DATA304 Project Group 4:
A study of the LAB cafe at Victoria University

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May 2022

1 Introduction

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2 Data analysis

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2.1 Fitting best fit distributions (Vivian)

We tried to approximate "inter-arrival time" and "service time" using the following 12 Distributions: Weibull Minimum Extreme Value distribution, Normal distribution, Weibull Maximum Extreme Value distribution, Beta distribution, Inverse Gaussian distribution, Uniform distribution, Gamma distribution, Exponential distribution, Log-normal distribution, Pearson Type III distribution, Triangular distribution, Erlang distribution. After fitting different distributions, we checked the Goodness of fit based on Chi-square Statistics. The outputs for "inter-arrival time" sorted in order of Goodness of fit looks like this:

Table 1: Distributions listed by Betterment of fit

Distribution	chi square
Pearson Type III distribution	9.155252
Weibull Minimum Extreme Value distribution	13.245287
Beta distribution	21.708357
Log Normal distribution	25.596288
Inverse Gaussian distribution	29.389634
Exponential distribution	29.515278
Gamma distribution	48.359331
Triangular distribution	209.930441
Normal distribution	332.531278
Uniform distribution	510.690318
Erlang distribution	672.400334
Weibull Maximum Extreme Value distribution	1137.915014

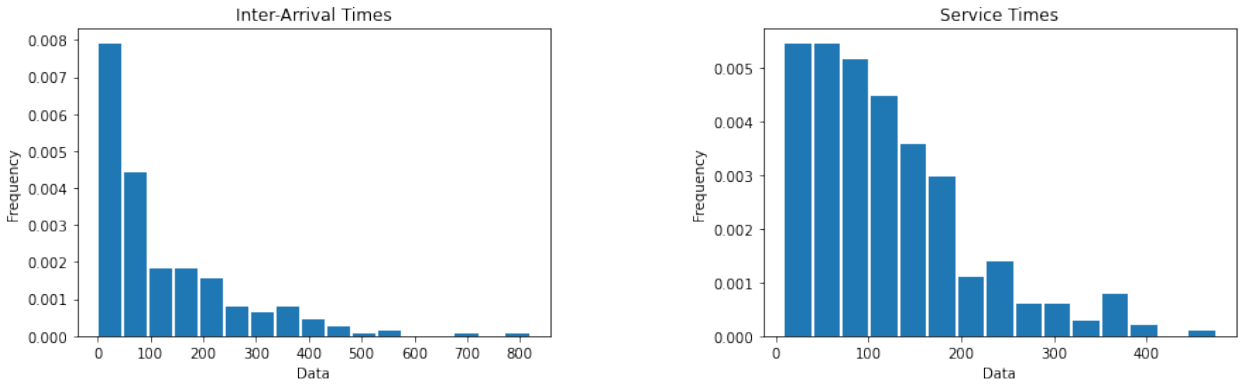
The outputs for "service time" sorted in order of Goodness of fit looks like this:

Table 2: Distributions listed by Betterment of fit

Distribution	chi square
Beta distribution	1.231338
Weibull Minimum Extreme Value distribution	2.831316
Pearson Type III distribution	4.130412
Gamma distribution	4.131762
Erlang distribution	4.132443
Inverse Gaussian distribution	10.560874
Log Normal distribution	11.688749
Exponential distribution	29.775131
Triangular distribution	39.441479
Normal distribution	140.194689
Uniform distribution	305.594183
Weibull Maximum Extreme Value distribution	1080.829277

The Chi-square statistics suggest that the Pearson Type III distribution best approximates 'inter-arrival time'. We can also see that Beta distribution is the best fit for 'service time'. The python code using the Scipy Library to fit the distribution is from here:Distribution Fitting Code Suppose we had more time to do this part. In that case, we will add more distributions to fit our data and find a better fit distribution of the interarrival/service times. Furthermore, we can also use the Anderson-Darling test or other goodness-of-fit tests to compare whether we will get the same results.

2.2 Histogram plots for visual evaluation (Patrick)



(a) **(b)**

Figure 1: Histograms of inter-arrival times and service times

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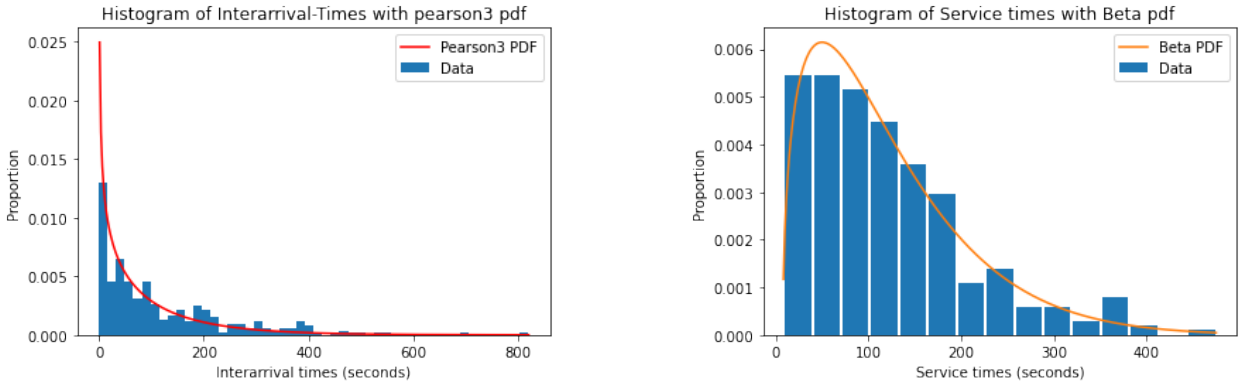

(a) **(b)**

Figure 2: Histograms with best fit distribution pdf overlayed

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3 Simulation models

3.1 Performance Measures of collected data (Tama)

Table 3: This is the caption that goes at the top of the table

Performance Measures	Values calculated from data
Average time in system (seconds), W	140.07
Average number of customers in the system, L	1.1819
Proportion of time servers are busy, B	0.61148
Effective arrival rate (per second), λ_{eff}	0.0084381

Table 4: This is the caption that goes at the top of the table

Other parameters	Values calculated from data
Average Inter-arrival time $\frac{1}{\lambda}$ (seconds)	120.329
Average Service time, W_s (seconds)	120.77
Average Queue Time, W_q (seconds)	19.295

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3.2 M1 model (Patrick)

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$$\pi_0 = \frac{1}{\sum_{k=0}^{s-1} \frac{\rho^k}{k!} + \frac{\rho^s}{s!}\frac{1}{1-\frac{\rho}{s}}}$$

$$\pi_0 = \frac{1}{\frac{\rho^0}{0!} + \frac{\rho^1}{1!} + \frac{\rho^2}{2!} + \frac{\rho^3}{3!}\frac{1}{1-\frac{\rho}{3}}}$$

$$\pi_0 = \frac{1}{1 + \rho + \frac{\rho^2}{2} + \frac{\rho^3}{6}\frac{1}{1-\frac{\rho}{3}}}$$

$$\pi_0 = 0.3690202951$$

$$B = 1 - \pi_0 = 0.6309797049$$

$$L = \pi_0 \frac{\frac{\rho^{s+1}}{s!s}}{(1-\frac{\rho}{s})^2} + \rho$$

$$L = \pi_0 \frac{\frac{\rho^4}{3!3}}{(1-\frac{\rho}{3})^2} + \rho$$

$$L = 1.033745189$$

$$W = \frac{L}{\lambda} = 124.3899904$$

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Table 5: This is the caption that goes at the top of the table

Performance Measures	**Collected Data**	**M1 model**
W	140.07	124.33
L	1.1819	1.0435
B	0.61148	0.63064
λ_{eff}	0.0084381	0.0083952

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3.3 M2 model (Vivian)

The interarrival times are randomly generated from the fitted Pearson Type III distribution in this model. The service times are randomly generated from the fitted Beta distribution.

The performance simulated by this model is from the table below:

Table 6: Best fit model

Performance Measures	Collected Data	M2 model
W	140.07	143.28
L	1.1819	1.6283
B	0.61148	0.71400
λ_{eff}	0.0084381	0.011347

3.4 M3 model (Kevin)

Table 7: This is the caption that goes at the top of the table

Performance Measures	Collected Data	M3 model
W	140.07	127.14
L	1.1819	1.0853
B	0.61148	0.62465
λ_{eff}	0.0084381	0.0085284

The M3 model is a simulation model developed using SimPy to model the LAB cafe customer waiting and serving system. The distribution of interarrival and service times are modelled after the empirical distributions of the interarrival times and services times recorded from the original data. From the M3 model produced some performance measures estimates in the table above which we can compare to the original data performance measure estimates to gauge how well of a fit this M3 model is at simulating the nature of the real life system.

From the table we can see that estimated W from the M3 model has a difference of approximately 13 to the estimate provided by the original data collected. The L difference between the two estimations by the colletced data and the M3 model is about 0.1. The difference in the B, proportion of time servers are busy was 0.01 between the two estimates of the collected data and the M3 model. The effective arrival rate λ_{eff} has a difference of 0.0001 approximately between the original data and the M3 estimate. We can see that The M3 model is a decent fit for the original data as the differences are around about 10% of the original data estimates.

4 Conclusion

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