

## **ABSTRACT**

Moh Toha toll gate and Pasteur toll gate at rush hour often frequently queues that caused long traffic jams at each toll gates, so at this final project analyze the effectiveness of service queues from the Moh Toha toll gate and Pasteur toll gate. Analysis of the effectiveness of services queues were performed using a simple queuing model and the model queue service category. The required data for analysis in this study were collected based on primary data obtained through field survey on the capacity of the vehicle, service time and queue waiting time of each toll gate. The results of the analysis of the effectiveness of services queues at Moh Toha toll gate and Pasteur toll gate indicates that service queues at Moh Toha toll gate already effective because it has a good utility factor system, and good queue service category, and the service at Pasteur toll gate can also be considered effective because it has a good utility factor system, and good queue service category.

Keywords : Toll gate, Queue waiting time, Service time, Model queue