

# Evaluation of users' satisfaction on pedestrian facilities using pair-wise comparison approach

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## Abstract Metrics

Global climate change issues demand people of the world to change the way they live today. Thus, current cities need to be redeveloped towards less use of carbon in their day to day operations. Pedestrianized environment is one of the approaches used in reducing carbon foot print in cities. Heritage cities are the first to be looked into since they were built in the era in which motorized vehicles were minimal. Therefore, the research explores users' satisfaction on assessment of physical attributes of pedestrianization in Melaka Historical City, a UNESCO World Heritage Site. It aims to examine users' satisfaction on pedestrian facilities provided within the study area using pair wise questionnaire comparison approach. A survey of 200 respondents using random sampling was conducted in six different sites namely Jonker Street, Church Street, Kota Street, Goldsmith Street, Merdeka Street to Taming Sari Tower and Merdeka Street to River Cruise terminal. The survey consists of an assessment tool based on a nine-point scale of users' satisfaction level of pathway properties, zebra pedestrian crossing, street furniture, personal safety, adjacent to traffic flow, aesthetic and amenities. Analytical hierarchical process (AHP) was used to avoid any biasness in analyzing the data collected. Findings show that Merdeka Street to Taming Sari Tower as the street that scores the highest satisfaction level that fulfils all the required needs of a pedestrianized environment. Similar assessment elements can be used to evaluate existing streets in other cities and these criteria should also be used in planning for future cities.



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## Dates

Issue 1 (2014)

## Metrics

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