Question 13.2

In this problem you, can simulate a simplified airport security system at a busy airport. Passengers arrive according to a Poisson distribution with $\lambda_1 = 5$ per minute (i.e., mean interarrival rate $\mu_1 = 0.2$ minutes) to the ID/boarding-pass check queue, where there are several servers who each have exponential service time with mean rate $\mu_2 = 0.75$ minutes. [Hint: model them as one block that has more than one resource.] After that, the passengers are assigned to the shortest of the several personal-check queues, where they go through the personal scanner (time is uniformly distributed between 0.5 minutes and 1 minute).

Use the Arena software (PC users) or Python with SimPy (PC or Mac users) to build a simulation of the system, and then vary the number of ID/boarding-pass checkers and personal-check queues to determine how many are needed to keep average wait times below 15 minutes. [If you're using SimPy, or if you have access to a non-student version of Arena, you can use $\lambda_1 = 50$ to simulate a busier airport.]

Summary: Found that having 4 boarding agents and 4 ticket scanners was the most optimal amount for my simulation considering that the benefits of adding more were small compared to cost of paying for more people. Any less than 4 each caused a much longer wait time for passengers. For 80 replications of my simulation, the average wait time was 3.87 minutes with total time to get through security at 5.37. This was using the small airport model of people arriving every 5 minutes (not 50 minutes).