

## **ABSTRAK**

Pemerintah Kota Semarang terus berupaya meningkatkan pelayanan angkutan massal agar kepadatan arus lalu lintas berkurang melalui pengoperasian BRT. Saat ini, kota Semarang telah mengoperasikan tiga koridor Bus Rapid Transit (BRT) yakni koridor I (Mangkang-Penggaron), Koridor II (Terboyo-Sisemut) dan yang terbaru adalah koridor IV (Cangkiran-Bandara Ahmad Yani). Pengoperasian Bus Rapid Transit (BRT) koridor IV yang tergolong baru ini belum cukup siap dalam hal prasarana Bus Rapid Transit (BRT) koridor IV. Sehingga perlu dikaji terkait pelayanan BRT.

Judul dari Laporan Tugas Akhir ini adalah "Analisis Tingkat Pelayanan Bus Rapid Transit (BRT) Koridor IV Rute Cangkiran - Stasiun Tawang". Dalam laporan ini akan dilakukan identifikasi karakteristik angkutan umum dan pengguna BRT koridor IV, analisis kinerja operasional dan kualitas pelayanan BRT kemudian analisis-analisis tersebut digabungkan sehingga menghasilkan tingkat pelayanan angkutan umum BRT.

Analisis yang digunakan dalam penyusunan ini ditentukan berdasarkan karakteristik angkutan umum dan pengguna BRT, kinerja operasional angkutan umum meliputi faktor muat penumpang, kecepatan perjalanan, waktu antara kendaraan, waktu perjalanan, waktu pelayanan dan waktu henti (pelayanan di halte) yang didapatkan melalui observasi. Selain itu, kualitas pelayanan angkutan umum ditentukan berdasarkan kriteria angkutan umum ideal yakni keandalan, kenyamanan, keamanan, tarif dan waktu perjalanan yang didapatkan melalui hasil wawancara berupa kuesioner yang didistribusikan kepada pengguna jasa BRT koridor IV.

Berdasarkan analisis didapatkan hasil bahwa Berdasarkan analisis didapatkan hasil bahwa BRT menggunakan armada bus berukuran sedang, sedangkan mayoritas pengguna BRT melakukan perjalanan dengan maksud untuk sekolah dan bekerja. Kemudian dari analisis kinerja operasional BRT yang dilakukan dengan survey dan perhitungan didapatkan hasil bahwa kinerja operasional BRT termasuk kriteria baik, begitu pula dengan analisis kualitas pelayanan BRT berdasarkan persepsi pengguna didapatkan bahwa pelayanan BRT Koridor IV baik atau memuaskan.

Kata Kunci : Analisis, Tingkat Pelayanan, Bus Rapid Transit (BRT)

## **ABSTRACT**

Semarang City Government continues to improve mass transit services that traffic density is reduced through the operation of the BRT. Currently, the city of Semarang has operated three corridor Bus Rapid Transit (BRT) corridor which I (Mangkang-Penggaron), Corridor II (Terboyo-Sisemut) and most recently the corridor IV (Cangkiran-Ahmad Yani Airport). Operation of Bus Rapid Transit (BRT) corridor IV is relatively new is not quite ready in terms of infrastructure Bus Rapid Transit (BRT) corridor IV. So it is necessary to study BRT related services. The title of this final report is "Service Level Analysis of Bus Rapid Transit (BRT) Corridor IV These Cangkiran - Tawang Station". In this report will be to identify the characteristics of BRT public transport corridor IV, analyzes operational performance and service quality BRT analyzes are then combined to produce the level of public transport services BRT.

The analysis used in this study is determined based on the characteristics of public transport and BRT users, the operational performance of public transport including passenger load factor, speed of travel, the time between vehicles, travel time, service time and stop time (the service at the stop) obtained through observation. In addition, the quality of public transport services is determined based on the criteria of the ideal public transport reliability, comfort, safety, fare and travel time are obtained through the interviews a questionnaire distributed to service users BRT corridor IV.

Based on the analysis showed that BRT use medium bus and the majority of BRT users are travel to school and work. Then BRT operational performance analysis conducted by survey and calculation showed that BRT operational performance including both criteria, as well as the analysis is based on the perception of service quality BRT service users found that the BRT Corridor IV good or satisfactory.

Keywords : Analysis, Service Level, Bus Rapid Transit (BRT)