

ABSTRACT

PERFORMANCE EVALUATION OF INDICATOR 4 PUBLIC TRANSPORT QUALITY AND RELIABILITY WITHIN THE FRAMEWORK OF THE SUSTAINABLE URBAN TRANSPORT INDEX (SUTI) AT THE BEKASI CITY MAIN TERMINAL

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In order to meet social and economic needs, some residents choose to settle in suburban areas. This encourages the expansion of urban areas and forms a pattern of spatial use that tends to be scattered, fragmented, and irregular (Urban Sprawl). This has resulted in the emergence of long-distance daily mobility patterns by commuters, which directly impact the public transportation system. Increasingly long travel distances are a clear indication of uncontrolled urban growth. This condition causes an increase in the use of private vehicles and a decline in the performance of public transportation. Public transportation is a crucial element in supporting efficient and sustainable mobility. This study aims to evaluate the performance of the fourth Indicator of Public Transport Quality and Reliability within the framework of the Sustainable Urban Transport Index (SUTI) at the Bekasi City Main Terminal. The approach used is quantitative, with a survey of the level of satisfaction of service users, through online and offline questionnaire techniques. The results show the lowest value is in the aspect of bus stop/station comfort (Bekasi City Main Terminal) at 48.56%. In addition, the terminal has met 18 of the 22 main facility points (PM 132 of 2015) and 26 of the 37 service standards (PM 40 of 2015). These findings indicate that although most standards have been met, improvements are still needed in terms of comfort, mode integration, and overall service quality.

Keywords: *Urban Sprawl, Public Transportation, Indicator 4 (SUTI), Terminal, Bekasi City*