

Abstract

Public transportation is one of several types of transportation, public transportation is used to carry out daily activities in various places. The purpose of this study is to evaluate the performance of urban transportation in the city of Banjar in terms of the balance of the number of transports, the number of movements, the passenger load factor and travel time on each route and to determine the assessment or satisfaction of passengers on city transportation services in the city of Banjar. This study used a quantitative method with a questionnaire instrument to measure customer satisfaction with transportation services. The results showed that the maximum number of movements of city transportation 02, city transportation 03, city transportation 06, and city transportation 08 were 96 movements, 63 movements, 99 movements, 44 movements, while the load factor for transportation 02 (Banjar-Cijolang) was 43% <70%, transportation 03 (Banjar-Karangpucung) 34% <70%, transportation 06 (Banjar-Langensari) 105% >70%, and transportation 08 (Banjar-sasagaran) 96% > 70% of these met the load factor standards of only two routes, namely routes 06 and 08, and those that did not meet the standard provisions for passenger loading on routes 02 and 03. The average waiting time obtained was 14.15 minutes and the maximum waiting time get is 30 minutes. Assessment of public transportation services 02 is satisfied with the percentage of 69.04%. Assessment of public transportation services 03 is quite satisfied with a percentage of 63.27%. Assessment of public transportation services 06 is quite satisfied with a percentage of 64.56%. Assessment of public transportation services 08 is quite satisfied with a percentage of 64.78%.

Keywords: *City Transportation, Performance, Assessment*