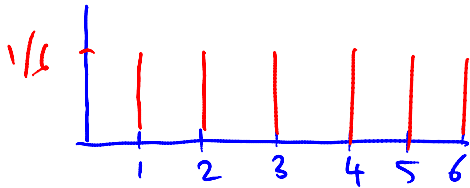
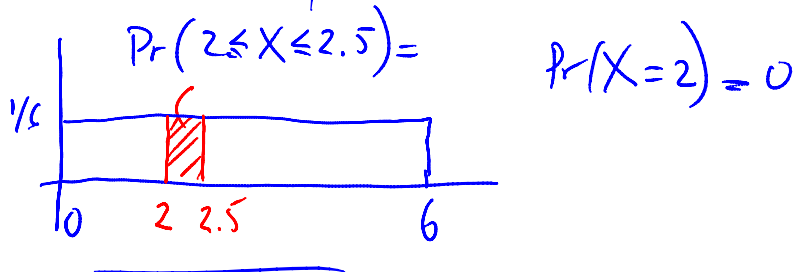


Ex. One die

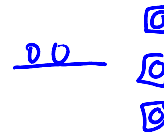
$$Pr(X=2) = \frac{1}{6}$$



Gasoline sold



Terminology



State of system: # in system

Queue length: # in queue (# in system - # in service)

$N(t)$: # in system at $t \geq 0$

s : # servers

λ_n : arrival rate if n in system

μ_n : service rate if n in system
for overall system (all servers)

When $\lambda_n = \lambda$, and $\mu_n = \mu$ for all n ,

$$\rho = \frac{\lambda}{s\mu} : \text{utilization factor (traffic intensity)}, \quad 0 < \rho < 1$$

Two videos of a simple queueing animation:

- [Stable queue](#): Here, the arrival rate is $\alpha = 0.45$ customers per time and service rate is $\beta = 0.50$ customers per time. Since $\alpha < \beta$, the system will eventually settle down at an average of 9 customers in the the system. The variable $Q(t)$ keeps track of the number of customers in the system, $E(t)$ measures the fraction of time the server is idle, and $W(t)$ is the average waiting time of a customer.

- Exploding queue: Here, $\alpha = 0.95$ and $\beta = 0.5$, so the queue will grow without bound.

Pasted from <<http://www.business.mcmaster.ca/courses/0711/ChapterComments/Ch-17-HL.html>>

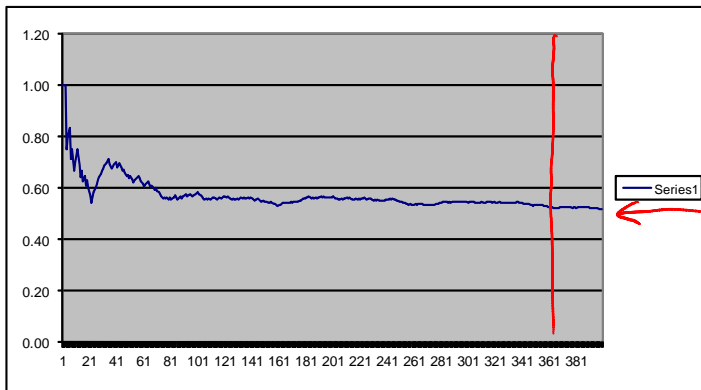
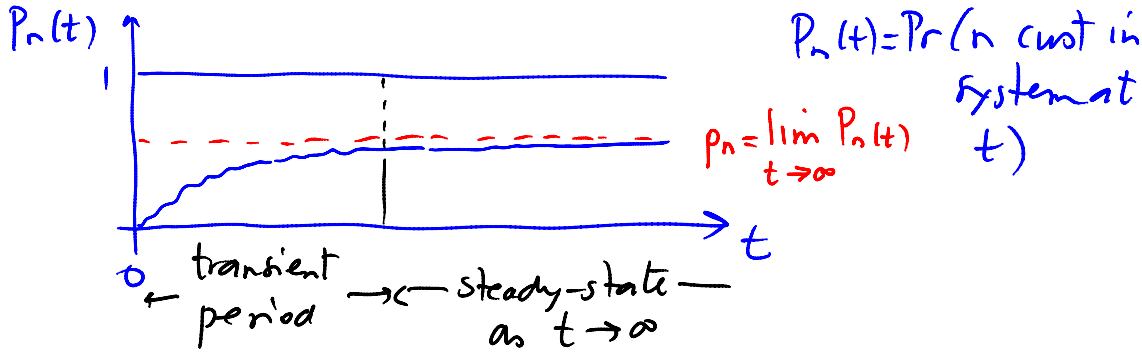
$$\frac{1}{\lambda} : E(\text{interarrival time})$$

$$\frac{1}{\mu} : E(\text{service time})$$

$$\lambda = 20 \text{ cust/hr}$$

$$\frac{1}{\lambda} = \frac{1}{20} \text{ hr/cust}$$

$$= 3 \text{ min/cust}$$



So, $p_n = \text{Pr}(\text{exactly } n \text{ in system})$ in steady-state

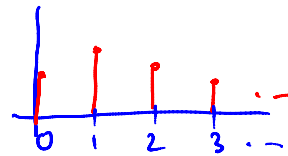
$$L = E(\# \text{ in system})$$

$$X < \begin{matrix} a \\ b \end{matrix} \begin{matrix} p \\ q \end{matrix}$$

$$E(X) = ap + bq$$

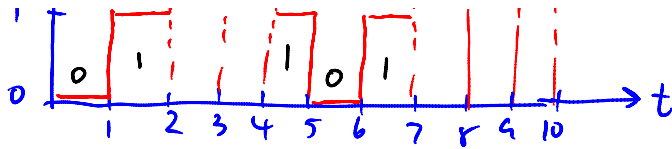
$$n: 0 \quad 1 \quad 2 \quad 3 \quad \dots$$

$$\text{Pr} \cdot p_0 \quad p_1 \quad p_2 \quad p_3 \quad \dots$$



$$L = 0 \cdot p_0 + 1 \cdot p_1 + 2 \cdot p_2 + \dots = \sum_{n=0}^{\infty} n p_n$$





0	for	2 hr	(0.2)	L = 0(0.2) + 1(0.3) + 2(0.5)
1	"	3 hr	(0.3)	= 1.3
2	"	5 hr	(0.5)	

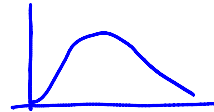
$L_q = E(\text{queue length})$
 $= 0 \cdot p_s + 1 \cdot p_{s+1} + 2 \cdot p_{s+2} + \dots$
 (with s servers)

$s=3$	$\frac{n}{2}$	<u># in queue</u>
	3	0
	4	1
	5	2
	⋮	⋮

$$= \sum_{n=s}^{\infty} (n-s) p_n$$

W : waiting time in system for a customer

$W = E(w)$

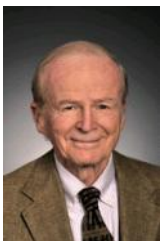


W_q : waiting time in queue " " "

$W_q = E(W_q)$

Easier to find L & L_q than W and W_q

Little's formula involves L, λ and W | $L = \lambda W$
 L_q, λ and W_q | $L_q = \lambda W_q$

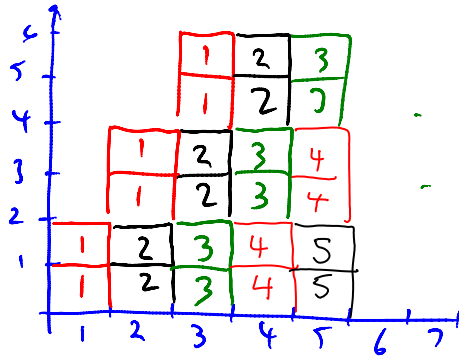


Motivating ex (small hospital admission)

$$\lambda = 2 \text{ patients/day}$$

$$W = 3 \text{ days}$$

$$L = \lambda W = 2 \cdot 3 = 6 \text{ beds}$$



2. Importance of exponential distr. in queueing

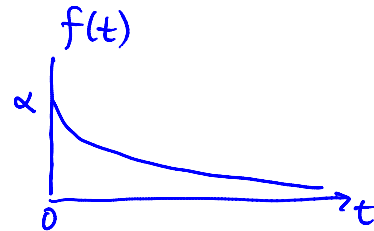
Randomness : ① interarrival time
② service time

<http://www.business.mcmaster.ca/courses/O711/ChapterComments/documents/ExponentialTest.pdf>

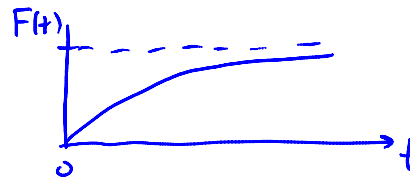
T : exponential n.v.

rate

Density $f(t) = \alpha e^{-\alpha t}$, $t \geq 0$, $\alpha > 0$
(pdf)



c.d.f. $\Pr(T \leq t) = F(t) = 1 - e^{-\alpha t}$



Mean

$$E(T) = \frac{1}{\alpha}$$

$$\alpha = 20 \text{ cmot/hr}$$

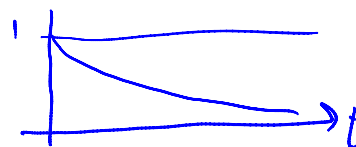
$$\frac{1}{\alpha} = 3 \text{ min/cmot}$$

Variance $\text{Var}(T) = \frac{1}{\alpha^2}$

Complementary c.d.f.

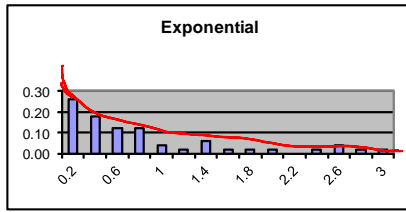
$$\Pr(T > t) = 1 - \Pr(T \leq t)$$

$$= 1 - (1 - e^{-\alpha t}) = e^{-\alpha t}$$



Ex. Data

<http://www.business.mcmaster.ca/courses/O711/ChapterComments/documents/Exponential.xls>

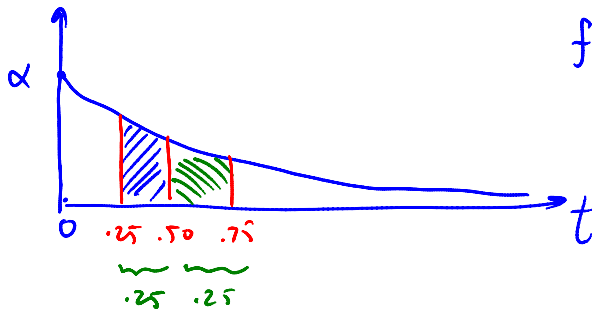


Six important properties

Prop. 1

$f(t) \searrow$ in t

$$f'(t) = -\alpha e^{-\alpha t} < 0$$

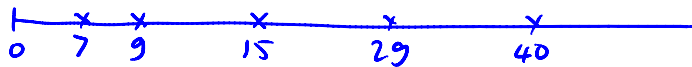


Prop. 2 Memorylessness (lack of memory)

Ex. lifetime of an equipment

let A : lifetimes exponential with

mean $E(A) = 10$ days/item, $\alpha = \frac{1}{10}$ items/days

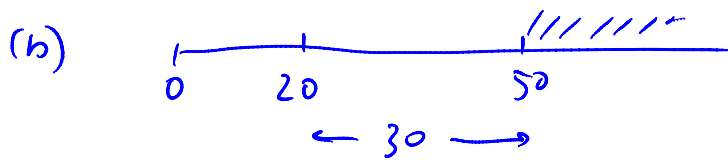
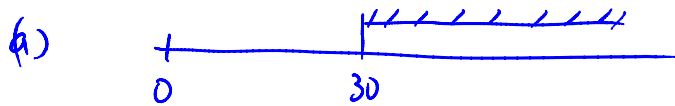


Find:

↓ (new item)

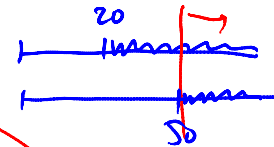
(a) $\Pr(\text{no breakdown in 30 days}) = \Pr(A > 30)$

(b) $\Pr(\text{no breakdown during next 30 days} \mid \text{no breakdown in last 20 days})$
 $= \Pr(A > 50 \mid A > 20)$



$$\alpha = \frac{1}{10}$$

(a) $\Pr(A > 30) = e^{-\frac{1}{10} \cdot 30} = e^{-3} = 0.049$



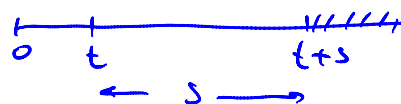
(b) $\Pr(A > 50 | A > 20) = \frac{\Pr(A > 50 \text{ and } A > 20)}{\Pr(A > 20)}$

$$= \frac{\Pr(A > 50)}{\Pr(A > 20)} = \frac{e^{-5}}{e^{-2}} = e^{-3} = 0.049$$

Always true!

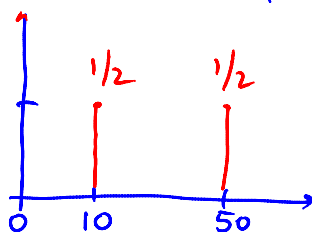
$$\Pr(A > t+s | A > t) = \Pr(A > s) \text{ for all } s, t \geq 0$$

Proof (PhD guys)



Ex. A distrib. with memory

Buses arrive either every 10 mins or 50 minutes with equal prob



$$\Pr(A=10) = \Pr(A=50) = \frac{1}{2}$$

∴ U is also expon. with parameter $\alpha_1 + \alpha_2$

$$\Pr\{U \leq t\} = 1 - e^{-(\alpha_1 + \alpha_2)t}$$

$$E(U) = \frac{1}{\alpha_1 + \alpha_2}$$