

**A Study on the Evaluation Method of the Shunting Operation Plan of a Freight
Station with Consideration for the Satisfaction of Express Companies**

Shunichi TANAKA Hiroshi MATSUBARA Shingo NAKAGAWA
Naoto FUKUMURA Daisuke TATSUI Noriko FUKASAWA

Shunting operation schedule at a freight station must be changed depending on delay of arriving trains. In particular, when multiple trains arrive at the freight station at the same time, complicated decision is needed. In order to consider the satisfaction of express companies, we have proposed a quantitative method of evaluating shunting operation schedule including an index of disutility for the customer satisfaction. From the results of the simulation using actual records of delay, we have confirmed that there is still a room for improving the customer satisfaction in rescheduling of shunting operation.