# ABSTRAK

Evaluasi kinerja layanan angkutan pengumpan Bus Rapid Transit (BRT) Koridor K2 rute J City – Medan Fair dalam mendukung transportasi berkelanjutan di Kota Medan, evaluasi dilakukan dengan mengacu pada indikator Standar Pelayanan Minimal (SPM) dari Kementerian Perhubungan Republik Indonesia, meliputi faktor muat (*Load Factor*), waktu antara (*Headway*), frekuensi kedatangan bus, waktu sirkulasi, serta kondisi dan fasilitas halte. Data yang digunakan berasal dari hasil survei primer melalui observasi lapangan dan wawancara dengan pengguna serta operator, serta data sekunder dari Dinas Perhubungan Kota Medan dan literatur terkait. Hasil penelitian menunjukkan bahwa kinerja operasional angkutan pengumpan Koridor K2 belum sepenuhnya memenuhi standar. Frekuensi kedatangan bus masih di bawah 10 bus per jam dan waktu antarbus (*Headway*) melebihi batas standar yang ditetapkan. Nilai faktor muat (*Load Factor*) rata-rata sebesar 0,56 pada hari Sabtu dan 0,62 pada hari Senin, yang menunjukkan kapasitas masih tergolong rendah. Selain itu, kondisi halte pada koridor ini belum memadai dari sisi aksesibilitas, kenyamanan, dan keamanan, karena sebagian besar belum dilengkapi fasilitas ramah disabilitas, papan informasi digital, CCTV, serta tempat duduk yang layak. Secara keseluruhan, layanan angkutan pengumpan pada Koridor K2 masih memerlukan peningkatan signifikan agar dapat berkontribusi optimal terhadap pencapaian sistem transportasi berkelanjutan yang aman, efisien, dan inklusif sesuai dengan tujuan *Sustainable Development Goals* (SDGs), khususnya poin ke-11 tentang "Kota dan Permukiman yang Berkelanjutan."



**Kata Kunci:** Bus Rapid Transit (BRT), Angkutan Pengumpan, Kinerja Operasional Transportasi Berkelanjutan.

# ABSTRACT

Evaluate the performance of the Bus Rapid Transit (BRT) feeder service on Corridor K2, J City – Medan Fair route, in supporting sustainable transportation in the city of Medan, The evaluation was conducted with reference to the Minimum Service Standards (SPM) indicators from the Ministry of Transportation of the Republic of Indonesia, including load factor, headway, bus arrival frequency, circulation time, and bus stop conditions and facilities. The data used came from primary surveys through field observations and interviews with users and operators, as well as secondary data from the Medan City Transportation Agency and related literature. The results of the study show that the operational performance of the K2 Corridor feeder service does not yet fully meet the standards. The bus arrival frequency is still below 10 buses per hour, and the headway exceeds the standard limit. The average load factor is 0.56 on Saturdays and 0.62 on Mondays, indicating that capacity is still relatively low. In addition, the condition of bus stops in this corridor is still inadequate in terms of accessibility, comfort, and safety, as most of them are not equipped with disability-friendly facilities, digital information boards, CCTV, and proper seating. Overall, feeder transport services on Corridor K2 still require significant improvement in order to contribute optimally to the achievement of a safe, efficient, and inclusive sustainable transport system in line with the Sustainable Development Goals (SDGs), particularly point 11 on “Sustainable Cities and Communities.”



**Keywords:** Bus Rapid Transit (BRT), Feeder Transportation, Operational Performance, Sustainable Transportation.