



## H+10 Nataru 2023/2024, Pelindo Serves Almost 1.6 Million Travelers

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Jakarta, January 5, 2024 - During the homecoming and return flow of Christmas 2023 and New Year 2024, PT Pelabuhan Indonesia (Persero) or Pelindo succeeded in providing security and comfort by improving various port services to 1,584,961 passengers who used Pelindo services.

At Tanjung Perak Port, Surabaya (4/1) Yono, a traveler from Situbondo, said that the service at the port was very good. The service feels very comfortable with the existing facilities, such as the waiting room which is very spacious, clean and uses air conditioning, clean toilets and information about homecoming is also always updated so that we are easy to find out new information. "I really enjoyed going home this year, even though it was crowded with travelers. The atmosphere of the port remains conducive, very comfortable, the facilities are good, clean, I also feel safe because many security officers are on guard and they are very friendly," said Yono.

This is in line with what one passenger at the Port of Ambon said "I really appreciate the facilities provided by Pelindo, the service is indeed good, I often use Pelindo services and now it is getting better. Even if it rains, we will not get wet because the waiting room is good. In addition, if suddenly

there is a change in the ship schedule, we are not afraid because there are many officers on guard and all of them are friendly," added Ainun HA, a traveler from Ambon.

As of today, H+10 mudik nataru 2023/2024 Pelindo recorded a total passenger flow of 1,584,961, experiencing a surge of 16.11% compared to the previous year of 1,365,100 passengers. While the number of vehicles reached 104,196 units.

The most crowded passenger terminals were Tanjung Pinang (191,622 people), Tanjung Balai Karimun (126,788 people), Tanjung Perak (109,794 people), Makassar (81,209 people) and Ambon (80,239 people). Meanwhile, the most congested vehicle terminals with vehicles are Tanjung Perak (28,939 units), Lembar (18,075 units), Tanjung Wangi (8,190 units), Balikpapan (7,677 units), and Trisakti (6,866 units).

Pelindo President Director, Arif Suhartono, revealed that Pelindo provides services at 63 passenger terminals to maintain the smooth flow of homecoming and backflow, besides that Pelindo has prepared various supporting facilities such as tents, waiting areas, lactation rooms, toilet cars, security personnel and cleaning personnel to provide comfort. This is a form of improving the quality of Pelindo's services in order to overcome the surge of passengers that often occurs every year and to realize Pelindo's services as a safe and comfortable transportation.

"The success of safe and comfortable transportation is mainly due to Pelindo's coordination with port stakeholders who have prepared Christmas and New Year homecoming facilities in 2023-2024 for 24/7," concluded Arif.