

ABSTRACT

This study aims to evaluate the performance of pedestrian facilities on Jalan Dewi Sartika, Ciputat Market Area, focusing on three main aspects: comfort, safety, and accessibility. The research employs a descriptive quantitative approach, with data collected through questionnaires distributed to 100 users of the pedestrian facilities. The analysis results indicate that despite some efforts in providing facilities, there remains a significant gap between user expectations and the actual performance of the existing facilities. Key findings from this study include: the aspect of comfort, particularly related to protection from weather conditions, shows a low performance score (2.54) compared to a high level of importance (3.67); many users still feel unsafe when using the facilities; and accessibility for vulnerable groups, such as persons with disabilities and the elderly, remains very limited, with performance scores indicating that the existing facilities have not fully met the required accessibility standards. This study is expected to provide constructive recommendations for improving and developing pedestrian facilities in the area, thereby enhancing the quality of life of the community and supporting better mobility.

Keywords: *Performance Evaluation, Pedestrian Facilities, Comfort, Safety, Accessibility*