

ABSTRACT

The case study explained how Palembang's Light Rail Transit (LRT) system contributes to social inclusion for vulnerable groups, including women, school-age children, the elderly, low-income individuals, and people with disabilities. Public transportation plays a key role in improving mobility and access to essential services for all citizens, especially those at risk of social exclusion. Using qualitative research methods, the case study employed in-vehicle interviews with ten vulnerable passengers and several LRT staff, as well as personal observations of LRT facilities. The research focused on identifying barriers related to ten dimensions of transport-related social exclusion: facilities, geographical space, physical space, time-based, fear, informational, economic, digital divide, and social position-based. The findings reveal that the LRT in Palembang provides several benefits, including affordable fares, feeder services, and facilities such as braille signage and guiding blocks for users with disabilities. Safety levels are high, and passengers feel secure using the LRT. However, challenges remain. Limited feeder service coverage and poor elevator maintenance affect access for many users. Time-based exclusion persists due to operational schedules that only sometimes match user needs, particularly during early mornings and late evenings. Additionally, the digital ticketing system must be wheelchair-friendly, highlighting a need for inclusive ticketing.

Despite these challenges, the LRT in Palembang has made significant progress in promoting social inclusion. Adopting universal design principles and enhancing existing services could further improve user access. These efforts could position the LRT as a model for inclusive public transportation in other cities in Indonesia.

Keywords: *social inclusion, social exclusion, transport-related social exclusion, vulnerable groups*