

## ABSTRAK

Penelitian ini dilakukan untuk mengetahui kinerja operasional angkutan umum perkotaan trayek C01 pada masa peralihan pandemi ke endemi *covid-19* dengan menggunakan standar Indikator Kinerja Pelayanan Angkutan Umum menurut Departemen Perhubungan dan Indikator Kinerja Angkutan Umum yang mengacu pada standard *World Bank*. Penelitian ini menggunakan metode penelitian dekskriptif analitis. Indikator penelitian ini berupa *load factor*, *headway*, waktu tunggu penumpang, kecepatan perjalanan dan *availability*. Data pendukung dalam penelitian ini didapat dari Koperasi angkutan umum perkotaan trayek C01. Berdasarkan hasil penelitian didapat faktor muat (*load factor*) rata-rata arah Ciledug – Kebayoran Lama adalah 40,74%, dan arah Kebayoran Lama – Ciledug adalah 34,26%. Kecepatan perjalanan rata-rata daerah padat yaitu arah Ciledug – Kebayoran Lama adalah 10 km/jam dan daerah kurang padat yaitu arah Kebayoran Lama – Ciledug adalah 19 km/jam. Waktu antara (*headway*) rata-rata arah Ciledug – Kebayoran Lama adalah 2,08 menit dan arah Kebayoran Lama – Ciledug adalah 2,02 menit. Waktu tunggu penumpang rata-rata arah Ciledug – Kebayoran Lama adalah 1,04 menit dan arah Kebayoran Lama – Ciledug adalah 1,01 menit. Persentase kendaraan yang beroperasi (*Availability*) sebesar 31,57%.

**Kata Kunci :** angkutan kota, kinerja, *load factor*, *headway*

## ABSTRACT

*This study was conducted to determine the operational performance of urban public transportation on the C01 route during the transition from the pandemic to the covid-19 endemic by using the Public Transport Service Performance Indicator standards according to the Ministry of Transportation and Public Transportation Performance Indicators referring to World Bank standards. This research uses descriptive analytical research method. The indicators of this research are load factor, headway, passenger waiting time, travel speed and availability. Supporting data in this study were obtained from the urban public transport cooperative route C01. Based on the results of the study, the average load factor for the direction of Ciledug - Kebayoran Lama is 40.74%, and the direction of Kebayoran Lama - Ciledug is 34.26%. The average travel speed for dense areas, namely the direction of Ciledug – Kebayoran Lama is 10 km/hour and less dense areas, namely the direction of Kebayoran Lama – Ciledug is 19 km/hour. The average headway time between Ciledug – Kebayoran Lama is 2.08 minutes and the Kebayoran Lama – Ciledug direction is 2.02 minutes. The average passenger waiting time for the direction of Ciledug – Kebayoran Lama is 1.04 minutes and for the direction of Kebayoran Lama – Ciledug is 1.01 minutes. Availability of transportation is 31.57%.*

**Keywords:** city transportation, performance, *load factor*, *headway*