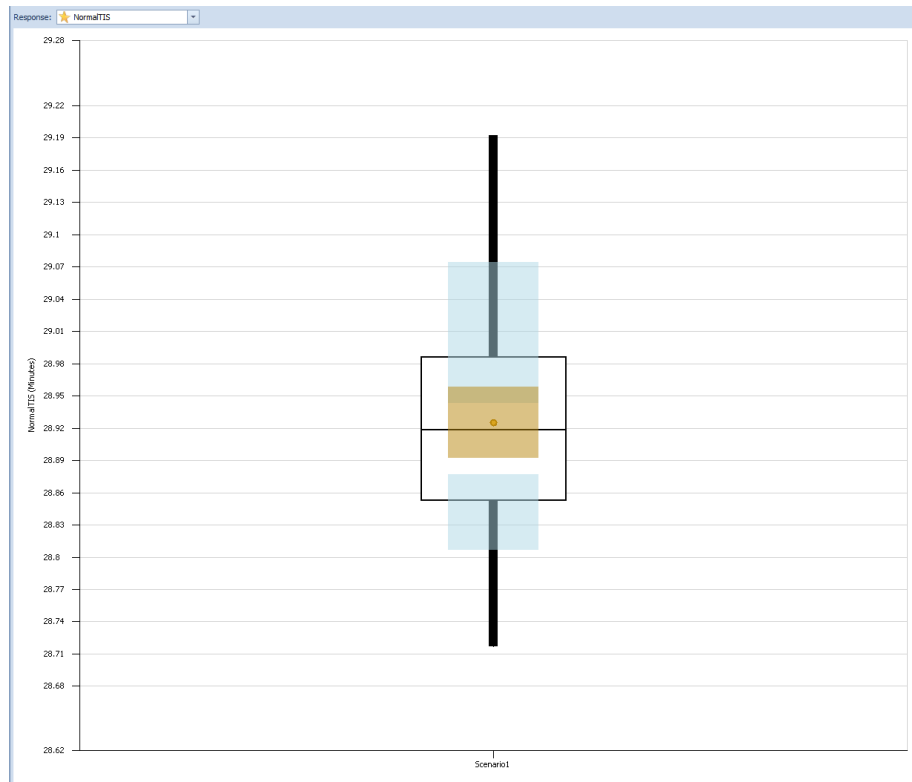
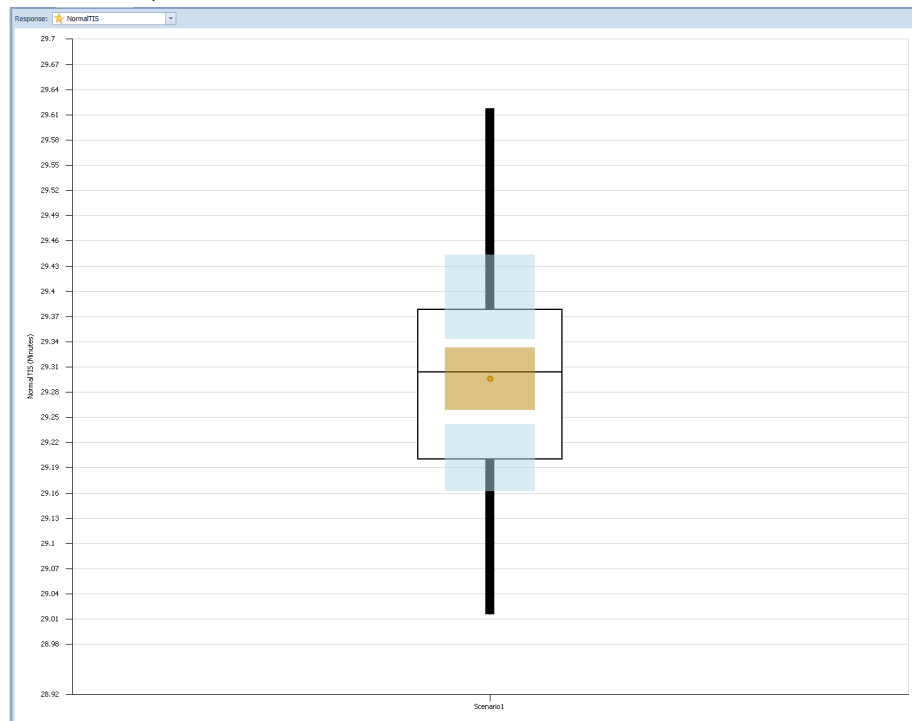


1.

a. NormalTIS, AUGMENTED MODEL:

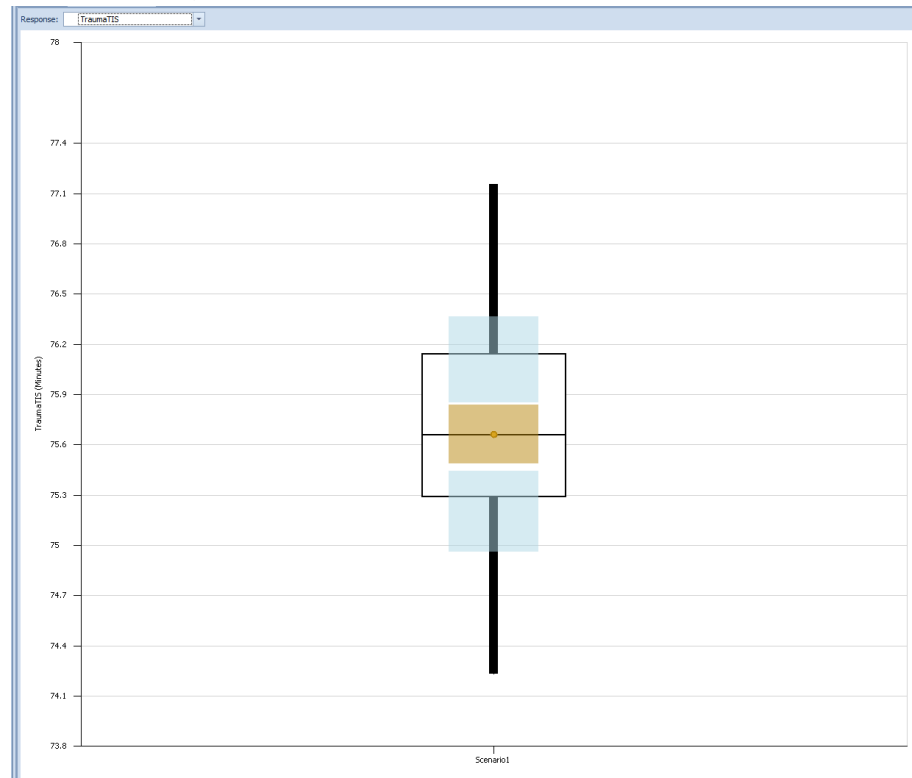


NormalTIS, NORMAL MODEL:

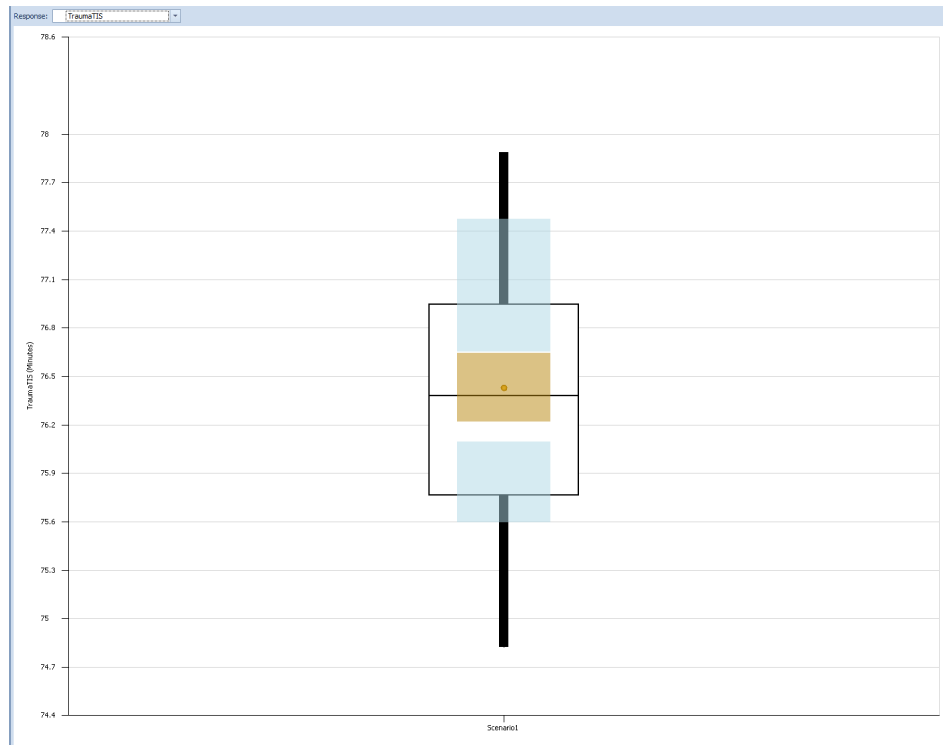


The range of TIS of the Augmented model is 28.717 to 29.192 minutes. The median of the Augmented model is 28.918 minutes. The 75th percentile is 28.986 minutes. In comparison, the range of TIS of the Normal model is 29.015 to 29.617 minutes. The median of the Normal model is 29.304 minutes. The 75th percentile is 29.378 minutes. The 75th percentile of the Augmented model is lower than the minimum of the Normal model. Although we are not sure this difference is significant, it is suggestive of further investigation.

**b. TraumaTIS, AUGMENTED MODEL:**

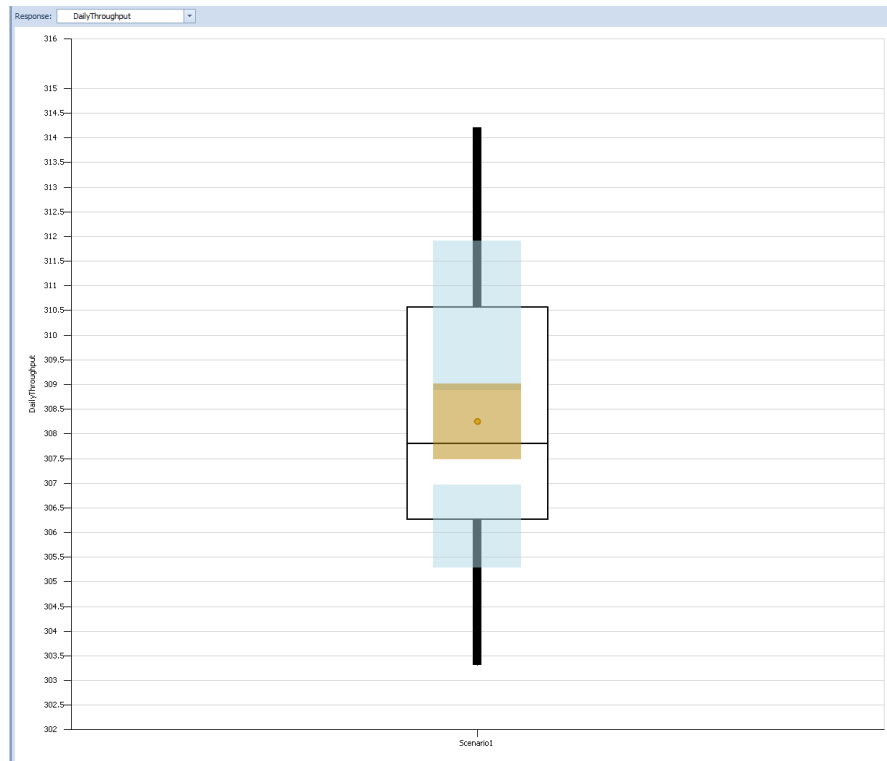


**TraumaTIS, NORMAL MODEL:**

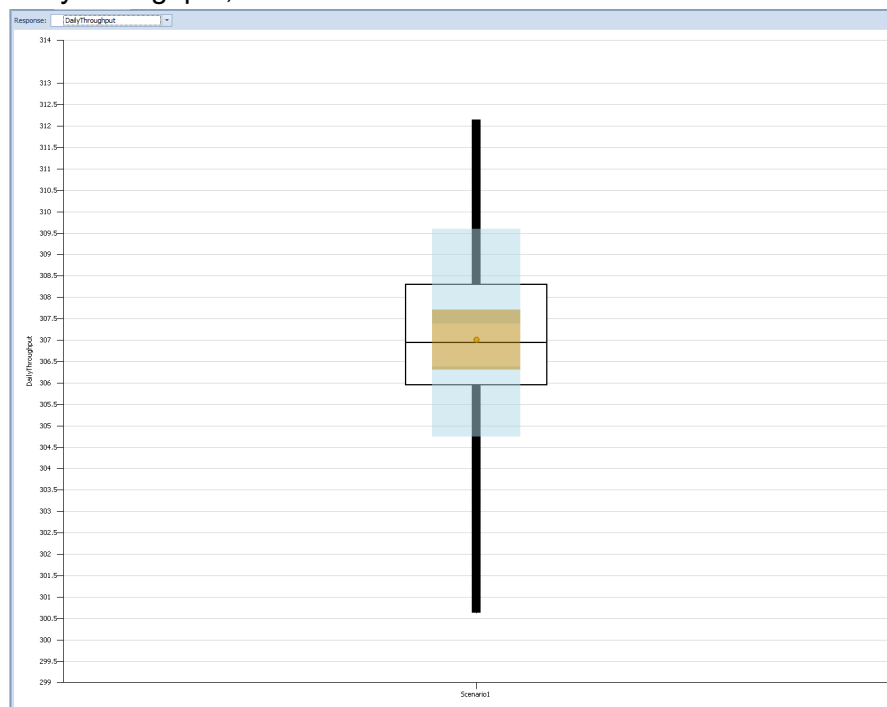


The median of the Augmented model is lower than that of the Normal model. In addition, the range of the Normal model is higher than that of the Augmented model. The Augmented model has a lower mean as well.

c. DailyThroughput, AUGMENTED MODEL:



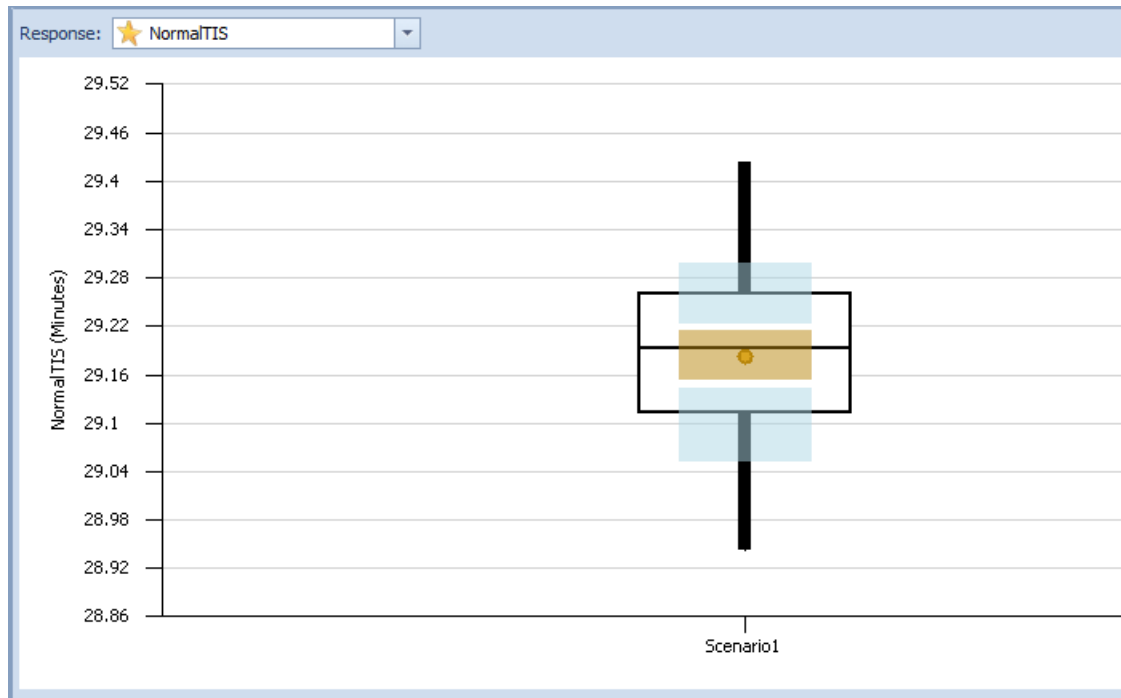
DailyThroughput, NORMAL MODEL:



The daily average throughput of the Augmented model is higher than that of the Normal model. In addition, the range of the throughputs of the Augmented model is lower than that of the Normal model. The Augmented model has a higher median than that of the Normal model.

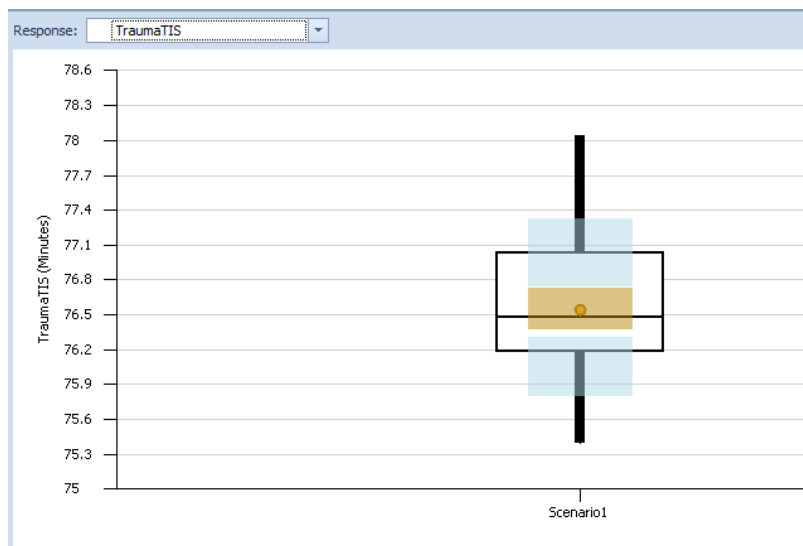
2.

a. NormalTIS:



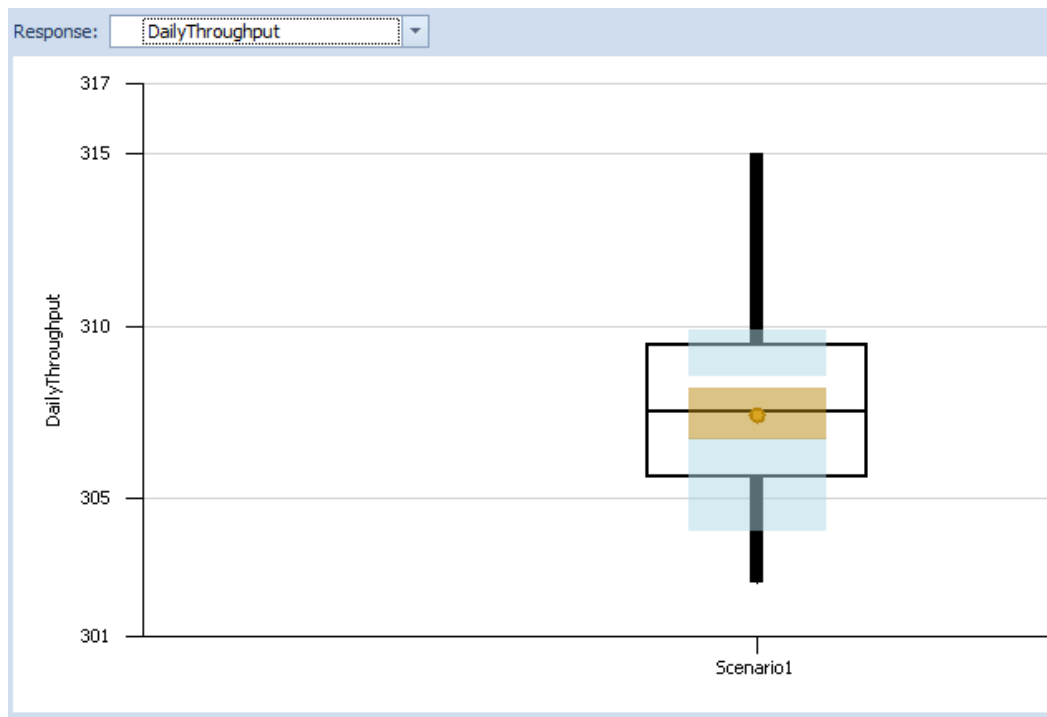
The Normal TIS ranges from 28.94 min to 29.42 min. The box-and-whisker plot looks like it has very little skewness and is balanced. The mean and median are very close together.

b. TraumaTIS:



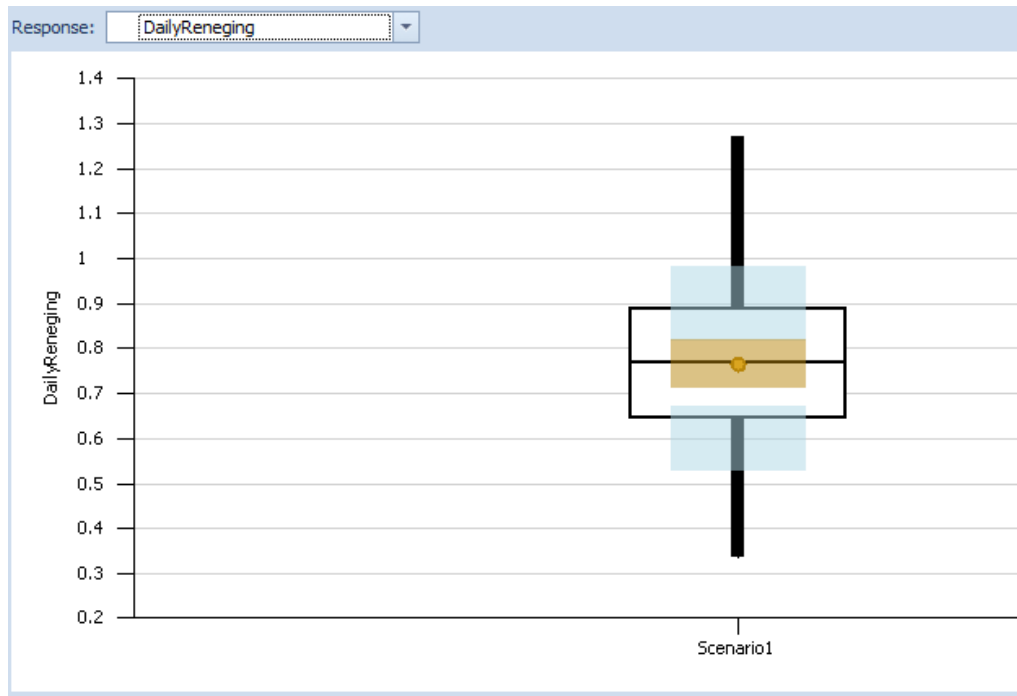
The Trauma TIS ranges from 75.40 min to 78.04 min. This box-and-whisker plot also looks like it has little skew, and the mean and median are very close together.

c. DailyThroughput



The Daily Throughput ranges from 302.57 to 315. There seems to be a bit of positive skewness but very minimal. The mean and median are very similar.

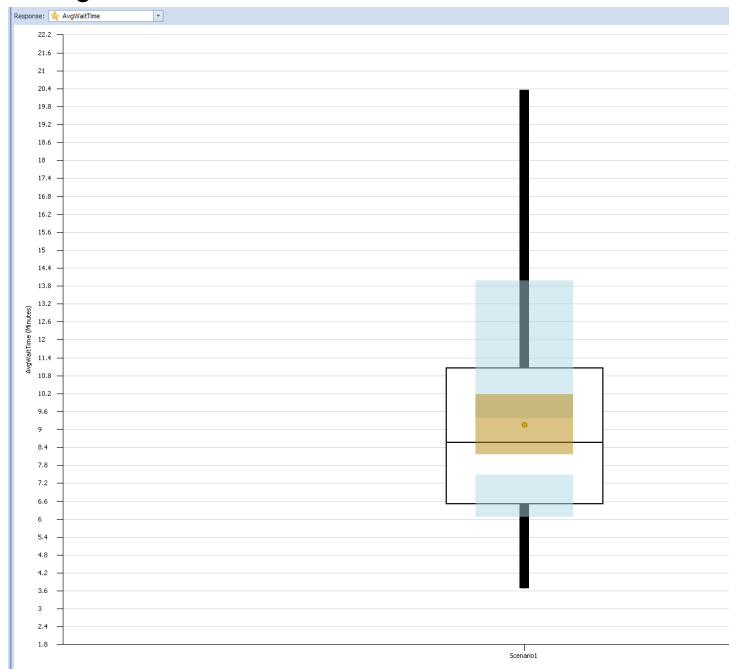
d. Daily Reneging



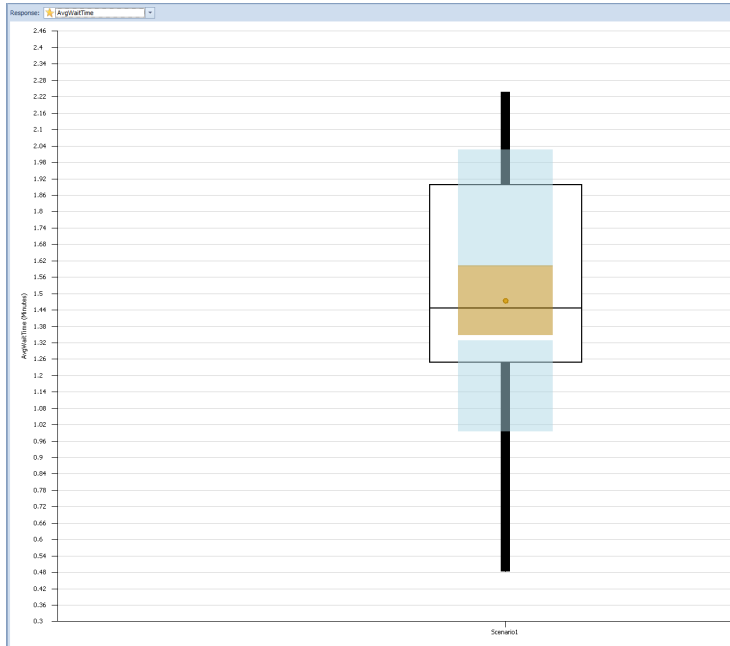
The Daily Reneging ranges from 0.336 to 1.272 customers. This box-and-whisker shows little skewness if any and the mean and median are close together.

3.

a. AvgWaitTime, 10 Min Model:

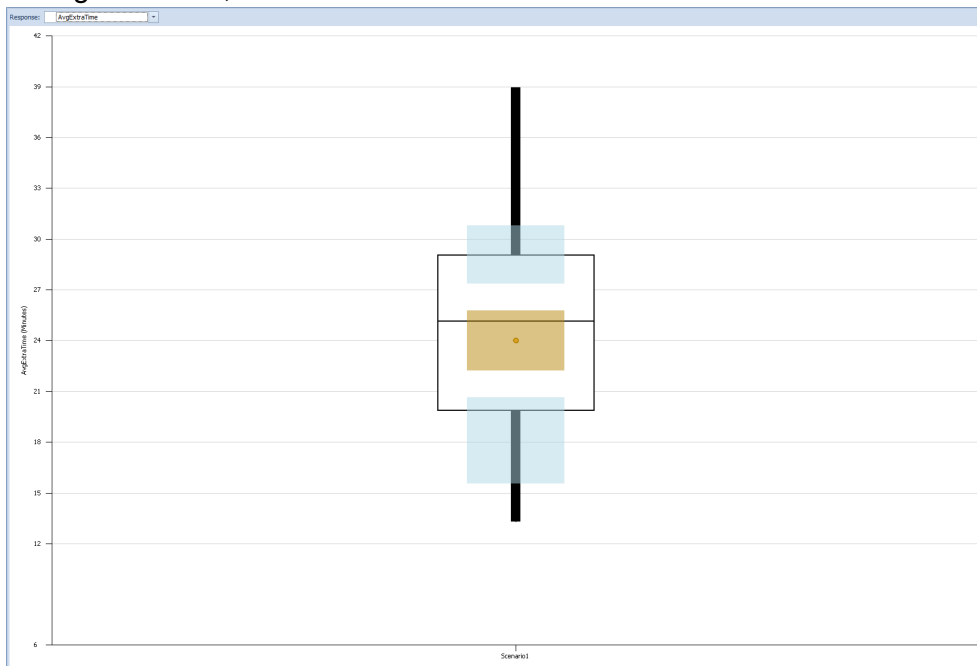


AvgWaitTime, 20 Min Model:



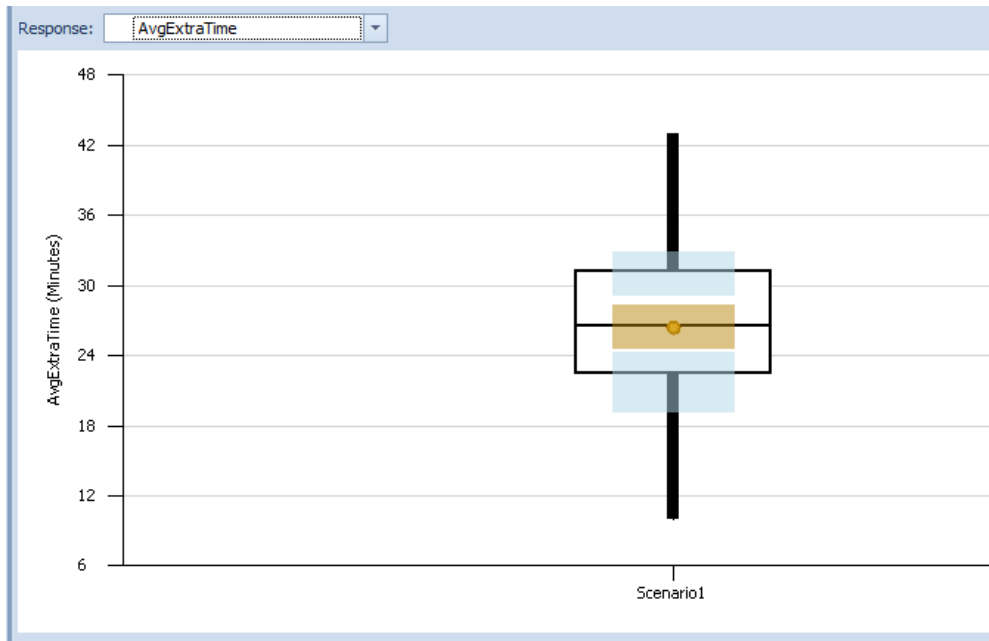
For the 10 min model, the average wait time ranges from 3.692 minutes to 20.357 minutes. The median average wait time is 8.554 minutes, with a mean of 9.169 minutes. For the 20 min model, the average wait time ranges from 0.482 minutes to 2.238 minutes. The median average wait time is 1.446 minutes, with a mean of 1.475 minutes. The 20 min model is severely lower than the 10 min model, which suggests that 20 min model is better in regards to this indicator, average wait time.

#### b. AvgExtraTime, 10 Min Model:



#### AvgExtraTime, 20 Min Model:





For the 10 min model, the extra time ranges from 13.29 minutes to 38.97 minutes. The median extra time is 25.150 minutes, with a mean of 24.008 minutes. For the 20 min model, the extra time ranges is higher. For the 20 min model, mean is 26.44 minutes.