



20 Miles per Hour

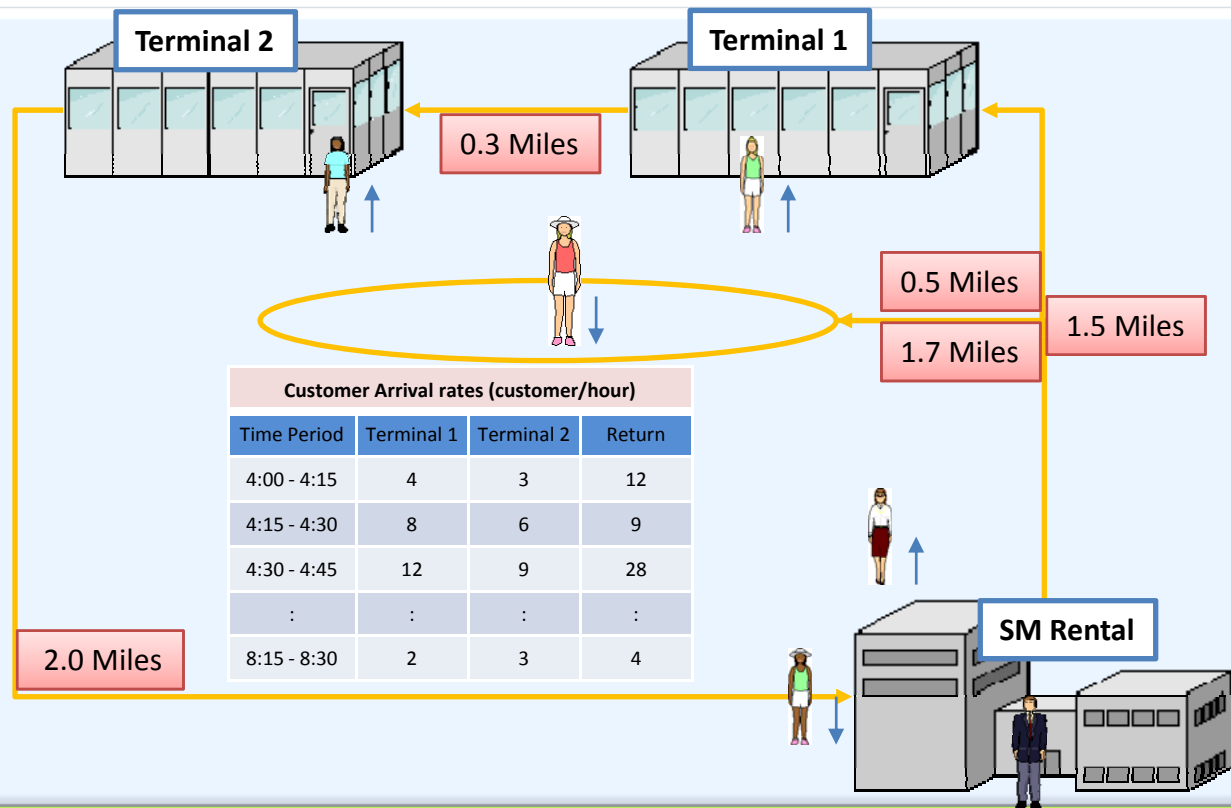
Boarding (12 Secs)

Exiting (6 Secs)



Check-in Time is **Check_in.Dat**

Check-out Time is **Check_out.Dat**



% Customer	Add. Passenger	% Passenger	No .of Bag
60 %	0	25 %	0
20 %	1	40 %	1
15 %	2	30 %	2
5 %	3	5 %	>=3

Van Type	Total Cost per Mile
12 Seats	48 cents
18 Seats	73 cents
30 Seats	92 cents

* No Policy of Mixing
* Prefer Larger Vans

Cost per Hour	
Driver	\$12.50
Agent	\$11.50

Customer Satisfaction Time (Mins)	
Terminal -> Keys in hand	<20
Car drop-off -> Terminal	<18

Customer Satisfaction Rate	
Old	85 %
Target	90 %

Control Variable
Number of Van ?
Number of Agent ?

Objective
Minimize Cost
If Demand increase 20 % , what are the Configurations

Must-Be-Considered Constraints

Analysis of Check-in Check-Out Time

Single Queue for an Available Agent

Detection of Arrival Schedule's Error

End Process Condition - Terminate Condition & Extended Schedule

% Number of Passenger and Packed Moving

% Number of Bag

Van Schedule or Frequency Time

Van's Seat Capacity vs. Passenger Pack

Boarding and Exiting Time

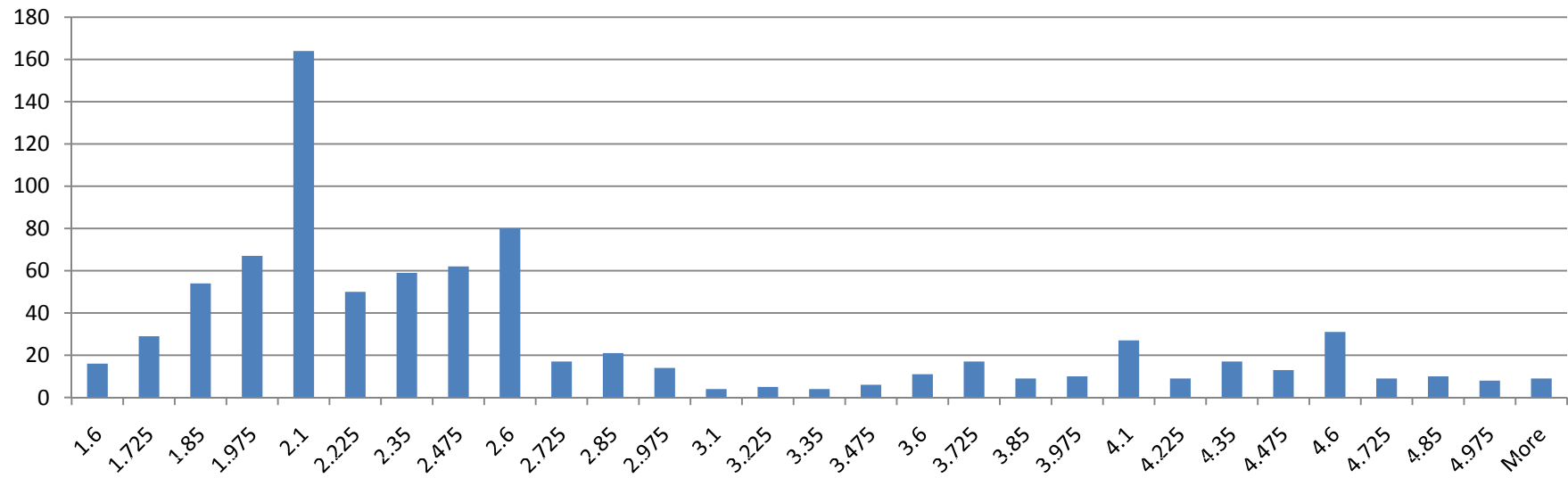
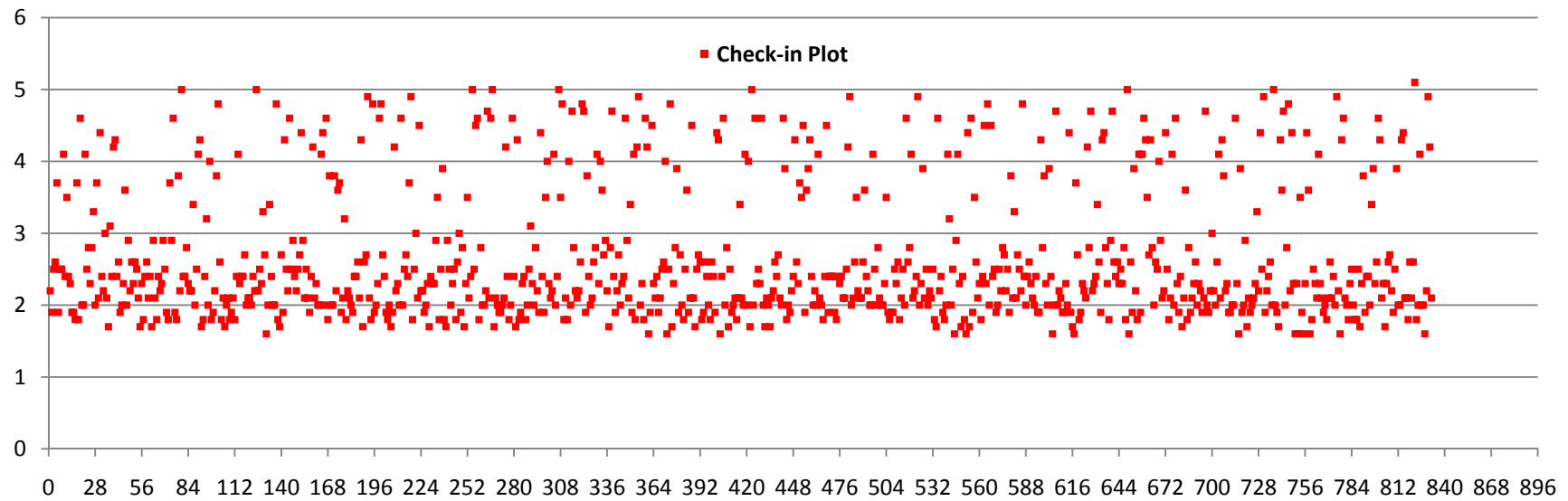
Total Cost = Driver Cost + Agent Cost + Fuel Cost

Original Environment(As-Is Model) - 85% Customer Satisfaction Rate

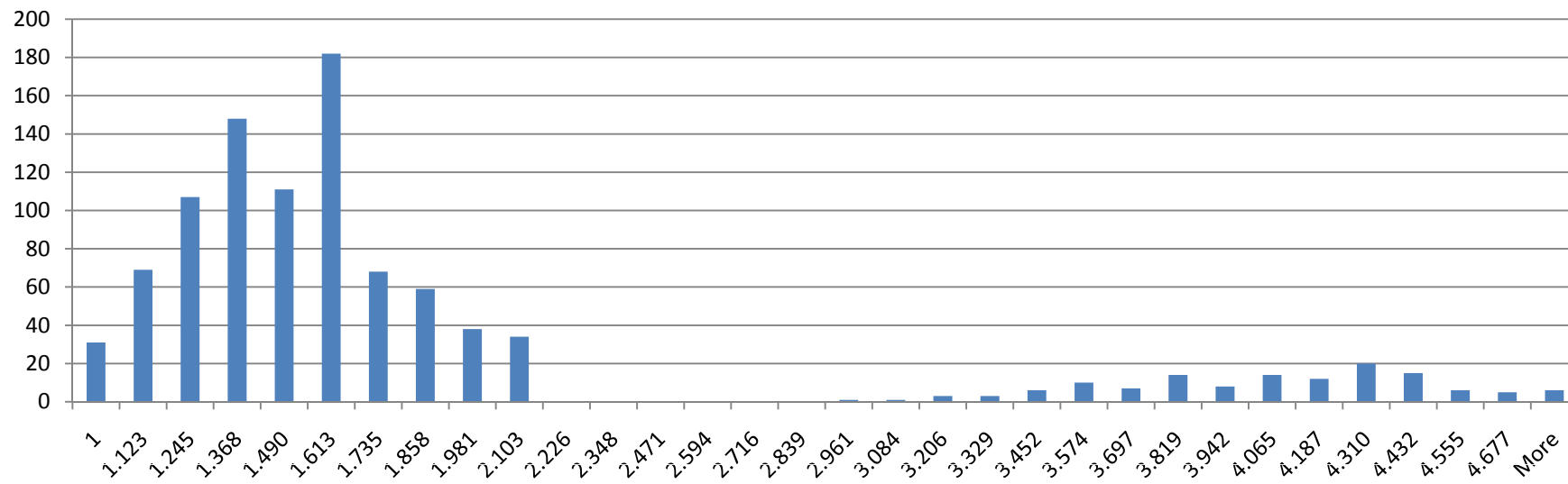
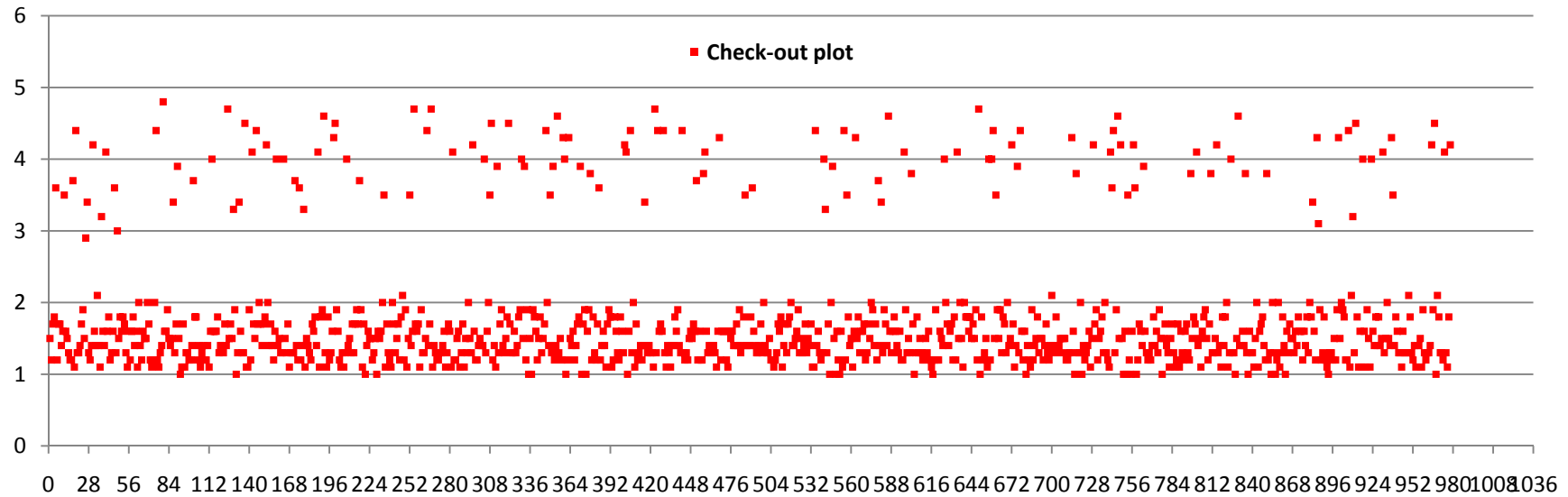
Suggested Environment(To-Be Model) - 90% Customer Satisfaction Rate

Assumption Environment(To-Be Model) - Demand Increasing by 20%

Check-in Data



Check-out Data



Check-out Histogram