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Evaluation of the Operational Performance of School Buses (Trans Pontianak Buses) in Pontianak City

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ABSTRACT

The city of Pontianak as the capital of West Kalimantan Province continues to grow rapidly. However, this development also raises various problems, one of which is in the transportation sector. The number of private vehicles that continues to increase every year causes severe congestion at some points during peak hours. This study aims to evaluate the operational performance of school buses in Pontianak City and analyze passenger perceptions and potential problems. The research was carried out through several stages, namely identification of school bus performance indicators, primary and secondary data collection through interviews, distribution of questionnaires, and data requests from related agencies, which were then analyzed and concluded. The results of the study show that the operational performance of school buses in Pontianak is relatively good, shown by a load factor value below 1 in all segments, which indicates that the bus capacity is still sufficient. The average travel time is 30-45 minutes without the need to wait long to go to their respective schools. The advantages of this system include aspects of safety, convenience, timeliness, and cost efficiency for students. However, weaknesses and threats were also found, one of which was the low interest of students in using the Trans Pontianak Bus service. Therefore, promotional strategies and service improvement are needed to increase student interest.

Keywords: *Trans Pontianak, Student, School Bus, Travel Time, Load Factor*

INTRODUCTION

The city of Pontianak as the capital of West Kalimantan Province is growing. But along with these developments, various problems also arise in various aspects (Nurrahmi, 2021; Setiawan, 2023; Sugiarto et al., 2023; Suhedi & Alfarisi, 2024). One of the examples that needs to be resolved immediately is the issue of transportation. This field has quite complex problems (Faadhilah, 2017; Hasibuan, 2021; Rangkuti, 2023).

The number of private vehicles is increasing every year. Has an impact on the smooth transportation system in this city (Ariesandi et al., 2020; Kadarisman et al., 2016; Nafi'ah, 2020). Extraordinary traffic jams often occur at a number of points at certain times. Congestion occurs mainly in the volume of peak hours, where the peak hours occur between 06.00 – 08.00 and 12.00-14.00. Congestion during peak hours is one of the causes caused by movements in terms of education (Fauzan, 2023; Rangkuti, 2023).

The Pontianak City Government actually already has a strategy to overcome this problem. By preparing a *Bus Rapid Transit* (BRT) fleet called Trans Pontianak Bus for the general public and students. Trans Pontianak Equatorial Bus is an assistance from the Ministry of Transportation of the Republic of Indonesia, Trans Pontianak Bus has been operating since February 23, 2017. In accordance with the Pontianak Decree. Trans Pontianak operations start from 06.00 to 12.30 every day, with the route of Jl. Rs. Sudarso – A. Yani – Sutoyo – Jl. Johan Idrus, Sultan Abdurahman – Sultan Sharir – M. Yamin – Ampera – Gusti Hamzah – Alianyang, and K.HA Dahlan, with a rate of two thousand rupiah for students and five thousand rupiah for the public.

Several Trans Pontianak bus stop points are also located in areas that reach the school environment so that students can use them, such as Taman Akcaya, Jalan Sutan Syahrir, Jalan Martadinata in front of SMAN 2 Pontianak, Jalan Hasanudin in front of SMPN 5, Jalan S Parman in front of SMKN 3, Jalan Kom Yos Soedarso in front of SMKN 4, in front of the Integrated School on Jalan Tanjung Raya II and in front of SMAN 5 on Jalan Khatulistiwa. But the general public and students are still less interested in this mode of mass transportation, most of them are still comfortable using private vehicles *Bus Rapid Transit* (BRT) or Trans Pontianak Bus is not optimal. The new fleet of five is still limited to serving the entire city of Pontianak (Negoro, 2021; Wadicky, 2021).

With the existing routes and number of buses, as well as the routes traveled, it is felt necessary to review the operational performance and potential of school buses in Pontianak City so that later it can help improve services to students, the general public and students with their perception that they can be used as a source that must be considered to assess the operational effectiveness of buses and stops.

A lot of research has been done on public transportation in developing cities. Study by Esti Handayani and Soetomo (2020) examined the effectiveness of school bus services in Yogyakarta City and found that travel time, safety, and comfort factors are the main indicators in the use of these modes by students. Meanwhile, Putra and Nugroho (2021) evaluate the performance of BRT in Palembang City and suggest the need to increase the fleet and route integration to be more effective. However, studies on the evaluation of BRT operations combined with the function of student services, especially in Pontianak City, are still very limited. The novelty of this study lies in its approach that assesses the performance of the Trans Pontianak Bus not only from operational indicators such as load factor and travel time, but also integrates student perception as an important indicator in assessing the effectiveness and potential sustainability of this mode in the long term.

This study aims to evaluate the operational performance of Trans Pontianak Buses with a focus on student services and identify user perceptions of the effectiveness of this service. By understanding the level of use, travel time, comfort, and other factors from the perspective of users, this study can provide input for the Pontianak City Government and related stakeholders to formulate more effective transportation policies. The benefit of this research is to provide an empirical basis for the development of student-friendly mass transportation modes, as well as to become a reference in the overall improvement of the public transportation system in Pontianak City.

METHOD

The research flowchart is used as the basis for the implementation of the research and to make it easier for the research. The flowchart can be seen in the image below.

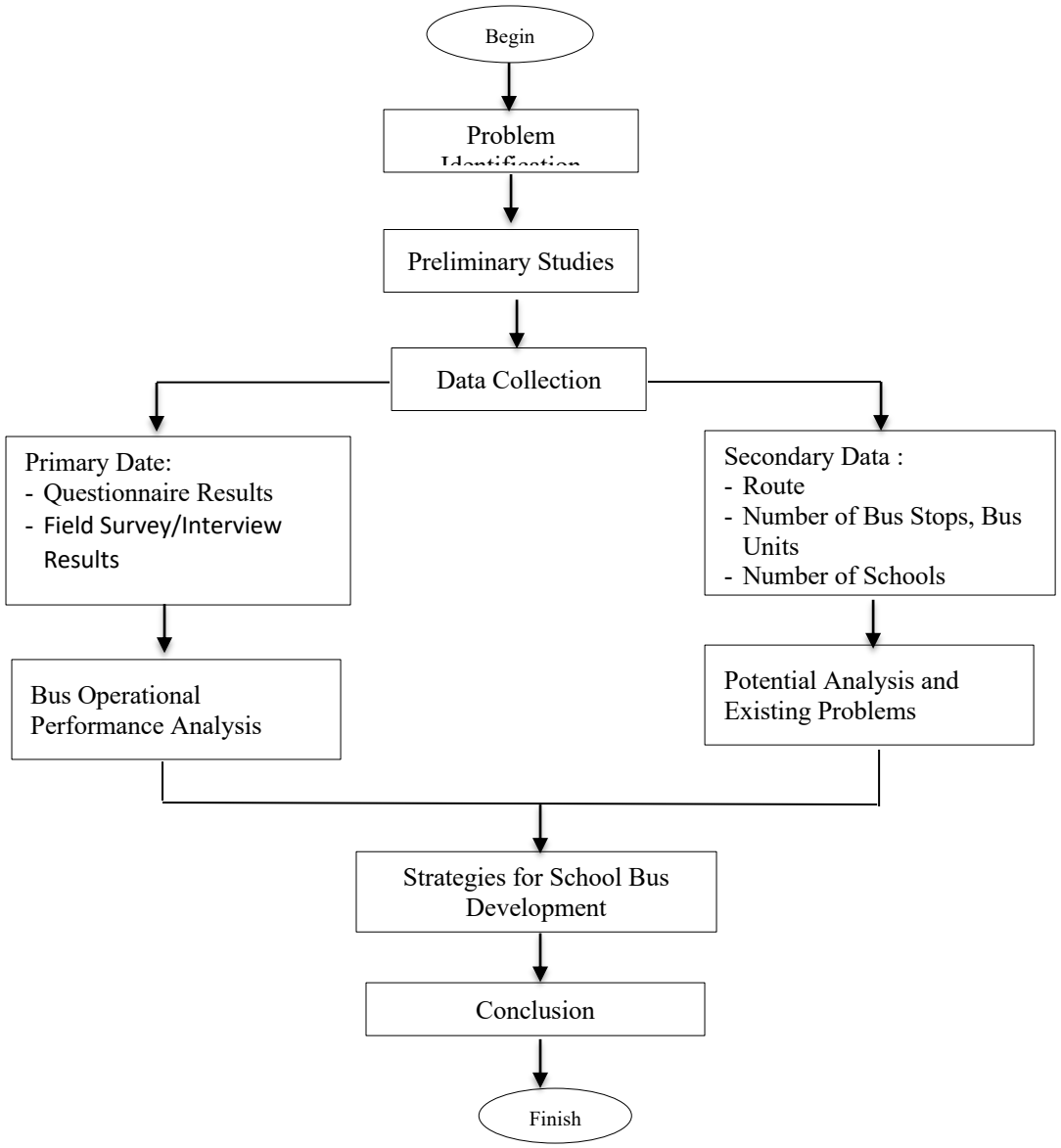

Figure 1. Research Flow Diagram

Source : Personal Data

The implementation of this research consists of several stages. The stages in this study are:

1. Identify and formulate the problems to be researched based on the background of the problems that have been described earlier.
2. Literature Study or Literature Review.
3. Identification of school bus operational performance, potential problems and passenger perception.
4. Collecting primary data and secondary data in the study area was carried out by interviews and distributing questionnaires, as well as requesting data from related agencies.
5. The questionnaire results data obtained through respondent interviews were then analyzed using the Descriptive Analysis method.

6. The last step is to draw conclusions according to the formulation of the problem from the results of analysis and discussion.

In this study, the analysis method used is SWOT analysis. This method is to find out the basic problem-solving strategies that can be applied qualitatively. The SWOT analysis will explain whether the information indicates something that will help to achieve its goals or gives an indication that there are obstacles that must be faced or minimized to meet the desired income SWOT analysis can be used in a variety of ways to improve analysis in strategy setting efforts (Lumansik et al., 2022; Saputri, 2020).

RESULTS AND DISCUSSION

RESULTS

Number of Schools and Number of Respondents

The number of respondents in this study was divided into 2 samples, namely, the number of schools and the number of students of Pontianak State Junior and Senior High School.Based on data obtained from *the http://sekolah.data.kemdikbud.go.id/index.php/chome/ link,* the number of State Junior High Schools in the city of Pontianak amounted to 28 schools, with a total of 16812 students.

Table 1. Number of State Junior High Schools and Number of Students in Pontianak City in 2019

Yes	School Name	District	Number of Students		Total
			Man	Woman	
1	SMPN 16 Pontianak	West Pontianak	423	486	909
2	SMPN 05 Pontianak	West Pontianak	334	364	698
3	SMPN 17 Pontianak	West Pontianak	340	381	721
4	SMPN 13 Pontianak	West Pontianak	472	562	1034
5	SMPN 24 Pontianak	Pontianak City	227	202	429
6	SMPN 19 Pontianak	Pontianak City	338	281	619
7	SMPN 09 Pontianak	Pontianak City	368	360	728
8	SMPN 01 Pontianak	Pontianak City	393	460	853
9	SMPN 22 Pontianak	South Pontianak	223	134	357
10	SMPN 06 Pontianak	South Pontianak	308	294	602
11	SMPN 03 Pontianak	South Pontianak	412	485	897
12	SMPN 02 Pontianak	South Pontianak	346	438	784
13	SMPN 10 Pontianak	South Pontianak	367	435	802
14	SMPN 23 pontianak	South Pontianak	287	277	564
15	SMPN 11 Pontianak	South Pontianak	307	330	637
16	SMPN 08 Pontianak	Southeast Pontianak	224	229	453
17	SMPN 14 Pontianak	East Pontianak	477	473	950
18	SMPN 21 Pontianak	East Pontianak	313	397	710
19	SMPN 26 Pontianak	East Pontianak	186	175	361
20	SMPN 04 Pontianak	East Pontianak	385	466	851
21	SMPN 07 Pontianak	North Pontianak	259	411	670

Yes	School Name	District	Number of Students		Total
			Man	Woman	
22	SMPN 20 Pontianak	North Pontianak	310	305	615
23	SMPN 25 Pontianak	North Pontianak	160	157	317
24	SMPN 29 Pontianak	North Pontianak	63	45	108
25	SMPN 15 Pontianak	North Pontianak	269	245	514
26	SMPN 18 Pontianak	North Pontianak	295	334	629
27	SMPN 28 Pontianak	North Pontianak			
		Sum	8086	8726	16812

Source : http://sekolah.data.kemdikbud.go.id/index.php/chome/,

To determine the number of schools and the number of students who will be the respondents in this study, the formula is used:

$$n = \frac{N}{N(d)^2 + 1}$$

Where:

n = number of samples

N = total population

D = 90% confidence with a 10% error rate (0.10)

Number of samples for the number of SMPN students: n = = 100 students.$\frac{16812}{16812(0,10)^2+1}$

For a sample of the number of schools, 1 SMAN is taken in each sub-district, meaning there are 5 SMANs that will be taken as samples according to the number of sub-districts in the city of Pontianak. The number of State High Schools in the city of Pontianak is 11 schools, with a total of 16812 students.

Table 2. Number of Public High Schools and Number of Students in Pontianak City in 2019

Yes	School Name	District	Number of Students		Total
1	SMAN 02 Pontianak	West Pontianak	443	606	1049
2	SMAN 04 Pontianak	Pontianak City	453	490	943
3	SMAN 08 Pontianak	Pontianak City	377	411	788
4	SMAN 01 Pontianak	South Pontianak	552	731	1283
5	SMAN 03 Pontianak	South Pontianak	422	558	980
6	SMAN 07 Pontianak	South Pontianak	412	467	879
7	SMAN 10 Pontianak	South Pontianak	327	301	628
8	SMAN 06 Pontianak	East Pontianak	367	436	803
9	SMAN 09 Pontianak	East Pontianak	306	408	714
10	SMAN 05 Pontianak	North Pontianak	413	660	1073
		Sum	4072	5068	9140

Source : http://sekolah.data.kemdikbud.go.id/index.php/chome/

Number of samples for the number of SMPN students: n = = 100 students. For a sample of the number of schools, 1 SMAN is taken in each sub-district, meaning that there are 5 SMANs that will be taken as samples according to the number of sub-districts in the city of Pontianak.$\frac{9140}{9140(0,10)^2+1}$

Number of Trans Pontianak Bus Fleet

To obtain data on Trans Pontianak Buses, it was carried out by observation and conducting interviews with the Head of the Pontianak City Transportation Office , buses owned by the Pontianak Regional Government amounted to 5 buses, and can be seen in the following table.

Table 3. Data Bus Trans Pontianak

Yes	Bus License Plate Number	Bus Code
1	KB 7715 AA	CORRIDOR 1A
2	KB 7716 AA	kORIDOR 1B
3	KB 7719 AA	CORRIDOR 2B
4	KB 7718 AA	CORRIDOR 2A
5	KB 7717 AA	CORRIDOR 3

Source : Pontianak City Transportation Office

Trans Pontianak Bus Capacity.

The passenger capacity of the Trans Pontianak Bus one way can carry 40 passengers, divided into 20 seats and 20 standings. Supporting facilities are full air conditioning,
hydraulic entrance, bolwer, and music entertainment.

Routes Served by Trans Pontianak Bus

The routes served by Trans Pontianak Buses can be seen in the following table:

Table 4. Trans Pontianak Bus Route

Yes	Bus License Plate Number	Bus Code	Routes traveled
1	KB 7715 AA	CORRIDOR 1A	RS Sudarso – A Yani – Sutoyo – Johan Idrus – Sultan Abdurrahman – Sutan Syahrir – M Yamin – Danau Sentarum – Dr. Wahidin – Husein Hamzah – HR A Rahman – Gusti Hamzah – Aliayang _ KHA Dahlan
2	KB 7716 AA	CORRIDOR 1B	
3	KB 7719 AA	CORRIDOR 2B	Kom Yos Sudarso – P.Kasih – Rahadi Usman – Imam Bonjol – Adisucipto – Pahlawan – G. Mada – Pattimura – Jend Urip – Merdeka – Hasanudin – HR Rahman _ P.Natakusuma
4	KB 7718 AA	CORRIDOR 2A	
5	KB 7717 AA	CORRIDOR 3	East Pontianak District and North Pontianak District

Source : Interview Results

Trans Pontianak Bus Operating Hours

Operating hours are carried out starting at 06.00 in the morning and at 12.30 in the afternoon.

Fares Using Tras Pontianak Bus

The rate that applies to students is 1000 rupiah while the general one is Rp.5000,-

Number of Bus Stops (Shulter) in Pontianak City

From the results of Joval Sihol Samuel Barimbing's research, the number of bus stops in the city of Pontianak spread across several sub-districts amounted to 63 bus stops, and can be seen in table 5 below

Meanwhile, the number of bus stops located in front of SMPN and SMPN in Pontianak City from the results of surveys and direct observations in the field amounted to 20 bus stops, data can be seen in table 6.

Table 5. Bus Stops That Are Located Near Junior High School and High School

Yes	Street Name	Bus Stop Location
1	JL. Gen. Life	SMPN 01
2	JL. P. Natakusuma	SMPN 09
3	JL. DR. Wahidin Sudirohusodo	SMAN 4
4	JL. Ahmad Marzuki	Junior High School 11
5	JL. Mr. Sohor	SMAN 1 & SMP 3
6	JL. A. Yani	SD/SMP/SMA Mujahidin
7	JL. WR. Supratman	SMPN 10/SMAN 3
8	JL. WR. Supratman	SMKN 3
9	JL. Lt. Gen. S. Parman	SMPN 23
10	JL. New Works	SMPN 6
11	JL. New Works	SMAN 10
12	JL. Sulawesi	SMAN 7
13	JL. A. YANI	MAN 2
14	JL. Parit Haji Husin II	In front of SMPN 8
15	JL. Hasanuddin	SMPN 05
16	JL. R.E. Martadinata	SMAN 2
17	JL. R.E. Martadinata	SMPN 16
18	JL. Sugar cane	SMPN 13
19	JL. Tanjung Raya 2	SMPN 21
20	JL. Equator	SMPN 20

Source : Survey and Observation Results

DISCUSSION

Analysis of the Operational Performance of the Trans Pontianak Bus (BTP) School Bus Route

From the results of direct observation in the field, of the 4 existing buses, only one bus operates in the morning and afternoon, namely a bus with vehicle plate number KB 7715 AA. The bus starts operating at 06.00 in the morning. The bus departs from the Transportation Office on the Alianyang Pontianak road to Nipah Kuning The road route passed for the route is: Nipah Kuning – Jl Kom Yos Soedarso-Jalan Tebu-Jl. Martadinata-Jl. Jeranding-Jalan H. Rais A. RachmanJalan Hasanidin-Jalan Merdeka –Jalan Jend. Urip S.- Jl Nurali(SMP Negeri 24) In this study, the route traveled is divided into several segments The division of segments of the school bus operation considers the number of students as bus users and areas with many school locations.

Figure 2. Trans Pontianak Bus Route

Load factor *value*

$$Lf = \frac{\text{Jumlah Penumpang yang Diangkut}}{\text{Kapasitas Tempat Duduk Penumpnag}}\ x\ 100\ \%$$

Table 6. Load Factor Trans Pontianak Bus

Survey Time	Bus Routes	Number of Passengers	Capacity	Load Factor
Morning	Segment 1	14	40	0,350
	Segment 2	15	40	0,375
	Segment 3	9	40	0,225
	Segment 4	21	40	0,525
	Segment 5	15	40	0,375
	Segment 6	7	40	0,175
Noon	Segment 1	12	40	0,300
	Segment 2	16	40	0,400

Segment 3	7	40	0,175
Segment 4	20	40	0,500
Segment 5	14	40	0,350
Segment 6	7	40	0,175

Source : Analysis Results

Information:
Segment 1 : Nipah Kuning – SMPN 13 Stop
Segment 2 : SMPN 13 Stop – SMPN 16 Stop
Segment 3 : SMPN 16 Stop - SMAN 02 Stop
Segment 4 : SMAN 02 Stop – SMPN 05 Stop
Segment 5 : SMPN 05 Stop – SMPN 01 Stop
Segment 6 : SMPN 01 Stop – SMPN 24 Stop

Value *Load Factor* less than 1 for all segments, indicating that School bus capacity is still up to date for school bus users. Meanwhile, Highest Score *Load Factor* found on segment 4 (SMA 02 Stop-SMPN 05 Stop) (Prasetyo et al., 2015; Ramadan, 2024). This is because segment 4 is Longest segment of the route. Segment 6 (SMPN 01 – SMPN 24 Stop) is a segment that smallest value *Load Factor*his, as it is the last stop for the school bus as well as the earliest segment for the bus to return from school. Distance, Speed and Travel Time of Trans Pontianak Bus The service time of the Pontianak trans bus consists of two times, namely morning and afternoon. The earliest time starts at 05.30 WIB and ends at 06.45 WIB, which is at school entrance time. Meanwhile, the afternoon time starts at 14.00 WIB and ends at 14.55. For the distance traveled from the initial segment to the final segment is 11,667 km, with an average speed of 20 – 40 km/h, from the results of direct observation in the field, *Travel time* Or the travel time of the Trans Pontianak bus is 30-45 minutes. For Travel Time itself, it can be said to be good because for school children's transportation trips according to the Regulation of the Director General of Land Transportation number: SK.967/AJ.202/DRJD/2007, the travel time must be < 1.5 hours. A Student / Student There is no need to wait a long time to get to their respective schools compared to using public transportation.

Table 7. Tans Pontianak Bus Distance, Travel Time and Speed.

BUS	Segment	Distance (km)	Time (Minutes)	Speed (km/h)
KB 7715 AA	1 to 6	11,687	45 - 60	**20 -40**

Source : Field Observation Results

Passenger Perception
of Trans Pontianak Bus Transportation Operational Performance

Based on the results of the distribution of questionnaires to passengers (junior high school and high school students in the city of Pontianak) a total of 28 respondents, about the Operational Performance of Tran Pontianak Bus Transportation using effectiveness measurement through indicators from the Regulation of the Minister of Transportation of the

Republic of Indonesia Number PM 29 of 2015 concerning Amendments to the Regulation of the Minister of Transportation Number PM 98 of 2013 concerning Minimum Service Standards for Transportation of People with Public Motorized Vehicles on Routes that including: Security, Safety, Convenience, Affordability, Equality and Order.

Table 8. Results of Measurement of Respondent Answer Scores for Each Indicator

Yes	Indicators	Score On Category							
		Very satisfied		Satisfied		Dissatisfied		Dissatisfied	
		F	%	F	%	F	%	F	%
1	Security	2	7,14	23	82,14	3	10,71	0	0,00
2	Salvation	5	17,86	19	67,86	4	14,29	0	0,00
3	Comfort	13	46,43	15	53,57	0	0,00	0	0,00
4	Affordability	12	42,86	13	46,43	3	10,71	0	0,00
5	Equality	0	0,00	9	32,14	17	60,71	2	7,14
5	Regularity	7	25,00	13	46,43	5	17,86	0	0,00

Source : Analysis Results

From the results of the measurement of the Answer Score of 28 Respondents who use the Pontianak trans bus to 8 Indicators of school bus operational performance, as seen in table 9. shows that the operational performance of the trans Pontianak bus is good

Regarding the potential and problems that exist in the operation of school buses in Pontianak City.

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		F	%	F	%	F	%	F	%
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Source : Analysis Results

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Regarding the potential and problems that exist in the operation of school buses in Pontianak City.

Based on the distribution of 200 questionnaires in the sample schools, there were various questions that supported the assessment of the potential and problems in bus operation. Trans Pontianak.

Respondent's Parents' Income

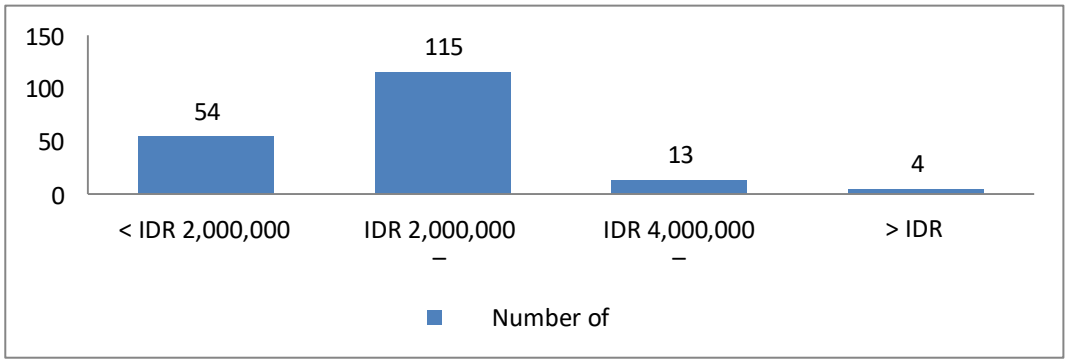

Figure.3. Income Graph of Respondents' Parents

Source : Field Observation Results

Private Vehicle Ownership

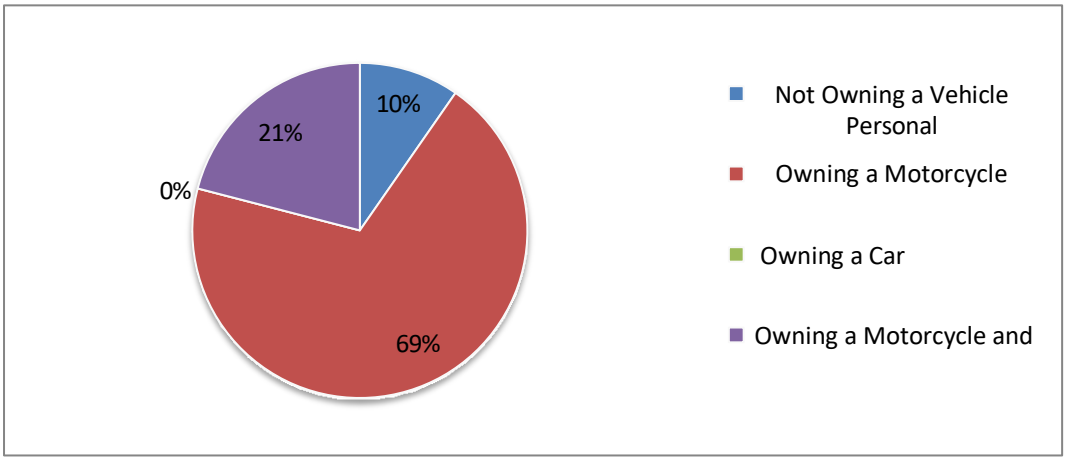

Figure 4. Private Vehicle Ownership Chart

Source : Field Observation Results

Frequency of Trans Pontianak Bus Use by Respondents

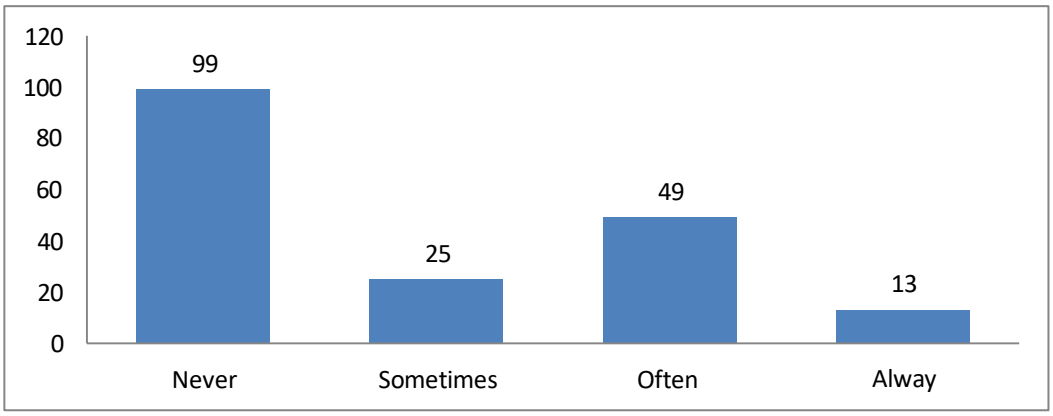

Chart 5. Trans Pontianak Bus Usage Frequency Chart

Source : Field Observation Results

The Reason Respondents Never and Rarely Use Trans Pontianak Buses

Table 10. Respondents' reasons for not using the school bus

Reason	Yes		Not	
	Sum	%	Sum	%
Not yet aware of the existence of school bus services	88	47,31	98	**52,69**
Residence is not passed by school buses	116	62,37	70	**37,63**
Access to a remote pick up point / stop	128	68,82	58	**31,18**
Operating hours are not in accordance with school hours	98	52,69	88	**47,31**
Bus boarding location is unclear	92	49,46	94	**50,54**
Waiting for the bus too long	96	51,61	90	**48,39**
Prefer to use a private vehicle	138	74,19	48	**25,81**
Bus travel time is too long	167	89,78	19	**10,22**
Parents not allowed	73	39,25	113	**60,75**
Feeling Insecure	10	5,38	176	**94,62**
Feeling uncomfortable	45	24,19	141	**75,81**
Prestige of using school buses	9	4,84	177	**95,16**

Source : Analysis Results

SWOT Analysis

Based on the results of the survey regarding the potential and problems of the Trans Pontianak bus, the strengths, weaknesses, opportunities and threats can be categorized as follows:

Strength

1. There are supporting infrastructure facilities such as air conditioning and wifi so that school buses are clean, safe and comfortable
2. Fast departure hours and travel times reduce student delays
3. Facilitate students in going to and from school

4. Reducing traffic violations by students who do not have a driver's license

Weakness

1. Short and short routes
2. Buses only operate during certain hours
3. The bus time to stop at the stop is only a short time
4. Lack of interest of students to use the Bus
5. The existing route does not serve the residential enclaves and the school site as a whole
6. The number of buses operating is decreasing

Threats (treaths)

1. The ease of the procedure that can be carried out by the public to get a vehicle through credit
2. The application of the zoning system in public schools
3. Lack of socialization of the existence of school buses to students
4. The application of sanctions for students who use motor vehicles without a driver's license is still inconsistent

Analysis of the right strategy for the development of school buses in Pontianak City.

From the analysis of the operational performance of school buses seen from the load factor, travel time speed and distance traveled are still in the good category, but the value of the load factor of some segments is still too low, causing less effectiveness of the segment of the chosen route.

Strategy

1. There needs to be further research on the chosen route
2. There is a need for a government socialization program to the community and students so that students' interest in riding school buses is higher.

Of the 6 indicators of bus service evaluated from the perception of bus users, it is quite good

Strategy:

1. There is a need for supervision from the government so that school buses remain sustainable
2. The need for service development efforts according to the potential and existing problems are:
3. Maintaining the quality of school buses
4. Maintain the comfort of the school bus with wifi and air conditioning
5. Maintaining school bus safety-Maintaining government-provided subsidies for school bus operating costs

From the perception of junior high school and high school students in Pontianak, there are several reasons behind the lack of school bus users by students

Strategy:

1. There is a need for a government socialization program to the community and students so that students' interest in riding school buses is higher
2. Strict and consistent action is needed against students who use private motorized vehicles to school by the relevant parties
3. It is necessary to review the route of the Trans Pontianak bus

CONCLUSION

The conclusion of the results of the study conducted to evaluate the operational performance of school buses in Pontianak City by involving 28 respondents of school bus users and 186 respondents from junior high school and high school students in Pontianak City showed that the performance of school buses can be seen from the load factor value of less than 1 for all segments, which shows that the capacity of school buses still meets the needs of users, with the highest value in segment 4 (SMA 02-SMPN 05 Bus Stop) which is the longest segment, while segment 6 (SMPN 01 – SMPN 24 Bus Stop) has the smallest load factor value, indicating the lack of effectiveness of the segment; bus trips with a distance of 11,667 km and an average speed of 20-40 km/h have a travel time of 30-45 minutes, which meets the provisions of the REGULATION OF THE DIRECTOR GENERAL OF LAND TRANSPORTATION, so that students do not have to wait long to get to school compared to public transportation; Based on passenger perceptions, the positive aspects of the operation of this school bus are safety, comfort, punctuality, and cost efficiency, despite the lack of student interest in these buses, with many not knowing of their existence and preferring private vehicles; The SWOT analysis shows weaknesses and threats, such as a lack of student interest, a lack of socialization about the existence of buses, and a school zoning system that makes it easier for people to own private vehicles.

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