

## ABSTRACT

### **Evaluation of Transjakarta Bus Performance and Services**

(Case Study: Pasar Kebayoran Lama – Blok m)

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*This research is a descriptive study, namely reserach that seeks to describe a symptom, event, event that is currently happening. Meanwhile, this research method uses quantitative methods, which are research methods based on concrete data, research data in the form of numbers that will be measured using statistics as a calculation tool. From the results of the analysis of the performance and service of the Transjakarta Bus on the Pasar Kebayoran Lama – Blok M route, which was obtained based on the “Technical Guidelines for the Implementation of Public Passenger Transport in Urban Areas on Fixed and Reguler Routes” from 10 indicators, 5 categories met the requirements and 5 categories did not meet the requirement. Then result of the analysis using The BRT Standard-2016 obtained a value of 28 so it still cannot be called Bus Rapid Transit (BRT). Based on the study, it can be said that the performance and services based on the “Technical Guidelines for the Implementation of Public Passenger Transport in Urban Areas on Fixed and Reguler Routes” and The BRT Standard-2016 are still far from standard with several shortcomings. To improve services, it is recommended to improve the bus system, facilities and infrastructure which are expected to increase the efficiency of the Transjakarta Bus.*

**Keywords** : Bus Rapid Transit, Transjakarta Bus, Public Transport Performance, The BRT Standard-2016

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