

## ABSTRACT

*Transportation is one of the community infrastructures to mobilize to avoid congestion. One of the transportations is Electric Rail Train (KRL) Solo-Jogja which has operated since February 2021. The most critical part for KRL operators to pay attention to is the quality of service for commuters. This study aims to measure the possible additional service for improving KRL Solo-Jogja services based on commuter mobility patterns. The quality of service in this study was measured using five variables: reliability, comfort, service, vehicle access, and safety. The method used is quantitative, and the statistical test used is ANOVA and Chi-Square. The results showed commuting demographic factors have a significance with service variables. The demographics are residence, private vehicle ownership, station distance from home, gender, and salary. In addition, according to commuter mobility patterns, the inequality of facilities between big and small stations makes commuters prefer to depart from the big ones. In addition, the lack of integration between transportation modes to the station is an obstacle for commuters who live in suburban areas. Therefore, it is necessary to initiate additional services to facilitate commuter trips, especially outside big cities.*

**Keywords:** *Commuter, Electric Rail Train Solo-Jogja, Mobility Pattern & Service Quality.*