

## INTISARI

Di Indonesia, transportasi umum masih dinilai kurang menarik di mata masyarakat. Terlebih lagi bagi penyandang disabilitas, transportasi umum di Indonesia masih dinilai mendiskriminasi kelompok mereka. Keberadaan angkutan informal dengan menggunakan kendaraan sepeda motor (ojek) yang muncul memperlihatkan adanya permintaan penyandang disabilitas akan pelayanan transportasi. Sementara, operasi angkutan informal tersebut belum sesuai dengan standar peraturan pemerintah tentang angkutan umum dan juga operasional layanannya ini belum diketahui.

Penelitian ini bertujuan untuk mengetahui karakteristik operasional angkutan informal ini. Studi kasus penelitian ini dilakukan pada sebuah jasa layanan transportasi Difa *City Tour and Transport*. Analisis dilakukan dengan metode analisis deskriptif kualitatif untuk mengetahui permasalahan aksesibilitas angkutan umum bagi penyandang disabilitas dan analisis kuantitatif untuk mengetahui operasional Ojek Difa. Data yang digunakan dalam analisis ini adalah permasalahan tentang aksesibilitas penyandang disabilitas terhadap angkutan umum dan operasional layanan Ojek Difa.

Hasil penelitian menunjukkan bahwa permasalahan akses angkutan umum bagi penyandang disabilitas adalah kurangnya ketersediaan armada angkutan umum yang beroperasi; infrastruktur standar fasilitas pendukung angkutan umum belum terpenuhi; desain bus belum memenuhi kebutuhan penyandang disabilitas; kurangnya kesadaran petugas dalam melayani penumpang dengan kebutuhan khusus. Operasional Ojek Difa hanya mencakup 35 wilayah kecamatan dari 78 kecamatan di DIY, dan frekuensi rata-rata pelayanan Ojek Difa adalah 3 sampai 5 kali/minggu. Adapun permasalahan operasional Ojek Difa adalah jenis kendaraan yang digunakan Ojek Difa belum memenuhi standar angkutan umum; pengemudi Ojek Difa telah memenuhi standar pengemudi kendaraan bermotor; dan fasilitas yang disediakan Ojek Difa untuk menjaga keselamatan penumpang terbilang cukup baik meskipun sebaiknya lebih dilengkapi lagi.

Kata kunci: Aksesibilitas, disabilitas, paratransit, Ojek Difa

## ABSTRACT

*In Indonesia, public transportation is less attractive in term of public perspective. Moreover for people with disabilities, public transportation in Indonesia is still considered discriminative against their group. The presence of informal transport such as motor vehicle (Ojek) shows the demand of people with disabilities on transportation services. Meanwhile, the informal transport operation has not met the standards of government regulations on public transport yet and operational services is not yet known.*

*This study aims to determine the operational characteristics of this informal transport. This case study was conducted on a transportation service of Difa City Tour and Transport. The analysis was done by qualitative descriptive analysis method to find out the accessibility problems of public transportation for persons with disabilities and quantitative analysis to know the operational of Ojek Difa. The data used in this analysis are the issue of accessibility of people with disabilities to public transport and operational services of Ojek Difa.*

*The result shows that the problems of public transport access for peoples with disabilities are the lack of availability of public transport fleets operating; standard infrastructure of public transport facilities has not been fulfilled; bus designs have not fulfilled the needs of people with disabilities; lack of awareness of officers in serving passengers with disabilities. Operational Ojek Difa only covers 35 sub-districts of 78 sub-districts in DIY, and the average service frequency of the Ojek Difa is three to five times a week. Operational problems of Ojek Difa are the type of vehicle used by Ojek Difa does not fit the standards of government regulation on public transportation; driver of motorcycle taxi has fulfilled the standard of motor vehicle driver; and facilities provided Ojek Difa to maintain passenger safety is quite good although it should be more equipped again.*

*Keywords: accessibility, disability, paratransit, Ojek Difa*