

## **Evaluation of Facility Improvement in Turn Tracks from the Viewpoints of Service Level for Passengers**

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When an operational disturbance occurs, it is often the case that all trains on that line are stopped. It may significantly decrease the transportation service level for passengers, because even passengers who need not go through the blockage section are forced to wait until the cause of the suspension is removed. Deploying additional turn tracks and providing shuttle service can localize the bad effect of such disturbances. In our research, we established a method of estimating the effectiveness of turn tracks from the viewpoints of passengers. We also conducted some case studies, which include experiments for evaluating the effectiveness of additional turn tracks.