

## ABSTRAK

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STUDI KARAKTERISTIK KINERJA DAN TINGKAT PELAYANAN SARANA DAN PRASARANA ANGKUTAN UMUM DI KOTA TERNATE

*Kata kunci* : Kinerja, Pelayanan, Sarana, Prasarana, Angkutan

Seiring meningkatnya permintaan akan pelayanan transportasi dalam mendukung kegiatan masyarakat Kota Ternate, Tingkat pelayanan dan kinerja sarana dan prasarana angkutan umum yang kurang optimal. Penelitian ini bertujuan untuk mengevaluasi kinerja angkutan umum di Kota Ternate (Sarana) dan mengevaluasi kinerja terminal angkutan umum di Kota Ternate (Prasarana). Jenis penelitian yang digunakan jenis kuantitatif, metode survey dan pengamatan langsung di lapangan.

Setelah dilakukan penelitian di peroleh ada 9 trayek yang tidak beroperasi sesuai dengan trayek dan 6 trayek masih beroperasi sesuai dengan trayek. Berdasarkan analisa perhitungan yaitu nilai rata-rata untuk *headway* trayek Tarau 22 Menit dan nilai rata-rata frekuensi pelayanan trayek Tarau 2,95 kendaraan/jam, hasil perhitungan analisa *headway* dan frekuensi pelayanan hanya trayek tarau saja karena angkutan tarau termasuk angkutan kota yang berjalan tidak sesuai dengan jalur trayek/tidak beraturan tetapi trayek tarau masih menggunakan sistem antri. Nilai rata-rata Waktu tempuh trayek Akehuda sebesar 32,92 menit, trayek Tarau sebesar 50,13 menit dan trayek Kalumata sebesar 52,59 menit. Nilai rata-rata kecepatan trayek Akehuda sebesar 9,37 Km/Jam, trayek Tarau sebesar 8,40 Km/Jam, trayek Kalumata sebesar 5,76 Km/jam. Nilai rata-rata *load factor* trayek Akehuda sebesar 27 %, trayek Tarau 31 % dan trayek Kalumata 26 %. Untuk trayek Moya/Tabahawa, Air Tege-tege, Tanah Tinggi Jerbus, Perumnas dan Ubo-Ubo Tidak ada perhitungannya karena sudah tidak Kinerja Terminal Gamalama Kota Ternate berdasarkan hasil Analisa Indikator Standar Pelayanan Terminal Penumpang Berdasarkan PM 40 Tahun 2015, Indikator Standar Pelayanan Terminal Gamalama Kota Ternate fasilitasnya belum lengkap seperti fasilitas utama dan fasilitas penunjang lainnya.

## ABSTRACT

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STUDY OF PERFORMANCE CHARACTERISTICS AND SERVICE LEVEL OF PUBLIC TRANSPORT FACILITIES AND INFRASTRUCTURE IN THE CITY OF TERNATE

Keywords: Performance, Service, Facilities, Infrastructure, Transportation

Along with the increasing demand for transportation services in supporting the activities of the people of Ternate City, the level of service and performance of public transportation facilities and infrastructure is less than optimal. This study aims to evaluate the performance of public transportation in Ternate City (Means) and evaluate the performance of public transportation terminals in Ternate City (Prasarana). The type of research used is quantitative, survey method and direct observation in the field.

After doing the research, it was found that there are 9 routes that do not operate according to the route and 6 routes are still operating according to the route. Based on the calculation analysis, the average value for the headway for the Tarau route is 22 minutes and the average value for the service frequency for the Tarau route is 2.95 vehicles/hour, the results of the headway analysis calculation and the service frequency are only for the Tarau route, because Tarau transportation, including city transportation, does not run in accordance with the route/irregular route, but the tarau route still uses a queuing system. The average travel time for the Akehuda route is 32.92 minutes, the Tarau route is 50.13 minutes and the Kalumata route is 52.59 minutes. The average value of the speed of the Akehuda route is 9.37 km/hour, the Tarau route is 8.40 km/hour, the Kalumata route is 5.76 km/hour. The average value of the load factor for the Akehuda route is 27%, the Tarau route is 31% and the Kalumata route is 26%. For the Moya/Tabahawa route, Air Tege-tege, Tanah Tinggi Jerbus, Perumnas and Ubo-Ubo there is no calculation because there is no terminal performance. Gamalama City of Ternate based on the results of the Analysis of Standard Indicators for Passenger Terminal Services Based on PM 40 of 2015, the Indicators of Standard Services for Terminals Gamalama City of Ternate have incomplete facilities such as main facilities and other supporting facilities