

## IMPLEMENTATION OF ZONE PARKING POLICY IN MAYJEND SUNGKONO, SURABAYA CITY

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### ABSTRACT

Zone parking is one of the policies issued by the Surabaya City Government which aims to reduce traffic congestion in the city of Surabaya. Zone parking policy is a form of parking service, with a separate parking rate set for each particular zone or area. The zone parking policy was officially implemented on March 20, 2017. The zone parking policy is guided by the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determining Zone Parking in the City of Surabaya. The purpose of this study is to describe and analyze the implementation of the Parking Zone Determination Policy in the Mayjend Sungkono Area, Surabaya City. The focus used is in the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determining Zone Parking Regulations, namely determining zone parking locations, implementing zone parking, and parking attendants. The results of this study are: (1) In the assessment of the determination of the location of the parking zone it has been implemented well, but it is still not running optimally, due to insufficient parking capacity. (2) In the assessment of the implementation of zone parking, it is considered that it has not been implemented properly because in the implementation of parking tariff payments it is still not by the provisions then the service time can still not be implemented according to the provisions of the parking service time. (3) In the assessment of the parking attendant, it is considered that it has been implemented because the parking officer who has been on duty is by the provisions and the parking attendant's compliance in using parking attributes.

**Keywords:** *Implementation, Zone Parking Policy, Mayjend Sungkono Area*

### A. PRELIMINARY

Transportation is very necessary for its role in the development of a country, not only smoothing the flow of goods and good mobility but also through long-term development. The role of transportation can provide good service for human activities and make it easier to connect one area to another in order to save duration. Transportation must be carried out in a multidimensional manner, which must pay attention not only to the situation and conditions of transportation but

also to be able to pay attention to the environment it affects, including facilities and infrastructure.

Inadequate facilities and infrastructure can cause more severe congestion with insufficient parking space and increasing transportation over time. The city of Surabaya is the second metropolitan city after DKI Jakarta. The city of Surabaya is referred to as a metropolitan city causing the city of Surabaya to get an abundance of residents from various cities. According to the Central Statistics Agency, the population in the city of Surabaya in 2019 was 3,158,943 people accessed at <https://surabayakota.bps.go.id/>. The number of residents in the city of Surabaya is also influenced by immigrants from outside the city of Surabaya who have an interest in seeking knowledge or work, this reason causes the volume of vehicles in the city of Surabaya to increase. The increasing number of motorized vehicles, both two-wheeled and four-wheeled vehicles, is not balanced with adequate road and parking facilities, so that many vehicle users use public roads as parking spaces. This, of course, will exacerbate the congestion in the city of Surabaya.

Parking problems are not new anymore. Based on the *Peraturan Daerah Kota Surabaya Nomor 3 Tahun 2018* concerning the Implementation of Parking in the City of Surabaya, parking is defined as a vehicle that stops or does not move for a while and is abandoned by the driver. The parking problem occurs in almost all cities in Indonesia, including in the city of Surabaya. Parking has caused quite a complex problem in the city of Surabaya due to the limited city space. The lack of parking facilities or parking spaces in the Surabaya City area causes the shoulder of the road to be used as a parking area, which means reducing the width of the road by itself, reducing the capacity of the road segment. The lack of parking space is regulated by an effective parking space layout and parking space capacity as well as good parking services so as to optimize vehicle parking facilities.

Lack of road facilities and inadequate parking lots and the number of shop houses, minimarkets, shopping centers and other types of buildings that were erected without parking space, some even had no parking space at all. This causes vehicle users to prefer to park on the edge of public roads. This condition can lead to congestion, especially on roads that have a heavy traffic intensity. The imbalance between road traffic and road infrastructure will cause congestion at congestion points in the city.

There is a park and ride and Adityawarman parking lot along Jalan Mayjen Sungkono. Vehicles along the road are directed to enter the parking lot, so that there are no more vehicles parked on the side of the road which can cause traffic jams. In fact, Park and Ride facilities are not used optimally, it is proven that there is still a lot of illegal parking on the shoulder of the road. Responding to problems that arise in the community requires the role of a policy maker to make solutions to problems that arise in the community. According to Anderson quoted by Wijanarko & Ridlo, (2019: 197) said that the policy is a series of actions that have a specific purpose that is followed and carried out by an actor or group of actors to solve certain problems.

Parking problems that occur in the city of Surabaya require a solution from a policy maker in order to organize the parking system to be more organized, therefore the Surabaya city government issued a policy in parking arrangements. The policy is a zone parking policy. The Parking Zone Determination Policy in the City of Surabaya is *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determining Zone Parking in the City of Surabaya. As for the parking policy, it is regulated in the *Peraturan Daerah Kota Surabaya Nomor 3 Tahun 2018* concerning the Implementation of Parking in the City of Surabaya.

Zone parking is a form of parking service with a separate parking rate for each particular zone or area. For zone parking determination, referring to the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Zone Parking Determination in the City of Surabaya Article 2 paragraph (1) it is stated that zone parking locations are determined in parking lots on the edge of public roads organized by local governments. The location of the parking zone as referred to in paragraph (1) is determined by a decision of the head of the service. And the decision of the head of service as referred to in paragraph (2) must clearly state the name of the road designated as the location of the regional zone parking lot.

In this case, the local government, namely the Surabaya city government, has the authority to organize regional parking lots. The Surabaya City Government, in this case the implementation, can cooperate with related people or bodies such as the Surabaya City Transportation Service in making every effort and way to carry out parking arrangements in the City of Surabaya. The Surabaya City Transportation Service seeks to add buildings or parking spaces every year. As stated by the Head of the Surabaya City Transportation Service, Irvan Wahyudrajad, that the addition of parking space also aims to restore the function of the road for smooth traffic, so that the function of the road that should not be used as a parking area can hinder the smooth flow of traffic.

The emergence of illegal parking on the edge of public roads, often causes congestion due to parking that is not orderly and does not pay attention to traffic conditions at the location. In addition, unofficial parking attendants often provide tariffs that are not in accordance with the provisions. Therefore, an arrangement is needed so that parking becomes more orderly and conducive so as not to cause congestion, besides that it is also safer by placing an official parking attendant who has been registered with the Department of Transportation, which then income for PAD can also run optimally.

Based on the *Peraturan Daerah Kota Surabaya Nomor 3 Tahun 2018* concerning the Implementation of Parking in the City of Surabaya, the Surabaya City Government issued a policy, namely the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determining Parking Zones in the City of Surabaya. Zone Parking was officially enacted in the City of Surabaya on March 20, 2017. According to the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determining Zone Parking in the City of Surabaya, it explains that zone parking is a form of parking service, with separate parking rates for each zone or certain area. . Zone parking is formed as a series of

zones or areas that have heavy traffic intensity so that there is a need for control so as not to disrupt traffic flow. These zones can be distinguished based on office zones, industrial zones and entertainment zones. As with the objectives of making zone parking policies, including:

1. Improve the smoothness of traffic by reducing roadside barriers (parking).
2. Shifting the high level of potential parking on certain roads to roads that have a lower density level.
3. Reducing the intensity of parking on congested streets.
4. Support the government's program to switch to using public transportation.

The UPT Parking Zone of the Surabaya City Transportation Service revealed that zone parking is a form of parking service by setting separate parking rates for each zone or certain area. The purpose of this application is to reduce the number of areas and roads that are used as parking lots, this can hinder the smooth flow of traffic and congestion.

Determination of the location of the parking zone is determined in the parking lot on the edge of the public road organized by the Regional Government, then the area is determined through a decision of the head of the service. Where in the decision the name and location used as the location of the Parking Zone must be clear. Provisions for zone parking locations are based on:

1. The volume and capacity of the public roadside are determined to have a (V/C) ratio of at least 0.5 (zero point five)
2. The location of the parking zone is the center of community activities
3. Pay attention to the availability of land for parking.

Meanwhile, the Head of Service in determining the location of the parking zone pays attention to suggestions and input from the parking consideration team. The implementation of Zone Parking itself is carried out by collecting retribution in accordance with the applicable Zone Parking levy rates. Parking rates are more expensive than the usual public roadside rates. The implementation of Zone Parking itself is carried out by collecting retribution in accordance with the applicable Zone Parking levy rates. Parking rates are more expensive than the usual public roadside rates. The Head of UPT Parking at the Surabaya City Transportation Service revealed that the application of zone parking with a more expensive rate is expected to reduce the number of parked vehicles, the establishment of progressive parking rates for zone parking. It is intended that people use public transportation instead of using private vehicles and have difficulty parking or paying high parking rates, especially in traffic jam-prone zones.

The Major General Sungkono area consists of 7 parking points including Jalan Mayjen Sungkono, Jalan H.R Muhammad, Jalan Dr. Soetomo, Jalan Indragiri, Jalan Kupang Jaya, Jalan Dukuh Kupang, Jalan Raya Kupang Indah. The problem of parking zones in Major General Sungkono is offices, shops, hotels and malls that do not have parking spaces that can accommodate vehicles, so parking on the edge of public roads causes congestion. Directional signs have been installed, retaining pillars to prevent motorized vehicles from riding on the sidewalk, as well as prohibition signs. Regarding prohibition signs (stopping and parking) it seems that it is still difficult to obey. As a result, it is often still often

found on both sides of the road made for parking cars or stopping. With a road width of three lanes, left and right parking is made, so there is only one lane that is made to run in two directions. With the level of community compliance (Parking Users) and parking attendants who do not understand the rules that have been made by the government, it causes congestion and has not been realized properly.

The Major General Sungkono area is an area where there are many buildings, schools, shops, offices, hotels and malls which are often used as the center of community activities in terms of buying and selling. The Major General Sungkono area often causes traffic jams, such as on Jalan Mayjen Sungkono and Jalan Indragiri which are locations for shops or places to eat so that there are many visitors and the intensity of parking is high. The lack of parking space sometimes makes vehicles that should be able to park only 1 (one) line, now have to park crosswise because the parking lot no longer exists. Based on this description, the researcher is interested in conducting research with the title "Implementation of Parking Zone Determination Policy in the Major General Sungkono Area, Surabaya City".

## **B. LITERATURE REVIEW**

### **a. Public Policy**

Public policy is simply the basic concept of a government or public organization's plan to regulate the public interest or the people. Meanwhile, in general, the notion of public policy is everything that is done and not done by the government for the public interest. Fredrick, quoted by Ismail (2016: 197), said that providing an understanding of policy, namely a series of actions proposed by a person, group or government in a certain environment by showing the obstacles and opportunities for the implementation of the proposed policy in order to achieve certain goals.

According to James Anderson quoted by Umi Arifah (2018:20) which is defined as a policy developed or formulated by agencies and government officials. In this regard, non-government (private) actors can of course influence the development or formulation of public policy. According to Siagian in Anggara (2016) Policy is a variety of strategic decision analyzers and concerns the entire organization and is related to matters that assess it as strategic.

The process of making public policy is a complex process because it involves many processes and variables that must be studied. Therefore, some political experts who are interested in studying public policy divide the processes of public policy formulation into several stages. The purpose of this kind of distribution is to make it easier for us to review public policy. However, some experts may divide these stages in a different order. The process of public policy analysis according to Dunn quoted by Kadji (2015:11-12) is "a series of intellectual activities carried out in the process of activities that are basically political". Political activity is described as a policy-making process, and visualized as a series of interdependent stages arranged in chronological order.

## **b. Public Policy Implementation**

Implementation is the implementation of an activity plan or policy that has been prepared to be carried out based on the objectives to be achieved, Van Meter and Van Horn quoted by Ramadani (2019:6) reveal that limiting policy implementation as actions taken by individuals (or groups) government and private that are directed to achieve the goals that have been set in previous policy decisions. Policy implementation is the implementation of what has been made and must be implemented. According to the implementation of public policy is said to be a process because it contains activities, so according to Sabatier and Mazmanian cited by Djiko, et al (2018) Policy implementation is the activities that occur after the issuance of orders from the authorities of public policy makers including the good efforts of the public. implementing aspects and their substantive impact on the people.

Basically the concept of implementation according to Wahab quoted in Pacadi, et al. (2020) is used to describe the stages of implementing public policies after they are formulated by the government. The function of implementation is to form a relationship that allows the goals or objectives of state policies to be realized as outcomes (final results) of activities carried out by the government. Therefore, the implementation function includes the creation of what in the science of state policy is called a policy delivery system (a system for delivering/transmitting state policy) which is usually specially designed/designed and directed towards the creation of the desired goals and objectives. From the several theories above, it can be concluded that policy implementation is an activity carried out by policy implementers in the hope of obtaining results that are in accordance with the objectives of a public policy.

Public Policy Implementation Model Brian W. Hogwood and Lewis A. Gun. The Brian W. Hogwood and Lewis A. Gun model cited by Aneta (2017:57) argues that to carry out policy implementation several conditions are needed, namely:

1. The first condition relates to guarantees that the external conditions faced by the implementing agency/agency will not cause major problems.
2. The second requirement is whether to implement it there are adequate resources, including time resources.
3. The third condition is whether the combination of the required sources really exists.
4. The fourth requirement is whether the policy to be implemented is based on a reliable causal relationship.
5. The fifth condition is how much causality there is. The assumption is that the fewer cause-and-effect relationships, the higher the results desired by the policy can be achieved.
6. The sixth condition is whether the relationship of interdependence is small. The assumption is that if the interdependence relationship is high, the implementation will not be able to run effectively.
7. The seventh requirement, deep understanding and agreement on goals.
8. The eighth requirement, the tasks have been detailed and placed in the correct order.

9. The ninth condition, perfect communication and coordination
10. The tenth condition is that parties who have the power to demand and obtain perfect obedience.

Implementation is an activity intended to operate a program, with three activities as its pillars, as stated by Jones quoted by Siregar (2014:152), namely: Organization, which involves the formation or realignment of resources, units and methods to make the program ; Interpretation, namely interpreting so that the program becomes a plan and direction that is appropriate and acceptable and implemented; Application/implementation, namely the routine provision of services, payments or others that are tailored to the program's objectives. Based on what Winarno stated, it shows that the effectiveness of implementing a policy is largely determined by the behavior of the implementing bureaucracy. This behavior is influenced by the policy environment.

### **c. Zone Parking**

According to the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determination of Zone Parking in the City of Surabaya, it explains that what is meant by zone parking is a form of parking service, with a separate parking rate set for each particular zone or area.

#### **Determination of Parking Zone Location**

According to the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determination of Parking Zones in the City of Surabaya, namely:

- 1) The location of the parking zone is determined in a parking lot on the edge of a public road organized by the Regional Government.
- 2) The location of the parking zone as referred to in paragraph (1) is determined by a decision of the Head of Service.
- 3) The decision of the Head of Service as referred to in paragraph (2) must clearly state the name of the road that is determined as the location of the parking zone in the Region.

While the determination of the location of the parking zone is carried out with the following provisions:

- a. The volume and capacity of the public roadside are set to have a V/V ratio of at least 0.5 (zero point five)
- b. The location of the parking zone is the center of community activities
- c. Pay attention to the availability of land for parking.

The Head of the Service in determining the location of the parking zone takes into account the suggestions and input from the Parking Consideration Team.

## **C. RESEARCH METHODS**

The type of research used in this research is descriptive with a qualitative approach. Descriptive research is aimed at systematically describing the facts and characteristics of the object and subject being studied (a person, institution, society, etc.) appropriately. In this study, the author uses a descriptive type of research with a qualitative approach with the aim of systematically describing the

characteristics and facts of the object and subject being studied in a precise and in-depth manner towards the object of research.

This research was conducted in the area of Major General Sungkono, Jalan H.R Muhammad, Jalan Dr. Soetomo, Jalan Indragiri, Jalan Kupang Jaya, Jalan Dukuh Kupang, Jalan Raya Kupang Indah. The reason for choosing the location is because the Major General Sungkono area is an area where there are many buildings, schools, shops, offices, hotels and malls which are often used as the center of community activities in terms of buying and selling. In addition, the Major General Sungkono area always has a heavy traffic intensity so that it often causes traffic jams. Determination of the research focus is needed in assisting the implementation of research.

The focus in this study is to see and describe how the implementation of the policy of determining parking zones in the Major General Sungkono area of Surabaya City, where the focus of the research is in accordance with the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determination of Parking Zones in the City of Surabaya.

In this study, data collection techniques were carried out through direct interviews with informants regarding the implementation of zone parking policies in the city of Surabaya, especially in the Major General Sungkono area. Observations or observations made are direct observations of researchers on the object under study, which in this case is the implementation of the zone parking policy. The object being observed is the parking zone. Documentation techniques are carried out by collecting data in the form of writing and images from the implementation of the parking zone determination policy in the city of Surabaya, especially in the Major General Sungkono area.

Data analysis is an effort made by working with data, breaking it down into manageable units, synthesizing it, looking for and finding patterns, discovering what is important and learned, and deciding what to tell others. Data analysis techniques in this study the authors use three data acquisition procedures.

a. Data Reduction (Data Reduction)

Data reduction is the process of improving data, both reducing data that are considered less necessary and irrelevant, as well as adding data that is felt to be lacking. The data obtained in the field may be very large. Data reduction means summarizing, choosing the main things, focusing on the important things, looking for themes and patterns.

b. Data Presentation (Display)

By displaying or presenting data, it will be easier to understand what happened during the research. After that, it is necessary to have a work plan based on what has been understood. In presenting data, in addition to using narrative text, it can also be in the form of non-verbal language such as charts, graphs, floor plans, matrices, and tables.

c. Data Verification (Conclusions drawing/verifying)

The final step in the data analysis technique is data verification. Data verification is carried out if the initial conclusions raised are still temporary, and there will be changes if they are not accompanied by strong supporting evidence to support the next stage of data collection.



## D. RESULTS AND DISCUSSION

In this section, the results of the research are described in the form of findings in the field based on the author's observations on events and events related to the research focus. To complete the research data collection, the authors used the method of observation, interviews and documentation with the main informants and supporting informants in data collection techniques. The city of Surabaya is included in one of the cities with the highest use of motorized vehicles. One of the government's efforts to meet the needs of the community's parking area is by organizing the Mayjend Sungkono parking facility for the City of Surabaya which is based on the *Peraturan Daerah Kota Surabaya Nomor 3 Tahun 2018*. The purpose of implementing the parking facility is as a solution to several traffic problems including the rise of illegal parking places, sidewalks that have been converted into parking lots. In addition, it is also used as a transit place for people who will change public transportation modes. However, there are still many people who do not obey the rules of traffic signs by parking their vehicles in places that are not allowed and many people who do not know.

The city of Surabaya is one of the cities with high use of motorized vehicles. In accordance with the needs of the community, private vehicles dominate the number of motorized vehicles in the city of Surabaya. Based on data from the Surabaya City Transportation Service regarding the number of motorized vehicles in East Java, the city of Surabaya was ranked first with an average of 7.03% per year from 1,944,802 vehicles in 2015 increasing to 2,159,069 vehicles in 2017. by the level of mobility of the people of Surabaya City so that the number of vehicles is increasing, causing heavy traffic volume. In accordance with the formulation of the problem, the purpose of this research is to describe and analyze the implementation of Parking Zone Determination in the Major General Sungkono area of Surabaya City which is divided into 3 research focuses, namely:

1. Determination of Zone Parking Locations, the research study targets are zone parking locations, zone parking capacities, and zone parking facilities.
2. Implementation of Zone Parking, the target of the research study is the socialization of zone parking, withdrawal of zone parking fees, and zone parking service times.
3. Parking attendants, the target of the research study is the attributes of parking attendants, the number of parking attendants.

An implementation process is expected to be implemented or implemented in accordance with what has been determined or made by policy makers. Both in terms of policy makers or people who exercise influence on traffic order, such as making traffic flow smoother due to more organized or conditioned parking.

The following is the presentation of the findings of the research results of each focus as follows:

### a. Determination of Parking Zone Location

The first focus in this research is determining the location of the parking zone which is used as the main tool to support the implementation of parking zone activities. Before carrying out an implementation, it is necessary to first review

the object that will be used as an implementation. In this case, the determination of the location of the parking area for the study target zone includes:

The large number of motorized vehicles in the city of Surabaya will have implications for the increasing need for parking services in the city of Surabaya. Parking fees are a very potential thing in increasing local revenue because all activities carried out by humans always need a parking space when they are at a certain destination, therefore parking service fees are expected to be able to be utilized as well as possible so that they can be used efficiently to improve city facilities and infrastructure, especially improvements to facilities. This will automatically increase the number of vehicles using the parking area either on the road or off the road. The development and management of parking is an activity that needs to be carried out in an integrated and coordinated manner in the regions. This is done to ensure the implementation of coaching that successfully achieves the target of revenue receipts from parking facilities, minimizes illegal levies and orders local revenue administration.

Based on the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determination of Parking Zones in the City of Surabaya Article 3 that in determining zone parking, there are provisions that have been regulated in the Act, namely: a. The volume and capacity of the public roadside are determined to have a minimum V/C ratio of 0.5 (zero point five); b. The location of the parking zone is the center of community activities, and c. Pay attention to the availability of land for parking. So that in determining the location, the Surabaya City Transportation Service considers and pays attention to suggestions from the Parking Consideration Team so that it is not wrong and interferes with other road functions.

The location of Mayjend Sungkono is a bustling area of downtown Surabaya where many economic activities are moving around the Mayjend Sungkono area such as hotels, malls, and other economic generating buildings, so there are still many drivers who park carelessly on the side of the road and create congestion for other road users. There is a need for special parking as a solution to reduce congestion that often occurs around the Mayjend Sungkono area. With strict regulations and the existence of parking zones can reduce traffic jams that often occur.

#### **b. Zone Parking Location Selection**

Parking arrangement in Surabaya is one of the focuses of the Surabaya City Transportation Service (Dishub). Mainly encouraging off street parking in order to restore road function for smooth traffic. In line with that goal, in November 2020, the Surabaya Transportation Agency will expand the parking zone area in the City of Heroes. The Head of the Surabaya City Transportation Service stated that since it was implemented in March 2017, zone parking areas have proven to be efficient as a solution in increasing traffic smoothness by reducing the intensity of parking on congested streets, as well as increasing traffic smoothness by reducing the intensity of parking on roads, congested roads, and diverting high levels of potential parking on certain roads to roads with lower density levels.

In March 2021, the Surabaya Transportation Agency established 10 zone parking areas including the Red Bridge, Atom Market, Hero Monument,

Keputran, Tunjungan, Blauran, Taan Bungkul, Kertajaya, Embong Malang and Surabaya City Hall. Then now the location of zone parking points has been added in four areas, namely Maj. Gen. Sungkono, Surabaya Zoo, Nginden, and Rungkut, so the total is 97 roads.

Zone parking is a form of parking service with a separate parking rate applied for each particular zone or area. This refers to the *Peraturan Daerah Kota Surabaya Nomor 1 Tahun 2004* concerning the Implementation of Parking and Parking Retribution Article 1. For the determination of parking zones, refer to the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for the Determination of Parking Zones in the City of Surabaya Article 2, in paragraph) 1) it is stated Bring zone parking locations set at public roadside parking lots organized by the local government. The location of the parking zone as referred to in paragraph (1) is determined by a decision of the head of the service. And the decision of the head of service as referred to in paragraph (2) must clearly state the name of the road designated as the location of the regional zone parking lot.

The fourth objective of establishing a parking zone, which is to support the government's program to switch to using public transportation, has not been fully successful. This is in accordance with the results of interviews and observations conducted by researchers at one of the Mayjend Sungkono parking zones with the community (visitors who use private vehicles rather than public transportation. Therefore, it is necessary to increase socialization from the Surabaya City Transportation Agency to the public to switch to using vehicles general.

Meanwhile, the positive impact of the determination of this zone parking policy is that traffic congestion has begun to decrease so that traffic runs smoothly. This happens because the volume of parked vehicles has decreased, which previously reached three parking lines, is now reduced to two parking lines due to the change in parking locations and the high parking rates in general. This indirectly affects the spatial arrangement of the city in the city of Surabaya to be better organized than the previous condition, because traffic conditions run smoothly and more regularly.

### **c. Implementation of Zone Parking at Mayjend Sungkono**

Policies regarding parking have always experienced pros and cons for the interests of citizens and the government. In line with rapid technological developments, payment patterns and systems in parking transactions continue to change. Rapid technological advances, payment patterns and systems in the payment system have shifted the role of cash (currency) as a non-cash payment instrument that is more efficient and economical. In its development, several countries have discovered and used an electronic payment product known as Electronic Money (e-money), which has different characteristics from the previously mentioned electronic payment. One of the parking policies that apply in the city of Surabaya is the implementation of zone parking which is based on the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for the Determination of Zone Parking in the City of Surabaya.

Zone parking is one of the policies issued by the Surabaya City Government, which aims to reduce traffic congestion in the city of Surabaya. The

zone parking policy is a form of parking service, with a separate parking rate set for each particular zone or area. The zone parking policy was officially implemented on March 20, 2017. The zone parking policy is implemented in fourteen areas on ninety-seven streets in the city of Surabaya. The implementor of the zone parking policy is the Surabaya City Transportation Service. The policy on zone parking is based on the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for Determining Zone Parking in the City of Surabaya.

Parking arrangement in Surabaya is one of the focuses of the Surabaya City Transportation Service. Mainly encouraging off street parking in order to restore road function for smooth traffic. One of them is by expanding the zone parking area, zone parking has been implemented since March 2017, zone parking areas have proven to be efficient in increasing traffic flow by reducing the intensity of parking on congested streets, as well as diverting the high level of parking potential on certain roads that have a high level of parking potential. lower density.

Zone parking is a form of parking service with a separate parking rate for each particular zone or area. This refers to the *Peraturan Daerah Kota Surabaya Nomor 1 Tahun 2004* concerning the Implementation of Parking and Parking Retribution Article 1. For the determination of parking zones, refer to the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning Guidelines for the Determination of Parking Zones in the City of Surabaya Article 2, in paragraph (1) it is stated that the location of the parking zone is determined in a public roadside parking lot organized by the local government. The location of the parking zone as referred to in paragraph (1) is determined by a decision of the head of the service, and the decision of the head of the service as referred to in paragraph (2) must clearly state the name of the road designated as the location of the regional zone parking.

For zone parking rates, in accordance with the *Peraturan Daerah Kota Surabaya Nomor 1 Tahun 2004* concerning the Implementation of Parking and Parking Retribution Article 30, it is stated that the tariff for trailer types is Rp. 15 thousand, trucks/buses and the like are Rp. 10 thousand, mini trucks and the like for Rp. 7,500. Then for sedans, pick up and the like, Rp. 5,000, then motorcycles and the like Rp. 2,000 and Rp. 1,000 for bicycles. Head of UPT Parking Dishub Surabaya, added that there are 15 roads that are included in the four new zone parking areas. They are Mayjen Sungkono Street, HR Muhammad Street, Dr. Soetomo Street, Indragir Street, Ciliwung Street, Kutai Street, Adhityawarman Street, South Ngagel Jaya Street, Nginden Street, Manyar Street, Prapen Street, Jemursari Street, Rungkut Industri Kidul Street and Rungkut Street. lor. The parking attendant who stands guard in this zone parking area is the same as the previous parking zone. They are equipped with identification in the form of a vest uniform and must use a red parking ticket that says parking zone.

Zone parking is set to reduce traffic congestion caused by indiscriminate parking on the edge of public roads which results in a greatly increased volume of congestion. In determining the parking zone, there is also an expensive ticket rate compared to the usual public roadside parking rates, the determination of the

parking zone can be seen from the intensity of a road in traffic jams and vehicles that often park on the road. The determination of parking zones includes supervision for violators who do not comply with existing signs. The purpose of establishing a parking zone is to reduce congestion which is increasing with the policies and provisions made by the city government and the Surabaya city transportation service.

In the supervision and determination of parking zones who commit violations, not only parking users but there are judges who commit violations such as tickets that have expired and are not on the date, there are also judges who increase rates that do not match what has been set, use of inappropriate vests. Officers of the Surabaya City Transportation Service often encounter judges that are not in accordance with the established *jukir* (parking officer) attributes, usually carry out supervision first after being notified and given guidance to the *jukir*.

The Surabaya City Transportation Service also supervises the parking zone in which there is enforcement of existing regulations, the application of actions in administrative sanctions in the form of tire locking, vehicle transfer, reduction of vehicle wheel wind and retraction of vehicle tire valves, for every violator of parking under the prohibition sign which can result in congestion. In the new regulation, it has been formulated that anyone caught by an officer in a position to violate a parking sign or a vehicle stopped at a "No Parking" sign will be subject to a fine with evidence of a violation. In addition, the violator's vehicle will also be towed at the location of the violation and then taken to a car storage area or special parking area. The implementation of supervision accompanied by strict law enforcement is an important step in parking control to maintain traffic performance. The Head of the Surabaya City Transportation Service, Irvan Wahyu Indrajad, said that the application of zone parking contained administrative sanctions in the form of locking tires to reducing air on vehicle tires.

An important step in implementing the zone parking policy is on field supervision, how violators are dealt with firmly such as traffic police ticketing for parking violations, installing wheel locks so that they can have a deterrent effect for violators of parking restrictions or towing vehicles that break down or violate the zone parking ban which have been set.

For problems that are violated by the judge regarding parking and inappropriate attributes, the transportation service officer who is on patrol can provide guidance to the *jukir*. With the *jukir* raising rates that are not in accordance with zone parking, there are some people who can report to the transportation service office and transportation service officers on the road, naughty judges will be threatened and subject to minor criminal acts (tipiring) with prior supervision. The officer carries out a follow-up from the supervisor, the Head of Service or Service officer on behalf of the Head of Service gives an oral warning to the parking officer who commits the violator give a written warning with a certain period of time to the parking officer concerned, if after receiving a written warning the parking officer still does not stop the violation or repeats the violation, the Head of Service shall dismiss the parking officer concerned. Zone

parking is based on the *Peraturan Walikota Surabaya Nomor 3 Tahun 2017* concerning the Implementation of Surabaya City Parking and the *Peraturan Walikota Surabaya Nomor 29 Tahun 2018* concerning Changes in Tariffs for Parking Service Retribution on the Edge of Public Roads.

The Surabaya City Transportation Service often meets during routine patrols to check the completeness of the *Jukir* and officers also encounter *Jukir* using expired tickets. Officers will confiscate expired tickets to parking service users. In order for the smooth implementation of the zone parking policy in the Mayjend Sungkono area, supervision is carried out by the Surabaya City Transportation Service, by going around the points where the parking zones are established in the city of Surabaya. There are 14 (fourteen) area points and 125 (one hundred and twenty five) roads throughout the city of Surabaya, the following areas are the points for additional parking zone areas, namely the Red Bridge Area, Hero Monument, Tunjungan, Keputran, Blauran, Embong Malang, Atomic Market, Bungkul Park, City Hall, Kertajaya, Nginden, Major General Sungkono, Rungkut, Zoo. And on the work shift in the patrol around the supervision of the determination of parking zones, it is divided into 3 shifts, namely morning at 05.30 to 13.30, afternoon at 13.30 to 21.30, and evening from 21.30 to 05.30, in the patrol there is a division of officers divided by 3 Partoli cars which consist of 4 member. The patrol car has its own which is car T (Tango), car U (Umar), and car J (Juliet) under its supervision are mobile, that is, if the patrol officer encounters an incident on the road, the officer will report via the existing HT (Handy Talky). in the patrol car, and each patrol car has different points between each other. The HT report submitted by the officer will be directed at the call center that has the transportation service, so that the transportation service call center knows what is happening in the field. Supervision of zone parking is seen from the congestion and the number of parking people who often park on the side of the road so that there is severe congestion, after the supervision carried out by the transportation service patrol officer, so that the transportation service officer and the head of the transportation service can consider setting a parking zone and so that it is determined because there is already supervision from officers and the head of the transportation service for the determination of zone parking. With the implementation of the parking zone, it aims to reduce congestion in the city of Surabaya so as to make the city of Surabaya orderly.

Seeing the smooth implementation of policies and the obstacles faced in the supervision and determination of parking zones in the city of Surabaya. From the results of research conducted by the author that at the beginning of the implementation of the parking zone, the collection of levies was carried out through a non-electronic system, namely through the deposit system. This deposit is made by a parking attendant to the Surabaya City Transportation Agency. Meanwhile, the zone parking tariff is determined based on the *Peraturan Walikota Surabaya Nomor 29 Tahun 2018* concerning Changes in Tariffs for Parking Service Retribution on the Edge of Public Roads. As for the provisions for the amount of zone parking rates are as follows, the parking fee is Rp. 2,000 (motorcycle), Rp. 5000 (car), Rp. 10,000 (mini trucks or minibuses) Rp.14,000 (trucks/buses), and Rp.20,000 (trailer trucks/trailers). Meanwhile, for the

collection of the zone parking retribution, there were no obstacles that hindered the implementation of the zone parking policy and the smooth implementation of routine functions.

In the research conducted, it was found that the determination of the location of the parking zone in the Mayjend Sungkono area was very effective in reducing the problem of traffic jams that often occurred. From this it can be found that the number of parking vehicles from the beginning of the enactment of the parking zone in 2017 until 2021 the number of parking vehicles has decreased, which previously reached 3 parking lines until consuming the road, began to reduce to 2 parking lines, thus causing traffic jams in the area. The city of Surabaya is reduced and vehicular traffic is running smoothly. Because now there is a distribution of parking locations, namely, Jl. Sedap Malam, Jl. J. Agung Suprpto, Jl. Jimerto, Jl. Wijaya Kusuma, Jl. Boyfriend, Jl. MayorMustajab, Jl. Student BKR, Jl. Slamet, Jl. KacaPiring, JLMelati, Jl. Pandan, Jl. Kusuma Bangsa, Jl. Seruni, Jl. Kemuning, and Jl. Ambengan.

During PPKM, violations that occur can be minimized because several buildings and business sectors are closed due to social area restrictions so that the number of zone parking users also decreases. However, with the existence of a parking zone that is implemented, it can reduce congestion that occurs in the Maj. Gen. Sungkono area. However, the Surabaya City Transportation Service continues to monitor the *jukir* attributes and zone parking users so that no violations occur.

## E. CONCLUSION

Based on the description of the Implementation of the Transportation Service Zone Parking Policy in the City of Surabaya, the author can conclude that the implementation of the Surabaya Transportation Service Zone parking policy is going well. This is indicated by the smooth routine of functions and the absence of complicated problems encountered. The problem that exists in the implementation of this parking policy is that there is still a lack of compliance in implementing the zone parking policy, this happens because there is still fraud committed by the *jukir*. As for the fraud committed by this *jukir*, namely, the *jukir* collects parking ticket rates that exceed the provisions. This is supported by the behavior of people who get used to or civilize, giving excess parking fees to the *jukir*. So that the action taken by the officer of the transportation service by means of supervision and then taking action in the form of a verbal warning. With the existence of a parking zone in the business center area, it can help reduce congestion caused by chaotic parking that takes up the road. The Mayjend Sungkono area is one of the Parking Zones in the city of Surabaya due to its location with many business buildings and is a place for the community's economy to move. The Department of Transportation always patrols the violators who violate the zone parking policy, this is one form of supervision of the implementation of the zone parking policy in Surabaya.

Based on the description of the Implementation of the Transportation Service Zone Parking Policy in the City of Surabaya, the author can suggest the following: 1. The Surabaya City Transportation Service increases socialization to

the public, so that people know about the locations of parking zone determinations in the city of Surabaya, so as to minimize what is done by parking attendants; 2. The Surabaya City Transportation Service increases supervision, in order to anticipate the occurrence of fraud committed by parking attendants; 3. The Surabaya City Transportation Service improves communication with the parking zone parking lot, so that the taxi driver understands and obeys the rules that are determined.

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