

Public Transport Accessibility Policy for Disabled Batam City in the Concept of Sustainable Transportation

Enos Paselle¹, Etika Khairina^{2✉}, Mohammad Taufik³, and Fuzy Firda Zhan⁴

¹Department of Public Administration Study Program, Mulawarman University.

²Social Humanities Putera Batam University

³Department of Government Science, Mulawarman University.

⁴Social and Political Sciences Tanjung Pura University

✉ Jalan R. Soeprapto, Muka Kuning, Batam.29452 Indonesia

✉ etikakhairina@gmail.com

Article Info

Article History

Received:

Jan 2024

Accepted:

Mar 2024

Published:

Mar 2024

Keywords:

*Sustainable Transport,
Disability Accessibility,
Public Policy.*

ABSTRACT

This study evaluates sustainable transportation development in Batam City, focusing on the accessibility of public transportation for persons with disabilities as a sustainability indicator. Utilizing qualitative research methods, primary data were collected through interviews, complemented by secondary data from various sources such as Department of Transportation reports, Batam City Government documents, and online media. Data analysis employed triangulation, supported by Vosviewer Tools for processing secondary data. Findings reveal inadequate transportation accessibility services for people with disabilities in Batam City. Effectiveness, efficiency, adequacy, and equality for this demographic remain suboptimal, indicating a lack of sustainable and inclusive approaches. Regional regulations concerning disabilities are not fully implemented, and there's a lack of management strategies for transportation or Transport Demand Management tailored to assist people with disabilities. The Bus Rapid Transit (BRT) system's ineffectiveness hampers transportation connectivity, exacerbating access challenges. Essential disability facilities like ramps and bell signals are unevenly provided, while the limited number of special seats creates difficulties in prioritizing pregnant women and the elderly. Consequently, the current serviceability access falls short of meeting the standard needs of people with disabilities, as envisioned in Sustainable Transportation frameworks.

© 2024 Politeknik Negeri Bali

INTRODUCTION

Batam city is one of the largest cities in the Riau Islands, with a high level of mobility because it is part of the special Batam–Bintan–Karimun (BBK) free trade area. Direct neighbours with other countries such as Singapore, Malaysia, Vietnam, and Thailand require the city of Batam to be a city with complete modes of transportation both by sea, land and air. The use of sea routes that connect Batam with surrounding islands and neighbouring countries such as Singapore and Malaysia, makes the development and facilities of sea transportation quite complete. The use of air routes, with almost all airlines opening Batam routes with major cities in Indonesia, so that population mobility can be handled properly and with adequate supporting facilities such as roads and airports. However, the focus of attention is on land transportation, especially public transportation, namely Trans Batam. As a city that has a role as an industrial city as well as a business centre in Indonesia, it should also demand that the government facilitate public transportation services just like developed cities in Java, even Singapore as the closest portrait. This is an interesting topic to discuss considering that the government's provision of public transportation accessibility as a public service provider determines the smoothness of mobility, including the mobility of people with disabilities or people with special needs.

This research aims to evaluate the overall transportation development in Batam City to increase the accessibility of public transportation for persons with disabilities and can be an input for the Batam City government in realizing transportation services that are independent and care for people with disabilities. According to Bamwesigye & Hlavackova (2019), sustainable transportation enables access to the basic needs of each individual and society that must be met safely and consistently concerning human health, ecosystems, justice and gender equality. According to Sharifi et al. (2020), sustainable transportation policy is an innovation and improvement of pre-existing public transportation by involving the government, the private sector and the community by involving other important actors The Regional Government through the Department of Transportation is the agency responsible for providing public transport services. Services must provide transportation with the aim that people can move easily, affordably, safely, and comfortably (Kaur et al., 2015; Sherlaw et al., 2014).

In addition, the infrastructure and services provided by the government and the private sector must still be designed for the public as public transport users with normal physical conditions and people with physical limitations commonly called disabilities. According to Kaur et al., (2015), the challenge faced by persons with disabilities is when physical limitations become an obstacle in accessing the services they want to use, in the sense that they do not have the same opportunities and services as the general public (Berghs et al., 2019) and when these conditions become the concern of the wider community, policy problems will arise in the transportation service system itself. Persons with disabilities have the same rights to public services, including public transportation services and accessibility using public transportation (Bacca et al., 2020). According to the Batam City Social and Community Empowerment Service record, there are 669 individuals with various types of disabilities, as we can see in Table 1.

Disability Type		Number
Physique	Impaired/paralyzed	131
Sensory	Talk	31
	Deaf	5
	Low vision	12
	Total blindness	18
Intellectual	Slow learners	10
	Grahita	171
	Down syndrome	32
Mental	Autism	84
	Mental disorders	40
Double		158
Total		669

Table 1: Number of Persons with Disabilities in Batam City
 Batam City Social and Community Empowerment Service, 2023 [source]

Based on the above data, persons with disabilities are divided into five categories, namely physical, sensory, intellectual, mental and multiple. The highest number of the five are from the intellectual type of grahita. This should be a concern for the government in developing transportation infrastructure for persons with disabilities. In order to move and carry out daily activities like ordinary people, persons with disabilities need convenience in accessing public services, both in terms of accessibility of facilities and infrastructure that must be provided by the government (Lane & Beeler, 2017). Thus, accessibility is vital and needed by persons with disabilities so they can carry out their daily routine activities using public transportation provided by the government (Bamwesigye & Hlavackova, 2019).

Riau Islands Regional Regulation (PERDA) Number 3 of 2012 concerning the Protection and Empowerment of Persons with Disabilities is a reference in realizing sustainable transportation. The main focus contained in this regional regulation is the human rights of persons with disabilities to ensure that persons with disabilities are treated fairly, have

equal access to opportunities, can live a decent life to achieve prosperity and progress, and that all people have a strong commitment to respect, protect and uphold human dignity, especially persons with disabilities. This shows that the existence of rules and policies is more than just rules that must be followed, there is also a requirement for stages to analyze whether the policy is implemented or not by looking at the form that has not been completed or the lack of accessibility standards provided, by looking at the rules that have been issued and implemented since 2012 to guarantee equal rights for persons with disabilities, by knowing equal rights for persons with disabilities in public transport services, we will conclude how far the Batam city government has succeeded in realizing sustainable transportation.

Various literatures discuss one of the current global urban agendas, one of which is inclusive cities or smart and sustainable cities. (Bamwesigye & Hlavackova, 2019) In other words, an inclusive city or a sustainable city emphasizes the need for equal opportunities for all people. However, in a narrow understanding, an inclusive city or all-contra includes greater complexity as can be seen based on gender, age, sexual orientation, disability, religion, ethnic background, socio-culture, economic status, etc. (Berghs et al., 2019; Sherlaw et al., 2014). To design a city, stakeholders need to understand the needs of the community in each group and make these groups part of the strategic planning and policy implementation agenda. However, the phenomenon is that urban design is difficult to implement according to plan, resulting in vulnerable groups with different sets of needs. Several previous studies (Liguori & Syarief, 2020) stated that the government still has difficulty understanding the diverse needs of its citizens, as a result, cities do not fully understand the meaning of disability inclusion, (Lane & Beeler, 2017) and how sustainability can contribute to the wider population's quality of life, some cities do not have a holistic and systematic approach and measures inclusive of disruption are still ad hoc. According to Sultana et al (2019), a lack of awareness and knowledge of sustainable concepts can be seen in city design and government systems. Cities are designed in a way that does not include people with special limitations who have different needs from society in general.

According to Sutmasa, (2019), policy evaluation is a method for determining the extent to of a policy produces results, in particular by comparing the results obtained with the objectives and predetermined policy targets. An expression that attempts to analyze policy results in units of value (Bonifácio & Motta, 2021; Fathy & Dessouky, 2016). Evaluation refers, in a more precise sense, to the production of data regarding the value or benefits of policy results (Bacca et al., 2020). In this study, the policy that is assessed is accessibility for people with disabilities. Indonesian people with disabilities have the same status, responsibilities and functions. Persons with disabilities have the right to special treatment as members of society, and policies should seek to protect them from all forms of discriminatory behaviour, including in aspects of transportation accessibility. Referring to Astuti & Suharto (2021); and Lima et al., (2021) people with disabilities are those who have limited social interaction skills. The concept of sustainable transportation is a solution to several phenomena that are considered normal in society but contain the meaning of discriminatory behaviour. So far, the transportation concept is often only interpreted as an infrastructure grid that is directed to support various development programs. Indicators of community participation. (Sultana et al., 2019)stated that a sustainable transportation system enables access to the basic needs of each individual and community which must be met safely and consistently concerning human and ecosystem health, and gender and generational justice. Based on the connectedness of the studies that have been explained, this study is interesting to discuss.

METHODS

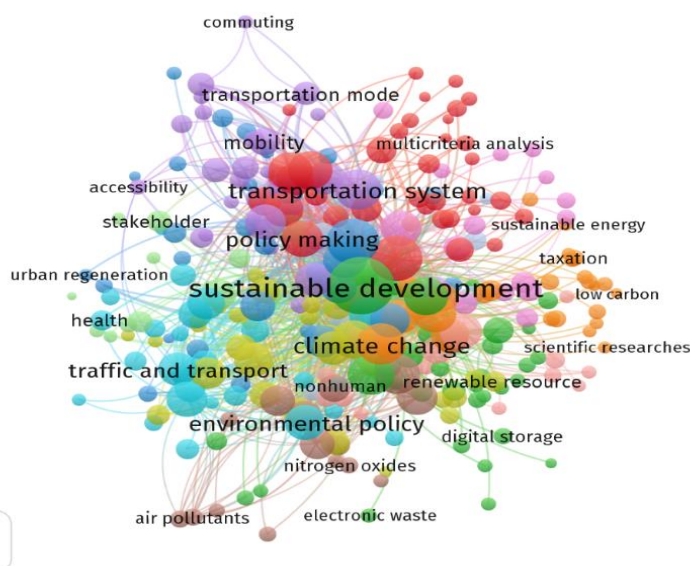
This research focuses on the city of Batam. This is due to the high mobilization of public transport users in Batam City, and the lack of transport infrastructure for people with disabilities so public transport services do not favour people with disabilities. Data comes from primary data and secondary data. Primary data sources are a collection of interviews, documentation and observation data. Interviews were conducted with the Government which collaborates in providing public transportation services, namely the Batam City Transportation Service, with key informants, namely the Head of the Road Transport Sub-Division, Facilities and Infrastructure Sector. And Head of the Program Planning Sub-Division, and a supporting resource person who uses public transportation services and 5 people with disabilities. Documentation comes from Performance Reports and Archives of the Transportation Service, while observations are carried out by going directly to the field by observing the real conditions at each bus stop point and Trans Kota Batam buses.

Secondary data in this research can be in the form of magazines, bulletins, and publications from related organizations or institutions, apart from that, it can also be in the form of attachments from official bodies such as the government, the

Batam City Transportation Service, relevant research results, as well as several Batam City online mass media. Data collection techniques are carried out through interview guides and several documentation tools that can be used to prove events in the field, such as cameras and stationery used to record important things as a basis for findings. The data analysis technique in this research is the triangulation technique, the first, being data reduction. In this stage, information selection/classification will be carried out which can be used as data information in this article, selecting relevant study results, selecting from documentation results from social media, and observation results. Second, data display/presentation, data that has been selected, and relevant election results are then arranged in detail and systematically. In this stage, to facilitate and obtain in-depth analysis, the relevant data reduction results will also be assisted by the software Vosviewer.

RESULTS AND DISCUSSION

Based on research results from secondary data, it was found that there was a strong relationship between each indicator in this study. This can be seen in the Picture 1.



Picture 1: Relationship between each Indicator in this Study
Vosviewer, 2023 [source]

The results of Vosviewer's analysis of 624 Scopus documents from 2020 to 2022 are shown in Figure 1. It states that sustainable development is the most dominating node, implying that it is very important to talk about or discuss, and as a review. In addition, there are Transportation System and Policy Making nodes, which are keywords interrelated with the Sustainable Development node. In addition, there is a policy-making node (Policy Making), which shows that the relationship between transportation and sustainable development and policy-making has a significant impact on the development of policies that promote efficient and sustainable transportation. In addition, it cannot be separated from transportation regulations which must be sustainable. For this reason, the evaluation indicators as part of the policy will be used to see sustainable transportation from the aspect of public transport accessibility for people with disabilities.

Overall, the results of the research show that the Batam city government has not fully realized sustainable transportation, this is evidenced by the suboptimal implementation of special transportation policies for disorders and services that are not friendly to persons with disabilities. This is proven by an assessment of the service facilities provided by the Batam City government for users with disabilities which is explained in the section below using several indicators. One aspect of sustainable transportation is enabling access to the basic needs of each individual and society that must be met safely and consistently for human and ecosystem health and with equity between generations and within generations (Bamwesigye & Hlavackova, 2019). The existence of access to the basic needs of society from each individual with the principles of justice has not been met consistently and safely.

There are several types of public transportation in Batam City including the Trans Batam Bus, Carry (Angkot), and Mimbar (Inter-City Transportation). Types of public transportation such as Trans Batam are not yet optimal in providing

easy services for persons with disabilities. It can be seen that none of them provide accommodation facilities and service infrastructure that are easily accessible for passengers with disabilities or special needs.

Based on the results of observations, there were no tools for getting up and down from the facility, safe and easily accessible doors, access to audio or visual information about travel, special signs/instructions in the transportation area, priority seats and toilets, provision of easy, comfortable auxiliary facilities safe to access. guiding texture tiles (guiding blocks) in transportation infrastructure such as counters, and toilets. Several bus stops and buses have provided signs/instructions in the parking area, toilets, and counters, but only at a few points. Accessibility at wide doors/gates according to the width of wheelchairs has not been fully provided, Areas for raising and lowering passengers (drop zone), Appropriate ramps, Access for getting on and off passengers that are accessible for multi-storey buildings, Toilet doors that are suitable for wheelchairs, Ticket booths that are accessible easily accessible, Waiting room with priority seats, Nursing room equipped with sofa, baby tafel, air conditioning, Availability of ready-to-use wheelchairs not available at all points/stops.

Based on these findings, in terms of Batam City government policy has not been able to realize the vision and mission of the Minister of Transportation of the Republic of Indonesia Number 98 of 2017 concerning the Provision of Accessibility of Public Transportation Services for Service Users with Special Needs, users of public transportation services with special needs have the right to obtain services in public transportation operations. Results through Policy Evaluation using indicators of effectiveness, efficiency, adequacy, equity, responsiveness and accuracy, all the indicators used have not optimal results in realizing sustainable Transportation, even though there are already regulations that serve as guidelines in fulfilling disability rights, it is certain that the City Batam has not provided fair service to the community, so it can be concluded that there is still gender equality in fulfilling the right to accessibility of public transport services. The existence of gender equality in public transport services means that the interpretation of sustainable transportation has not been fully directed.

Transportation services are part of public policy aimed at providing effective and efficient services where the level of success and failure of the policy depends on the policy actors involved (Sharifi et al., 2020) So to find out how far the government has realized sustainable transportation in Batam City, an evaluation of public transportation/transport policies in Batam City, especially for persons with disabilities, will be carried out.

Effectiveness

Effectiveness is the ability to produce results that are in line with the desired results, as indicated by the achievement or failure of predetermined goals (Desrinelti et al., 2021). If the policy results are getting closer to the desired result, it is probably quite successful. Evaluation of effectiveness looks at how quickly policy objectives are met (Chirulli, 2022) The achievement of the results of implementing public transport accessibility for disabilities according to the provisions of regional regulation number 3 of 2012 concerning the protection and empowerment of persons with disabilities is that disabilities also have the same opportunity and treatment to be able to use public service facilities and infrastructure such as public transportation. Therefore, the government should provide facilities and infrastructure to help facilitate access to public transportation for persons with disabilities by providing physical accessibility facilities such as Ramps, Seats and Signs or non-physical accessibility such as other forms of special services and information services.

Based on the results of observations, interviews, and documentation conducted during the research on the provision of public transport accessibility facilities for physical and non-physical disabilities, the implementation has not been optimally effective, there are still differences in bus stops and there is also a lack of facilities and infrastructure that suit the needs of the disability. Alone. This is evidenced by the availability of physical accessibility, in which the provision of facilities in public transport in the form of seats and minimal signs. Meanwhile, ramps or inclined planes are still not available on the Trans Batam Bus or public transportation owned by business entities. This can be seen in the pictures below.



Picture 2: Batam Public Transportation Facilities
Tribunnews.com [source]



Picture 3: Batam Public Transportation Facilities
Tribunnews.com [source]

The two pictures above depict the current state of the public transportation facilities which can mean that these facilities are not accessible to persons with disabilities. Limitations not only on physical accessibility but also on non-physical accessibility such as service information or the availability of public transport accessibility information are not widely known by the public, this indicates that the implementation of the provision of facilities for disabled public transport has not run optimally. This is indicated by the ineffectiveness of the Bus Rapid Transit (BRT) system in Batam City. Conceptually, the goal of the BRT system is to create conditions that are fast, comfortable, safe and accurate in terms of infrastructure, vehicles and schedules. Based on the results of the interview with the Program planning sub-section, The Technical Planning (Mrs. Irma Rika) and documentation to achieve this system, the government has launched the SIPTB Trans Batam Service Information System (SIPTB) application, however, now this service has not been accessible to all members of the public.

The conclusion is that the condition observed didn't the desired result which is That the effectiveness of public transport accessibility for disabilities is not optimal enough for this to be due to physical accessibility services in terms of bus stops, public transportation (Trans Batam Bus) which still lack facilities for disabilities. Non-Physical Accessibility such as BRT is not yet optimal in the sense that it has not provided Economical, Easy, reliable and comfortable Transportation for the community. Bus Rapid Transit system is an option, Bus Rapid Transit (BRT) is a high-quality bus-based transit system that provides fast, comfortable and cost-effective services at metro-level capacity, especially to improve accessibility (Sharifi et al., 2020). So, based on this statement, it is known that accessibility such as BRT in Batam City is not optimal in the sense that it does not provide economical, easy, reliable and comfortable transportation for the community. The SIPTB application does not yet make it easy for passengers to get information on routes, stops and bus arrival and departure schedules in real-time. Forms of service that can be included in sustainable transportation for the community can be seen from the services of the Trans Batam fleet itself, such as Drop Points and the provision of ramps at bus stops as well as the provision of one split for storing wheelchairs that are not yet spread out at bus stops or Trans Batam bus stops.

Efficiency

Efficiency refers to how much effort is generated indicating the form of resources that play an important role in supporting their availability. Efficiency is the same as economic rationality, namely the correlation between efficiency and effort, where effort is usually measured by monetary costs (Chirulli, 2022; De Lima Campos & Resende, 2020). According to (Handoko, n.d.) Efficiency question How much effort is made to achieve the goal? One of the goals of meeting the needs of people with disabilities in public transportation services is to realize the independence and welfare of people with disabilities.

This is in line with Regional Regulation Number 3 of 2012 concerning the protection and empowerment of people with disabilities and the Regulation of the Minister of Transportation of the Republic of Indonesia Number 98 of 2017 concerning Providing Accessibility in Public Transportation Services for Service Users with Special Needs. Referring to this, to achieve the goal of fulfilling public transportation services for people with disabilities, there are no

accessibility services on public transportation, both physical and non-physical, that are not running efficiently as expected.

This is proven by the fact that there have been no special services created by the Batam government to realize independence for people with disabilities in accessing public transportation. Apart from the lack of facilities and infrastructure in the form of ramps/slopes, seating and signs, as explained in previous findings, there was no provision of information services around bus stops and buses. Based on research results proven by interviews with the transportation infrastructure sector (Mr. Sutikno), disability services have been designed to be friendly to people with disabilities, However, there are still several shortcomings in terms of budget or funding. Therefore, service fulfilment will be implemented in stages.

Furthermore, based on the research results, it was also found that the lack of supervision (control) function carried out by the service provider resulted in the shift of the function of the Batam City bus transportation waiting room into an area for sales transactions by several members of the public, and there were no public transportation officers at any point who could be on duty. guiding people with disabilities. The common thread can be drawn that the efficiency of public transport accessibility for people with disabilities is still not efficient considering the need for budget and personnel in serving public transport passengers.

Adequacy

Adequacy refers to how far the desired result is in solving the problem. The objectives that have been achieved are stated sufficiently in the implementation of the policy (Fathy & Dessouky, 2016; Ramdhani, n.d.) in terms of how well the level of effectiveness meets the requirements, objectives, or the likelihood that a problem will occur. (Bonifácio & Motta, 2021)The adequacy criterion is the same as suitability in placing special emphasis on how close the relationship between policy alternatives and anticipated outcomes is. The policy aims to create equality and comfort for disabled people in terms of using public transport facilities and infrastructure provided by the government.

The adequacy of the objectives carried out by the Department of Transportation is to see that the accessibility provided can provide equal opportunities for disabilities in the field of public transportation. Judging from the overall needs which include physical accessibility, namely ramps, seats and signs of the availability of these facilities, some are still not available. Disabilities themselves have different types of limitations, but these three accesses should be provided to achieve equal rights in using public transportation.

Based on the results of observations and interviews related to the availability of accessibility facilities needed on public transportation, it turns out that they are not effective enough and are not being used as they should. Seeing the lack of interest of persons with disabilities to participate in using public transportation service facilities. this is proven that there are still facilities provided that make it difficult to access the disabled themselves, persons with disabilities still use other alternative vehicles such as private vehicles in carrying out travelling activities instead of taking the Trans Batam Bus.

Adequacy criteria aim to provide convenience and ease of access, as addressed (Utting, 2023). Adequacy criteria are similar to satisfaction in placing special emphasis on how closely related policy alternatives and anticipated outcomes are. The first adequacy is seen from disabled access from public roads, based on the results of observations the distance between bus stops and public roads looks very close, approximately half a meter and no signs or markings separate public roads and bus/stop stops, all that was found were signs. bus stop description. This certainly does not provide adequate benefits for people with disabilities.

Second, access to public transportation. People with disabilities will easily ride urban public transportation if the availability of facilities and infrastructure provided by the government can facilitate their movement following their respective limitations. It is proven that the provision of physical accessibility in the form of ramps, seating and minimal signs provides sufficient comfort for people with disabilities. For people with hearing impairments, there are no sound bells at all bus stops. The availability of bells or sounds can also make it easier for people with disabilities to get off at the next stop, as well as other people with disabilities who require accessibility according to their needs. The accessibility

of public transport for people with disabilities is not effective enough in achieving the goal of providing facilities and infrastructure.

Third, the adequacy of access to the Waiting Room facility which has stairs, the difference between the height of the stairs and trans buses makes disabled service users feel uncomfortable with this facility. Users assess that the existing platforms do not meet the body size of service users. These body parts include the height of the feet and wrists used to board the trans bus facilities. This condition makes service users position the priority scale for improvements that must be made in designing a waiting room corridor facility.

Overall, sufficiency is related to the goals that have been felt and achieved in providing for everything. Adequacy relates to how far a (Desrinelti et al., 2021) is effective. So overall the goal does not cover everything, including access to infrastructure (Ramps, Seats, Signs), Access to Waiting Rooms and Stop Corridors, and Distance from Bus Stop Stairs to Bus Doors that are not friendly for people with disabilities. This condition causes people with disabilities to often ask other users for help to climb the stairs at bus stops and public transport entrances.

Equality

According to (Utting, 2023), Equity is the same as the term justice, equal and equal according to the needs required. The existence of a regional regulation that regulates the accessibility of public transport for people with disabilities shows that the government is paying special attention to people with disabilities themselves, but in its implementation, there is still a lack of interpretation of the contents of the regulatory policy contained in Regional Regulation No. 3 of 2012 concerning the protection and empowerment of people with disabilities. disability. (Filgueiras & Queiroz, 2021) Equity relates to whether the distribution of benefit costs is evenly distributed among different groups. To see equity, we can compare the services and facilities provided to non-disabled people and people with disabilities. If in previous findings several indicators have not been met, then in fact, in terms of equality, we can also conclude that there is no equality or justice for disabilities. Awareness of the importance of considering disabilities as part of society in general, so that all communities, private or business entities and the government should provide easy access for people with disabilities. (Lima et al., 2021) For people with disabilities, the provision of public transport accessibility is not yet fully in line with expectations considering the limitations of different disabilities.

First, the provision of priority seats on every bus indicates that there is justice for people with disabilities, but its implementation is not yet optimal. This is because the number of priority seats provided is small, namely there are 2 seats per bus. Of course, this number is minimal and relatively small considering that elderly parents and pregnant women are also part of the service priority. The provision of priority seats shown in the form of priority seat markers does not provide evidence that equality has been met in the provision of seats for people with disabilities because the numbers are small and there are many priority groups in society (Parents/Seniors/Pregnant Women and including people with disabilities). The following is a portrait of Priority Seats in Public Transportation.



Picture 4: Priority Seats
Observation, 2023 [source]



Picture 5: Transportation without Facilities for Special Needs
Observation, 2023 [source]

Second, based on observations, it turns out that from a service point of view, some bus stops are not easy to reach for people with disabilities. This can be seen from the condition of the high bus doors making it difficult to reach those who are not like the public. Furthermore, Drop Points as a place to wait for the arrival of buses provided by the Department of Transportation are not all accessible to persons with disabilities, so entering the Trans Batam bus stop is still difficult for wheelchair users. Several drop points are facilitated with sloping floors, and some are facilitated by stairs so that it is difficult for persons with special needs (Disabilities) to pass. The following is a portrait of Batam city transportation which shows that there is no fulfilment of needs according to what is needed by persons with disabilities or people with special needs.

Picture 4 shows that there are no spaces or special seats for disabled wheelchair users, pregnant women and the elderly. The concept of an inclusive/sustainable community has equal opportunities in transportation services so that people with disabilities feel equal and comfortable when using public transportation. The absence of special seats/priority seats certainly makes people with disabilities feel uncomfortable when using public transportation.

The existence of regional regulations that regulate the accessibility of public transportation for disabilities, already shows that the government pays special attention to the disability itself, but in practice for the disabled themselves, the provision of public transport accessibility is not fully in line with what is expected given the limitations that disabilities have. The absence of provision of priority seats provides evidence that disabilities have not been served as part of Batam City residents. Awareness of the importance of assuming that disabilities are also part of society in general, the whole community, the private sector or business entities and the government should provide easy access for persons with disabilities.

CONCLUSION

The assessment of transportation services for people with disabilities in Batam City reveals suboptimal implementation of accessibility rights across various public transportation points, indicating a lack of adherence to sustainable transportation standards. Neglected disability rights contribute to difficulties faced by individuals with disabilities in utilizing public transportation. Inadequate facilities and infrastructure, coupled with inefficient efforts from related parties, hinder accessibility. Budgetary constraints and staffing issues further impede progress. Regional regulations aimed at providing justice for people with disabilities have not translated into equitable access to public transportation, as facilities stipulated by these regulations, such as ramps and designated seating, remain insufficiently available. Despite positive community support for accessibility policies, there's a need for additional or modified facilities to accommodate various disabilities comprehensively. The current focus on providing services primarily for certain disabilities overlooks the diverse limitations within the disabled community. To address these shortcomings, the government must prioritize enhancing the implementation of regulations, ensuring that transportation facilities and infrastructure are truly accessible to all individuals with disabilities. A strong governmental commitment is essential to achieving this goal.

REFERENCES

- Astuti, D., & Suharto, D. G. (2021). Aksesibilitas Penyandang Disabilitas Dalam Pemilu 2019 Di Kabupaten Sleman. *Public Inspiration: Jurnal Administrasi Publik*, 6(1), 29–41. <https://doi.org/10.22225/Pi.6.1.2021.29-41>
- Bacca, A. L., Sabogal, J. E., & Arrivillaga, M. (2020). Analysis Of The Disability Public Policy In Relation To Caregivers. *Colombia, 2013-2017. Hacia La Promocion De La Salud*, 25(1). <https://doi.org/10.17151/Hpsal.2020.25.1.3>
- Bamwesigye, D., & Hlavackova, P. (2019). Analysis Of Sustainable Transport For Smart Cities. *Sustainability (Switzerland)*, 11(7). <https://doi.org/10.3390/Su11072140>
- Berghs, M., Atkin, K., Hatton, C., & Thomas, C. (2019). Rights To Social Determinants Of Flourishing? A Paradigm For Disability And Public Health Research And Policy. *Bmc Public Health*, 19(1). <https://doi.org/10.1186/S12889-019-7334-8>
- Bonifácio, R., & Motta, F. M. (2021). Monitoring And Evaluation Of Public Policies In Brazil: Conceptual Approach And Trajectory Of Legal And Institutional Development. *Revista De Direito Economico E Socioambiental*, 12(2). <https://doi.org/10.7213/Rev.Dir.Econ.Soc.V12i3.28653>
- Chirulli, P. (2022). Public Policies Evaluation From The Point Of View Of Parliamentary Control. *Federalismi.It*, 2022(31).
- De Lima Campos, M., & Resende, T. C. (2020). Public Policies Evaluation And Participatory Methodologies: Potentials For Understanding The Impacts Of A Habitational Program. In *Meta: Avaliacao* (Vol. 12, Issue 35). <https://doi.org/10.22347/2175-2753v12i35.2475>

- Desrinelti, D., Afifah, M., & Gistituati, N. (2021). Kebijakan Publik: Konsep Pelaksanaan. *Jrti (Jurnal Riset Tindakan Indonesia)*, 6(1), 83. <https://doi.org/10.29210/3003906000>
- Fathy, N., & Dessouky, E. (2016). Public Policy Evaluation Theory: From First to Fifth Generation. *Epra International Journal of Economic And Business Review*, 4(4).
- Filgueiras, F., & Queiroz, L. De F. N. (2021). The Governance Of Public Policy Evaluation Systems: Policy Effectiveness And Accountability. *Organizações & Sociedade*, 28(96). <https://doi.org/10.1590/1984-92302021v28n9609en>
- Handoko, E. (N.D.). Kebijakan Publik.
- Kaur, G., Leong, T. P., Yusof, J. Mohd., & Singh, D. (2015). Perception Of People With Disability In Creating Sustainable Public Policy. *Procedia - Social And Behavioral Sciences*, 168. <https://doi.org/10.1016/j.sbspro.2014.10.220>
- Lane, B. W., & Beeler, J. (2017). Sustainable Transport. In *International Encyclopedia Of Geography* (Pp. 1–11). Wiley. <https://doi.org/10.1002/9781118786352.wbieg1114>
- Liguori, K. A. U. P. D. P. S. M. J. A., & Syarif, A. (2020). Kajian Aksesibilitas Untuk Penyandang Disabilitas Pada Stasiun Mrt Jakarta. In *Ganal Rudyanto Jurnal Seni & Reka Rancang* (Vol. 2, Issue 2). <https://www.jakartamrt.co.id/>,
- Lima, R. S., Jacinto, A. B. M., & Faria, R. A. A. (2021). Ignoring Evidence, Producing Inequities: Public Policies, Disability And The Case Of Kaiowá And Guarani Indigenous Children With Disabilities In Brazil. *Evidence And Policy*, 17(2). <https://doi.org/10.1332/174426421x16147039138899>
- Ramdhani, A. (N.D.). Konsep Umum Pelaksanaan Kebijakan Publik.
- Sharifi, A., Kawakubo, S., & Milovidova, A. (2020). Urban Sustainability Assessment Tools: Toward Integrating Smart City Indicators. In *Urban Systems Design: Creating Sustainable Smart Cities In The Internet Of Things Era* (Pp. 345–372). Elsevier. <https://doi.org/10.1016/B978-0-12-816055-8.00011-7>
- Sherlaw, W., Lucas, B., Jourdain, A., & Monaghan, N. (2014). Disabled People, Inclusion And Policy: Better Outcomes Through A Public Health Approach? *Disability And Society*, 29(3). <https://doi.org/10.1080/09687599.2013.816628>
- Sultana, S., Salon, D., & Kuby, M. (2019). Transportation Sustainability In The Urban Context: A Comprehensive Review. *Urban Geography*, 40(3), 279–308. <https://doi.org/10.1080/02723638.2017.1395635>
- Sutmasa, Y. G. (N.D.). Memastikan Efektivitas Implementasi Kebijakan Publik. In *Jurnal Cakrawarti*.
- Utting, P. (2023). Public Policy. In *Encyclopedia Of The Social And Solidarity Economy: A Collective Work Of The United Nations Inter-Agency Task Force On Sse (Untfsse)*. <https://doi.org/10.4337/9781803920924.00066>