



PIMS-UCalgary Operations Research & Analytics Series: Dr. Armann Ingolfsson

March 17, 2017

11:00 AM

Location: SH210

University of Calgary

How Load Affects Service Times in Emergency Medical Services

We apply a general framework to analyze the influence of system load on service times in queueing systems to EMS systems. The framework unifies previous results and ties them to possible future studies to help empirical and analytical researchers to investigate and model the ways in which load impacts service times. We describe several mechanisms through which load induces behaviors in the servers, the users, or the network that cause the work content or the service speed to change. We test hypotheses related to the mechanisms using data from the Calgary EMS system. We discuss the implications our framework for empirical research on EMS operations.

This lecture is sponsored jointly by PIMS, UC Math Department, Haskayne School of Business and the Schulich School of Engineering.

Website and Speaker Biography:

<http://www.pims.math.ca/scientific-event/170224-puorassdml>

