



INTISARI

Terminal Jombor merupakan terminal Tipe B yang terletak di Kabupaten Sleman, Daerah Istimewa Yogyakarta. Terminal ini memiliki peran penting dalam menghubungkan daerah Sleman dengan kota Yogyakarta maupun di luar Provinsi Daerah Istimewa Yogyakarta. Meskipun memiliki fungsi utama untuk melayani angkutan antar kota dalam provinsi (AKDP), terminal ini juga melayani angkutan antar kota antar provinsi (AKAP). Hal ini disebabkan letaknya yang strategis karena tidak jauh dari Kota Yogyakarta dan terletak di dekat Jalan Nasional Yogyakarta - Magelang serta Jalan Ring Road utara Yogyakarta. Seiring perkembangan zaman, terjadi peningkatan jumlah kendaraan umum yang melayani rute dari dan ke Terminal Jombor. Tidak hanya jumlah yang meningkat, tetapi kelas pelayanan bus juga semakin meningkat dan bervariasi. Selain itu, berfungsinya jalan Tol Trans Jawa juga memberikan dampak terhadap bervariasinya jam pemberangkatan bus AKAP. Hal ini tentunya juga harus didukung dengan fasilitas terminal yang memadai dan sesuai dengan peraturan perundangan yang berlaku agar pengguna terminal dapat merasa aman dan nyaman. Oleh karena itu, diperlukan evaluasi kinerja pelayanan Terminal Jombor sesuai peraturan perundangan yang berlaku.

Evaluasi kinerja pelayanan dilakukan dengan metode deskriptif evaluatif yang membandingkan kondisi fasilitas pelayanan di lapangan dengan standar Peraturan Menteri Perhubungan No. 40 Tahun 2015. Kemudian, sirkulasi terminal juga dievaluasi melalui hasil observasi. Selain itu, kinerja operasional yang terdiri dari waktu antara (*headway*) dan faktor muat (*load factor*) juga dievaluasi dengan survei statis di jalur pemberangkatan bus. Hasil survei kemudian dibandingkan dengan standar SKDIRJEN 687 Tahun 2002. Berdasarkan hasil evaluasi, fasilitas pelayanan dan sirkulasi terminal kemudian dirancang ulang dengan acuan Peraturan Menteri Perhubungan No. 40 Tahun 2015 dan *India Bus Terminal Design Guideline* (2015).

Berdasarkan hasil penelitian, dari 39 fasilitas yang harus dipenuhi, 24 (62%) fasilitas tersedia dan sesuai, 9 (23%) fasilitas tersedia tapi tidak sesuai, dan 6 (15%) fasilitas tidak tersedia. Kondisi sirkulasi kendaraan dan penumpang di terminal belum memiliki konfigurasi yang baik. Sirkulasi kendaraan umum dan kendaraan pribadi masih rawan terjadi konflik antara satu sama lain dan dengan penumpang. Sirkulasi penumpang juga belum optimal yang disebabkan kedatangan penumpang bus AKAP yang menyebar tidak beraturan. Kinerja operasional (*headway* dan *load factor*) Terminal Tipe B Jombor sebagian besar belum memenuhi standar yang terdapat dalam SKDIRJEN 687 Tahun 2002. Berdasarkan hasil perancangan ulang, diperoleh perancangan informasi denah dan peta jaringan transportasi; jalur pemandu pejalan kaki; titik kumpul dan rute evakuasi dengan 29 rambu jalur evakuasi, 1 rambu jalur evakuasi tangga, 6 rambu Alat Pemadam Api Ringan (APAR), dan 1 rambu titik kumpul; pos, fasilitas, dan petugas pemeriksa kelaikan kendaraan umum dirancang menggunakan parkir bus barat; penyediaan informasi fasilitas perbaikan ringan kendaraan umum; toilet disabilitas; rambu area merokok; rambu fasilitas penitipan barang; dan penyediaan kursi roda. Selain itu, sirkulasi terminal dirancang ulang dengan membedakan pintu masuk dan keluar antara kendaraan umum dan kendaraan pribadi; memberi pagar/pembatas antara zona kendaraan umum dan kendaraan pribadi; memfungsikan portal A terminal; dan memberi *zebra cross* di beberapa lokasi di area terminal. Manfaat penelitian ini yaitu memberikan saran/masukan dan evaluasi bagi pengelola Terminal Tipe B Jombor dalam meningkatkan pelayanan agar sesuai dengan standar peraturan yang berlaku di Indonesia.

Kata kunci: Terminal, Fasilitas, Sirkulasi, Kinerja Operasional, Kinerja Pelayanan



ABSTRACT

Jombor Terminal is a Type B terminal in Sleman Regency, Yogyakarta Special Region. This terminal is important in connecting the Sleman area with the city Yogyakarta and outside Yogyakarta Special Region. Even though its main function is to serve inter-city transportation within provinces (AKDP), this terminal also serves inter-city transportation between provinces (AKAP). This is due to its strategic location because it is not far from Yogyakarta City and near the Yogyakarta-Magelang National Road and the Ring Road north of Yogyakarta. As time passes, there has been an increase in the number of public vehicles serving routes to and from Jombor Terminal. Not only is the number increasing, but bus service classes are also increasing and varying. Apart from that, the functioning of the Trans Java Toll Road also has an impact on variations in AKAP bus departure times. Of course, this must also be supported by adequate terminal facilities and applicable laws and regulations so terminal users can feel safe and comfortable. Therefore, it is necessary to evaluate the performance of Jombor Terminal services under applicable laws and regulations.

The evaluation of service performance uses a descriptive evaluative method that compares the condition of service facilities in the field with Minister of Transportation Regulation No. 40 of 2015 standards. Then, terminal circulation was also evaluated through observation results. In addition, operational performance, consisting of headway and load factor, is also evaluated by static surveys on bus departure lanes. The survey results were then compared with the SKDIRJEN 687 of 2002 standard. Based on the evaluation results, the terminal service facilities and circulation were redesigned under Minister of Transportation Regulation No. 40 of 2015 and the India Bus Terminal Design Guidelines (2015).

Based on the research results, from 39 facilities that must meet the standards, 24 (62%) facilities available and suitable, 9 (23%) facilities available but not suitable, and 6 (15%) facilities not available. The condition of the terminal circulation does not have adequate configuration. The circulation of public and private vehicles is still prone to conflicts with one another and passengers. Passenger circulation is also not optimal due to the irregular deployment of AKAP bus passengers. The operational performance (headway and load factor) of the Jombor Type B Terminal mainly does not meet the standards contained in SKDIRJEN 687 of 2002. The results of the facility redesign are floor plan information and transportation network maps; pedestrian guideways; gathering points and evacuation routes with 29 evacuation route signs, 1 stair evacuation route sign, 6 fire extinguisher signs, and 1 assembly point sign; posts, facilities, and public vehicle fitness inspection officers planned to use the western bus parking; providing information on light repair facilities for public vehicles; disability toilet; smoking area signs; luggage storage facility signs; and provision of wheelchairs. In addition, the terminal circulation was redesigned by differentiating entrances and exits between public and private vehicles; providing a fence or divider between the public vehicle zone and private vehicles, operating the terminal's portal A; and providing a zebra cross at several locations in the terminal area. The benefit of this research is to provide suggestions and evaluations for Jombor Type B Terminal managers on improving services so that they comply with regulatory standards applicable in Indonesia.

Keywords: Terminal, Facilities, Circulation, Operational Performance, Service Performance