

## ABSTRAK

Sebagai salah satu bagian dari Metropolitan Jabodetabek, Kota Bekasi merupakan kota yang bersinggungan langsung dengan Ibu Kota Indonesia yaitu Jakarta. Idealnya, sebuah kota besar seperti Bekasi memiliki kinerja pelayanan angkutan umum yang baik. Hadirnya Trans Patriot diharapkan dapat memenuhi perjalanan masyarakat. Kinerja Trans Patriot perlu dievaluasi karena berdasarkan hasil evaluasi sebelumnya kinerjanya kurang baik. Evaluasi akan disesuaikan dengan Standar Pelayanan Minimal Nomor 10 tahun 2012, Nomor 27 tahun 2015 serta SK/687/AJ.206/DRJD/2002. Tujuan dari penelitian ini yaitu mengetahui kinerja operasional Trans Patriot pada masa pasca pandemi *covid-19* dan mengetahui strategi untuk meningkatkan jumlah pengguna. Tahapan proses analisis menggunakan metode analisis kinerja operasional, dan analisis penyusunan strategi meningkatkan jumlah pengguna. Analisis dilakukan terhadap tujuh parameter yaitu *load factor*, *headway*, waktu tempuh, kecepatan rata-rata, waktu tunggu, waktu sirkulasi dan jumlah ketersediaan armada dengan metode *survey on the bus* dan survei di halte. Hasil tersebut akan dibandingkan dengan Standar Pelayanan Minimal. Analisis penyusunan strategi diperoleh melalui kuesioner. Didapatkan hasil penelitian berdasarkan tiga analisis yaitu *load factor* rendah di bawah 70%, *headway* rata-rata 16.27 menit, kecepatan rata-rata *weekdays* 14.239 Km/jam, dan *weekend* 14.170 Km/jam, waktu sirkulasi *weekdays* 91.696 menit, dan *weekend* 92.751 menit, jumlah ketersediaan armada *weekdays* 62.635%, dan *weekend* 63.355%. Hal tersebut didukung oleh alasan masyarakat enggan naik Trans Patriot melalui hasil kuesioner.

**Kata kunci:** Trans Patriot, Kinerja Operasional, Standar Pelayanan Minimal, Pandemi Covid-19

## **ABSTRACT**

*As a part of the Greater Jakarta Metropolitan, Bekasi City is a city that is in direct contact with the Indonesian Capital City, Jakarta. Ideally, a big city like Bekasi has good public transport service performance. The presence of Trans Patriot is expected to fulfill the people's journey. The performance of Trans Patriot needs to be evaluated, it refers to the bad performance of trans patriots as a result of previous research. The evaluation uses Minimum Service Standards Number 10 of 2012, Number 27 of 2015 and SK/687/AJ.206/DRJD/2002. The purpose of this study is to determine the operational performance of Trans Patriot in the post-covid-19 pandemic and to find out some strategies to increase passengers. The stages of the analysis process use the operational performance analysis method, and the strategy formulation analysis increases the number of users. The analysis was carried out on seven parameters, namely load factor, headway, travel time, average speed, waiting time, circulation time and number of fleet availability using on the bus and survey methods at bus stops. These results will be compared with the Minimum Service Standards. Strategy formulation analysis was obtained through a questionnaire. The research results were obtained based on three analyzes, namely low load factor below 70%, average headway of 16.27 minutes, average speed of weekdays 14,239 Km/hour, and weekends of 14,170 Km/hour, circulation time of weekdays of 91,696 minutes, and weekends of 92,751 minutes. total fleet availability weekdays 62.635%, and weekend 63.355%. This is supported by the reason people are reluctant to ride the Trans Patriot through the results of the questionnaire.*

**Keywords:** *Trans Patriot, Operational Performance, Minimum Service Standards, Pandemic Covid-19*