

LEVEL OF SERVICE ANALYSIS OF SELECTED WALKWAYS CORRIDORS  
IN JOHOR BAHRU.

ABUBAKAR SADEEQ BALARABE

UNIVERSITI TEKNOLOGI MALAYSIA

LEVEL OF SERVICE ANALYSIS OF SELECTED WALKWAYS CORRIDORS  
IN JOHOR BAHRU

ABUBAKAR SADEEQ BALARABE

A project report submitted in partial fulfilment of the  
requirements for the award of the degree of  
Master of Engineering (Transportation)

Faculty of Civil Engineering  
Universiti Teknologi Malaysia

JANUARY 2016

I dedicated this project work to my “Heart Throb” Lubabatu Abdullahi Katak

## ACKNOWLEDGEMENTS

I wish to express my profound appreciation to my research supervisor Dr Anil Minhans for his immense contribution and guidance during the preparation of this research thesis.

I also wish to express my appreciation to Associate prof. Dr Shamsuddin Shahid, Dr Sitti Asmah Hassan. Dr Abdullah Mushairi. My Masters programme lecturers, and entire staff of the faculty.

My friends, brothers, ex PHD candidates and present of UTM, Almighty Allah would reward you abundantly for all your love. My class mates, you would forever be remembered.

My late parents, Muhammadu Balarabe Iliyasu and Fatimah Balarabe, you would forever be loved and missed.

## ABSTRACT

Most individual trips whatever the primary mode used, begin or finish with a walk section; so walking is fundamental component of all travel. Walking behaviour and pedestrian flow characteristics lay the foundation for the planning and design of pedestrian facilities. Therefore the needs to access pedestrian facilities should be considered in the design of transportation facilities. Pedestrian facilities includes sidewalks, paths, crosswalks, stairways, curbs cuts and ramps, and transit stops. Accurate estimation of these facilities should be conducted so as to reduce congestion and promote walkability in central business district (CBD) for a sustainable society. However conventional ways of assessment are flawed, new approaches must be constantly investigated to improve on the current estimation methods. The study evaluates the walkways and crosswalks in the city square of Johor Bahru. Video graphic survey methods was used for pedestrian counts, having advantage over the manual method. Flow, speed, density and effective width of the walkway were the variables measured. Some on the positions identified, others back in the lab or office after extracting the data from the video. Hand tape, masking tape, stop watch and video camera/ tripod stand were the tools/apparatus used on various positions for collecting data. The flow rate calculated, in conjunction with HCM were used to estimate PLOS. Regression analysis was conducted on the flaws identified so as to improve on the current method of estimation.

## ABSTRAK

Kebanyakan perjalanan individu apa sahaja cara utama yang digunakan, mula dan / atau selesai dengan seksyen berjalan kaki; supaya berjalan adalah komponen asas semua perjalanan. Tingkah laku dan aliran pejalan kaki berjalan Ciri-ciri meletakkan asas bagi perancangan dan reka bentuk kemudahan pejalan kaki. Oleh itu keperluan untuk mengakses kemudahan pejalan kaki yang perlu dipertimbangkan dalam reka bentuk kemudahan pengangkutan. Kemudahan pejalan kaki termasuk kaki lima, laluan, crosswalks, tangga, sekatan luka dan tanjakan, dan perhentian transit. Anggaran yang tepat mengenai kemudahan ini perlu dijalankan untuk mengurangkan kesesakan dan menggalakkan walkability di daerah pusat perniagaan (CBD) untuk masyarakat yang mapan. Walau bagaimanapun cara konvensional taksiran adalah cacat, pendekatan baru perlu sentiasa dikaji untuk memperbaiki kaedah anggaran semasa. Kajian ini menilai laluan pejalan kaki dan crosswalks di dataran bandaraya Johor Bahru. Video kaedah kajian grafik digunakan untuk kiraan pejalan kaki, yang mempunyai kelebihan berbanding kaedah manual. Aliran, kelajuan, ketumpatan dan lebar berkesan untuk laluan itu pembolehkan diukur. Seseengah pada kedudukan yang dikenal pasti, yang lain kembali dalam makmal atau pejabat selepas mengekstrak data dari video. Pita tangan, pita pekat, jam randik dan kamera video pendirian / tripod adalah peralatan / radas yang digunakan dalam pelbagai jawatan untuk mengumpul data. Kadar aliran dikira, sempena HCM digunakan untuk menganggar PLOS. Analisis regresi telah dijalankan ke atas kelemahan yang dikenal pasti, bagi memperbaiki kaedah semasa anggaran.

## TABLE OF CONTENT

<b>CHAPTER</b>	<b>TITLE</b>	<b>PAGE</b>
	<b>ACKNOWLEDGEMENTS</b>	<b>iv</b>
	<b>ABSTRACT</b>	<b>v</b>
	<b>ABSTRAK</b>	<b>vi</b>
	<b>TABLE OF CONTENT</b>	<b>vii</b>
	<b>LIST OF TABLES</b>	<b>x</b>
	<b>LIST OF FIGURES</b>	<b>xi</b>
	<b>LIST OF SYMBOLS</b>	<b>xii</b>
	<b>LIST OF APPENDICES</b>	<b>xiii</b>
<b>1</b>	<b>INTRODUCTION</b>	<b>2</b>
	1.1 Background of Study	2
	1.2 Problem Statement	4
	1.3 Objectives of the Work	5
	1.4 Scope of Work	5
	1.5 Significance of Study	5
<b>2</b>	<b>LITERATURE REVIEW</b>	<b>6</b>
	2.1 Introduction	6
	2.2 Pedestrian Capacity Terminology	16
	2.3 Pedestrian paths	17
	2.4 Uninterrupted Flow Pedestrian Facilities	17
	2.5 Walkways and Sidewalks	18

2.6	Cross Flow	18
2.7	Queuing Areas	18
2.8	Pedestrian Platoons	19
2.9	Interrupted-flow pedestrian facilities	19
2.10	Signalized Intersections	19
2.11	Un-signalized Intersection	20
2.12	Pedestrian Sidewalk on Urban Street	20
2.13	Space Related to Speed Flow	20
2.14	Pedestrian Speed- Density Relationship	22
2.15	Pedestrian Space Requirement	23
	2.15.1 Body eclipse and Body buffer zone	23
	2.15.2 Pedestrian Walking Speed	24
	2.15.3 Pedestrian Start-up time and Capacity	25
2.16	Service Levels	25
2.17	Walkway width	26
2.18	Pedestrian Level of Service	27
2.19	Methods of Evaluating PLOS	27
2.20	Strength	29
<b>3</b>	<b>METHODOLOGY</b>	<b>33</b>
3.1	Introduction	33
3.2	Site Selection	33
3.3	Survey Method	34
3.4	Apparatus/ Tools Required	36
3.5	Data compilation / Analysis	36
3.6	Steps for LOS determination	37
	3.6.1 Determination of effective walkway width	37
	3.6.2 Calculation of Pedestrian Flow Rate	38



	3.6.3	Calculation of Average Pedestrian Space	39
	3.6.4	Volume by Capacity ratio Calculation	40
<b>4</b>		<b>RESULTS AND DISCUSSION</b>	<b>42</b>
	4.1	Introduction	42
<b>5</b>		<b>CONCLUSION</b>	<b>51</b>
	5.1	Conclusion	51
		<b>REFERENCES</b>	<b>53</b>

**LIST OF TABLES**

<b>TABLE NO.</b>	<b>TITLE</b>	<b>PAGE</b>
2.1	List of pedestrian mean speed in different countries	10
2.2	Methods of evaluating PLOS and flaws	30
4.1	Detail data of sidewalks study corridor	44
4.2	Data summary of the study corridors	47
4.3	Data summary for Intersection cross walk A	48
4.4	Data summary for Intersection cross walk B	49
4.5	Average flow LOS criteria for walkways and sidewalks	50
4.6	LOS criteria for pedestrian sidewalks on urban streets	50

**LIST OF FIGURES**

<b>FIGURE NO.</b>	<b>TITLE</b>	<b>PAGE</b>
2.1	Relationships between pedestrian flow and space	21
2.2	Relationships between pedestrian speed and flow	22
2.3	Relationship between pedestrian space and speed	22
2.4	Relationships between speed and density	23
2.5	Pedestrian body eclipse	24
2.6	Pedestrian walking space requirement	24
3.1	Location Map of Study Area.	34
3.2	Illustration of effective width	38
3.3	Shows Trap length measurement	40
3.4	Shows Pedestrian Flow	41

**LIST OF SYMBOLS**

PLOS	-	Pedestrian Level of Service
LOS	-	Level of Service
RTOG	-	Right turn on green
LTOG	-	Left turn on green
RTOR	-	Right turn on red
CBD	-	Central Business District
MBJB	-	Majlis Bandaraya Johor Bahru.
HCM	-	High Way Capacity Manual.
$V_{ab}$	-	Sidewalk Flow
$V_{do}$	-	Pedestrian Joining Queue
$V_{co}$	-	Outbound Crossing Pedestrians
$V_{ci}$	-	Inbound Crossing Platoon
$W_{ab}$	-	Width of Sidewalk
C	-	Signal Cycle Length
S/W	-	Sidewalk

## LIST OF APPENDICES

<b>APPENDIX</b>	<b>TITLE</b>	<b>PAGE</b>
A	Walkway Analysis Worksheet (City Square S/W )	62
B	Walkway Analysis Worksheet ( City Square S/W)	63
C	Walkway Analysis Worksheet (City Square S/W)	64
D	Walkway Analysis Worksheet (City Square S/W)	65
E	Walkway Analysis Worksheet (City Square S/W)	66
F	Walkway Analysis Worksheet (City Square S/W)	67
G	Walkway Analysis Worksheet (City Square S/W)	68
H	Walkway Analysis Worksheet (City Square S/W)	69
I	Walkway Analysis Worksheet (Larkin/TM S/W)	70
J	Walkway Analysis Worksheet (Beverly WS S/W)	71
K	Walkway Analysis Worksheet (P /pacific S/W)	72
L	Walkway Analysis Worksheet (P/Pacific A S/W)	73
M	Walkway Analysis Worksheet (P/Pacific B S/W)	74
N-Q	Walkway Analysis Worksheet (Cross Flow A-D )	75-78

R	Crosswalk/Street Corner Analysis W/S A	79-81
S	Crosswalk/Street Corner Analysis W/S B	82-84
T	Intersection signalized cross flow.	85
U	Unsignalizedcross flow video graphic in progress	86
V	Intersection corner geometry & pedestrian movt	87
W	Condition 1 & 2 minor & major street crossing.	88
X	Illustration of walkway LOS.	89
Y	Graphical illustrations of ped15mins against time.	90

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Background of Study**

Walking is by far the most important mode of transport, as it not only act as a crucial link in the intermodal transfer in major activity centres, but also helps to fulfil recreational and utilitarian trips. While designing circulation systems, it is important to recognize that walking is not only an integral part of the network, but also that this mode can fulfil many activities in an environmentally sensitive way (Sheilar Sarkar, 2002). Every trip begins and ends with walking. Yet the pedestrian is often forgotten among the traffic planner's other concerns. Both his access problems and internal circulation problems have been generally neglected, although the later has received more attention recently. In both instances, the main concern is to provide the pedestrian with safe, direct and pleasant walking experience (Low Ing Huat, 2005). The movement of pedestrians in the urban environment is vital for sustaining the social and economic relationships essential to city life. Walking enables individuals to have direct contact with the environment and other people, enables the passage of people from place to place, and makes possible the access of pedestrians to areas where vehicular movement is not possible or is not desirable for safety or ecological reasons (Abishai Polus, 1983).

Walking has been a traditional mode of movement between places, irrespective of cities and countries. People walk with different purposes and in large

numbers for their daily needs, especially in developing countries. This necessitates the provision of exclusive walking facilities. The width of these facilities in general is governed by the pedestrian volume. In situations where these facilities are either encroached or occupied by vendors and hawkers, or are poorly maintained, the pedestrian are forced to walk on a portion of the carriageway, side-buffers or shoulders. Parking of vehicles in these areas further pushes the pedestrians on the carriageway, thus increasing their interaction with vehicles and thus their risk. The behaviour of pedestrians observed across the cities or countries is affected by the culture of the place (Rajat Rastogi, 2004)

Most countries in the world are experiencing an unparalleled growth in the use of private automobiles. Urban city like Johor Bahru has an increased car population rate. According to (Sheila Sarkar, 1993), substantial effort has been done to protect and to give preference to vehicular traffic, improving the overall street conditions in terms of comfort and convenience mainly to drivers (Zaly Shah & RODRIGUES DA SILVA, 2010). As a sequence, side walk and pedestrian paths are increasingly becoming non-regulated spaces when compared to urban spaces for motorized modes. Particularly in developing countries, pedestrian paths are often narrow, with irregular surfaces and poor maintenance (Michael Audi, 2010) stated that walkability is one of the many important considerations for suitable urban design. It is important to both residents and tourists to an area where good or bad the walkability experience can indirectly impact on public transportation system in a particular area.

The measurement of pedestrian level of service (PLOS) is a tool which ensures that pedestrian facilities are balanced with vehicular facilities and other land uses. HCM provides two components in its level of service calculation: a quantitative measure of pedestrian flow rates and a table that helps planners derive a LOS grade from the flow rate. The HCM pedestrian LOS grade is designed to be an objective measure of congestion on a pedestrian facility. It also provides a set of empirical data that highlights the limitation of this basic method and suggest way to localize the LOS calculation based on various factors, e.g. pedestrian trip, purpose, age, and



group size. A large body of research has confirmed that a favourable walking environment is a necessary condition for promoting walking and neighbourhood interaction. In recent years, considerable interests in improved walking environments have been generated to encourage non-motorized transportation modes to reduce pollution emissions and to improve public health (Wey & Chiu, 2013).

Pedestrian activity can be a major component in urban street capacity analysis, and pedestrian characteristics are an important factor in the design and operation of transportation systems. Concentrated pedestrian movement occurs at public events, in and near transit terminals, high-rise buildings, department stores, theatres, stadia, parking garages, and other major traffic generators. Pedestrian safety, trip patterns, and convenience are also a necessary consideration in all multimodal traffic and transport studies (Minhans & Moghaddasi, 2013).

The concentration of pedestrian activity at street corners and crosswalks makes them critical traffic links for both sidewalk and street networks. An overloaded corner or crosswalk not only affects pedestrian convenience, but can delay vehicle turning movements, thereby reducing the capacity of the intersection and connecting streets (Minhans, Shahid, & Hassan, 2015).

The principles of pedestrian flow analysis are similar to those used for vehicular flow. The fundamental relationships among speed, volume, and density are similar. As the volume and density of a pedestrian stream increases from free-flow to more crowded conditions, speed and ease of movement decreases. When the pedestrian density exceeds a critical level, volume and speed become erratic and rapidly decline.

Pedestrian flow on sidewalks is affected by a reduction in effective walkway width caused by various items of street “furniture”, such as parking meters, light standards, mail boxes, and trash cans, and by interruption to flow caused by traffic signals. The traffic signal cycle also results in queues of waiting pedestrians at street

corners, which decreases corner circulation capacity and concentrates crossing pedestrians into denser platoons (Moghaddasi & Ali, 2013).

The level-of-service (LOS) concept, first used to define relative degrees of convenience on highways, is also applicable to pedestrian facilities. With this concept, such convenience factors as the ability to select walking speeds, bypass slower pedestrians, and avoid conflicts with others are related to pedestrian density and volume. The concept can also be applied to degrees of crowding in queuing areas, such as sidewalk corners, transit platforms and other waiting areas (Manual, 2000).

## **1.2 Problem Statement**

The principles of highway capacity were suitably adjusted to evaluate pedestrian facilities. Though simple to apply, it suffers a serious setbacks relating to performance of sidewalk with various qualitative dimensions of walking such as footpath surface condition, walking environment comfort, safety and potential of vehicle conflict. Characteristics of pedestrian, like size and walking pace localised to a nation without considering a more universal situation. Pedestrians are treated like vehicles, there behaviour inadequately represented. Qualitative parameters are ignored or not comprehensively considered, street dimension facilities and furniture are equally not considered. Quality of walking environment considered unimportant. The criteria for various level of service (LOS) for pedestrian flow are based on subjective measures that may be somewhat imprecise

### **1.3 Objectives of the Work**

- a) To estimate Pedestrian Level-of –service PLOS on sidewalk and crosswalk.
- b) To examine the insufficiency in the HCM method of estimating PLOS.
- c) To suggest measures to improve on the current methods of estimating PLOS.

### **1.4 Scope of Work**

- a) Seven locations were chosen for pedestrian counts, within Johor Bahru.
- b) Walkways of foot-over bridges, crosswalk and sidewalk were involved.
- c) Morning peak dry weather conditions.
- d) A period of one hour survey counts at each selected site.
- e) Survey conducted to estimate speed, flow, and density of pedestrians.
- f) Analysis of data is based on flow variables and geometric variables for estimating LOS.

### **1.5 Significance of Study**

The significance of the study is to determine the pedestrian level of service (PLOS) and establish a new approach in suggesting an alternative way of estimating PLOS that qualifies the service levels more closely.

## REFERENCES

- Abishai Polus, J. L. S., Anela Ushpiz. (1983). <Pedestrian flow and level of service.pdf>. *Transportation Engineering*, 109(1), 46-56.
- Al-Masaeid, H. R., Al-Suleiman, T. I., & Nelson, D. C. (1993). Pedestrian speed-flow relationship for central business district areas in developing countries. *Transportation Research Record*(1396).
- Asadi-Shekari, Z., Moeinaddini, M., & Zaly Shah, M. (2012). Disabled pedestrian level of service method for evaluating and promoting inclusive walking facilities on urban streets. *Journal of Transportation Engineering*, 139(2), 181-192.
- Asadi-Shekari, Z., Moeinaddini, M., & Zaly Shah, M. (2013). Non-motorised level of service: addressing challenges in pedestrian and bicycle level of service. *Transport reviews*, 33(2), 166-194.
- Blue, V., & Adler, J. (1998). Emergent fundamental pedestrian flows from cellular automata microsimulation. *Transportation Research Record: Journal of the Transportation Research Board*(1644), 29-36.
- Chattaraj, U., Seyfried, A., & Chakroborty, P. (2009). Comparison of pedestrian fundamental diagram across cultures. *Advances in complex systems*, 12(03), 393-405.
- Cheung, C., & Lam, W. (1997). A study of the bi-directional pedestrian flow characteristics in the Hong Kong mass transit railway stations. *Journal of the Eastern Asia Society for Transportation Studies*, 2(5), 1607-1619.

- Daamen, W. (2004). *Modelling passenger flows in public transport facilities*: TU Delft, Delft University of Technology.
- Daamen, W., & Hoogendoorn, S. (2003). Experimental research of pedestrian walking behavior. *Transportation Research Record: Journal of the Transportation Research Board*(1828), 20-30.
- Dixon, L. (1996). Bicycle and pedestrian level-of-service performance measures and standards for congestion management systems. *Transportation Research Record: Journal of the Transportation Research Board*(1538), 1-9.
- Eschelbeck, G., & Moser, T. (1994). *Distributed Traffic-Monitoring and Evaluation by Means of a Client-Server Architecture*. Paper presented at the IFIP Congress (2).
- Fruin, J. (1970). *Design for Pedestrians, A Level-of-Service Concept*. unpublished Ph. D. dissertation, The Polytechnique Institute of Brooklyn.
- Fruin, J. J. (1971). *Pedestrian planning and design*. Retrieved from
- Gallin, N. (2001). Quantifying pedestrian friendliness--guidelines for assessing pedestrian level of service. *Road & Transport Research*, 10(1), 47.
- Gerilla, G., Hokao, K., & Takeyama, Y. (1995). Proposed level of service standards for walkways in metro Manila. *Journal of the Eastern Asia Society for Transportation Studies*, 1(3), 1041-1060.
- Gorrie, C. A., Brown, J., & Waite, P. M. (2008). Crash characteristics of older pedestrian fatalities: Dementia pathology may be related to 'at risk'traffic situations. *Accident Analysis & Prevention*, 40(3), 912-919.
- Hall, S. (1990). Cultural identity and diaspora.
- HAN, B.-y., & SHEN, S.-x. (2005). Landscape Architecture Design Based on Regional Features [J]. *Journal of Chinese Landscape Architecture*, 7.

- Helbing, D., Molnar, P., Farkas, I. J., & Bolay, K. (2001). Self-organizing pedestrian movement. *Environment and planning B*, 28(3), 361-384.
- Hoel, L. A. (1968). Pedestrian travel rates in central business districts. *Traffic Engineering*, 38(4), 10-13.
- Hoogendoorn, S. P., & Daamen, W. (2005). Pedestrian behavior at bottlenecks. *Transportation Science*, 39(2), 147-159.
- Jiang, Y., Xiong, T., Wong, S., Shu, C.-W., Zhang, M., Zhang, P., & Lam, W. H. (2009). A reactive dynamic continuum user equilibrium model for bi-directional pedestrian flows. *Acta Mathematica Scientia*, 29(6), 1541-1555.
- Jiten Shah, G. J., Purnima Parida. (2013). Walking speed of pedestrian on stairways at intercity Railway Station in India. *Proceedings of the Eastren Asia Society of Transportation Studies*, 9, 1-9.
- Khalidur Rahman, N. A. G., Anton Abdulbasah Kamil, Adli Mustafa. (2012). <Analysis of Pedestrian Free Flow Walking Speed in a Least Developing.pdf>. *Applied Sciences*, 4(21), 4299-4304.
- Kitamura, R., Mokhtarian, P. L., & Laidet, L. (1997). A micro-analysis of land use and travel in five neighborhoods in the San Francisco Bay Area. *Transportation*, 24(2), 125-158.
- Kotkar, K., Rastogi, R., & Chandra, S. (2010). Pedestrian flow characteristics in mixed flow conditions. *Journal of Urban Planning and Development, ASCE*, 136(3), 23-33.
- Koushki, P. A. (1991). Auto travel fuel elasticity in a rapidly developing urban area. *Transportation Research Part A: General*, 25(6), 399-405.
- Lam, W. H., & Cheung, C.-y. (2000). Pedestrian speed/flow relationships for walking facilities in Hong Kong. *Journal of Transportation Engineering*, 126(4), 343-349.

- Lam, W. H., Lee, J. Y., Chan, K., & Goh, P. (2003). A generalised function for modeling bi-directional flow effects on indoor walkways in Hong Kong. *Transportation Research Part A: Policy and Practice*, 37(9), 789-810.
- Lam, W. H., Lee, J. Y., & Cheung, C. (2002). A study of the bi-directional pedestrian flow characteristics at Hong Kong signalized crosswalk facilities. *Transportation*, 29(2), 169-192.
- Landis, B., Vattikuti, V., Ottenberg, R., McLeod, D., & Guttenplan, M. (2001). Modeling the roadside walking environment: pedestrian level of service. *Transportation Research Record: Journal of the Transportation Research Board*(1773), 82-88.
- Lee, C., & Abdel-Aty, M. (2005). Comprehensive analysis of vehicle–pedestrian crashes at intersections in Florida. *Accident Analysis & Prevention*, 37(4), 775-786.
- Lee, J. Y., Goh, P., & Lam, W. H. (2005). New level-of-service standard for signalized crosswalks with bi-directional pedestrian flows. *Journal of Transportation Engineering*, 131(12), 957-960.
- Lee, J. Y., & Lam, W. H. (2008). Simulating pedestrian movements at signalized crosswalks in Hong Kong. *Transportation Research Part A: Policy and Practice*, 42(10), 1314-1325.
- Low Ing Huat, R. S., Dadang Mohamad MA'SOEM. (2005). <Revised walkway way capacity using platoon flow.pdf>. *Eastern Asia Society For Transportation Studies*, 5, 996-1008.
- MacDorman, L. C. (1967). *An Investigation of Pedestrian Travel Speeds in the Business District of Washington*.
- Manual, H. C. (2000). Highway capacity manual. Transport Research Board, National Research council, Washington, D.C. *Washington, DC*.

- Mateo-Babiano, I. B., & Ieda, H. (2007). *Street space sustainability in Asia: The role of the Asian pedestrian and street culture*. Paper presented at the Proceedings of the Eastern Asia Society for Transportation Studies.
- May, A. D (1990), *Traffic Flow Fundamentals*: New Jersey: Prentice-Hall.
- Michael Audi, K. B., Alison Couture, Suzanne Njem. (2010). <Measurement and analysis of walkability in Hong Kong.pdf>. *Project Report*, 1-195.
- Miller, J., Bigelow, J., & Garber, N. (2000). Calibrating pedestrian level-of-service metrics with 3-D visualization. *Transportation Research Record: Journal of the Transportation Research Board*(1705), 9-15.
- Minhans, A., & Moghaddasi, A. (2013). Transport Cost Analysis of City Bus and Private Car Usage in Johor Bahru, Malaysia. *Jurnal Teknologi*, 65(3).
- Minhans, A., Shahid, S., & Ahmed, I. (2014). An investigation into qualitative differences between bus users and operators for intercity travel in malaysia. *Jurnal Teknologi*, 70(4).
- Minhans, A., Shahid, S., & Hassan, S. A. (2015). Assessment of Bus Service-Quality using Passengers' Perceptions. *Jurnal Teknologi*, 73(4).
- Mitchell, D. H., & Smith, J. M. (2001). Topological network design of pedestrian networks. *Transportation Research Part B: Methodological*, 35(2), 107-135.
- Moghaddasi, A. M., & Ali. (2013). Economic Cost Comparison of Public and Private Travel in the Skudai Town of Malaysia. *Institute of Town Planners, India Journal*(July - September 2013), 8-20.
- Navin, F., & Wheeler, R. (1969). Pedestrian flow characteristics. *Traffic Engineering, Inst Traffic Engr*, 39.
- O'Flaherty, C., & Parkinson, M. (1972). Movement on a city centre footway. *Traffic engineering and control*, 13(2), 160-163.



- Oeding, D. (1963). Traffic loads and dimensions of walkways and other pedestrian circulation facilities. *Strassenbau and strassenverkehrstechnik*, 22, 160-163.
- Older, S. (1968). *Movement of pedestrians on footways in shopping streets*: Traffic engineering & control.
- Pushkarev, B., Zupan, J., Pushkarev, B., & Zupan, J. M. (1975). Capacity of walkways. *Transportation Research Record*, 538, 1-15.
- Rajat Rastogi, T. I., Satish Chandra. (2004). <Pedestrian Flow Characteristics For Different Pedestrian Facilities and Situation.pdf>. *European Transport*, 6(53), 1-21.
- Robertson, K. A. (1995). Downtown redevelopment strategies in the United States: An end-of-the-century assessment. *Journal of the American planning Association*, 61(4), 429-437.
- Rouphail, N., Hummer, J., Milazzo II, J. S., & Allen, D. P. (1998). *Recommended Procedures for Chapter 13, Pedestrians, of the Highway Capacity Manual*. Retrieved from
- Sahani, R., & Bhuyan, P. K. (2013). Level of Service Criteria of off-street Pedestrian Facilities in Indian Context using Affinity Propagation Clustering. *Procedia - Social and Behavioral Sciences*, 104, 718-727. doi:10.1016/j.sbspro.2013.11.166
- Sarkar, A., & Janardhan, K. (1997). A study on pedestrian flow characteristics. *Cdrom with Proceedings*.
- Sarkar, S. (1993). Determination of service levels for pedestrians, with European examples. *Transportation Research Record*(1405).
- Sarkar, S. (2002). <Quantitative Evaluation of Comfort Needs in Urban Walkway in Major Activity Centres.pdf>. *TRB Annual Meeting*, 1-32.

- Seyfried, A., Passon, O., Steffen, B., Boltes, M., Rupprecht, T., & Klingsch, W. (2009). New insights into pedestrian flow through bottlenecks. *Transportation Science*, 43(3), 395-406.
- Shahid, S., Minhans, A., & Puan, O. C. (2014). Assessment of greenhouse gas emission reduction measures in transportation sector of malaysia. *Jurnal Teknologi*, 70(4).
- Singh K, J. P. K. (2011). <Methods of Assessing Pedestrian Level Of Service.pdf>. *Engineering and Research Studies, Jers/vol.11(1)*, 116-124.
- Sisiopiku, V., Byrd, J., & Chittoor, A. (2015). Application of level-of-service methods for evaluation of operations at pedestrian facilities. *Transportation Research Record: Journal of the Transportation Research Board*.
- Smith, R. (1995). Density, velocity and flow relationships for closely packed crowds. *Safety Science*, 18(4), 321-327.
- Tajima, Y., Takimoto, K., & Nagatani, T. (2001). Scaling of pedestrian channel flow with a bottleneck. *Physica A: Statistical Mechanics and its Applications*, 294(1), 257-268.
- Tanaboriboon, Y., & Guyano, J. A. (1991). Analysis of pedestrian movements in Bangkok. *Transportation Research Record*(1294).
- Tanaboriboon, Y., Hwa, S. S., & Chor, C. H. (1986). Pedestrian characteristics study in Singapore. *Journal of Transportation Engineering*, 112(3), 229-235.
- Teknomo, K. (2002). Microscopic pedestrian flow characteristics: Development of an image processing data collection and simulation model. *Diss. Tohoku Univ.*
- Virkler, M. R., & Elayadath, S. (1994). *Pedestrian speed-flow-density relationships*.
- Wenzhong, H., & Peikun, Y. (1995). Delays of Pedestrians and Vehicles at the Nonsignalized Zebra Crossing [J]. *Journal of Tongji University*, 1.

- Wey, W.-M., & Chiu, Y.-H. (2013). Assessing the walkability of pedestrian environment under the transit-oriented development. *Habitat International*, 38(0), 106-118. doi:<http://dx.doi.org/10.1016/j.habitatint.2012.05.004>
- Wong, S., Leung, W., Chan, S., Lam, W. H., Yung, N. H., Liu, C., & Zhang, P. (2010). Bidirectional pedestrian stream model with oblique intersecting angle. *Journal of Transportation Engineering*.
- Yang, L., Jia, H., Juan, Z., & Zhang, J. (2010). Service level classification of facilities in passenger terminals based on pedestrian flow characteristics analysis. *Integrated Transportation Systems-Green• Intelligent• Reliable ASCE, ICCTP, 2010*, 2581-2589.
- Yu, W., Chen, R., Dong, L., & Dai, S. (2005). Centrifugal force model for pedestrian dynamics. *Physical Review E*, 72(2), 026112.
- Zaly Shah, M., & RODRIGUES DA SILVA, A. N. (2010). <*Pedestrian Infrastructure and Sustainable Mobility in Developing countries-The cases of Brasil and Malaysia.pdf*>. Retrieved from LISBON PORTUGAL: