

Abstract

The level of service (LOS) is a measure of quality and performance of the transport facilities. For walkway, the LOS is based on the average pedestrian space and average flow rate. The larger space, which happens during the smaller flow rate, shows the better LOS, as pedestrians are more independent to move. According to the Transit Capacity and Quality of Service Manual, the pedestrian LOS is typically analyzed based on the average value over the busiest 15-min period. However, the results may obscure pedestrian circulation problems, as it shows too optimistic LOS. For transit station, the train is coming on the scheduled headway. The alighting passengers come as a platoon during a short period and then dissipate from the station. The situation would be same at the adjacent walkway. The data collection at the skywalk adjacent to the busy station is conducted in order to study the effect of the analysis period on the resulting pedestrian LOS. The results show that the pedestrian LOS on the skywalk is “A” but the real situation shows a very high density of pedestrian on the skywalk. This distorted LOS is a result of the analysis across inappropriate analysis period of 15 minutes. The selection of the analysis period affects the consistency of the resulting LOS. This concern should be raised to the design of the facilities in transit station for the future projects in order to improve the pedestrian LOS.

Keywords: level of service, pedestrian, walkway, Transit