The paratransit operation, also called Angkot, in the case study follows a route from a Terminal in the neighborhood area towards the city center.

For the inbound trip, the Angkot usually collects passengers in the neighborhood area and distribute them along the route towards the city center area.

In contrary, for the outbound trip the Angkot collects passengers from the city center area then distribute them in the neighborhood area.

This typical pattern is very common for the Angkot operation.

However, the passengers demand of Angkot on for the Weekday Morning – Inbound trip is different than in other time. At the beginning of the trip, driver waits until the vehicle is full, then the journey begin. Therefore, the peak demand occurs at the beginning of the trip.

During this trip, the Angkot distributes the passengers along the corridors. Several main stops can be found from the graph where there is a drop of passengers, indicating that passengers alighting from the Angkot.

These stopping location is important because this is where the passengers make transfer to other vehicles. Several measures can be introduced to improve the condition at the main stopping location.

The most typical Angkot users are a 31 – 55 years old women, who works as a regular worker and earn between two to ten million Rupiah monthly, and has at least one motorcycle at home. Consequently, with this background, it is expected that most of the trip should be a commuting trip.

The survey found that walking is the most common way to get to Angkot stops, it shows a close proximity from passenger origin place to the Angkot stop.

In general, most of the passengers are satisfied with the operational aspects of the Angkot, such as their distance to reach angkot, waiting time to get angkot, and their travel time.

However, passengers are less satisfied with the driver’s driving style, temperature inside angkot, and exposure to pollution.