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ANALYSIS OF CONSUMER CHARACTERISTICS AND CONDITIONS OF MASS TRANSIT WITH THE BTS (*BUY THE SERVICE*) SCHEME ON THE GRESIK-LAMONGAN ROUTE BTS

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Abstrak
The transportation sector plays a vital role in supporting urban residents' daily activities and improving their quality of life. It encompasses two critical components: facilitating movement and physically relocating goods and passengers from one place to another. Public transportation systems are essential for enhancing urban mobility, reducing traffic congestion, and promoting environmental sustainability. This study focuses on analyzing the condition and service quality of the public transportation system operated under the Buy The Service (BTS) scheme on the Gresik-Lamongan route. The research employs a mixed-methods approach, combining primary data gathered through questionnaires distributed to passengers and field observations with secondary data obtained from the East Java Provincial Transportation Office, Gresik Regency Transportation Office, and Lamongan Regency Transportation Office. Using the Importance Performance Analysis (IPA) method, this study evaluates key service attributes to identify gaps between passenger expectations and actual service delivery. The findings reveal that the Transjatim Corridor IV route serves a 53-kilometer journey with an estimated travel time of 1 hour and 40 minutes. It operates with 14 buses and 1 spare fleet and is equipped with safety features such as seat belts, fire extinguishers, and glass-breaking hammers. The service is popular among various demographics, including students, workers, and tourists, due to its affordability, comfort, and strategic connectivity. However, certain service indicators, such as fleet availability, punctuality, and cleanliness, require improvements to better meet passenger expectations. This research highlights the importance of continuous evaluation and enhancement of public transportation services to achieve optimal satisfaction and operational efficiency. The results provide valuable insights for policymakers and transportation operators in designing strategies to improve the quality of mass transit services, ensuring they are safe, efficient, and accessible to all user groups.

Keywords: Buy The Service, Mass Transit, Consumer, Gresik - Lamongan.

INTRODUCTION
Transportation is an integral part of the functions and activities of society, where there is a very close relationship with lifestyle, range and location of production activities and services available for consumption. The transportation sector is one of the pillars of service and animation of urban residents in order to improve their quality of life. In transportation, there are two most important elements, namely movement and physically changing the place of goods and passengers to another place. Along with the development of human civilization, global transportation is undergoing significant changes due to current technological advances that have produced sophisticated means

of transportation that are faster, larger capacity and more efficient. This trend has led to the acceleration of technology-based transportation systems.

An area that is planned to become a city is developed using specific functions in relation to the potential to develop to meet the social and economic needs independently of most of the population in the city by utilizing the situation and conditions, existing space and economic level. The city can fulfill basic infrastructure services in order to meet its own needs, have a transportation system and support the surrounding area. Analysis of land use patterns and population movements illustrates the concept of transportation system management following the pattern of generation, attraction. The conclusion is that public transportation management in the city needs to create integrated internal transportation using regional transportation systems such as BRT, MRT, & regional public transportation networks that create population mobility with diverse needs. The demand for better transportation services is inevitable, especially in some cities. In addition to the provision and maintenance of good infrastructure, to improve the performance of a city's transportation services, a strategy is needed in the form of transportation system management (Tjendani, Anwar, & Wiguna, 2018). The fundamental goal of transportation system management is infrastructure efficiency by optimizing public transport management. This optimization includes the management of supply and demand, namely the regulation of the movement of people and goods and the management of road capacity. The regulation of people's movement is more about when, where and how the movement is carried out (Nugroho & Malkhamah, 2018).

According to (Tamin & Frazila, 1997), transportation infrastructure has two main roles, namely as a tool to direct development in urban areas and as infrastructure for the movement of people and / or goods arising from activities in these urban areas. Benefits or uses of transportation are as follows: a. Time efficiency. With good and regular transportation facilities and infrastructure, people who work in the capital city, both those who live in Jakarta and its surroundings (Bogor, Depok, Tangerang, Bekasi) will certainly be greatly helped because it will shorten travel time and save travel time. b. Cost Efficiency. Providing the public with a movement or mobility service that is safe, comfortable and affordable for all groups. Distance Efficiency. The choice of routes to be traveled varies, so that the distance traveled will be shorter and of course it will be faster. This is closely related to time efficiency and cost efficiency.

The development of urban transportation also carries the mission that urban transportation should be able to reduce congestion, be able to reduce traffic disturbances, be able to maintain environmental quality, and be affordable by all levels of transportation service users. In response to these problems, mass transit is one of the strategic solutions to reduce congestion and the negative impacts of private vehicle use (Witjaksana, Purwanti, Fathoni, & Dewi, 2024). Mass transit is not only able to reduce the volume of vehicles on the road, but also has the potential to reduce fossil energy consumption, greenhouse gas emissions, and lower transportation costs for the community (Purnama, 2019). The effectiveness of mass transit as a public transportation solution is highly dependent on the quality of its services. Factors such as punctuality, comfort, affordable prices, and safety are important elements that must be considered so that people switch to mass transit (Susilo & Liu, 2017).

Since 2023 there are 5 BTS Corridors that have been operated by the East Java Provincial Government, including Corridor I with the Sidoarjo Route (Porong Terminal) - Gresik (Bunder Terminal), Corridor II with the Sidoarjo route (Bungurasih Terminal) - Mojokerto (Kertajaya Terminal), Corridor III with the Mojokerto - Gresik route, corridor

IV with the Gresik route (Bunder Terminal) - Lamongan (Paciran Terminal) and Corridor V with the Sidoarjo route (Bungurasih terminal) - Bangkalan (Bangkalan Terminal). The 5 corridors received a positive response from the community, this can be seen from the number of load factors that each route has exceeded the established standards. (source: East Java Provincial Transportation Office, 2024).

The condition of existing public transportation operating in Lamongan Regency, especially those connecting the Paciran area to Gresik Regency, has slowly begun to be abandoned by the community, the cause is the condition of the fleet that has begun to be unmaintained, uncertainty in service hours, tariffs that are pegged quite high and security that is less guaranteed. The presence of Transjatim Corridor IV with the route Gresik - Lamongan get a very good reception from the community in the route area traversed, this is evident from the many positive responses through social media that support the operation of public transportation Transjatim Corridor IV, and until now it can be seen that in the Peak Season there is a fairly high passenger queue at the transit stop point. Observing this, there is an indication of an imbalance between the Supply and Demand of transportation because there is still a queue of passengers who cannot be directly served by public transportation, so it is considered necessary to evaluate the mass public transportation service in question, based on the standards set by the Decree of the Director General of Land Transportation Number: SK/687/AJ.206/DRDJ/2002, that the standard load factor of transportation is 70% and there is a 30% reserve to accommodate a surge in passengers, so that between Supply and Demand is balanced and there is no buildup of queues of prospective passengers. This study aims to analyze the condition of transportation and characteristics of Transjatim Corridor IV mass transit passengers on the Gresik - Lamongan route using the Buy The Service (BTS) scheme.

LITERATURE REVIEW

Previous Research

In this study the authors took references from previous studies relevant to your topic on the analysis of improving mass transit services with the Buy The Service (BTS) scheme using the Importance Performance Analysis (IPA) method. These additions will include broader and more diverse studies to enrich your understanding of the context and approaches.

Previous Research in the Form of Descriptions (Setiawan, Qomariah, & Hermawan, 2019) - Effect of Service Quality on Mass Transit User Satisfaction in Bandung. (Setiawan et al., 2019) conducted a survey of mass transit users in Bandung to assess the effect of service quality on user satisfaction using statistical analysis. The main findings of this study indicate that good service quality can increase satisfaction levels, which in turn can encourage more users to switch from private vehicles to mass transit. This research provides a theoretical basis on the importance of service quality and user satisfaction, which is the main focus in this study.

(Safar et al., 2024) - Implementation of Buy The Service (BTS) Scheme on Mass Transportation in Surabaya. (Safar et al., 2024) analyzes the implementation of the Buy The Service (BTS) scheme on mass transportation in Surabaya. This research discusses how BTS can help improve service quality by using subsidies from the government to mass transit operators. The research findings show that BTS has the potential to improve service efficiency and user satisfaction, although a major challenge lies in the supervision and quality control provided to operators. This research is highly relevant to your research, which also examines BTS schemes on the Gresik - Lamongan route.

(Victoria & Ristiani, 2024) - Evaluation of Mass Transit Service Performance in Jakarta with Importance-Performance Analysis (IPA) Approach . This study examines the quality of mass transit services in Jakarta using the IPA method to evaluate user expectations and satisfaction with various service attributes. The results showed a large gap between users' expectations and the reality they experienced, especially in terms of comfort and timeliness.

The main findings show that non-optimal service on mass transit greatly affects the level of user satisfaction. This research provides an important basis for your research, particularly in the application of IPA to assess the quality of mass transportation services.

(Hidayati et al., 2024) - Evaluation of Mass Transportation System in Jakarta with IPA Approach . This study evaluates the mass transportation system in Jakarta by using IPA to measure service quality based on user perceptions. The findings of this study state that although punctuality and vehicle comfort are important factors, many users feel that the service is still far from expectations, especially in terms of cleanliness and safety. This research provides additional insights in identifying service quality issues that need to be further analyzed in your research.

(Haryono, 2010) - Service Quality and User Satisfaction on Mass Transit in Yogyakarta . This study explores the service quality of mass transit in Yogyakarta and how it affects user satisfaction. Using the IPA method, this study identified several key factors that affect user satisfaction, such as punctuality, ticket price, and vehicle condition. The main findings show that a high level of satisfaction is highly dependent on comfort factors and affordable fares. This study is relevant to your research as it identifies quality attributes to be evaluated in the context of BTS schemes.

(Dewi, n.d.) - The Effect of Price and Service Quality Factors on Mass Transit Usage in Jakarta. (Dewi, n.d.) examined the relationship between ticket prices and service quality on mass transit usage in Jakarta, using linear regression and IPA approaches to identify the factors that most influence user decisions. The findings of this study show that affordable ticket prices and good service quality, such as cleanliness and safety, increase the level of mass transit usage. This research contributes to the context of BTS schemes, where the ticket price factor is one of the important variables to be considered in improving service quality.

Legal Basis

1. Law No. 22 Year 2009 on Road Traffic and Transportation. This law is the main legal basis governing public transport in Indonesia, including mass transit. Some articles that are relevant to the Buy the services scheme include:
   a. Article 31 which regulates the obligations of the government and local governments in providing public transportation facilities and infrastructure that are safe, comfortable, and affordable for the community.
   b. Article 60 states that in order to realize sustainable public transport, the government may provide subsidies or other assistance to mass transit operators.
2. Minister of Transportation Regulations (Permenhub) No. 35 of 2006 and No. 29 of 2017. Various Permenhubs regulate in more detail the operational mechanism of mass transit and government subsidies. Some relevant regulations include:
   a. Minister of Transportation Regulation No. 35/2016 on the Implementation of Mass Transit in Urban Areas. In this regulation, the government can provide subsidies to mass transit operators based on agreed criteria and agreements.
   b. Minister of Transportation Regulation No. 29/2017 on Mass Transit Service Standards. This regulation also includes provisions regarding operational

standards and mass transit services that can be included in the Buy The Service scheme.

3. Law No. 23 of 2014 on Regional Government. This law gives local governments the authority to manage mass transit, including the use of funds from the APBD to subsidize mass transit services according to the needs of local communities.
4. Government Regulation No. 43 Year 2013 on the Implementation of Public Transportation. This Government Regulation provides further guidance on the implementation of public road transport. . In this case, arrangements related to the procurement and operation of mass transit by the government or business entities will include the procurement of subsidies through the buy the services mechanism. Some relevant articles, among others:
   a. Article 54 which regulates the implementation of mass transportation that can be financed by the government.
   b. Article 55 which regulates agreements between the government and mass transit operators in the provision of public transport services
5. Presidential Regulation (Perpres) No. 5/2010 on the National Medium-Term Development Plan (RPJMN) 2010-2014. In this RPJMN, there is an emphasis on the development of integrated and sustainable mass transit, which can involve buy the services schemes to support mass transit development in various major cities in Indonesia.

Public Transportation

Public passenger transportation according to Warpani (1990) is passenger transportation carried out by rental or payment system. The purpose of the existence of public passenger transport is to organize good and decent transportation services for the community. So, in determining the choice of type of transportation, people consider various factors, such as the purpose of travel, distance and travel time, cost and level of comfort and safety (Tamin & Frazila, 1997). National Strategic Areas are areas where spatial planning is prioritized because it has a very important national influence on state sovereignty, national defense and security, economy, social, culture, and/or environment, including areas designated as world heritage. The implementation of road traffic and transportation in direct service activities to the community is carried out by the Government, Regional Governments, legal entities, and/or the community. Article 2 of Law of the Republic of Indonesia Number 22 of 2009 concerning Road Traffic and Transportation contains the principles in the implementation of road traffic and transportation, namely: Road Traffic and Transportation is organized by taking into account the principles of transportation, namely:

1. Transparent Principle Transparent principle is openness in the implementation of Road Traffic and Transportation to the public in obtaining correct, clear, and honest information so that the public has the opportunity to participate in the development of Road Traffic and Transportation (Explanation of Article 2 letter a of Law of the Republic of Indonesia Number 22 Year 2009).
2. Accountable Principle Accountable principle is the implementation of Road Traffic and Transportation that can be accounted for (Explanation of Article 2 letter b of Law of the Republic of Indonesia Number 22 Year 2009).
3. Sustainable Principle The sustainable principle is the assurance of the quality of environmental functions through the regulation of technical requirements for vehicle operation and the general plan for the construction and development of the Road

Traffic and Transportation Network (Explanation of Article 2 letter c of Law of the Republic of Indonesia Number 22 Year 2009).

4. Participation Principle The principle of participation is the regulation of public participation in the process of formulating policies, supervising the implementation of policies, handling accidents, and reporting on events related to Road Traffic and Transportation (Explanation of Article 2 letter d of Law of the Republic of Indonesia Number 22 Year 2009).
5. Beneficial Principles Beneficial principles are all activities in the implementation of Road Traffic and Transportation that can provide added value as much as possible in order to realize public welfare (Explanation of Article 2 letter e of Law of the Republic of Indonesia Number 22 Year 2009).
6. Efficient and Effective Principles Efficient and effective principles are services in the implementation of Road Traffic and Transportation carried out by each coach at the government level in an efficient and effective manner (Explanation of Article 2 letter f of Law of the Republic of Indonesia Number 22 Year 2009).
7. Balanced Principle Balanced principle is the implementation of Road Traffic and Transportation which must be carried out on the basis of a balance between facilities and infrastructure as well as the fulfillment of the rights and obligations of Service Users and organizers (Explanation of Article 2 letter g of Law of the Republic of Indonesia Number 22 Year 2009).
8. Integrated Principle The integrated principle is the implementation of Road Traffic and Transportation services that are carried out by prioritizing harmony and interdependence of authority and responsibility between fostering agencies (Explanation of Article 2 letter h of Law of the Republic of Indonesia Number 22 Year 2009).
9. Independent Principle The independent principle is an effort to organize Road Traffic and Transportation through the development and empowerment of national resources (Explanation of Article 2 letter i of Law of the Republic of Indonesia Number 22 Year 2009).

Minimum Standards for Public Transportation Services

Road Traffic and Transportation as part of the national transportation system must develop its potential and role to realize security, safety, order, and smooth traffic. According to Ministerial Regulation No. 29 of 2015 which discusses Minimum Service Standards (MSS) on Transport, it covers several important points related to transport services in Indonesia. This regulation regulates various types of public transport that must meet SPM, including land transport (buses, taxis, angkot), sea transport, air transport, and rail transport. Some of the indicators used to assess the implementation of SPM in transportation include:

1. Availability of sufficient fleet to meet demand.
2. Physical and technical condition of the fleet that meets safety and comfort requirements.
3. The departure schedule is on time and there are no significant delays.
4. Reasonable and affordable ticket prices for the public.
5. Service to passengers, including adequate facilities and security.

Safety is a major emphasis in the transport MSS, which includes maintenance of the transport fleet that must meet safety standards. This involves periodic inspection of vehicles, implementation of safety protocols, and adequate driver qualifications.

Service in the aspect of comfort, comfort standards are also part of SPM, which include the cleanliness of the transportation fleet, the availability of supporting facilities, such as air conditioning on buses or trains, comfortable seats, and sufficient space for passengers. Friendly and responsive service to passenger complaints is also part of the service standards.

Monitoring and Evaluation, Monitoring and evaluation of SPM implementation is conducted regularly by the central and local governments to ensure that the standards set are well implemented. This involves collecting data on passenger satisfaction, accidents, delays, and fleet maintenance.

Sanctions and Incentives The government also imposes sanctions on transport providers that do not meet the minimum service standards. On the other hand, transport providers that meet or exceed these standards may receive incentives or rewards for good performance.

Overall, Ministerial Regulation No. 29/2015 on SPM in transportation aims to ensure that the public transportation sector in Indonesia provides safe, comfortable, timely, and affordable services, with strict supervision from the government to improve the quality of life of the community. Analysis of the level of importance and customer satisfaction can produce a Cartesian diagram that can show the location of factors or elements that are considered to affect customer satisfaction, where in the Cartesian diagram the factors will be described in four quadrants / quadrants.

RESEARCH METHOD

Research Subject

The subject of this research is the level of passenger satisfaction with Transjatim Corridor IV services on the Gresik route (terminal Bunder) - Lamongan in this case are facilities such as fleet availability, travel time, distance between buses (head way) and infrastructure such as bus stops and bus stop signs (bus stop Transjatim).

Data

Primary Data

a. Questionnaire

   The way data is collected from this study is by respondents filling out a questionnaire through a qr code connected by google form, the type of questionnaire in this study is an open questionnaire. The target of the questionnaire in this study are users of Trans Jatim Corridor IV public transportation services from the Gresik - Lamongan Route and vice versa with the hope that respondents will be able to provide answers regarding transportation activities (age, profession and travel destination), travel frequency and income in a month.

b. Field Observation

   This field observation/documentation method is a data collection technique carried out by directly observing the conditions of the research area. The results of the observations are then recorded or documented so that they can be processed. The observation carried out in this study is to document the conditions in the field. Observation activities are carried out to conduct documentation and direct observation of conditions in the field.

Secondary Data

Secondary data includes route data for the Bunder - Paciran route and passenger data obtained from several related agencies, namely the East Java Provincial

Transportation Office, Gresik Regency Transportation Office and Lamongan Regency Transportation Office.

Data Analysis

1. Identifying the condition of Transjatim BTS transportation services Corridor IV Route Gresik – Lamongan
2. Identifying the characteristics of respondents from users of Transjatim BTS transportation services Corridor IV Route Gresik - Lamongan

RESULTS AND DISCUSSION

Transportation Condition

Transjatim corridor IV was inaugurated on August 09, 2024 at Alun-alun Lamongan. This inauguration was carried out by the Acting Governor of East Java, Adhy Karyono. Transjatim Corridor IV operates from 05.00 WIB to 19.00 WIB with a headway of 20 minutes. Transjatim Corridor IV operates with 14 buses and 1 spare bus

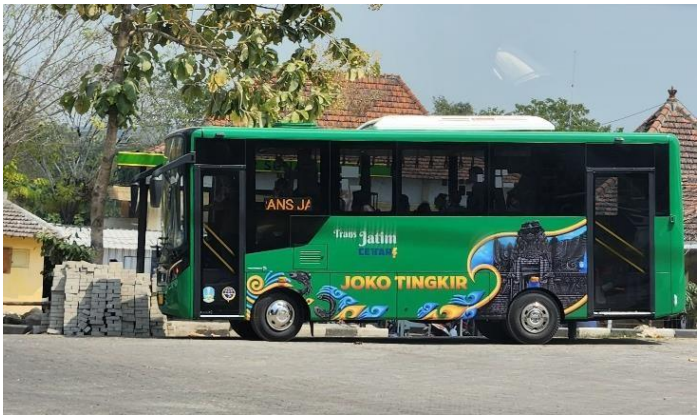


Figure 1 Transjatim bus fleet on the route Gresik (Terminal Bunder) - Lamongan (Terminal Paciran)

Source: Documentation of East Java Provincial Transportation Office 2024

From the beginning of its inauguration until now the demand or public interest is very high as evidenced by the average daily passengers reaching 3,500-4,000 with a load factor of 94%. Transjatim comes with public transportation services that are safe, comfortable and cheap, with just a tariff of Rp 5,000 for the public and a tariff of Rp 2,500 for students (by showing a valid identity card) passengers can enjoy Transjatim services from Gresik to Lamongan. The government also plays an important role in the success of the Transjatim program on Corridor IV with subsidies provided so that the people of Lamongan on the north side can also be helped in their various mobility such as going to work, school or tourism.

The following is an additional explanation regarding the certainty of Transjatim Corridor IV services in accordance with the Minimum Service Standards (MSS): Transjatim Corridor IV ensures service certainty to users by providing clear and structured departure schedule information. This service starts every day at 05.00 WIB and ends at 21.00 WIB, making it easy for passengers to plan their trip. With a headway or departure time interval between buses of only 20 minutes, passengers do not need to wait too long at the bus stop.

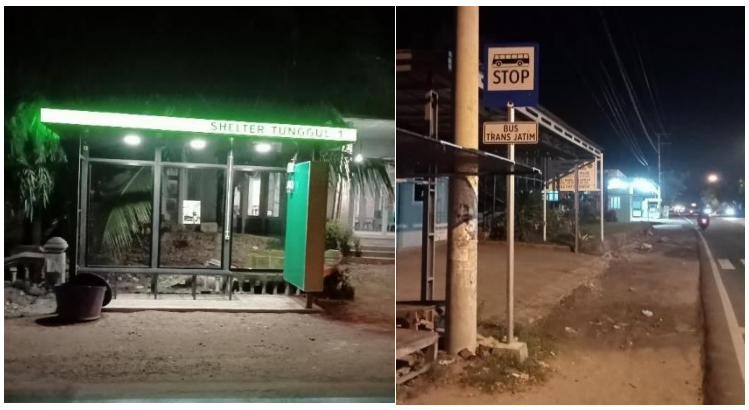
In addition, a consistent schedule every day provides additional convenience, especially for people who rely on this service for routine activities such as work, school,

or other needs. The existence of a predictable schedule also reflects Transjatim Corridor IV's commitment to improving the quality of public transportation services by meeting aspects of reliability and affordability in accordance with SPM. By ensuring consistent and timely service, Transjatim Corridor IV not only increases user satisfaction, but also encourages wider use of public transportation, supports congestion reduction, and preserves the environment through reduced private vehicle emissions.

In accordance with the Minimum Service Standards (SPM) related to services, one of which is certainty of service, Transjatim Corridor IV can fulfill this as evidenced by the existence of information related to the departure schedule. In addition to meeting the daily transportation needs of the community in the northern Lamongan area or in this case Paciran and the surrounding area to the Gresik Regency area. Transjatim Corridor IV also has the potential to increase local and out-of-town / regency tourist visits, with Transjatim tourists easily visiting religious tourism to the Tomb of Sunan Drajat and also Lamongan Maritime Tourism (WBL). The high load factor of Transjatim Corridor IV is also supported by the integration of intermodal passengers from ships at Paciran Port who continue their journey using Transjatim buses and vice versa. Passengers boarding ships from Paciran Port for crossings to Bawean Island, Bahaur on Kalimantan Island and Garongkong on Sulawesi Island.

Transjatim Facilities and Infrastructure

Transjatim in its operations is also equipped with facilities and infrastructure that support its smooth operation with 38 shelters and 16 bus stop signs that are actively used. The following is an overview of the shelters and bus stops of Transjatim Corridor IV route Gresik - Lamongan.

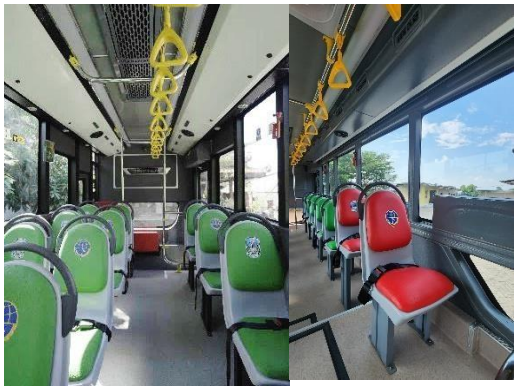
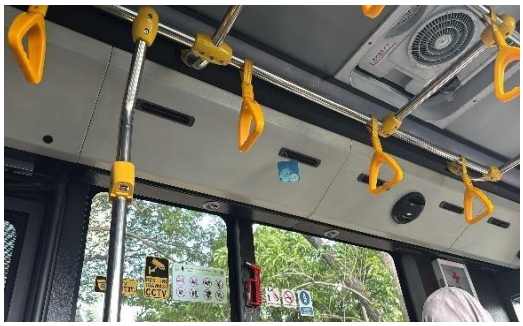
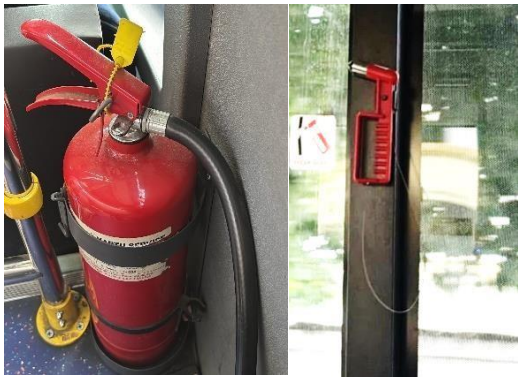
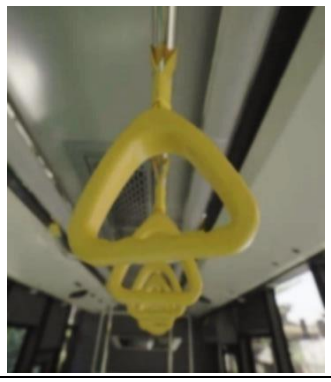


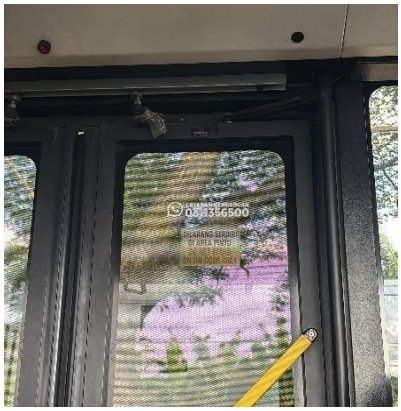
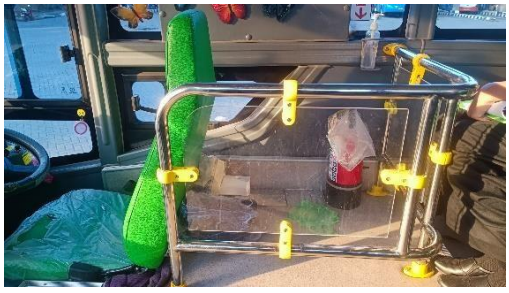
Transjatim Corridor IV Infrastructure - Shelters and Bus Stop Signs

The availability of facilities on public transportation also determines the assessment of service quality aspects for passengers. The more complete the facilities provided, the higher the interest of users to switch to public transportation.

Table 1. Condition of Transjatim Bus Fleet Facilities

No.	Facilities	Image

1	Seating (capacity of 20 passengers, 18 general passengers and 2 priority seats)	
2	Air conditioning (AC)	
3	Fire extinguisher and glass breaker hammer	
4	Handle hand (*handle grip bus*)	

5	There are CCTV cameras inside the bus at the front and back.	
6	Complaint Contact	
7	Luggage Storage	

Source: Documentation of East Java Provincial Transportation Office 2024

Based on the results of user surveys on the quality of mass transit services with the Buy The Service Transjatim Corridor IV scheme on the Gresik Lamongan route, it is well equipped with security support facilities such as the existence of CCTV on the bus, the existence of identification marks for the driver and the availability of glass breaking hammers and fire extinguisher tubes and comfort facilities such as air conditioners (AC), audio on the bus and comfortable seats are available.

Respondent Characteristics

This passenger characteristic data includes socio-economic data and passenger travel characteristic data. Determination of respondents is obtained using the slovin formula as follows:

Population (N) = 2.777
Margin of error (e) = 10%
Sample (n) = N/(1+Ne2)
Then (n) = 2.777/(1+(2.777 x 0,12) = 96.52 = 97

From the results of these calculations, a sample of 100 respondents can be determined. The characteristics of the respondents are described as follows.

1. Transjatim Corridor IV passengers on the Gresik - Lamongan route are balanced between men and women and in terms of age the dominant users of productive age are 15-25 years old and 25-50 years old.
2. The occupation of the majority of Transjatim Corridor IV transportation users on the Gresik - Lamongan route is private employees and students. Transjatim Corridor IV is used as a means of transportation in daily mobility to go to the office, campus and school.
3. The majority of service users are middle-class people with an average income or gatji of 2.8-5.4 million.
4. In addition to work purposes, Transjatim Corridor IV on the Gresik - Lamongan route is also used by the community as transportation to go to tourist attractions such as Sunan Drajad religious tourism and Lamongan Maritime Tourism.
5. The frequency of users of mass transportation with the BTS Transjatim Corridor IV scheme on the Gresik - Lamongan route averages 1-2 times a week are overseas residents who work or study outside Lamongan district to other districts or cities such as Surabaya, Sidoarjo and Malang then there are users who are more than 4 times a week meaning that these are daily users whose mobility is already dependent on this service.
6. The dominance of respondents chose to use Transjatim BTS services for transportation from Gresik - Lamongan and vice versa.

CONCLUSION

The conclusions of this study are Transjatim Corridor IV route Gresik - Lamongan which starts from the Bunder terminal and the final destination Paciran terminal with a distance of 53 km with 38 I and 16 bus stop signs, estimated travel time 1 hour 40 minutes, head way or interval 20 minutes with a total of 15 bus fleet 14 buses used for operational and 1 bus for backup. In addition to being used for student and worker mobility, Transjatim Corridor IV is also used as transportation to go to tourist attractions on the north side of Lamongan Regency including Sunan Drajat Religious Tourism and WBL. Paciran Terminal, which is also connected to Paciran Port, creates intermodal connectivity and has an impact on increasing the number of passengers even though this route is a new route but is in great demand because of the modern, safe, comfortable and cheap public transportation conditions with a general tariff of IDR 5,000 and students/students IDR 2,500 by showing a valid Student Card / KTM.

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