

TABLE C.2: Formulas to Measure Performance of the M/D/1 Model

$$L_q = \text{Average number customers waiting in line (queue)} = \frac{\lambda^2}{2\mu(\mu - \lambda)}$$

$$W_q = \text{Average time a customer spends waiting in line for service} = \frac{\lambda}{2\mu(\mu - \lambda)}$$

$$L_s = \text{Average number of customers in the system} = L_q + \frac{\lambda}{\mu}$$

$$W_s = \text{Average time a customer spends in the system} = W_q + \frac{1}{\mu}$$