

ABSTRAK

Tempat Istirahat dan Pelayanan (TIP) atau Rest Area merupakan fasilitas penting dalam sistem jalan tol, berfungsi sebagai lokasi bagi pengguna jalan untuk beristirahat, mengisi bahan bakar, dan mengakses layanan umum lainnya. Keberadaan TIP yang memadai sangat penting dalam menunjang keselamatan dan kenyamanan perjalanan. Namun, dengan meningkatnya volume kendaraan, terutama saat libur nasional atau mudik, kinerja rest area sering kali menghadapi tantangan berupa keterbatasan kapasitas parkir, kemacetan internal, serta penurunan kualitas pelayanan. Penelitian ini bertujuan untuk menganalisis kapasitas dan kinerja Rest Area Tipe A di Jalan Tol Medan–Binjai Km 10, terutama dari aspek fasilitas parkir dan arus lalu lintas internal. Metode penelitian yang digunakan mencakup survei lapangan, survei kepuasan pelanggan terhadap fasilitas yang ada di Rest Area, pengumpulan data primer dan sekunder, serta analisis menggunakan indikator seperti indeks parkir, akumulasi parkir, volume kendaraan, dan durasi tinggal kendaraan. Fokus studi dibatasi pada rest area utama di kedua arah jalan tol tersebut. Hasil penelitian menunjukkan bahwa kapasitas parkir di TIP Km 10 sudah optimal, terutama pada jam-jam sibuk dan hari-hari tertentu, dan untuk survey kepuasan pelanggan dinyatakan belum optimal atau kurang puas terhadap fasilitas yang tersedia. Indeks parkir yang melebihi nilai 1 menandakan jumlah kendaraan yang melebihi kapasitas tersedia, berpotensi menimbulkan antrean dan mengganggu kelancaran arus lalu lintas di dalam dan sekitar rest area. Durasi parkir yang melebihi batas waktu maksimal yang ditetapkan turut memperparah kondisi tersebut, menunjukkan perlunya regulasi penggunaan ruang parkir secara lebih ketat. Dari aspek sirkulasi kendaraan, ditemukan bahwa pola pergerakan dan minimnya pengaturan lalu lintas internal menjadi penyebab terjadinya kepadatan di titik-titik tertentu. Penataan ulang jalur kendaraan, pengelompokan zona parkir berdasarkan jenis kendaraan, serta penambahan rambu dan pengawasan lalu lintas disarankan untuk meningkatkan efisiensi ruang dan kenyamanan pengguna. Selain itu, prediksi kebutuhan parkir di masa depan menjadi hal krusial untuk perencanaan jangka panjang TIP. Secara keseluruhan, penelitian ini menegaskan perlunya evaluasi dan pengembangan berkelanjutan terhadap fasilitas TIP di jalan tol. Rest Area yang dirancang sesuai standar kapasitas dan kinerja yang baik akan mendukung keselamatan lalu lintas, mengurangi risiko kecelakaan, dan meningkatkan pelayanan bagi pengguna jalan. Temuan penelitian ini diharapkan dapat menjadi acuan bagi pengelola jalan tol, perencana infrastruktur, dan pembuat kebijakan dalam meningkatkan kualitas fasilitas publik di jalan tol Indonesia.

Kata Kunci : Rest Area, Standar Pelayanan Minimal (SPM), kapasitas parkir, kinerja parkir.

ABSTRACT

Rest and Service Areas (TIP) or Rest Areas are essential facilities on toll roads, serving as locations for road users to rest, refuel, and access other public services. The availability of adequate TIPs is crucial in supporting travel safety and comfort. However, with the increasing volume of vehicles, especially during national holidays or the homecoming season (mudik), the performance of rest areas often faces challenges such as limited parking capacity, internal congestion, and declining service quality. This study aims to analyze the capacity and performance of a Type A Rest Area at Km 10 of the Medan–Binjai Toll Road, focusing specifically on parking facilities and internal traffic flow. The research methods include field surveys, customer satisfaction surveys regarding the existing facilities at the rest area, collection of primary and secondary data, and analysis using indicators such as parking index, parking accumulation, vehicle volume, and vehicle dwell time. The study is limited to the main rest areas in both directions of the toll road. The results indicate that the parking capacity at TIP Km 10 is already optimal, particularly during peak hours and on certain days. However, customer satisfaction surveys reveal that users are not fully satisfied with the available facilities. A parking index exceeding a value of 1 indicates that the number of vehicles surpasses the available capacity, potentially leading to queues and disrupting the smooth flow of traffic within and around the rest area. Parking durations that exceed the maximum allowed time further exacerbate the situation, highlighting the need for stricter regulations on parking space usage. In terms of vehicle circulation, the study found that traffic congestion at specific points is caused by movement patterns and the lack of internal traffic management. Reorganizing vehicle lanes, grouping parking zones based on vehicle types, and adding signage and traffic supervision are recommended to improve space efficiency and user comfort. Additionally, forecasting future parking demand is crucial for the long-term planning of TIPs. Overall, this study emphasizes the need for continuous evaluation and development of TIP facilities on toll roads. Rest Areas that are designed according to proper capacity and performance standards will support traffic safety, reduce accident risks, and enhance service quality for road users. The findings of this study are expected to serve as a reference for toll road operators, infrastructure planners, and policymakers in improving the quality of public facilities on Indonesia's toll roads.

Keywords : Rest Area, minimum service standard, parking capacity, parking performance.