
**STUDY OF PUBLIC TRANSPORT SERVICE LEVELS OF RAPID TRANSIT BUS (BRT)
TRANS MEBIDANG MEDAN-LUBUK PAKAM CORRIDOR**

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ABSTRACT

The National Strategic Urban Metropolitan Areas of Medan, Binjai, Deliserdang and Karo require integrated cross-regional and cross-sectoral development to prevent problems that arise, especially in terms of urban transportation problems, such as high levels of congestion that affect the inefficiency of socio-economic activities in society. The policy in order to overcome transportation problems in this region is to establish the development of a bus-based mass transit system or known as Bus Rapid Transit (BRT) in the hope of serving high commuter movements in the urban area of Mebidangro. In 2014, mass transportation based on the Bus Rapid Transit Trans Mebidang was developed which is expected to overcome this problem. Until now, it is considered that the mass transportation service is not optimal based on the low user interest.

This study was conducted aiming to assess the level of public transport services based on the Ministry of Transportation Standards and based on the perception of BRT-Trans Mebidang Transport users of the Services rendered. The aspects of public transport services assessed include; Reliability, Responsiveness to services, Empathy, Guarantees and Physical evidence of services provided. The method used is a quantitative descriptive method, through the distribution of questionnaires to respondents.

KEYWORDS: public transport services, services standards, user's perception, service quality.

1. BACKGROUND

One of the problems in the Mebidangro urban area is the high level of congestion which impacts the in-efficiency of the community's socio-economic activities. The policy in order to overcome transportation problems in this area is to establish the development of a bus-based mass transit system or known as Bus Rapid Transit (BRT) with the hope of serving high commuter movements in the Mebidangro urban area (mebidangro commuter statistics 2019, external travel 400,000 people / day).

In 2014, two routes were opened: one that serves the corridor of the Medan Market Center - Lubuk Pakam Terminal. The provision of public transportation is expected to function as a commuter transportation serving the general public from Lubuk Pakam City to Medan City. As time goes by, the quality of public transport services has not yet reached as expected because the travel time is still relatively long, the bus stops are not comfortable, waiting time and access to other modes are fundamental problems. Therefore, measuring the quality of trans-sector public transport services is

very necessary to provide an overview of the performance of transportation services both from the user side and from the side of the provision of public transportation itself.

To find out how this mode of public transportation should improve its service performance, a study is needed that can provide an explanation of the level of service in the existing conditions and what level of service should be provided. The study of the service level of the Trans Mebidang bus public transport will be assessed from the supply side, which concerns aspects of public transport performance standards set by the Ministry of Transportation and from the user side (demand) based on survey results to determine the perceptions of public transport users regarding the quality of Trans bus service. Medan-Lubuk Pakam field.

With the hope that this study will provide a real picture of the service level of the Medan-Lubuk Pakam Trans Mebidang bus for the community, government and Perum Damri. So that the government and the Trans Mebidang Medan-Lubuk Pakam bus operator can take the right policy to improve the Trans Mebidang Medan-Lubuk Pakam bus service to the community going forward.

2. RESERCH METHODOLOGY

The research methodology used is descriptive analysis method. The approach used is to compare the suitability of BRT Trans Mebidang Medan Lubuk Pakam public transport services based on the Ministry of Transportation standards and to compare the suitability of services based on user perceptions. Public transportation service variables based on the Ministry of Transportation's Standards in the Technical Guidelines for the Implementation of Public Passenger Transportation in Urban Areas on Fixed and Regular Routes of the Ministry of Transportation in 2002 include the number and frequency of public transportation, Intermediate Time, Travel Time, Vehicle Speed, Waiting Time, Availability of Transportation, Load Factor, Number of rites, and distance traveled. Meanwhile, service variables based on user perceptions include reliability, responsiveness, assurance, empathy and service form felt by users of the Medan-Lubuk Pakam Trans Mebidang public transport.

Data obtained by secondary survey and questionnaire addressed to 100 passengers of the Trans Mebidang Medan-Lubuk Pakam public transport to get the level of service satisfaction and expectations of the services provided. The analysis method consists of:

- Analysis of the suitability of the Trans Mebidang Medan-Lubuk Pakam public transport service based on standards, namely measuring the operational performance of the Trans Mebidang bus by comparing the conditions that occur with the standards of the Indonesian Ministry of Transportation.
- Service suitability analysis in terms of user perceptions is to compare the weight value of the level of service performance of the Trans Mebidang bus operator with the level of importance (Servqual Score) of passengers (expectations) for the Trans Mebidang Medan-Lubuk Pakam public transport service.

From the results of the analysis, it is obtained an overview of the operational performance level of the Medan-Lubuk Pakam Trans Mebidang public transport and the level of passenger satisfaction with the services provided.

3. LITERATURE REVIEW

Public transportation is passenger transportation that is carried out with a rental or paid system. Included in public passenger transportation are city transportation (buses, minibuses, etc.), trains, water and air transportation Warpani (1990: 170). The aim of public transport services is to provide safe, fast, comfortable and inexpensive services to communities whose mobility is increasing, especially for workers in carrying out their activities. Service performance indicators are an appropriate form of concept which is a measure or a way to achieve the goal, concerning the economic and technical aspects or operation of system performance.

This is to find out whether the public transportation is running well or not, can be evaluated using service indicators set by the government through the Ministry of Transportation. Based on the Decree of the Directorate General of Land Transportation in the Technical Guidelines for the Implementation of Public Passenger Transport in Urban Areas on Fixed and Regular Routes in 2002, there are several operational performance standards for these Public Transport Services as in the following table.

Table 3.1 Public Transportation Service Performance Indicators According to the Ministry of Transportation

No	Criteria / Indicators	Parameter	Standard	Unit
1	Number of Passengers	Number of passengers lifted per bus per day	500	people / day / bus
2	Vehicle frequency	The number of public transportation that passes the observation point on the road in units of time.	6-12	vehicle / hour
3	Time between (headway) <ul style="list-style-type: none"> ▪ Average ▪ Maximum 	Time between arrival / departure of the first vehicle and the arrival / departure of the next vehicle measured at one point of observation.	5-10 10-20	minute minute
4	Time Travel	Time required from origin to destination or vice versa	1 – 3	hour
5	Bus speed	The distance that a vehicle can travel on roads per unit of time	10 – 30	km / hour
6	Waiting time	The time it takes to get transport from one transport to the next	5–20	minute

No	Criteria / Indicators	Parameter	Standard	Unit
7	Availability Transportation	The ratio between the number of operating vehicles and the number of vehicles planned	80-90	%
8	Load Factor (LF)	Comparison of the number of passengers with the bus capacity per unit of time	70	%
9	Total Rit	One vehicle trip from origin to destination	6-12	times / day
10	Mileage	The distance traveled for one way from the place of origin to the destination	250	km / day

Measurement of service quality cannot be separated from measurement of user decisions. One of the aspects measured in measuring the level of user satisfaction is the gap that occurs between the expectation of the level of service quality and the user's perception of the service received from an operator (Handayani, in Rachmatia, 2009). According to Kinnear (1991), it is explained that in the service business, there are at least 4 factors that must be considered to provide satisfaction to users, namely aspects of speed, friendliness, accuracy, and comfort.

Philip Kotler (1994) and Supranto (2006), there are at least five criteria for determining service quality so that users can be satisfied, namely:

- Reliability (reliability), which is the ability to carry out the delivery of services promised appropriately, surely and reliably.
- Responsive (responsiveness), namely a willingness to help users and provide services quickly or always responsive.
- Confidence, namely having the knowledge, ability and being polite to service users, so that trust and confidence in the service provider / operator / entrepreneur will arise.
- Empathy (empathy), namely having concern, concern for service users.
- Tangible, namely having any physical appearance that can be felt directly by service users.

Satisfaction measurement is done by comparing the extent to which the performance / service that can be felt by service users is compared to the desired level of satisfaction which is called the level of suitability. The level of suitability is the result of a comparison between the implementation performance score and the importance score, so that this level of suitability will determine the priority scale that will be used in handling the factors that affect the satisfaction of users of these transportation services.

4. DISCUSSION

A. The analysis of the suitability of the Medan-Lubuk Pakam TransMebidang public transport service variable compared to the Ministry of Transportation standard is as follows:

▪ **Number of passengers**

The number of vehicle passengers per day is obtained from the average number of passengers increasing in the dynamic survey multiplied by the number of vehicle rites during the static survey.

Table 5.1 Analysis of Number of Passengers

Route	Day	Number of Passengers	Number of Passengers / Vehicles / Day
Medan-Lubuk Pakam	Work (Monday-Friday)	840	140
	Weekend (Saturday)	1.008	144
	Holiday (Sunday)	1.092	156

Source: Analysis Results, 2020

The number of Trans Mebidang Bus passenger data for the Medan-Lubuk Pakam Market Center route entered on weekdays by 140 passengers / vehicle / day and an increase in Saturday and Sunday holidays by 144 and 156 passengers / vehicle / day. Standard capacity of passengers / vehicle / day is 500-600 passengers based on Ministry of Transportation standards. When reviewed based on these standards, the number of passengers on the Trans Mebidang Medan-Lubuk Pakam bus is only 30% of the minimum capacity expected by the standard, in other words, in terms of the number of passengers, the Trans Mebidang Medan-Lubuk Pakam public transport service is not in accordance with the standard. The number of passengers / vehicle / days that does not reach the minimum number of passengers may cause it not to break even (cost recovery) for the operation of public transport.

▪ **Intermediate Time (headway)**

Headway is the time between one vehicle and another on the same route. The headway in this study uses the actual headway results from field data collection. The headway is obtained by recording the time the vehicle departs for each segment in a dynamic survey. The survey results can be seen in Table 5.2.

Table 5.2 Headway Analysis Results

No	Days	Headway (Minute)
1	Work (Monday-Friday)	65
2	Weekend (Saturday)	60
3	Holiday (Sunday)	45
	Average	56,66

Source: Analysis Results, 2020

The results of the headway analysis of the Trans Mebidang Bus Headway for the Medan-Lubuk Pakam Market Center route entered on weekdays for 65 minutes and decreased on Saturday and Sunday holidays for 60 minutes and 45 minutes, respectively. The ideal headway time is 5-10 minutes and 10-20 minutes during peak hours. The results of the average time between the Medan-Lubuk Pakam Trans Mebidang above are 56.66 minutes, indicating that they are not in accordance with the standard. This is due to the low passenger capacity and the small number of operating vehicles so that the ideal intermediate time cannot be fulfilled.

▪ **Travel Time and Travel Speed**

Travel time is the total time used to serve a certain route in one way, including delays, stopping times to pick up and drop off passengers. The results of the analysis of the travel time of the Trans Mebidang Bus for the Medan-Lubuk Pakam Market Center route on weekdays for 188 minutes and decreased on Saturdays and Sundays for 156 minutes and 148 minutes.

Table 5.3 Travel Time Analysis Results

No	Days	Time to Go		Time to go home		Total (minutes)
		Time Travel (minutes)	Time Wait (minutes)	Time Travel (minutes)	Time Wait (minutes)	
1	Work (Monday-Friday)	62	30	66	30	188
2	Weekend (Saturday)	56	25	55	20	156
3	Holiday (Sunday)	63	15	50	20	148
	Average					

Source: Analysis Results, 2020

The Ministry of Transportation's standard for the ideal travel time for public transport services is 60-90 minutes and a maximum of 180 minutes, so the travel time for the Medan-Lubuk Pakam Central Market TransMebidang Market does not meet the standards on weekdays, but still meets the standards on weekends and Sundays. The long travel time on this working day is caused by waiting time at the terminal / halted and too long intermediate time resulting in passengers not feeling the effectiveness of this public transport service.

Vehicle speed describes the time it takes for service users to reach their travel destination. The results of the analysis of the speed of the Trans Mebidang bus for the Medan-Lubuk Pakam Central Market route on weekdays amounted to 21 km / hour and an increase in Saturday and Sunday holidays for 23 km / hour and 24 km / hour.

Table 5.4 Vehicle Speed Analysis Results

No	Days	Speed Days (km / hour)
1	Work (Monday-Friday)	21
2	Weekend (Saturday)	23
3	Holiday (Sunday)	24
	Average	22

Source: Analysis Results, 2020

The minimum speed of public transport on major routes, on arterial roads and road widths > 8 m is a minimum of 30 km / hour according to the standards of the Ministry of Transportation. So when compared with the results of the analysis the travel speed does not match or does not meet the standards. The consequence of low speed is the unreliability of this public transport service as transportation to schools or offices that requires scheduled and on time transportation.

▪ **Waiting time / downtime**

Passenger waiting time is the time it takes for passengers to get the city transportation they want. The waiting time for the Trans Mebidang bus for the Medan-Lubuk Pakam route on weekdays is 30 minutes and has decreased on Saturday and Sunday holidays for 25 minutes and 24 minutes, respectively.

Table 5.5 Waiting Time Analysis Results

No	Days	Waiting Time (minute)
1	Work (Monday-Friday)	30
2	Weekend (Saturday)	25
3	Holiday (Sunday)	24
	Average	26,33

Source: Analysis Results, 2020

By standard, the minimum wait time at stops is an average of 5–10 minutes and a maximum of 10–20 minutes. When compared with the average waiting time of 26.33 minutes, the waiting time for the Medan-Lubuk Pakam Trans Mebidang public transport is not in accordance with the standard. The long waiting time is due to the intermediate time, the travel time is still long, but that is also due to unclear departure schedules.

▪ **Availability of Transportation (Availability)**

Transportation availability is the percentage of the average number of Trans Mebidang public transportation operating on the Medan-Lubuk Pakam route compared to the total number of Trans Mebidang public transports permitted to serve this route. The results of the analysis of the availability

of transportation or operating capacity on weekdays were 47% and decreased on Sunday holidays by 40%.

Table 5.6 Transportation Availability Analysis Results

No	Days	Operations (Vehicle)	Number of Licensed Vehicles	Availability Factor (%)
1	Work (Monday-Friday)	7	15	47
2	Weekend (Saturday)	7	15	47
3	Holiday (Sunday)	6	15	40
	Average			45

Source: Analysis Results, 2020

The standard of availability of public transportation is 80-90%. If these standards are compared with the results of the analysis, the availability of the Medan-Lubuk Pakam TransMebidang public transport is still below standard or in other words it does not meet the standard. The availability of transportation that has not met standards is due to the low number of passengers and the unmet operational costs of the vehicle which require operators to reduce the number of operating vehicles.

▪ **Load Factor (Load Factor)**

The load factor is the ratio between the capacity sold and the available capacity for one trip which is usually expressed in percent (%). The result of the load factor of the Trans Mebidang Market Center route for Medan-Lubuk Pakam on weekdays was 78% and an increase in Saturday holidays by 80% and a decrease in factor load on Sundays by 74% each. Based on operating standards according to the Ministry of Transportation, the standard load factor is 70%. Thus, the load factor for public transport BRT Trans Mebidang Medan-Lubuk Pakam is still in accordance or meets the standards with an average yield of 77%. The load factor conditions indicate that the number of existing fleets is sufficient and the Medan-Lubuk Trans Mebidang service route can be said to be efficient in terms of passenger load capacity.

Table 5.7 Load Factor Results

Days	Number of rites (Vehicle / Day)	Number of Passengers / Vehicle / Day (person)	Load Capacity (seats)	Load Factor (%)
Work (Monday-Friday)	6	140	30	78
Weekend (Saturday)	6	144	30	80
Holiday (Sunday)	7	156	30	74
Average				77

Source: Analysis Results, 2020

▪ **Number of Rit Travel and Mileage per Vehicle per Day**

The number of vehicle rides is obtained from recording all vehicles passing at the terminal entrance then the average number of operating vehicles, while for the distance traveled per vehicle per day it is obtained by multiplying the round-trip distance by the number of vehicle rides.

Table 5.8 Data analysis of the number of trips and the distance of the Trans Mebidang route from Medan to Lubuk Pakam

No	Days	Amount of Rit (Vehicle / day)	Route distance (Km)	Mileage (Km / Day)
1	Work (Monday-Friday)	6	32	192
2	Weekend (Saturday)	6	32	192
3	Holiday (Sunday)	7	32	224

Sumber: Hasil Analisis, 2020

The results of the total number of Rit Trans Bus in the Medan-Lubuk Pakam Central Market route on weekdays are 6 rites / vehicle / day and an increase in weekends by 7 rites / vehicle / day Increasing the number of rides per day causes an increase in revenue for public transportation, the increase in the number of trips is very profitable because in one trip you can usually get IDR 50,000 - Rp 150,000 if you lose 1 route of public transportation per day, you will experience a loss in terms of income. If the number of trips is compared based on the standard, the average number of Rails for the Medan-Lubuk Pakam Central Market TransMarket is 6-12 trips / vehicle per day. Thus, it can be concluded that the current number of Trans Mebidang Medan-Lubuk Pakam rails is still in accordance with or meets the predetermined standards.

Results of the mileage of the Trans Mebidang bus for the Medan-Lubuk Pakam Central Market route on weekdays are 192 km / day and have increased on Saturday and Sunday holidays respectively to 224 km / day. Based on the standards of the Ministry of Transportation, the average mileage on medium sized city buses is at least 250 km / day. It can be concluded that the distance between the Trans Mebidang public transportation on the Medan-Lubuk Pakam route is not appropriate or does not meet the standards. The mileage that does not meet the standard is due to inadequate vehicle speed which results in too long travel time.

B. The analysis of the suitability of the Trans Mebidang Medan-Lubuk Pakam public transport service based on passenger perceptions is as follows:

The analysis of the suitability of public transport services based on passenger perceptions is to compare the performance / service that can be felt by service users compared to the desired satisfaction which is called the level of conformity. The results of the level of conformity of all variables that affect service quality can be seen in the following table.

Table 5.9 The results of the level of conformity

No	Factors that affect customer satisfaction	Performance (X)		Expectations (Y)		% Tki
		xi	Average	yi	Average	
A	Reliability					
1	Safe	409	4,09	414	4,14	98,79
2	Jump to destination / fast	383	3,83	392	3,92	97,70
3	Has clear hours of operation	308	3,08	421	4,21	73,16
B	Responsive					
4	Cheap	405	4,05	406	4,06	99,75
5	Information available travel time	355	3,55	389	3,89	91,26
6	Provide information on the amount of tariff	374	3,74	393	3,93	95,17
7	Driver drops off and picks up passengers At requested place	397	3,97	406	4,06	97,78
C	Empathy					
8	Officers Ready to lift goods excess passenger luggage	394	3,94	408	4,08	96,57
9	Caring officers will provide assistance	39	3,90	406	4,06	96,06
10	Complaint Contact	322	3,22	429	4,29	75,06
11	Maintain good relations with passenger	383	3,83	400	4,00	95,75
D	Assurance					
12	Way of a good driver	391	3,91	410	4,10	95,37
13	Comfort on the bus	407	4,07	404	4,04	100,74
E	Tangible (Physical Evidence)					
14	Excellent / proper bus condition	401	4,01	405	4,05	99,01
15	Good AC facilities	346	3,46	447	4,47	77,40
16	Seating conditions	387	3,87	401	4,01	96,51
17	First aid facilities	361	3,61	396	3,96	91,16
18	Glass Breakers	383	3,83	404	4,04	94,80
19	Fire Extinguishers	376	3,76	407	4,07	92,38
20	Bus Cleanliness	242	2,42	439	4,39	55,13
	Average		3,71		4,09	

Sumber: Hasil Analisis, 2020

The result of the lowest level of conformity is the cleanliness variable of 55.13%, which means that passengers / respondents think that cleanliness is still lacking and in the future user expectations are very high for repair, followed by the variable having clear operating hours of 73.16% which means passengers are also not satisfied with Unclear and unscheduled trans-field operating hours. Complaint contact services and good ac facilities also received low scores, namely 75.06% and 77.40% so that in the future it is also a top priority for improvement.

Meanwhile, the highest level of suitability of respondents is 100.74% in the comfort aspect of the bus, 99.75 low fares, 99.01% prime bus conditions, 98.79 safety conditions. Aspects with the highest score of lethargy and other aspects whose value is still very good (values above 90) really need to be maintained by public transport service providers in order to maintain by increasing interest in using public transportation.

5. FINDINGS

From the results of the analysis of the suitability of public transport services, it is concluded that the operational performance of the Trans Mebidang Medan-Lubuk Pakam public transport service does not comply with the standards or does not meet the standards of the Ministry of Transportation in the Technical Guidelines for the Implementation of Public Passenger Transport in Urban Areas on Fixed and Regular Routes in 2002. those that do not meet the standards include: Number of Passengers per person / bus / day, Time Between, Travel Time, Waiting Time, Travel Speed, Transportation Availability, and Mileage. Therefore, the factors that still do not meet these standards need to be improved in order to improve the operational performance of the Medan-Lubuk Pakam Trans Mebidang public transport service. Meanwhile, based on passenger perceptions, the level of passenger satisfaction is still not fulfilled in terms of cleanliness, clear operating hours, contact complaints and good AC facilities. These factors cause the quality of the Trans Mebidang service not to match the expectations of passengers. Therefore, managers need to give primary attention to the factors above to improve service quality so that the gap between performance and passenger expectations is not too far away.

Mapping of passenger satisfaction and expectations on the quality of public transport services for the Medan-Lubuk Pakam route to several question attributes uses quadrant analysis. The table of the results of the average assessment of the level of satisfaction and level of expectation is then plotted in a quadrant consisting of 4 parts.

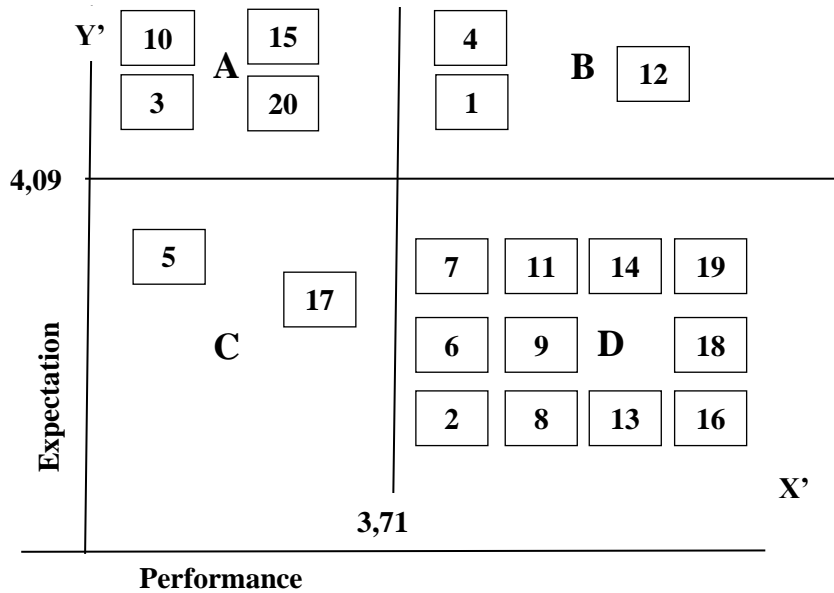


Figure 5.1 Results of Mapping Analysis of Performance Satisfaction Levels and Expectation Levels

A. Quadrant A: Indicates a factor that is considered very important by Trans Mebidang bus passengers but the service is not carried out properly. The variables included in this quadrant are having clear hours of operation (3), contact complaints (10), good air conditioning facilities (15), cleanliness of terminals and bus stops (20). Therefore, the variables mentioned above are the main priority of the Trans Mebidang bus operator to be improved in order to attract the attention of passengers using the Trans Mebidang bus so that it can be fulfilled and can increase consumer interest in using this public transportation.

B. Quadrant B (Already Good, Maintaining Quality): Indicates that the attributes that affect customer satisfaction need to be maintained because in general the implementation is in accordance with the desires and expectations of consumers. The variables that are good and must be maintained are: Safe (1), Cheap (4), Good Driver Method / Skills (12).

C. Quadrant C (Low Priority): Indicates factors that are considered less important by passengers and are not implemented properly so that they are still not satisfactory. Service variables included in this quadrant are: Information available travel time (5), First aid facilities (17). The above factors constitute the second priority scale for improvements to the Trans Mebidang Medan-Lubuk Pakam bus manager.

D. Quadrant D (Excessive): Quadrant D shows the factors or attributes that are considered less important by the Trans Mebidang Medan-Lubuk Pakam bus users but are implemented very satisfactorily. As for the service variables included in this quadrant are: Direct to the destination / fast (2), Providing information on the amount of the tariff (6), the driver drops and raises passengers at the place requested (7), the officer is ready to lift excess passenger luggage (8), the caring officer will

provide assistance (9), maintain good relations to passengers (11), comfort on the bus (13), the condition of the bus prime / proper (14), the condition of the seat (16), there is a glass breaker (18), and a fire extinguisher is available (19).

6. CONCLUSION

Factors that need to be improved in order to improve the quality of the Medan-Lubuk Pakam TransMebidang public transport service are increasing the number of passengers, minimizing intermediate time, travel time and waiting time, increasing vehicle travel speed, meeting the availability of transportation per day, and meeting mileage minimum per vehicle per day. Factors that influence the low quality of service examined in this study are still considered unable to meet passenger satisfaction, including: cleanliness at terminals and bus stops, not having clear operating hours, contact complaints (poor value and AC facilities. This service factor is a top priority for the trans management of the Medan-Lubuk Pakam route because it gets a very large gap value.

To increase the satisfaction and expectations of Trans Mebidang Medan-Lubuk Pakam public transport passengers, a strategy is needed according to the cartesian diagram, these strategies include:

- Make continuous improvements so that the performance of service attributes such as cleanliness, clear operating hours, contact complaints and AC facilities in this quadrant will increase;
- Maintaining continuously service variables such as safe, cheap and good driver skills, so that they are always in this quadrant and do not decline in performance;
- Evaluating all the factors of service quality activities that are excessive in order to get which parts must be maintained and which parts must be reduced.

7. SUGGESTIONS

By paying attention to the results of the analysis of the suitability of transportation services based on the standards of the Ministry of Transportation and Passenger Perceptions of the quality of the Medan-Lubuk Pakam Trans Mebidang public transport service, the authors suggest to the authorities in operation and policy makers:

- A. It should be noted and rearranged the form of service based on priority scale, which is oriented towards the interests of the service user community, so that service users get the desired satisfaction through:
- Strive to add officers and cleaning facilities in buses, terminals and bus stops;
 - Optimizing the intermediate time is recommended not to overuse operational break times. The maximum operational break is 5-10 minutes;
 - Strive for a clear schedule of departures from each terminal, bus stop and other stops and optimize the timeliness of services;
 - Setting up clear complaint contact facilities both on the bus, terminal and bus stop including on travel tickets to make it easier for passengers to make complaints against complaints and travel problems.

- Optimizing the use of air conditioning facilities on the bus, especially during hours with hot temperatures.
- B. Coaching is needed to improve the ability of drivers, crews / kernet, in providing security and reducing waiting times and travel times, so as not to raise or drop off passengers outside the available bus stop areas.
- C. Supervise and maintain damaged and dirty bus stop facilities, as well as raise awareness of the public to maintain public facilities.
- D. It is necessary to re-evaluate every time spent investing / costs, so that the target is right to improve and improve services to the user community, considering that this public transport service is still not economically profitable

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