ul style="list-style-type: none"> <li>- Interview government (transportation unit) and disabled people</li> <li>- Document and literature review</li> </ul>	<ul style="list-style-type: none"> <li>- Content analysis</li> <li>- Content analysis by Atlas.ti version 6.2</li> </ul>	<ul style="list-style-type: none"> <li>- Level of Participation</li> <li>- Tools to empowering disabled people in transportation planning processes.</li> </ul>	Potential tools to empowering disabled people in transportation planning processes.
What mechanisms result in public transport friendly for disabled people in Indonesia, UK and Canada	Law, guideline and regulation about mechanism provide public transport friendly for disabled people	<ul style="list-style-type: none"> <li>- Document (archive ,report, law, guideline)</li> <li>- Literature (book, Journal)</li> </ul>	- Document & literature review	- Content & narrative analysis	- Mechanism from UK, Canada and Indonesia	Clear mechanism from UK, Canada and Indonesia
Identifying tools are used worldwide and Indonesia to empowering disabled people in participatory transportation planning processes	Kind of tools in UK and Canada and also in Indonesia to empowering disabled people in planning processes.	<ul style="list-style-type: none"> <li>- Literature (book, Journal)</li> <li>- Document (report, law, guideline etc.)</li> </ul>	Literature & document review	Content & narrative analysis	Strengthen and weakness of each tools	Tools from UK and Canada can be transferred to Indonesia with consider about context in Indonesia.



## **Chapter 2 Public transport (bus) accessibility for disabled people**

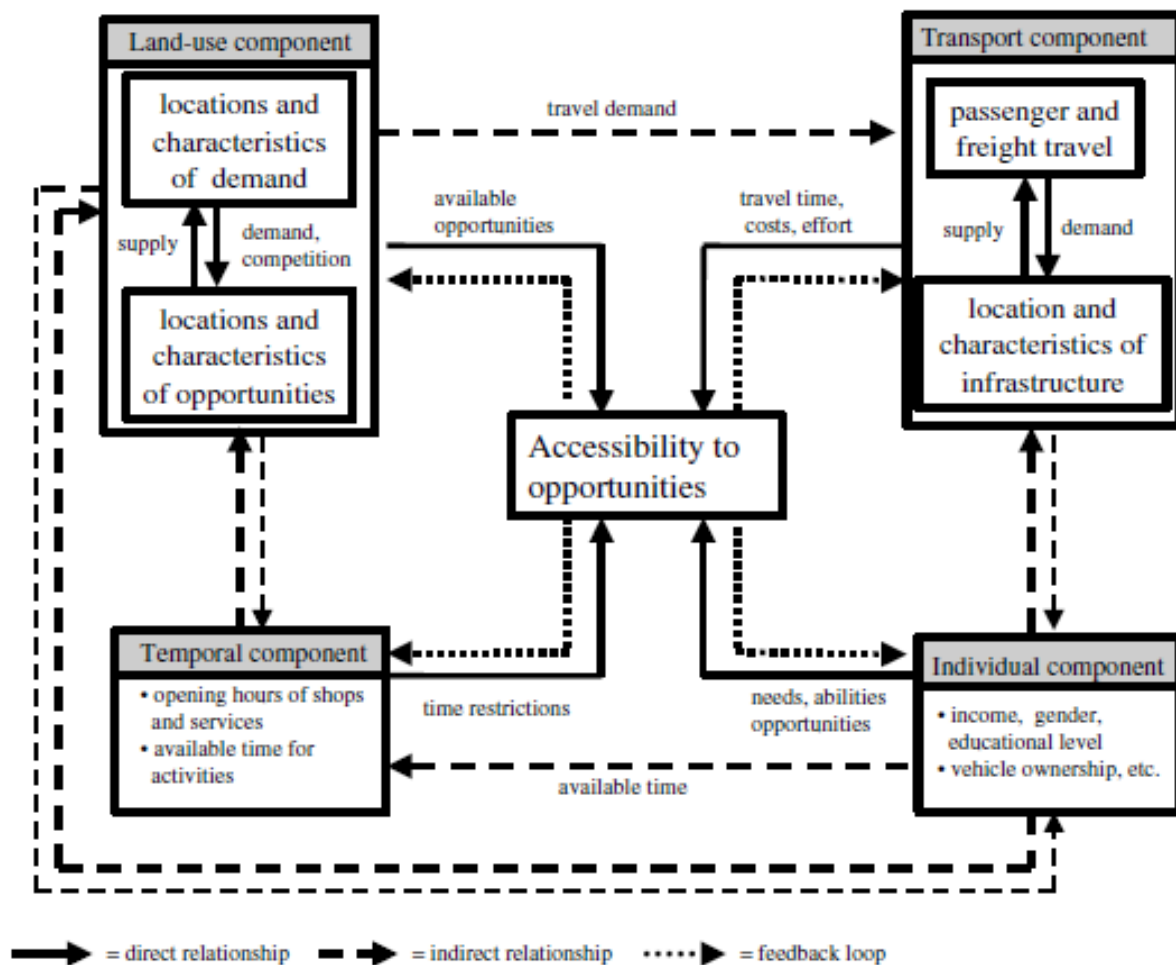
### ***2.1 Introduction***

The end aim participation of disabled people bus transportation planning processes is the public bus transportation facilities to be friendly or accessible and good usable for disabled people. This chapter will discuss the accessibility of facilities for disabled people in public transport (bus). The first part will discuss about accessibility concept. The next session will discuss about the design of facilities for disabled people on public transport (bus) followed by conclusion and reflection.

### ***2.2 Accessibility concept***

Accessibility is important in daily life especially when dealing with external and internal environment (Soltani, 2011). It is defined in scientific fields such as transportation planning, urban planning and geography (Geurs & Wee, 2004). According to United Nations (2007), “*Accessibility is about giving equal access to everyone and without being able to access the facilities and services, persons with disabilities will never be fully included*”. In other words, inaccessibility to the built physical environment is one of the significant barriers to the full participation of persons with disabilities in the society (Soltani, 2011).

According to Geurs and Wee (2004), there are several components of accessibility that can be identified by differences in definition and measurement: land-use component describes to the land use system, transportation component reflects to transportation system, the temporal component reflects the temporal constraint and the individual component describes the needs (depending on age, income, education level, household situation etc.), abilities (depending on people’s physical condition, availability of travel mode, etc.) and opportunities (income, travel budget, education level etc.). These components have relationship with each other. (see figure 3).



**Figure 3 Accessibility component**  
Source: Geurs & Wee (2004)

Taking into account the above components, there are few different measurements of accessibility perspectives (Geurs & Wee 2004). The first, infrastructure measurement is analyzing the performance of a service level of transport infrastructure. Second, location based measurement is analyzing accessibility at location on macro level. Third, person based measurement is analyzing accessibility at the individual level, such as the activities in which an individual can participate at a given time. The last, utility based measurement is analyzing the benefits that people drives from access to the spatially distributed activities.

The accessible in public bus transportation is needed by disabled people to do their activities like school, working, shopping etc. Due to the importance of accessibility, some example of transport component about accessibility public transport for disabled people will be discussed in next section. It is assumed the government or the decision maker is already aware of the

disabled people participation in transportation planning processes. Transport component is more easy to observe in bus transport facilities than the other component.

### ***2.3 Some examples design facilities public bus transport for disabled people***

In this section we will discuss the transport component about the design facilities for accessibility for disabled people especially focus on public bus transportation. The first will discuss about pedestrian facilities, bus stop, design vehicle and design between bus stop and vehicle.

#### ***Pedestrian accessibility facility***

To gaining mobility for disabled people is providing facilities transportation that are accessible for them. The author appreciate that disabled people are not a homogenous group with identical needs. According to House of Commons Transport Committee UK (2009) The need of the wheelchair users for example are good pedestrian, bus stop etc. Also the blind people need sign to find the way and information, for example the sound of traffic light etc. For deaf people need information by visual. Therefore, some of accessible facilities for disabled will be observed. They are pedestrian, bus stop and vehicle. For the ideal type about pedestrian, see figure 4 and 5. According to Tumlin (2012), to ensure that people who choose to ride transit can first safely and comfortable cross the street, the following six fundamental pedestrian conditions should be prioritized. The first is safety: pedestrian should be well protected from road hazards such as vehicles. The second is security; an environment where pedestrian not susceptible to robberies or other crimes. Third, directness: a pedestrian path that minimizes the distance to be traveled. Next, ease of entry, comfort; the capacity and quality of the pathway, as well as provisions for protection from inclement weather, such wind, precipitation and hot sun, and the last is aesthetics; the walking environment is pleasing to the eye and inspires a person to use public transport. Furthermore, these conditions also apply to all disabled people, for instance, wheelchair user and blind people (see figure 4 & 5) need applied design principle in transportation facilities like ramp not steeper than 1:12.



Figure 4 Design pedestrian  
Source: CDOT, 2013

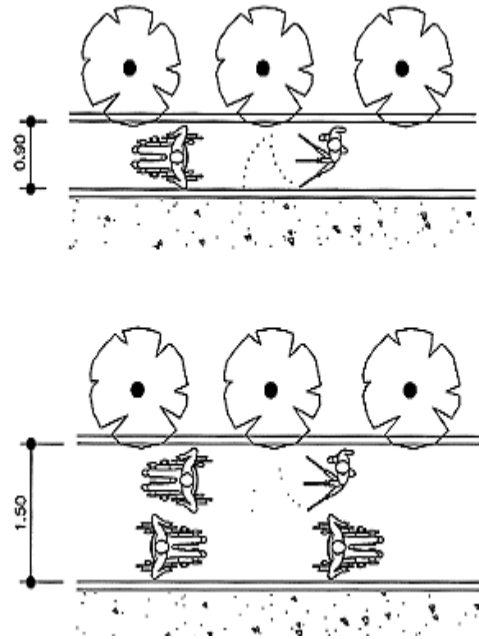


Figure 5 Design pedestrian by considering types of disability  
Source: UN, 2008

### Bus Stop

Design of bus stop is very important for disabled people. In other word, the bus stop must be designed to provide the disable people needs. Below the explanation about the design of bus stop is shown.

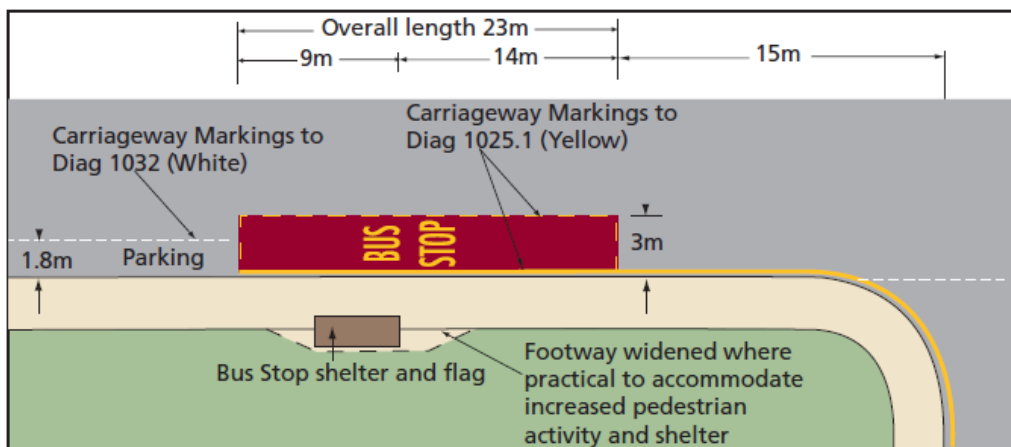
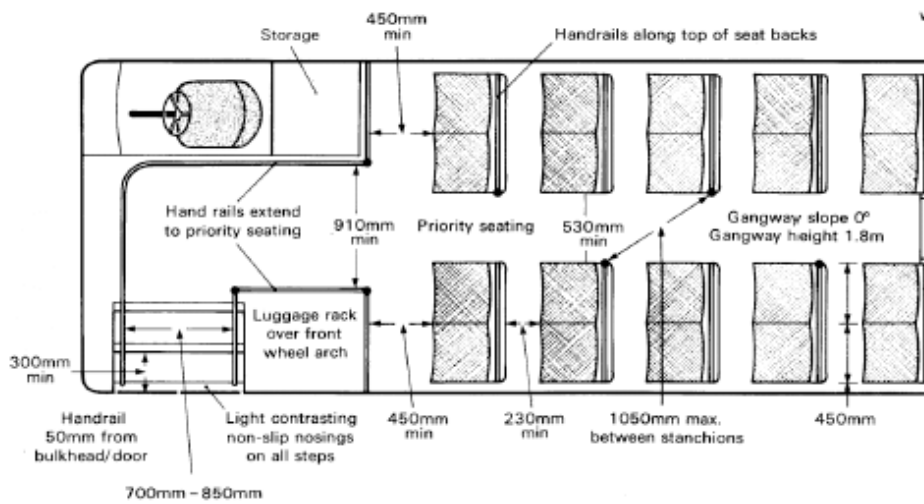


Figure 6 Design bus stop  
Source: Bus stop design United kingdom, 2005

The provision accessible pedestrian ways must be provided by BRT corridors. The length of accessibility pedestrian should assure that major trip generators are connected to the BRT bus stop by accessible pedestrian. The pathways should have at least minimum width for is 1,5 to 2 m and the minimum width for passing an barrier such as a direction sign is 0,9 m . In many countries The minimum overhead clearance above a pathway to protect blind pedestrians is about 2 m to 2,2 m.

**Design vehicle (bus)**

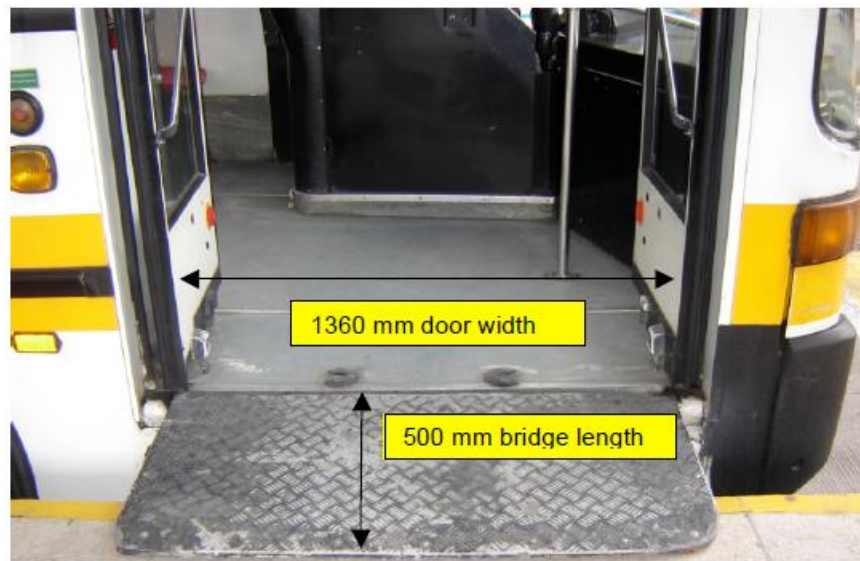
Below design standard for all passenger include disabled people base on World Development Bank (2007) is shown.



**Figure 7 Design vehicle (bus)**  
Source : World Development Bank, 2007

Aisle facing seats need to consider the material that can prevent passengers from sliding back and forth during the trip. this is mean materials with a sufficient coefficient of friction. The diagram above shows the ideal dimensions of seat surfaces in the United Kingdom that also should be ergonomically contoured.

## Design between bus stop and vehicle



**Figure 8 Design between bus stop and Vehicle**  
Source : World Development Bank, 2007

Space between the station edge and the bus floor is important to be considered. Because, if there are gap between station edge and bus floor would likely cause injury or delay departure. It is not safe for wheelchairs user especially because they may fall into the gap. The gaps at the bus front entrance are usually smaller than the rear doors because the approach angel of buses. Therefore, it is important to make sure the gap is small enough to avoid the contact between platform edges and buses.

### 2.5 Reflection and Conclusion

The inclusion of disabled people is important in transportation planning processes. The end result of disabled people participation is to gain accessible transport facilities. Accessibility itself consists of four interrelated components. One essential component for disabled people is about transportation infrastructure. Some examples of transport infrastructure in public-bus transportation are bus stop, pedestrian, vehicle, and facilities between bus stop and vehicle. Furthermore, these facilities will be used to compare inclusion planning processes and accessible transport facilities. Also the others components are important like land use component, temporal component and individual component. But, this study just consider transport component because it is easy to observe in bus transport facilities.

## **Chapter 3.Theoretical Review**

### ***3.1 Introduction***

This chapter will discuss the theoretical background of participation of disabled people in transportation planning processes. The beginning of the chapter explains transportation and sustainability. Next section will explain participatory planning concept which is the foundation of participatory planning towards social justice. This chapter also will explain about social inclusion and conceptual model of empowerment and will be followed by discussing about tools existing to participate disabled people in spatial planning processes.

### ***3.2 Transportation and sustainability***

Sustainable transportation is generally used to refer to transportation that contributes to the sustainable development of the community that owns and uses the system (Litman, 2013). Experience has shown that for transportation and other agencies to begin addressing sustainability issues, the first steps is to define sustainable transportation as it relates to their unique conditions.

Sustainable transport planning recognizes that transport decisions affect people in many ways, so a variety of objectives and impacts should be considered in the planning process. According Litman (2013), various transport planning objectives support sustainability goals. Comprehensive and inclusive planning are very important to achieve sustainability, however, sometimes neglected by decision makers (Kitchin, 1998). Planning is comprehensive (considers all significant objectives, impacts and options), integrated (decision-making is coordinated among different sectors, jurisdictions and agencies), and inclusive (all affected people are able to participate).

Litman (2003)) states that inclusive planning is one of social indicator of sustainability transport. It means that substantial involvement of affected people, with special efforts to insure that disadvantaged and vulnerable groups are involved. Disabilities are also one of social indicators of sustainability transport that means quality of transport facilities and services for disabled people. Directions about inclusive planning and disabilities indicator are still needed in order to make better planning and data available more often but not standardized.

### 3.3. Participatory planning concept

Olthelen (1999) states that “*participatory planning is the initial step in the definition of a common agenda for development by a local community and an external entity or entities*”. According to Canari (2004), planning processes can be described as participatory especially when they are count in the involvement of all stakeholders (from early in the process and continually throughout it), the incorporation of the diverse views and opinions of the individuals within stakeholder groups; provision of information, in forms that are appropriate for all participants, that allow stakeholders to understand the issues that is being addressed, form opinions and make decisions; and respect for the process and the decisions that are reached. It means that planning processes must consider those aspects to make the decision making processes more effective and durable (Selman, 2003).

Why participatory planning has become so important? According to Innes and Booher (2004), there are five purposes of participation to find out what the public’s preferences are so these can play a part in their decisions; secondly, to improve decisions by incorporating citizens’ local knowledge”; thirdly, advancing fairness and justice; fourthly, getting legitimacy for public decisions, and the last, participation is something planners and public officials do because the law requires it. While participatory planning is important, there are some barriers of participation according to Houtekamer et al. (2007; in Alhorn 2009)

**Table 2 Barriers of participation**

Barriers of participation	Descriptions
<i>Time</i>	Participation takes more time to finish the project or process (time consuming).
<i>Staff</i>	Skills of authorities and stakeholders may not be sufficient to lead to a successful participation process automatically.
<i>Money</i>	Spending much money on participation processes.
<i>Politics</i>	Lack of political commitment from authorities. Short term politics may influence projects, i.e. community and council elections.
<i>Power</i>	The government does not want to relinquish power to the public by public participation. And the public do not believe that they have power.
<i>Troublemakers</i>	Internal troublemakers (can be obstructing and criticize the process) and external troublemaker (politicians, media ,etc.)
<i>Misunderstanding</i>	Arises if no communication and information is provided.
<i>Bad experience</i>	If there was a bad example in the past, the willingness to run a participation process will be hampered within an organization.
<i>Closed minds</i>	Process has worked well without participation in the past and new methods seem to be dangerous, NIMBY-principle (Not In My Back Yard).

Source: Houtekamer et al. ,2007 in Alhorn 2009.

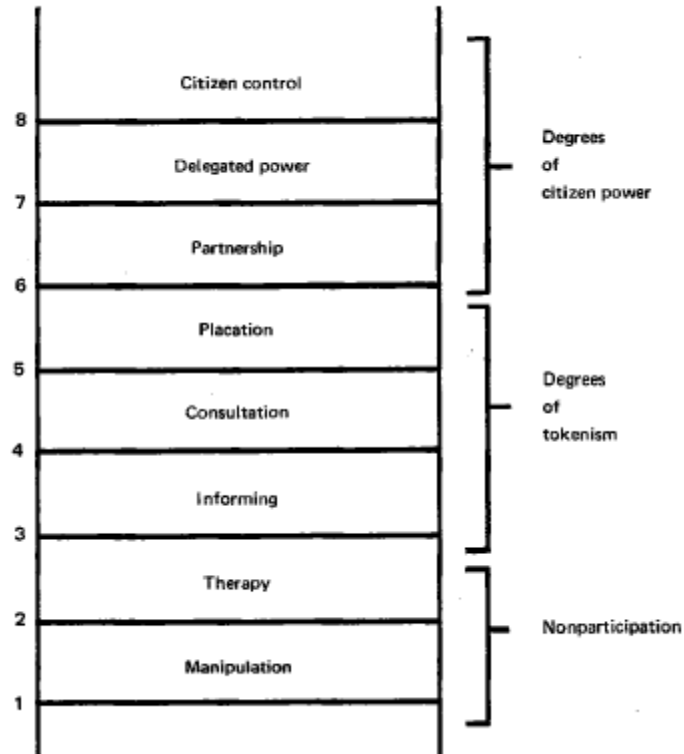


In this study, in term of inclusion disabled people in planning processes, the relevant barriers are time consuming, staff, money, politic and power, misunderstanding, bad experience and close mind. Involving disabled people in transportation will need more time and also money. Skill authorities and disabled people may be insufficient to lead to a successful participation process automatically and also they are sometimes close minded. Lack of political commitment and power from authorities and short term politics may influence the decision to involve disabled people in transportation planning processes. Misunderstanding between government and disabled people often appear that cause disabled people are not willing to participate in planning processes (PMSU, 2005).

According to Irvin and Stunbury (2014), the weakness of participatory planning, are wasting resources in policy making. It is not as effective as rational persuasion and policy outcome that depends on the character and nature of stakeholder. On the other hand, participatory planning also has some strengths, such as maintain the role of local democracy, showing support for the planning to be done, critiquing policy issues, developing a network of citizens with elected officials and produces solutions that care for the environment (Lazer, 2002).

There are eight types arranged in a ladder pattern (Arnstein, 1969) in participatory planning. The bottom rungs of the ladder are *manipulation* and *therapy*. These two rungs describe levels of “non-participation” that have been contrived by some to substitute for genuine participation. Their real objective is not to enable people to participate in planning or conducting programs, but to enable power holders to “educate” or “cure” the participants. Rungs 3 and 4 progress to levels of “tokenism” that the decision maker have to hear the public opinion by *informing* and *consulting the public*. When they are proffered by power holders as the total extent of participation, citizens may indeed hear and be heard. However, under these conditions they lack the power to insure that their views will be *heeded* by the powerful, When participation is restricted to these levels, there is no follow through, no “muscle,” hence no assurance of changing the status quo. Next rung is *placation* which implies a higher level of tokenism because the ground rules allow have-nots to advice, but retain for the power holders the continued right to decide. Further up the ladder are levels of citizen power with increasing degrees of decision-making clout. The other rung is *Partnership* which shows citizens can enter into a *Partnership* that enables them to negotiate and engage in trade-offs with traditional power holders. At the topmost rungs, *Delegated*

*Power and Citizen Control* which are citizens have not obtained the majority of decision-making seats, or full managerial power.



**Figure 9 Eight rungs of citizen participation**  
Source: Arnstein, 1969

The International Association for Public Participation (IAPP) make of a spectrum of levels of public participation. It is also about level of public impact in decision making processes. There are informed, consult, involve, collaborative and empower (IAPP 2000, Brynson, 2004). The levels of participation range from a minimum that just informing stakeholders through to empowerment in which the stakeholders are given final decision-making authority. Each level has a different goal and makes a different kind of promise – implicitly if not explicitly (see table 3).

**Table 3 Public participation spectrum and existing tools**

	<i>Level of participation</i>				
	<i>Inform</i>	<i>Consult</i>	<i>Involve</i>	<i>Collaborate</i>	<i>Empower</i>
<b>Public Participation Goal</b>	<i>To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.</i>	<i>To obtain public feedback on analysis, alternatives and/or decision.</i>	<i>To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.</i>	<i>To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.</i>	<i>To place final decision-making in the hands of the public.</i>
<b>Promise to the public</b>	<i>We will keep you informed.</i>	<i>We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision</i>	<i>We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision</i>	<i>We will look to you for direct advice and innovation in formulating solutions and incorporate your advices and recommendations into the decisions to the maximum extent possible.</i>	<i>We will implement what you decide.</i>
<b>Existing tools</b>	<ul style="list-style-type: none"> <li>• <i>Fact sheets</i></li> <li>• <i>Websites</i></li> <li>• <i>Open houses</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Public comment</i></li> <li>• <i>Focus groups</i></li> <li>• <i>Surveys</i></li> <li>• <i>Public meetings</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Workshops</i></li> <li>• <i>Deliberate polling</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Citizen Advisory committees</i></li> <li>• <i>Consensus building</i></li> <li>• <i>Participatory decision-making</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Citizen juries</i></li> <li>• <i>Ballots</i></li> <li>• <i>Delegated decisions</i></li> </ul>

Source: IAPP (2000)

The level of participation that distinguish in figure 8 (Arnstein,1969) and table 3 (IAPP, 2000) determine the characteristics of each level of participation. The inform, consult, involve and collaborative (IAPP,2000) levels closely follow the eight rungs of citizen participation by Arnstein (informing, consultation, placation and partnership). These levels all include two way interactions with stakeholders, but differ in how closely they are engaged and able to influence the process (Bruns, 2003). The empowerment end of the IAPP spectrum does not differentiate between delegated power and citizen control. Instead various forms of

empowerment, in all of which the government does not hold final authority to make unilateral decisions, are lumped together in a single category of empowerment (Bruns, 2003).

Table 3 captures the existing tools of participation usually use in each level of participation. These are the tools on level of empower of participant that more interesting. Because of the empower level as the highest level of public impact in decision making, this study will discusses about how to increase level participation of disabled people to the highest level in planning process. Achieving highest level of public impact in decision making (empower) it is not easy in practice because it depends on context and objective of these tools. Some of the existing tools will be explained in other section.

### ***3.2 The Importance of inclusion disabled people in planning processes***

Including disabled people in the planning process will provide an opportunity for them to contribute to society. According to UN (2008), the right of disabled people should be same as with other communities. It clarifies the legal obligations of governments to respect and ensure the equal enjoyment of all human rights by persons with disabilities. It identifies areas, such as accessibility, inclusion, participation and nondiscrimination, as they apply in the context of persons with disabilities, to ensure that they can enjoy their human rights. Based on research conducted by Black and Gregersen (1997), the results suggest that the degree of involvement in generating alternatives, planning, and evaluating results are related significantly to satisfaction of citizen. It means that involved element of society (one of them is disabled people) has become important in planning processes. Furthermore, Church et al (2000) state that increasing accessibility facilities in transportation sector will help people to combating individual constrain to doing some activities. It is in line with Human Rights Watch's (2013) statement that lack of accessibility of transportation facilities lead to disabled people being excluded in all the activities of the community, making it difficult or impossible for them to doing social activities. Therefore, transport facilities that are accessible for disabled people are needed.

### ***3.4 Social inclusion of disabled people***

Social inclusion refers to people's ability to participate adequately in society, including education, employment, public service, social and recreational activities. This concept emphasizes that social institutions bear a responsibility to accommodate people's needs. For example, people who are unable to walk, due to a physical disability are handicapped to the

degree that society fails to provide facilities and services that allow them to access activities. In the past, such constraints were often described in terms of the individual's failure to accommodate the built environment, but the problem is increasingly defined as a failure of the built environment to accommodate people (Litman, 2003).

Many factors can affect social inclusion, such as ignorance, poverty, language barriers, racism and classism that can limit people's ability to participate in some activities. Physical accessibility which is people's ability to reach desired goods, services, activities and destinations (for simplicity sake we simply call these activities in this paper) is often an important factor in social inclusion and making this an important transport planning issue (DKRP, 2005). Social exclusion and marginalization reduce the opportunities for the disabled to contribute productively to the household and the community, and increase the risk of falling into poverty (World Bank, 1999). Therefore, involving disabled people in planning processes is important (see also Chapter 2 important of involve disabled people).

Three main types of barriers for disabled people inclusion in transportation planning process are: social barriers, psychological barriers and environment barriers (Venter, et.al, 2002). Social barrier are lack of public disability awareness, difficulty communicating for people with hearing and/or speech impairments. Psychological barriers are some participants having low self-esteem about their disability and avoiding to involve in planning processes. And, environmental barriers are the lack of transport infrastructure and pedestrian environment that make them difficult to go out from their home.

### ***3.5 Empowerment of disabled people in spatial planning concept***

From the conceptual model (figure 10), spatial planning processes divided two types, there are participatory planning and non-participatory planning. Two key objective goals of sustainability transport are comprehensive and inclusive planning and land use accessibility. Therefore, the participatory planning is needed in spatial planning processes to make it effective and durable (Salmen, 2003). Design accessibility for disabled people is also important. However, in practice non-participatory planning still existed that people were marginalized excluded from spatial planning processes

Based on Bryson (2004), there are five levels of participation in planning processes; inform, consult, involve, collaborative and empower. The highest level of participation is empower and the lower level is inform. Empowerment concept in this study is about increasing the level of participation of disabled people in transportation planning processes by participatory planning in processes side and good design accessible in practice. Level of participations affects design of accessibility and vice versa. These raise questions on how to shift the lower level or middle level of participation to highest level, what the barriers are and what tools can be used to shifting from the lower or middle level to high level in study case.

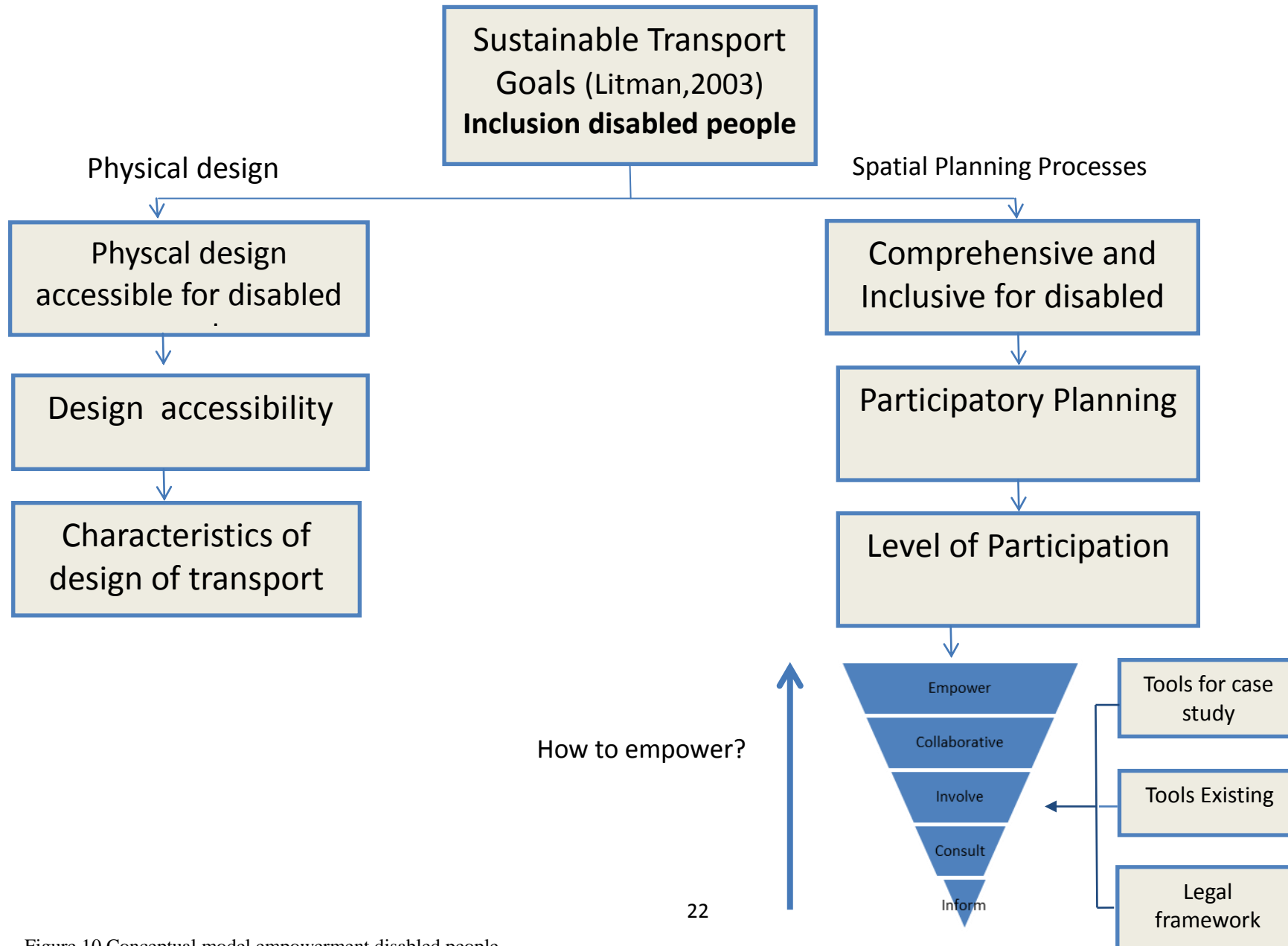


Figure 10 Conceptual model empowerment disabled people in spatial planning processes

Staples (1990) defined empowerment as “*the ongoing capacity of individual or groups to action their own behalf to achieve a greater measure of control over their lives and destinies*”. From this point of view, individuals or groups are empowered not only by the outcomes of the decision they make, but also by being an active participant in the decision making process. Fitzsimons et al.(2011), state empowerment is a social action process that promotes participation of people, organization, and communities in gaining control over their lives in community and larger society.

### ***3.6 Existing tools participatory planning***

This section will explain some of the existing tools to participatory. The existing tools base on literature review base on IAPP (2000) and with level of participation criteria. By using literatures, the tools will be defined and described based on the strengths and weakness of the tools when in use to involve society in planning processes. The first section will discuss about existing tools in level inform, consult, involve, collaborative and the last is empower tools.

#### ***3.6.1 Existing tools in inform level***

The inform level covers one-way dissemination of information, and can build a foundation for other forms of participation (Bruns, 2003). This section will explain about the existing tools to participate. It is level of inform. According to IAPP, there are 3 tools to inform: fact sheets, web sites and open house. In this section open house will be discussed.

#### ***Open house***

The public is invited to drop by at any time at a set location on a set day(s) and times. They can speak with staff, view the displays set up in the room and break into small discussion groups. Table 4 describes the strengths and weakness of open house (Abelson et.al 2001).

Table 4 Strengthens and weakness/consideration open house

<i>Strengthens</i>	<i>Weakness/consideration</i>
<i>Relaxed atmosphere the needs/questions of the public</i>	<i>potential for lack of clarity in purpose</i>
<i>Allows for sensitive topics to be discussed</i>	<i>Many staff need</i>
<i>Develops links for the future</i>	

Source: Abelson et.al 2001



### 3.6.2 Existing tools in consult level

Consultation creates a two-way flow information and often a legal requirement (Bruns, 2003). This section will explain about the existing tools to participate in level consult. According to IAPP, there are three tools in level consult: focus group, public meeting and survey.

#### ***Focus group***

Focus group were seen as tools to participate society in planning processes, collect data, and monitor the intervention (Ljunggren, et.al, 2010). It can motivate community members to take part in their own development, become involved in open discussions, and become aware of the real issues of the community, as well as improving transparency. The strengths and weakness of focus group are described on table 5 (Abelson et.al 2001).

Table 5 Strengthens and weakness/consideration focus group

<i>Strengthens</i>	<i>Weakness/consideration</i>
<i>Successful focus group may lead to consensus and feelings of enrichment among participants</i>	<i>lack of informed participants produces superficial discussion</i>
<i>Good venue for learning about needs of a particular group</i>	<i>potential for revealing and reinforcing social cleavages</i>
<i>Remain largely informal, so participants can discuss issues in relaxed atmosphere</i>	<i>selection criteria can create bias in eliciting opinions</i>
<i>A good way to gauge the opinions of the public</i>	<i>limited number of participants limits representativeness of opinions</i>
	<i>potential for ideas expressed to be influenced/shaped by interaction/exchange with others (especially those who are dominant)</i>

Source: Abelson et.al 2001

### ***Public meeting***

Tendency to involve is often only interested citizens usually experts and interested citizens. The strengths and weakness of the public meeting (Abelson et.al 2001) see table below.

Table 6 Strengthens and weakness/consideration public meeting

<i>Strengthens</i>	<i>Weakness/consideration</i>
<i>potential to inform citizens</i>	<i>may be dominated by special interest groups</i>
<i>potential to improved decision making</i>	<i>feed-back obtained from this format needs to be treated carefully because it may not be representative of the community</i>
<i>potential to minimize conflict</i>	<i>does not generate a sense of ownership</i>
	<i>excludes the inarticulate and perhaps disadvantaged groups</i>

Source: Abelson et.al 2001

### **Surveys**

Solicit information from representative sample of citizens is collected. Same questions are asked of ever individual surveyed. There is a variety of survey types: postal, interviewer, telephone. For the strengthens and weakness of the survey ( Abelson et.al 2001) see table below.

Table 7 Strengthens and weakness/consideration survey

<i>Strengthens</i>	<i>Weakness/consideration</i>
<i>can reach large numbers of people</i>	<i>the lists may not be representative or comprehensive so survey results are often not comparable</i>
<i>if same questions are retained, can be used for longitudinal studies</i>	<i>the effectiveness of surveys are affected by the rates of response</i>

Source: Abelson et.al 2001

### ***3.6.3 Existing tools in involve level***

Involvement level of public participation offers a way to incorporate participatory processes where government does not control over final decision in planning processes (Bruns, 2003). This section will explain about some of the existing tools in involve level. According to IAPP, there are two tools which are workshop and deliberate polling. Deliberate polling will explain in this section.

### ***Deliberate polling***

Incorporating elements in planning processes of deliberation and involves citizen will build the opinions or decisions that will important to take crucial decision in planning processes. It will take less time to get public opinion by deliberate polling. It is also measures what the public would think if it was informed and engaged around an issue. For the strengths and weakness of deliberate polling (Abelson et.al 2001, DSE, 2013), see table below.

Table 8 Strengthens and weakness/consideration deliberate polling

<i>Strengthens</i>	<i>Weakness/consideration</i>
<i>provides insights into public opinions and how people come to decisions</i>	<i>incentives (e.g. honorarium, transportation) are important</i>
<i>seeks informed opinions, does not force people to reach consensus</i>	<i>requires a lot of preparation time</i>
<i>large, random sample</i>	<i>although sample size is large and random, ensuring representativeness is difficult</i>

Source: Abelson et.al 2001;DSE,2013

### ***3.6.4 Existing tools in collaborative level***

The goal collaborative process can be to produce a strong consensus (Bruns, 2003). This section will explain about some of the existing tools of collaborative level. According to IAPP, there are three tools to collaborative: citizen advisory committees, consensus building and participatory decision making.

#### ***Citizen advisory committee***

It can be made up of a variety of different organizations (e.g. from governmental to public). The committee intends to represent the broader of public. For the strengths and weakness of citizen advisory committee (Abelson et.al 2001), see table below.

Table 9 Strengthens and weakness/consideration citizen advisory committee

<i>Strengthens</i>	<i>Weakness/consideration</i>
<i>if committee is balanced, deliberations can be fruitful</i>	<i>not a representative group of people</i>
<i>their advice should influence decision making process</i>	
<i>should also produce informed citizens, boost trust in institutions and reduce conflict.</i>	

Source: Abelson et.al 2001

### ***Consensus building***

A process designed to help people reach a consensus by focusing on the issues themselves. Mediators are used to help people reach a consensus and non-adversarial approach. For the strengths and weakness of consensus building (Abelson et.al 2001) see table below.

Table 10 Strengthens and weakness/consideration consensus building

<i>Strengthens</i>	<i>Weakness/consideration</i>
<i>Helps people to reach solutions they can all support</i>	<i>Consuming time</i>
<i>Provides time for people to get to know each other and their differing views</i>	

Source: Abelson et.al 2001

### ***3.6.5 Existing tools in empower level***

This section will explain about some of the existing tools to empowering. It is about the level of empowerment. According to IAPP, there are three tools to empowerment: citizen juries, ballots and delegated decision.

#### ***Citizen juries***

The goal of citizen juries is increase number citizens to participative in planning processes. Therefore, the distance from community to decision making processes can be solved to improve decision (DSE.2013).

The wider community involve In the decision-making processes that are engaged as community with no formal alignments to an party in planning processes. The citizens jury using representative sample of citizens. Initially, giving briefed in detail on the background and current condition with regard to a particular issue, and asked them to discuss the possibilities and what approaches are possible. As legal jurors, citizen juries also make judgment and what possibilities are possible with the issue that was provided.

For the strengths and weakness of citizen juries (Abelson et.al 2001, DSE, 2013) see table below.

Table 11 Strengthens and weakness/consideration citizen juries

<i>Strengthens</i>	<i>Weakness/consideration</i>
<i>Can be used to draw members of the community into participative processes where the community is distanced from the decision-making process or a process is not seen as being democratic.</i>	<i>Jury members need to be representative for the community in consideration</i>
<i>Strives to improve representation in participative processes by engaging a cross section of the community in the jury</i>	<i>Setting up involves selecting jurors and experts and planning the timing, as it takes up to four days to run the jury</i>
<i>Can be used to moderate divergence and provide a transparent process for decision making.</i>	<i>Moderators may be required, and would need to be hired</i>
<i>Provides a transparent participatory process which can be seen to be independent and credible.</i>	<i>Everyone involved needs to be clear about the results and how they will be used. Ahead of the event, time needs to be allowed to engage jury, hire facilitator, put together briefing or background papers and contact 'experts'.</i>
<i>Provides citizens with an opportunity to develop a deep understanding of the issue.</i>	<i>The commissioning body must follow recommendations or explain why.</i>
<i>Involves ordinary citizens.</i>	
<i>Pinpoints fatal flaws or gauges public reaction and opinion</i>	

Source: Abelson et.al 2001: DSE, 2013

### **Ballots**

Ballot is the process wherein an issue is put to popular vote. It is can be initiated by governmental or other organizations, or sometimes the citizenry and also results mayor may not be considered binding. For the strengths and weakness of ballots according Abelson et al (2001) see table below.

Table 12 Strengthens and weakness/consideration ballot

<b><i>Strengthens</i></b>	<b><i>Weakness/consideration</i></b>
<i>Incites discussion and interest</i>	<i>Results may not be representative if there is low voter turnout</i>
<i>Difficult for the government to ignore the results of a ballot.</i>	<i>Wording can present problems</i>
<i>Way to get citizens directly involved with the legislative process</i>	<i>Limited number of times you can use it</i>
<i>Way to learn public views</i>	<i>Potential for undue influence if one organization has greater resources than another when campaigning for or against a proposed referendum</i>
<i>All voters have equal influence</i>	<i>Very costly process</i>
<i>Can potentially involve all members of a local or national population</i>	

Source: Abelson et.al 2001

### ***Delegated decisions***

Citizens can achieve control for decision making by negotiation with public officials in particular program or decision making (Arnstein, 1969). Delegated decision is a decision made by a group or organization with specific authorization. In some cases a government agency or other body may assign the task of coming up with a solution to a group, such as commission, and say they will accept whatever solution that group choose (Bruns, 2003).for the strengths and weakness of delegated decision according (Bruns, 2003; Handoko, 1997) see table below.

Table 13 Strengthens and weakness/consideration delegated decision

<b><i>Strengthens</i></b>	<b><i>Weakness/consideration</i></b>
<i>Less time consuming</i>	<i>Can't use in routine task</i>
<i>Less pressure from government</i>	<i>Language for delegate is important</i>
<i>Having opportunity to development society</i>	<i>Less self-confidence society</i>
<i>Increase relationship between government and society</i>	<i>Less experience</i>

Bruns, 2003; Handoko, 1997

### ***3.8 Reflection and Conclusion***

Process side of participatory in spatial planning is very important in order to make better decision making. Contemporary planning often uses participatory approach addressing the complex situation in spatial planning. Many tools of participatory planning exist and each tool has strengths and weakness on each level of participation: inform, consult, involve, collaborative and empower level. Nevertheless, it depends on the goals of the government to include disabled people in planning processes. For example, if the government only provides the information to assist disabled people in understanding the problems and alternative they can use a website or fact sheets. The overview will give better understanding about the tools that are used by UK and Canada. Furthermore, it can be used to determine whether it is appropriate to Indonesia contexts.

## **Chapter 4. Research Methodology**

### ***4.1 Introduction***

This chapter will provide the information about the methodology that is used in this research. It is divided in four section, those are qualitative research, qualitative research design, collecting qualitative data and analyzing qualitative data.

### ***4.2 Qualitative research***

This research is a descriptive qualitative research. Qualitative research is concerned with developing explanations of social phenomena in daily life (Hancock, 2002). It is concerned with the social aspects of our world and seeks to answer questions about: why? how? in what way? Quantitative research is more concerned with questions about: how much? how many? how often? To what extent? The main questions in this study is : how to empower disabled people in transportation planning processes? It is related with Hancock (2002), who states that to answer the question in this study qualitative research design is needed because of the complex relation and the dynamic.

### ***Qualitative research design***

Qualitative data analysis is the nonnumeric assessment of observation made through participant observation, content analysis, in depth interviews, and other qualitative research techniques (Babbie, 2013). There are four major types of qualitative research design are outlined (Hancock, 2002), namely, phenomenology, ethnography, grounded theory and case study. This research is case study in Indonesia by lesson learned from UK and Canada. It is about including disabled people in transportation planning process.

### ***Case study***

Case study evaluation is first and foremost, a general research method. According to Yin in Leroy & Crabbe (2008), this method can apply for evaluation purposes. Yin defines case study evaluation as an empirical enquiry that investigates a contemporary phenomenon within its real-life context.



Leroy and Crabbe (2008) state case study evaluation research can be applied in any phase of policy cycle. It is appropriate for analyzing and assessing agenda setting, policy formation, policy choices and policy implementation. The most important criterion for determining whether a case study evaluation is desirable is the nature of the research question. If the evaluation question concerns an explanation or qualitative understanding, then a case study is a valid option.

The case study takes in Jakarta, the biggest city and the capital city of Indonesia. The main focus in Transjakarta is on public transportation bus. Population of disabled people in Indonesia is about 1,48 million (0,70% population) (source: national census 2006). According to the national census of 2010, the population of Indonesia is 237 556 363. Until now, there has been no estimate of the number of disabled people. Data from Media Centre of the Ministry of Social Worker, show that the number of disabled people in Indonesia is spread in 33 provinces recorded 1.541 942 people. Most widely spread is in big cities. In this case, the focus on the category disabled people congenital physical disability and physical disability from accident. The case study in public bus Jakarta is chosen because Jakarta is the biggest city in Indonesia and also because Transjakarta bus transit for Indonesia has more or less the best practice to other city in Indonesia (Lenny, 2011; Dagun, 2006; Dit.BSTP, 2010) and Jakarta also has a relatively large number of disabled people.

Canada and UK will be used as lesson learned to Indonesia. Canada has long been considering the participation of disabled people in the planning process. It is important to view on the Canadian example as the best practice to involve disabled people in transportation planning process. Furthermore, UK is the most innovative and, arguably, demanding aspects of the new direction in transport planning in the UK is the prominence being given to public participation (Bickerstaff, 2002).

#### ***4.3 Collecting qualitative data***

This study will use literature review, document review, interview and survey in collecting qualitative data. Literature review is systematic review and clear for recognizing, evaluating and interpreting the literature by researchers, scholars and experts in related fields and study of problems. This research will also use structured and semi structured interview. Structured interviews consist of the interviewer asking each respondent the same questions in the same way. Caliskan 2006 in Fierek (2012) distinguishes two main groups of stakeholder in the

urban planning system: local authorities and other users of the system. Zak (1999) and Thiel (2001) specify: Passengers, operator of transportation system and local authorities as a major entities interested in efficient operation of the urban transportation system. In this study the main group being interviewed are Local Government (transportation unit DKI Jakarta), Public Service Agency Transjakarta , NGO (Indonesian Disabled People Association) that concern for transportation friendly facilities for disabled people. This study also uses questionnaire for disabled people in DKI Jakarta that was distributed by using Google Drive. Because some limitations in collecting data and time constraints to conduct this research, interview stakeholder in case study will be done by use email.

Secondary data about tools and legal framework to include disabled people in transportation (bus) planning processes in UK and Canada will be used secondary data. Several sources will be used in order to gain relevant information that can answer and clarify knowledge into reliable fact (see table 14).

Table 14 Source document to analysis (UK and Canada)

Country	Source data	Range of articles
<b>Canada</b>	Government's websites: <a href="http://www.ccdonline.ca">www.ccdonline.ca</a> & <a href="http://www.tc.gc.ca">www.tc.gc.ca</a>	2005-2014
	Planning guide, regulation	1995-2014
	Report from federal government and local government	2007-2014
	Scholarly literatures about inclusion of disabled people	2001-2014
<b>United Kingdom</b>	Government's websites: <a href="http://www.gov.uk">www.gov.uk</a> ; <a href="http://www.drdni.gov.uk">www.drdni.gov.uk</a> ; <a href="http://www.odi.gov.uk">www.odi.gov.uk</a> ; and <a href="http://www.middlesbrough.gov.uk">www.middlesbrough.gov.uk</a>	2007-2014
	Authorized organization websites that concern for disabled people: <a href="http://www.inclusionlondon.co.uk">www.inclusionlondon.co.uk</a> ; <a href="http://www.participationworks.org.uk">www.participationworks.org.uk</a> and <a href="http://www.involving.org">www.involving.org</a>	2008-2014
	Report from national government and local government	1985-2014
	Planning guide, regulation	2006-2014
	Scholarly literatures about inclusion of disabled people	2012-2014

Source: Author, 2014

#### ***4.4 Analysis qualitative data***

This section will discuss about analysis qualitative data in this study. The first will discuss about content analysis and then narrative analysis also ideal type's analysis will be discussed.

##### ***Content analysis***

Content analysis is a procedure for the categorization of verbal or behavioral data, for purposes of classification, summarization and tabulation (Hancock, 2002). The content can be analyzed on two levels.

1. The basic level of analysis is a descriptive account of the data. This is what was actually said with nothing read into it and nothing assumed about it. Some texts refer to this as the manifest level or type of analysis.
2. The higher level of analysis is interpretative. It is concerned with what was meant by the response, what was inferred or implied. It is sometimes called the latent level of analysis.

The higher level of content analysis used in this study is first descriptive than interpretative. Content analysis data from document and regulation in UK and Canada will use Atlas.ti analysis. Atlas.ti is qualitative analysis software that provides for coping the complex tasks such as for analyzing unstructured data, offers a powerful intuitive environment and also this software working with flexibility and functionality (Atlas.ti.com, 2014; Bazeley, 2009; Friese, 2012). Furthermore, compilation policy documents, article, report and other literatures will be analyzed by Atlas.ti by having indicators as the basis of codes . Based on these codes we can structure these articles into quotes. Finally, the quotations of each indicator are the result of Atlas.ti. This result will be analyzed based on the indicators.

Indicators are set by elaborating factors that influence inclusion disabled people. It is consists of accessibility design, processes inclusion (about legal framework and tools to inclusion disabled people) and contributing/influencing factor to increase level of participation in transportation planning (bus) (see table 15).

Table 15 Indicator to empowerment disabled people in transportation (bus) planning processes

No	Indicator	Description
1	Transport component (Geurs and Wee, 2004)	Accessibility facilities: Pedestrian, bus stop and vehicle.
2	Process inclusion (Litman, 2003;Abelson, 2001; IAPP, 2000)	Legal framework Participatory tools Mechanism/procedure
3	Influencing factors to increasing participation disabled people. (UN, 1982)	<ul style="list-style-type: none"> <li>- Awareness to the issues of inclusion disabled people.</li> <li>- Combine, coordination policy</li> <li>- Struggle from organization/community of disabled people</li> <li>- Experience of expertise</li> <li>- The influence of disabled people in decision making</li> <li>- Innovation/creativity government to increase participation disabled people</li> <li>- Staff training</li> </ul>

***Narrative analysis***

Newman (2007) states that in the narrative analysis, data are analyzed or explained in terminology and concept what the people focus on. In this study, the semi structure interview, literature review (book, journal) and document review (report, law and guidance) about inclusion disabled people in transportation planning process BRT Transjakarta will be interpreted and also exploring the current level of participation of disabled people in transportation (bus) planning process in BRT Transjakarta.

# **Chapter 5 Participation of disabled people in transportation planning processes in UK and Canada**

## ***5.1 Introduction***

This chapter will explain about processes inclusion disabled people in planning processes and also design accessibility facilities in bus public transportation for disabled people in UK, Canada and Indonesia. The first section will explain inclusion-disabled people in UK. After that, I will explain about inclusion in Canada.

## ***5.2 United Kingdom***

Public participation is the most innovative and arguably, demanding aspects of the new direction in transport planning in UK (Bickerstaff, 2002). It is important to show UK as a lesson learned of innovative ways to include public participation in transportation planning, in this case is inclusion disabled people in transportation planning processes.

### ***5.2.1 Processes inclusion disabled people in transportation planning***

The processes inclusion disabled people in UK in this study will discuss about legal framework and tools that they used to include disabled people in transportation planning processes. This part will illustrate processes side in practice in UK to include disabled people in transportation planning processes.

#### ***Legal Framework***

Many Legal frameworks have been made in UK about disabled people. Some of them are Disability discrimination act 1995 and already amended by the Disability discrimination act 2005. Public service vehicles accessibility regulations 2000 about accessibility requirements for buses are set out in the public service vehicle. Public bodies Act 2011 about provides vehicle to allow a wide range of changes to be made to statutory public bodies (Rica, 2013; DOT, 2012).

In the Discrimination Disability Act is stated that before make planning or regulation the state or local government has to consult to the disabled persons transport committee (DOT, 2013). National or state provide guidance about facilities to disabled people (Gov.UK, 2013) and the

local authority makes the permit. Legislative provision for improving access to transport is in place and transport operators.

### ***Tools***

To include disabled people in transportation planning processes the decision maker use advisory committee (Rica, 2013; DOT, 2012). Advisory committee is the representative of disabled people (DDA, 2005). Each transportation (bus) planning processes that is related to disabled people use disabled people-advisory committee. This committee was established by the secretary of state for transport under Transport Act 1985. It is an independent body. According to HCTC (2009), the committee is made up of 20 members and there are regulation that state "at least half of members of this committee are disabled people (currently about 70 %)". The members of the committee have wide range of experience of transport and disability and the members are also not paid.

### ***5.2.2 Design accessibility facility for disabled people in public bus Transport***

The goal of inclusion disabled people in planning processes not only about sufficient legal framework and tools that UK used but also the end-goal is good accessibility facility to disabled people in public bus transportation. Below, some design accessibility facilities in public bus transport in UK are shown.



Figure 11 Accessibility facilities in public bus transportation in UK  
Source: GMPTE, 2012; Rica, 2013)

The pictures illustrated that the operator of public bus transports in UK already provide the facilities for disabled people. It means that empowerment disabled people is not only about processes side of inclusion-disabled people in transportation planning but also in providing accessible facilities that are useable for them. What the influencing/contributed factors inclusion disabled people in UK does will be explained in the next part.

### ***5.2.3 Influencing factors***

The most important to understand about inclusion disabled people in transportation planning processes is the influencing factors about the processes inclusion disabled people and also about design accessibility facilities for disabled people in public bus transportation. All secondary data from UK about processes inclusion and accessible facilities for disabled people were analyzed by atlas.ti that base on the indicator of influencing factor to increase participation disabled people in transportation planning processes, as can be seen in table 3 in chapter 4 Therefore, there are influencing factors of inclusion disabled people in transportation planning in UK:

1. UK has guidance to provides the accessibility facilities for disabled people in bus transportation that the design of facilities refer to universal design (Department of Transport UK, 2013)
2. The government is aware that including disabled people can make vital contributions in decision making processes (Mulgan, 2005)
3. Inclusion of disabled people continuously and including disabled people in early stage of policy making improves the quality of accessible facilities to disabled people (ODI, 2010; Mulgan, 2005)
4. There are legal binding to inclusion disabled people in planning processes (DDA, 2005). It means that inclusion disabled people in Transportation planning is an obligation.
5. Bus operator provides the accessibility facilities for disabled people as a planning obligation and planning condition (DOT UK, 2013).

### **5.3 Canada**

Transportation for disabled people directorate in Canada was established in 1979. It means that Canada has had more than three decades of concern for disabled people. Discussing inclusion of disabled people in Canada resulted in interesting, legal framework, tools and design accessibility facilities to disabled people.

#### **5.3.1 Processes inclusion disabled people in transportation planning**

The processes inclusion disabled people in Canada in this study will discuss about legal framework and tools that they used to include disabled people in transportation processes.

##### ***Legal Framework***

The Government of Canada recognized the importance of inclusion disabled in all sectors in Canada and tries to remove barriers as a result of exclusion (MCHOL, 2014).

The Canadian Government has been aware that Canada needs federal legislation in addition to the Canadian Human Rights Act (Canadian Human Rights Commission, 1977) to protect and ensure that appropriate services and programs are in place for persons with disabilities regardless of where they live in Canada (Burns & Gordon, 2009). Without such federal legislation in place in Canada, people remain critical about the existence of different codes of practice for transportation, housing, and accessibility in each province. One of the Act's Canada Transportation Act 1996 Part V "Transportation of persons with disabilities" state that the transportation system, "as far as is practicable," should not present "an undue obstacle to the mobility of persons, including persons with disabilities."

##### ***Tools***

Canadian Government used the advisory committee and task force that can be useful because they are significance representation of person of disabilities (CCD, 2006). Advisory committee is forced inclusion disabled people in planning and also they have Council of Canadian with disabilities (CCD, 2014) Canada also collaborate with the stakeholder from academic and disabilities communities (MCHOL, 20014)



### 5.3.2 Design accessibility facility for disabled people

The designed facilities of disability follows the federal disability act in recognition of significance of universal design as a necessary tool to successful achievement of full inclusion (CCD, 2006). Canada does not have national standard. Accessibility design center will proved the infrastructure support to government and agency that respect to design disability of disabled people. (CCD, 2006;Litman, ny). Some accessibility facilities for disabled people in public bus transportation in Canada can be seen in figure;



Figure 12 Accessibility facilities in public bus transportation in Canada  
Source: CUTA, 2007

The pictures illustrated that the operator of public bus transports in Canada also concern to provide facilities disabled people. Empowerment of disabled people in planning processes is not only in processes side of inclusion-disabled but also in providing accessible facilities that are useable for them.

### 5.3.3 Influencing Factors

All secondary data from Canada about processes inclusion and accessible facilities for disabled people was analyzed by atlas.ti that base on the indicator of influencing factors to increase participation disabled people in transportation planning processes, as can be seen in table 3 in chapter 4 There are influencing factors in Canada to inclusion disabled people participate in planning processes. They are:

1. The Government of Canada has commitment to respect about the goal of full inclusion disabled people in planning processes (CCD, 2006; CCD, 2013). They recognize that full participation disabled people will benefit and enrich Canadian society as a whole (CCD, 2006; MCHOL, 20014)

2. A struggle of disabled people to be part of a global movement in Canada is very enthusiastic (Chouinard, 2001) and also many voluntary disabled people groups exist in Canada. They force to make disability act that have teeth to force government to provide a good accessible to disabled people (Dickson,1998; CCD, 2005)
3. Government Established design accessibility design center to harmonize, track, and deliver result in the area of barrier removal (CCD, 2006) and also to provide infrastructure support to government or agency with respect to design and development of guidelines and standard facilities accessibility to disabled people (Dickson,1998)
4. Each policy in department, agency or commission in federal is being reviewed to identify those policies and practice which contain the barrier to disabled people (Litman, ny; CCD, 2006).
5. The government of Canada offers tax exemptions, income supports, social benefit and service to disabled people to facilitate their inclusion, participation and independent in various aspects in life. Tax exemption to disabled people that participation in society (MCHOL, 2014).
6. The Government of Canada launched the Federal Disability Reference Guide; tools that can help policies, program, and services and raise awareness' about the need of disable people (MCHOL, 2014)

Table 16 shows overview inclusion disabled people in transportation planning processes (bus) in UK and Canada.

Table 16 Overview inclusion disabled people in transportation planning processes (bus) in UK and Canada

Indicator	Canada	United Kingdom
Legal Framework	The Transportation Act's Canada 1996 Canadian Human Rights Commission, 1977	Disability Discrimination Act 1995 Transport act's 1985 Public Bodies Act 2011
Tools	Advisory committee	Advisory Committee
Design	Accessibility design center	Universal design
Influencing factors	<ul style="list-style-type: none"> <li>- Rising awareness for disabled people</li> <li>- Inclusion disabled people as legal binding</li> <li>- Commitment of Government</li> <li>- Offers tax exemptions</li> </ul>	<ul style="list-style-type: none"> <li>- Rising awareness for disabled people</li> <li>- Struggles of disabled people and NGO</li> <li>- Including disabled people in early stage policy making.</li> </ul>

Source: analyzing author, 2014.

#### ***5.4 Reflection and conclusion***

Inclusion disabled people in transportation planning processes is very important to get some feedback for decision making to improve accessibility facilities in public bus rapid transit. The experience in UK and Canada show that both countries have used advisory committee as a tool to inclusion disabled people in transportation planning processes. The legal framework, design and also success factors from both countries could be used as a lesson learned to Indonesia and also as information in take-off phase in transition management concept that will be used to empower disabled people in transportation planning in case study (BRT Transjakarta-Indonesia).

This chapter answered the research question about what makes public bus transport friendly for disabled people in UK and Canada. Some of them are the commitment and awareness of decision makers to include disabled people in transportation planning processes. Furthermore, the legal binding to include disabled people is very important in transportation planning processes to force government or agency or planner to include them and provide good and useable accessibility facilities in public bus transport for them. Innovation and creativity from decision makers are needed to include disabled people. For example, by using incentive, penalty, etc.

# Chapter 6 Inclusion of disabled people in transportation planning processes (bus) in Indonesia

## 6.1 Introduction

This chapter discusses the inclusion of disabled people in transportation planning processes in Indonesia. First, general descriptive of case study BRT-Transjakarta will be explained. Next, the chapter discusses legal framework about inclusion planning processes in BRT-Transjakarta and analysis of inclusion disabled people in a case study. It will also discuss the answer to the question of how to empower disabled people in transportation planning processes. In the end of this chapter there will be a reflection and conclusion.

## 6.2 General descriptive of case Study (BRT Transjakarta-Indonesia)

BRT Transjakarta has begun its operation on January 15th, 2004. BRT Transjakarta is the flagship program of the Government of Jakarta for the development of bus-based public transport. BRT Transjakarta is a pioneer of public transport reform that prioritizes comfort, security, safety, accessible and affordability for the community (Transjakarta, 2013). The organization that manages BRT-Transjakarta is Public Service Agency (PSA) which is under supervision of the Department of Transportation Government of DKI Jakarta. The area of the case study is shown below. (figure 13 & 14).



Figure 13 Map of Indonesia  
Source: Pemprov DKI Jakarta, 2014

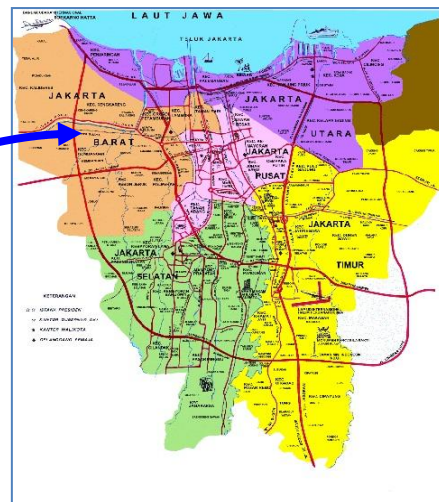


Figure 14 Map of DKI Jakarta  
Source: Pemprov DKI Jakarta, 2014

BRT Transjakarta has 12 corridors (Transjakarta, 2014). It makes Transjakarta the longest lane in the world (Dit.BSTP, 2010). (See figure 15).

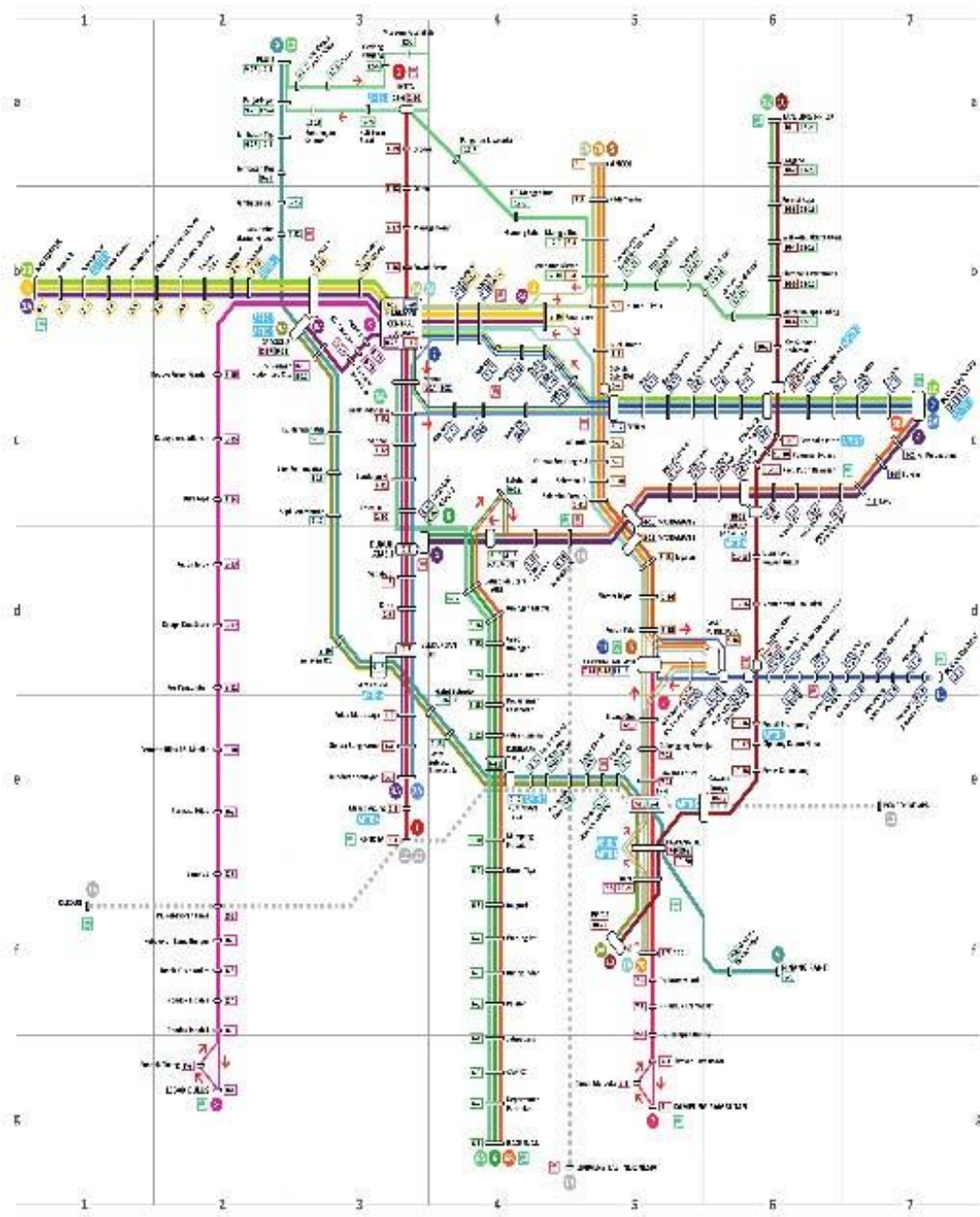


Figure 15 Corridor BRT Transjakarta

Source: Transjakarta, 2014

### ***6.3 Legal framework Inclusion disabled people in transportation planning BRT Transjakarta***

International discussions of human right for disabled people force all nations to consider the need and accessibility of these people (UN, 2008). At the national level, the legal framework of inclusion of disabled people in public bus transportation planning processes has been made for the road traffic Law 22 (2009). This law obliges to provide transportation facilities for disabled people. However, there is no specific statement about the obligation to inclusion-disabled people in transportation planning processes.

Ministry of Social Work concerns to disabled people matters in Indonesia. Regulations about disabled people in general have been made in this sector, as regulated by Law 4 (1997). However, this law does not state the obligation to inclusion-disabled people in planning processes as general.

In the local government in DKI Jakarta there has been the regulation about the protection for disabled people in Regional Regulation 10 (2011). It is stated in section IV that the accessibility for disabled people in all sectors should be provided, but there is not specific statement about the obligation to include disabled people in planning processes.

To sum up, in Indonesia especially in DKI Jakarta regulations have been made to provide the accessibility facilities for disabled people. However, there are not specific statements about the obligation to include disabled people in planning processes.

### ***6.4 Stakeholder***

There are many stakeholders involved in the case of BRT Transjakarta, including United Nation at the international level, Ministry of Transportation at the national level, DKI Jakarta as local government, Public Service Agency (PSA) BRT Transjakarta and disabled passengers. See table 14 for the overview of the stakeholders. For the link between stakeholders, see figure 16.

Table 17 Overview stakeholders

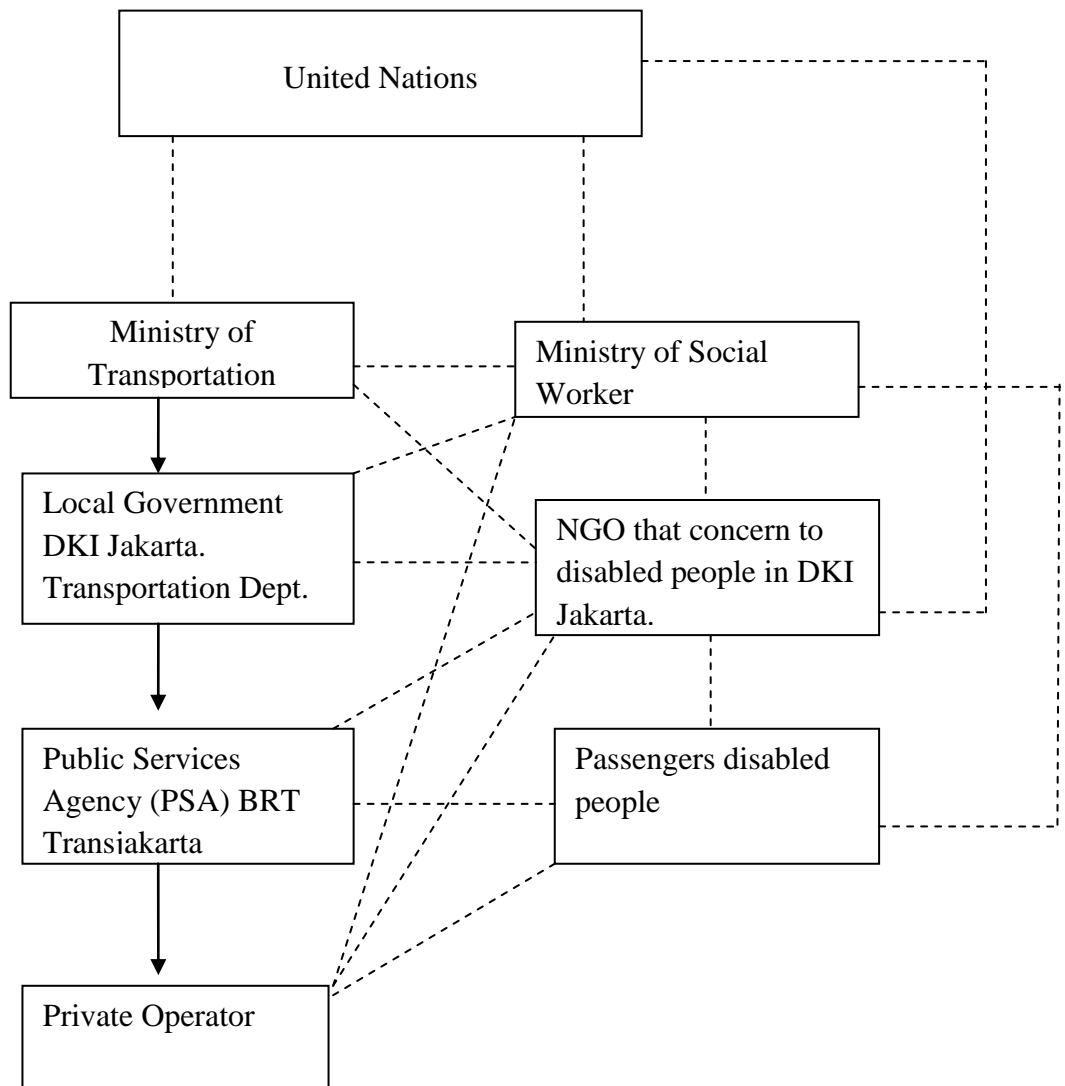
Stakeholders	Interest	Regulation/documents	Description
United Nation	International awareness about equality	Disability and the Millennium Development Goals, 2011	Coordination
Ministry of Transportation	Increasing accessibility for all citizenship in Indonesia.	Road traffic act number 22 (2009)	Directive
Ministry of social worker	Increasing accessibility for disabled people in all sectors in Indonesia.	Act No 4 (1997) about disabled people	Coordination
Local Government DKI Jakarta. Transportation Department	Increasing accessibility for disabled people in transportation sector in DKI Jakarta	Local regulation number 10 (2011) about disability people	Directive
Public Services Agency (PSA) BRT Transjakarta	Managing operational and maintenance BRT Transjakarta		Directive
Private operator	Increasing profit		Directive
Non-Profit Organization	Forcing the government or decision makers to provide facilities transportation for disabled people		Coordination
Passengers disabled people	More accessible Transportation facilities		Coordination

Source: analyses author, 2014

In chapter four, Caliskan (2006, in Fierek 2012) mentions that analyzing two major group of stakeholders is sufficient to analyze the system. Therefore, this analysis is focused on Local Government (transportation unit DKI Jakarta), Public Service Agency BRT Transjakarta, NGO (Indonesian Disabled People Association) and disabled people.

According to Local Regulation 10 (2011) on people with disability, the local government has to provide a good accessibility for disabled people in the transportation sector in DKI Jakarta. Local government also controls the private operator Bus BRT Transjakarta in order to provide accessible transportation for disabled people.

Public Service Agency and operator provide accessible facilities for disabled people in BRT Transjakarta. NGO concerns to force the government to include disabled people in transportation (bus) planning processes and increase accessibility facilities for disabled people. The last stakeholder is disabled people that focus on better accessible facilities in BRT Transjakarta.



Description:

↓ : Directive

-.- : Coordination

Figure 16 The link between stakeholders  
Source: Analysis author, 2014



### 6.5 Analysis of case study

This part presents the analysis of inclusion disabled people in BRT Transjakarta. The first part will explain the processes of inclusion disabled people in BRT Transjakarta. The next part will show the overview of interview results and the questionnaire for stakeholder. Interviews were done with the local government in DKI Jakarta (transportation department), PSA BRT Transjakarta, NGO PPIC. The questionnaire was distributed online to disabled people in DKI Jakarta (21 disabled people responded to the questionnaire). Next, the physical design accessibility in BRT Transjakarta will be explained. The last part will explain how to increase the level of participation of disabled people in transportation planning processes.

#### 6.5.1 Processes participatory planning in BRT Transjakarta

Table 15 presents the summary of answers of stakeholders who were interviewed about transportation planning processes in BRT Transjakarta (see data transcript and questionnaire in appendix II).

Table 18 Overview of answers of each stakeholder

Questions	Local Government DKI Jakarta	Public Services Agency (PSA) BRT Transjakarta	NGO PPCI (Indonesia Disabled People Association)	Disabled People
Barriers	Willingness of disabled people to participate. Time and money consuming and staff	Accessibility facilities surrounding disabled people	Not familiar with procedure planning processes in BRT Transjakarta	Not familiar with procedure planning processes in BRT Transjakarta
Tools existing	Survey Public meeting FGD	FGD	FGD	Website, FGD
Tools desire by stakeholder	Advisory committee	Advisory committee	Advisory committee	Website, Public meeting, Advisory committee
Suggestion to improve inclusion in planning	Disabled people are willing to participate in	Establish the representative of disabled people committee to	Inclusion of disabled people in planning processes must be as an obligation and in	Build accessibility facilities for disabled people

processes.	transportation planning processes, and establish representative disabled people committee	participate in transportation planning processes.	favor to disable people	
Current level of Participation disabled people in BRT Transjakarta Planning processes	Consult Level	Consult Level	Consult level	Inform and Consult Level
Satisfaction accessible facilities	Unsatisfied	Unsatisfied	Very unsatisfied	Very unsatisfied

Source: Interviewed and questionnaire, 2014

### ***Barriers to including disabled people in transportation planning processes***

There are some barriers to include disabled people in planning processes. According to an interview with a stakeholder (local government DKI Jakarta, transportation department), willingness of disabled people to participate is one of the barriers, whereby the government argues that disabled people are not willing to participate in transportation planning (see appendix II). This barrier is more interesting because on the one side the disabled people said they have to be included in transportation planning, but local government said that disabled people are not willing to participate in transportation planning processes. The government base this opinion on the fact that disabled people did not show up on several meeting the government invites them to.

Furthermore, the inclusion of disabled people in BRT transportation planning needs more time, money and skill while knowledge of staff is insufficient. It is related to Houtekamer (in Alhorn, 2009) who states that the barriers must be tackled to lead to a successful participation process. They have tackled these barriers but it is not working because decisions are taken in a short time. To increase the awareness to disabled people, the staffs of both organizations were given training that was organized by the social worker department or NGO.

Public Service Agency said that the psychical environment surrounding disabled people is the main barrier to participate in planning processes. They find it difficult to go out alone from their home and they want another person to accompany them.

NGO (Indonesian Disabled People Association) said that they do not understand about the procedure of inclusion-disabled people in transportation processes (see appendix II). They also said Indonesia has not legal binding to include the disabled in planning processes in regulation or act. It is also related to Houtekamer (in Alhorn, 2009) who states that political or government commitment influences the barriers for public participation in planning processes. It is also related to the act and regulation about disability in Indonesia especially in DKI Jakarta. There are no obligations to include disabled people in transportation planning processes.

Most disabled people said that they do not know the procedure how to include them in transportation planning processes (see appendix II). Physical impairment can also be a barrier to participate in transportation planning processes because accessible facilities are still insufficient for disabled people in Indonesia.

There is a contradiction between what the local government DKI Jakarta and NGO PPIC said and what disabled people said. The government said disabled people and NGO are unwilling to participate in planning processes. Meanwhile, NGO and disabled people do not know the mechanism or are not familiar with the procedure. The local government has to inform them about the procedure and also NGO and disabled have to be proactive to get information about the mechanism. Therefore, the barriers that contradict can be solved.

### ***Existing and desired tools to include disabled people in transportation planning processes***

There are some existing tools to include disabled people in planning processes of BRT Transjakarta. Based on the interview and questionnaire, the existing tools that they used are surveys, public meeting, FGD and website (see appendix II). Are they possible to deal with the barrier of disabled people to participate in transportation planning processes? In chapter 3 the tools of participatory planning, and the weakness and strengthens of these tools are already explained.

Based on Abelson (2001) in chapter 3 there are weaknesses and strengthens of these tools. A website just gives information to disabled people and just keeps them informed. The main consideration in focus group discussion and public meeting is the number of participants and the representative of disabled people. Meanwhile, survey may not be representative or comprehensive, and the effectiveness of surveys is affected by the rate of responses. There are still weaknesses, for example limited number of participants and limited representativeness of opinion. Therefore, these tools are not enough to increase the inclusion of disabled people in transportation planning.

According to the interview and questionnaire, the desired tool that stakeholder said is advisory committee (see appendix II). There is some coincidence with the tool that UK and Canada also used to include disabled people in transportation planning processes. Therefore, the mechanisms of how UK and Canada use this tools can be a lessons for BRT Transjakarta. Using this tool reduces the barrier about time, money and also physical environment surrounding disabled people. By using this tool in the planning processes the government asks the committee to advice and their advice is often influencing. The stakeholder recognizes that the advisory committee is more efficient and effective. However, NGO and disabled people also said that the governments regulation also has to state the inclusion is an obligation in planning processes.

### 6.5.2 Accessible facilities in BRT Transjakarta

Below accessibility facilities in BRT Transjakarta are shown. It is insufficient for disabled people. They still find it difficult to get access transportation in Jakarta.



Figure 17 Accessible facilities BRT Transjakarta Indonesia  
Source: Local Government, NGO PPCI and PSA BRT Transjakarta, 2014

Figure 19 shows the illustration of accessible facilities in BRT Transjakarta. Therefore, disabled people suggested to improve accessible facilities in BRT Transjakarta, for example by pedestrian, bus stop vehicle and other transport components. It is supported by perception of stakeholder regarding accessibility facilities for disabled people that they are unsatisfied.

If explored further, the perception of satisfaction of disabled people about accessible facilities can be shown by the response from 21 disabled people spread in DKI Jakarta. 12 disabled people said they are unsatisfied and 9 disabled people said they are very unsatisfied (see appendix II).

### ***6.5.3 Empowerment disabled people in transportation planning processes***

Many barriers are found in including disabled people in transportation planning processes. How to deal with the barriers to increase level participation of disabled people in planning processes will be discussed below.

Legal framework is important to increase the participation of disabled people in planning processes. Furthermore, the government should implement a set of regulation in Indonesia and learn a lesson from UK and Canada. Inclusion disabled people in UK in transportation planning processes has been an obligation (see influencing factor in UK in chapter 5). It is an important aspect to increase the inclusion of disabled people in transportation planning because if the inclusion is an obligation in planning it will increase the participation of disabled people.

The commitment of the government to include disabled people in planning processes in UK and Canada can be implemented in Indonesia to increase public participation. The government has to recognize that including disabled people can make a vital contribution to decision making processes (CCD, 2006; MCHOL, 20014).

The other lesson learned from Canada is that each policy in department, agency or commission in federal government is reviewed to identify those policies and practice, which contain the barrier to disabled people (Litman, ny; CCD, 2006). This strategy can also be adapted to Indonesia to prevent the policy that contains barriers to disabled people.

Existing tools to include disabled people in transportation planning are not enough to increase the level participation of them. The desired tools that will be expected to increase the level of participation is advisory committee. UK and Canada use this tools to increase the level participation of disabled people and it can be fruitful to boost trust in institution and reduce conflicts because the advisory committee is protected by regulation and is a representation of disabled people.

Furthermore, the inclusion of disabled people needs international and more national awareness of the problem, because the problem cannot solely be the responsibility of local government or BRT Transjakarta. This is because the regulations in Indonesia refer to the top legislation (Basic act of Indonesia, 1945). This means that it needs national and

international regulation or legislation to increase the inclusion of disabled people in transportation planning processes especially in BRT Transjakarta.

### ***International Level (United Nation)***

The increasing awareness on a international level will force the Indonesian government to make regulation to include disabled people in planning processes. The task of the United Nation is to make people and companies more aware of inclusion-disabled people in transportation level in the national governments. Besides, the United Nations is trying to make sure that countries, states/provinces and/or cities are trying to increase the inclusion of disabled people in planning processes as sustainable transport goals.

### ***National level (Ministry of Transportation)***

Currently people are unaware to how to include disabled people in transportation processes, while there are possibilities to include them in planning processes so as to increase accessible facilities in BRT Transjakarta. Some governmental pressure has to deal with this. The Ministry of Transportation has to convert the United Nations guidelines and inclusion of disabled people to strict laws for the lower levels and also make the inclusion of disabled people as an obligation in transportation planning. This will positively influence the increasing level of participation of disabled people in transportation planning processes.

The regulation at the national level must be implemented in the local policy. At the national level creating awareness for this subject among the citizens is not very effective. That is why those governmental levels are very important when it comes to include disabled people in transportation planning processes. However, the national government may stimulate market parties to participate with each other and to come to innovation and a common plan to provide good accessible facilities for disabled people.

### ***Local Level (Government DKI Jakarta)***

Beside the national government, the municipal government also plays a leading role in inclusion of disabled people in transportation planning processes. The transportation department that has achieved transport sustainable goals must have the leading role at the municipal level. The department differs per municipality. The municipal level is the closest level to the (local) community and knows how it can reach the community properly. The

regulation from national level and local level must be implemented and executed at the local level. The regulation in DKI Jakarta has to consider inclusion disabled people in planning processes. First, the municipality must provide enough possibilities for inclusion-disabled people in planning processes. Next, the DKI Jakarta government must set up any plan about the accessibility facilities for disabled people.

### ***6.6 Reflection and conclusion***

Having the analysis result, I figure out that Government of DKI Jakarta municipality has not performed well in including disabled people in transportation planning processes. It can be seen from the rules and regulation, which show that including disabled people is not an obligation. However, the rule and regulation only mandate to provide accessibility facilities for disabled people. Nevertheless, till now there has been no specific guidance to provide accessible facilities to disabled people in transportation sector in Indonesia. Yet, these rule and regulations still ignore the part of including disabled people in transportation planning processes.

In terms of enhancing participation of disabled people in transportation planning processes, government of DKI Jakarta municipality is still far from reaching the empower level of participation. Indicating link between level of participatory planning and design accessible facilities in BRT Transjakarta can be seen from the level of participation disabled people in BRT Transjakarta planning processes at the consult level and the condition of the accessible facilities for disabled people is still not sufficient. (see figure 19). It is different from UK and Canada which is currently at collaborative level of participation whereby the accessibility facilities for disabled people is sufficient or better.

Therefore, the legal framework, commitment of government, tools that can reduce the barriers of participation and the network of organization levels (international, national, and local) can increase the level of participation of disabled people in transportation planning processes. Thus, the eventual aim to provide good accessible facilities for disabled people can also be achieved.



# Chapter 7 Conclusion and recommendation

## *7.1 Introduction*

This research gives insight in different ways to empower disabled people in transportation planning processes. This chapter will sum up the result of this study that provides an answer to the research questions. First, I describe the conclusion of this study and then I reflect on the research itself. Finally there will be a recommendation of this study.

## *7.2 Conclusion*

The main research objective is to identify the potential use of participative tools in order to increase the inclusion of disabled people in transportation planning processes in Indonesia. First, answer the research questions of this study.

- How to empower disabled people who are excluded in planning process?

Participatory planning is important to find out what disabled people need, to improve decisions making, to advance fairness and justice, to get legitimacy for public decision and because the law requires it. Participative planning can be considered as utopian planning. However, there are some barriers to include disabled people in transportation planning such as time and money consuming. Other problems are related to the accessibility of facilities, physical impairment, unfamiliar procedure and willingness to participate by disabled people. Therefore, how participatory planning does deal with such those problems is becoming an interesting aspect to study, and many scholars have also been trying to find the workable participatory tools.

Many participatory tools are available to include disabled people in planning process from the 'inform' level to the 'empower' level of public participation. These tools can be used to include disabled people in planning processes. Nevertheless, it depends on the goals of the government to include disabled people in planning processes. For example, if the goal of the government is only to provide the information to assist disabled people in understanding the problems and alternative, the government can use website or fact sheets. As the other example in case study BRT Transjakarta shows, that if the government's goal is to obtain the disabled peoples feedback on the analysis and alternative, they conduct public meetings, FGD and survey as tools to

include disabled people in transportation planning processes. But, the desired participatory tool by stakeholder in BRT Transjakarta is advisory committee disabled people. However, it is no guarantee that the disabled people-advisory committee will increase the level of participation of disabled people in transportation planning processes.

The analysis of the institutional context in Canada and the UK shows that participatory tools are not enough to increase the inclusion of disabled people in transportation planning. Therefore, the legal framework, commitment of the government, and the network of organization at international, national, and local level will increase the level of participation of disabled people in transportation planning processes. The eventual goal of the empowerment of disabled people is to gain accessible facilities for them in daily life

- What mechanisms that make public transport friendly for disabled people in UK and Canada?

Planning processes in UK and Canada can be characterized as participatory planning. Both of these countries have legal framework to force the decision maker to include disabled people in planning processes. UK has the discrimination disability act and Canada has the transportation act that states the obligation to include disabled people in transportation planning processes. The participatory tool that they use is disabled people advisory committee.

In physical design processes UK use the universal design facilities for disabled people, otherwise Canada has accessible design center to design accessible facilities for disabled people and also considers other accessibility component for example individual component like tax exemptions.

- What tools are used in UK, Canada and Indonesia to empowering disabled people in participatory transportation planning process?

UK and Canada use the advisory committee tool to include disabled people in transportation planning. In the Canadian transport act and in the British discrimination disability act it is stated that disabled people must have disabled people advisory

committee as their representative. On the one hand, disabled people force the government to include them in transportation planning processes as an obligation. On the other hand, these acts also state that disabled people must have disabled people advisory committee. It means that to increase the level of participation disabled people need to be proactive to other stakeholders.

Meanwhile, Indonesia still uses FGD, public meeting and survey to include disabled people in transportation planning processes. However, the participatory tool that stakeholders desire is the advisory committee.

The strengths of the advisory committee are that it can reduce the barriers to participate like time, money, procedure planning and willingness of disabled people to participation in planning processes. Because, not all disabled people have to be included in planning processes so it can reduce time and money. Besides, the disabled people advisory committee knows deepest about the needs of disabled people and the issues related to disabled people.

### ***7.3 Reflection***

Participatory planning is one of sustainable transport goals, in which this initiative encourages the public to participate in planning processes also to achieve good accessible facilities. Therefore, the end result of participatory in transportation planning is adequate accessible facilities to all citizens; which leads to social justice for all citizens.

To increase disabled people participation in transportation planning, strengths and the weaknesses of several tools are identified. Participatory tools are not enough to increase the level of participation of disabled people in transportation planning processes. A lesson learned from UK and Canada is about the inclusion of disabled people in transportation planning, whereas both countries are developed countries. This condition will lead to the unbalance planning context between both countries and Indonesia with a big gap in economic, culture, political and social situations. These gaps can be viewed as a weakness of this research. However, legal framework, participatory tools, design accessibility and influencing factors to increase the level of participation of disabled people are focused from the beginning in this study. Therefore, it still makes sense since the aim of the study is to learn something from both country and possibilities of the experiences to be adopted and

transferred and implemented in Indonesia (BRT Transjakarta). By descriptive analysis, the practice in both countries can identify what aspects should be improved for Indonesian context.

In the case study, there are some barriers to increase the participation level of disabled people. They are unfamiliar procedure, willingness of disabled people to participate, physical environment like accessible facilities, time and money. In theory, willingness to participate of disabled people is not a barrier to take into account in participatory planning. However, in this context, we found that it is a bit different, in which this barrier becomes important to be considered. Therefore, further research is needed to investigate the willingness of disabled people to participate in planning processes.

The end expected outcome of disabled people participation is to provide accessible transport facilities. Accessibility itself consists of four interrelated components. In this case study, accessibility elements only consider the transportation infrastructure element to compare processes side and design accessible side. Meanwhile, Canada has already taken into account the other elements of accessibility components like individual component and land-use component. Therefore, further research is expected to take into account all accessibility elements.

This study also uses primary data that were taken in the case study (BRT Transjakarta-DKI Jakarta) by using an interview to collect data to Local Government DKI Jakarta, PSA BRT Transjakarta, NGO PPCI and questionnaire to disabled people in DKI Jakarta. At the beginning, the author wanted to interview these people by using Skype due to limited time and funds. But, the author interviewed respondent by email because of the difficulties to make appointment to Skype with the respondents. Therefore, the answers from stakeholder did not really much explore about what the questions needed. Questionnaire that was distributed by online was responded by 21 disabled people. It is a little disappointing because actually respondents could be more than this number. Unfortunately, because of the difficulties of disabled people to use internet, and also the bad internet connection, information from these 21 people should be enough for the analysis. Therefore, questionnaire distribution by online to disabled people especially in developing countries is not going well. For future research, field survey is better in this context.

#### ***7.4 Recommendation***

The government of DKI Jakarta has not performed well in including disabled people in transportation (bus) planning processes. However, the government of DKI Jakarta at least already knew and invited disabled people to include them in transportation (bus) planning processes. There are some barriers to increase the level of participation disabled people in transportation planning processes. How to tackle these barriers in order to increase the participation level of disabled people in transportation planning processes?

1. The first thing that we have to do is create awareness to the issues. Now, the inclusion of disabled people in planning of all sectors has become global. The awareness commonly arises from the bottom because they need to improve their well-being. One of the efforts that we can learn from Canada is the struggle of NGO and disabled people to include them in planning processes. In this regard, stakeholders are acquired to play a proactive role in planning process.
2. Legislation strengthens regulation and guidelines that are related to include disabled people in transportation planning processes. Recently, there is not many regulation and legislation regarding disabled people. It is time for the government to establish such guidelines to include disabled people in transportation planning. For instance, the transport act in Indonesia just states that the government provides accessible facilities for disabled people. But, there are not statements that the government has to include disabled people in planning processes as obligation. It is important to protect the right of disabled people to be included in planning processes and force decision makers to include them. Putting an article in regulations (acts, government regulation) which considers the disabled people in transportation planning processes is needed.
3. In order to increase accessible facilities for disabled people in transportation sector, guidance about standard accessible facilities for disabled people in transportation sector have to be made. Government can also introduce a system penalty or incentive for operator who fail or succeed to provide standard accessible facilities for disabled people in practice.

4. To increase willingness to participate by disabled people in planning processes, the government can introduce financial incentives for disabled people that are willing to participate in planning processes. For example, transport cost and tax exemption.
5. Further studies for exploring participatory tools in transportation planning need to be done. This is important to find better and appropriate tools for inclusion disabled people in transportation planning processes in Indonesia. The study can be carried out by the government itself or by joint venture with private sector (consultant) or by government giving the task to a consultant.

It seems too good to be true to realize inclusion-disabled people in Indonesia within a short term planning time frame. There are many actors that have interest with each other. The government's responsibility and their task is to secure their citizen need and right including disabled people in transportation planning. Nonetheless, supports and forces from citizen (include disabled people), private (PSA BRT-Transjakarta) and public sector (government) are also important factors for realizing the inclusion disabled people in transportation planning processes.

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## **Appendix**

- I. Guidance Interview and Questionnaire
- II. Transcript Interview & Responses Questionnaire
- III. Atlas.ti output (analysis inclusion disabled people in UK and Canada)

# I. Guidance Interview and Questionnaire

Sir/ Madam,

My name is Junedi Sembiring. I am student of double degree master program in Bandung Institute of Technology and University of Groningen. I am currently doing research on inclusion of disabled people in planning processes. The research case study is BRT Transjakarta.

Therefore, I need you to answer the following questions and your response to the questionnaire will be kept confidential. You are not required to write your name, department or any confidential detail on the survey. Your individual responses will be recorded anonymously and your participation will not be damaging your organization, your employability or your reputation. If you have any concerns or want to know the result of this survey, please contact me.

Best regards,  
 Junedi Sembiring

*Kepada Yth. Bapak/Ibu*

*Perkenalkan nama saya Junedi Sembiring mahasiswa double degree antara Magister Transportasi Institut Teknologi Bandung dan Master Program Environmental & Infrastructure Planning Rijksuniversiteit Groningen di Belanda. Saya sedang mengerjakan thesis mengenai bagaimana orang berkebutuhan khusus (khusus orang berkebutuhan khusus secara fisik) diikutsertakan dalam proses perencanaan. Dalam hal ini adalah proses perencanaan transportasi di BRT Transjakarta. Mohon bantuannya untuk mengisi pertanyaan berikut karena sangat membantu pengerjaan thesis saya saat ini. Besar harapan saya aksesibilitas orang berkebutuhan khusus di DKI Jakarta semakin hari semakin baik.*

*Hormat saya:  
 Juendi Sembiring*

Participants:	- Dishub DKI Jakarta - PSA BRT Transjakarta
Place:	
Time:	
Questions:	
<p>What are the barriers to the disabled people to include in the BRT Transjakarta planning pransportation? <i>Apa yang menjadi penghambat orang yang berkebutuhan khusus diikutsertakan dalam proses perencanaan trabnsportasi di BRT Transjakarta?</i></p>	
<p>Below, the explanation of what has been done to include the disabled people in BRT Transjakarta planning processes. Choose the one that best suits the TransJakarta BRT planning process.</p>	

*Berikut akan diberikan penjelasan apa yang telah dilakukan dalam mengikutsertakan orang berkebutuhan khusus di proses perencanaan di Bus Rapid Transit Transjakarta. Pilih salah satu yang paling sesuai dengan proses perencanaan di BRT Transjakarta.*

- a) Providing them with balanced and objective information and to assist them in understanding the problems, alternatives or solution. We keep them informed.  
*Menyediakan mereka informasi yang seimbang dan obyektif dan untuk membantu mereka dalam memahami masalah, alternatif atau solusi. Kita tetap menginformasikan mereka.*
- b) Obtaining feedback on analysis, alternative and/or decision. And keep they informed, listen what their feedback.  
*Menanggapi masukan dari orang yang berkebutuhan khusus dengan menganalisis, memberikan alternative dan/atau keputusan. Dan menjaga mereka tetap diinformasikan dan mendengar apa masukan dari mereka.*
- c) Working directly with disabled people throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how disabled people input influenced the decision.  
*Bekerja langsung dengan orang berkebutuhan khusus melalui proses untuk memastikan isu mengenai mereka langsung dicerminkan di dalam alternatif dan masukan dan orang berkebutuhan khusus mempengaruhi pembuatan keputusan.*
- d) Partnering with them in each aspect of the decision including the development of alternatives and the identification of the preferred solution. We look to them for direct advice and innovation in formulating solutions and incorporate their adviser and recommendations into the decisions to the maximum extent possible  
*Bermitra dengan mereka dalam setiap aspek dari keputusan termasuk pengembangan alternatif dan identifikasi solusi pilihan. Kami melihat ke mereka untuk saran langsung dan inovasi dalam merumuskan solusi dan menggabungkan nasihat dan rekomendasi mereka ke dalam keputusan semaksimal mungkin*
- e) Placing final decision-making in the hands of them. We implement what their decide.  
*Menempatkan akhir pengambilan keputusan ditangan disabled people. Kita mengimplementasikan apa yang mereka putuskan.*

In which method do the BRT Transjkarta involve the disabled people in current planning processes? You can choose more than one.

*Melalui metode apa dinas perhubungan/ BRT Transjakarta mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta saat ini? Anda boleh pilih lebih dari satu.*

- Fact sheet/ *layanan pemberitahuan (contoh: surat kabar)*
- Website/ *web. Internet*
- Open house/*silaturahmi*
- Public comment/*masukan masyarakat*
- Focus Group Discussion (FGD)/*diskusi kelompok*
- Survey/*survei*
- Public meeting/*rembug warga*

- Workshop/*lokakarya*
- Deliberate pooling/*poling suara*
- Disabled advisory committee/*dewan penasehat orang berkebutuhan khusus*
- Consensus building/*konsensus*
- Citizen juries/*dewan juri warga*
- Ballots/*surat suara*
- Others/*lainya sebutkan*

In which methods do the BRT Transjakarta hope to include the disabled people in future planning processes? You can choose more than one

*Metode apa yang diharapkan oleh dinas perhubungan/ BRT Transjakarta mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta kedepannya?*

*Anda boleh pilih lebih dari satu*

- Fact sheet/*layanan pemberitahuan (contoh: surat kabar)*
- Website/*web. Internet*
- Open house/*silaturahmi*
- Public comment/*masukan masyarakat*
- Focus Group Discussion (FGD)/*diskusi kelompok*
- Survey/*survei*
- Public meeting/*rembug warga*
- Workshop/*lokakarya*
- Deliberate pooling/*poling suara*
- Disabled advisory committee/*dewan penasehat orang berkebutuhan khusus*
- Consensus building/*konsensus*
- Citizen juries/*dewan juri warga*
- Ballots/*surat suara*
- Others/*lainya sebutkan*

Can you explain about the accessible facilities for disabled people in BRT Transjakarta and provide the example design? (pedestrian, bus stop, bus interior design and the facilities between bus and the bus stop)

*Dapatkah anda menjelaskan lebih mengenai fasilitas aksesibility untuk berkebutuhan khusus di BRT Transjakarta dan juga lampirkan dengan gambar. (pejalan kaki, bus stop, design di dalam bus, dan fasilitas Antara bus dan tempat pemberhentian.*

Do you satisfied with the facilities of the pedestrian, bus stop and the design between bus and the bus stop? Choose one option

*Apakah anda puas dengan ketersediaan mengenai fasilitas pejalan kaki, halte bus, rancangan didalam bus dan jarak antara halte dan bus saat ini?*



*Pilih salah satu.*

- Very satisfied/ *sangat puas*
- Satisfied/*puas*
- Unsatisfied/*tidak puas*
- Very unsatisfied/ *sangat tidak puas*

Do you satisfied with the inclusion of disabled people in current time? Choose one option.  
*Apakah anda puas dengan proses pengikutsertaan orang berkebutuhan khusus saat ini?*

*Pilih salah satu.*

- Very satisfied/ *sangat puas*
- Satisfied/*puas*
- Unsatisfied/*tidak puas*
- Very unsatisfied/ *sangat tidak puas*

Thank you very much for your cooperation/*Terimakasih atas kerjasamanya.*

**Interview Guidance for NGO PPIC (Indonesia acosiation of disabled people)**

Sir/ Madam,

My name is Junedi Sembiring. I am student of double degree master program in Bandung Institute of Technology and University of Groningen. I am currently doing research on inclusion of disabled people in planning processes. The research case study is BRT Transjakarta.

Therefore, I need you to answer the following questions and your response to the questionnaire will be kept confidential. You are not required to write your name, department or any confidential detail on the survey. Your individual responses will be recorded anonymously and your participation will not be damaging your organization, your employability or your reputation. If you have any concerns or want to know the result of this survey, please contact me.

Best regards,  
 Junedi Sembiring

Kepada Yth. Bapak/Ibu

Perkenalkan nama saya Junedi Sembiring mahasiswa double degree antara Magister Transportasi Institut Teknologi Bandung dan Master Program Environmental & Infrastructure Planning Rijksuniversiteit Groningen di Belanda. Saya sedang mengerjakan thesis mengenai bagaimana orang berkebutuhan khusus (khusus orang berkebutuhan khusus secara fisik) diikutsertakan dalam proses perencanaan. Dalam hal ini adalah proses perencanaan transportasi di BRT Transjakarta. Mohon bantuanya untuk mengisi pertanyaan berikut karena sangat membantu pengerjaan thesis saya saat ini. Besar harapan saya aksesibilitas orang berkebutuhan khusus di DKI Jakarta semakin hari semakin baik.

Hormat saya:  
 Juendi Sembiring

Participants:	NGO PPCI (Representative disabled people)
Place:	
Time:	
Questions:	
<p>What are the barriers to the disabled people to include in the BRT Transjakarta planning processes?  <i>Apa yang menjadi penghambat orang yang berkebutuhan khusus diikutsertakan dalam proses perencanaan trabsportasi di BRT Transjakarta.</i></p>	
<p>Below, the explanation of what has been done by decision maker to include the disabled people in BRT Transjakarta planning processes. Choose the one that best suits the TransJakarta BRT planning process.</p>	

*Berikut akan diberikan penjelasan apa yang telah dilakukan oleh Pemerintah DKI Jakarta, BLU transjakarta dalam mengikutsertakan orang berkebutuhan khusus di proses perencanaan di Bus Rapid Transit Transjakarta. Pilih salah satu yang paling sesuai dengan proses perencanaan di BRT Transjakarta*

- a) They providing to disabled people with balanced and objective information and to assist disabled people in understanding the problems, alternatives or solution. They keep disabled people informed  
*Pengambil keputusan menyediakan informasi kepada orang berkebutuhan khusus yang seimbang dan obyektif dan untuk membantu orang berkebutuhan khusus dalam memahami masalah, alternatif atau solusi. Pengambil keputusan harus tetap menginformasikan orang berkebutuhan khusus.*
- b) They obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people.  
*Pengambil keputusan menanggapi masukan dari orang yang berkebutuhan khusus dengan menganalisis, memberikan alternative dan/atau keputusan. Dan menjaga orang berkebutuhan khusus tetap diinformasikan dan mendengar apa msukan dari orang berkebutuhan khusus.*
- c) They working directly with disabled people throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how them input influenced the decision.  
*Pengambilan keputusan bekerja langsung dengan orang berkebutuhan khusus melalui proses untuk memastikan isu mengenai orang berkebutuhan khusus langsung dicerminkan di dalam alternatif dan masukan dan orang berkebutuhan khusus mempengaruhi pembuatan keputusan.*
- d) They partnering with disabled people in each aspect of the decision including the development of alternatives and the identification of the preferred solution. They look to disabled people for direct advice and innovation in formulating solutions and incorporate their adviser and recommendations into the decisions to the maximum extent possible.  
*Pengambil keputusan bermitra dengan orang berkebutuhan khusus dalam setiap aspek dari keputusan termasuk pengembangan alternatif dan identifikasi solusi pilihan. Pengambilan keputusan melihat ke orang berkebutuhan khusus untuk saran langsung dan inovasi dalam merumuskan solusi dan menggabungkan nasihat dan rekomendasi orang berkebutuhan khusus ke dalam keputusan semaksimal mungkin*
- e) They placing final decision-making in the hands of disabled people. They implement what disabled people decide  
*Menempatkan akhir pengambilan keputusan ditangan orang berkebutuhan khusus. Pengambil keputusan mengimplementasikan apa yang mereka putuskan.*

**In which methods do the BRT Transjkarta/transportation department include the disabled people in current planning processes? You can choose more than one.**

*Melalui metode apa dinas perhubungan/ BRT Transjakarta mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta saat ini? Anda boleh pilih lebih dari satu*

- Fact sheet/ *layanan pemberitahuan (contoh: surat kabar)*
- Website/ *web. Internet*
- Open house/*silaturahmi*
- Public comment/*masukan masyarakat*
- Focus Group Discussion (FGD)/*diskusi kelompok*
- Survey/*survei*
- Public meeting/*rembug warga*
- Workshop/*lokakarya*
- Deliberate pooling/*poling suara*
- Disabled advisory committee/*dewan penasehat orang berkebutuhan khusus*
- Consensus building/*konsensus*
- Citizen juries/*dewan juri warga*
- Ballots/*surat suara*
- Others/ *lainya sebutkan*

**In which methods do the BRT Transjakarta. Transportation department you hope to include the disabled people in future planning processes? You can choose more than one**  
***Methode apa yang diharapkan oleh anda mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta kedepanya?***

*Anda boleh pilih lebih dari satu.*

- Fact sheet/ *layanan pemberitahuan (contoh: surat kabar)*
- Website/ *web. Internet*
- Open house/*silaturahmi*
- Public comment/*masukan masyarakat*
- Focus Group Discussion (FGD)/*diskusi kelompok*
- Survey/*survei*
- Public meeting/*rembug warga*
- Workshop/*lokakarya*
- Deliberate pooling/*poling suara*
- Disabled advisory committee/*dewan penasehat orang berkebutuhan khusus*
- Consensus building/*konsensus*
- Citizen juries/*dewan juri warga*
- Ballots/*surat suara*
- Others/ *lainya sebutkan*

Can you explain about the accessible facilities for disabled people in BRT Transjakarta and provide the example design? (pedestrian, bus stop, bus interior design and the facilities between bus and the bus stop)

*Dapatkah anda menjelaskan lebih mengenai fasilitas aksesibility untuk berkebutuhan khusus di BRT Transjakarta dan juga lampirkan dengan gambar. (pejalan kaki, bus stop, design di dalam bus, dan fasilitas antara bus dan tempat pemberhentian.*

**Do you satisfied with the availability of pedestrian, bus stop, and the bus interior design and the distance between te bus and the bus stop. Choose one option**

*Apakah anda puas dengan ketersediaan mengenai fasilitas pejalan kaki, halte bus, rancangan didalam bus dan jarak antara halte dan bus saat ini?*

Pilih salah satu

- Very satisfied/ *sangat puas*
- Satisfied/*puas*
- Unsatisfied/*tidak puas*
- Very unsatisfied/ *sangat tidak puas*

**Do you satisfied with the inclusion of disabled people in current time? Choose one option.**

*Apakah anda puas dengan proses pengikutsertaan orang berkebutuhan khusus saat ini?*

Pilih salah satu

- Very satisfied/ *sangat puas*
- Satisfied/*puas*
- Unsatisfied/*tidak puas*
- Very unsatisfied/ *sangat tidak puas*

**Do you have suggestion or improvement to BRT Transjakarta iin transportation planning processes?**

*Apa saran dan perbaikan dari anda didalam proses perencanaan di Transportasi BRT Transjakarta?*

Thank you very much for your cooperation/*Terimakasih atas kerjasamanya.*

**Questioners to disabled people and used google drive to distribution questioners to disabled people in Jakarta –Indonesia by using Bahasa Indonesia.**

Dear Sir/Madam

My name is Junedi Sembiring. I am student of double degree master program in Bandung Institute of Technology and University of Groningen. I am currently doing research on inclusion of disabled people in planning processes. The research case study is BRT Transjakarta. Therefore, I need you to answer the following questions and your response to the questionnaire will be kept confidential. You are not required to write your name. This questioner must only fill by disabled people (physical impairment) and live in Jakarta. Please answer the questions below with the current condition about your perception about inclusion disabled people in transportation planning (BRT Transjakarta). If you have any concerns or want to know the result of this survey, please contact me.

Best regards  
Junedi Sembiring

*Perkenalkan nama saya Junedi Sembiring mahasiswa double degree antara Magister Transportasi Institut Teknologi Bandung dan Master Program Environmental & Infrastructure Planning Rijksuniversiteit Groningen di Belanda. Saya sedang mengerjakan thesis mengenai bagaimana orang berkebutuhan khusus (khusus orang berkebutuhan khusus secara fisik) diikutsertakan dalam proses perencanaan. Dalam hal ini adalah proses perencanaan transportasi di BRT Transjakarta. Kuisisioner ini ditujukan kepada orang yang berkebutuhan khusus yang berdomisili di Provinsi DKI Jakarta. Mohon bantuannya untuk mengisi kuisisioner ini dan sebelumnya saya ucapkan banyak terimakasih. Semoga fasilitas transportasi bagi orang berkebutuhan khusus akan lebih baik kedepannya.*

*Terimakasih,  
Junedi Sembiring*

Gender/jenis kelamin :  
Occupation/pekerjaan :  
Age/usia :  
Education/pendidikan terakhir :  
Type of disability/jenis kecacatan :

1. What are the barriers for you to participate in the BRT Transjakarta planning processes?  
*Apa yang menjadi hambatan bagi anda berpartisipasi dalam proses perencanaan transportasi di BRT Transjakarta?*

2. Below statement will give you an explanation about what Local Government and Public Service Agency have done to include you in planning processes (BRT Transjakarta). Choose one as the most suitable statement for current situation!

- They providing to with balanced and objective information and to assist disabled people in understanding the problems, alternatives or solution. They keep disabled people informed.

*Sekedar mendapatkan informasi mengenai perencanaan yang akan dilakukan di BRT Transjakarta.*

- They obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people.

*Memberikan masukan kepada pengambil keputusan*

- They working directly with disabled people (us) throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how them input influenced the decision.

*Bekerjasama langsung dengan pengambil keputusan dengan membawa isu-isu yang berkaitan dengan orang berkebutuhan khusus.*

- They partnering with disabled people in each aspect of the decision including the development of alternatives and the identification of the preferred solution. They look to disabled people for direct advice and innovation in formulating solutions and incorporate their adviser and recommendations into the decisions to the maximum extent possible.

*Bermitra dengan pengambil keputusan dalam setiap aspek dari keputusan di perencanaan transportasi di BRT Transjakarta*

- They placing final decision-making in the hands of (us) disabled people. They implement what disabled people decide.

*Mengambil alih pengambilan keputusan dimana apa yang diputuskan oleh orang berkebutuhan khusus akan dilakukan atau diterapkan di BRT Transjakarta.*

3. In which method do you participate in the current planning process of TransJakarta BRT? You can choose more than one.

*Melalui metode apa anda diikutsertakan dalam proses perencanaan BRT Transjakarta saat ini? anda bisa pilih lebih dari satu.*

- Fact sheet/ *layanan pemberitahuan (contoh: surat kabar)*
- Website/ *web. Internet*
- Open house/*silaturahmi*
- Public comment/*masukan masyarakat*
- Focus Group Discussion (FGD)/*diskusi kelompok*
- Survey/*survei*
- Public meeting/*rembug warga*
- Workshop/*lokakarya*
- Deliberate pooling/*poling suara*

- Disabled advisory committee/*dewan penasehat orang berkebutuhan khusus*
  - Consensus building/*konsensus*
  - Citizen juries/*dewan juri warga*
  - Ballots/*surat suara*
  - Others/*lainya sebutkan*
4. In which methods do you hope in future to include you in the BRT planning processes? You can choose more than one  
*Melalui metode apa yang anda harapkan diikutsertakan dalam proses perencanaan BRT Transjakarta kedepanya? anda bisa pilih lebih dari satu.*

- Fact sheet/*layanan pemberitahuan (contoh: surat kabar)*
  - Website/*web. Internet*
  - Open house/*silaturahmi*
  - Public comment/*masukan masyarakat*
  - Focus Group Discussion (FGD)/*diskusi kelompok*
  - Survey/*survei*
  - Public meeting/*rembug warga*
  - Workshop/*lokakarya*
  - Deliberate pooling/*poling suara*
  - Disabled advisory committee/*dewan penasehat orang berkebutuhan khusus*
  - Consensus building/*konsensus*
  - Citizen juries/*dewan juri warga*
  - Ballots/*surat suara*
5. Do you satisfied with the facilities of the pedestrian, bus stop and the design between bus and the bus stop? Choose one option.

*Apakah anda puas dengan ketersediaan mengenai fasilitas pejalan kaki, halte bus, rancangan didalam bus dan jarak antara halte dan bus saat ini?*

*Pilih salah satu.*

- Very satisfied/*sangat puas*
  - Satisfied/*puas*
  - Unsatisfied/*tidak puas*
  - Very unsatisfied/*sangat tidak puas*
6. Do you have suggestions or improvement to planning processes BRT Transjakarta and design facilities for disabled people?  
*Apakah anda punya saran dan masukan dalam hal proses perencanaan dan fasilitas transportasi bagi orang berkebutuhan khusus di BRT Transjakarta?*

Thank you very much for your cooperation/*Terimakasih atas kerjasamanya.*



## II. Transcript Interview & Responses Questionnaire

## Transcript Data

<b>Transcript Interview with Local Government DKI Jakarta</b>	
Participants:	Dishub DKI Jakarta/ Head transportation department DKI Jakarta
Place:	Jakarta
Time:	7 Juli/July 2014
Questions:	
<p>What are the barriers to the disabled people to include in the BRT Transjakarta planning transportation?  <i>Apa yang menjadi penghambat orang yang berkebutuhan khusus diikutsertakan dalam proses perencanaan transportasi di BRT Transjakarta?</i></p> <p>Answer            Basically, there are no barriers for them to involve in planning processes. To be honest, we invite them to the transportation planning but they never come. It may be because they have special need and make them difficult to participate in planning processes. We hope they can joint sometime in transportation planning processes.</p> <p><i>Jawaban</i>  <i>Pada dasarnya sih tidak ada penghambat buat mereka. Sebenarnya mereka kita undang dalam suatu perencanaan transportasi yang kita sediakan. Sebenarnya terkadang kita mengundang mereka tetapi mereka tidak datang. Sebenarnya sih mungkin karena mereka mempunyai kebutuhan khusus jadi sulit untuk mengikuti aktivitas-aktivitas sehari-hari contohnya berpartisipasi dalam proses perencanaan. Harapannya mereka kedepannya dapat berpartisipasi dalam proses perencanaan transportasi.</i></p>	
<p>Below, the explanation of what has been done to include the disabled people in BRT Transjakarta planning processes. Choose the one that best suits the TransJakarta BRT planning process.</p> <p><i>Berikut akan diberikan penjelasan apa yang telah dilakukan dalam mengikutsertakan orang berkebutuhan khusus di proses perencanaan di Bus Rapid Transit Transjakarta. Pilih salah satu yang paling sesuai dengan proses perencanaan di BRT Transjakarta.</i></p> <p>Answer            Working directly with disabled people throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how disabled people input influenced the decision.</p> <p><i>Jawaban.</i>  <i>Bekerja langsung dengan orang berkebutuhan khusus melalui proses untuk memastikan isu mengenai mereka langsung dicerminkan di dalam alternatif dan masukan dan orang berkebutuhan khusus mempengaruhi pembuatan keputusan.</i></p>	

*In which method do the BRT Transjakarta involve the disabled people in current planning processes? You can choose more than one.*

Melalui metode apa dinas perhubungan/ BRT Transjakarta mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta saat ini? Anda boleh pilih lebih dari satu.

Answer/Jawaban

- Focus Group Discussion (FGD)/diskusi kelompok
- Survey/survei
- Public meeting/rembug warga
- Others/ lainnya sebutkan: *Formal letter/ surat resmi*

*In which methods do the BRT Transjakarta hope to include the disabled people in future planning processes? You can choose more than one*

*Metode apa yang diharapkan oleh dinas perhubungan/ BRT Transjakarta mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta kedepannya? Anda boleh pilih lebih dari satu.*

Answer/Jawaban:

Disabled advisory committee/dewan penasehat orang berkebutuhan khusus

*Can you explain about the accessible facilities for disabled people in BRT Transjakarta and provide the example design? (pedestrian, bus stop, bus interior design and the facilities between bus and the bus stop)*

*Dapatkah anda menjelaskan lebih mengenai fasilitas aksesibility untuk berkebutuhan khusus di BRT Transjakarta dan juga lampirkan dengan gambar. (pejalan kaki, bus stop, design di dalam bus, dan fasilitas Antara bus dan tempat pemberhentian.*

Answer/Jawaban:

The facilities that we provide still are not sufficient to the disabled people. It is because the limited budget to set up the facilities. Most of the facilities that have been provided, come from private company as CSR.

*Aksesibilitasnya sih sebenarnya belum mencukupi saat ini. Masih banyak terkendala dari segi biaya untuk membangun fasilitas bagi mereka. Karena anggaran yang disediakan untuk pembangunan sarana dan prasarana itu tidak sebesar yang bapak ibu kira, itu terbatas. Dan kadang malah itu diberikan oleh perusahaan sebagai csr mereka bagi masyarakat seperti contohnya halte yang ada di sarinah itu ada liftnya karena ada csr dari bank NISP.*

Apakah anda puas dengan ketersediaan mengenai fasilitas pejalan kaki, halte bus, rancangan didalam bus dan jarak antara halte dan bus saat ini? Pilih salah satu

*Do you satisfied with the facilities of the pedestrian, bus stop and the design between bus and the bus stop? Choose one option.*

Jawaban/answer

Unsatisfied/tidak puas

Apakah anda puas dengan proses pengikutsertaan orang berkebutuhan khusus saat ini?

*Do you satisfied with the inclusion of disabled people in current time? Choose one option.*

*Pilih salah satu.*

Unsatisfied/tidak puas

Thank you very much for your cooperation/*Terimakasih atas kerjasamanya.*

<b>Transcript Interview with PSA BRT Transjakarta</b>	
Participants:	PSA (Public Service Agency) BRT Transjakarta
Place:	Answering in Jakarta
Time:	12 Juli/July 2014
Questions:	
<p>What are the barriers to the disabled people to include in the BRT Transjakarta planning transportation?  <i>Apa yang menjadi penghambat orang yang berkebutuhan khusus diikutsertakan dalam proses perencanaan transportasi di BRT Transjakarta?</i></p> <p>Answer:            Including disabled people in planning processes, sometimes takes a long time and substantial funds. Planning that we conducted here over the operational planning that is instructed by Local Government Jakarta Transportation Department. Also I think, not all of the planning in BRT Transjakarta have to include disabled people. Inclusion disabled people in planning processes probably related infrastructure and accessible facilities.</p> <p><i>Jawaban:</i>  <i>Mengikutsertakan orang berkebutuhan khusus dalam perencanaan terkadang membutuhkan waktu yang lama dan dana yang cukup besar. Perencanaan yang kita laksanakan disini lebih kepada perencanaan yang operasional yang diamanatkan oleh Dinas Perhubungan DKI Jakarta. Jadi menurut saya tidak semua perencanaan itu melibatkan orang berkebutuhan khusus. Mungkin perencanaan yang berkaitan prasarana dan sarana untuk menghemat biaya dan waktu.</i></p>	
<p>Below, the explanation of what has been done to include the disabled people in BRT Transjakarta planning processes. Choose the one that best suits the TransJakarta BRT planning process.  <i>Berikut akan diberikan penjelasan apa yang telah dilakukan dalam mengikutsertakan orang berkebutuhan khusus di proses perencanaan di Bus Rapid Transit Transjakarta. Pilih salah satu yang paling sesuai dengan proses perencanaan di BRT Transjakarta.</i></p> <p>Answer:            Obtaining feedback on analysis, alternative and/or decision. And keep they informed, listen what their feedback.</p> <p><i>Jawaban:</i>  <i>Menanggapi masukan dari orang yang berkebutuhan khusus dengan menganalisis, memberikan alternative dan/atau keputusan. Dan menjaga mereka tetap diinformasikan dan mendengar apa msukan dari mereka.</i></p>	
<p><i>In which method do the BRT Transjkarta involve the disabled people in current planning processes? You can choose more than one.</i></p>	

Melalui metode apa dinas perhubungan/ BRT Transjakarta mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta saat ini? Anda boleh pilih lebih dari satu

Answer/Jawaban

- Focus Group Discussion (FGD)/diskusi kelompok
- Survey/survei
- Public meeting/rembug warga

In which methods do the BRT Transjakarta hope to include the disabled people in future planning processes? You can choose more than one

*Metode apa yang diharapkan oleh dinas perhubungan/ BRT Transjakarta mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta kedepannya?*

*Anda boleh pilih lebih dari satu*

Answer/ Jawaban

- Disabled advisory committee/dewan penasehat orang berkebutuhan khusus

Can you explain about the accessible facilities for disabled people in BRT Transjakarta and provide the example design? (pedestrian, bus stop, bus interior design and the facilities between bus and the bus stop)

*Dapatkah anda menjelaskan lebih mengenai fasilitas aksesibilitas untuk berkebutuhan khusus di BRT Transjakarta dan juga lampirkan dengan gambar. (pejalan kaki, bus stop, design di dalam bus, dan fasilitas Antara bus dan tempat pemberhentian.*

Answer;

The facility that we provide is still not sufficient for disabled people because the limitations in terms of the budget to build the facility. And also discrepancies between our work unit, transportation agencies and people with special needs this. But now we have started slowly to provide facilities for them. For current conditions can be viewed as images attached.

Jawaban:

*Fasilitas yang kita sediakan belum mencukupi bagi orang berkebutuhan khusus diakibatkan oleh adanya keterbatasan dari segi anggaran untuk membangun fasilitas tersebut. Dan juga ketidak sinkronan antara kami unit kerja, dinas perhubungan dan orang-orang yang berkebutuhan khusus ini. Tapi saat ini kita sudah mulai pelan-pelan menyediakan fasilitas bagi mereka. Untuk kondisi saat ini dapat dilihat seperti gambar yang dilampirkan*

*Do you satisfied with the facilities of the pedestrian, bus stop and the design between bus and the bus stop? Choose one option.*

*Apakah anda puas dengan ketersediaan mengenai fasilitas pejalan kaki, halte bus, rancangan didalam bus dan jarak antara halte dan bus saat ini?*

*Pilih salah satu.*

*Answer/Jawaban:*

- Unsatisfied/*tidak puas*

Apakah anda puas dengan proses pengikutsertaan orang berkebutuhan khusus saat ini?

Pilih salah satu

*Do you satisfied with the inclusion of disabled people in current time? Choose one option.*

*Answer/Jawaban*

- Unsatisfied/*tidak puas*

Thank you very much for your cooperation/*Terimakasih atas kerjasamanya.*

<b>Transcript Interview with NGO PPIC (Persatuan Penyandang Cacat Indonesia)</b>	
Participants:	NGO PPCI (Representative disabled people)
Place:	Answering in Jakarta
Time:	10 Juli/July2014
Questions:	
<p>What are the barriers to the disabled people to include in the BRT Transjakarta planning processes?</p> <p><i>Apa yang menjadi penghambat orang yang berkebutuhan khusus diikutsertakan dalam proses perencanaan transportasi di BRT Transjakarta.</i></p> <p>Answer: We don't know the mechanism</p> <p><i>Jawaban:</i> <i>Tidak tau mekanismenya seperti apa.</i></p>	
<p>Below, the explanation of what has been done by decision maker to include the disabled people in BRT Transjakarta planning processes. Choose the one that best suits the TransJakarta BRT planning process.</p> <p><i>Berikut akan diberikan penjelasan apa yang telah dilakukan oleh Pemerintah DKI Jakarta, BLU transjakarta dalam mengikutsertakan orang berkebutuhan khusus di proses perencanaan di Bus Rapid Transit Transjakarta. Pilih salah satu yang paling sesuai dengan proses perencanaan di BRT Transjakarta</i></p> <p>Answer: They providing to disabled people with balanced and objective information and to assist disabled people in understanding the problems, alternatives or solution. They keep disabled people informed</p> <p><i>Jawaban:</i> <i>Pengambil keputusan menyediakan informasi kepada orang berkebutuhan khusus yang seimbang dan obyektif dan untuk membantu orang berkebutuhan khusus dalam memahami masalah, alternatif atau solusi. Pengambil keputusan harus tetap menginformasikan orang berkebutuhan khusus.</i></p>	
<p>In which methods do the BRT Transjkarta/transportation department include the disabled people in current planning processes? You can choose more than one.</p> <p><i>Melalui metode apa dinas perhubungan/ BRT Transjakarta mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta saat ini? Anda boleh pilih lebih dari satu</i></p> <p>Answer/Jawaban</p> <ul style="list-style-type: none"> <li>- Focus Group Discussion (FGD)/diskusi kelompok</li> <li>- Survey/survei</li> <li>- Public meeting/rembug warga</li> </ul>	



- Workshop/lokakarya

In which methods do the BRT Transjakarta. Transportation department you hope to include the disabled people in future planning processes? You can choose more than one.

*Metode apa yang diharapkan oleh anda mengikutsertakan orang berkebutuhan khusus dalam proses perencanaan transportasi di BRT Transjakarta kedepannya?*

*Anda boleh pilih lebih dari satu.*

Answer/jawaban

Disabled advisory committee/dewan penasehat orang berkebutuhan khusus

Can you explain about the accessible facilities for disabled people in BRT Transjakarta and provide the example design? (pedestrian, bus stop, bus interior design and the facilities between bus and the bus stop.

*Dapatkah anda menjelaskan lebih mengenai fasilitas aksesibility untuk berkebutuhan khusus di BRT Transjakarta dan juga lampirkan dengan gambar. (pejalan kaki, bus stop, design di dalam bus, dan fasilitas antara bus dan tempat pemberhentian.*

Answer

Attached the images as proof that it is very dissatisfied.

*Jawaban:*

*Fasilitasnya masih buruk. Bapak bias melihat dari gambar yang saya kirimkan*

Do you satisfied with the availability of pedestrian, bus stop, and the bus interior design and the distance between te bus and the bus stop. Choose one option.

*Apakah anda puas dengan ketersediaan mengenai fasilitas pejalan kaki, halte bus, rancangan didalam bus dan jarak antara halte dan bus saat ini?*

*Pilih salah satu*

Answer/Jawab:

- Very unsatisfied/ *sangat tidak puas*

Do you satisfied with the inclusion of disabled people in current time? Choose one option.

Jawab/Answer

*Apakah anda puas dengan proses pengikutsertaan orang berkebutuhan khusus saat ini?*

*Pilih salah satu*

Answer/Jawaban

- Unsatisfied/*tidak puas*

Do you have suggestion or improvement to BRT Transjakarta iin transportation planning processes?

*Apa saran dan perbaikan dari anda didalam proses perencanaan di Transportasi BRT Transjakarta?*

Answer;

More concern to provide the facilities for the disabled people and also include them in planning

*Jawaban;*

*Fasilitas untuk orang berkebutuhan khusus dan ikutkan mereka dalam proses perencanaan proses.*

Thank you very much for your cooperation/*Terimakasih atas kerjasamanya.*

### Responses Questionnaire from Disabled people (In English)

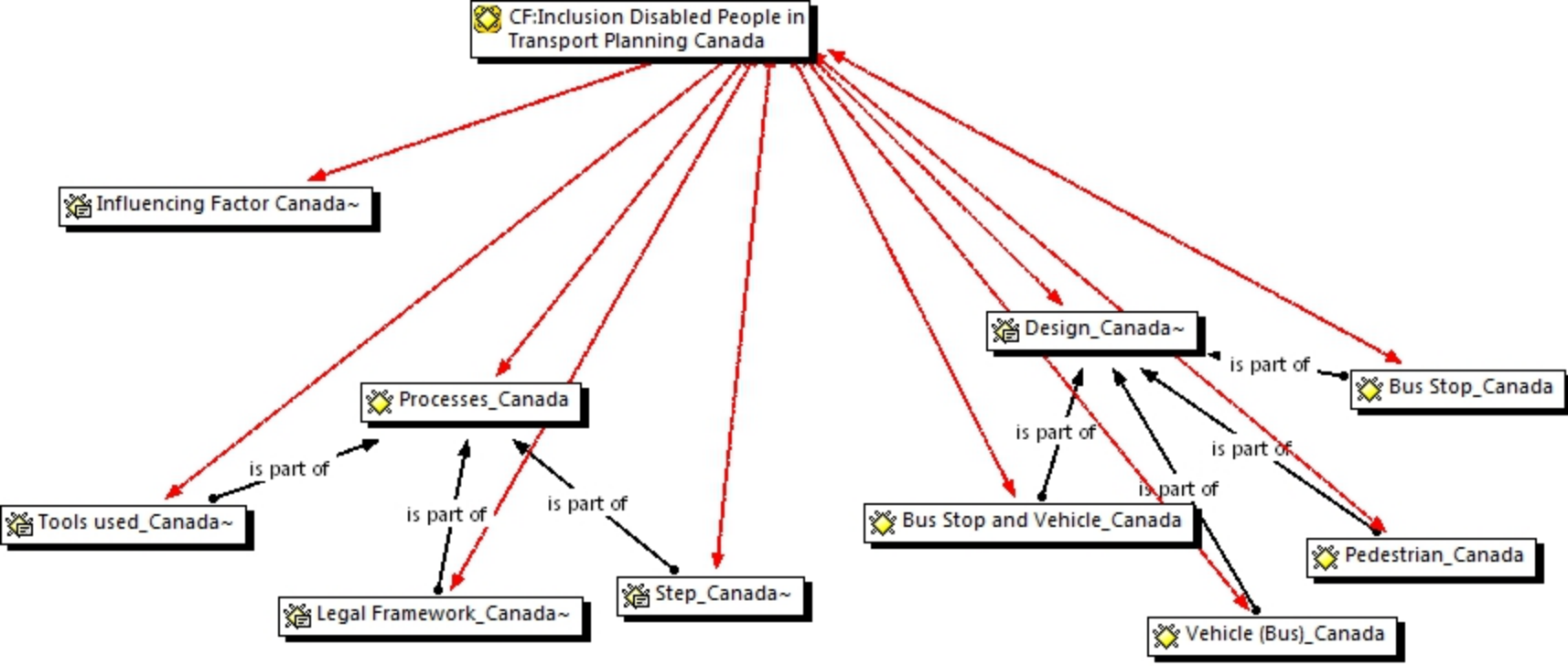
Timestamp	Gender	education	Age	Occupation	Types of disability	What are your barriers to participate in the transportation planning process in the TransJakarta BRT?	What is your purpose to participate in the transportation planning process TransJakarta BRT?	In which method do you participate in the current planning process of TransJakarta BRT?	In which method do you participate in the future planning process of TransJakarta BRT?	Are you satisfied regarding pedestrian facilities, bus stop, in the design and the distance between the bus	Do you have any suggestions and input in the planning process and transport facilities for people with special needs in TransJakarta BRT?
7/7/2014 9:19:59	Male	Undergraduate	25	entrepreneur	Blind	None. If there are internet facilities, it's easy to discuss.	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Web. Internet	Web. Internet	Very dissatisfied	A lot. Includes the voice announcement and the distance between the bus and the bus stop.
7/8/2014 11:25:12	Male	Undergraduate	48	Social worker	Blind	I don't know the communication system or the bureaucracy in BRT	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).		Advisory committee	Not Satisfied	In decision making, the decisionmakers must involve the disabled people
7/14/2014 14:06:50	Male	Elementary School	40	entrepreneur	Blind	I Don't know about BRT Transjakarta		Never involve	FGD	Not Satisfied	to be more concern about the need of disabled people
7/16/2014 15:20:39	Male	Doctorate	49	Arsitect	can not walk (uses a wheelchair)	I Don't know the route	Working directly with disabled people (us) throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how them input influenced the decision.	Focus Group Discussion	Advisory committee	Not Satisfied	must involve the expert to facilitate disable people
7/23/2014 14:33:02	Female	High School	40	entrepreneur	can not walk (uses a wheelchair)	I don't know the mechanism	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Focus Group Discussion	Advisory committee	Very dissatisfied	to be more concern about the need of disabled people
7/23/2014 14:37:34	Male	High School	42	entrepreneur	Blind	The problem is I can't see	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Focus Group Discussion	Advisory committee	Not Satisfied	to be more concern about the need of disabled people
7/23/2014 14:53:16	Female	Elementary School	15	student	can not walk (uses a wheelchair)	It's not easy for me to join if I cant get good transportation	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Focus Group Discussion	Advisory committee	Not Satisfied	to be more concern about the need of disabled people
7/24/2014 11:32:11	Female	High School	21		can not walk (uses a wheelchair)	mobility	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Never involve	Advisory committee	Very dissatisfied	to be more concern about the need of disabled people
7/24/2014 13:39:29	Male	High School	37	entrepreneur	can not walk (uses a wheelchair)	I don't have a car	Working directly with disabled people (us) throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how them input influenced the decision.	Focus Group Discussion	Advisory committee	Not Satisfied	The vehicle special for disabled people
7/25/2014 5:04:02	Male	Elementary School	51	artist	Blind		Working directly with disabled people (us) throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how them input influenced the decision.			Very dissatisfied	
7/25/2014 10:54:55	Female	Elementary School	43	Social worker	Blind	Difficult to access the transportation and I don't understand the mecanism	Working directly with disabled people (us) throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how them input influenced the decision.	Focus Group Discussion	Advisory committee	Not Satisfied	to be more concern about the need of disabled people
7/25/2014 11:51:26	Female	High School	35	entrepreneur	can not walk (uses a wheelchair)	I never invited to the planning processess	Working directly with disabled people (us) throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how them input influenced the decision.	Information system (example: newsletter), Web, Internet, FDG, Survey	Newspaper	Not Satisfied	to be more concern about the need of disabled people
7/28/2014 1:18:52	Female	High School	45	entrepreneur	deaf	I don't know the mechanism	Working directly with disabled people (us) throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how them input influenced the decision.	Web. Internet	Advisory committee	Not Satisfied	to be more concern about the need of disabled people
7/28/2014 12:20:17	Female	Diploma	25	entrepreneur	can not walk (uses a wheelchair)	I don't have the information	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	survey	Advisory committee	Very dissatisfied	to be more concern about the need of disabled people
7/28/2014 11:14:44	Male	High School	36	entrepreneur	can not walk (uses a wheelchair)	I never invited	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Focus Group Discussion	Advisory committee	Not Satisfied	to be more concern about the need of disabled people
7/28/2014 13:44:34	Male	Elementary School	24	entrepreneur	can not walk (uses a wheelchair)	I'm unable to walk	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Survey, FGD	Advisory committee	Not Satisfied	to be more concern about the need of disabled people
7/29/2014 16:14:34	Female	High School	34	entrepreneur	can not walk (uses a wheelchair)	I don't have time	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Survey, FGD	Advisory committee	Very dissatisfied	to be more concern about the need of disabled people
7/29/2014 16:16:57	Male	Diploma	45	artist	can not walk (uses a wheelchair)	I don't know the mechanism	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Survey, FGD	FGD	Very dissatisfied	to be more concern about the need of disabled people
7/29/2014 16:19:05	Male	High School	56	Social worker	Blind	the environment ant the facilities is not good enough for me to travel alone	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Survey, FGD	Advisory committee	Not Satisfied	to be more concern about the need of disabled people
7/29/2014 16:34:49	Male	Elementary School	46	entrepreneur	can not walk (uses a wheelchair)	I don't know the mechanism	Working directly with disabled people (us) throughout the process to ensure that their concerns and issues are directly reflected in the alternatives developed and provide feedback on how them input influenced the decision.	Survey, FGD	Advisory committee	Very dissatisfied	to be more concern about the need of disabled people
7/29/2014 17:32:17	Female	SMU/SLTA	23	Social worker	can not walk (uses a wheelchair)	I Don't know about BRT Transjakarta	Obtaining feedback on analysis, alternative and/or decision. And keep disabled people informed, listen what feedback from disabled people (us).	Fokus diskusi kelompok, Survei	Advisory committee	Very dissatisfied	

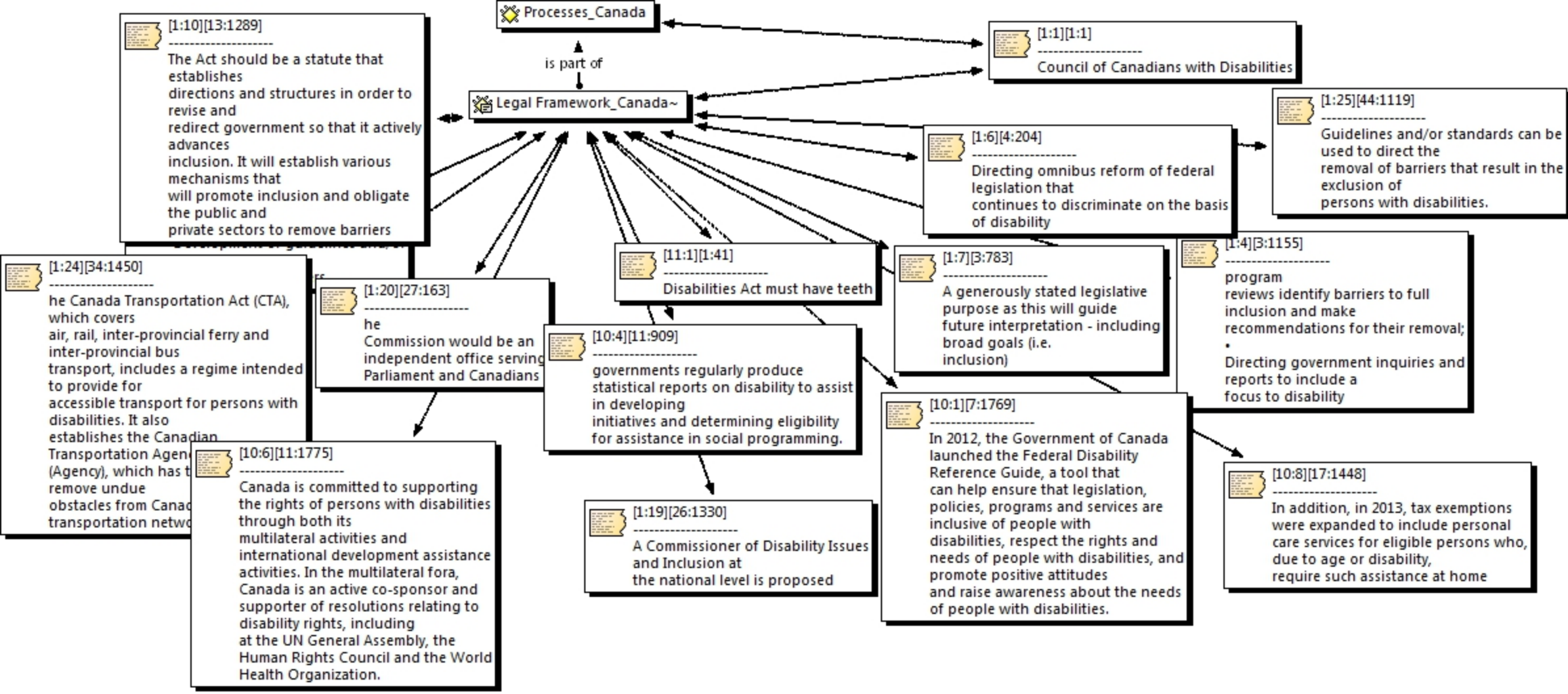
## Responses Questionnaire from Disabled people (In Bahasa Indonesia)

Timestamp	Jenis kelamin	Tingkat Pendidikan	Usia	Pekerjaan	Jenis Kebutuhan khusus	Apa hambatan anda ikut dalam proses perencanaan transportasi di BRT Transjakarta?	Apa tujuan anda ikut dalam proses perencanaan transportasi BRT Transjakarta?	Melalui metode apa anda diikutsertakan dalam proses perencanaan BRT Transjakarta saat ini?	Melalui metode apa anda diikutsertakan dalam proses perencanaan BRT Transjakarta kedepannya?	Apakah anda puas mengenai fasilitas pejalan kaki, halte bus, rancangan	Apakah anda punya saran dan masukan dalam hal proses perencanaan dan fasilitas transportasi bagi orang berkebutuhan khusus di BRT Transjakarta?
7/7/2014 9:19:59	Laki-laki	S1	25	entrepreneur	tunanetra	tidak ada. ada media internet jika mau minta masukkan atau diskusi.	Memberikan masukan kepada pengambil keputusan	Web. Internet	Web. Internet	Sangat tidak puas	banyak. termasuk soal voice announcement dan jarak antara lantai bus dengan halte
7/8/2014 11:25:12	Laki-laki	S1	48	pekerja sosial	tunanetra	tidak tahu jalur komunikasi atau birokrasinya	Memberikan masukan kepada pengambil keputusan		Dewan penasehat orang berkebutuhan	Tidak puas	pengambilan keputusan dalam rancangannya wajib
7/14/2014 14:06:50	Laki-laki	SD	40	swasta	buta	tidak mengerti tentang BRT		tidak pernah terlibat	Rembug warga	Tidak puas	lebih dipikirkan lagi fasilitas untuk orang berkebutuhan khusus
7/16/2014 15:20:39	Laki-laki	S3	49	Arsitek	cacat kaki	tdk tahu route nya	Bermitra dengan pengambil keputusan dalam setiap aspek dari keputusan di perencanaan transportasi di BRT Transjakarta	Fokus diskusi kelompok	Dewan penasehat orang berkebutuhan khusus	Tidak puas	ada perencanaan harus melibatkan orang yang tahu dan empati serta ahli dlm membela kepentingan masyarakat disabilitas THANKS
7/23/2014 14:33:02	Perempuan	SMU/SLTA	40	wiraswasta	cacat kaki	Tidak tau mekanismenya bagaimana	Memberikan masukan kepada pengambil keputusan	Fokus diskusi kelompok, Rembug warga	Dewan penasehat orang berkebutuhan khusus	Sangat tidak puas	Tingkatkan fasilitas transportasi bagi kami
7/23/2014 14:37:34	Laki-laki	SMU/SLTA	42	buat kerajinan	tuna netra	Hambatanya saya tidak bisa melihat	Memberikan masukan kepada pengambil keputusan	Fokus diskusi kelompok	Dewan penasehat orang berkebutuhan khusus	Tidak puas	Perbaiki fasilitas di brt buat kami..
7/23/2014 14:53:16	Perempuan	SD	15	pelajar	kaki	Susah kalo ikut. Transportasinya kurang baik	Memberikan masukan kepada pengambil keputusan	Fokus diskusi kelompok, Survei, Rembug warga	Dewan penasehat orang berkebutuhan khusus	Tidak puas	Alat transportasi bagi orang berkebutuhan khusus di bagusin
7/24/2014 11:32:11	Perempuan	SMU/SLTA	21		pakai kursi roda	mobilitas	Memberikan masukan kepada pengambil keputusan	tidak pernah ikut serta	mendengarkan komentar saya, web internet	Sangat tidak puas	semoga fasilitas transport lebih mendukung dan
7/24/2014 13:39:29	Laki-laki	SMP/SLTP	37	kerajinan tangan	gak bisa jalan	G ada kendaraan.	Bekerjasama langsung dengan pengambil keputusan dengan membawa isu-isu yang berkaitan dengan orang berkebutuhan khusus	Rembug warga	Dewan penasehat orang berkebutuhan khusus	Tidak puas	Kendaraan diperbanyak bagi kami orang berkebutuhan khusus
7/25/2014 5:04:02	laki-laki	SD	51	Pelukis	tunanetra		Bekerjasama langsung dengan pengambil keputusan dengan membawa isu-isu yang berkaitan dengan orang berkebutuhan khusus			Sangat tidak puas	
7/25/2014 10:54:55	Perempuan	SD	43	pekerja sosial	tuna netra	Sulit dapat akses transportasi..mekanismenya sulit	Bekerjasama langsung dengan pengambil keputusan dengan membawa isu-isu yang berkaitan dengan orang berkebutuhan khusus	Rembug warga	Dewan penasehat orang berkebutuhan khusus	Tidak puas	Akses bagi kami mohon diperbaiki.
7/25/2014 11:51:26	Perempuan	SMU/SLTA	35	penjahit	cacat kaki	selama ini saya tidak pernah di undang dalam proses perencanaan transportasi di BRT Transjakarta	Bermitra dengan pengambil keputusan dalam setiap aspek dari keputusan di perencanaan transportasi di BRT Transjakarta	Layanan pemberitahuan (contoh: surat kabar), Web. Internet, Fokus diskusi kelompok, Survei	surat kabar	Tidak puas	seharusnya setiap perencanaan dan fasilitas transportasi harus mempertimbangkan penumpang seperti kami yang berkebutuhan khusus ini. Caranya kami harusnya diikutkan dan ditanya apa yang menjadi kebutuhan kami.
7/28/2014 1:18:52	Perempuan	SMP/SLTP	45	menjahit	tuna rungu	Tidaktau mrkabismenya spt apa	Bekerjasama langsung dengan pengambil keputusan dengan membawa isu-isu yang berkaitan dengan orang berkebutuhan khusus	Web. Internet	Dewan penasehat orang berkebutuhan khusus	Tidak puas	Tingkatkan kepedulia thd org berkebutuhan khusus
7/28/2014 12:20:17	Perempuan	D1-D3	25	buat kue	cacat kaki	Tidak tau ada infoormation kayak seperti itu..	Memberikan masukan kepada pengambil keputusan	Survei	Dewan penasehat orang berkebutuhan khusus	Sangat tidak puas	Perbaikin akses bagi kami
7/28/2014 11:14:44	Laki-laki	SMP/SLTP	36	penjahit	kaki	Saya tidak diundang	Memberikan masukan kepada pengambil keputusan	Fokus diskusi kelompok, Rembug warga	Dewan penasehat orang berkebutuhan khusus	Tidak puas	Mohon perhatian pemerintah lebih lagi kepada orang berkebutuhan kusus
7/28/2014 13:44:34	Laki-laki	SD	24	pengerajin	cacat kaki	Sulit jalan	Memberikan masukan kepada pengambil keputusan	Survei, Rembug warga	Dewan penasehat orang berkebutuhan khusus	Tidak puas	Bangun fasilitas yang memadai bagi kami.
7/29/2014 16:14:34	Perempuan	SMP/SLTP	34	pengerajin	cacat kaki	g ada waktu	Memberikan masukan kepada pengambil keputusan	Fokus diskusi kelompok, Survei	Dewan penasehat orang berkebutuhan khusus	Sangat tidak puas	diperbanyak fasilitas yang memudahkan bagi kami semua
7/29/2014 16:16:57	Laki-laki	D1-D3	45	pelukis	cacat kaki	tidak tau gmn prosesnya	Memberikan masukan kepada pengambil keputusan	Fokus diskusi kelompok, Survei	Rembug warga	Sangat tidak puas	fasilitasnya harus di perbaiki.. banyak yang sulit bagi orang berkebutuhan khusus seperti kami.
7/29/2014 16:19:05	Laki-laki	SMP/SLTP	56	pekerja sosial	buta	lingkungan dan fasilitas saya pergi-pergi g memadai.. takut keluar	Memberikan masukan kepada pengambil keputusan	Survei, Rembug warga	Dewan penasehat orang berkebutuhan khusus	Tidak puas	fasilitas bagi kami di tingkatkan supaya kami bisa pergi-pergi dengan bebas
7/29/2014 16:34:49	Laki-laki	SD	46	pengerajin	cacat kaki	tidak tau prosesnya bagaimana	Bekerjasama langsung dengan pengambil keputusan dengan membawa isu-isu yang berkaitan dengan orang berkebutuhan khusus	Fokus diskusi kelompok, Survei	Dewan penasehat orang berkebutuhan khusus	Sangat tidak puas	fasilitas berkebutuhan khusus hendaknya ditingkatkan terus agar kami bisa melakukan aktivitas sendiri
7/29/2014 17:32:17	Perempuan	SMU/SLTA	23	pekerja sosial	cacat kaki	tidak mengerti tentang BRT	Memberikan masukan kepada pengambil keputusan	Fokus diskusi kelompok, Survei	Dewan penasehat orang berkebutuhan	Sangat tidak puas	Fasilitas bagi kami di BRT transjakarta hendaknya

### III. Atlas.ti output (analysis inclusion disabled people in UK and Canada)

**Canada**







Processes\_Canada

is part of

Step\_Canada~

[9:5][3:2381]  
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Canada does not have a national standard for universal design, such as the Americans with Disabilities Act, but many jurisdictions are implementing improvements to better accommodate people with disabilities.

[10:3][7:2659]  
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Governments continue to engage and work with the disability community to gain a greater understanding of various perspectives and to develop well-informed and effective policies and programs for persons with disabilities.

[10:8][17:1448]  
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In addition, in 2013, tax exemptions were expanded to include personal care services for eligible persons who, due to age or disability, require such assistance at home

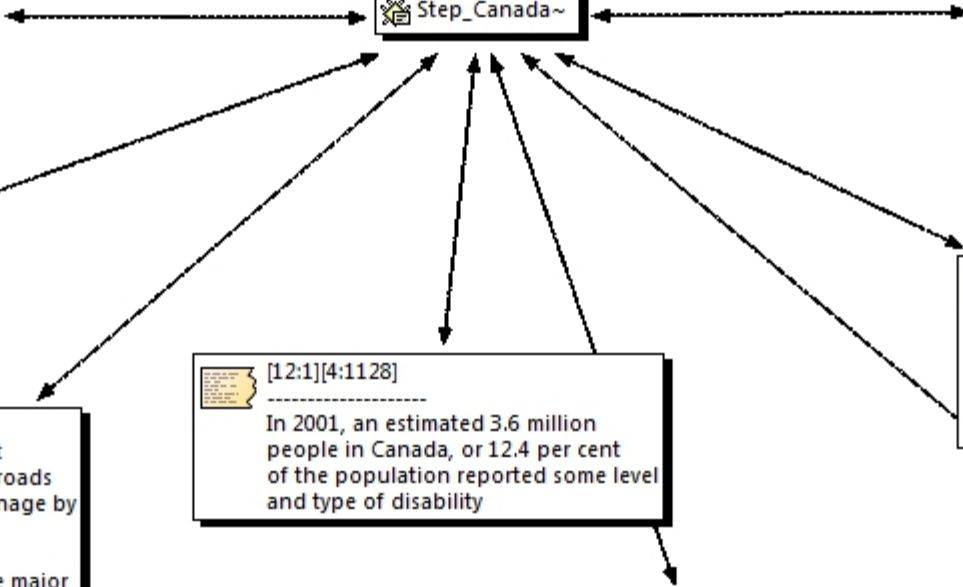
[19:2][2:1844]  
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Ratification marks an important step in removing obstacles, creating opportunities and making Canada, as a whole, more inclusive.

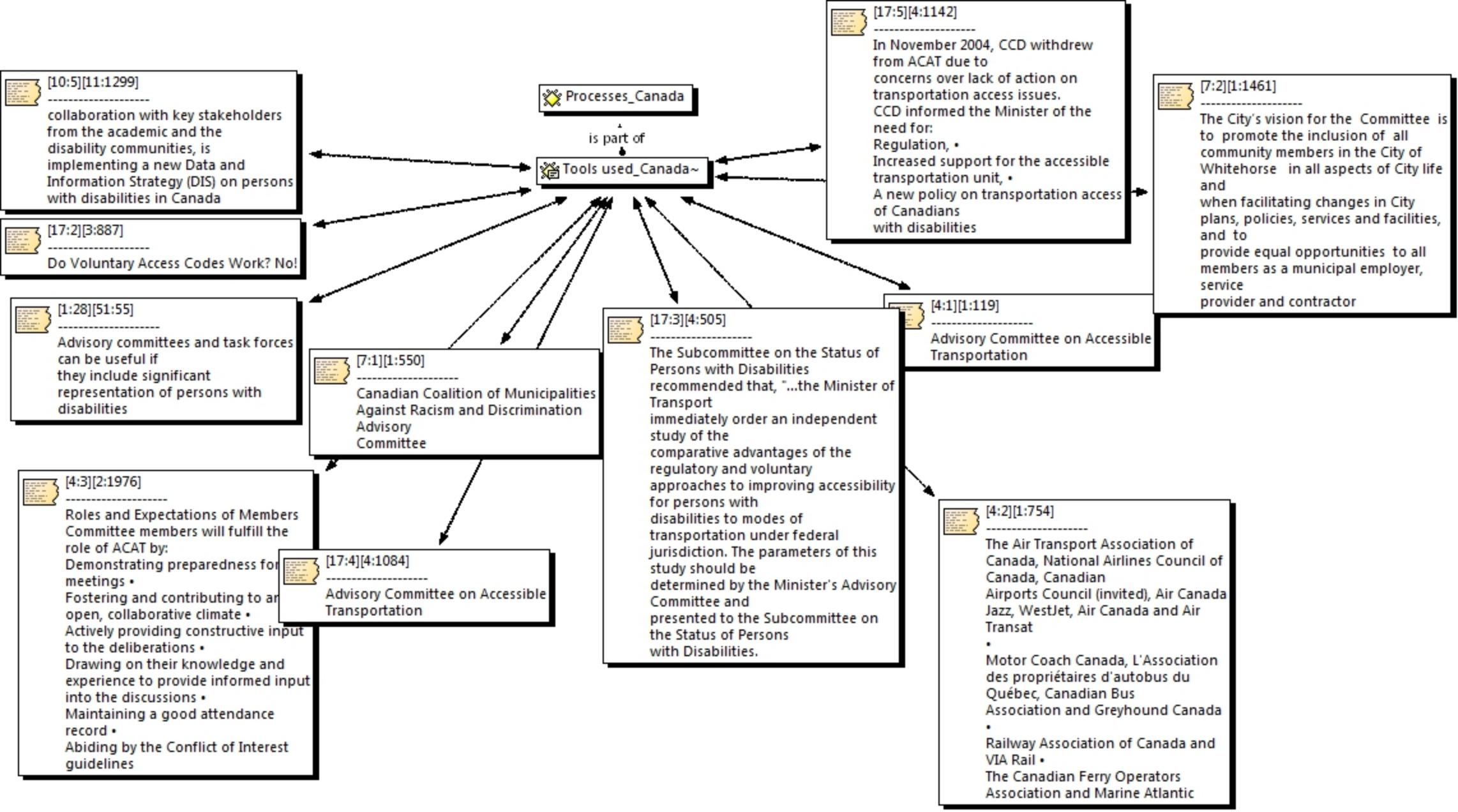
[9:4][3:2032]  
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Comment: Provincial government manage major highways, local roads and most transit service are manage by local level. (P9)  
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Provincial governments manage major highways. Local roads and most transit services are funded and managed at the local level.

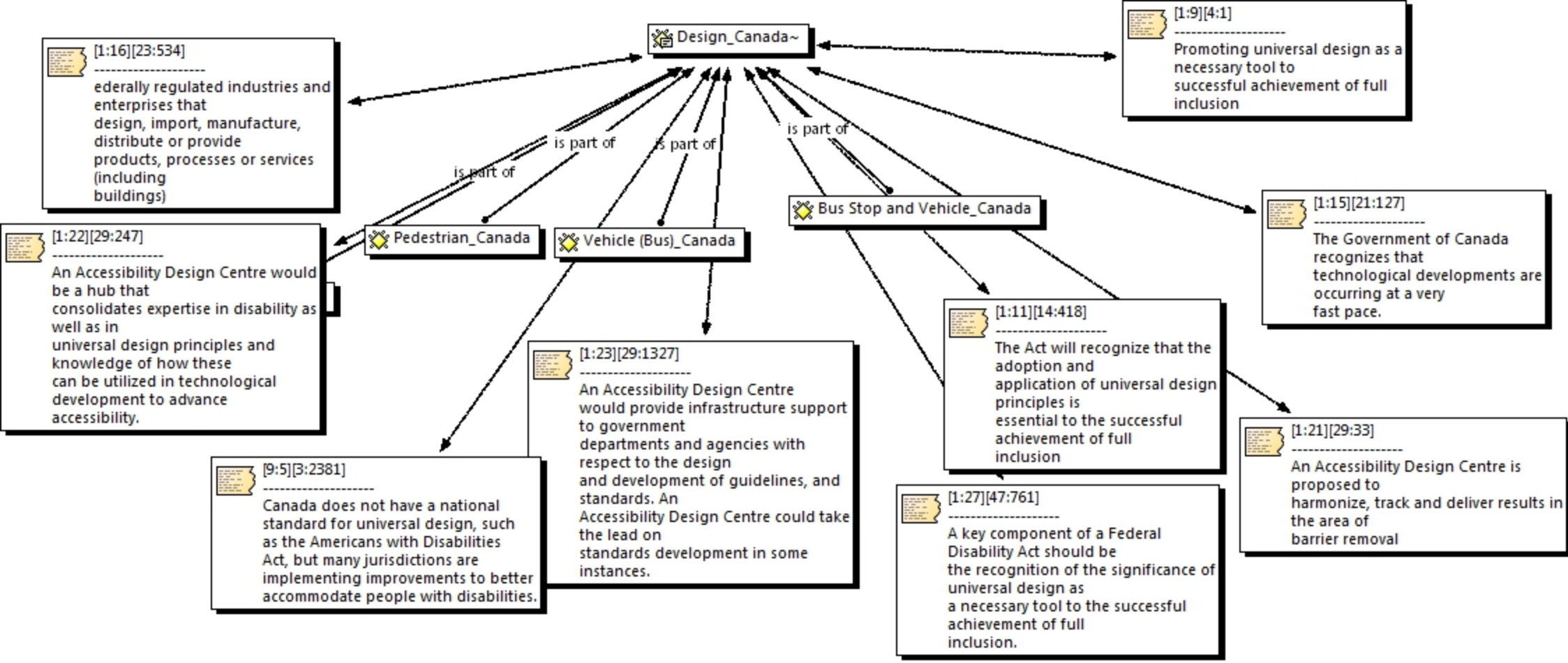
[12:1][4:1128]  
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In 2001, an estimated 3.6 million people in Canada, or 12.4 per cent of the population reported some level and type of disability

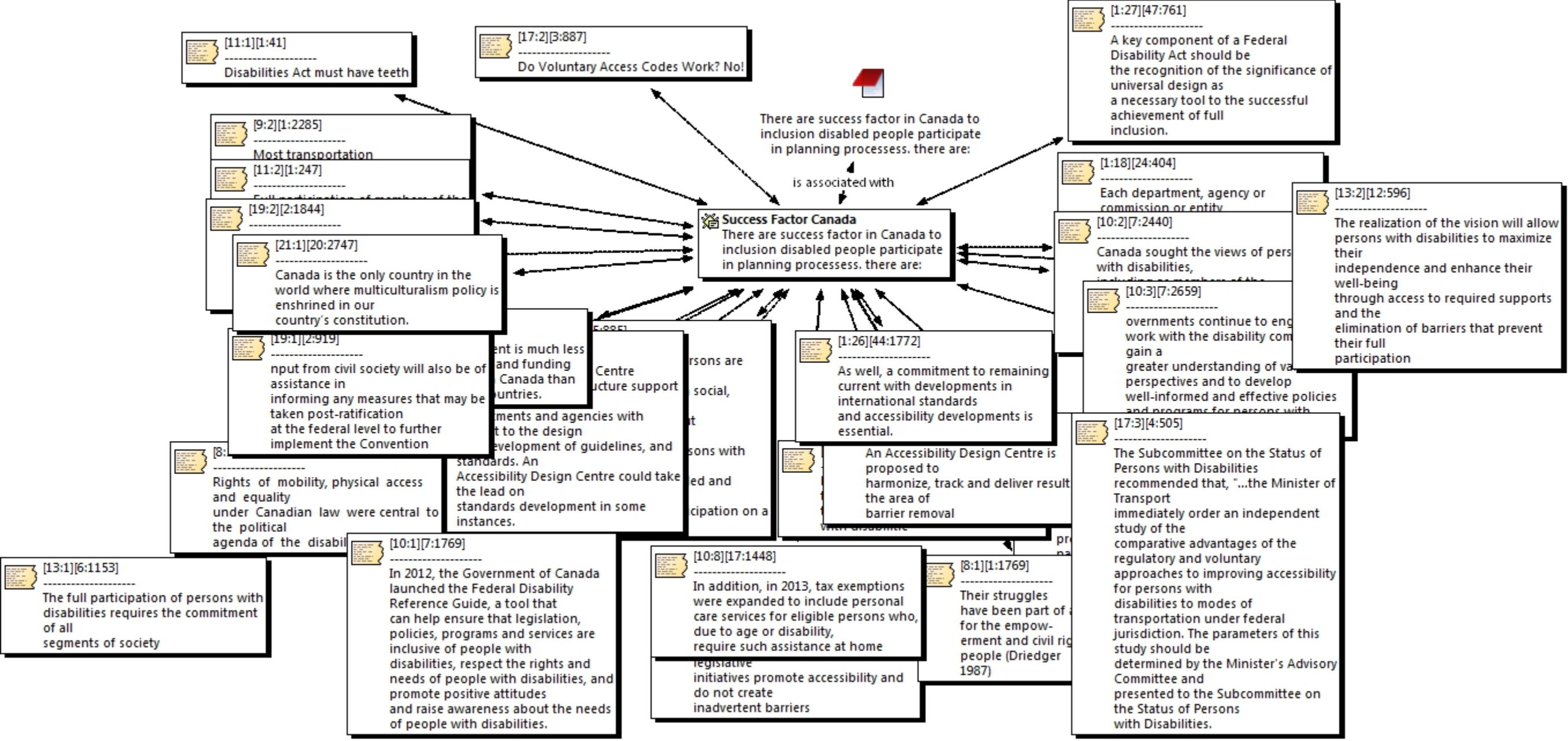
[10:7][17:421]  
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The Government of Canada offers tax exemptions, income supports, social benefits and services to persons with disabilities to facilitate their inclusion, participation and independence in various aspects of life.

[9:1][1:1497]  
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Social inclusion helps achieve two major transport planning goals: equity and economic development

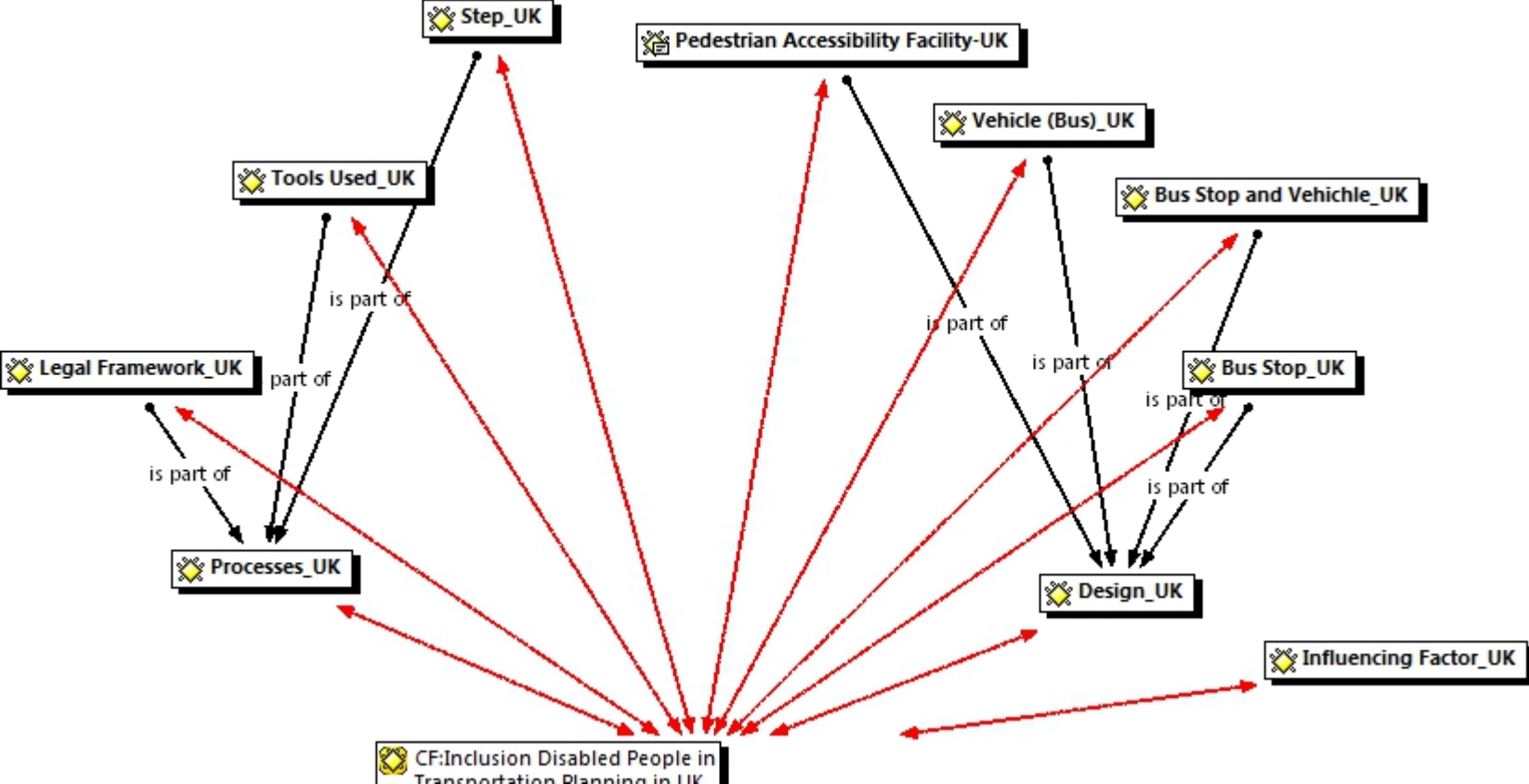









**United Kingdom**







 Processes\_UK

 Step\_UK


is part of

 [33:1][7:40]

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Participatory practice in the UK has reached the stage where it is attracting almost as much scepticism as enthusiasm

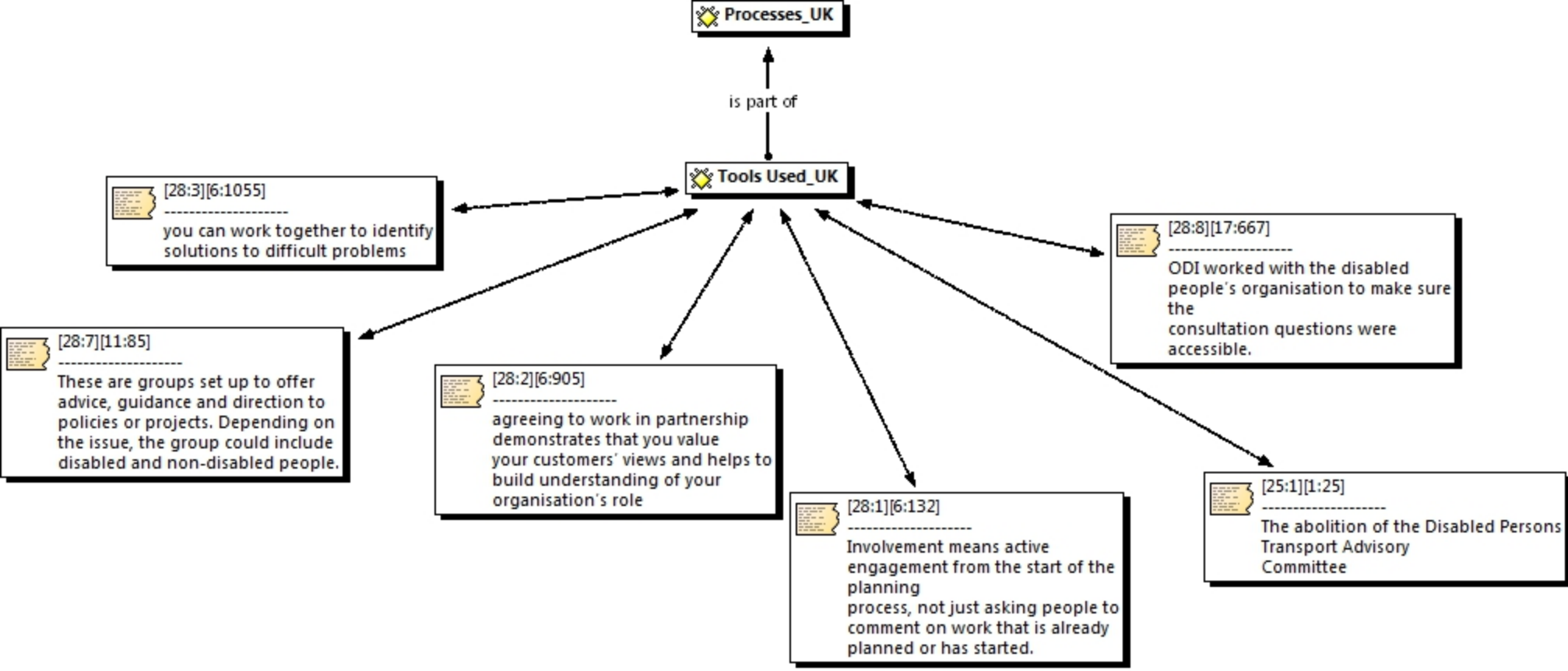
 [33:3][8:3577]

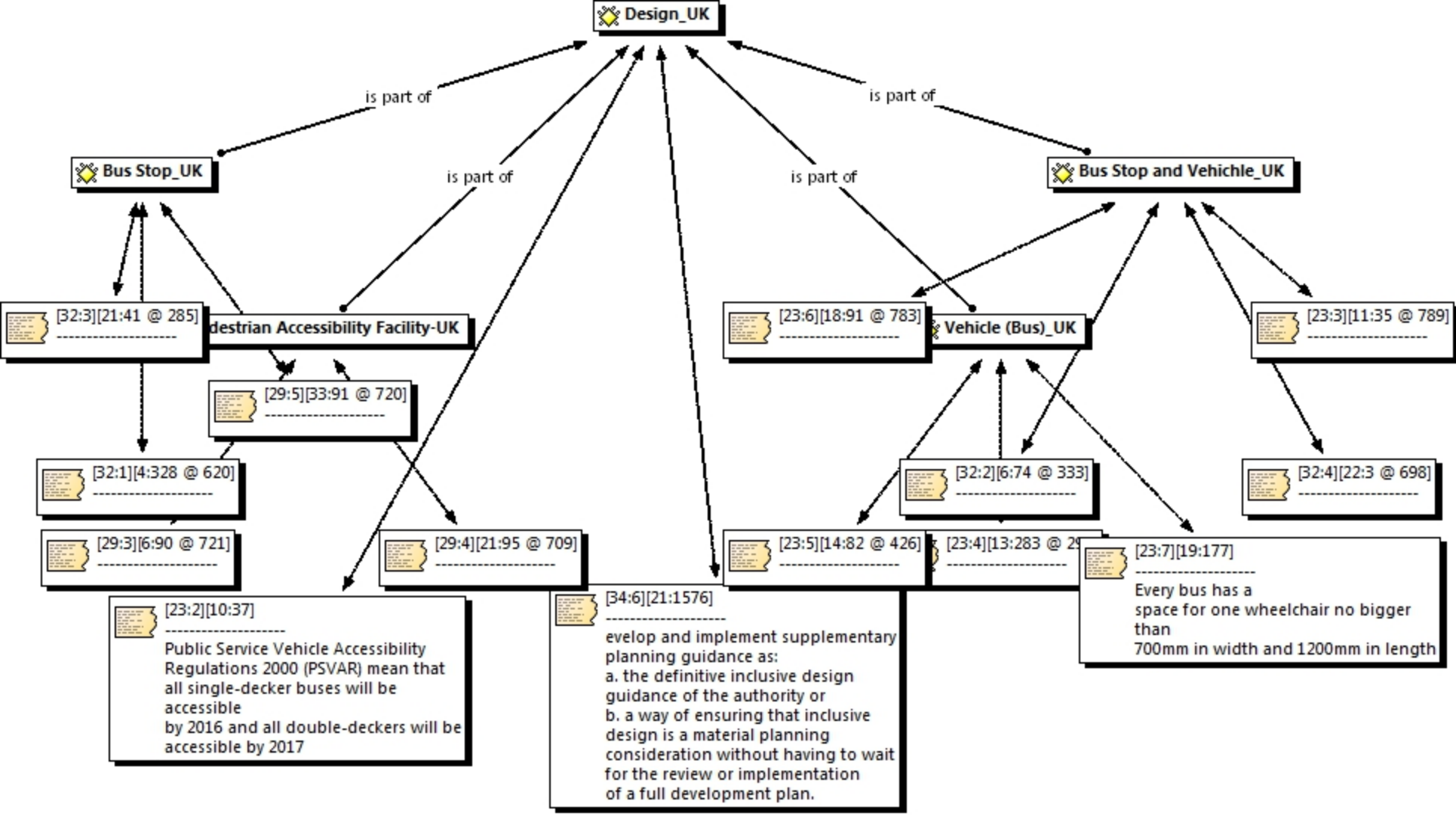
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The conclusion from many examples in the UK and more widely is not that more participation is needed but that better participation is needed. And better participation requires more understanding of the complexities and contradictions of working with people to change the ways decisions are made and implemented

 [28:4][8:289]

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People will need to know how their involvement has added value to the process.








[33:2][7:390]

As Involve's work continues, we aim to bring together colleagues from many fields to reach definitive conclusions about the ultimate contribution of participation to strengthening democracy, improving the quality of public services, building stronger communities and tackling complex problems. In the meantime, this section simply aims to air some of these issues and to summarise some current thinking

 Success Factor\_UK

[28:5][8:769]

Disabled people can make a vital contribution to your project. It is unfair to assume that they will give their time, energy and expertise for free.

[28:6][10:722]

To achieve the greatest level of involvement, you could commission a disabled people's organisation to work with you

[28:10][23:77]

Involving people at an early stage improves policy making by ensuring that your approach has 'buy-in' from those it affects. It also helps policy makers to engage with the involvement process personally

[28:9][18:152]

Involving a disabled people's organisation means that you gain access to a broad range of expertise across different impairment groups