

# Evaluation of “buy the service” program in Indonesia

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## Outline:

- Overview of Buy the Service (BTS) program
- Findings
- Recommendations

# Buy the service program by Ministry of Transportation

Buy the Service (BTS) or called as “Teman Bus” is a **subsidy scheme designed by the Ministry of Transportation (MoT)** to pay for selected route services from a public transport company (bus operator) providing public transportation in an urban area. Currently, there are 10 selected cities in Indonesia that are received this scheme.

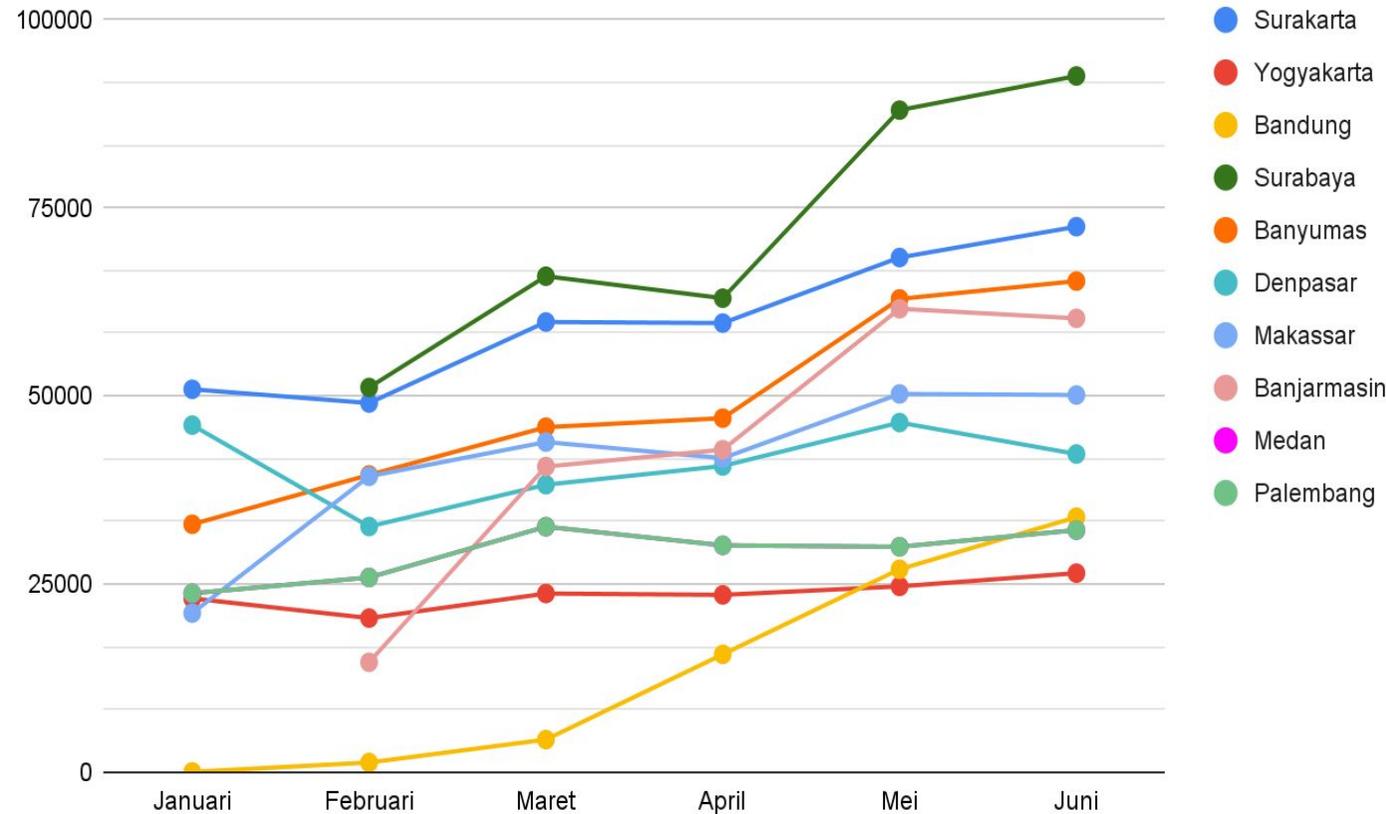
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# Findings

Average of BTS passengers per route per month (January - June 2022)



Source: BTS Data, MoT 2022

1. The number of **Teman Bus** passengers per bus per day is currently still low, and does not comply the standard\*.
2. The **operational service plan** is currently based on the minimum headway provision based on the minimum service standard (SLA).

\* =

# Findings

3. **Conflict with existing operators** in several BTS cities, caused by free tariff and overlap routes with existing services.
4. **Lack of coordination and support** from the local government (especially in agglomeration area) to provide supporting infrastructure and additional services.
5. The performance of the **Teman Bus IT device (TOB) is not yet fully functional**.
6. **Poor reliability of Teman Bus services** as a result of traffic management issues (e.g., on street parking).



*Angkot drivers refuse the operation of Trans Mamminasata (source: [Kompas](#), 2022).*

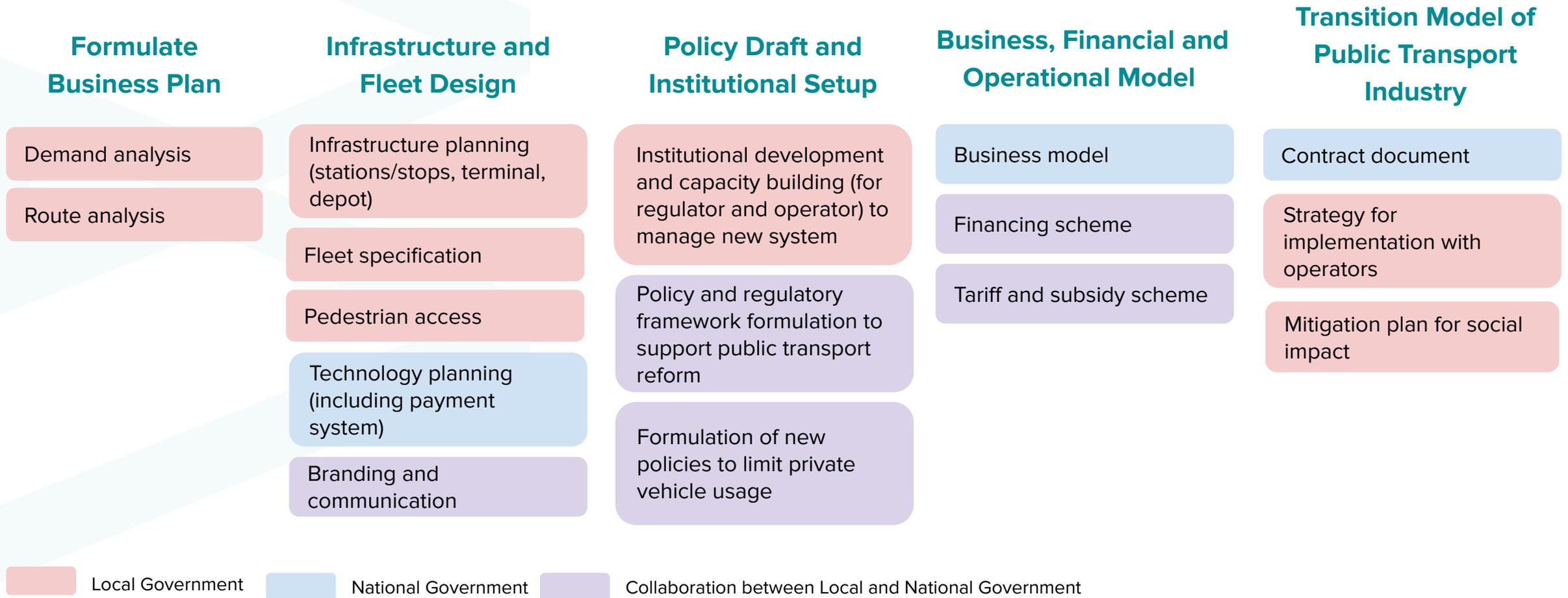
# Recommendations

## Improvement of current services

- Improving and providing supporting infrastructure for public transportation to **provide better accessibility and connectivity** between and intermodal public transportation modes;
- **Evaluating of the service performance** of the Teman Bus routes in each city based on demand, integration with other routes and services, availability of supporting infrastructure;
- **Reassess of the operational service plan** based on demand, route length and travel time. This will affect the service kilometers paid to the operator;
- **Institutional reform and capacity building** for current public transport operators;
- **Implement a tariff** for current service of Teman Bus;
- **Collaboration between national government (MoT) and local government** to provide supporting infrastructure for BTS program; and
- Implementation of **push and pull policies**.

# Recommendations

## Public Transport Reform



# Summary

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1

Teman Bus is a good initiative from the National Government (MoT) to support development of public transport in the local level.

2

Continuous monitoring and evaluation are needed to improve current services and to assess the efficiency of the service.

3

Coordination between stakeholders (including MoT, local government, and operators) are essential to ensure the sustainability of the system.



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# Thank you!