Chapter 4

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## Sample Data Collection and Interpretation

This section deals with the technique of sample data collection and interpretation. Sample data was essential in order to build a computer simulation model of the railway reservation system in Kolhapur.

Prior to data collection on arrivals, departure and service time of customers, the Reservation System was thoroughly studied and information regarding the office hour timings, number of working days, number of counters, functions of individual counters and the queuing disciplines was collected.

The Reservation office opens at 8 am and the selling counters open at 8:30 am. Tokens are issued to arriving customers at a special counter called the token counter. Customers entering the system at that period have to wait upto 30 minutes for the selling counters to open. Once issuing counters open, customers are called in ascending order of their numbers (FIFO) . Both token and issue counters proceed with their work until 12:30 pm when they close for the lunch hour. They resume work at 1:30 pm. At 3 pm the token counter closes and no more tokens are issued. The selling counters, however, continue their operation upto 5:30 pm. In situations where customers holding tokens have all been serviced and there is still time before final closing, the selling counters issue tickets to customers arriving into the system, even without tokens.

Sample data of arrival, call, service and departure times of individual customers was personally collected by the researcher using observation method for a period of one week.

The researcher monitored the arrival of customers to the system, their call times to respective counters and departure

times using a watch. Time was recorded in HH:MM:SS format, where HH = hours, MM = minutes and SS = seconds.

Accuracy of sample data recorded is in seconds as there were occasional observations of arrival gaps and service times of only a few seconds.

The reason for the selection of the above format of time recording was the ease of conversion into seconds and reconversion into the original format, in order to calculate waiting, service, counter idle times that could not be directly calculated.

Sample data collected was then tabulated on the computer in the format shown below:-

Sample Data of List of "date"

Counter Number "N" Page Number "P"

| Col 1 | Col 2 | Col 3 | Col 4 | Col5 | Col 6 | Col7 | Col8 |
|---|---|---|---|---|---|---|---|
| Cust. No. | Arr. Time | Call Time | Dept. Time | Arr. Gap | Service Time | Wait Time | Counter Idle Time |

Counter number 'N' indicates to which counter the sample belongs. The 'date' is that on which the sample data was collected. Page number 'P' shows continuity of data for each counter, commencing at page 1.

The first column records customer token number. Column 2 shows time when any customer arrives for service at the system. Column 3 indicates call time, i.e. time at which the customer is

A 9677

actually summoned in order to purchase his ticket. This is the time when the display unit above each selling counter flashes a token number, informing the customer to go to that particular counter.

Column 4 is departure time, the time customer leaves the selling counter after being serviced. Column 5 shows time between two consecutive arrivals, called the interarrival gap. Column 6 records service time, the time duration spent at the selling counter.

Column 7 indicates waiting time, time spent waiting for service within the system. Column 8 shows duration for which the selling counter has been idle, i.e. no customers were available within the system during that period for servicing.

**Data analysis**

The job of analysis of the data is handled by the computer program. Analysis is carried out on both sample data and simulated data that is generated by the computer. Analysis reports are in the form of numerical tables and graphs. These reports are as follows:-

A. System performance

1. Statistical measures.
2. Queue length.

B. Graphs

Statistical measures:

This report indicates total number of arrivals per counter during a given period of time, average number of arrivals per day, average service time, interarrival gap, average waiting

time, counter idle time, traffic intensity and percentage of server utilization at individual counters.

Queue length report:

This report indicates the average length of queue on a daily basis, longest queue length at any counter and average length of queue for a given period of time, both for simulated and sample data.

Graphs:

These are plotted by the computer to illustrate number of arrivals to the system for the entire system, number of arrivals at individual counters, the latter again at different intervals during the day. Interarrival gaps and service time graphs show variations in these variables. This will be evident in the computer generated content of the following pages.

**Sample data analysis report**

Sample data analysis report indicated that average number of arrivals per day was 140 for Counter Number 1. Average waiting time at this counter was 1 hour 8 minutes and 15 seconds. Average service time was 3 minutes 22 seconds. The time gap between arrivals was 2 minutes 45 seconds. Average counter idle time was 5 minutes 53 seconds. Traffic intensity at this counter was as high as 1.16. Server utilization was 78.39%. This counter issues tickets for the Sayadri train, II Class Reservation.

The average number of arrivals for Counter Number 2 has been 27 customers per day. Average waiting time was 5 minutes 23 seconds while average service time was 5 minutes 13 seconds. Average arrival gaps recorded were 17 minutes 33 seconds. Average counter idle times were 5 hours 32 minutes 21 seconds per day.

QUEUING SYSTEM ANALYSIS REPORT FOR SAMPLE DATA

**********

FOR COUNT NO: 1

FOR 1 WEEK OF SAMPLE DATA
TOTAL NO OF ARRIVAL OF CUST. : 980
AVERAGE NO OF ARRIVAL / DAY : 140
AVERAGE WATING TIME/CUSTOMER : 1 Hours 8 Minutes 15 Seconds
AVERAGE SERVICE TIME/CUSTOMER: 3 Minutes 22 Seconds
AVERAGE ARRIVAL GAP .....: 2 Minutes 54 Seconds
AVERAGE COUNT.IDLE TIME/DAY..: 6 Minutes 18 Seconds
TRAFFIC INTENSITY .....:1.16
SERVER UTILISATION .....: 78.39%

QUEUING SYSTEM ANALYSIS REPORT FOR SAMPLE DATA

**********

FOR COUNT NO: 2

FOR 1 WEEK OF SAMPLE DATA
TOTAL NO OF ARRIVAL OF CUST. : 186
AVERAGE NO OF ARRIVAL / DAY : 27
AVERAGE WATING TIME/CUSTOMER : 5 Minutes 23 Seconds
AVERAGE SERVICE TIME/CUSTOMER: 4 Minutes 13 Seconds
AVERAGE ARRIVAL GAP .....: 17 Minutes 33 Seconds
AVERAGE COUNT.IDLE TIME/DAY..: 5 Hours 44 Minutes 12 Seconds
TRAFFIC INTENSITY .....:0.24
SERVER UTILISATION .....: 18.69%

QUEUING SYSTEM ANALYSIS REPORT FOR SAMPLE DATA

**********

FOR COUNT NO: 3

FOR 1 WEEK OF SAMPLE DATA
TOTAL NO OF ARRIVAL OF CUST. : 541
AVERAGE NO OF ARRIVAL / DAY : 77
AVERAGE WATING TIME/CUSTOMER : 43 Minutes 19 Seconds
AVERAGE SERVICE TIME/CUSTOMER: 5 Minutes 25 Seconds
AVERAGE ARRIVAL GAP .....: 5 Minutes 49 Seconds
AVERAGE COUNT.IDLE TIME/DAY..: 42 Minutes 7 Seconds
TRAFFIC INTENSITY .....:0.93
SERVER UTILISATION .....: 69.77%

QUEUE LENGHT'S REPORT FOR SAMPLE DATA

**********

FOR 1 WEEK OF SAMPLE DATA

| | | |
|---|---|---|
| LONGEST QUEUE LENGHT FOR COUNTER NO .1 | = | 53 |
| AVERAGE QUEUE LENGHT/DAY FOR COUNTER NO .1 | = | 17 |
| LONGEST QUEUE LENGHT FOR COUNTER NO .2 | = | 5 |
| AVERAGE QUEUE LENGHT/DAY FOR COUNTER NO .2 | = | 0 |
| LONGEST QUEUE LENGHT FOR COUNTER NO .1 | = | 25 |
| AVERAGE QUEUE LENGHT/DAY FOR COUNTER NO .1 | = | 6 |

Traffic intensity has been as low as 0.24. Server utilization was 18.68%. This counter issues tickets for both Mahalakshmi & Sayadri 1st Class and A/C reservations.

Counter Number 3 had an average arrival of 77 customers per day. Average waiting time per customer was 43 minutes 19 seconds. Average service time at this counter, based on sample data was 5 minutes 25 seconds. Average idle time per day was 41 minutes 33 seconds. Traffic intensity was 0.93 and server utilization was 69.77% at this counter. This counter issues tickets for the Mahalakshmi train, II Class Reservation.

Sample Data Graphs:

These graphs are generated by the computer to provide a pictorial representation of the sample data. Graphs are drawn for the entire system as well as for individual counters. These graphs appear in subsequent pages of this section.

The purpose of these graphs was to highlight arrival patterns for individual counters and the whole system, and during various hours of the day to enable the researcher to draw conclusions with the help of these graphs. There are 8 different graphs in all, drawn with help of the computer for sample data.

Graph Number 1: Relationship between number of arrivals and the days of the week for the entire system.

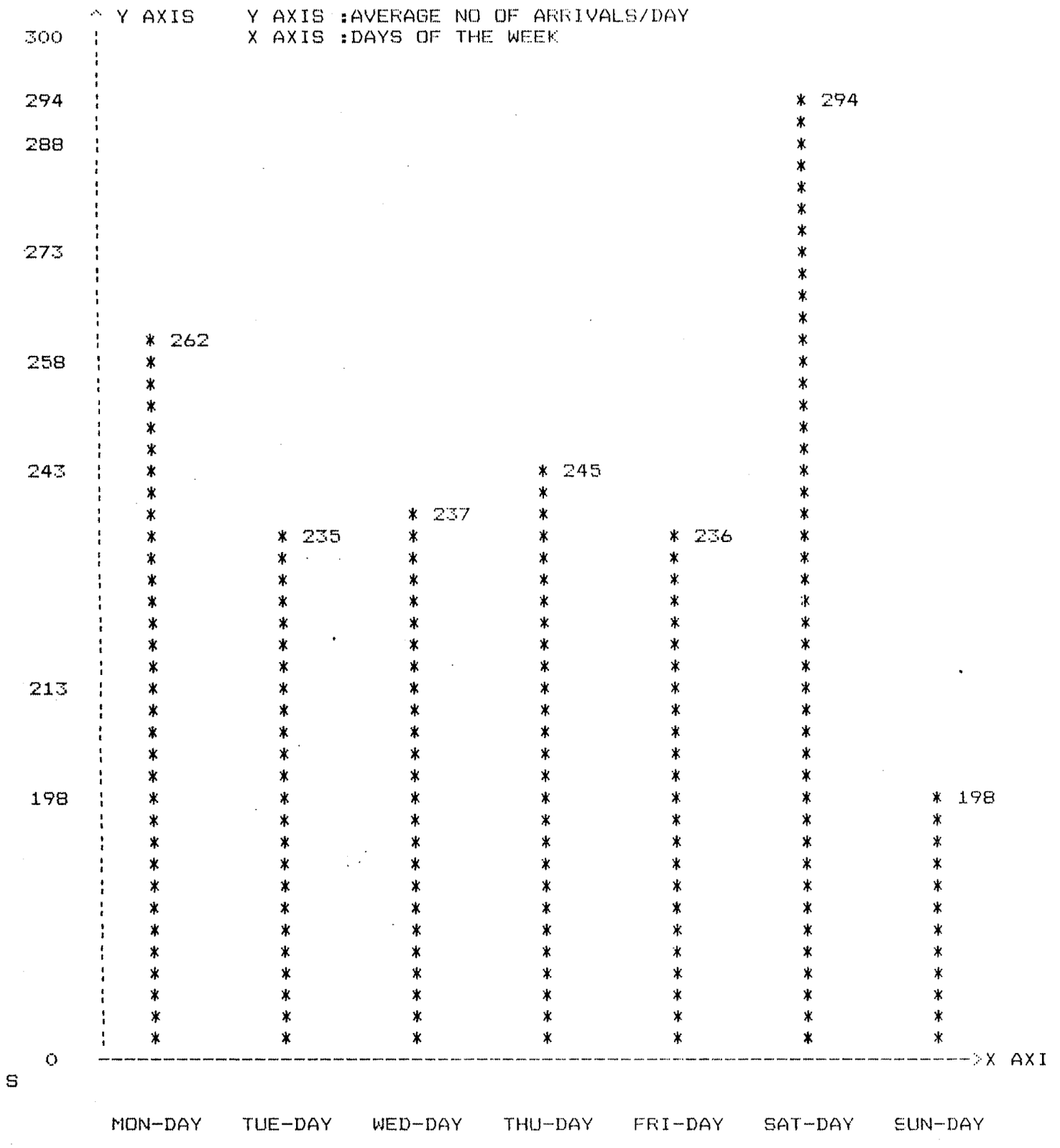
Graph Number 2: Average number of arrivals vs hours of the day for the entire system.

Graph Number 3,4,5: These graphs show average number of arrivals vs days of the week for individual counters.

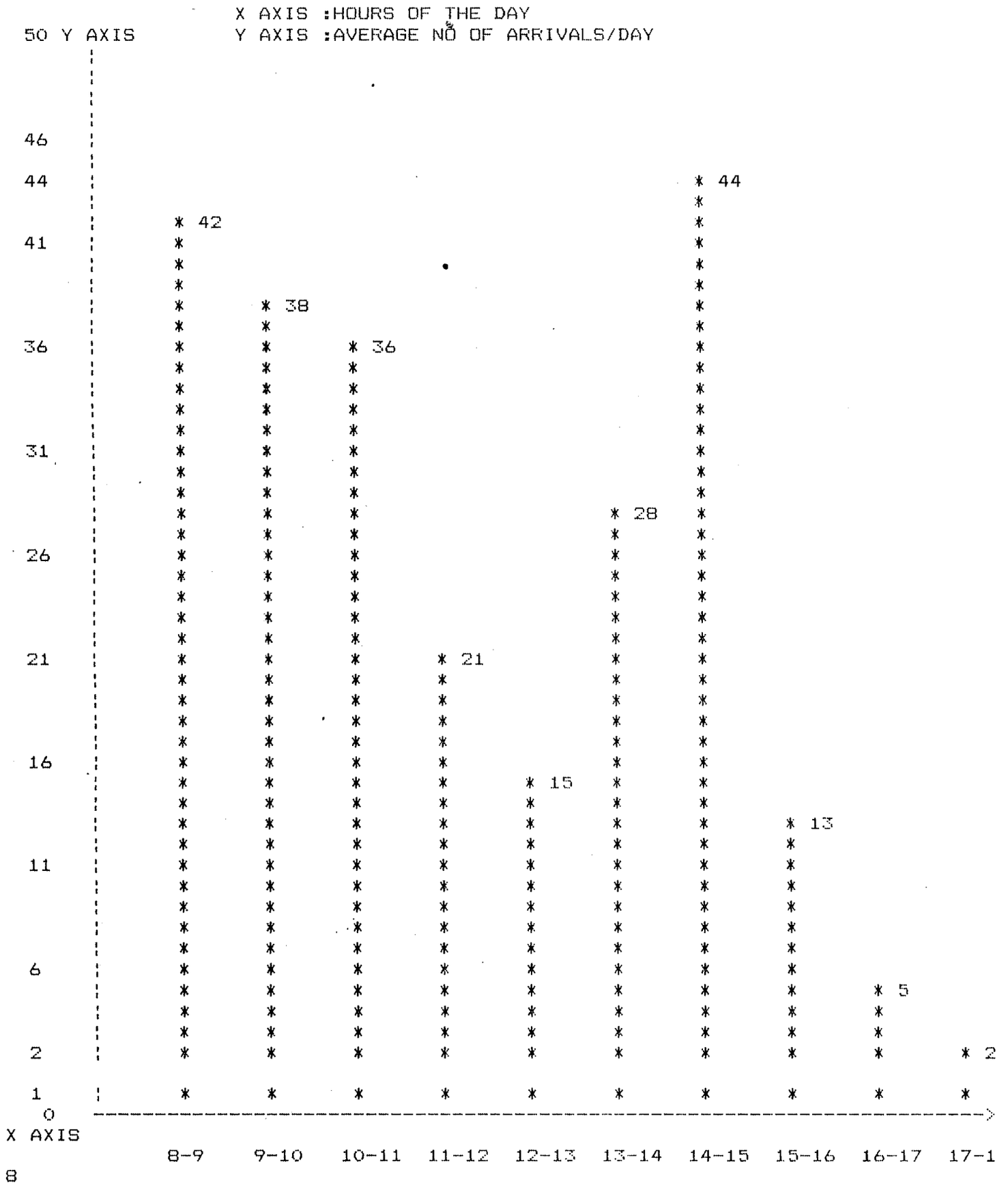
Graph Number 6,7,8: These graphs represent the relationship between various hours of the day and average number of arrivals, at individual counters.

In some graphs, the differences between successive values was very small. Due to this, the researcher has taken the liberty of rescaling portions of graphs in order to highlight these small changes in values. The variation between maximum and minimum has been scaled down to 30. From zero to any minimum value, the graph is always depicted as a fixed range depending on data values.

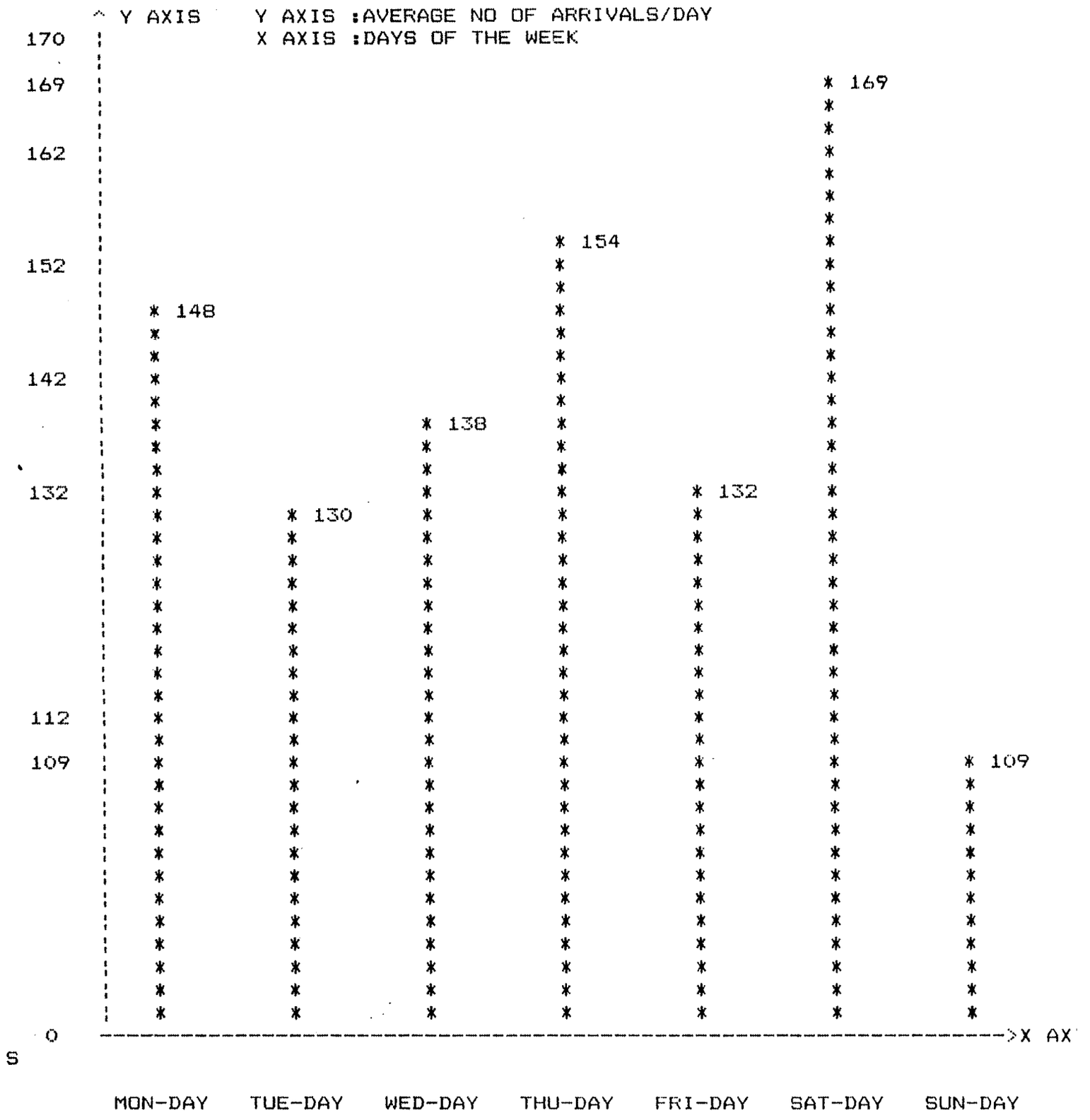
It is observed from the graphical analysis that maximum number of arrivals were on Mondays and Saturdays for the entire system as well as individual counters. The busiest hours of the day were the periods 8-11 am and 2-3 pm for the entire system as well as individual counters.



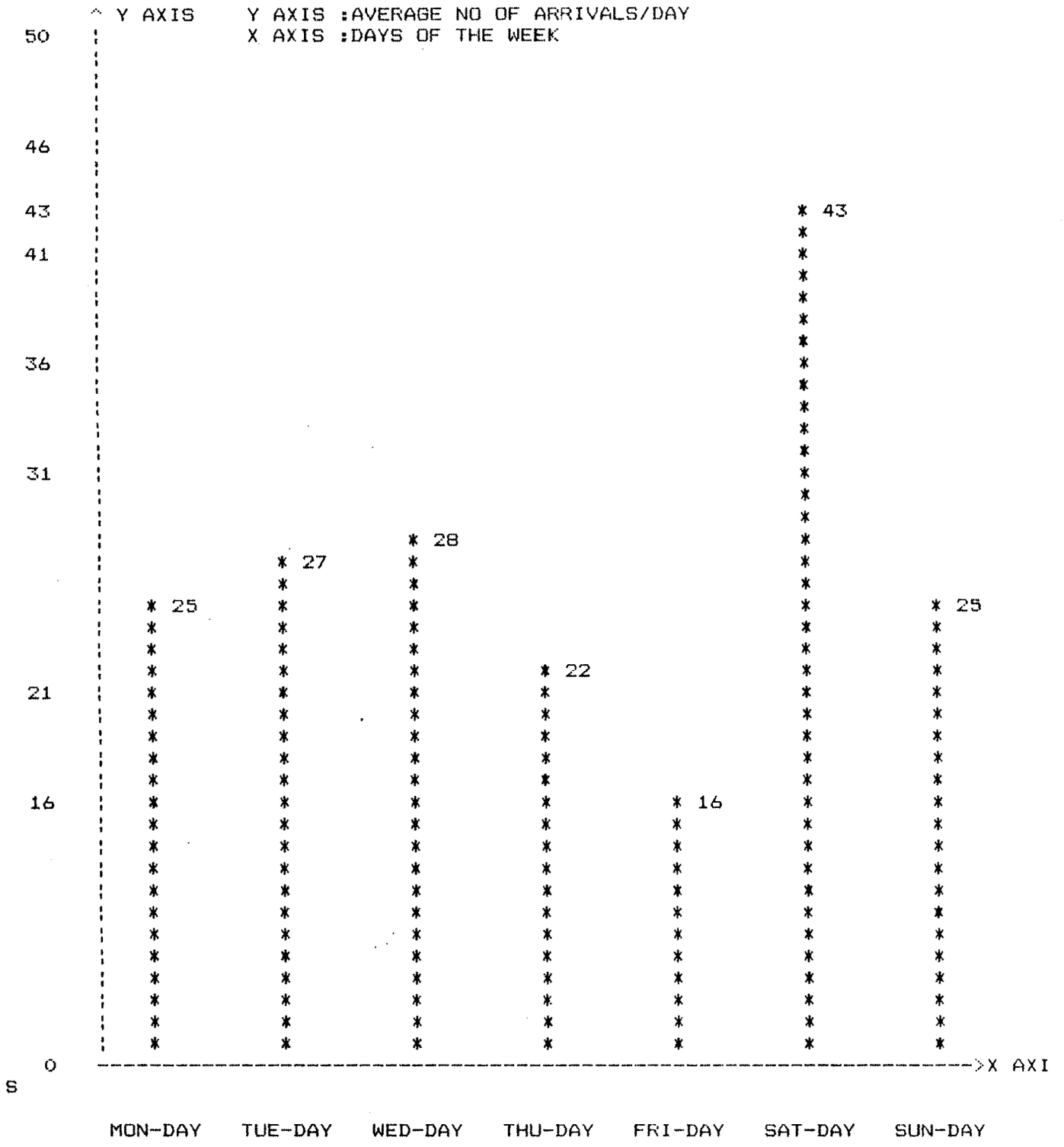

GRAPH FOR AVERAGE NO. OF ARRIVALS VERSES WEEK DAYS OF SAMPLE DATA FOR THE WHOLE SYSTEM



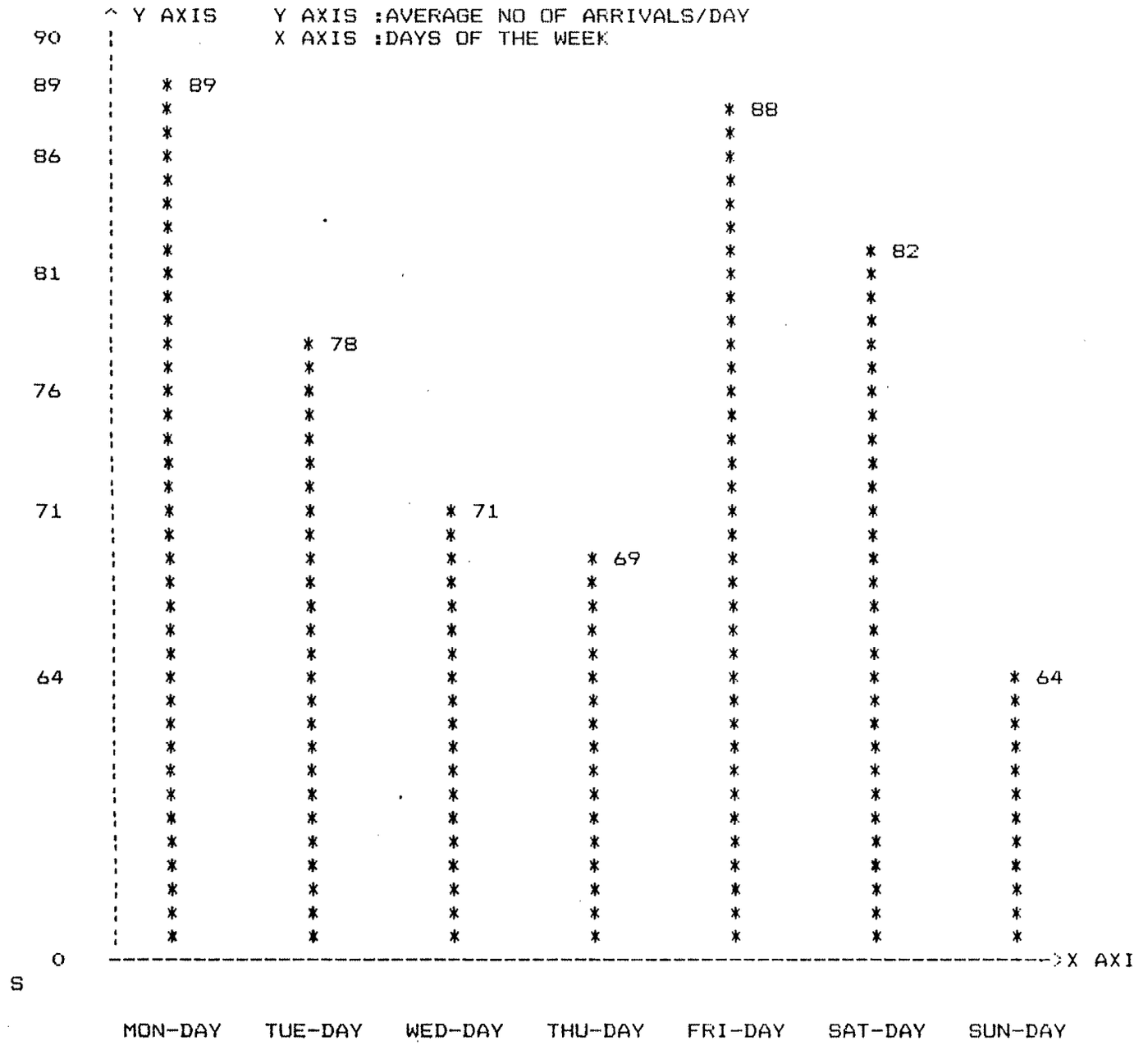

GRAPH FOR AVERAGE NO. OF ARRIVALS VERSES HOURS OF DAY
FOR THE WHOLE SYSTEM



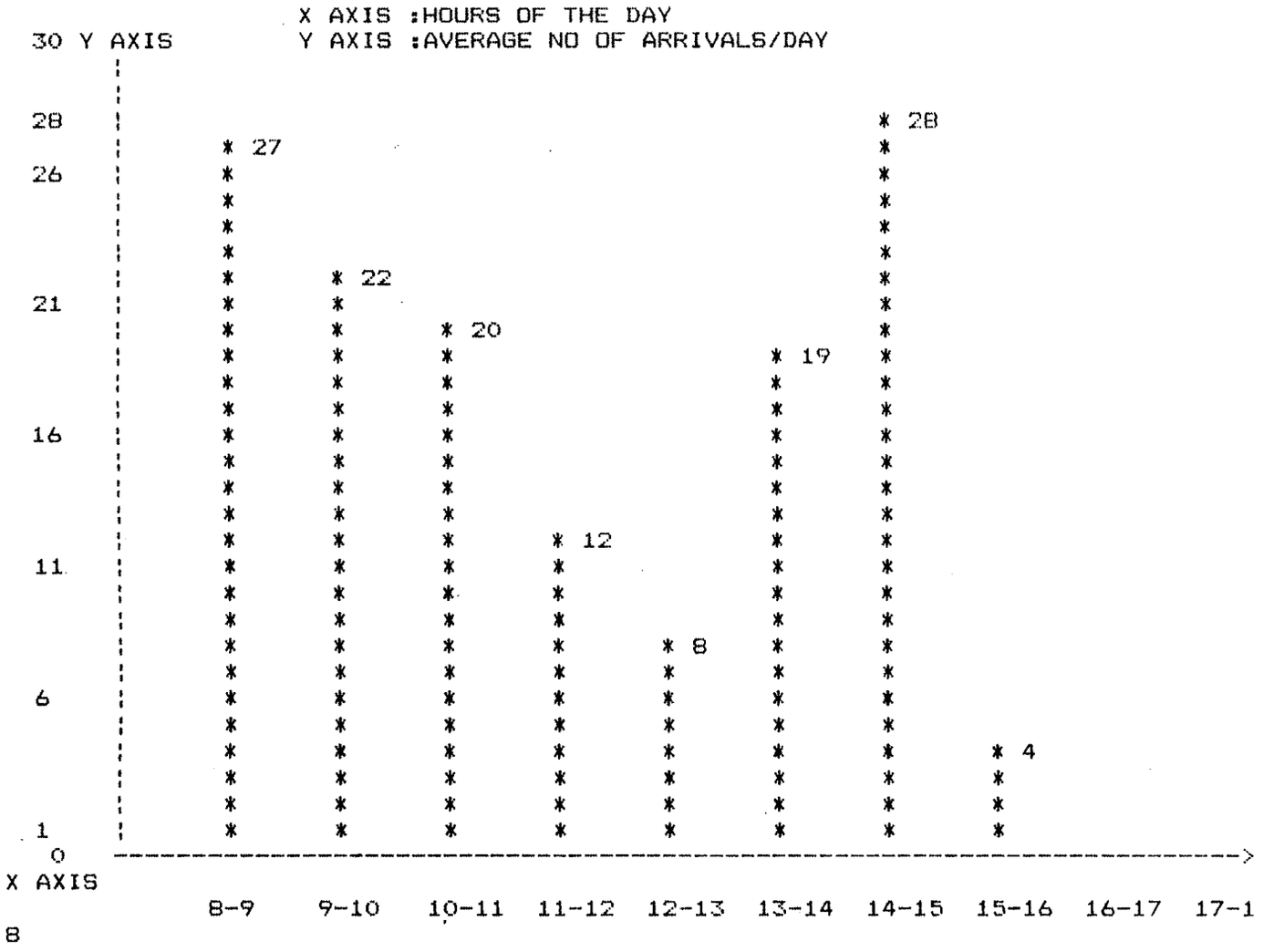

GRAPH FOR AVERAGE NO. OF ARRIVALS VERSUS WEEK DAYS OF SAMPLE DATA
FOR SAMPLE DATA FOR THE FIRST COUNTER



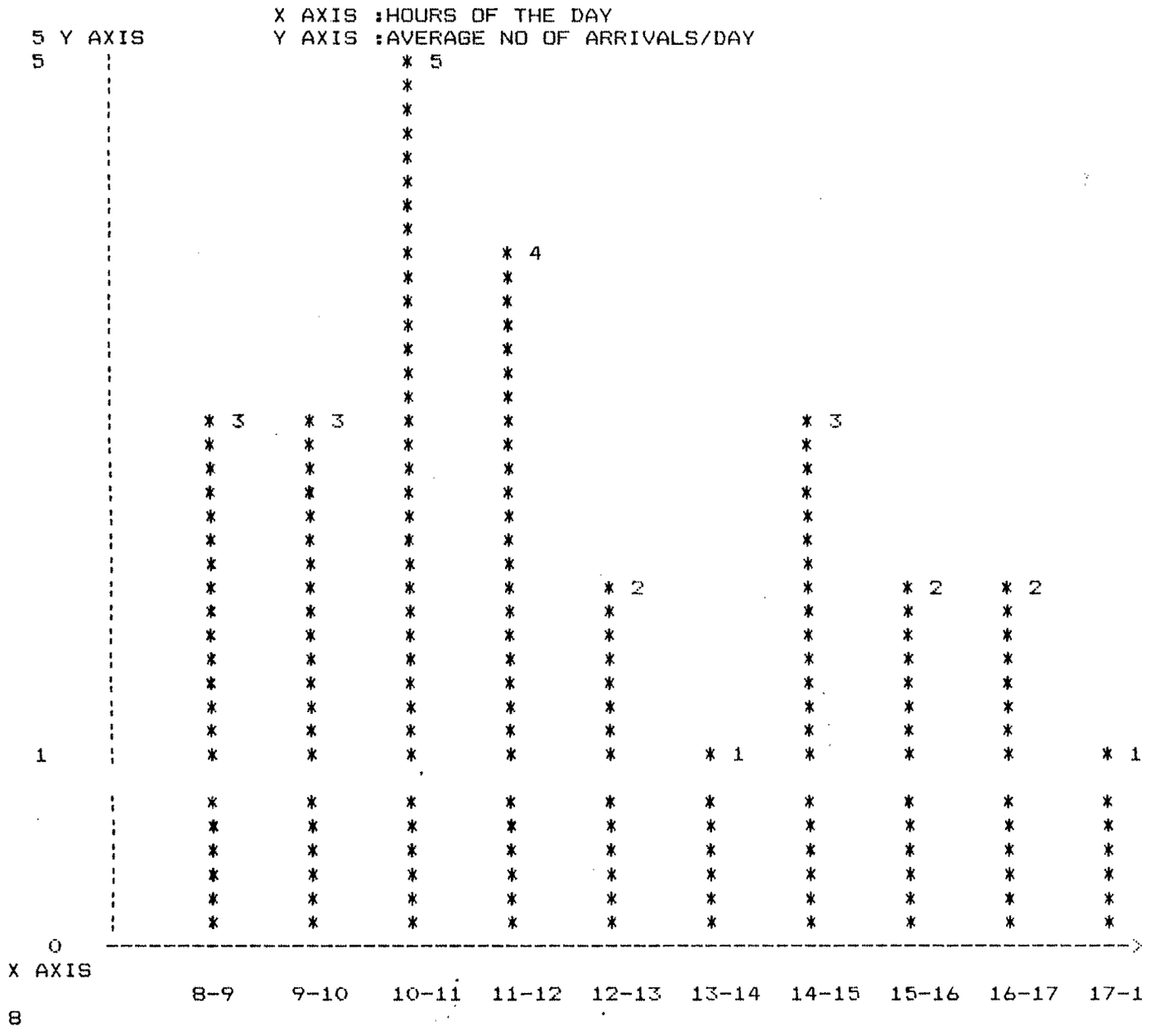

GRAPH FOR AVERAGE NO. OF ARRIVALS VERSUS WEEK DAYS OF SAMPLE DATA
FOR SAMPLE DATA FOR THE SECOND COUNTER



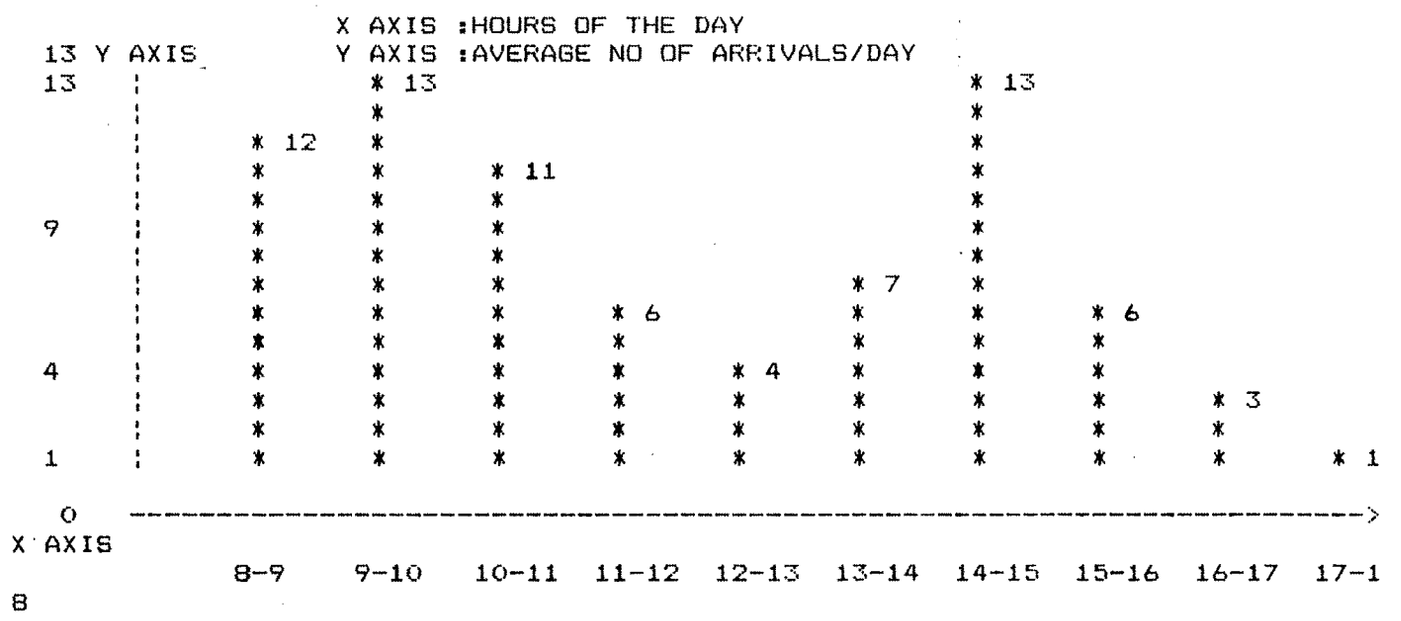

GRAPH FOR AVERAGE NO. OF ARRIVALS VERSUS WEEK DAYS OF SAMPLE DATA
FOR SAMPLE DATA FOR THE THIRD COUNTER




GRAPH FOR AVERAGE NO. OF ARRIVALS VERSUS HOURS OF DAY
FOR SAMPLE DATA FOR THE FIRST COUNTER




GRAPH FOR AVERAGE NO. OF ARRIVALS VERSUS HOURS OF DAY
FOR SAMPLE DATA FOR THE SECOND COUNTER




GRAPH FOR AVERAGE NO. OF ARRIVALS VERSUS HOURS OF DAY
FOR SAMPLE DATA FOR THE THIRD COUNTER

SAMPLE DATA LIST OF 05/06/89

********** PAGE: 1

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0035 | 8.3000 | 8.3708 | 0.0035 | 0.0708 | 0.3633 | 0.0000 |
| 2 | 8.0210 | 8.3708 | 8.3901 | 0.0135 | 0.0153 | 0.3651 | 0.0000 |
| 3 | 8.0320 | 8.3901 | 8.4117 | 0.0110 | 0.0216 | 0.3757 | 0.0000 |
| 4 | 8.0540 | 8.4117 | 8.4509 | 0.0220 | 0.0352 | 0.3929 | 0.0000 |
| 5 | 8.0830 | 8.4509 | 8.4515 | 0.0250 | 0.0006 | 0.3645 | 0.0000 |
| 6 | 8.1010 | 8.4515 | 8.4530 | 0.0140 | 0.0015 | 0.3520 | 0.0000 |
| 7 | 8.1336 | 8.4530 | 8.4801 | 0.0326 | 0.0231 | 0.3425 | 0.0000 |
| 8 | 8.1550 | 8.4801 | 8.5304 | 0.0214 | 0.0503 | 0.3714 | 0.0000 |
| 9 | 8.1930 | 8.5304 | 8.5640 | 0.0340 | 0.0336 | 0.3710 | 0.0000 |
| 10 | 8.2238 | 8.5640 | 8.5920 | 0.0308 | 0.0240 | 0.3642 | 0.0000 |
| 11 | 8.2500 | 8.5920 | 9.0417 | 0.0222 | 0.0457 | 0.3917 | 0.0000 |
| 12 | 8.3743 | 9.0417 | 9.0818 | 0.1243 | 0.0401 | 0.3035 | 0.0000 |
| 13 | 8.3820 | 9.0818 | 9.1243 | 0.0037 | 0.0425 | 0.3423 | 0.0000 |
| 14 | 8.3954 | 9.1243 | 9.1255 | 0.0134 | 0.0012 | 0.3301 | 0.0000 |
| 15 | 8.4146 | 9.1255 | 9.1300 | 0.0152 | 0.0005 | 0.3114 | 0.0000 |
| 16 | 8.4329 | 9.1300 | 9.1349 | 0.0143 | 0.0049 | 0.3020 | 0.0000 |
| 17 | 8.4509 | 9.1349 | 9.1503 | 0.0140 | 0.0114 | 0.2954 | 0.0000 |
| 18 | 8.4650 | 9.1503 | 9.1929 | 0.0141 | 0.0426 | 0.3239 | 0.0000 |
| 19 | 8.4712 | 9.1929 | 9.2200 | 0.0022 | 0.0231 | 0.3448 | 0.0000 |
| 20 | 8.4800 | 9.2200 | 9.2354 | 0.0048 | 0.0154 | 0.3554 | 0.0000 |
| 21 | 8.4954 | 9.2354 | 9.2820 | 0.0154 | 0.0426 | 0.3826 | 0.0000 |
| 22 | 8.5024 | 9.2820 | 9.3015 | 0.0030 | 0.0155 | 0.3951 | 0.0000 |
| 23 | 8.5100 | 9.3015 | 9.3045 | 0.0036 | 0.0030 | 0.3945 | 0.0000 |
| 24 | 8.5206 | 9.3045 | 9.3140 | 0.0106 | 0.0055 | 0.3934 | 0.0000 |
| 25 | 8.5237 | 9.3140 | 9.3818 | 0.0031 | 0.0638 | 0.4541 | 0.0000 |
| 26 | 8.5400 | 9.3818 | 9.3951 | 0.0123 | 0.0133 | 0.4551 | 0.0000 |
| 27 | 8.5600 | 9.3951 | 9.4520 | 0.0200 | 0.0529 | 0.4920 | 0.0000 |
| 28 | 8.5630 | 9.4520 | 9.4813 | 0.0030 | 0.0253 | 0.5143 | 0.0000 |
| 29 | 8.5700 | 9.4813 | 9.5152 | 0.0030 | 0.0339 | 0.5452 | 0.0000 |
| 30 | 8.5730 | 9.5152 | 9.5435 | 0.0030 | 0.0243 | 0.5705 | 0.0000 |
| 31 | 8.5902 | 9.5435 | 9.5706 | 0.0132 | 0.0231 | 0.5804 | 0.0000 |
| 32 | 8.5930 | 9.5706 | 10.0137 | 0.0028 | 0.0431 | 1.0207 | 0.0000 |
| 33 | 9.0020 | 10.0137 | 10.0315 | 0.0050 | 0.0138 | 1.0255 | 0.0000 |
| 34 | 9.0055 | 10.0315 | 10.0330 | 0.0035 | 0.0015 | 1.0235 | 0.0000 |
| 35 | 9.0135 | 10.0330 | 10.0345 | 0.0040 | 0.0015 | 1.0210 | 0.0000 |
| 36 | 9.0324 | 10.0345 | 10.1247 | 0.0149 | 0.0902 | 1.0923 | 0.0000 |
| 37 | 9.0420 | 10.1247 | 10.1415 | 0.0056 | 0.0128 | 1.0955 | 0.0000 |
| 38 | 9.1015 | 10.1415 | 10.1524 | 0.0555 | 0.0109 | 1.0509 | 0.0000 |
| 39 | 9.1055 | 10.1524 | 10.1851 | 0.0040 | 0.0327 | 1.0756 | 0.0000 |
| 40 | 9.1149 | 10.1851 | 10.3216 | 0.0054 | 0.1325 | 1.2027 | 0.0000 |
| 41 | 9.1833 | 10.3216 | 10.3625 | 0.0644 | 0.0409 | 1.1752 | 0.0000 |
| 42 | 9.1906 | 10.3625 | 10.3800 | 0.0033 | 0.0135 | 1.1854 | 0.0000 |
| 43 | 9.2017 | 10.3800 | 10.4300 | 0.0111 | 0.0500 | 1.2243 | 0.0000 |
| 44 | 9.2705 | 10.4300 | 10.4855 | 0.0648 | 0.0555 | 1.2150 | 0.0000 |
| 45 | 9.2720 | 10.4855 | 10.4910 | 0.0015 | 0.0015 | 1.2150 | 0.0000 |
| 46 | 9.2751 | 10.4910 | 10.5055 | 0.0031 | 0.0145 | 1.2304 | 0.0000 |
| 47 | 9.2927 | 10.5055 | 10.5249 | 0.0136 | 0.0154 | 1.2322 | 0.0000 |
| 48 | 9.3310 | 10.5249 | 10.5616 | 0.0343 | 0.0327 | 1.2306 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 05/06/89
********** PAGE: 2
COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 9.3620 | 10.5616 | 10.5800 | 0.0310 | 0.0144 | 1.2140 | 0.0000 |
| 50 | 9.4458 | 10.5800 | 11.0040 | 0.0838 | 0.0240 | 1.1542 | 0.0000 |
| 51 | 9.4920 | 11.0040 | 11.0300 | 0.0422 | 0.0220 | 1.1340 | 0.0000 |
| 52 | 9.5030 | 11.0300 | 11.0551 | 0.0110 | 0.0251 | 1.1521 | 0.0000 |
| 53 | 9.5114 | 11.0551 | 11.0749 | 0.0044 | 0.0158 | 1.1635 | 0.0000 |
| 54 | 9.5212 | 11.0749 | 11.1100 | 0.0058 | 0.0311 | 1.1848 | 0.0000 |
| 55 | 9.5354 | 11.1100 | 11.1600 | 0.0142 | 0.0500 | 1.2206 | 0.0000 |
| 56 | 9.5410 | 11.1600 | 11.2115 | 0.0016 | 0.0515 | 1.2705 | 0.0000 |
| 57 | 9.5710 | 11.2115 | 11.2630 | 0.0300 | 0.0515 | 1.2920 | 0.0000 |
| 58 | 9.5740 | 11.2630 | 11.2830 | 0.0030 | 0.0200 | 1.3050 | 0.0000 |
| 59 | 9.5920 | 11.2830 | 11.2942 | 0.0140 | 0.0112 | 1.3022 | 0.0000 |
| 60 | 10.0110 | 11.2942 | 11.3518 | 0.0150 | 0.0536 | 1.3408 | 0.0000 |
| 61 | 10.0137 | 11.3518 | 11.3735 | 0.0027 | 0.0217 | 1.3558 | 0.0000 |
| 62 | 10.1006 | 11.3735 | 11.3820 | 0.0829 | 0.0045 | 1.2814 | 0.0000 |
| 63 | 10.2610 | 11.3820 | 11.4035 | 0.1604 | 0.0215 | 1.1425 | 0.0000 |
| 64 | 10.2703 | 11.4035 | 11.4107 | 0.0053 | 0.0032 | 1.1404 | 0.0000 |
| 65 | 10.2810 | 11.4107 | 11.4125 | 0.0107 | 0.0018 | 1.1315 | 0.0000 |
| 66 | 10.2855 | 11.4125 | 11.4718 | 0.0045 | 0.0553 | 1.1823 | 0.0000 |
| 67 | 10.3000 | 11.4718 | 11.4930 | 0.0105 | 0.0212 | 1.1930 | 0.0000 |
| 68 | 10.3140 | 11.4930 | 11.5213 | 0.0140 | 0.0243 | 1.2033 | 0.0000 |
| 69 | 10.3251 | 11.5213 | 11.5433 | 0.0111 | 0.0220 | 1.2142 | 0.0000 |
| 70 | 10.3423 | 11.5433 | 11.5510 | 0.0132 | 0.0037 | 1.2047 | 0.0000 |
| 71 | 10.3700 | 11.5510 | 11.5918 | 0.0237 | 0.0408 | 1.2218 | 0.0000 |
| 72 | 10.3820 | 11.5918 | 11.5935 | 0.0120 | 0.0017 | 1.2115 | 0.0000 |
| 73 | 10.3955 | 11.5935 | 11.5940 | 0.0135 | 0.0005 | 1.1945 | 0.0000 |
| 74 | 10.4056 | 11.5940 | 12.0140 | 0.0101 | 0.0200 | 1.2044 | 0.0000 |
| 75 | 10.4123 | 12.0140 | 12.0429 | 0.0027 | 0.0249 | 1.2306 | 0.0000 |
| 76 | 10.4245 | 12.0429 | 12.0802 | 0.0122 | 0.0333 | 1.2517 | 0.0000 |
| 77 | 10.4640 | 12.0802 | 12.1536 | 0.0355 | 0.0734 | 1.2856 | 0.0000 |
| 78 | 10.4710 | 12.1536 | 12.1729 | 0.0030 | 0.0153 | 1.3019 | 0.0000 |
| 79 | 10.4736 | 12.1729 | 12.1854 | 0.0026 | 0.0125 | 1.3118 | 0.0000 |
| 80 | 10.5510 | 12.1854 | 12.2135 | 0.0734 | 0.0241 | 1.2625 | 0.0000 |
| 81 | 10.5850 | 12.2135 | 12.2429 | 0.0340 | 0.0254 | 1.2539 | 0.0000 |
| 82 | 10.5910 | 12.2429 | 12.2630 | 0.0020 | 0.0201 | 1.2720 | 0.0000 |
| 83 | 10.5930 | 12.2630 | 12.2835 | 0.0020 | 0.0205 | 1.2905 | 0.0000 |
| 84 | 11.0128 | 12.2835 | 12.3000 | 0.0158 | 0.0125 | 1.2832 | 0.0000 |
| 85 | 11.0500 | 13.3000 | 13.3320 | 0.0332 | 0.0320 | 2.2820 | 0.0000 |
| 86 | 11.0700 | 13.3320 | 13.3530 | 0.0200 | 0.0210 | 2.2830 | 0.0000 |
| 87 | 11.1523 | 13.3530 | 13.4225 | 0.0823 | 0.0655 | 2.2702 | 0.0000 |
| 88 | 11.3000 | 13.4225 | 13.4545 | 0.1437 | 0.0320 | 2.1545 | 0.0000 |
| 89 | 12.0115 | 13.4545 | 13.5016 | 0.3115 | 0.0431 | 1.4901 | 0.0000 |
| 90 | 12.0825 | 13.5016 | 13.5209 | 0.0710 | 0.0153 | 1.4344 | 0.0000 |
| 91 | 12.1854 | 13.5209 | 13.5411 | 0.1029 | 0.0202 | 1.3517 | 0.0000 |
| 92 | 12.2434 | 13.5411 | 13.5704 | 0.0540 | 0.0253 | 1.3230 | 0.0000 |
| 93 | 12.2900 | 13.5704 | 14.0054 | 0.0426 | 0.0350 | 1.3154 | 0.0000 |
| 94 | 13.3000 | 14.0054 | 14.0508 | 0.0000 | 0.0414 | 0.3508 | 0.0000 |
| 95 | 13.3320 | 14.0508 | 14.0715 | 0.0320 | 0.0207 | 0.3355 | 0.0000 |
| 96 | 13.3536 | 14.0715 | 14.0900 | 0.0216 | 0.0145 | 0.3324 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 05/06/89
********** PAGE: 3
COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 97 | 13.3910 | 14.0900 | 14.1203 | 0.0334 | 0.0303 | 0.3253 | 0.0000 |
| 98 | 13.4015 | 14.1203 | 14.1510 | 0.0105 | 0.0307 | 0.3455 | 0.0000 |
| 99 | 13.4208 | 14.1510 | 14.1726 | 0.0153 | 0.0216 | 0.3518 | 0.0000 |
| 100 | 13.4312 | 14.1726 | 14.1929 | 0.0104 | 0.0203 | 0.3617 | 0.0000 |
| 101 | 13.4518 | 14.1929 | 14.2114 | 0.0206 | 0.0145 | 0.3556 | 0.0000 |
| 102 | 13.4550 | 14.2114 | 14.2503 | 0.0032 | 0.0349 | 0.3913 | 0.0000 |
| 103 | 13.4720 | 14.2547 | 14.2800 | 0.0130 | 0.0213 | 0.4040 | 0.0044 |
| 104 | 13.4930 | 14.2800 | 14.3050 | 0.0210 | 0.0250 | 0.4120 | 0.0000 |
| 105 | 13.5010 | 14.3050 | 14.3115 | 0.0040 | 0.0025 | 0.4105 | 0.0000 |
| 106 | 13.5147 | 14.3115 | 14.3440 | 0.0137 | 0.0325 | 0.4253 | 0.0000 |
| 107 | 13.5210 | 14.3440 | 14.3630 | 0.0023 | 0.0150 | 0.4420 | 0.0000 |
| 108 | 13.5316 | 14.3630 | 14.4230 | 0.0106 | 0.0600 | 0.4914 | 0.0000 |
| 109 | 13.5425 | 14.4230 | 14.5320 | 0.0109 | 0.1050 | 0.5855 | 0.0000 |
| 110 | 13.5812 | 14.5320 | 14.5410 | 0.0347 | 0.0050 | 0.5558 | 0.0000 |
| 111 | 13.5850 | 14.5410 | 14.5522 | 0.0038 | 0.0112 | 0.5632 | 0.0000 |
| 112 | 13.5933 | 14.5522 | 14.5720 | 0.0043 | 0.0158 | 0.5747 | 0.0000 |
| 113 | 14.0117 | 14.5720 | 15.0013 | 0.0144 | 0.0253 | 0.5856 | 0.0000 |
| 114 | 14.0210 | 15.0013 | 15.0145 | 0.0053 | 0.0132 | 0.5935 | 0.0000 |
| 115 | 14.0320 | 15.0145 | 15.0220 | 0.0110 | 0.0035 | 0.5900 | 0.0000 |
| 116 | 14.1245 | 15.0220 | 15.0708 | 0.0925 | 0.0448 | 0.5423 | 0.0000 |
| 117 | 14.1510 | 15.0708 | 15.1548 | 0.0225 | 0.0840 | 1.0038 | 0.0000 |
| 118 | 14.1540 | 15.1548 | 15.2133 | 0.0030 | 0.0545 | 1.0553 | 0.0000 |
| 119 | 14.1625 | 15.2133 | 15.2625 | 0.0045 | 0.0452 | 1.1000 | 0.0000 |
| 120 | 14.1726 | 15.2625 | 15.3350 | 0.0101 | 0.0725 | 1.1624 | 0.0000 |
| 121 | 14.1832 | 15.3350 | 15.3440 | 0.0106 | 0.0050 | 1.1608 | 0.0000 |
| 122 | 14.1900 | 15.3440 | 15.3550 | 0.0028 | 0.0110 | 1.1650 | 0.0000 |
| 123 | 14.1940 | 15.3550 | 15.4010 | 0.0040 | 0.0420 | 1.2030 | 0.0000 |
| 124 | 14.2030 | 15.4010 | 15.4345 | 0.0050 | 0.0335 | 1.2315 | 0.0000 |
| 125 | 14.2114 | 15.4345 | 15.4530 | 0.0044 | 0.0145 | 1.2416 | 0.0000 |
| 126 | 14.2149 | 15.4530 | 15.4920 | 0.0035 | 0.0350 | 1.2731 | 0.0000 |
| 127 | 14.2503 | 15.4920 | 15.5001 | 0.0314 | 0.0041 | 1.2458 | 0.0000 |
| 128 | 14.3650 | 15.5001 | 15.5433 | 0.1147 | 0.0432 | 1.1743 | 0.0000 |
| 129 | 14.3830 | 15.5433 | 16.0550 | 0.0140 | 0.1117 | 1.2720 | 0.0000 |
| 130 | 14.3930 | 16.0550 | 16.0948 | 0.0100 | 0.0358 | 1.3018 | 0.0000 |
| 131 | 14.4320 | 16.0948 | 16.1515 | 0.0350 | 0.0527 | 1.3155 | 0.0000 |
| 132 | 14.4345 | 16.1515 | 16.1837 | 0.0025 | 0.0322 | 1.3452 | 0.0000 |
| 133 | 14.4600 | 16.1837 | 16.2120 | 0.0215 | 0.0243 | 1.3520 | 0.0000 |
| 134 | 14.4955 | 16.2120 | 16.2210 | 0.0355 | 0.0050 | 1.3215 | 0.0000 |
| 135 | 14.5300 | 16.2210 | 16.2439 | 0.0305 | 0.0229 | 1.3139 | 0.0000 |
| 136 | 14.5620 | 16.2439 | 16.2638 | 0.0320 | 0.0159 | 1.3018 | 0.0000 |
| 137 | 15.0610 | 16.2638 | 16.3315 | 0.0950 | 0.0637 | 1.2705 | 0.0000 |
| 138 | 15.0720 | 16.3315 | 16.3541 | 0.0110 | 0.0226 | 1.2821 | 0.0000 |
| 139 | 15.0830 | 16.3541 | 16.4220 | 0.0110 | 0.0639 | 1.3350 | 0.0000 |
| 140 | 15.0855 | 16.4220 | 16.5329 | 0.0025 | 0.1109 | 1.4434 | 0.0000 |
| 141 | 15.0930 | 16.5329 | 17.0000 | 0.0035 | 0.0631 | 1.5030 | 0.0000 |
| 142 | 15.1010 | 17.0000 | 17.0420 | 0.0040 | 0.0420 | 1.5410 | 0.0000 |
| 143 | 15.1145 | 17.0420 | 17.0837 | 0.0135 | 0.0417 | 1.5652 | 0.0000 |
| 144 | 15.1145 | 17.0837 | 17.1541 | 0.0000 | 0.0704 | 2.0356 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 05/06/89

********** PAGE: 4

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 145 | 15.1355 | 17.1541 | 17.1752 | 0.0210 | 0.0211 | 2.0357 | 0.0000 |
| 146 | 15.1524 | 17.1752 | 17.2011 | 0.0129 | 0.0219 | 2.0447 | 0.0000 |
| 147 | 15.1630 | 17.2024 | 17.2618 | 0.0106 | 0.0554 | 2.0948 | 0.0013 |
| 148 | 15.1815 | 17.2618 | 17.2935 | 0.0145 | 0.0317 | 2.1120 | 0.0000 |

SAMPLE DATA LIST OF 06/06/89

********** PAGE: 5

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0030 | 8.3000 | 8.3518 | 0.0030 | 0.0518 | 0.3448 | 0.0000 |
| 2 | 8.0010 | 8.3518 | 8.3801 | 0.0000 | 0.0243 | 0.3751 | 0.0000 |
| 3 | 8.0240 | 8.3801 | 8.3917 | 0.0230 | 0.0116 | 0.3637 | 0.0000 |
| 4 | 8.0350 | 8.3917 | 8.4028 | 0.0110 | 0.0111 | 0.3638 | 0.0000 |
| 5 | 8.0520 | 8.4028 | 8.4130 | 0.0130 | 0.0102 | 0.3610 | 0.0000 |
| 6 | 8.0820 | 8.4130 | 8.4230 | 0.0300 | 0.0100 | 0.3410 | 0.0000 |
| 7 | 8.1336 | 8.4230 | 8.4450 | 0.0516 | 0.0220 | 0.3114 | 0.0000 |
| 8 | 8.2550 | 8.4450 | 8.4610 | 0.1214 | 0.0120 | 0.2020 | 0.0000 |
| 9 | 8.3730 | 8.4610 | 8.4740 | 0.1140 | 0.0130 | 0.1010 | 0.0000 |
| 10 | 8.4330 | 8.4740 | 8.4920 | 0.0600 | 0.0140 | 0.0550 | 0.0000 |
| 11 | 8.4422 | 8.4920 | 8.5450 | 0.0052 | 0.0530 | 0.1028 | 0.0000 |
| 12 | 8.4530 | 8.5450 | 9.0135 | 0.0108 | 0.0645 | 0.1605 | 0.0000 |
| 13 | 8.4820 | 9.0610 | 9.1035 | 0.0250 | 0.0425 | 0.2215 | 0.0435 |
| 14 | 8.5130 | 9.1035 | 9.1450 | 0.0310 | 0.0415 | 0.2320 | 0.0000 |
| 15 | 8.5235 | 9.1450 | 9.1915 | 0.0105 | 0.0425 | 0.2640 | 0.0000 |
| 16 | 8.5401 | 9.1915 | 9.2205 | 0.0126 | 0.0250 | 0.2804 | 0.0000 |
| 17 | 8.5450 | 9.2205 | 9.2503 | 0.0049 | 0.0258 | 0.3013 | 0.0000 |
| 18 | 8.5645 | 9.2503 | 9.2650 | 0.0155 | 0.0147 | 0.3005 | 0.0000 |
| 19 | 8.5825 | 9.2650 | 9.2840 | 0.0140 | 0.0150 | 0.3015 | 0.0000 |
| 20 | 8.5910 | 9.2840 | 9.3045 | 0.0045 | 0.0205 | 0.3135 | 0.0000 |
| 21 | 8.5950 | 9.3045 | 9.3140 | 0.0040 | 0.0055 | 0.3150 | 0.0000 |
| 22 | 9.0020 | 9.3140 | 9.3205 | 0.0030 | 0.0025 | 0.3145 | 0.0000 |
| 23 | 9.0651 | 9.3205 | 9.4103 | 0.0631 | 0.0858 | 0.3412 | 0.0000 |
| 24 | 9.0845 | 9.4103 | 9.4520 | 0.0154 | 0.0417 | 0.3635 | 0.0000 |
| 25 | 9.0935 | 9.4520 | 9.4615 | 0.0050 | 0.0055 | 0.3640 | 0.0000 |
| 26 | 9.1030 | 9.4615 | 9.4930 | 0.0055 | 0.0315 | 0.3900 | 0.0000 |
| 27 | 9.1340 | 9.4930 | 9.5307 | 0.0310 | 0.0337 | 0.3927 | 0.0000 |
| 28 | 9.1530 | 9.5307 | 9.5630 | 0.0150 | 0.0323 | 0.4100 | 0.0000 |
| 29 | 9.1600 | 9.5630 | 9.5909 | 0.0030 | 0.0239 | 0.4309 | 0.0000 |
| 30 | 9.2003 | 9.5909 | 10.0100 | 0.0403 | 0.0151 | 0.4057 | 0.0000 |
| 31 | 9.2120 | 10.0100 | 10.0635 | 0.0117 | 0.0535 | 0.4515 | 0.0000 |
| 32 | 9.2240 | 10.0635 | 10.0830 | 0.0120 | 0.0155 | 0.4550 | 0.0000 |
| 33 | 9.2420 | 10.0830 | 10.0850 | 0.0140 | 0.0020 | 0.4430 | 0.0000 |
| 34 | 9.3010 | 10.0850 | 10.1620 | 0.0550 | 0.0730 | 0.4610 | 0.0000 |
| 35 | 9.3950 | 10.1620 | 10.1850 | 0.0940 | 0.0230 | 0.3900 | 0.0000 |
| 36 | 9.4150 | 10,1850 | 10.1920 | 0.0200 | 0.0030 | 0.3730 | 0.0000 |
| 37 | 9.5210 | 10.1920 | 10.2147 | 0.1020 | 0.0227 | 0.2937 | 0.0000 |
| 38 | 9.5500 | 10.2147 | 10.2243 | 0.0250 | 0.0056 | 0.2743 | 0.0000 |
| 39 | 9.5542 | 10.2243 | 10.2755 | 0.0042 | 0.0512 | 0.3213 | 0.0000 |
| 40 | 9.5730 | 10.2755 | 10.3510 | 0.0148 | 0.0715 | 0.3740 | 0.0000 |
| 41 | 10.0053 | 10.3510 | 10.4145 | 0.0323 | 0.0635 | 0.4052 | 0.0000 |
| 42 | 10.0330 | 10.4145 | 10.5030 | 0.0237 | 0.0845 | 0.4700 | 0.0000 |
| 43 | 10.0415 | 10.5030 | 10.5210 | 0.0045 | 0.0140 | 0.4755 | 0.0000 |
| 44 | 10.0455 | 10.5210 | 10.5900 | 0.0040 | 0.0650 | 0.5405 | 0.0000 |
| 45 | 10.0535 | 10.5900 | 11.0210 | 0.0040 | 0.0310 | 0.5635 | 0.0000 |
| 46 | 10.0745 | 11.0210 | 11.0610 | 0.0210 | 0.0400 | 0.5825 | 0.0000 |
| 47 | 10.0950 | 11.0610 | 11.0815 | 0.0205 | 0.0205 | 0.5825 | 0.0000 |
| 48 | 10.1950 | 11.0815 | 11.1336 | 0.1000 | 0.0521 | 0.5346 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 06/06/89

********** PAGE: 6

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 10.2015 | 11.1336 | 11.2007 | 0.0025 | 0.0631 | 0.5952 | 0.0000 |
| 50 | 10.2122 | 11.2007 | 11.2045 | 0.0107 | 0.0038 | 0.5923 | 0.0000 |
| 51 | 10.2513 | 11.2045 | 11.2510 | 0.0351 | 0.0425 | 0.5957 | 0.0000 |
| 52 | 10.2723 | 11.2510 | 11.2600 | 0.0210 | 0.0050 | 0.5837 | 0.0000 |
| 53 | 10.2800 | 11.2600 | 11.2640 | 0.0037 | 0.0040 | 0.5840 | 0.0000 |
| 54 | 10.3540 | 11.2640 | 11.2830 | 0.0740 | 0.0150 | 0.5250 | 0.0000 |
| 55 | 10.3730 | 11.2830 | 11.3140 | 0.0150 | 0.0310 | 0.5410 | 0.0000 |
| 56 | 10.3845 | 11.3140 | 11.3630 | 0.0115 | 0.0450 | 0.5745 | 0.0000 |
| 57 | 10.4122 | 11.3630 | 11.3940 | 0.0237 | 0.0310 | 0.5818 | 0.0000 |
| 58 | 10.4150 | 11.3940 | 11.5156 | 0.0028 | 0.1216 | 1.1006 | 0.0000 |
| 59 | 10.4615 | 11.5156 | 11.5450 | 0.0425 | 0.0254 | 1.0835 | 0.0000 |
| 60 | 10.4715 | 11.5450 | 11.5530 | 0.0100 | 0.0040 | 1.0815 | 0.0000 |
| 61 | 10.4830 | 11.5530 | 11.5545 | 0.0115 | 0.0015 | 1.0715 | 0.0000 |
| 62 | 10.5030 | 11.5545 | 11.5816 | 0.0200 | 0.0231 | 1.0746 | 0.0000 |
| 63 | 10.5100 | 11.5816 | 12.0210 | 0.0030 | 0.0354 | 1.1110 | 0.0000 |
| 64 | 10.5800 | 12.0210 | 12.0235 | 0.0700 | 0.0025 | 1.0435 | 0.0000 |
| 65 | 10.5950 | 12.0235 | 12.0450 | 0.0150 | 0.0215 | 1.0500 | 0.0000 |
| 66 | 11.0555 | 12.0450 | 12.0518 | 0.0605 | 0.0028 | 0.5923 | 0.0000 |
| 67 | 11.1210 | 12.0518 | 12.0630 | 0.0615 | 0.0112 | 0.5420 | 0.0000 |
| 68 | 11.2040 | 12.0630 | 12.0913 | 0.0830 | 0.0243 | 0.4833 | 0.0000 |
| 69 | 11.2451 | 12.0913 | 12.1550 | 0.0411 | 0.0637 | 0.5059 | 0.0000 |
| 70 | 11.2923 | 12.1550 | 12.1910 | 0.0432 | 0.0320 | 0.4947 | 0.0000 |
| 71 | 11.4000 | 12.1910 | 12.2518 | 0.1037 | 0.0608 | 0.4518 | 0.0000 |
| 72 | 11.4920 | 12.2518 | 12.2945 | 0.0920 | 0.0427 | 0.4025 | 0.0000 |
| 73 | 11.5655 | 13.3000 | 13.3612 | 0.0735 | 0.0612 | 1.3917 | 0.0015 |
| 74 | 12.1056 | 13.3612 | 13.3859 | 0.1401 | 0.0247 | 1.2803 | 0.0000 |
| 75 | 12.1423 | 13.3859 | 13.4200 | 0.0327 | 0.0301 | 1.2737 | 0.0000 |
| 76 | 12.2322 | 13.4200 | 13.4400 | 0.0859 | 0.0200 | 1.2038 | 0.0000 |
| 77 | 13.3043 | 13.4400 | 13.4625 | 0.0043 | 0.0225 | 0.1542 | 0.0000 |
| 78 | 13.3250 | 13.4625 | 13.4855 | 0.0207 | 0.0230 | 0.1605 | 0.0000 |
| 79 | 13.3622 | 13.4855 | 13.5150 | 0.0332 | 0.0255 | 0.1528 | 0.0000 |
| 80 | 13.3743 | 13.5150 | 14.0046 | 0.0121 | 0.0856 | 0.2303 | 0.0000 |
| 81 | 13.4055 | 14.0046 | 14.0805 | 0.0312 | 0.0719 | 0.2710 | 0.0000 |
| 82 | 13.4145 | 14.0805 | 14.1010 | 0.0050 | 0.0205 | 0.2825 | 0.0000 |
| 83 | 13.4200 | 14.1010 | 14.1440 | 0.0015 | 0.0430 | 0.3240 | 0.0000 |
| 84 | 13.4430 | 14.1440 | 14.1520 | 0.0230 | 0.0040 | 0.3050 | 0.0000 |
| 85 | 13.4920 | 14.1520 | 14.1750 | 0.0450 | 0.0230 | 0.2830 | 0.0000 |
| 86 | 13.5122 | 14.1750 | 14.2140 | 0.0202 | 0.0350 | 0.3018 | 0.0000 |
| 87 | 13.5250 | 14.2140 | 14.2400 | 0.0128 | 0.0220 | 0.3110 | 0.0000 |
| 88 | 13.5335 | 14.2400 | 14.2450 | 0.0045 | 0.0050 | 0.3115 | 0.0000 |
| 89 | 13.5355 | 14.2450 | 14.3307 | 0.0020 | 0.0817 | 0.3912 | 0.0000 |
| 90 | 13.5400 | 14.3307 | 14.3618 | 0.0005 | 0.0311 | 0.4218 | 0.0000 |
| 91 | 13.5420 | 14.3618 | 14.3645 | 0.0020 | 0.0027 | 0.4225 | 0.0000 |
| 92 | 13.5603 | 14.3645 | 14.3710 | 0.0143 | 0.0025 | 0.4107 | 0.0000 |
| 93 | 13.5721 | 14.3710 | 14.3735 | 0.0118 | 0.0025 | 0.4014 | 0.0000 |
| 94 | 13.5840 | 14.3735 | 14.3755 | 0.0119 | 0.0020 | 0.3915 | 0.0000 |
| 95 | 14.0255 | 14.3755 | 14.3935 | 0.0415 | 0.0140 | 0.3640 | 0.0000 |
| 96 | 14.0330 | 14.3935 | 14.4620 | 0.0035 | 0.0645 | 0.4250 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 06/06/89
********** PAGE: 7
COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 97 | 14.0425 | 14.4620 | 14.4910 | 0.0055 | 0.0250 | 0.4445 | 0.0000 |
| 98 | 14.0645 | 14.4910 | 14.4950 | 0.0220 | 0.0040 | 0.4305 | 0.0000 |
| 99 | 14.0738 | 14.4950 | 14.5750 | 0.0053 | 0.0800 | 0.5012 | 0.0000 |
| 100 | 14.1005 | 14.5750 | 14.5950 | 0.0227 | 0.0200 | 0.4945 | 0.0000 |
| 101 | 14.1050 | 14.5950 | 15.1100 | 0.0045 | 0.1110 | 1.0010 | 0.0000 |
| 102 | 14.1320 | 15.1100 | 15.1755 | 0.0230 | 0.0655 | 1.0435 | 0.0000 |
| 103 | 14.1440 | 15.1755 | 15.2130 | 0.0120 | 0.0335 | 1.0650 | 0.0000 |
| 104 | 14.1514 | 15.2130 | 15.2320 | 0.0034 | 0.0150 | 1.0806 | 0.0000 |
| 105 | 14.1751 | 15.2320 | 15.2430 | 0.0237 | 0.0110 | 1.0639 | 0.0000 |
| 106 | 14.1947 | 15.2430 | 15.2520 | 0.0156 | 0.0050 | 1.0533 | 0.0000 |
| 107 | 14.2210 | 15.2520 | 15.2630 | 0.0223 | 0.0110 | 1.0420 | 0.0000 |
| 108 | 14.2316 | 15.2630 | 15.3020 | 0.0106 | 0.0350 | 1.0704 | 0.0000 |
| 109 | 14.2400 | 15.3020 | 15.3230 | 0.0044 | 0.0210 | 1.0830 | 0.0000 |
| 110 | 14.2512 | 15.3230 | 15.3650 | 0.0112 | 0.0420 | 1.1138 | 0.0000 |
| 111 | 14.2535 | 15.3650 | 15.4110 | 0.0023 | 0.0420 | 1.1535 | 0.0000 |
| 112 | 14.2612 | 15.4110 | 15.4420 | 0.0037 | 0.0310 | 1.1808 | 0.0000 |
| 113 | 14.2715 | 15.4420 | 15.4715 | 0.0103 | 0.0255 | 1.2000 | 0.0000 |
| 114 | 14.3032 | 15.4715 | 15.5107 | 0.0317 | 0.0352 | 1.2035 | 0.0000 |
| 115 | 14.3840 | 15.5107 | 15.5544 | 0.0808 | 0.0437 | 1.1704 | 0.0000 |
| 116 | 14.3930 | 15.5544 | 16.0340 | 0.0050 | 0.0756 | 1.2410 | 0.0000 |
| 117 | 14.4135 | 16.0340 | 16.0510 | 0.0205 | 0.0130 | 1.2335 | 0.0000 |
| 118 | 14.4640 | 16.0510 | 16.0730 | 0.0505 | 0.0220 | 1.2050 | 0.0000 |
| 119 | 14.4720 | 16.0730 | 16.1450 | 0.0040 | 0.0720 | 1.2730 | 0.0000 |
| 120 | 14.4910 | 16.1450 | 16.2535 | 0.0150 | 0.1045 | 1.3625 | 0.0000 |
| 121 | 14.5019 | 16.2535 | 16.2944 | 0.0109 | 0.0409 | 1.3925 | 0.0000 |
| 122 | 14.5150 | 16.2944 | 16.3555 | 0.0131 | 0.0611 | 1.4405 | 0.0000 |
| 123 | 14.5320 | 16.3555 | 16.4401 | 0.0130 | 0.0806 | 1.5041 | 0.0000 |
| 124 | 14.5355 | 16.4401 | 16.4645 | 0.0035 | 0.0244 | 1.5250 | 0.0000 |
| 125 | 14.5420 | 16.4645 | 16.5953 | 0.0025 | 0.1308 | 2.0533 | 0.0000 |
| 126 | 14.5549 | 16.5953 | 17.0912 | 0.0129 | 0.0919 | 2.1323 | 0.0000 |
| 127 | 15.5703 | 17.0912 | 17.1401 | 1.0114 | 0.0449 | 1.1658 | 0.0000 |
| 128 | 15.5812 | 17.1401 | 17.2433 | 0.0109 | 0.1032 | 1.2621 | 0.0000 |
| 129 | 15.5933 | 17.2433 | 17.2535 | 0.0121 | 0.0102 | 1.2602 | 0.0000 |
| 130 | 15.5955 | 17.2535 | 17.2948 | 0.0022 | 0.0413 | 1.2953 | 0.0000 |

SAMPLE DATA LIST OF 07/06/89

********** PAGE: 8

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0100 | 8.3000 | 8.3020 | 0.0100 | 0.0020 | 0.2920 | 0.0000 |
| 2 | 8.0210 | 8.3020 | 8.3100 | 0.0110 | 0.0040 | 0.2850 | 0.0000 |
| 3 | 8.0255 | 8.3100 | 8.3320 | 0.0045 | 0.0220 | 0.3025 | 0.0000 |
| 4 | 8.0345 | 8.3320 | 8.3620 | 0.0050 | 0.0300 | 0.3235 | 0.0000 |
| 5 | 8.0420 | 8.3620 | 8.3906 | 0.0035 | 0.0246 | 0.3446 | 0.0000 |
| 6 | 8.0635 | 8.3906 | 8.3934 | 0.0215 | 0.0028 | 0.3259 | 0.0000 |
| 7 | 8.0718 | 8.3934 | 8.4115 | 0.0043 | 0.0141 | 0.3357 | 0.0000 |
| 8 | 8.0840 | 8.4115 | 8.4245 | 0.0122 | 0.0130 | 0.3405 | 0.0000 |
| 9 | 8.0955 | 8.4245 | 8.4413 | 0.0115 | 0.0128 | 0.3418 | 0.0000 |
| 10 | 8.1046 | 8.4413 | 8.4500 | 0.0051 | 0.0047 | 0.3414 | 0.0000 |
| 11 | 8.1320 | 8.4500 | 8.4630 | 0.0234 | 0.0130 | 0.3310 | 0.0000 |
| 12 | 8.1510 | 8.4630 | 8.5400 | 0.0150 | 0.0730 | 0.3850 | 0.0000 |
| 13 | 8.1840 | 8.5400 | 8.5747 | 0.0330 | 0.0347 | 0.3907 | 0.0000 |
| 14 | 8.2025 | 8.5747 | 8.5915 | 0.0145 | 0.0128 | 0.3850 | 0.0000 |
| 15 | 8.2430 | 8.5915 | 9.0120 | 0.0405 | 0.0205 | 0.3650 | 0.0000 |
| 16 | 8.2520 | 9.0120 | 9.0312 | 0.0050 | 0.0152 | 0.3752 | 0.0000 |
| 17 | 8.2641 | 9.0312 | 9.1102 | 0.0121 | 0.0750 | 0.4421 | 0.0000 |
| 18 | 8.2733 | 9.1102 | 9.1540 | 0.0052 | 0.0438 | 0.4807 | 0.0000 |
| 19 | 8.3019 | 9.1540 | 9.1850 | 0.0246 | 0.0310 | 0.4831 | 0.0000 |
| 20 | 8.3410 | 9.1850 | 9.2350 | 0.0351 | 0.0500 | 0.4940 | 0.0000 |
| 21 | 8.3435 | 9.2350 | 9.3145 | 0.0025 | 0.0755 | 0.5710 | 0.0000 |
| 22 | 8.4210 | 9.3145 | 9.3400 | 0.0735 | 0.0215 | 0.5150 | 0.0000 |
| 23 | 8.4240 | 9.3400 | 9.3640 | 0.0030 | 0.0240 | 0.5400 | 0.0000 |
| 24 | 8.4308 | 9.3640 | 9.4130 | 0.0028 | 0.0450 | 0.5822 | 0.0000 |
| 25 | 8.4445 | 9.4130 | 9.4310 | 0.0137 | 0.0140 | 0.5825 | 0.0000 |
| 26 | 8.4620 | 9.4310 | 9.4520 | 0.0135 | 0.0210 | 0.5900 | 0.0000 |
| 27 | 8.4812 | 9.4520 | 9.4627 | 0.0152 | 0.0107 | 0.5815 | 0.0000 |
| 28 | 8.4840 | 9.4627 | 9.4735 | 0.0028 | 0.0108 | 0.5855 | 0.0000 |
| 29 | 8.4910 | 9.4735 | 9.4928 | 0.0030 | 0.0153 | 1.0018 | 0.0000 |
| 30 | 8.5039 | 9.4928 | 9.5130 | 0.0129 | 0.0202 | 1.0051 | 0.0000 |
| 31 | 8.5100 | 9.5130 | 9.5458 | 0.0021 | 0.0328 | 1.0358 | 0.0000 |
| 32 | 8.5640 | 9.5458 | 10.0225 | 0.0540 | 0.0727 | 1.0545 | 0.0000 |
| 33 | 8.5945 | 10.0225 | 10.0718 | 0.0305 | 0.0453 | 1.0733 | 0.0000 |
| 34 | 9.0130 | 10.0718 | 10.1019 | 0.0145 | 0.0301 | 1.0849 | 0.0000 |
| 35 | 9.0240 | 10.1019 | 10.1556 | 0.0110 | 0.0537 | 1.1316 | 0.0000 |
| 36 | 9.0500 | 10.1556 | 10.1715 | 0.0220 | 0.0119 | 1.1215 | 0.0000 |
| 37 | 9.0625 | 10.1715 | 10.1920 | 0.0125 | 0.0205 | 1.1255 | 0.0000 |
| 38 | 9.0816 | 10.1920 | 10.2010 | 0.0151 | 0.0050 | 1.1154 | 0.0000 |
| 39 | 9.0925 | 10.2010 | 10.2410 | 0.0109 | 0.0400 | 1.1445 | 0.0000 |
| 40 | 9.1120 | 10.2410 | 10.2825 | 0.0155 | 0.0415 | 1.1705 | 0.0000 |
| 41 | 9.1225 | 10.2825 | 10.3229 | 0.0105 | 0.0404 | 1.2004 | 0.0000 |
| 42 | 9.1300 | 10.3229 | 10.3543 | 0.0035 | 0.0314 | 1.2243 | 0.0000 |
| 43 | 9.1540 | 10.3543 | 10.3715 | 0.0240 | 0.0132 | 1.2135 | 0.0000 |
| 44 | 9.1630 | 10.3715 | 10.3810 | 0.0050 | 0.0055 | 1.2140 | 0.0000 |
| 45 | 9.1820 | 10.3810 | 10.3926 | 0.0150 | 0.0116 | 1.2106 | 0.0000 |
| 46 | 9.2120 | 10.3926 | 10.4040 | 0.0300 | 0.0114 | 1.1920 | 0.0000 |
| 47 | 9.2340 | 10.4040 | 10.4210 | 0.0220 | 0.0130 | 1.1830 | 0.0000 |
| 48 | 9.2420 | 10.4210 | 10.4350 | 0.0040 | 0.0140 | 1.1930 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 07/06/89
********** PAGE: 9
COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 9.2650 | 10.4350 | 10.4550 | 0.0230 | 0.0200 | 1.1900 | 0.0000 |
| 50 | 9.2840 | 10.4550 | 10.4755 | 0.0150 | 0.0205 | 1.1915 | 0.0000 |
| 51 | 9.3245 | 10.4755 | 10.4800 | 0.0405 | 0.0005 | 1.1515 | 0.0000 |
| 52 | 9.3530 | 10.4800 | 10.5440 | 0.0245 | 0.0640 | 1.1910 | 0.0000 |
| 53 | 9.3810 | 10.5440 | 11.0412 | 0.0240 | 0.0932 | 1.2602 | 0.0000 |
| 54 | 9.3940 | 11.0412 | 11.0430 | 0.0130 | 0.0018 | 1.2450 | 0.0000 |
| 55 | 9.4510 | 11.0430 | 11.0940 | 0.0530 | 0.0510 | 1.2430 | 0.0000 |
| 56 | 9.4650 | 11.0940 | 11.1350 | 0.0140 | 0.0410 | 1.2700 | 0.0000 |
| 57 | 9.4735 | 11.1350 | 11.1555 | 0.0045 | 0.0205 | 1.2820 | 0.0000 |
| 58 | 9.4840 | 11.1555 | 11.1840 | 0.0105 | 0.0245 | 1.3000 | 0.0000 |
| 59 | 9.5100 | 11.1840 | 11.1915 | 0.0220 | 0.0035 | 1.2815 | 0.0000 |
| 60 | 9.5740 | 11.1915 | 11.2058 | 0.0640 | 0.0143 | 1.2318 | 0.0000 |
| 61 | 10.0035 | 11.2058 | 11.3006 | 0.0255 | 0.0908 | 1.2931 | 0.0000 |
| 62 | 10.0050 | 11.3006 | 11.3204 | 0.0015 | 0.0158 | 1.3114 | 0.0000 |
| 63 | 10.0115 | 11.3204 | 11.3410 | 0.0025 | 0.0206 | 1.3255 | 0.0000 |
| 64 | 10.0208 | 11.3410 | 11.3720 | 0.0053 | 0.0310 | 1.3512 | 0.0000 |
| 65 | 10.0240 | 11.3720 | 11.4012 | 0.0032 | 0.0252 | 1.3732 | 0.0000 |
| 66 | 11.0320 | 11.4012 | 11.4430 | 1.0040 | 0.0418 | 0.4110 | 0.0000 |
| 67 | 11.0355 | 11.4430 | 11.4630 | 0.0035 | 0.0200 | 0.4235 | 0.0000 |
| 68 | 11.0430 | 11.4630 | 11.4740 | 0.0035 | 0.0110 | 0.4310 | 0.0000 |
| 69 | 11.1135 | 11.4740 | 11.4950 | 0.0705 | 0.0210 | 0.3815 | 0.0000 |
| 70 | 11.1523 | 11.4950 | 11.5250 | 0.0348 | 0.0300 | 0.3727 | 0.0000 |
| 71 | 11.1715 | 11.5250 | 11.5330 | 0.0152 | 0.0040 | 0.3615 | 0.0000 |
| 72 | 11.1820 | 11.5330 | 11.5545 | 0.0105 | 0.0215 | 0.3725 | 0.0000 |
| 73 | 11.2255 | 11.5545 | 11.5812 | 0.0435 | 0.0227 | 0.3517 | 0.0000 |
| 74 | 11.2456 | 11.5812 | 12.0254 | 0.0201 | 0.0442 | 0.3758 | 0.0000 |
| 75 | 11.3323 | 12.0254 | 12.0400 | 0.0827 | 0.0106 | 0.3037 | 0.0000 |
| 76 | 11.3522 | 12.0400 | 12.0700 | 0.0159 | 0.0300 | 0.3138 | 0.0000 |
| 77 | 11.4043 | 12.0700 | 12.1025 | 0.0521 | 0.0325 | 0.2942 | 0.0000 |
| 78 | 11.4750 | 12.1025 | 12.1155 | 0.0707 | 0.0130 | 0.2405 | 0.0000 |
| 79 | 11.5552 | 12.1155 | 12.1250 | 0.0802 | 0.0055 | 0.1658 | 0.0000 |
| 80 | 11.5843 | 12.1250 | 12.1546 | 0.0251 | 0.0256 | 0.1703 | 0.0000 |
| 81 | 12.0055 | 12.1546 | 12.1635 | 0.0212 | 0.0049 | 0.1540 | 0.0000 |
| 82 | 12.0145 | 12.1635 | 12.1810 | 0.0050 | 0.0135 | 0.1625 | 0.0000 |
| 83 | 12.0200 | 12.1810 | 12.1940 | 0.0015 | 0.0130 | 0.1740 | 0.0000 |
| 84 | 12.0430 | 12.1940 | 12.2220 | 0.0230 | 0.0240 | 0.1750 | 0.0000 |
| 85 | 12.0920 | 12.2220 | 12.2450 | 0.0450 | 0.0230 | 0.1530 | 0.0000 |
| 86 | 12.1122 | 12.2450 | 12.2640 | 0.0202 | 0.0150 | 0.1518 | 0.0000 |
| 87 | 12.1750 | 12.2640 | 12.2900 | 0.0628 | 0.0220 | 0.1110 | 0.0000 |
| 88 | 12.2235 | 13.3000 | 13.3546 | 0.0445 | 0.0546 | 1.1311 | 0.0100 |
| 89 | 12.2355 | 13.3546 | 13.3643 | 0.0120 | 0.0057 | 1.1248 | 0.0000 |
| 90 | 12.2400 | 13.3643 | 13.4130 | 0.0005 | 0.0447 | 1.1730 | 0.0000 |
| 91 | 12.2520 | 13.4130 | 13.4730 | 0.0120 | 0.0600 | 1.2210 | 0.0000 |
| 92 | 12.2603 | 13.4730 | 13.5110 | 0.0043 | 0.0340 | 1.2507 | 0.0000 |
| 93 | 12.2721 | 13.5110 | 13.5320 | 0.0118 | 0.0210 | 1.2559 | 0.0000 |
| 94 | 12.2840 | 13.5320 | 13.5712 | 0.0119 | 0.0352 | 1.2832 | 0.0000 |
| 95 | 13.3055 | 13.5712 | 13.5950 | 0.0055 | 0.0238 | 0.2855 | 0.0000 |
| 96 | 13.3448 | 13.5950 | 14.0230 | 0.0353 | 0.0240 | 0.2742 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 07/06/89

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COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 97 | 13.3525 | 14.0230 | 14.0545 | 0.0037 | 0.0315 | 0.3020 | 0.0000 |
| 98 | 13.3804 | 14.0545 | 14.0808 | 0.0239 | 0.0223 | 0.3004 | 0.0000 |
| 99 | 13.3855 | 14.0808 | 14.1245 | 0.0051 | 0.0437 | 0.3350 | 0.0000 |
| 100 | 13.4015 | 14.1245 | 14.1310 | 0.0120 | 0.0025 | 0.3255 | 0.0000 |
| 101 | 13.4220 | 14.1310 | 14.1350 | 0.0205 | 0.0040 | 0.3130 | 0.0000 |
| 102 | 13.4508 | 14.1350 | 14.1940 | 0.0248 | 0.0550 | 0.3432 | 0.0000 |
| 103 | 13.4550 | 14.1940 | 14.2025 | 0.0042 | 0.0045 | 0.3435 | 0.0000 |
| 104 | 13.4730 | 14.2025 | 14.2050 | 0.0140 | 0.0025 | 0.3320 | 0.0000 |
| 105 | 13.4855 | 14.2050 | 14.2950 | 0.0125 | 0.0900 | 0.4055 | 0.0000 |
| 106 | 13.4925 | 14.2950 | 14.3326 | 0.0030 | 0.0336 | 0.4401 | 0.0000 |
| 107 | 13.5034 | 14.3326 | 14.3833 | 0.0109 | 0.0507 | 0.4759 | 0.0000 |
| 108 | 13.5120 | 14.3833 | 14.4105 | 0.0046 | 0.0232 | 0.4945 | 0.0000 |
| 109 | 13.5208 | 14.4105 | 14.4159 | 0.0048 | 0.0054 | 0.4951 | 0.0000 |
| 110 | 13.5230 | 14.4159 | 14.4350 | 0.0022 | 0.0151 | 0.5120 | 0.0000 |
| 111 | 13.5320 | 14.4350 | 14.4548 | 0.0050 | 0.0158 | 0.5228 | 0.0000 |
| 112 | 13.5534 | 14.4548 | 14.5013 | 0.0214 | 0.0425 | 0.5439 | 0.0000 |
| 113 | 13.5635 | 14.5013 | 14.5330 | 0.0101 | 0.0317 | 0.5655 | 0.0000 |
| 114 | 13.5740 | 14.5330 | 14.5610 | 0.0105 | 0.0240 | 0.5830 | 0.0000 |
| 115 | 14.0623 | 14.5610 | 14.5850 | 0.0843 | 0.0240 | 0.5227 | 0.0000 |
| 116 | 14.0751 | 14.5850 | 15.0540 | 0.0128 | 0.0650 | 0.5749 | 0.0000 |
| 117 | 14.0830 | 15.0540 | 15.0910 | 0.0039 | 0.0330 | 1.0040 | 0.0000 |
| 118 | 14.1000 | 15.0910 | 15.1430 | 0.0130 | 0.0520 | 1.0430 | 0.0000 |
| 119 | 14.1210 | 15.1430 | 15.1950 | 0.0210 | 0.0520 | 1.0740 | 0.0000 |
| 120 | 14.1350 | 15.1950 | 15.2335 | 0.0140 | 0.0345 | 1.0945 | 0.0000 |
| 121 | 14.1610 | 15.2335 | 15.4044 | 0.0220 | 0.1709 | 1.2434 | 0.0000 |
| 122 | 14.1830 | 15.4044 | 15.4555 | 0.0220 | 0.0511 | 1.2725 | 0.0000 |
| 123 | 14.2010 | 15.4555 | 15.5701 | 0.0140 | 0.1106 | 1.3651 | 0.0000 |
| 124 | 14.2110 | 15.5701 | 16.1045 | 0.0100 | 0.1344 | 1.4935 | 0.0000 |
| 125 | 14.2150 | 16.1045 | 16.2153 | 0.0040 | 0.1108 | 2.0003 | 0.0000 |
| 126 | 14.2217 | 16.2153 | 16.2512 | 0.0027 | 0.0319 | 2.0255 | 0.0000 |
| 127 | 14.2431 | 16.2512 | 16.2901 | 0.0214 | 0.0349 | 2.0430 | 0.0000 |
| 128 | 14.2655 | 16.2901 | 16.3433 | 0.0224 | 0.0532 | 2.0738 | 0.0000 |
| 129 | 14.2920 | 16.3433 | 16.3535 | 0.0225 | 0.0102 | 2.0615 | 0.0000 |
| 130 | 14.3416 | 16.3535 | 16.4648 | 0.0456 | 0.1113 | 2.1232 | 0.0000 |
| 131 | 14.3549 | 16.4648 | 16.5155 | 0.0133 | 0.0507 | 2.1606 | 0.0000 |
| 132 | 14.3950 | 16.5155 | 17.0101 | 0.0401 | 0.0906 | 2.2111 | 0.0000 |
| 133 | 14.4045 | 17.0101 | 17.0345 | 0.0055 | 0.0244 | 2.2300 | 0.0000 |
| 134 | 14.4728 | 17.0345 | 17.1553 | 0.0643 | 0.1208 | 2.2825 | 0.0000 |
| 135 | 14.4950 | 17.1553 | 17.1712 | 0.0222 | 0.0119 | 2.2722 | 0.0000 |
| 136 | 14.5235 | 17.1712 | 17.2015 | 0.0245 | 0.0303 | 2.2740 | 0.0000 |
| 137 | 14.5810 | 17.2015 | 17.2245 | 0.0535 | 0.0230 | 2.2435 | 0.0000 |
| 138 | 15.0000 | 17.2245 | 17.2935 | 0.0150 | 0.0650 | 2.2935 | 0.0000 |

SAMPLE DATA LIST OF 08/06/89
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COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0000 | 8.3000 | 8.3240 | 0.0000 | 0.0240 | 0.3240 | 0.0000 |
| 2 | 8.0110 | 8.3240 | 8.3325 | 0.0110 | 0.0045 | 0.3215 | 0.0000 |
| 3 | 8.0155 | 8.3325 | 8.3434 | 0.0045 | 0.0109 | 0.3239 | 0.0000 |
| 4 | 8.0245 | 8.3434 | 8.3520 | 0.0050 | 0.0046 | 0.3235 | 0.0000 |
| 5 | 8.0220 | 8.3520 | 8.3716 | 0.0000 | 0.0156 | 0.3456 | 0.0000 |
| 6 | 8.0435 | 8.3716 | 8.3820 | 0.0215 | 0.0104 | 0.3345 | 0.0000 |
| 7 | 8.0518 | 8.3820 | 8.4218 | 0.0043 | 0.0358 | 0.3700 | 0.0000 |
| 8 | 8.0640 | 8.4218 | 8.4540 | 0.0122 | 0.0322 | 0.3900 | 0.0000 |
| 9 | 8.0755 | 8.4540 | 8.5010 | 0.0115 | 0.0430 | 0.4215 | 0.0000 |
| 10 | 8.0846 | 8.5010 | 8.5120 | 0.0051 | 0.0110 | 0.4234 | 0.0000 |
| 11 | 8.1020 | 8.5120 | 8.5229 | 0.0134 | 0.0109 | 0.4209 | 0.0000 |
| 12 | 8.1210 | 8.5229 | 8.5405 | 0.0150 | 0.0136 | 0.4155 | 0.0000 |
| 13 | 8.1340 | 8.5405 | 8.5536 | 0.0130 | 0.0131 | 0.4156 | 0.0000 |
| 14 | 8.1825 | 8.5536 | 8.5813 | 0.0445 | 0.0237 | 0.3948 | 0.0000 |
| 15 | 8.2030 | 8.5813 | 8.5925 | 0.0205 | 0.0112 | 0.3855 | 0.0000 |
| 16 | 8.2120 | 8.5925 | 9.0153 | 0.0050 | 0.0228 | 0.4033 | 0.0000 |
| 17 | 8.2441 | 9.0153 | 9.0400 | 0.0321 | 0.0207 | 0.3919 | 0.0000 |
| 18 | 8.2533 | 9.0400 | 9.0625 | 0.0052 | 0.0225 | 0.4052 | 0.0000 |
| 19 | 8.2919 | 9.0625 | 9.0847 | 0.0346 | 0.0222 | 0.3928 | 0.0000 |
| 20 | 8.3310 | 9.0847 | 9.1354 | 0.0351 | 0.0507 | 0.4044 | 0.0000 |
| 21 | 8.3335 | 9.1354 | 9.1540 | 0.0025 | 0.0146 | 0.4205 | 0.0000 |
| 22 | 8.4010 | 9.1540 | 9.2405 | 0.0635 | 0.0825 | 0.4355 | 0.0000 |
| 23 | 8.4140 | 9.2405 | 9.3045 | 0.0130 | 0.0640 | 0.4905 | 0.0000 |
| 24 | 8.4155 | 9.3045 | 9.3520 | 0.0015 | 0.0435 | 0.5325 | 0.0000 |
| 25 | 8.4245 | 9.3520 | 9.3915 | 0.0050 | 0.0355 | 0.5630 | 0.0000 |
| 26 | 8.4320 | 9.3915 | 9.4020 | 0.0035 | 0.0105 | 0.5700 | 0.0000 |
| 27 | 8.4512 | 9.4020 | 9.4425 | 0.0152 | 0.0405 | 0.5913 | 0.0000 |
| 28 | 8.4640 | 9.4425 | 9.4545 | 0.0128 | 0.0120 | 0.5905 | 0.0000 |
| 29 | 8.4710 | 9.4545 | 9.4732 | 0.0030 | 0.0147 | 1.0022 | 0.0000 |
| 30 | 8.5239 | 9.4732 | 9.4930 | 0.0529 | 0.0158 | 0.5651 | 0.0000 |
| 31 | 8.5300 | 9.4930 | 9.5155 | 0.0021 | 0.0225 | 0.5855 | 0.0000 |
| 32 | 8.5740 | 9.5155 | 9.5226 | 0.0440 | 0.0031 | 0.5446 | 0.0000 |
| 33 | 8.5845 | 9.5226 | 9.5315 | 0.0105 | 0.0049 | 0.5430 | 0.0000 |
| 34 | 8.5930 | 9.5315 | 9.5510 | 0.0045 | 0.0155 | 0.5540 | 0.0000 |
| 35 | 9.0040 | 9.5510 | 9.5950 | 0.0110 | 0.0440 | 0.5910 | 0.0000 |
| 36 | 9.0100 | 9.5950 | 10.0720 | 0.0020 | 0.0730 | 1.0620 | 0.0000 |
| 37 | 9.0625 | 10.0720 | 10.0932 | 0.0525 | 0.0212 | 1.0307 | 0.0000 |
| 38 | 9.0716 | 10.0932 | 10.1243 | 0.0051 | 0.0311 | 1.0527 | 0.0000 |
| 39 | 9.0825 | 10.1243 | 10.1533 | 0.0109 | 0.0250 | 1.0708 | 0.0000 |
| 40 | 9.0920 | 10.1533 | 10.2044 | 0.0055 | 0.0511 | 1.1124 | 0.0000 |
| 41 | 9.1325 | 10.2044 | 10.2525 | 0.0405 | 0.0441 | 1.1200 | 0.0000 |
| 42 | 9.1510 | 10.2525 | 10.3035 | 0.0145 | 0.0510 | 1.1525 | 0.0000 |
| 43 | 9.1740 | 10.3035 | 10.3415 | 0.0230 | 0.0340 | 1.1635 | 0.0000 |
| 44 | 9.1930 | 10.3415 | 10.3810 | 0.0150 | 0.0355 | 1.1840 | 0.0000 |
| 45 | 9.2220 | 10.3810 | 10.4226 | 0.0250 | 0.0416 | 1.2006 | 0.0000 |
| 46 | 9.2420 | 10.4226 | 10.4840 | 0.0200 | 0.0614 | 1.2420 | 0.0000 |
| 47 | 9.2640 | 10.4840 | 10.5210 | 0.0220 | 0.0330 | 1.2530 | 0.0000 |
| 48 | 9.2720 | 10.5210 | 10.5545 | 0.0040 | 0.0335 | 1.2825 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 08/06/89

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COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 9.2950 | 10.5545 | 10.5950 | 0.0230 | 0.0405 | 1.3000 | 0.0000 |
| 50 | 9.3240 | 10.5950 | 11.0530 | 0.0250 | 0.0540 | 1.3250 | 0.0000 |
| 51 | 9.3545 | 11.0530 | 11.0800 | 0.0305 | 0.0230 | 1.3215 | 0.0000 |
| 52 | 9.3930 | 11.0800 | 11.1435 | 0.0345 | 0.0635 | 1.3505 | 0.0000 |
| 53 | 9.4510 | 11.1435 | 11.2410 | 0.0540 | 0.0935 | 1.3900 | 0.0000 |
| 54 | 9.4940 | 11.2410 | 11.2625 | 0.0430 | 0.0215 | 1.3645 | 0.0000 |
| 55 | 9.5510 | 11.2625 | 11.2920 | 0.0530 | 0.0255 | 1.3410 | 0.0000 |
| 56 | 10.0050 | 11.2920 | 11.3350 | 0.0540 | 0.0430 | 1.3300 | 0.0000 |
| 57 | 10.0235 | 11.3350 | 11.3535 | 0.0145 | 0.0145 | 1.3300 | 0.0000 |
| 58 | 10.0640 | 11.3535 | 11.3840 | 0.0405 | 0.0305 | 1.3200 | 0.0000 |
| 59 | 10.0700 | 11.3840 | 11.3915 | 0.0020 | 0.0035 | 1.3215 | 0.0000 |
| 60 | 10.0940 | 11.3915 | 11.4048 | 0.0240 | 0.0133 | 1.3108 | 0.0000 |
| 61 | 10.1035 | 11.4048 | 11.4126 | 0.0055 | 0.0038 | 1.3051 | 0.0000 |
| 62 | 10.1150 | 11.4126 | 11.4404 | 0.0115 | 0.0238 | 1.3214 | 0.0000 |
| 63 | 10.1415 | 11.4404 | 11.5410 | 0.0225 | 0.1006 | 1.3955 | 0.0000 |
| 64 | 10.1608 | 11.5410 | 11.5725 | 0.0153 | 0.0315 | 1.4117 | 0.0000 |
| 65 | 10.2440 | 11.5725 | 11.5810 | 0.0832 | 0.0045 | 1.3330 | 0.0000 |
| 66 | 10.3320 | 11.5810 | 12.0025 | 0.0840 | 0.0215 | 1.2705 | 0.0000 |
| 67 | 10.4355 | 12.0025 | 12.0230 | 0.1035 | 0.0205 | 1.1835 | 0.0000 |
| 68 | 10.4430 | 12.0230 | 12.0348 | 0.0035 | 0.0118 | 1.1918 | 0.0000 |
| 69 | 10.5925 | 12.0348 | 12.0554 | 0.1455 | 0.0206 | 1.0629 | 0.0000 |
| 70 | 11.1523 | 12.0554 | 12.0650 | 0.1558 | 0.0056 | 0.5127 | 0.0000 |
| 71 | 11.1735 | 12.0650 | 12.0730 | 0.0212 | 0.0040 | 0.4955 | 0.0000 |
| 72 | 11.1855 | 12.0730 | 12.0845 | 0.0120 | 0.0115 | 0.4950 | 0.0000 |
| 73 | 11.2220 | 12.0845 | 12.1010 | 0.0325 | 0.0125 | 0.4750 | 0.0000 |
| 74 | 11.2411 | 12.1010 | 12.1154 | 0.0151 | 0.0144 | 0.4743 | 0.0000 |
| 75 | 11.3300 | 12.1154 | 12.1210 | 0.0849 | 0.0016 | 0.3910 | 0.0000 |
| 76 | 11.3510 | 12.1210 | 12.1300 | 0.0210 | 0.0050 | 0.3750 | 0.0000 |
| 77 | 11.4034 | 12.1300 | 12.1425 | 0.0524 | 0.0125 | 0.3351 | 0.0000 |
| 78 | 11.4730 | 12.1425 | 12.1525 | 0.0656 | 0.0100 | 0.2755 | 0.0000 |
| 79 | 11.5520 | 12.1525 | 12.1610 | 0.0750 | 0.0045 | 0.2050 | 0.0000 |
| 80 | 11.5815 | 12.1610 | 12.1716 | 0.0255 | 0.0106 | 0.1901 | 0.0000 |
| 81 | 12.0020 | 12.1716 | 12.1845 | 0.0205 | 0.0129 | 0.1825 | 0.0000 |
| 82 | 12.0115 | 12.1845 | 12.1900 | 0.0055 | 0.0015 | 0.1745 | 0.0000 |
| 83 | 12.0235 | 12.1900 | 12.2010 | 0.0120 | 0.0110 | 0.1735 | 0.0000 |
| 84 | 12.0410 | 12.2010 | 12.2235 | 0.0135 | 0.0225 | 0.1825 | 0.0000 |
| 85 | 12.0930 | 12.2235 | 12.2342 | 0.0520 | 0.0107 | 0.1412 | 0.0000 |
| 86 | 12.1140 | 12.2342 | 12.2615 | 0.0210 | 0.0233 | 0.1435 | 0.0000 |
| 87 | 12.1710 | 12.2615 | 12.2855 | 0.0530 | 0.0240 | 0.1145 | 0.0000 |
| 88 | 12.2245 | 13.3018 | 13.3350 | 0.0535 | 0.0332 | 1.1105 | 0.0123 |
| 89 | 12.2355 | 13.3350 | 13.3525 | 0.0110 | 0.0135 | 1.1130 | 0.0000 |
| 90 | 12.2420 | 13.3525 | 13.3744 | 0.0025 | 0.0219 | 1.1324 | 0.0000 |
| 91 | 12.2535 | 13.3744 | 13.3815 | 0.0115 | 0.0031 | 1.1240 | 0.0000 |
| 92 | 12.2623 | 13.3815 | 13.4010 | 0.0048 | 0.0155 | 1.1347 | 0.0000 |
| 93 | 12.2736 | 13.4010 | 13.4225 | 0.0113 | 0.0215 | 1.1449 | 0.0000 |
| 94 | 12.2834 | 13.4225 | 13.4310 | 0.0058 | 0.0045 | 1.1436 | 0.0000 |
| 95 | 12.2900 | 13.4310 | 13.4554 | 0.0026 | 0.0244 | 1.1654 | 0.0000 |
| 96 | 12.2950 | 13.4554 | 13.4733 | 0.0050 | 0.0139 | 1.1743 | 0.0000 |

SAMPLE DATA LIST OF 08/06/89
********** PAGE: 13
COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 97 | 13.3035 | 13.4733 | 13.5042 | 0.0035 | 0.0309 | 0.2007 | 0.0000 |
| 98 | 13.3330 | 13.5042 | 13.5505 | 0.0255 | 0.0423 | 0.2135 | 0.0000 |
| 99 | 13.3455 | 13.5505 | 13.5644 | 0.0125 | 0.0139 | 0.2149 | 0.0000 |
| 100 | 13.3615 | 13.5644 | 13.5710 | 0.0120 | 0.0026 | 0.2055 | 0.0000 |
| 101 | 13.3720 | 13.5710 | 14.0055 | 0.0105 | 0.0345 | 0.2335 | 0.0000 |
| 102 | 13.4008 | 14.0055 | 14.0230 | 0.0248 | 0.0135 | 0.2222 | 0.0000 |
| 103 | 13.4250 | 14.0230 | 14.0625 | 0.0242 | 0.0355 | 0.2335 | 0.0000 |
| 104 | 13.4730 | 14.0625 | 14.1451 | 0.0440 | 0.0826 | 0.2721 | 0.0000 |
| 105 | 13.4855 | 14.1451 | 14.1556 | 0.0125 | 0.0105 | 0.2701 | 0.0000 |
| 106 | 13.4925 | 14.1556 | 14.1725 | 0.0030 | 0.0129 | 0.2800 | 0.0000 |
| 107 | 13.5034 | 14.1725 | 14.1838 | 0.0109 | 0.0113 | 0.2804 | 0.0000 |
| 108 | 13.5820 | 14.1838 | 14.2205 | 0.0746 | 0.0327 | 0.2345 | 0.0000 |
| 109 | 13.5908 | 14.2205 | 14.2550 | 0.0048 | 0.0345 | 0.2642 | 0.0000 |
| 110 | 14.0230 | 14.2550 | 14.3357 | 0.0322 | 0.0807 | 0.3127 | 0.0000 |
| 111 | 14.0320 | 14.3357 | 14.4040 | 0.0050 | 0.0643 | 0.3720 | 0.0000 |
| 112 | 14.0534 | 14.4040 | 14.4210 | 0.0214 | 0.0130 | 0.3636 | 0.0000 |
| 113 | 14.0635 | 14.4210 | 14.4335 | 0.0101 | 0.0125 | 0.3700 | 0.0000 |
| 114 | 14.0740 | 14.4335 | 14.4615 | 0.0105 | 0.0240 | 0.3835 | 0.0000 |
| 115 | 14.1123 | 14.4615 | 14.5255 | 0.0343 | 0.0640 | 0.4132 | 0.0000 |
| 116 | 14.1351 | 14.5255 | 14.5442 | 0.0228 | 0.0147 | 0.4051 | 0.0000 |
| 117 | 14.1620 | 14.5442 | 14.5710 | 0.0229 | 0.0228 | 0.4050 | 0.0000 |
| 118 | 14.1700 | 14.5710 | 14.5839 | 0.0040 | 0.0129 | 0.4139 | 0.0000 |
| 119 | 14.2010 | 14.5839 | 15.0130 | 0.0310 | 0.0251 | 0.4120 | 0.0000 |
| 120 | 14.2250 | 15.0130 | 15.0335 | 0.0240 | 0.0205 | 0.4045 | 0.0000 |
| 121 | 14.2610 | 15.0335 | 15.1035 | 0.0320 | 0.0700 | 0.4425 | 0.0000 |
| 122 | 14.2730 | 15.1035 | 15.1426 | 0.0120 | 0.0351 | 0.4656 | 0.0000 |
| 123 | 14.2810 | 15.1426 | 15.1638 | 0.0040 | 0.0212 | 0.4828 | 0.0000 |
| 124 | 14.2910 | 15.1638 | 15.1740 | 0.0100 | 0.0102 | 0.4830 | 0.0000 |
| 125 | 14.3050 | 15.1740 | 15.1920 | 0.0140 | 0.0140 | 0.4830 | 0.0000 |
| 126 | 14.3117 | 15.1920 | 15.2538 | 0.0027 | 0.0618 | 0.5421 | 0.0000 |
| 127 | 14.3131 | 15.2538 | 15.2937 | 0.0014 | 0.0359 | 0.5806 | 0.0000 |
| 128 | 14.3255 | 15.2937 | 15.3432 | 0.0124 | 0.0455 | 1.0137 | 0.0000 |
| 129 | 14.3320 | 15.3432 | 15.3524 | 0.0025 | 0.0052 | 1.0204 | 0.0000 |
| 130 | 14.3416 | 15.3524 | 15.4634 | 0.0056 | 0.1110 | 1.1218 | 0.0000 |
| 131 | 14.3549 | 15.4634 | 15.5146 | 0.0133 | 0.0512 | 1.1557 | 0.0000 |
| 132 | 14.3750 | 15.5146 | 16.0201 | 0.0201 | 0.1015 | 1.2411 | 0.0000 |
| 133 | 14.3845 | 16.0201 | 16.0545 | 0.0055 | 0.0344 | 1.2700 | 0.0000 |
| 134 | 14.3928 | 16.0545 | 16.1753 | 0.0043 | 0.1208 | 1.3825 | 0.0000 |
| 135 | 14.4250 | 16.1753 | 16.1912 | 0.0322 | 0.0119 | 1.3622 | 0.0000 |
| 136 | 14.4335 | 16.1912 | 16.2215 | 0.0045 | 0.0303 | 1.3840 | 0.0000 |
| 137 | 14.4510 | 16.2215 | 16.2345 | 0.0135 | 0.0130 | 1.3835 | 0.0000 |
| 138 | 15.4620 | 16.2345 | 16.2535 | 1.0110 | 0.0150 | 0.3915 | 0.0000 |
| 139 | 14.4749 | 16.2535 | 16.4555 | 0.0000 | 0.2020 | 1.5806 | 0.0000 |
| 140 | 14.4850 | 16.4555 | 16.4801 | 0.0101 | 0.0206 | 1.5911 | 0.0000 |
| 141 | 14.5245 | 16.4801 | 16.4945 | 0.0355 | 0.0144 | 1.5700 | 0.0000 |
| 142 | 14.5328 | 16.4945 | 16.5553 | 0.0043 | 0.0608 | 2.0225 | 0.0000 |
| 143 | 14.5550 | 16.5553 | 17.0712 | 0.0222 | 0.1119 | 2.1122 | 0.0000 |
| 144 | 14.5635 | 17.0712 | 17.1015 | 0.0045 | 0.0303 | 2.1340 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 08/06/89
********** PAGE: 14
COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 145 | 14.5710 | 17.1015 | 17.1245 | 0.0035 | 0.0230 | 2.1535 | 0.0000 |
| 146 | 14.5820 | 17.1245 | 17.1635 | 0.0110 | 0.0350 | 2.1815 | 0.0000 |
| 147 | 14.5850 | 17.1648 | 17.1855 | 0.0030 | 0.0207 | 2.2005 | 0.0013 |
| 148 | 14.5920 | 17.1855 | 17.1901 | 0.0030 | 0.0006 | 2.1941 | 0.0000 |
| 149 | 15.0000 | 17.1901 | 17.2045 | 0.0040 | 0.0144 | 2.2045 | 0.0000 |
| 150 | 15.0108 | 17.2045 | 17.2253 | 0.0108 | 0.0208 | 2.2145 | 0.0000 |
| 152 | 15.0200 | 17.2253 | 17.2412 | 0.0052 | 0.0119 | 2.2212 | 0.0000 |
| 153 | 15.0250 | 17.2412 | 17.2615 | 0.0050 | 0.0203 | 2.2325 | 0.0000 |
| 154 | 15.0355 | 17.2615 | 17.2845 | 0.0105 | 0.0230 | 2.2450 | 0.0000 |
| 155 | 15.0420 | 17.2845 | 17.2955 | 0.0025 | 0.0110 | 2.2535 | 0.0000 |

SAMPLE DATA LIST OF 09/06/89

********** PAGE: 15

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0110 | 8.3000 | 8.3050 | 0.0110 | 0.0050 | 0.2940 | 0.0000 |
| 2 | 8.0300 | 8.3050 | 8.3520 | 0.0150 | 0.0430 | 0.3220 | 0.0000 |
| 3 | 8.0339 | 8.3520 | 8.3650 | 0.0039 | 0.0130 | 0.3311 | 0.0000 |
| 4 | 8.0430 | 8.3650 | 8.3725 | 0.0051 | 0.0035 | 0.3255 | 0.0000 |
| 5 | 8.0500 | 8.3725 | 8.3745 | 0.0030 | 0.0020 | 0.3245 | 0.0000 |
| 6 | 8.0530 | 8.3745 | 8.4251 | 0.0030 | 0.0506 | 0.3721 | 0.0000 |
| 7 | 8.0700 | 8.4251 | 8.4725 | 0.0130 | 0.0434 | 0.4025 | 0.0000 |
| 8 | 8.0735 | 8.4725 | 8.5215 | 0.0035 | 0.0450 | 0.4440 | 0.0000 |
| 9 | 8.1450 | 8.5215 | 8.5450 | 0.0715 | 0.0235 | 0.4000 | 0.0000 |
| 10 | 8.1615 | 8.5450 | 8.5902 | 0.0125 | 0.0412 | 0.4247 | 0.0000 |
| 11 | 8.1700 | 8.5902 | 9.0340 | 0.0045 | 0.0438 | 0.4640 | 0.0000 |
| 12 | 8.1815 | 9.0340 | 9.0635 | 0.0115 | 0.0255 | 0.4820 | 0.0000 |
| 13 | 8.1910 | 9.0635 | 9.0810 | 0.0055 | 0.0135 | 0.4900 | 0.0000 |
| 14 | 8.2010 | 9.0810 | 9.1703 | 0.0100 | 0.0853 | 0.5653 | 0.0000 |
| 15 | 8.2110 | 9.1703 | 9.1905 | 0.0100 | 0.0202 | 0.5755 | 0.0000 |
| 16 | 8.2250 | 9.1905 | 9.2450 | 0.0140 | 0.0545 | 1.0200 | 0.0000 |
| 17 | 8.2400 | 9.2450 | 9.2535 | 0.0110 | 0.0045 | 1.0135 | 0.0000 |
| 18 | 8.2550 | 9.2535 | 9.2837 | 0.0150 | 0.0302 | 1.0247 | 0.0000 |
| 19 | 8.2800 | 9.2837 | 9.3028 | 0.0210 | 0.0151 | 1.0228 | 0.0000 |
| 20 | 8.2830 | 9.3028 | 9.3140 | 0.0030 | 0.0112 | 1.0310 | 0.0000 |
| 21 | 8.3040 | 9.3140 | 9.3220 | 0.0210 | 0.0040 | 1.0140 | 0.0000 |
| 22 | 8.3140 | 9.3220 | 9.3550 | 0.0100 | 0.0330 | 1.0410 | 0.0000 |
| 23 | 8.3235 | 9.3550 | 9.4146 | 0.0055 | 0.0556 | 1.0911 | 0.0000 |
| 24 | 8.4015 | 9.4146 | 9.5220 | 0.0740 | 0.1034 | 1.1205 | 0.0000 |
| 25 | 8.4815 | 9.5220 | 9.5510 | 0.0800 | 0.0250 | 1.0655 | 0.0000 |
| 26 | 8.5050 | 9.5510 | 9.5742 | 0.0235 | 0.0232 | 1.0652 | 0.0000 |
| 27 | 8.5715 | 9.5742 | 9.5800 | 0.0625 | 0.0018 | 1.0045 | 0.0000 |
| 28 | 8.5825 | 9.5800 | 10.0210 | 0.0110 | 0.0410 | 1.0345 | 0.0000 |
| 29 | 8.5920 | 10.0210 | 10.0500 | 0.0055 | 0.0250 | 1.0540 | 0.0000 |
| 30 | 9.0915 | 10.0500 | 10.0515 | 0.0955 | 0.0015 | 0.5600 | 0.0000 |
| 31 | 9.1210 | 10.0515 | 10.0620 | 0.0255 | 0.0105 | 0.5410 | 0.0000 |
| 32 | 9.1440 | 10.0620 | 10.0810 | 0.0230 | 0.0150 | 0.5330 | 0.0000 |
| 33 | 9.1512 | 10.0810 | 10.1110 | 0.0032 | 0.0300 | 0.5558 | 0.0000 |
| 34 | 9.1605 | 10.1110 | 10.1315 | 0.0053 | 0.0205 | 0.5710 | 0.0000 |
| 35 | 9.1810 | 10.1315 | 10.1743 | 0.0205 | 0.0428 | 0.5933 | 0.0000 |
| 36 | 9.1855 | 10.1743 | 10.2458 | 0.0045 | 0.0715 | 1.0603 | 0.0000 |
| 37 | 9.2010 | 10.2458 | 10.2930 | 0.0115 | 0.0432 | 1.0920 | 0.0000 |
| 38 | 9.2130 | 10.2930 | 10.2948 | 0.0120 | 0.0018 | 1.0818 | 0.0000 |
| 39 | 9.2240 | 10.2948 | 10.3147 | 0.0110 | 0.0159 | 1.0907 | 0.0000 |
| 40 | 9.3430 | 10.3147 | 10.3230 | 0.1150 | 0.0043 | 0.5800 | 0.0000 |
| 41 | 9.3510 | 10.3230 | 10.3400 | 0.0040 | 0.0130 | 0.5850 | 0.0000 |
| 42 | 9.3535 | 10.3400 | 10.3750 | 0.0025 | 0.0350 | 1.0215 | 0.0000 |
| 43 | 9.3600 | 10.3750 | 10.4029 | 0.0025 | 0.0239 | 1.0429 | 0.0000 |
| 44 | 9.3640 | 10.4029 | 10.4520 | 0.0040 | 0.0451 | 1.0840 | 0.0000 |
| 45 | 9.3735 | 10.4520 | 10.5215 | 0.0055 | 0.0655 | 1.1440 | 0.0000 |
| 46 | 9.3810 | 10.5215 | 11.0420 | 0.0035 | 0.1205 | 1.2610 | 0.0000 |
| 47 | 9.3920 | 11.0420 | 11.0750 | 0.0110 | 0.0330 | 1.2830 | 0.0000 |
| 48 | 9.4005 | 11.0750 | 11.0935 | 0.0045 | 0.0145 | 1.2930 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 09/06/89

********** PAGE: 16

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 9.2950 | 11.0935 | 11.1420 | 0.0000 | 0.0445 | 1.4430 | 0.0000 |
| 50 | 9.4042 | 11.1420 | 11.1610 | 0.1052 | 0.0150 | 1.3528 | 0.0000 |
| 51 | 9.4125 | 11.1610 | 11.1830 | 0.0043 | 0.0220 | 1.3705 | 0.0000 |
| 52 | 9.4710 | 11.1830 | 11.2040 | 0.0545 | 0.0210 | 1.3330 | 0.0000 |
| 53 | 9.4730 | 11.2040 | 11.2412 | 0.0020 | 0.0332 | 1.3642 | 0.0000 |
| 54 | 9.4940 | 11.2412 | 11.2630 | 0.0210 | 0.0218 | 1.3650 | 0.0000 |
| 55 | 9.5101 | 11.2630 | 11.3535 | 0.0121 | 0.0905 | 1.4434 | 0.0000 |
| 56 | 9.5130 | 11.3535 | 11.4650 | 0.0029 | 0.1115 | 1.5520 | 0.0000 |
| 57 | 9.5430 | 11.4650 | 11.4755 | 0.0300 | 0.0105 | 1.5325 | 0.0000 |
| 58 | 9.5550 | 11.4755 | 11.4840 | 0.0120 | 0.0045 | 1.5250 | 0.0000 |
| 59 | 9.5800 | 11.4840 | 11.5215 | 0.0210 | 0.0335 | 1.5415 | 0.0000 |
| 60 | 9.5940 | 11.5215 | 11.5458 | 0.0140 | 0.0243 | 1.5518 | 0.0000 |
| 61 | 10.0340 | 11.5458 | 11.5906 | 0.0400 | 0.0408 | 1.5526 | 0.0000 |
| 62 | 10.0455 | 11.5906 | 12.0124 | 0.0115 | 0.0218 | 1.5629 | 0.0000 |
| 63 | 10.0810 | 12.0124 | 12.0310 | 0.0315 | 0.0146 | 1.5500 | 0.0000 |
| 64 | 10.0948 | 12.0310 | 12.0420 | 0.0138 | 0.0110 | 1.5432 | 0.0000 |
| 65 | 10.1050 | 12.0420 | 12.0812 | 0.0102 | 0.0352 | 1.5722 | 0.0000 |
| 66 | 10.1230 | 12.0812 | 12.1340 | 0.0140 | 0.0528 | 2.0110 | 0.0000 |
| 67 | 10.1750 | 12.1340 | 12.1630 | 0.0520 | 0.0250 | 1.5840 | 0.0000 |
| 68 | 10.1920 | 12.1630 | 12.1740 | 0.0130 | 0.0110 | 1.5820 | 0.0000 |
| 69 | 10.1940 | 12.1740 | 12.2050 | 0.0020 | 0.0310 | 2.0110 | 0.0000 |
| 70 | 10.2040 | 12.2050 | 12.2234 | 0.0100 | 0.0144 | 2.0154 | 0.0000 |
| 71 | 10.2310 | 12.2234 | 12.2430 | 0.0230 | 0.0156 | 2.0120 | 0.0000 |
| 72 | 10.2455 | 12.2430 | 12.2845 | 0.0145 | 0.0415 | 2.0350 | 0.0000 |
| 73 | 10.3020 | 12.2845 | 12.3000 | 0.0525 | 0.0115 | 1.5940 | 0.0000 |
| 74 | 10.3533 | 13.3000 | 13.3354 | 0.0513 | 0.0354 | 2.5821 | 0.0000 |
| 75 | 10.3610 | 13.3354 | 13.3450 | 0.0037 | 0.0056 | 2.5840 | 0.0000 |
| 76 | 10.4619 | 13.3450 | 13.3700 | 0.1009 | 0.0210 | 2.5041 | 0.0000 |
| 77 | 10.5034 | 13.3700 | 13.4025 | 0.0415 | 0.0325 | 2.4951 | 0.0000 |
| 78 | 10.5248 | 13.4025 | 13.4155 | 0.0214 | 0.0130 | 2.4907 | 0.0000 |
| 79 | 10.5900 | 13.4155 | 13.4250 | 0.0612 | 0.0055 | 2.4350 | 0.0000 |
| 80 | 11.0315 | 13.4250 | 13.5546 | 0.0415 | 0.1256 | 2.5231 | 0.0000 |
| 81 | 11.3045 | 13.5546 | 13.5635 | 0.2730 | 0.0049 | 2.2550 | 0.0000 |
| 82 | 11.3135 | 13.5635 | 13.5810 | 0.0050 | 0.0135 | 2.2635 | 0.0000 |
| 83 | 11.4235 | 13.5810 | 14.0040 | 0.1100 | 0.0230 | 2.1805 | 0.0000 |
| 84 | 11.4430 | 14.0040 | 14.1220 | 0.0155 | 0.1140 | 2.2750 | 0.0000 |
| 85 | 11.4550 | 14.1220 | 14.2350 | 0.0120 | 0.1130 | 2.3800 | 0.0000 |
| 86 | 11.5820 | 14.2350 | 14.2640 | 0.1230 | 0.0250 | 2.2820 | 0.0000 |
| 87 | 12.1510 | 14.2640 | 14.3800 | 0.1650 | 0.1120 | 2.2250 | 0.0000 |
| 88 | 12.1745 | 14.3800 | 14.5040 | 0.0235 | 0.1240 | 2.3255 | 0.0000 |
| 89 | 12.2355 | 14.5040 | 14.5059 | 0.0610 | 0.0019 | 2.2704 | 0.0000 |
| 90 | 12.2820 | 14.5059 | 14.5800 | 0.0425 | 0.0701 | 2.2940 | 0.0000 |
| 91 | 13.3041 | 14.5800 | 15.0810 | 0.0041 | 0.1010 | 1.3729 | 0.0000 |
| 92 | 13.3130 | 15.0810 | 15.1540 | 0.0049 | 0.0730 | 1.4410 | 0.0000 |
| 93 | 13.3215 | 15.1540 | 15.2306 | 0.0045 | 0.0726 | 1.5051 | 0.0000 |
| 94 | 13.3330 | 15.2306 | 15.2410 | 0.0115 | 0.0104 | 1.5040 | 0.0000 |
| 95 | 13.3544 | 15.2410 | 15.2450 | 0.0214 | 0.0040 | 1.4906 | 0.0000 |
| 96 | 13.4005 | 15.2450 | 15.2632 | 0.0421 | 0.0142 | 1.4627 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 09/06/89
********** PAGE: 17
COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 97 | 13.4130 | 15.2632 | 15.3726 | 0.0125 | 0.1054 | 1.5556 | 0.0000 |
| 98 | 13.4242 | 15.3726 | 15.4455 | 0.0112 | 0.0729 | 2.0213 | 0.0000 |
| 99 | 13.4305 | 15.4455 | 15.4712 | 0.0023 | 0.0217 | 2.0407 | 0.0000 |
| 100 | 13.4320 | 15.4712 | 15.5120 | 0.0015 | 0.0408 | 2.0800 | 0.0000 |
| 101 | 13.4630 | 15.5120 | 15.5806 | 0.0310 | 0.0646 | 2.1136 | 0.0000 |
| 102 | 13.4730 | 15.5806 | 16.0710 | 0.0100 | 0.0904 | 2.1940 | 0.0000 |
| 103 | 13.4830 | 16.0710 | 16.1138 | 0.0100 | 0.0428 | 2.2308 | 0.0000 |
| 104 | 13.4940 | 16.1138 | 16.1504 | 0.0110 | 0.0326 | 2.2524 | 0.0000 |
| 105 | 13.5020 | 16.1504 | 16.1759 | 0.0040 | 0.0255 | 2.2739 | 0.0000 |
| 106 | 13.5100 | 16.1759 | 16.2220 | 0.0040 | 0.0421 | 2.3120 | 0.0000 |
| 107 | 13.5430 | 16.2220 | 16.3030 | 0.0330 | 0.0810 | 2.3600 | 0.0000 |
| 108 | 13.5630 | 16.3030 | 16.3500 | 0.0200 | 0.0430 | 2.3830 | 0.0000 |
| 109 | 13.5825 | 16.3500 | 16.3930 | 0.0155 | 0.0430 | 2.4105 | 0.0000 |
| 110 | 13.5936 | 16.3930 | 16.4120 | 0.0111 | 0.0150 | 2.4144 | 0.0000 |
| 111 | 14.0020 | 16.4120 | 16.4355 | 0.0044 | 0.0235 | 2.4335 | 0.0000 |
| 112 | 14.0410 | 16.4355 | 16.4649 | 0.0350 | 0.0254 | 2.4239 | 0.0000 |
| 113 | 14.0820 | 16.4649 | 16.4829 | 0.0410 | 0.0140 | 2.4009 | 0.0000 |
| 114 | 14.0910 | 16.4829 | 16.5030 | 0.0050 | 0.0201 | 2.4120 | 0.0000 |
| 115 | 14.1123 | 16.5030 | 16.5050 | 0.0213 | 0.0020 | 2.3927 | 0.0000 |
| 116 | 14.1730 | 16.5050 | 16.5340 | 0.0607 | 0.0250 | 2.3610 | 0.0000 |
| 117 | 14.1910 | 16.5340 | 16.5620 | 0.0140 | 0.0240 | 2.3710 | 0.0000 |
| 118 | 14.2120 | 16.5620 | 16.5830 | 0.0210 | 0.0210 | 2.3710 | 0.0000 |
| 119 | 14.2804 | 16.5830 | 16.5920 | 0.0644 | 0.0050 | 2.3116 | 0.0000 |
| 120 | 14.2825 | 16.5920 | 16.5952 | 0.0021 | 0.0032 | 2.3127 | 0.0000 |
| 121 | 14.3415 | 16.5952 | 17.0040 | 0.0550 | 0.0048 | 2.2625 | 0.0000 |
| 122 | 14.3730 | 17.0040 | 17.0040 | 0.0315 | 0.0000 | 2.2310 | 0.0000 |
| 123 | 14.3910 | 17.0040 | 17.0040 | 0.0140 | 0.0000 | 2.2130 | 0.0000 |
| 124 | 14.4110 | 17.0040 | 17.0240 | 0.0200 | 0.0200 | 2.2130 | 0.0000 |
| 125 | 14.4455 | 17.0240 | 17.0420 | 0.0345 | 0.0140 | 2.1925 | 0.0000 |
| 126 | 14.4631 | 17.0420 | 17.0806 | 0.0136 | 0.0346 | 2.2135 | 0.0000 |
| 127 | 14.4955 | 17.0806 | 17.1020 | 0.0324 | 0.0214 | 2.2025 | 0.0000 |
| 128 | 14.5430 | 17.1020 | 17.1240 | 0.0435 | 0.0220 | 2.1810 | 0.0000 |
| 129 | 15.0141 | 17.1240 | 17.1245 | 0.0711 | 0.0005 | 2.1104 | 0.0000 |
| 130 | 15.4520 | 17.1245 | 17.1457 | 0.4339 | 0.0212 | 1.2937 | 0.0000 |
| 131 | 15.5650 | 17.1457 | 17.1635 | 0.1130 | 0.0138 | 1.1945 | 0.0000 |
| 132 | 15.5850 | 17.1635 | 17.1820 | 0.0200 | 0.0145 | 1.1930 | 0.0000 |

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SAMPLE DATA LIST OF 10/06/89
********** PAGE: 18
COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0115 | 8.3000 | 8.3100 | 0.0115 | 0.0100 | 0.2945 | 0.0000 |
| 2 | 8.0155 | 8.3100 | 8.3252 | 0.0040 | 0.0152 | 0.3057 | 0.0000 |
| 3 | 8.0340 | 8.3252 | 8.3804 | 0.0145 | 0.0512 | 0.3424 | 0.0000 |
| 4 | 8.0430 | 8.3804 | 8.4057 | 0.0050 | 0.0253 | 0.3627 | 0.0000 |
| 5 | 8.0625 | 8.4057 | 8.4119 | 0.0155 | 0.0022 | 0.3454 | 0.0000 |
| 6 | 8.0810 | 8.4119 | 8.4340 | 0.0145 | 0.0221 | 0.3530 | 0.0000 |
| 7 | 8.0930 | 8.4340 | 8.4920 | 0.0120 | 0.0540 | 0.3950 | 0.0000 |
| 8 | 8.0955 | 8.4920 | 8.5030 | 0.0025 | 0.0110 | 0.4035 | 0.0000 |
| 9 | 8.1148 | 8.5030 | 8.5440 | 0.0153 | 0.0410 | 0.4252 | 0.0000 |
| 10 | 8.1210 | 8.5440 | 8.5556 | 0.0022 | 0.0116 | 0.4346 | 0.0000 |
| 11 | 8.1551 | 8.5556 | 8.5850 | 0.0341 | 0.0254 | 0.4259 | 0.0000 |
| 12 | 8.2451 | 8.5850 | 9.0113 | 0.0900 | 0.0223 | 0.3622 | 0.0000 |
| 13 | 8.2603 | 9.0113 | 9.0257 | 0.0112 | 0.0144 | 0.3654 | 0.0000 |
| 14 | 8.2820 | 9.0257 | 9.0400 | 0.0217 | 0.0103 | 0.3540 | 0.0000 |
| 15 | 8.2913 | 9.0400 | 9.1115 | 0.0053 | 0.0715 | 0.4202 | 0.0000 |
| 16 | 8.3223 | 9.1115 | 9.1707 | 0.0310 | 0.0552 | 0.4444 | 0.0000 |
| 17 | 8.3500 | 9.1707 | 9.1804 | 0.0237 | 0.0057 | 0.4304 | 0.0000 |
| 18 | 8.4010 | 9.1804 | 9.2123 | 0.0510 | 0.0319 | 0.4113 | 0.0000 |
| 19 | 8.4340 | 9.2123 | 9.2310 | 0.0330 | 0.0147 | 0.3930 | 0.0000 |
| 20 | 8.4458 | 9.2310 | 9.2422 | 0.0118 | 0.0112 | 0.3924 | 0.0000 |
| 21 | 8.4610 | 9.2422 | 9.2435 | 0.0112 | 0.0013 | 0.3825 | 0.0000 |
| 22 | 8.4650 | 9.2435 | 9.2441 | 0.0040 | 0.0006 | 0.3751 | 0.0000 |
| 23 | 8.4730 | 9.2441 | 9.2535 | 0.0040 | 0.0054 | 0.3805 | 0.0000 |
| 24 | 8.5014 | 9.2535 | 9.3320 | 0.0244 | 0.0745 | 0.4306 | 0.0000 |
| 25 | 8.5130 | 9.3320 | 9.3345 | 0.0116 | 0.0025 | 0.4215 | 0.0000 |
| 26 | 8.5207 | 9.3345 | 9.3530 | 0.0037 | 0.0145 | 0.4323 | 0.0000 |
| 27 | 8.5230 | 9.3530 | 9.4340 | 0.0023 | 0.0810 | 0.5110 | 0.0000 |
| 28 | 8.5730 | 9.4340 | 9.4535 | 0.0500 | 0.0155 | 0.4805 | 0.0000 |
| 29 | 9.0035 | 9.4535 | 9.4808 | 0.0305 | 0.0233 | 0.4733 | 0.0000 |
| 30 | 9.0140 | 9.4808 | 9.5057 | 0.0105 | 0.0249 | 0.4917 | 0.0000 |
| 31 | 9.0215 | 9.5057 | 9.5402 | 0.0035 | 0.0305 | 0.5147 | 0.0000 |
| 32 | 9.0338 | 9.5402 | 9.5445 | 0.0123 | 0.0043 | 0.5107 | 0.0000 |
| 33 | 9.2003 | 9.5445 | 9.5610 | 0.1625 | 0.0125 | 0.3607 | 0.0000 |
| 34 | 9.2115 | 9.5610 | 9.5610 | 0.0112 | 0.0000 | 0.3455 | 0.0000 |
| 35 | 9.2250 | 9.5610 | 9.5825 | 0.0135 | 0.0215 | 0.3535 | 0.0000 |
| 36 | 9.2340 | 9.5825 | 10.0010 | 0.0050 | 0.0145 | 0.3630 | 0.0000 |
| 37 | 9.2620 | 10.0010 | 10.0640 | 0.0240 | 0.0630 | 0.4020 | 0.0000 |
| 38 | 9.3115 | 10.0640 | 10.0820 | 0.0455 | 0.0140 | 0.3705 | 0.0000 |
| 39 | 9.3155 | 10.0820 | 10.1020 | 0.0040 | 0.0200 | 0.3825 | 0.0000 |
| 40 | 9.3530 | 10.1020 | 10.1638 | 0.0335 | 0.0618 | 0.4108 | 0.0000 |
| 41 | 9.4650 | 10.1638 | 10.1835 | 0.1120 | 0.0157 | 0.3145 | 0.0000 |
| 42 | 9.5659 | 10.1835 | 10.2015 | 0.1009 | 0.0140 | 0.2316 | 0.0000 |
| 43 | 9.5910 | 10.2015 | 10.2455 | 0.0211 | 0.0440 | 0.2545 | 0.0000 |
| 44 | 10.0310 | 10.2455 | 10.2845 | 0.0400 | 0.0350 | 0.2535 | 0.0000 |
| 45 | 10.0450 | 10.2845 | 10.3127 | 0.0140 | 0.0242 | 0.2637 | 0.0000 |
| 46 | 10.1230 | 10.3127 | 10.3620 | 0.0740 | 0.0453 | 0.2350 | 0.0000 |
| 47 | 10.1350 | 10.3620 | 10.3802 | 0.0120 | 0.0142 | 0.2412 | 0.0000 |
| 48 | 10.1429 | 10.3802 | 10.3825 | 0.0039 | 0.0023 | 0.2356 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 10/06/89

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COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 10.1445 | 10.3825 | 10.4020 | 0.0016 | 0.0155 | 0.2535 | 0.0000 |
| 50 | 10.1602 | 10.4020 | 10.4335 | 0.0117 | 0.0315 | 0.2733 | 0.0000 |
| 51 | 10.1810 | 10.4335 | 10.4510 | 0.0208 | 0.0135 | 0.2700 | 0.0000 |
| 52 | 10.2210 | 10.4510 | 10.4640 | 0.0400 | 0.0130 | 0.2430 | 0.0000 |
| 53 | 10.2255 | 10.4640 | 10.5418 | 0.0045 | 0.0738 | 0.3123 | 0.0000 |
| 54 | 10.2511 | 10.5418 | 11.0544 | 0.0216 | 0.1126 | 0.4033 | 0.0000 |
| 55 | 10.3751 | 11.0544 | 11.1529 | 0.1240 | 0.0945 | 0.3738 | 0.0000 |
| 56 | 10.4848 | 11.1529 | 11.1544 | 0.1057 | 0.0015 | 0.2656 | 0.0000 |
| 57 | 10.5130 | 11.1544 | 11.2040 | 0.0242 | 0.0456 | 0.2910 | 0.0000 |
| 58 | 10.5440 | 11.2040 | 11.2225 | 0.0310 | 0.0145 | 0.2745 | 0.0000 |
| 59 | 10.5514 | 11.2225 | 11.2350 | 0.0034 | 0.0125 | 0.2836 | 0.0000 |
| 60 | 10.5920 | 11.2350 | 11.2510 | 0.0406 | 0.0120 | 0.2550 | 0.0000 |
| 61 | 10.5955 | 11.2510 | 11.2645 | 0.0035 | 0.0135 | 0.2650 | 0.0000 |
| 62 | 11.0140 | 11.2645 | 11.2735 | 0.0145 | 0.0050 | 0.2555 | 0.0000 |
| 63 | 11.0235 | 11.2735 | 11.3020 | 0.0055 | 0.0245 | 0.2745 | 0.0000 |
| 64 | 11.0340 | 11.3020 | 11.3435 | 0.0105 | 0.0415 | 0.3055 | 0.0000 |
| 65 | 11.0510 | 11.3435 | 11.3652 | 0.0130 | 0.0217 | 0.3142 | 0.0000 |
| 66 | 11.0555 | 11.3652 | 11.3940 | 0.0045 | 0.0248 | 0.3345 | 0.0000 |
| 67 | 11.1011 | 11.3940 | 11.4210 | 0.0416 | 0.0230 | 0.3159 | 0.0000 |
| 68 | 11.1125 | 11.4210 | 11.4350 | 0.0114 | 0.0140 | 0.3225 | 0.0000 |
| 69 | 11.1245 | 11.4350 | 11.4545 | 0.0120 | 0.0155 | 0.3300 | 0.0000 |
| 70 | 11.1520 | 11.4545 | 11.4820 | 0.0235 | 0.0235 | 0.3300 | 0.0000 |
| 71 | 11.1610 | 11.4820 | 11.4915 | 0.0050 | 0.0055 | 0.3305 | 0.0000 |
| 72 | 11.1720 | 11.4915 | 11.5210 | 0.0110 | 0.0255 | 0.3450 | 0.0000 |
| 73 | 11.2411 | 11.5210 | 11.5355 | 0.0651 | 0.0145 | 0.2944 | 0.0000 |
| 74 | 11.2630 | 11.5355 | 11.5520 | 0.0219 | 0.0125 | 0.2850 | 0.0000 |
| 75 | 11.2810 | 11.5520 | 11.5738 | 0.0140 | 0.0218 | 0.2928 | 0.0000 |
| 76 | 11.2945 | 11.5738 | 11.5915 | 0.0135 | 0.0137 | 0.2930 | 0.0000 |
| 77 | 11.3540 | 11.5915 | 12.0820 | 0.0555 | 0.0905 | 0.3240 | 0.0000 |
| 78 | 11.3710 | 12.0820 | 12.1248 | 0.0130 | 0.0428 | 0.3538 | 0.0000 |
| 79 | 11.4237 | 12.1248 | 12.1546 | 0.0527 | 0.0258 | 0.3309 | 0.0000 |
| 80 | 11.4320 | 12.1546 | 12.2250 | 0.0043 | 0.0704 | 0.3930 | 0.0000 |
| 81 | 11.4455 | 12.2250 | 12.2730 | 0.0135 | 0.0440 | 0.4235 | 0.0000 |
| 82 | 11.5530 | 12.2730 | 12.2840 | 0.1035 | 0.0110 | 0.3310 | 0.0000 |
| 83 | 11.5622 | 12.2840 | 12.2955 | 0.0052 | 0.0115 | 0.3333 | 0.0000 |
| 84 | 11.5745 | 13.3055 | 13.3135 | 0.0123 | 0.0040 | 1.3350 | 0.0100 |
| 85 | 11.5840 | 13.3135 | 13.3250 | 0.0055 | 0.0115 | 1.3410 | 0.0000 |
| 86 | 11.5935 | 13.3250 | 13.3355 | 0.0055 | 0.0105 | 1.3420 | 0.0000 |
| 87 | 12.0040 | 13.3355 | 13.3520 | 0.0105 | 0.0125 | 1.3440 | 0.0000 |
| 88 | 12.0150 | 13.3520 | 13.3910 | 0.0110 | 0.0350 | 1.3720 | 0.0000 |
| 89 | 12.0220 | 13.3910 | 13.4138 | 0.0030 | 0.0228 | 1.3918 | 0.0000 |
| 90 | 12.0445 | 13.4138 | 13.4230 | 0.0225 | 0.0052 | 1.3745 | 0.0000 |
| 91 | 12.0605 | 13.4230 | 13.4351 | 0.0120 | 0.0121 | 1.3746 | 0.0000 |
| 92 | 12.0935 | 13.4351 | 13.4355 | 0.0330 | 0.0004 | 1.3420 | 0.0000 |
| 93 | 12.1040 | 13.4355 | 13.4539 | 0.0105 | 0.0144 | 1.3459 | 0.0000 |
| 94 | 12.1405 | 13.4539 | 13.4640 | 0.0325 | 0.0101 | 1.3235 | 0.0000 |
| 95 | 12.1701 | 13.4640 | 13.4804 | 0.0256 | 0.0124 | 1.3103 | 0.0000 |
| 96 | 12.2004 | 13.4804 | 13.5145 | 0.0303 | 0.0341 | 1.3141 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 10/06/89

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COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 97 | 12.2118 | 13.5145 | 13.5724 | 0.0114 | 0.0539 | 1.3606 | 0.0000 |
| 98 | 12.2754 | 13.5724 | 14.0109 | 0.0636 | 0.0345 | 1.3315 | 0.0000 |
| 99 | 13.3050 | 14.0109 | 14.0258 | 0.0050 | 0.0149 | 0.3208 | 0.0000 |
| 100 | 13.3116 | 14.0258 | 14.0650 | 0.0026 | 0.0352 | 0.3534 | 0.0000 |
| 101 | 13.3240 | 14.0650 | 14.0954 | 0.0124 | 0.0304 | 0.3714 | 0.0000 |
| 102 | 13.3310 | 14.0954 | 14.1529 | 0.0030 | 0.0535 | 0.4219 | 0.0000 |
| 103 | 13.3340 | 14.1529 | 14.1717 | 0.0030 | 0.0148 | 0.4337 | 0.0000 |
| 104 | 13.3510 | 14.1717 | 14.2010 | 0.0130 | 0.0253 | 0.4500 | 0.0000 |
| 105 | 13.3641 | 14.2010 | 14.2640 | 0.0131 | 0.0630 | 0.4959 | 0.0000 |
| 106 | 13.3729 | 14.2640 | 14.3239 | 0.0048 | 0.0559 | 0.5510 | 0.0000 |
| 107 | 13.3744 | 14.3239 | 14.3524 | 0.0015 | 0.0245 | 0.5740 | 0.0000 |
| 108 | 13.3841 | 14.3524 | 14.4217 | 0.0057 | 0.0653 | 1.0336 | 0.0000 |
| 109 | 13.3900 | 14.4217 | 14.4217 | 0.0019 | 0.0000 | 1.0317 | 0.0000 |
| 110 | 13.3945 | 14.4217 | 14.4412 | 0.0045 | 0.0155 | 1.0427 | 0.0000 |
| 111 | 13.4005 | 14.4412 | 14.4710 | 0.0020 | 0.0258 | 1.0705 | 0.0000 |
| 112 | 13.4235 | 14.4710 | 14.4923 | 0.0230 | 0.0213 | 1.0648 | 0.0000 |
| 113 | 13.4340 | 14.4923 | 14.5340 | 0.0105 | 0.0417 | 1.1000 | 0.0000 |
| 114 | 13.4505 | 14.5340 | 14.5410 | 0.0125 | 0.0030 | 1.0905 | 0.0000 |
| 115 | 13.4601 | 14.5410 | 14.5515 | 0.0056 | 0.0105 | 1.0914 | 0.0000 |
| 116 | 13.4704 | 14.5515 | 14.5735 | 0.0103 | 0.0220 | 1.1031 | 0.0000 |
| 117 | 13.5018 | 14.5735 | 15.0144 | 0.0314 | 0.0409 | 1.1126 | 0.0000 |
| 118 | 13.5154 | 15.0144 | 15.0600 | 0.0136 | 0.0416 | 1.1406 | 0.0000 |
| 119 | 13.5250 | 15.0600 | 15.1135 | 0.0056 | 0.0535 | 1.1845 | 0.0000 |
| 120 | 13.5316 | 15.1135 | 15.2010 | 0.0026 | 0.0835 | 1.2654 | 0.0000 |
| 121 | 13.5440 | 15.2010 | 15.2428 | 0.0124 | 0.0418 | 1.2948 | 0.0000 |
| 122 | 13.5610 | 15.2428 | 15.2812 | 0.0130 | 0.0344 | 1.3202 | 0.0000 |
| 123 | 13.5730 | 15.2812 | 15.3130 | 0.0120 | 0.0318 | 1.3400 | 0.0000 |
| 124 | 13.5810 | 15.3130 | 15.3618 | 0.0040 | 0.0448 | 1.3808 | 0.0000 |
| 125 | 13.5841 | 15.3618 | 15.3810 | 0.0031 | 0.0152 | 1.3929 | 0.0000 |
| 126 | 13.5915 | 15.3810 | 15.3950 | 0.0034 | 0.0140 | 1.4035 | 0.0000 |
| 127 | 13.5940 | 15.3950 | 15.4716 | 0.0025 | 0.0726 | 1.4736 | 0.0000 |
| 128 | 14.0040 | 15.4716 | 15.5014 | 0.0100 | 0.0258 | 1.4934 | 0.0000 |
| 129 | 14.0120 | 15.5014 | 15.5850 | 0.0040 | 0.0836 | 1.5730 | 0.0000 |
| 130 | 14.0150 | 15.5850 | 15.5955 | 0.0030 | 0.0105 | 1.5805 | 0.0000 |
| 131 | 14.0230 | 15.5955 | 16.0320 | 0.0040 | 0.0325 | 2.0050 | 0.0000 |
| 132 | 14.0255 | 16.0320 | 16.0510 | 0.0025 | 0.0150 | 2.0215 | 0.0000 |
| 133 | 14.0440 | 16.0510 | 16.0630 | 0.0145 | 0.0120 | 2.0150 | 0.0000 |
| 134 | 14.0535 | 16.0630 | 16.0825 | 0.0055 | 0.0155 | 2.0250 | 0.0000 |
| 135 | 14.0555 | 16.0825 | 16.0945 | 0.0020 | 0.0120 | 2.0350 | 0.0000 |
| 136 | 14.0630 | 16.0945 | 16.1135 | 0.0035 | 0.0150 | 2.0505 | 0.0000 |
| 137 | 14.0650 | 16.1135 | 16.1345 | 0.0020 | 0.0210 | 2.0655 | 0.0000 |
| 138 | 14.0834 | 16.1345 | 16.1345 | 0.0144 | 0.0000 | 2.0511 | 0.0000 |
| 139 | 14.0950 | 16.1345 | 16.1510 | 0.0116 | 0.0125 | 2.0520 | 0.0000 |
| 140 | 14.1216 | 16.1510 | 16.1920 | 0.0226 | 0.0410 | 2.0704 | 0.0000 |
| 141 | 14.1340 | 16.1920 | 16.2150 | 0.0124 | 0.0230 | 2.0810 | 0.0000 |
| 142 | 14.1410 | 16.2150 | 16.2210 | 0.0030 | 0.0020 | 2.0800 | 0.0000 |
| 143 | 14.1530 | 16.2210 | 16.2425 | 0.0120 | 0.0215 | 2.0855 | 0.0000 |
| 144 | 14.1620 | 16.2425 | 16.2650 | 0.0050 | 0.0225 | 2.1030 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 10/06/89

********** PAGE: 21

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 145 | 14.1745 | 16.2650 | 16.2950 | 0.0125 | 0.0300 | 2.1205 | 0.0000 |
| 146 | 14.1829 | 16.2950 | 16.3326 | 0.0044 | 0.0336 | 2.1457 | 0.0000 |
| 147 | 14.2040 | 16.3326 | 16.3438 | 0.0211 | 0.0112 | 2.1358 | 0.0000 |
| 148 | 14.2130 | 16.3438 | 16.4005 | 0.0050 | 0.0527 | 2.1835 | 0.0000 |
| 149 | 14.2200 | 16.4005 | 16.4128 | 0.0030 | 0.0123 | 2.1928 | 0.0000 |
| 150 | 14.2345 | 16.4128 | 16.4230 | 0.0145 | 0.0102 | 2.1845 | 0.0000 |
| 151 | 14.2405 | 16.4230 | 16.4430 | 0.0020 | 0.0200 | 2.2025 | 0.0000 |
| 152 | 14.3035 | 16.4430 | 16.4810 | 0.0630 | 0.0340 | 2.1735 | 0.0000 |
| 153 | 14.3240 | 16.4810 | 16.5220 | 0.0205 | 0.0410 | 2.1940 | 0.0000 |
| 154 | 14.3505 | 16.5220 | 16.5512 | 0.0225 | 0.0252 | 2.2007 | 0.0000 |
| 155 | 14.3601 | 16.5512 | 16.5650 | 0.0056 | 0.0138 | 2.2049 | 0.0000 |
| 156 | 14.3804 | 16.5650 | 16.5930 | 0.0203 | 0.0240 | 2.2126 | 0.0000 |
| 157 | 14.3918 | 16.5930 | 17.0245 | 0.0114 | 0.0315 | 2.2327 | 0.0000 |
| 158 | 14.4154 | 17.0245 | 17.0408 | 0.0236 | 0.0123 | 2.2214 | 0.0000 |
| 159 | 14.4250 | 17.0408 | 17.0445 | 0.0056 | 0.0037 | 2.2155 | 0.0000 |
| 160 | 14.4316 | 17.0445 | 17.0445 | 0.0026 | 0.0000 | 2.2129 | 0.0000 |
| 161 | 14.4440 | 17.0445 | 17.1050 | 0.0124 | 0.0605 | 2.2610 | 0.0000 |
| 162 | 14.4510 | 17.1050 | 17.1230 | 0.0030 | 0.0140 | 2.2720 | 0.0000 |
| 163 | 14.4530 | 17.1230 | 17.1625 | 0.0020 | 0.0355 | 2.3055 | 0.0000 |
| 164 | 14.5110 | 17.1625 | 17.2350 | 0.0540 | 0.0725 | 2.3240 | 0.0000 |
| 165 | 14.5241 | 17.2350 | 17.2550 | 0.0131 | 0.0200 | 2.3309 | 0.0000 |
| 166 | 14.5829 | 17.2550 | 17.2826 | 0.0548 | 0.0236 | 2.2957 | 0.0000 |
| 167 | 14.5844 | 17.2826 | 17.2826 | 0.0015 | 0.0000 | 2.2942 | 0.0000 |
| 168 | 14.5910 | 17.2826 | 17.2905 | 0.0026 | 0.0039 | 2.2955 | 0.0000 |
| 169 | 15.0000 | 17.2905 | 17.3000 | 0.0050 | 0.0055 | 2.3000 | 0.0000 |

SAMPLE DATA LIST OF 11/06/89

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COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0310 | 8.3000 | 8.3140 | 0.0310 | 0.0140 | 0.2830 | 0.0000 |
| 2 | 8.0537 | 8.3140 | 8.3520 | 0.0227 | 0.0340 | 0.2943 | 0.0000 |
| 3 | 8.1044 | 8.3520 | 8.3750 | 0.0507 | 0.0230 | 0.2706 | 0.0000 |
| 4 | 8.1227 | 8.3750 | 8.4020 | 0.0143 | 0.0230 | 0.2753 | 0.0000 |
| 5 | 8.1810 | 8.4020 | 8.4450 | 0.0543 | 0.0430 | 0.2640 | 0.0000 |
| 6 | 8.1840 | 8.4450 | 8.4640 | 0.0030 | 0.0150 | 0.2800 | 0.0000 |
| 7 | 8.2010 | 8.4640 | 8.5027 | 0.0130 | 0.0347 | 0.3017 | 0.0000 |
| 8 | 8.2732 | 8.5027 | 8.5235 | 0.0722 | 0.0208 | 0.2503 | 0.0000 |
| 9 | 8.2755 | 8.5235 | 8.5440 | 0.0023 | 0.0205 | 0.2645 | 0.0000 |
| 10 | 8.3335 | 8.5440 | 8.5550 | 0.0540 | 0.0110 | 0.2215 | 0.0000 |
| 11 | 8.5540 | 8.5550 | 8.5755 | 0.2205 | 0.0205 | 0.0215 | 0.0000 |
| 12 | 8.5720 | 8.5755 | 9.0540 | 0.0140 | 0.0745 | 0.0820 | 0.0000 |
| 13 | 8.5930 | 9.0540 | 9.0540 | 0.0210 | 0.0000 | 0.0610 | 0.0000 |
| 14 | 8.5945 | 9.0540 | 9.0640 | 0.0015 | 0.0100 | 0.0655 | 0.0000 |
| 15 | 9.0025 | 9.0640 | 9.0930 | 0.0040 | 0.0250 | 0.0905 | 0.0000 |
| 16 | 9.1310 | 9.1310 | 9.1400 | 0.1245 | 0.0050 | 0.0050 | 0.0340 |
| 17 | 9.1740 | 9.1740 | 9.1855 | 0.0430 | 0.0115 | 0.0115 | 0.0340 |
| 18 | 9.1830 | 9.1855 | 9.2157 | 0.0050 | 0.0302 | 0.0327 | 0.0000 |
| 19 | 9.2412 | 9.2412 | 9.2545 | 0.0542 | 0.0133 | 0.0133 | 0.0215 |
| 20 | 9.3030 | 9.3030 | 9.3200 | 0.0618 | 0.0130 | 0.0130 | 0.0445 |
| 21 | 9.3510 | 9.3510 | 9.3711 | 0.0440 | 0.0201 | 0.0201 | 0.0310 |
| 22 | 9.3640 | 9.3711 | 9.3923 | 0.0130 | 0.0212 | 0.0243 | 0.0000 |
| 23 | 9.3730 | 9.3923 | 9.4415 | 0.0050 | 0.0452 | 0.0645 | 0.0000 |
| 24 | 9.4250 | 9.4415 | 9.4638 | 0.0520 | 0.0223 | 0.0348 | 0.0000 |
| 25 | 9.5440 | 9.5440 | 9.5500 | 0.1150 | 0.0020 | 0.0020 | 0.0802 |
| 26 | 9.5525 | 9.5525 | 10.0050 | 0.0045 | 0.0525 | 0.0525 | 0.0025 |
| 27 | 10.0320 | 10.0320 | 10.0730 | 0.0755 | 0.0410 | 0.0410 | 0.0230 |
| 28 | 10.0424 | 10.0730 | 10.1310 | 0.0104 | 0.0540 | 0.0846 | 0.0000 |
| 29 | 10.0559 | 10.1310 | 10.1522 | 0.0135 | 0.0212 | 0.0923 | 0.0000 |
| 30 | 10.1450 | 10.1522 | 10.1835 | 0.0851 | 0.0313 | 0.0345 | 0.0000 |
| 31 | 10.1637 | 10.1835 | 10.1950 | 0.0147 | 0.0115 | 0.0313 | 0.0000 |
| 32 | 10.2000 | 10.2000 | 10.2122 | 0.0323 | 0.0122 | 0.0122 | 0.0010 |
| 33 | 10.2025 | 10.2122 | 10.2845 | 0.0025 | 0.0723 | 0.0820 | 0.0000 |
| 34 | 10.2500 | 10.2845 | 10.3020 | 0.0435 | 0.0135 | 0.0520 | 0.0000 |
| 35 | 10.2647 | 10.3020 | 10.3730 | 0.0147 | 0.0710 | 0.1043 | 0.0000 |
| 36 | 10.2715 | 10.3730 | 10.4030 | 0.0028 | 0.0300 | 0.1315 | 0.0000 |
| 37 | 10.2810 | 10.4030 | 10.4340 | 0.0055 | 0.0310 | 0.1530 | 0.0000 |
| 38 | 10.2940 | 10.4340 | 10.4648 | 0.0130 | 0.0308 | 0.1708 | 0.0000 |
| 39 | 10.3229 | 10.4648 | 10.5022 | 0.0249 | 0.0334 | 0.1753 | 0.0000 |
| 40 | 10.3328 | 10.5022 | 10.5134 | 0.0059 | 0.0112 | 0.1806 | 0.0000 |
| 41 | 10.3425 | 10.5134 | 10.5150 | 0.0057 | 0.0016 | 0.1725 | 0.0000 |
| 42 | 10.3617 | 10.5150 | 10.5720 | 0.0152 | 0.0530 | 0.2103 | 0.0000 |
| 43 | 10.3640 | 10.5720 | 11.0255 | 0.0023 | 0.0535 | 0.2615 | 0.0000 |
| 44 | 10.3720 | 11.0255 | 11.0428 | 0.0040 | 0.0133 | 0.2708 | 0.0000 |
| 45 | 10.3821 | 11.0428 | 11.0527 | 0.0101 | 0.0059 | 0.2706 | 0.0000 |
| 46 | 10.3845 | 11.0527 | 11.1410 | 0.0024 | 0.0843 | 0.3525 | 0.0000 |
| 47 | 10.3930 | 11.1410 | 11.1820 | 0.0045 | 0.0410 | 0.3850 | 0.0000 |
| 48 | 10.4030 | 11.1820 | 11.1820 | 0.0100 | 0.0000 | 0.3750 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 11/06/89

********** PAGE: 23

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 10.4110 | 11.1820 | 11.2045 | 0.0040 | 0.0225 | 0.3935 | 0.0000 |
| 50 | 10.4358 | 11.2045 | 11.2340 | 0.0248 | 0.0255 | 0.3942 | 0.0000 |
| 51 | 10.4707 | 11.2340 | 11.2650 | 0.0309 | 0.0310 | 0.3943 | 0.0000 |
| 52 | 10.4740 | 11.2650 | 11.3119 | 0.0033 | 0.0429 | 0.4339 | 0.0000 |
| 53 | 10.4840 | 11.3119 | 11.4033 | 0.0100 | 0.0914 | 0.5153 | 0.0000 |
| 54 | 10.4958 | 11.4033 | 11.4310 | 0.0118 | 0.0237 | 0.5312 | 0.0000 |
| 55 | 10.5150 | 11.4310 | 11.4310 | 0.0152 | 0.0000 | 0.5120 | 0.0000 |
| 56 | 10.5316 | 11.4310 | 11.4410 | 0.0126 | 0.0100 | 0.5054 | 0.0000 |
| 57 | 10.5434 | 11.4410 | 11.4600 | 0.0118 | 0.0150 | 0.5126 | 0.0000 |
| 58 | 10.5610 | 11.4600 | 11.5440 | 0.0136 | 0.0840 | 0.5830 | 0.0000 |
| 59 | 11.0700 | 11.5440 | 11.5900 | 0.1050 | 0.0420 | 0.5200 | 0.0000 |
| 60 | 11.1240 | 11.5900 | 12.0210 | 0.0540 | 0.0310 | 0.4930 | 0.0000 |
| 61 | 11.1435 | 12.0210 | 12.0350 | 0.0155 | 0.0140 | 0.4915 | 0.0000 |
| 62 | 11.2650 | 12.0350 | 12.0555 | 0.1215 | 0.0205 | 0.3905 | 0.0000 |
| 63 | 11.2815 | 12.0555 | 12.1420 | 0.0125 | 0.0825 | 0.4605 | 0.0000 |
| 64 | 11.3908 | 12.1420 | 12.1735 | 0.1053 | 0.0315 | 0.3827 | 0.0000 |
| 65 | 11.4040 | 12.1735 | 12.1812 | 0.0132 | 0.0037 | 0.3732 | 0.0000 |
| 66 | 11.4520 | 12.1812 | 12.2339 | 0.0440 | 0.0527 | 0.3819 | 0.0000 |
| 67 | 11.4855 | 12.2339 | 12.2932 | 0.0335 | 0.0553 | 0.4037 | 0.0000 |
| 68 | 11.5030 | 13.3040 | 13.3940 | 0.0135 | 0.0900 | 1.4910 | 0.0108 |
| 69 | 12.0225 | 13.3940 | 13.4155 | 0.1155 | 0.0215 | 1.3930 | 0.0000 |
| 70 | 12.1523 | 13.4155 | 13.4252 | 0.1258 | 0.0057 | 1.2729 | 0.0000 |
| 71 | 12.1723 | 13.4252 | 13.4530 | 0.0200 | 0.0238 | 1.2807 | 0.0000 |
| 72 | 12.1900 | 13.4530 | 13.4845 | 0.0137 | 0.0315 | 1.2945 | 0.0000 |
| 73 | 12.2505 | 13.4845 | 13.5018 | 0.0605 | 0.0133 | 1.2513 | 0.0000 |
| 74 | 13.3450 | 13.5018 | 13.5214 | 0.0450 | 0.0156 | 0.1724 | 0.0000 |
| 75 | 13.3515 | 13.5214 | 13.5434 | 0.0025 | 0.0220 | 0.1919 | 0.0000 |
| 76 | 13.3540 | 13.5434 | 14.0010 | 0.0025 | 0.0536 | 0.2430 | 0.0000 |
| 77 | 13.3657 | 14.0010 | 14.1845 | 0.0117 | 0.1835 | 0.4148 | 0.0000 |
| 78 | 13.3909 | 14.1845 | 14.2220 | 0.0212 | 0.0335 | 0.4311 | 0.0000 |
| 79 | 13.3940 | 14.2220 | 14.2435 | 0.0031 | 0.0215 | 0.4455 | 0.0000 |
| 80 | 13.4426 | 14.2435 | 14.3950 | 0.0446 | 0.1515 | 0.5524 | 0.0000 |
| 81 | 13.4905 | 14.3950 | 14.4335 | 0.0439 | 0.0345 | 0.5430 | 0.0000 |
| 82 | 13.5057 | 14.4335 | 14.4410 | 0.0152 | 0.0035 | 0.5313 | 0.0000 |
| 83 | 13.5207 | 14.4410 | 14.5240 | 0.0110 | 0.0830 | 1.0033 | 0.0000 |
| 84 | 13.5230 | 14.5240 | 14.5520 | 0.0023 | 0.0240 | 1.0250 | 0.0000 |
| 85 | 13.5540 | 14.5520 | 14.5810 | 0.0310 | 0.0250 | 1.0230 | 0.0000 |
| 86 | 13.5610 | 14.5810 | 15.0440 | 0.0030 | 0.0630 | 1.0830 | 0.0000 |
| 87 | 13.5745 | 15.0440 | 15.0700 | 0.0135 | 0.0220 | 1.0915 | 0.0000 |
| 88 | 13.5840 | 15.0700 | 15.1040 | 0.0055 | 0.0340 | 1.1200 | 0.0000 |
| 89 | 13.5920 | 15.1040 | 15.1243 | 0.0040 | 0.0203 | 1.1323 | 0.0000 |
| 90 | 14.0020 | 15.1243 | 15.1730 | 0.0100 | 0.0447 | 1.1710 | 0.0000 |
| 91 | 14.0205 | 15.1730 | 15.1830 | 0.0145 | 0.0100 | 1.1625 | 0.0000 |
| 92 | 14.0445 | 15.1830 | 15.3310 | 0.0240 | 0.1440 | 1.2825 | 0.0000 |
| 93 | 14.0540 | 15.3310 | 15.3820 | 0.0055 | 0.0510 | 1.3240 | 0.0000 |
| 94 | 14.0705 | 15.3820 | 15.4112 | 0.0125 | 0.0252 | 1.3407 | 0.0000 |
| 95 | 14.0801 | 15.4112 | 15.4550 | 0.0056 | 0.0438 | 1.3749 | 0.0000 |
| 96 | 14.1404 | 15.4550 | 15.5530 | 0.0603 | 0.0940 | 1.4126 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 11/06/89

********** PAGE: 24

COUNTER NO. 1

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 97 | 14.2618 | 15.5530 | 15.5745 | 0.1214 | 0.0215 | 1.3127 | 0.0000 |
| 98 | 14.2754 | 15.5745 | 15.5908 | 0.0136 | 0.0123 | 1.3114 | 0.0000 |
| 99 | 14.2950 | 15.5908 | 16.0345 | 0.0156 | 0.0437 | 1.3355 | 0.0000 |
| 100 | 14.3416 | 16.0345 | 16.0610 | 0.0426 | 0.0225 | 1.3154 | 0.0000 |
| 101 | 14.3540 | 16.0610 | 16.0850 | 0.0124 | 0.0240 | 1.3310 | 0.0000 |
| 102 | 14.3610 | 16.0850 | 16.1230 | 0.0030 | 0.0340 | 1.3620 | 0.0000 |
| 103 | 14.3730 | 16.1230 | 16.2625 | 0.0120 | 0.1355 | 1.4855 | 0.0000 |
| 104 | 14.3910 | 16.2625 | 16.3350 | 0.0140 | 0.0725 | 1.5440 | 0.0000 |
| 105 | 14.4041 | 16.3350 | 16.4050 | 0.0131 | 0.0700 | 2.0009 | 0.0000 |
| 106 | 14.4429 | 16.4050 | 16.5326 | 0.0348 | 0.1236 | 2.0857 | 0.0000 |
| 107 | 14.4544 | 16.5326 | 17.0033 | 0.0115 | 0.0707 | 2.1449 | 0.0000 |
| 108 | 15.0041 | 17.0033 | 17.1005 | 0.1457 | 0.0932 | 2.0924 | 0.0000 |
| 109 | 17.1500 | 17.1500 | 17.1905 | 2.1419 | 0.0405 | 0.0405 | 0.0455 |

SAMPLE DATA LIST OF 05/06/89

********** PAGE: 1

COUNTER NO. 2

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.4010 | 8.4010 | 8.4715 | 0.4010 | 0.0705 | 0.0705 | 0.1010 |
| 2 | 8.5535 | 8.5535 | 9.0500 | 0.1525 | 0.0925 | 0.0925 | 0.0820 |
| 3 | 9.0630 | 9.0630 | 9.1149 | 0.1055 | 0.0519 | 0.0519 | 0.0130 |
| 4 | 9.0710 | 9.1149 | 9.1520 | 0.0040 | 0.0331 | 0.0810 | 0.0000 |
| 5 | 9.0912 | 9.1520 | 9.2250 | 0.0202 | 0.0730 | 0.1338 | 0.0000 |
| 6 | 9.2035 | 9.2250 | 9.2310 | 0.1123 | 0.0020 | 0.0235 | 0.0000 |
| 7 | 9.2407 | 9.2407 | 9.2628 | 0.0332 | 0.0221 | 0.0221 | 0.0057 |
| 8 | 10.0253 | 10.0253 | 10.0548 | 0.3846 | 0.0255 | 0.0255 | 0.3625 |
| 9 | 10.2330 | 10.2330 | 10.2551 | 0.2037 | 0.0221 | 0.0221 | 0.1742 |
| 10 | 10.2551 | 10.2551 | 10.2845 | 0.0221 | 0.0254 | 0.0254 | 0.0000 |
| 11 | 10.4956 | 10.4956 | 10.5459 | 0.2405 | 0.0503 | 0.0503 | 0.2111 |
| 12 | 10.5205 | 10.5459 | 11.0000 | 0.0209 | 0.0501 | 0.0755 | 0.0000 |
| 13 | 11.1520 | 11.1520 | 11.2010 | 0.2315 | 0.0450 | 0.0450 | 0.1520 |
| 14 | 11.4130 | 11.4130 | 11.4349 | 0.2610 | 0.0219 | 0.0219 | 0.2120 |
| 15 | 12.1034 | 12.1034 | 12.1558 | 0.2904 | 0.0524 | 0.0524 | 0.2645 |
| 16 | 12.1710 | 12.1710 | 12.2040 | 0.0636 | 0.0330 | 0.0330 | 0.0112 |
| 17 | 12.2235 | 12.2239 | 12.2546 | 0.0525 | 0.0307 | 0.0311 | 0.0159 |
| 18 | 12.2550 | 12.2550 | 12.2900 | 0.0315 | 0.0310 | 0.0310 | 0.0004 |
| 19 | 13.3520 | 13.3520 | 13.4010 | 0.0520 | 0.0450 | 0.0450 | 0.0620 |
| 20 | 14.0130 | 14.0130 | 14.0649 | 0.2610 | 0.0519 | 0.0519 | 0.2120 |
| 21 | 14.5034 | 14.5034 | 15.0058 | 0.4904 | 0.1024 | 0.1024 | 0.4345 |
| 22 | 15.3710 | 15.3710 | 15.4040 | 0.4636 | 0.0330 | 0.0330 | 0.3612 |
| 23 | 16.0235 | 16.0239 | 16.0546 | 0.2525 | 0.0307 | 0.0311 | 0.2159 |
| 24 | 16.5550 | 16.5550 | 16.5700 | 0.5315 | 0.0110 | 0.0110 | 0.5004 |
| 25 | 17.2024 | 17.2024 | 17.2510 | 0.2434 | 0.0446 | 0.0446 | 0.2324 |

SAMPLE DATA LIST OF 06/06/89

********** PAGE: 2

COUNTER NO. 2

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.3530 | 8.3530 | 8.4035 | 0.3530 | 0.0505 | 0.0505 | 0.0530 |
| 2 | 8.4545 | 8.4545 | 8.5339 | 0.1015 | 0.0754 | 0.0754 | 0.0510 |
| 3 | 8.4950 | 8.5339 | 9.1100 | 0.0405 | 0.1721 | 0.2110 | 0.0000 |
| 4 | 9.1500 | 9.1500 | 9.2252 | 0.2510 | 0.0752 | 0.0752 | 0.0400 |
| 5 | 9.4730 | 9.4730 | 9.5850 | 0.3230 | 0.1120 | 0.1120 | 0.2438 |
| 6 | 9.4835 | 9.5850 | 9.5945 | 0.0105 | 0.0055 | 0.1110 | 0.0000 |
| 7 | 9.5955 | 9.5955 | 10.1028 | 0.1120 | 0.1033 | 0.1033 | 0.0010 |
| 8 | 10.2900 | 10.2900 | 10.3510 | 0.2905 | 0.0610 | 0.0610 | 0.1832 |
| 9 | 10.3600 | 10.3600 | 10.3915 | 0.0700 | 0.0315 | 0.0315 | 0.0050 |
| 10 | 10.4150 | 10.4150 | 10.4345 | 0.0550 | 0.0155 | 0.0155 | 0.0235 |
| 11 | 10.4230 | 10.4345 | 10.5010 | 0.0040 | 0.0625 | 0.0740 | 0.0000 |
| 12 | 10.5243 | 10.5243 | 11.0330 | 0.1013 | 0.1047 | 0.1047 | 0.0233 |
| 13 | 10.5710 | 11.0330 | 11.0750 | 0.0427 | 0.0420 | 0.1040 | 0.0000 |
| 14 | 11.0730 | 11.0750 | 11.0920 | 0.1020 | 0.0130 | 0.0150 | 0.0000 |
| 15 | 11.1620 | 11.1620 | 11.2058 | 0.0850 | 0.0438 | 0.0438 | 0.0700 |
| 16 | 11.1700 | 11.2058 | 11.2435 | 0.0040 | 0.0337 | 0.0735 | 0.0000 |
| 17 | 11.4035 | 11.4035 | 11.5046 | 0.2335 | 0.1011 | 0.1011 | 0.1600 |
| 18 | 12.0250 | 12.0250 | 12.0730 | 0.2215 | 0.0440 | 0.0440 | 0.1204 |
| 19 | 13.3920 | 13.3920 | 13.4430 | 0.0920 | 0.0510 | 0.0510 | 0.3150 |
| 20 | 14.0015 | 14.0015 | 14.0739 | 0.2055 | 0.0724 | 0.0724 | 0.1545 |
| 21 | 14.2525 | 14.2525 | 14.2945 | 0.2510 | 0.0420 | 0.0420 | 0.1746 |
| 22 | 14.5231 | 14.5231 | 15.0025 | 0.2706 | 0.0754 | 0.0754 | 0.2246 |
| 23 | 15.1735 | 15.1735 | 15.2635 | 0.2504 | 0.0900 | 0.0900 | 0.1710 |
| 24 | 15.4814 | 15.4814 | 15.4930 | 0.3039 | 0.0116 | 0.0116 | 0.2139 |
| 25 | 16.1835 | 16.1835 | 16.2227 | 0.3021 | 0.0352 | 0.0352 | 0.2905 |
| 26 | 16.2525 | 16.2525 | 16.2825 | 0.0650 | 0.0300 | 0.0300 | 0.0258 |
| 27 | 16.3231 | 16.3231 | 16.3525 | 0.0706 | 0.0254 | 0.0254 | 0.0406 |

SAMPLE DATA LIST OF 07/06/89

********** PAGE: 3

COUNTER NO. 2

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.4510 | 8.4510 | 8.4720 | 0.4510 | 0.0210 | 0.0210 | 0.1510 |
| 2 | 8.4920 | 8.4920 | 8.5015 | 0.0410 | 0.0055 | 0.0055 | 0.0200 |
| 3 | 8.5135 | 8.5135 | 8.5430 | 0.0215 | 0.0255 | 0.0255 | 0.0120 |
| 4 | 8.5225 | 8.5430 | 8.5929 | 0.0050 | 0.0459 | 0.0704 | 0.0000 |
| 5 | 9.3320 | 9.3320 | 9.3715 | 0.4055 | 0.0355 | 0.0355 | 0.3351 |
| 6 | 9.3435 | 9.3715 | 9.4350 | 0.0115 | 0.0635 | 0.0915 | 0.0000 |
| 7 | 9.4150 | 9.4350 | 9.4610 | 0.0715 | 0.0220 | 0.0420 | 0.0000 |
| 8 | 10.1535 | 10.1535 | 10.2710 | 0.3345 | 0.1135 | 0.1135 | 0.2925 |
| 9 | 10.2326 | 10.2710 | 10.3124 | 0.0751 | 0.0414 | 0.0758 | 0.0000 |
| 10 | 10.5020 | 10.5020 | 10.5936 | 0.2654 | 0.0916 | 0.0916 | 0.1856 |
| 11 | 11.2030 | 11.2030 | 11.2235 | 0.3010 | 0.0205 | 0.0205 | 0.2054 |
| 12 | 11.5145 | 11.5145 | 11.5415 | 0.3115 | 0.0230 | 0.0230 | 0.2910 |
| 13 | 11.5635 | 11.5635 | 12.0640 | 0.0450 | 0.1005 | 0.1005 | 0.0220 |
| 14 | 12.0730 | 12.0730 | 12.0920 | 0.1055 | 0.0150 | 0.0150 | 0.0050 |
| 15 | 13.3620 | 13.3620 | 13.3932 | 0.0620 | 0.0312 | 0.0312 | 0.2700 |
| 16 | 13.4700 | 13.4700 | 13.5215 | 0.1040 | 0.0515 | 0.0515 | 0.0728 |
| 17 | 14.2535 | 14.2535 | 14.2720 | 0.3835 | 0.0145 | 0.0145 | 0.3320 |
| 18 | 14.4925 | 14.4925 | 14.5327 | 0.2350 | 0.0402 | 0.0402 | 0.2205 |
| 19 | 15.2210 | 15.2210 | 15.2718 | 0.3245 | 0.0508 | 0.0508 | 0.2843 |
| 20 | 15.4315 | 15.4315 | 15.4640 | 0.2105 | 0.0325 | 0.0325 | 0.1557 |
| 21 | 15.4912 | 15.4912 | 15.5225 | 0.0557 | 0.0313 | 0.0313 | 0.0232 |
| 22 | 15.5931 | 15.5931 | 16.0430 | 0.1019 | 0.0459 | 0.0459 | 0.0706 |
| 23 | 16.1142 | 16.1142 | 16.1220 | 0.1211 | 0.0038 | 0.0038 | 0.0712 |
| 24 | 16.3514 | 16.3514 | 16.3837 | 0.2332 | 0.0323 | 0.0323 | 0.2254 |
| 25 | 16.5024 | 16.5024 | 16.5715 | 0.1510 | 0.0651 | 0.0651 | 0.1147 |
| 26 | 16.5825 | 16.5825 | 17.0625 | 0.0801 | 0.0800 | 0.0800 | 0.0110 |
| 27 | 17.0531 | 17.0625 | 17.1230 | 0.0706 | 0.0605 | 0.0659 | 0.0000 |
| 28 | 17.1943 | 17.1943 | 17.2220 | 0.1412 | 0.0237 | 0.0237 | 0.0713 |

SAMPLE DATA LIST OF 08/06/89

********** PAGE: 4

COUNTER NO. 2

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.3520 | 8.3520 | 8.3845 | 0.3520 | 0.0325 | 0.0325 | 0.0520 |
| 2 | 8.3710 | 8.3845 | 8.4015 | 0.0150 | 0.0130 | 0.0305 | 0.0000 |
| 3 | 8.5520 | 8.5520 | 8.5715 | 0.1810 | 0.0155 | 0.0155 | 0.1505 |
| 4 | 8.5615 | 8.5715 | 9.0230 | 0.0055 | 0.0515 | 0.0615 | 0.0000 |
| 5 | 9.4025 | 9.4025 | 9.4430 | 0.4410 | 0.0405 | 0.0405 | 0.3755 |
| 6 | 9.4135 | 9.4430 | 9.5019 | 0.0110 | 0.0549 | 0.0844 | 0.0000 |
| 7 | 10.2020 | 10.2020 | 10.2240 | 0.3845 | 0.0220 | 0.0220 | 0.3001 |
| 8 | 10.2515 | 10.2515 | 10.2830 | 0.0455 | 0.0315 | 0.0315 | 0.0235 |
| 9 | 10.2620 | 10.2830 | 10.3025 | 0.0105 | 0.0155 | 0.0405 | 0.0000 |
| 10 | 10.2815 | 10.3025 | 10.3329 | 0.0155 | 0.0304 | 0.0514 | 0.0000 |
| 11 | 10.3030 | 10.3329 | 10.3410 | 0.0215 | 0.0041 | 0.0340 | 0.0000 |
| 12 | 10.3740 | 10.3740 | 10.4210 | 0.0710 | 0.0430 | 0.0430 | 0.0330 |
| 13 | 11.3000 | 11.3000 | 11.3250 | 0.5220 | 0.0250 | 0.0250 | 0.4750 |
| 14 | 12.0940 | 12.0940 | 12.1410 | 0.3940 | 0.0430 | 0.0430 | 0.3650 |
| 15 | 13.4610 | 13.4610 | 13.4950 | 0.1610 | 0.0340 | 0.0340 | 0.3200 |
| 16 | 14.2600 | 14.2600 | 14.2810 | 0.3950 | 0.0210 | 0.0210 | 0.3610 |
| 17 | 14.3535 | 14.3535 | 14.3745 | 0.0935 | 0.0210 | 0.0210 | 0.0725 |
| 18 | 14.3925 | 14.3925 | 14.4418 | 0.0350 | 0.0453 | 0.0453 | 0.0140 |
| 19 | 15.3020 | 15.3020 | 15.3345 | 0.5055 | 0.0325 | 0.0325 | 0.4602 |
| 20 | 15.3315 | 15.3345 | 15.3650 | 0.0255 | 0.0305 | 0.0335 | 0.0000 |
| 21 | 15.4010 | 15.4010 | 15.4525 | 0.0655 | 0.0515 | 0.0515 | 0.0320 |
| 22 | 16.2031 | 16.2031 | 16.2530 | 0.4021 | 0.0459 | 0.0459 | 0.3506 |

SAMPLE DATA LIST OF 09/06/89

********** PAGE: 5

COUNTER NO. 2

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.4710 | 8.4710 | 8.5135 | 0.4710 | 0.0425 | 0.0425 | 0.1710 |
| 2 | 9.3359 | 9.3359 | 9.3540 | 0.4649 | 0.0141 | 0.0141 | 0.4224 |
| 3 | 10.1453 | 10.1453 | 10.1830 | 0.4054 | 0.0337 | 0.0337 | 0.3913 |
| 4 | 10.1610 | 10.1830 | 10.2115 | 0.0117 | 0.0245 | 0.0505 | 0.0000 |
| 5 | 10.4255 | 10.4255 | 10.4540 | 0.2645 | 0.0245 | 0.0245 | 0.2140 |
| 6 | 10.5348 | 10.5348 | 10.5825 | 0.1053 | 0.0437 | 0.0437 | 0.0808 |
| 7 | 11.3020 | 11.3020 | 11.3610 | 0.3632 | 0.0550 | 0.0550 | 0.3155 |
| 8 | 11.3045 | 11.3610 | 11.3840 | 0.0025 | 0.0230 | 0.0755 | 0.0000 |
| 9 | 11.3755 | 11.3840 | 11.4150 | 0.0710 | 0.0310 | 0.0355 | 0.0000 |
| 10 | 11.5020 | 11.5020 | 11.5855 | 0.1225 | 0.0835 | 0.0835 | 0.0830 |
| 11 | 12.2030 | 12.2030 | 12.2420 | 0.3010 | 0.0350 | 0.0350 | 0.2135 |
| 12 | 14.2145 | 14.2145 | 14.2320 | 0.5145 | 0.0135 | 0.0135 | 0.5725 |
| 13 | 15.3635 | 15.3635 | 15.4020 | 1.1450 | 0.0345 | 0.0345 | 1.1315 |
| 14 | 15.4730 | 15.4730 | 15.4920 | 0.1055 | 0.0150 | 0.0150 | 0.0710 |
| 15 | 16.3620 | 16.3620 | 16.4128 | 0.4850 | 0.0508 | 0.0508 | 0.4700 |
| 16 | 17.1000 | 17.1000 | 17.1255 | 0.3340 | 0.0255 | 0.0255 | 0.2832 |

SAMPLE DATA LIST OF 10/06/89

********** PAGE: 6

COUNTER NO. 2

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0620 | 8.3000 | 8.3350 | 0.0620 | 0.0350 | 0.2730 | 0.0000 |
| 2 | 8.0910 | 8.3350 | 8.3845 | 0.0250 | 0.0455 | 0.2935 | 0.0000 |
| 3 | 8.2210 | 8.3845 | 8.4010 | 0.1300 | 0.0125 | 0.1800 | 0.0000 |
| 4 | 8.2430 | 8.4010 | 8.4340 | 0.0220 | 0.0330 | 0.1910 | 0.0000 |
| 5 | 8.2945 | 8.4340 | 8.4555 | 0.0515 | 0.0215 | 0.1610 | 0.0000 |
| 6 | 8.3440 | 8.4555 | 8.5010 | 0.0455 | 0.0415 | 0.1530 | 0.0000 |
| 7 | 9.0825 | 9.0825 | 9.1120 | 0.3345 | 0.0255 | 0.0255 | 0.1815 |
| 8 | 9.2020 | 9.2020 | 9.2615 | 0.1155 | 0.0555 | 0.0555 | 0.0900 |
| 9 | 9.4530 | 9.4530 | 9.4820 | 0.2510 | 0.0250 | 0.0250 | 0.1915 |
| 10 | 10.1540 | 10.1540 | 10.1730 | 0.3010 | 0.0150 | 0.0150 | 0.2720 |
| 11 | 10.1620 | 10.1730 | 10.2025 | 0.0040 | 0.0255 | 0.0405 | 0.0000 |
| 12 | 10.2527 | 10.2527 | 10.2635 | 0.0907 | 0.0108 | 0.0108 | 0.0502 |
| 13 | 10.3515 | 10.3515 | 10.4110 | 0.0948 | 0.0555 | 0.0555 | 0.0840 |
| 14 | 10.4410 | 10.4410 | 10.4745 | 0.0855 | 0.0335 | 0.0335 | 0.0300 |
| 15 | 10.5035 | 10.5035 | 10.5250 | 0.0625 | 0.0215 | 0.0215 | 0.0250 |
| 16 | 11.0120 | 11.0120 | 11.0445 | 0.1045 | 0.0325 | 0.0325 | 0.0830 |
| 17 | 11.0250 | 11.0445 | 11.1130 | 0.0130 | 0.0645 | 0.0840 | 0.0000 |
| 18 | 11.0540 | 11.1130 | 11.1525 | 0.0250 | 0.0355 | 0.0945 | 0.0000 |
| 19 | 11.1540 | 11.1540 | 11.1720 | 0.1000 | 0.0140 | 0.0140 | 0.0015 |
| 20 | 11.1810 | 11.1810 | 11.2230 | 0.0230 | 0.0420 | 0.0420 | 0.0050 |
| 21 | 11.2550 | 11.2550 | 11.2940 | 0.0740 | 0.0350 | 0.0350 | 0.0320 |
| 22 | 11.2810 | 11.2940 | 11.3115 | 0.0220 | 0.0135 | 0.0305 | 0.0000 |
| 23 | 11.4425 | 11.4425 | 11.4830 | 0.1615 | 0.0405 | 0.0405 | 0.1310 |
| 24 | 11.4550 | 11.4830 | 11.5110 | 0.0125 | 0.0240 | 0.0520 | 0.0000 |
| 25 | 11.5230 | 11.5230 | 11.5540 | 0.0640 | 0.0310 | 0.0310 | 0.0120 |
| 26 | 12.0915 | 12.0915 | 12.1740 | 0.1645 | 0.0825 | 0.0825 | 0.1335 |
| 27 | 12.1425 | 12.1740 | 12.1850 | 0.0510 | 0.0110 | 0.0425 | 0.0000 |
| 28 | 12.1930 | 12.1930 | 12.2210 | 0.0505 | 0.0240 | 0.0240 | 0.0040 |
| 29 | 12.2805 | 12.2805 | 12.3000 | 0.0835 | 0.0155 | 0.0155 | 0.0555 |
| 30 | 13.4345 | 13.4345 | 13.4845 | 0.1345 | 0.0500 | 0.0500 | 0.1345 |
| 31 | 13.5245 | 13.5245 | 13.5530 | 0.0900 | 0.0245 | 0.0245 | 0.0400 |
| 32 | 14.1010 | 14.1010 | 14.1435 | 0.1725 | 0.0425 | 0.0425 | 0.1440 |
| 33 | 14.2045 | 14.2045 | 14.2250 | 0.1035 | 0.0205 | 0.0205 | 0.0610 |
| 34 | 14.5010 | 14.5010 | 14.5345 | 0.2925 | 0.0335 | 0.0335 | 0.2720 |
| 35 | 14.5830 | 14.5830 | 14.5950 | 0.0820 | 0.0120 | 0.0120 | 0.0445 |
| 36 | 15.1530 | 15.1530 | 15.1810 | 0.1700 | 0.0240 | 0.0240 | 0.1540 |
| 37 | 15.1845 | 15.1845 | 15.2215 | 0.0315 | 0.0330 | 0.0330 | 0.0035 |
| 38 | 15.4300 | 15.4300 | 15.5730 | 0.2415 | 0.1430 | 0.1430 | 0.2045 |
| 39 | 16.0900 | 16.0900 | 16.1320 | 0.2600 | 0.0420 | 0.0420 | 0.1130 |
| 40 | 16.1420 | 16.1420 | 16.1835 | 0.0520 | 0.0415 | 0.0415 | 0.0100 |
| 41 | 16.3800 | 16.3800 | 16.4455 | 0.2340 | 0.0655 | 0.0655 | 0.1925 |
| 42 | 16.5245 | 16.5245 | 16.5615 | 0.1445 | 0.0330 | 0.0330 | 0.0750 |
| 43 | 17.2020 | 17.2020 | 17.2240 | 0.2735 | 0.0220 | 0.0220 | 0.2405 |

SAMPLE DATA LIST OF 11/06/89

********** PAGE: 7

COUNTER NO. 2

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.3510 | 8.3510 | 8.3830 | 0.3510 | 0.0320 | 0.0320 | 0.0510 |
| 2 | 9.3453 | 9.3453 | 9.3625 | 0.5943 | 0.0132 | 0.0132 | 0.5623 |
| 3 | 9.4350 | 9.4350 | 9.4710 | 0.0857 | 0.0320 | 0.0320 | 0.0725 |
| 4 | 10.0005 | 10.0005 | 10.0611 | 0.1615 | 0.0606 | 0.0606 | 0.1255 |
| 5 | 10.1735 | 10.1735 | 10.2140 | 0.1730 | 0.0405 | 0.0405 | 0.1124 |
| 6 | 10.2250 | 10.2250 | 10.2350 | 0.0515 | 0.0100 | 0.0100 | 0.0110 |
| 7 | 10.2310 | 10.2350 | 10.2630 | 0.0020 | 0.0240 | 0.0320 | 0.0000 |
| 8 | 10.2410 | 10.2630 | 10.2845 | 0.0100 | 0.0215 | 0.0435 | 0.0000 |
| 9 | 10.4535 | 10.4535 | 10.4915 | 0.2125 | 0.0340 | 0.0340 | 0.1650 |
| 10 | 11.0056 | 11.0056 | 11.0530 | 0.1521 | 0.0434 | 0.0434 | 0.1141 |
| 11 | 11.4510 | 11.4510 | 11.4755 | 0.4414 | 0.0245 | 0.0245 | 0.3940 |
| 12 | 12.1145 | 12.1145 | 12.1249 | 0.2635 | 0.0104 | 0.0104 | 0.2350 |
| 13 | 13.5300 | 13.5300 | 13.5730 | 0.2300 | 0.0430 | 0.0430 | 0.4011 |
| 14 | 13.5400 | 13.5730 | 13.5920 | 0.0100 | 0.0150 | 0.0520 | 0.0000 |
| 15 | 13.5417 | 13.5920 | 13.5955 | 0.0017 | 0.0035 | 0.0538 | 0.0000 |
| 16 | 14.2700 | 14.2700 | 14.3250 | 0.3243 | 0.0550 | 0.0550 | 0.2705 |
| 17 | 14.2845 | 14.3250 | 14.3510 | 0.0145 | 0.0220 | 0.0625 | 0.0000 |
| 18 | 14.4621 | 14.4621 | 14.4857 | 0.1736 | 0.0236 | 0.0236 | 0.1111 |
| 19 | 14.4925 | 14.4925 | 14.5550 | 0.0304 | 0.0625 | 0.0625 | 0.0028 |
| 20 | 14.5440 | 14.5550 | 14.5920 | 0.0515 | 0.0330 | 0.0440 | 0.0000 |
| 21 | 14.5720 | 14.5920 | 15.0225 | 0.0240 | 0.0305 | 0.0505 | 0.0000 |
| 22 | 15.4021 | 15.4021 | 15.4345 | 0.4301 | 0.0324 | 0.0324 | 0.3756 |
| 23 | 16.2225 | 16.2225 | 16.2920 | 0.4204 | 0.0655 | 0.0655 | 0.3840 |
| 24 | 16.3430 | 16.3430 | 16.3640 | 0.1205 | 0.0210 | 0.0210 | 0.0510 |
| 25 | 17.0510 | 17.0510 | 17.2014 | 0.3040 | 0.1504 | 0.1504 | 0.2830 |

SAMPLE DATA LIST OF 05/06/89

********** PAGE: 1

COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.1050 | 8.3000 | 8.3730 | 0.1050 | 0.0730 | 0.2640 | 0.0000 |
| 2 | 8.1430 | 8.3730 | 8.4210 | 0.0340 | 0.0440 | 0.2740 | 0.0000 |
| 3 | 8.1650 | 8.4210 | 8.5508 | 0.0220 | 0.1258 | 0.3818 | 0.0000 |
| 4 | 8.2155 | 8.5508 | 8.5542 | 0.0505 | 0.0034 | 0.3347 | 0.0000 |
| 5 | 8.2430 | 8.5542 | 9.0054 | 0.0235 | 0.0512 | 0.3624 | 0.0000 |
| 6 | 8.2610 | 9.0054 | 9.1015 | 0.0140 | 0.0921 | 0.4405 | 0.0000 |
| 7 | 8.3018 | 9.1051 | 9.1920 | 0.0408 | 0.0829 | 0.4902 | 0.0036 |
| 8 | 8.3730 | 9.1920 | 9.2216 | 0.0712 | 0.0256 | 0.4446 | 0.0000 |
| 9 | 8.3910 | 9.2216 | 9.2730 | 0.0140 | 0.0514 | 0.4820 | 0.0000 |
| 10 | 8.4035 | 9.2730 | 9.2820 | 0.0125 | 0.0050 | 0.4745 | 0.0000 |
| 11 | 8.4513 | 9.2820 | 9.2915 | 0.0438 | 0.0055 | 0.4402 | 0.0000 |
| 12 | 8.4511 | 9.2915 | 9.3002 | 0.0000 | 0.0047 | 0.4451 | 0.0000 |
| 13 | 9.0620 | 9.3002 | 9.4910 | 0.2109 | 0.1908 | 0.4250 | 0.0000 |
| 14 | 9.1620 | 9.4910 | 9.5240 | 0.1000 | 0.0330 | 0.3620 | 0.0000 |
| 15 | 9.2819 | 9.5240 | 10.0520 | 0.1159 | 0.1240 | 0.3701 | 0.0000 |
| 16 | 9.3140 | 10.0520 | 10.0620 | 0.0321 | 0.0100 | 0.3440 | 0.0000 |
| 17 | 9.4336 | 10.0620 | 10.0831 | 0.1156 | 0.0211 | 0.2455 | 0.0000 |
| 18 | 9.5245 | 10.0831 | 10.2214 | 0.0909 | 0.1343 | 0.2929 | 0.0000 |
| 19 | 9.5638 | 10.2214 | 10.2437 | 0.0353 | 0.0223 | 0.2759 | 0.0000 |
| 20 | 9.5945 | 10.2437 | 10.2855 | 0.0307 | 0.0418 | 0.2910 | 0.0000 |
| 21 | 10.0435 | 10.2855 | 10.3124 | 0.0450 | 0.0229 | 0.2649 | 0.0000 |
| 22 | 10.1050 | 10.3124 | 10.3236 | 0.0615 | 0.0112 | 0.2146 | 0.0000 |
| 23 | 10.1154 | 10.3236 | 10.5827 | 0.0104 | 0.2551 | 0.4633 | 0.0000 |
| 24 | 10.1357 | 10.5827 | 11.1314 | 0.0203 | 0.1447 | 0.5917 | 0.0000 |
| 25 | 10.2111 | 11.1314 | 11.1620 | 0.0714 | 0.0306 | 0.5509 | 0.0000 |
| 26 | 10.2521 | 11.1620 | 11.1731 | 0.0410 | 0.0111 | 0.5210 | 0.0000 |
| 27 | 10.2752 | 11.1731 | 11.1912 | 0.0231 | 0.0141 | 0.5120 | 0.0000 |
| 28 | 10.3043 | 11.1912 | 11.2033 | 0.0251 | 0.0121 | 0.4950 | 0.0000 |
| 29 | 10.3331 | 11.2033 | 11.2515 | 0.0248 | 0.0442 | 0.5144 | 0.0000 |
| 30 | 10.3705 | 11.2515 | 11.2755 | 0.0334 | 0.0240 | 0.5050 | 0.0000 |
| 31 | 10.3932 | 11.2755 | 11.3105 | 0.0227 | 0.0310 | 0.5133 | 0.0000 |
| 32 | 10.4204 | 11.3105 | 11.3926 | 0.0232 | 0.0821 | 0.5722 | 0.0000 |
| 33 | 10.4328 | 11.3926 | 11.4037 | 0.0124 | 0.0111 | 0.5709 | 0.0000 |
| 34 | 10.4429 | 11.4037 | 11.4106 | 0.0101 | 0.0029 | 0.5637 | 0.0000 |
| 35 | 10.4448 | 11.4106 | 11.4135 | 0.0019 | 0.0029 | 0.5647 | 0.0000 |
| 36 | 10.4458 | 11.4135 | 11.4205 | 0.0010 | 0.0030 | 0.5707 | 0.0000 |
| 37 | 10.4529 | 11.4205 | 11.4447 | 0.0031 | 0.0242 | 0.5918 | 0.0000 |
| 38 | 10.5130 | 11.4447 | 12.0405 | 0.0601 | 0.1918 | 1.1235 | 0.0000 |
| 39 | 10.5350 | 12.0405 | 12.0731 | 0.0220 | 0.0326 | 1.1341 | 0.0000 |
| 40 | 11.0049 | 12.0731 | 12.2216 | 0.0659 | 0.1445 | 1.2127 | 0.0000 |
| 41 | 11.1233 | 12.2216 | 12.2725 | 0.1144 | 0.0509 | 1.1452 | 0.0000 |
| 42 | 11.3006 | 12.2725 | 12.2938 | 0.1733 | 0.0213 | 0.5932 | 0.0000 |
| 43 | 11.4517 | 13.3000 | 13.3343 | 0.1511 | 0.0343 | 1.4826 | 0.0022 |
| 44 | 12.0015 | 13.3343 | 13.3855 | 0.1458 | 0.0512 | 1.3840 | 0.0000 |
| 45 | 12.1112 | 13.3855 | 13.5033 | 0.1057 | 0.1138 | 1.3921 | 0.0000 |
| 46 | 12.1551 | 13.5033 | 13.5710 | 0.0439 | 0.0637 | 1.4119 | 0.0000 |
| 47 | 12.2927 | 13.5710 | 14.1103 | 0.1336 | 0.1353 | 1.4136 | 0.0000 |
| 48 | 13.3531 | 14.1103 | 14.1643 | 0.0531 | 0.0540 | 0.4112 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 05/06/89

********** PAGE: 2

COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 13.4012 | 14.1643 | 14.1840 | 0.0441 | 0.0157 | 0.3828 | 0.0000 |
| 50 | 13.4738 | 14.1840 | 14.1917 | 0.0726 | 0.0037 | 0.3139 | 0.0000 |
| 51 | 13.5536 | 14.1917 | 14.2122 | 0.0758 | 0.0205 | 0.2546 | 0.0000 |
| 52 | 13.5710 | 14.2122 | 14.2350 | 0.0134 | 0.0228 | 0.2640 | 0.0000 |
| 53 | 14.0023 | 14.2350 | 14.2810 | 0.0313 | 0.0420 | 0.2747 | 0.0000 |
| 54 | 14.0544 | 14.2810 | 14.3150 | 0.0521 | 0.0340 | 0.2606 | 0.0000 |
| 55 | 14.1410 | 14.3150 | 14.3530 | 0.0826 | 0.0340 | 0.2120 | 0.0000 |
| 56 | 14.2114 | 14.3530 | 14.3610 | 0.0704 | 0.0040 | 0.1456 | 0.0000 |
| 57 | 14.2247 | 14.3610 | 14.3710 | 0.0133 | 0.0100 | 0.1423 | 0.0000 |
| 58 | 14.3340 | 14.3710 | 14.4000 | 0.1053 | 0.0250 | 0.0620 | 0.0000 |
| 59 | 14.3430 | 14.4000 | 14.4430 | 0.0050 | 0.0430 | 0.1000 | 0.0000 |
| 60 | 14.3710 | 14.4430 | 14.5022 | 0.0240 | 0.0552 | 0.1312 | 0.0000 |
| 61 | 14.4000 | 14.5022 | 14.5340 | 0.0250 | 0.0318 | 0.1340 | 0.0000 |
| 62 | 14.4110 | 14.5340 | 14.5603 | 0.0110 | 0.0223 | 0.1453 | 0.0000 |
| 63 | 14.4650 | 14.5603 | 14.5910 | 0.0540 | 0.0307 | 0.1220 | 0.0000 |
| 64 | 14.5150 | 14.5910 | 15.1140 | 0.0500 | 0.1230 | 0.1950 | 0.0000 |
| 65 | 14.5800 | 15.1140 | 15.1434 | 0.0610 | 0.0254 | 0.1634 | 0.0000 |
| 66 | 15.0210 | 15.1434 | 15.1709 | 0.0410 | 0.0235 | 0.1459 | 0.0000 |
| 67 | 15.0430 | 15.1709 | 15.2002 | 0.0220 | 0.0253 | 0.1532 | 0.0000 |
| 68 | 15.0520 | 15.2002 | 15.2210 | 0.0050 | 0.0208 | 0.1650 | 0.0000 |
| 69 | 15.0645 | 15.2210 | 15.2235 | 0.0125 | 0.0025 | 0.1550 | 0.0000 |
| 70 | 15.0715 | 15.2235 | 15.2355 | 0.0030 | 0.0120 | 0.1640 | 0.0000 |
| 71 | 15.0820 | 15.2355 | 15.2630 | 0.0105 | 0.0235 | 0.1810 | 0.0000 |
| 72 | 15.0855 | 15.2630 | 15.3124 | 0.0035 | 0.0454 | 0.2229 | 0.0000 |
| 73 | 15.1000 | 15.3124 | 15.3410 | 0.0105 | 0.0246 | 0.2410 | 0.0000 |
| 74 | 15.1110 | 15.3410 | 15.3419 | 0.0110 | 0.0009 | 0.2309 | 0.0000 |
| 75 | 15.1135 | 15.3419 | 15.3429 | 0.0025 | 0.0010 | 0.2254 | 0.0000 |
| 76 | 15.1230 | 15.3429 | 15.3445 | 0.0055 | 0.0016 | 0.2215 | 0.0000 |
| 77 | 15.1540 | 15.3445 | 15.3635 | 0.0310 | 0.0150 | 0.2055 | 0.0000 |
| 78 | 15.2410 | 15.3635 | 15.4320 | 0.0830 | 0.0645 | 0.1910 | 0.0000 |
| 79 | 15.3330 | 15.4320 | 15.4410 | 0.0920 | 0.0050 | 0.1040 | 0.0000 |
| 80 | 15.4010 | 15.4410 | 15.5235 | 0.0640 | 0.0825 | 0.1225 | 0.0000 |
| 81 | 15.5850 | 15.5850 | 16.0929 | 0.1840 | 0.1039 | 0.1039 | 0.0615 |
| 82 | 16.0210 | 16.0929 | 16.1533 | 0.0320 | 0.0604 | 0.1323 | 0.0000 |
| 83 | 16.1430 | 16.1533 | 16.2835 | 0.1220 | 0.1302 | 0.1405 | 0.0000 |
| 84 | 16.2700 | 16.2835 | 16.3913 | 0.1230 | 0.1038 | 0.1213 | 0.0000 |
| 85 | 16.3815 | 16.3913 | 16.5032 | 0.1115 | 0.1119 | 0.1217 | 0.0000 |
| 86 | 16.4550 | 16.5032 | 17.0510 | 0.0735 | 0.1438 | 0.1920 | 0.0000 |
| 87 | 16.5923 | 17.0510 | 17.2025 | 0.1333 | 0.1515 | 0.2102 | 0.0000 |
| 88 | 17.1500 | 17.2025 | 17.2545 | 0.1537 | 0.0520 | 0.1045 | 0.0000 |
| 89 | 17.2315 | 17.2545 | 17.2940 | 0.0815 | 0.0355 | 0.0625 | 0.0000 |

SAMPLE DATA LIST OF 06/06/89

********** PAGE: 3

COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0750 | 8.3000 | 8.3230 | 0.0750 | 0.0230 | 0.2440 | 0.0000 |
| 2 | 8.1215 | 8.3230 | 8.3510 | 0.0425 | 0.0240 | 0.2255 | 0.0000 |
| 3 | 8.1435 | 8.3510 | 8.3820 | 0.0220 | 0.0310 | 0.2345 | 0.0000 |
| 4 | 8.1555 | 8.3820 | 8.4030 | 0.0120 | 0.0210 | 0.2435 | 0.0000 |
| 5 | 8.2320 | 8.4030 | 8.4645 | 0.0725 | 0.0615 | 0.2325 | 0.0000 |
| 6 | 8.2545 | 8.4645 | 8.5052 | 0.0225 | 0.0407 | 0.2507 | 0.0000 |
| 7 | 8.2915 | 8.5052 | 8.5450 | 0.0330 | 0.0358 | 0.2535 | 0.0000 |
| 8 | 8.3645 | 8.5450 | 9.0821 | 0.0730 | 0.1331 | 0.3136 | 0.0000 |
| 9 | 8.3850 | 9.0821 | 9.1030 | 0.0205 | 0.0209 | 0.3140 | 0.0000 |
| 10 | 8.4200 | 9.1030 | 9.1340 | 0.0310 | 0.0310 | 0.3140 | 0.0000 |
| 11 | 8.4610 | 9.1340 | 9.1600 | 0.0410 | 0.0220 | 0.2950 | 0.0000 |
| 12 | 8.4720 | 9.1600 | 9.1710 | 0.0110 | 0.0110 | 0.2950 | 0.0000 |
| 13 | 8.4840 | 9.1710 | 9.2729 | 0.0120 | 0.1019 | 0.3849 | 0.0000 |
| 14 | 8.5050 | 9.2729 | 9.4103 | 0.0210 | 0.1334 | 0.5013 | 0.0000 |
| 15 | 8.5125 | 9.4103 | 9.4140 | 0.0035 | 0.0037 | 0.5015 | 0.0000 |
| 16 | 8.5155 | 9.4140 | 9.5442 | 0.0030 | 0.1302 | 1.0247 | 0.0000 |
| 17 | 9.1020 | 9.5442 | 10.0038 | 0.1825 | 0.0556 | 0.5018 | 0.0000 |
| 18 | 9.1253 | 10.0038 | 10.0125 | 0.0233 | 0.0047 | 0.4832 | 0.0000 |
| 19 | 9.1830 | 10.0125 | 10.0150 | 0.0537 | 0.0025 | 0.4320 | 0.0000 |
| 20 | 9.2040 | 10.0150 | 10.0420 | 0.0210 | 0.0230 | 0.4340 | 0.0000 |
| 21 | 9.2555 | 10.0420 | 10.1120 | 0.0515 | 0.0700 | 0.4525 | 0.0000 |
| 22 | 9.2905 | 10.1120 | 10.1457 | 0.0310 | 0.0337 | 0.4552 | 0.0000 |
| 23 | 9.3926 | 10.1457 | 10.1955 | 0.1021 | 0.0458 | 0.4029 | 0.0000 |
| 24 | 9.4700 | 10.1955 | 10.3200 | 0.0734 | 0.1205 | 0.4500 | 0.0000 |
| 25 | 9.5010 | 10.3200 | 10.3540 | 0.0310 | 0.0340 | 0.4530 | 0.0000 |
| 26 | 9.5820 | 10.3540 | 10.4810 | 0.0810 | 0.1230 | 0.4950 | 0.0000 |
| 27 | 9.5929 | 10.4810 | 10.5100 | 0.0109 | 0.0250 | 0.5131 | 0.0000 |
| 28 | 10.0226 | 10.5100 | 10.5310 | 0.0257 | 0.0210 | 0.5044 | 0.0000 |
| 29 | 10.0635 | 10.5310 | 10.5430 | 0.0409 | 0.0120 | 0.4755 | 0.0000 |
| 30 | 10.1123 | 10.5430 | 11.0210 | 0.0448 | 0.0740 | 0.5047 | 0.0000 |
| 31 | 10.1355 | 11.0210 | 11.1120 | 0.0232 | 0.0910 | 0.5725 | 0.0000 |
| 32 | 10.2930 | 11.1120 | 11.1740 | 0.1535 | 0.0620 | 0.4810 | 0.0000 |
| 33 | 10.3026 | 11.1740 | 11.2450 | 0.0056 | 0.0710 | 0.5424 | 0.0000 |
| 34 | 10.3310 | 11.2450 | 11.2640 | 0.0244 | 0.0150 | 0.5330 | 0.0000 |
| 35 | 10.4245 | 11.2640 | 11.3030 | 0.0935 | 0.0350 | 0.4745 | 0.0000 |
| 36 | 10.4505 | 11.3030 | 11.3220 | 0.0220 | 0.0150 | 0.4715 | 0.0000 |
| 37 | 10.5635 | 11.3220 | 11.4110 | 0.1130 | 0.0850 | 0.4435 | 0.0000 |
| 38 | 11.0555 | 11.4110 | 11.4602 | 0.0920 | 0.0452 | 0.4007 | 0.0000 |
| 39 | 11.2150 | 11.4602 | 11.5156 | 0.1555 | 0.0554 | 0.3006 | 0.0000 |
| 40 | 11.2310 | 11.5156 | 11.5600 | 0.0120 | 0.0404 | 0.3250 | 0.0000 |
| 41 | 11.5050 | 11.5600 | 11.5947 | 0.2740 | 0.0347 | 0.0857 | 0.0000 |
| 42 | 11.5806 | 11.5947 | 12.0306 | 0.0716 | 0.0319 | 0.0500 | 0.0000 |
| 43 | 12.0225 | 12.0306 | 12.1043 | 0.0419 | 0.0737 | 0.0818 | 0.0000 |
| 44 | 12.0430 | 12.1043 | 12.1555 | 0.0205 | 0.0512 | 0.1125 | 0.0000 |
| 45 | 12.1235 | 12.1555 | 12.2949 | 0.0805 | 0.1354 | 0.1714 | 0.0000 |
| 46 | 12.1845 | 13.3000 | 13.4328 | 0.0610 | 0.1328 | 1.2443 | 0.0011 |
| 47 | 12.2815 | 13.4328 | 13.4435 | 0.0930 | 0.0107 | 1.1620 | 0.0000 |
| 48 | 13.3700 | 13.4435 | 13.4455 | 0.0700 | 0.0020 | 0.0755 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 06/06/89

********** PAGE: 4

COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 13.3850 | 13.4455 | 13.4710 | 0.0150 | 0.0215 | 0.0820 | 0.0000 |
| 50 | 13.4250 | 13.4710 | 14.0610 | 0.0400 | 0.1900 | 0.2320 | 0.0000 |
| 51 | 13.4315 | 14.0610 | 14.1115 | 0.0025 | 0.0505 | 0.2800 | 0.0000 |
| 52 | 13.4350 | 14.1115 | 14.1520 | 0.0035 | 0.0405 | 0.3130 | 0.0000 |
| 53 | 13.4455 | 14.1520 | 14.2220 | 0.0105 | 0.0700 | 0.3725 | 0.0000 |
| 54 | 13.4820 | 14.2220 | 14.2650 | 0.0325 | 0.0430 | 0.3830 | 0.0000 |
| 55 | 14.0130 | 14.2650 | 14.3410 | 0.1310 | 0.0720 | 0.3240 | 0.0000 |
| 56 | 14.0150 | 14.3410 | 14.3527 | 0.0020 | 0.0117 | 0.3337 | 0.0000 |
| 57 | 14.0510 | 14.3527 | 14.3550 | 0.0320 | 0.0023 | 0.3040 | 0.0000 |
| 58 | 14.0530 | 14.3550 | 14.3824 | 0.0020 | 0.0234 | 0.3254 | 0.0000 |
| 59 | 14.0920 | 14.3824 | 14.3910 | 0.0350 | 0.0046 | 0.2950 | 0.0000 |
| 60 | 14.1620 | 14.3910 | 14.4010 | 0.0700 | 0.0100 | 0.2350 | 0.0000 |
| 61 | 14.2740 | 14.4010 | 14.5340 | 0.1120 | 0.1330 | 0.2600 | 0.0000 |
| 62 | 14.2950 | 14.5340 | 14.5625 | 0.0210 | 0.0245 | 0.2635 | 0.0000 |
| 63 | 14.3645 | 14.5625 | 14.5640 | 0.0655 | 0.0015 | 0.1955 | 0.0000 |
| 64 | 14.4105 | 14.5640 | 14.5750 | 0.0420 | 0.0110 | 0.1645 | 0.0000 |
| 65 | 14.5220 | 14.5750 | 15.1030 | 0.1115 | 0.1240 | 0.1810 | 0.0000 |
| 66 | 14.5340 | 15.1030 | 15.1342 | 0.0120 | 0.0312 | 0.2002 | 0.0000 |
| 67 | 14.5425 | 15.1342 | 15.2020 | 0.0045 | 0.0638 | 0.2555 | 0.0000 |
| 68 | 14.5725 | 15.2020 | 15.2308 | 0.0300 | 0.0248 | 0.2543 | 0.0000 |
| 69 | 15.0645 | 15.2308 | 15.3550 | 0.0920 | 0.1242 | 0.2905 | 0.0000 |
| 70 | 15.2715 | 15.3550 | 15.4050 | 0.2030 | 0.0500 | 0.1335 | 0.0000 |
| 71 | 15.4820 | 15.4820 | 15.5255 | 0.2105 | 0.0435 | 0.0435 | 0.0730 |
| 72 | 16.0855 | 16.0855 | 16.1430 | 0.2035 | 0.0535 | 0.0535 | 0.1600 |
| 73 | 16.1541 | 16.1541 | 16.2340 | 0.0646 | 0.0759 | 0.0759 | 0.0111 |
| 74 | 16.1650 | 16.2340 | 16.2819 | 0.0109 | 0.0439 | 0.1129 | 0.0000 |
| 75 | 16.2535 | 16.2819 | 16.3530 | 0.0845 | 0.0711 | 0.0955 | 0.0000 |
| 76 | 16.4930 | 16.4930 | 16.5425 | 0.2355 | 0.0455 | 0.0455 | 0.1400 |
| 77 | 17.0420 | 17.0420 | 17.1235 | 0.1450 | 0.0815 | 0.0815 | 0.0955 |
| 78 | 17.2210 | 17.2210 | 17.2840 | 0.1750 | 0.0630 | 0.0630 | 0.0935 |

SAMPLE DATA LIST OF 07/06/89
********** PAGE: 5
COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0540 | 8.3010 | 8.3055 | 0.0540 | 0.0045 | 0.2515 | 0.0010 |
| 2 | 8.1135 | 8.3055 | 8.3510 | 0.0555 | 0.0415 | 0.2335 | 0.0000 |
| 3 | 8.2218 | 8.3510 | 8.3525 | 0.1043 | 0.0015 | 0.1307 | 0.0000 |
| 4 | 8.3347 | 8.3525 | 8.4553 | 0.1129 | 0.1028 | 0.1206 | 0.0000 |
| 5 | 8.4413 | 8.4553 | 8.4910 | 0.1026 | 0.0317 | 0.0457 | 0.0000 |
| 6 | 8.4530 | 8.4910 | 8.5400 | 0.0117 | 0.0450 | 0.0830 | 0.0000 |
| 7 | 8.4650 | 8.5400 | 8.5450 | 0.0120 | 0.0050 | 0.0800 | 0.0000 |
| 8 | 8.4730 | 8.5450 | 9.0225 | 0.0040 | 0.0735 | 0.1455 | 0.0000 |
| 9 | 8.5908 | 9.0225 | 9.0625 | 0.1138 | 0.0400 | 0.0717 | 0.0000 |
| 10 | 9.0354 | 9.0625 | 9.0715 | 0.0446 | 0.0050 | 0.0321 | 0.0000 |
| 11 | 9.0600 | 9.0715 | 9.2340 | 0.0206 | 0.1625 | 0.1740 | 0.0000 |
| 12 | 9.0851 | 9.2340 | 9.2510 | 0.0251 | 0.0130 | 0.1619 | 0.0000 |
| 13 | 9.0957 | 9.2510 | 9.2620 | 0.0106 | 0.0110 | 0.1623 | 0.0000 |
| 14 | 9.1140 | 9.2620 | 9.2830 | 0.0143 | 0.0210 | 0.1650 | 0.0000 |
| 15 | 9.1749 | 9.2830 | 9.3150 | 0.0609 | 0.0320 | 0.1401 | 0.0000 |
| 16 | 9.2440 | 9.3150 | 9.3737 | 0.0651 | 0.0547 | 0.1257 | 0.0000 |
| 17 | 9.2550 | 9.3737 | 9.4122 | 0.0110 | 0.0345 | 0.1532 | 0.0000 |
| 18 | 9.2807 | 9.4122 | 9.4730 | 0.0217 | 0.0608 | 0.1923 | 0.0000 |
| 19 | 9.2916 | 9.4730 | 9.4928 | 0.0109 | 0.0158 | 0.2012 | 0.0000 |
| 20 | 9.3040 | 9.4928 | 9.5022 | 0.0124 | 0.0054 | 0.1942 | 0.0000 |
| 21 | 9.3355 | 9.5022 | 9.5728 | 0.0315 | 0.0706 | 0.2333 | 0.0000 |
| 22 | 9.3840 | 9.5728 | 10.0223 | 0.0445 | 0.0455 | 0.2343 | 0.0000 |
| 23 | 9.4042 | 10.0223 | 10.0718 | 0.0202 | 0.0455 | 0.2636 | 0.0000 |
| 24 | 9.4247 | 10.0718 | 10.0800 | 0.0205 | 0.0042 | 0.2513 | 0.0000 |
| 25 | 9.4410 | 10.0800 | 10.1025 | 0.0123 | 0.0225 | 0.2615 | 0.0000 |
| 26 | 9.4610 | 10.1025 | 10.1150 | 0.0200 | 0.0125 | 0.2540 | 0.0000 |
| 27 | 9.5152 | 10.1150 | 10.1920 | 0.0542 | 0.0730 | 0.2728 | 0.0000 |
| 28 | 9.5230 | 10.1920 | 10.4010 | 0.0038 | 0.2050 | 0.4740 | 0.0000 |
| 29 | 9.5320 | 10.4010 | 10.4530 | 0.0050 | 0.0520 | 0.5210 | 0.0000 |
| 30 | 9.5415 | 10.4530 | 10.5026 | 0.0055 | 0.0456 | 0.5611 | 0.0000 |
| 31 | 9.5810 | 10.5026 | 11.0025 | 0.0355 | 0.0959 | 1.0215 | 0.0000 |
| 32 | 9.5830 | 11.0025 | 11.0112 | 0.0020 | 0.0047 | 1.0242 | 0.0000 |
| 33 | 9.5935 | 11.0112 | 11.0220 | 0.0105 | 0.0108 | 1.0245 | 0.0000 |
| 34 | 10.0740 | 11.0220 | 11.0336 | 0.0805 | 0.0116 | 0.5556 | 0.0000 |
| 35 | 10.3320 | 11.0336 | 11.1030 | 0.2540 | 0.0654 | 0.3710 | 0.0000 |
| 36 | 10.4345 | 11.1030 | 11.3020 | 0.1025 | 0.1950 | 0.4635 | 0.0000 |
| 37 | 10.4625 | 11.3020 | 11.3350 | 0.0240 | 0.0330 | 0.4725 | 0.0000 |
| 38 | 10.5955 | 11.3350 | 11.4602 | 0.1330 | 0.1212 | 0.4607 | 0.0000 |
| 39 | 11.1550 | 11.4602 | 11.5556 | 0.1555 | 0.0954 | 0.4006 | 0.0000 |
| 40 | 11.1710 | 11.5556 | 12.1000 | 0.0120 | 0.1404 | 0.5250 | 0.0000 |
| 41 | 11.3550 | 12.1000 | 12.1947 | 0.1840 | 0.0947 | 0.4357 | 0.0000 |
| 42 | 11.3906 | 12.1947 | 12.2306 | 0.0316 | 0.0319 | 0.4400 | 0.0000 |
| 43 | 11.5515 | 12.2306 | 12.2950 | 0.1609 | 0.0644 | 0.3435 | 0.0000 |
| 44 | 12.0010 | 13.3050 | 13.3555 | 0.0455 | 0.0505 | 1.3545 | 0.0100 |
| 45 | 12.0442 | 13.3555 | 13.4220 | 0.0432 | 0.0625 | 1.3738 | 0.0000 |
| 46 | 12.1810 | 13.4220 | 13.4450 | 0.1328 | 0.0230 | 1.2640 | 0.0000 |
| 47 | 12.2730 | 13.4450 | 13.5219 | 0.0920 | 0.0729 | 1.2449 | 0.0000 |
| 48 | 13.4015 | 13.5219 | 14.0145 | 0.1015 | 0.0926 | 0.2130 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 07/06/89

********** PAGE: 6

COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 13.4850 | 14.0145 | 14.0710 | 0.0835 | 0.0525 | 0.1820 | 0.0000 |
| 50 | 13.5250 | 14.0710 | 14.1620 | 0.0400 | 0.0910 | 0.2330 | 0.0000 |
| 51 | 13.5415 | 14.1620 | 14.1735 | 0.0125 | 0.0115 | 0.2320 | 0.0000 |
| 52 | 13.5650 | 14.1735 | 14.2530 | 0.0235 | 0.0755 | 0.2840 | 0.0000 |
| 53 | 14.1755 | 14.2530 | 14.3920 | 0.2105 | 0.1350 | 0.2125 | 0.0000 |
| 54 | 14.4220 | 14.4220 | 14.4250 | 0.2425 | 0.0030 | 0.0030 | 0.0300 |
| 55 | 14.4640 | 14.4650 | 14.5510 | 0.0420 | 0.0820 | 0.0830 | 0.0400 |
| 56 | 14.5430 | 14.5510 | 14.5934 | 0.0750 | 0.0424 | 0.0504 | 0.0000 |
| 57 | 15.0025 | 15.0025 | 15.0610 | 0.0555 | 0.0545 | 0.0545 | 0.0051 |
| 58 | 15.0352 | 15.0610 | 15.2410 | 0.0327 | 0.1800 | 0.2018 | 0.0000 |
| 59 | 15.0545 | 15.2410 | 15.3510 | 0.0153 | 0.1100 | 0.2925 | 0.0000 |
| 60 | 15.0930 | 15.3510 | 15.3710 | 0.0345 | 0.0200 | 0.2740 | 0.0000 |
| 61 | 15.1046 | 15.3710 | 15.5540 | 0.0116 | 0.1830 | 0.4454 | 0.0000 |
| 62 | 15.1310 | 15.5540 | 15.5825 | 0.0224 | 0.0245 | 0.4515 | 0.0000 |
| 63 | 15.1410 | 15.5825 | 16.0630 | 0.0100 | 0.0805 | 0.5220 | 0.0000 |
| 64 | 15.2043 | 16.0630 | 16.0910 | 0.0633 | 0.0240 | 0.4827 | 0.0000 |
| 65 | 15.3043 | 16.0910 | 16.1345 | 0.1000 | 0.0435 | 0.4302 | 0.0000 |
| 66 | 15.4940 | 16.1345 | 16.1542 | 0.1857 | 0.0157 | 0.2602 | 0.0000 |
| 67 | 15.5325 | 16.1542 | 16.2245 | 0.0345 | 0.0703 | 0.2920 | 0.0000 |
| 68 | 16.1046 | 16.2245 | 16.3240 | 0.1721 | 0.0955 | 0.2154 | 0.0000 |
| 69 | 16.1310 | 16.3240 | 16.5025 | 0.0224 | 0.1745 | 0.3715 | 0.0000 |
| 70 | 16.1410 | 16.5025 | 16.5730 | 0.0100 | 0.0705 | 0.4320 | 0.0000 |
| 71 | 16.2043 | 16.5730 | 17.0810 | 0.0633 | 0.1040 | 0.4727 | 0.0000 |

SAMPLE DATA LIST OF 08/06/89

********** PAGE: 7

COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0620 | 8.3005 | 8.3745 | 0.0620 | 0.0740 | 0.3125 | 0.0005 |
| 2 | 8.1515 | 8.3745 | 8.4010 | 0.0855 | 0.0225 | 0.2455 | 0.0000 |
| 3 | 8.1735 | 8.4010 | 8.4320 | 0.0220 | 0.0310 | 0.2545 | 0.0000 |
| 4 | 8.1820 | 8.4320 | 8.4535 | 0.0045 | 0.0215 | 0.2715 | 0.0000 |
| 5 | 8.2630 | 8.4535 | 8.5151 | 0.0810 | 0.0616 | 0.2521 | 0.0000 |
| 6 | 8.2845 | 8.5151 | 8.5950 | 0.0215 | 0.0759 | 0.3105 | 0.0000 |
| 7 | 8.3215 | 8.5950 | 9.1010 | 0.0330 | 0.1020 | 0.3755 | 0.0000 |
| 8 | 8.3745 | 9.1010 | 9.1321 | 0.0530 | 0.0311 | 0.3536 | 0.0000 |
| 9 | 8.4015 | 9.1321 | 9.2250 | 0.0230 | 0.0929 | 0.4235 | 0.0000 |
| 10 | 8.4120 | 9.2250 | 9.2535 | 0.0105 | 0.0245 | 0.4415 | 0.0000 |
| 11 | 8.4210 | 9.2535 | 9.3943 | 0.0050 | 0.1408 | 0.5733 | 0.0000 |
| 12 | 8.4320 | 9.3943 | 9.4020 | 0.0110 | 0.0037 | 0.5700 | 0.0000 |
| 13 | 8.5040 | 9.4020 | 9.5522 | 0.0720 | 0.1502 | 1.0442 | 0.0000 |
| 14 | 8.5250 | 9.5522 | 9.5845 | 0.0210 | 0.0323 | 1.0555 | 0.0000 |
| 15 | 8.5325 | 9.5845 | 10.0338 | 0.0035 | 0.0453 | 1.1013 | 0.0000 |
| 16 | 9.0144 | 10.0338 | 10.0429 | 0.0819 | 0.0051 | 1.0245 | 0.0000 |
| 17 | 9.0630 | 10.0429 | 10.0719 | 0.0446 | 0.0250 | 1.0049 | 0.0000 |
| 18 | 9.1455 | 10.0719 | 10.1657 | 0.0825 | 0.0938 | 1.0202 | 0.0000 |
| 19 | 9.2045 | 10.1657 | 10.2255 | 0.0550 | 0.0558 | 1.0210 | 0.0000 |
| 20 | 9.2355 | 10.2255 | 10.3419 | 0.0310 | 0.1124 | 1.1024 | 0.0000 |
| 21 | 9.2620 | 10.3419 | 10.3740 | 0.0225 | 0.0321 | 1.1120 | 0.0000 |
| 22 | 9.3045 | 10.3740 | 10.4610 | 0.0425 | 0.0830 | 1.1525 | 0.0000 |
| 23 | 9.4013 | 10.4610 | 10.4955 | 0.0928 | 0.0345 | 1.0942 | 0.0000 |
| 24 | 9.4925 | 10.4955 | 10.5120 | 0.0912 | 0.0125 | 1.0155 | 0.0000 |
| 25 | 9.5140 | 10,5120 | 10.5535 | 0.0215 | 0.0415 | 1.0355 | 0.0000 |
| 26 | 9.5719 | 10.5535 | 11.0512 | 0.0539 | 0.0937 | 1.0753 | 0.0000 |
| 27 | 9.5829 | 11.0512 | 11.1825 | 0.0110 | 0.1313 | 1.1956 | 0.0000 |
| 28 | 10.0115 | 11.1825 | 11.1930 | 0.0246 | 0.0105 | 1.1815 | 0.0000 |
| 29 | 10.0552 | 11.1930 | 11.2230 | 0.0437 | 0.0300 | 1.1638 | 0.0000 |
| 30 | 10.1034 | 11.2230 | 11.2445 | 0.0442 | 0.0215 | 1.1411 | 0.0000 |
| 31 | 10.1218 | 11.2445 | 11.3930 | 0.0144 | 0.1445 | 1.2712 | 0.0000 |
| 32 | 10.3150 | 11.3930 | 11.4210 | 0.1932 | 0.0240 | 1.1020 | 0.0000 |
| 33 | 10.3248 | 11.4210 | 11.4850 | 0.0058 | 0.0640 | 1.1602 | 0.0000 |
| 34 | 10.3500 | 11.4850 | 11.5345 | 0.0212 | 0.0455 | 1.1845 | 0.0000 |
| 35 | 10.3550 | 11.5345 | 12.0120 | 0.0050 | 0.0735 | 1.2530 | 0.0000 |
| 36 | 10.4320 | 12.0120 | 12.0335 | 0.0730 | 0.0215 | 1.2015 | 0.0000 |
| 37 | 10.4533 | 12.0335 | 12.0642 | 0.0213 | 0.0307 | 1.2109 | 0.0000 |
| 38 | 10.4622 | 12.0642 | 12.1610 | 0.0049 | 0.0928 | 1.2948 | 0.0000 |
| 39 | 11.0024 | 12.1610 | 12.2040 | 0.1402 | 0.0430 | 1.2016 | 0.0000 |
| 40 | 11.0230 | 12.2040 | 12.2350 | 0.0206 | 0.0310 | 1.2120 | 0.0000 |
| 41 | 11.1549 | 12.2350 | 12.2930 | 0.1319 | 0.0540 | 1.1341 | 0.0000 |
| 42 | 11.1645 | 13.3030 | 13.4006 | 0.0056 | 0.0936 | 2.2321 | 0.0100 |
| 43 | 11.4324 | 13.4006 | 13.4743 | 0.2639 | 0.0737 | 2.0419 | 0.0000 |
| 44 | 11.5030 | 13.4743 | 13.5255 | 0.0706 | 0.0512 | 2.0225 | 0.0000 |
| 45 | 12.0520 | 13.5255 | 13.5649 | 0.1450 | 0.0354 | 1.5129 | 0.0000 |
| 46 | 12.1210 | 13.5649 | 14.0520 | 0.0650 | 0.0831 | 1.5310 | 0.0000 |
| 47 | 12.2843 | 14.0520 | 14.0710 | 0.1633 | 0.0150 | 1.3827 | 0.0000 |
| 48 | 13.3710 | 14.0710 | 14.1120 | 0.0710 | 0.0410 | 0.3410 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 08/06/89

********** PAGE: 8

COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 13.3820 | 14.1120 | 14.3005 | 0.0110 | 0.1845 | 0.5145 | 0.0000 |
| 50 | 13.4215 | 14.3005 | 14.3310 | 0.0355 | 0.0305 | 0.5055 | 0.0000 |
| 51 | 13.4335 | 14.3310 | 14.4115 | 0.0120 | 0.0805 | 0.5740 | 0.0000 |
| 52 | 13.4410 | 14.4115 | 14.4720 | 0.0035 | 0.0605 | 1.0310 | 0.0000 |
| 53 | 13.4627 | 14.4720 | 14.4935 | 0.0217 | 0.0215 | 1.0308 | 0.0000 |
| 54 | 13.4712 | 14.4935 | 14.5700 | 0.0045 | 0.0725 | 1.0948 | 0.0000 |
| 55 | 14.0050 | 14.5700 | 14.5945 | 0.1338 | 0.0245 | 0.5855 | 0.0000 |
| 56 | 14.0235 | 14.5945 | 15.0924 | 0.0145 | 0.0939 | 1.0649 | 0.0000 |
| 57 | 14.0509 | 15.0924 | 15.1130 | 0.0234 | 0.0206 | 1.0621 | 0.0000 |
| 58 | 14.2830 | 15.1130 | 15.3224 | 0.2321 | 0.2054 | 1.0354 | 0.0000 |
| 59 | 14.2920 | 15.3224 | 15.4005 | 0.0050 | 0.0741 | 1.1045 | 0.0000 |
| 60 | 14.3240 | 15.4005 | 15.4720 | 0.0320 | 0.0715 | 1.1440 | 0.0000 |
| 61 | 14.4430 | 15.4720 | 15.5845 | 0.1150 | 0.1125 | 1.1415 | 0.0000 |
| 62 | 14.4510 | 15.5845 | 15.5950 | 0.0040 | 0.0105 | 1.1440 | 0.0000 |
| 63 | 14.4655 | 15.5950 | 16.0230 | 0.0145 | 0.0240 | 1.1535 | 0.0000 |
| 64 | 14.5405 | 16.0230 | 16.1311 | 0.0710 | 0.1041 | 1.1906 | 0.0000 |
| 65 | 14.5520 | 16.1311 | 16.1534 | 0.0115 | 0.0223 | 1.2014 | 0.0000 |
| 66 | 14.5830 | 16.1534 | 16.3642 | 0.0310 | 0.2108 | 1.3812 | 0.0000 |
| 67 | 14.5945 | 16.3642 | 16.4520 | 0.0115 | 0.0838 | 1.4535 | 0.0000 |

SAMPLE DATA LIST OF 09/06/89
********** PAGE: 9
COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.0210 | 8.3005 | 8.3100 | 0.0210 | 0.0055 | 0.2850 | 0.0005 |
| 2 | 8.1050 | 8.3100 | 8.3140 | 0.0840 | 0.0040 | 0.2050 | 0.0000 |
| 3 | 8.2510 | 8.3140 | 8.3700 | 0.1420 | 0.0520 | 0.1150 | 0.0000 |
| 4 | 8.3010 | 8.3700 | 8.4115 | 0.0500 | 0.0415 | 0.1105 | 0.0000 |
| 5 | 8.3800 | 8.4115 | 8.4610 | 0.0750 | 0.0455 | 0.0810 | 0.0000 |
| 6 | 8.4950 | 8.4950 | 8.5345 | 0.1150 | 0.0355 | 0.0355 | 0.0340 |
| 7 | 8.5200 | 8.5345 | 9.0026 | 0.0210 | 0.0641 | 0.0826 | 0.0000 |
| 8 | 8.5310 | 9.0026 | 9.0420 | 0.0110 | 0.0354 | 0.1110 | 0.0000 |
| 9 | 8.5537 | 9.0420 | 9.1120 | 0.0227 | 0.0700 | 0.1543 | 0.0000 |
| 10 | 9.0950 | 9.1120 | 9.1620 | 0.1413 | 0.0500 | 0.0630 | 0.0000 |
| 11 | 9.1330 | 9.1620 | 9.2210 | 0.0340 | 0.0550 | 0.0840 | 0.0000 |
| 12 | 9.1530 | 9.2210 | 9.3800 | 0.0200 | 0.1550 | 0.2230 | 0.0000 |
| 13 | 9.3337 | 9.3800 | 9.4220 | 0.1807 | 0.0420 | 0.0843 | 0.0000 |
| 14 | 9.4528 | 9.4528 | 9.4615 | 0.1151 | 0.0047 | 0.0047 | 0.0308 |
| 15 | 9.4702 | 9.4702 | 9.5020 | 0.0134 | 0.0318 | 0.0318 | 0.0047 |
| 16 | 9.5214 | 9.5214 | 9.5410 | 0.0512 | 0.0156 | 0.0156 | 0.0154 |
| 17 | 9.5250 | 9.5410 | 10.0350 | 0.0036 | 0.0940 | 0.1100 | 0.0000 |
| 18 | 9.5353 | 10.0350 | 10.2110 | 0.0103 | 0.1720 | 0.2717 | 0.0000 |
| 19 | 9.5510 | 10.2110 | 10.3300 | 0.0117 | 0.1150 | 0.3750 | 0.0000 |
| 20 | 10.0150 | 10.3300 | 10.4035 | 0.0640 | 0.0735 | 0.3845 | 0.0000 |
| 21 | 10.0210 | 10.4035 | 10.5348 | 0.0020 | 0.1313 | 0.5138 | 0.0000 |
| 22 | 10.0250 | 10.5348 | 10.5510 | 0.0040 | 0.0122 | 0.5220 | 0.0000 |
| 23 | 10.1028 | 10.5510 | 11.1130 | 0.0738 | 0.1620 | 1.0102 | 0.0000 |
| 24 | 10.1155 | 11.1130 | 11.1250 | 0.0127 | 0.0120 | 1.0055 | 0.0000 |
| 25 | 10.1453 | 11.1250 | 11.1416 | 0.0258 | 0.0126 | 0.5923 | 0.0000 |
| 26 | 10.2210 | 11.1416 | 11.1757 | 0.0717 | 0.0341 | 0.5547 | 0.0000 |
| 27 | 10.3058 | 11.1757 | 11.2105 | 0.0848 | 0.0308 | 0.5007 | 0.0000 |
| 28 | 10.3205 | 11.2105 | 11.2930 | 0.0107 | 0.0825 | 0.5725 | 0.0000 |
| 29 | 10.3400 | 11.2930 | 11.4310 | 0.0155 | 0.1340 | 1.0910 | 0.0000 |
| 30 | 10.3455 | 11.4310 | 11.4400 | 0.0055 | 0.0050 | 1.0905 | 0.0000 |
| 31 | 10.3810 | 11.4400 | 11.5150 | 0.0315 | 0.0750 | 1.1340 | 0.0000 |
| 32 | 10.3900 | 11.5150 | 11.5240 | 0.0050 | 0.0050 | 1.1340 | 0.0000 |
| 33 | 10.4210 | 11.5240 | 11.5637 | 0.0310 | 0.0357 | 1.1427 | 0.0000 |
| 34 | 10.4551 | 11.5637 | 12.0333 | 0.0341 | 0.0656 | 1.1742 | 0.0000 |
| 35 | 10.5640 | 12.0333 | 12.0520 | 0.1049 | 0.0147 | 1.0840 | 0.0000 |
| 36 | 10.5900 | 12.0520 | 12.0735 | 0.0220 | 0.0215 | 1.0835 | 0.0000 |
| 37 | 11.1837 | 12.0735 | 12.0940 | 0.1937 | 0.0205 | 0.5103 | 0.0000 |
| 38 | 11.2924 | 12.0940 | 12.1410 | 0.1047 | 0.0430 | 0.4446 | 0.0000 |
| 39 | 11.3415 | 12.1410 | 12.1550 | 0.0451 | 0.0140 | 0.4135 | 0.0000 |
| 40 | 11.3447 | 12.1550 | 12.2235 | 0.0032 | 0.0645 | 0.4748 | 0.0000 |
| 41 | 11.3610 | 12.2235 | 12.2820 | 0.0123 | 0.0545 | 0.5210 | 0.0000 |
| 42 | 11.4430 | 13.3020 | 13.3708 | 0.0820 | 0.0648 | 1.5238 | 0.0200 |
| 43 | 11.4550 | 13.3708 | 13.3740 | 0.0120 | 0.0032 | 1.5150 | 0.0000 |
| 44 | 11.5225 | 13.3740 | 13.4242 | 0.0635 | 0.0502 | 1.5017 | 0.0000 |
| 45 | 11.5520 | 13.4242 | 13.4726 | 0.0255 | 0.0444 | 1.5206 | 0.0000 |
| 46 | 11.5714 | 13.4726 | 13.5032 | 0.0154 | 0.0306 | 1.5318 | 0.0000 |
| 47 | 11.5754 | 13.5032 | 13.5518 | 0.0040 | 0.0446 | 1.5724 | 0.0000 |
| 48 | 12.0210 | 13.5518 | 14.0210 | 0.0416 | 0.0652 | 2.0000 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 09/06/89

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COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 12.0440 | 14.0210 | 14.0650 | 0.0230 | 0.0440 | 2.0210 | 0.0000 |
| 50 | 12.1604 | 14.0650 | 14.1850 | 0.1124 | 0.1200 | 2.0246 | 0.0000 |
| 51 | 12.1710 | 14.1850 | 14.2846 | 0.0106 | 0.0956 | 2.1136 | 0.0000 |
| 52 | 12.2300 | 14.2846 | 14.3035 | 0.0550 | 0.0149 | 2.0735 | 0.0000 |
| 53 | 13.3420 | 14.3035 | 14.3630 | 0.0420 | 0.0555 | 1.0210 | 0.0000 |
| 54 | 13.3540 | 14.3630 | 14.3730 | 0.0120 | 0.0100 | 1.0150 | 0.0000 |
| 55 | 13.3700 | 14.3730 | 14.4631 | 0.0120 | 0.0901 | 1.0931 | 0.0000 |
| 56 | 13.4325 | 14.4631 | 14.4820 | 0.0625 | 0.0149 | 1.0455 | 0.0000 |
| 57 | 13.4550 | 14.4820 | 14.5140 | 0.0225 | 0.0320 | 1.0550 | 0.0000 |
| 58 | 13.5510 | 14.5140 | 15.0141 | 0.0920 | 0.1001 | 1.0631 | 0.0000 |
| 59 | 13.5640 | 15.0141 | 15.0440 | 0.0130 | 0.0259 | 1.0800 | 0.0000 |
| 60 | 13.5725 | 15.0440 | 15.0640 | 0.0045 | 0.0200 | 1.0915 | 0.0000 |
| 61 | 13.5930 | 15.0640 | 15.0650 | 0.0205 | 0.0010 | 1.0720 | 0.0000 |
| 62 | 14.0740 | 15.0650 | 15.1302 | 0.0810 | 0.0612 | 1.0522 | 0.0000 |
| 63 | 14.0802 | 15.1302 | 15.1436 | 0.0022 | 0.0134 | 1.0634 | 0.0000 |
| 64 | 14.1150 | 15.1436 | 15.1840 | 0.0348 | 0.0404 | 1.0650 | 0.0000 |
| 65 | 14.2230 | 15.1840 | 15.2728 | 0.1040 | 0.0848 | 1.0458 | 0.0000 |
| 66 | 14.3035 | 15.2728 | 15.3359 | 0.0805 | 0.0631 | 1.0324 | 0.0000 |
| 67 | 14.3145 | 15.3359 | 15.4020 | 0.0110 | 0.0621 | 1.0835 | 0.0000 |
| 68 | 14.3900 | 15.4020 | 15.4240 | 0.0715 | 0.0220 | 1.0340 | 0.0000 |
| 69 | 14.4451 | 15.4240 | 15.4930 | 0.0551 | 0.0650 | 1.0439 | 0.0000 |
| 70 | 14.5014 | 15.4930 | 15.5405 | 0.0523 | 0.0435 | 1.0351 | 0.0000 |
| 71 | 14.5059 | 15.5405 | 15.5610 | 0.0045 | 0.0205 | 1.0511 | 0.0000 |
| 72 | 14.5120 | 15.5610 | 15.5945 | 0.0021 | 0.0335 | 1.0825 | 0.0000 |
| 73 | 14.5215 | 15.5945 | 16.0330 | 0.0055 | 0.0345 | 1.1115 | 0.0000 |
| 74 | 14.5335 | 16.0330 | 16.0525 | 0.0120 | 0.0155 | 1.1150 | 0.0000 |
| 75 | 14.5410 | 16.0525 | 16.0720 | 0.0035 | 0.0155 | 1.1310 | 0.0000 |
| 76 | 14.5520 | 16.0720 | 16.0935 | 0.0110 | 0.0215 | 1.1415 | 0.0000 |
| 77 | 14.5610 | 16.0935 | 16.1700 | 0.0050 | 0.0725 | 1.2050 | 0.0000 |
| 78 | 14.5710 | 16.1700 | 16.1945 | 0.0100 | 0.0245 | 1.2235 | 0.0000 |
| 79 | 14.5835 | 16.1945 | 16.2224 | 0.0125 | 0.0239 | 1.2349 | 0.0000 |
| 80 | 14.5855 | 16.2524 | 16.2530 | 0.0020 | 0.0006 | 1.2635 | 0.0300 |
| 81 | 14.5920 | 16.2530 | 16.2824 | 0.0025 | 0.0254 | 1.2904 | 0.0000 |
| 82 | 14.5945 | 16.2824 | 16.2905 | 0.0025 | 0.0041 | 1.2920 | 0.0000 |
| 83 | 15.0050 | 16.2905 | 16.3720 | 0.0105 | 0.0815 | 1.3630 | 0.0000 |
| 84 | 15.0130 | 16.3720 | 16.4245 | 0.0040 | 0.0525 | 1.4115 | 0.0000 |
| 85 | 15.0210 | 16.4245 | 16.4950 | 0.0040 | 0.0705 | 1.4740 | 0.0000 |
| 86 | 15.0355 | 16.4950 | 16.5230 | 0.0145 | 0.0240 | 1.4835 | 0.0000 |
| 87 | 15.0405 | 16.5230 | 16.5311 | 0.0010 | 0.0041 | 1.4906 | 0.0000 |
| 88 | 15.0450 | 16.5311 | 16.5834 | 0.0045 | 0.0523 | 1.5344 | 0.0000 |
| 89 | 15.0530 | 16.5834 | 17.1042 | 0.0040 | 0.1208 | 2.0512 | 0.0000 |

SAMPLE DATA LIST OF 10/06/89

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COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.1508 | 8.3045 | 8.3745 | 0.1508 | 0.0700 | 0.2237 | 0.0045 |
| 2 | 8.1640 | 8.3745 | 8.3950 | 0.0132 | 0.0205 | 0.2310 | 0.0000 |
| 3 | 8.1747 | 8.3950 | 8.4210 | 0.0107 | 0.0220 | 0.2423 | 0.0000 |
| 4 | 8.3000 | 8.4210 | 8.4432 | 0.1213 | 0.0222 | 0.1432 | 0.0000 |
| 5 | 8.3120 | 8.4432 | 8.4620 | 0.0120 | 0.0148 | 0.1500 | 0.0000 |
| 6 | 8.4538 | 8.4620 | 8.4930 | 0.1418 | 0.0310 | 0.0352 | 0.0000 |
| 7 | 8.5210 | 8.5210 | 8.5530 | 0.0632 | 0.0320 | 0.0320 | 0.0240 |
| 8 | 8.5535 | 8.5535 | 8.5815 | 0.0325 | 0.0240 | 0.0240 | 0.0005 |
| 9 | 8.5952 | 8.5952 | 9.0520 | 0.0417 | 0.0528 | 0.0528 | 0.0137 |
| 10 | 9.0530 | 9.0530 | 9.1328 | 0.0538 | 0.0758 | 0.0758 | 0.0010 |
| 11 | 9.2310 | 9.2310 | 9.2455 | 0.1740 | 0.0145 | 0.0145 | 0.0942 |
| 12 | 9.2635 | 9.2635 | 9.2800 | 0.0325 | 0.0125 | 0.0125 | 0.0140 |
| 13 | 9.2840 | 9.2840 | 9.3152 | 0.0205 | 0.0312 | 0.0312 | 0.0040 |
| 14 | 9.2935 | 9.3152 | 9.3700 | 0.0055 | 0.0508 | 0.0725 | 0.0000 |
| 15 | 9.3210 | 9.3700 | 9.3845 | 0.0235 | 0.0145 | 0.0635 | 0.0000 |
| 16 | 9.3540 | 9.3845 | 9.4520 | 0.0330 | 0.0635 | 0.0940 | 0.0000 |
| 17 | 9.3728 | 9.4520 | 9.5000 | 0.0148 | 0.0440 | 0.1232 | 0.0000 |
| 18 | 9.4525 | 9.5000 | 9.5210 | 0.0757 | 0.0210 | 0.0645 | 0.0000 |
| 19 | 9.5510 | 9.5510 | 9.5734 | 0.0945 | 0.0224 | 0.0224 | 0.0300 |
| 20 | 9.5835 | 9.5835 | 10.0825 | 0.0325 | 0.0950 | 0.0950 | 0.0101 |
| 21 | 10.0800 | 10.0825 | 10.1245 | 0.0925 | 0.0420 | 0.0445 | 0.0000 |
| 22 | 10.0910 | 10.1245 | 10.1630 | 0.0110 | 0.0345 | 0.0720 | 0.0000 |
| 23 | 10.1017 | 10.1630 | 10.2056 | 0.0107 | 0.0426 | 0.1039 | 0.0000 |
| 24 | 10.1255 | 10.2056 | 10.2310 | 0.0238 | 0.0214 | 0.1015 | 0.0000 |
| 25 | 10.1357 | 10.2310 | 10.2945 | 0.0102 | 0.0635 | 0.1548 | 0.0000 |
| 26 | 10.1435 | 10.2945 | 10.3415 | 0.0038 | 0.0430 | 0.1940 | 0.0000 |
| 27 | 10.2420 | 10.3415 | 10.3520 | 0.0945 | 0.0105 | 0.1100 | 0.0000 |
| 28 | 10.2930 | 10.3520 | 10.3822 | 0.0510 | 0.0302 | 0.0852 | 0.0000 |
| 29 | 10.4048 | 10.4048 | 10.4930 | 0.1118 | 0.0842 | 0.0842 | 0.0226 |
| 30 | 10.5215 | 10.5215 | 10.5345 | 0.1127 | 0.0130 | 0.0130 | 0.0245 |
| 31 | 10.5730 | 10.5730 | 10.5950 | 0.0515 | 0.0220 | 0.0220 | 0.0345 |
| 32 | 11.0345 | 11.0345 | 11.0355 | 0.0615 | 0.0010 | 0.0010 | 0.0355 |
| 33 | 11.0911 | 11.0911 | 11.1510 | 0.0526 | 0.0559 | 0.0559 | 0.0516 |
| 34 | 11.1520 | 11.1520 | 11.1734 | 0.0609 | 0.0214 | 0.0214 | 0.0010 |
| 35 | 11.4530 | 11.4530 | 11.4925 | 0.3010 | 0.0355 | 0.0355 | 0.2756 |
| 36 | 11.5010 | 11.5010 | 11.5640 | 0.0440 | 0.0630 | 0.0630 | 0.0045 |
| 37 | 11.5543 | 11.5640 | 11.5830 | 0.0533 | 0.0150 | 0.0247 | 0.0000 |
| 38 | 12.0820 | 12.0820 | 12.1345 | 0.1237 | 0.0525 | 0.0525 | 0.0950 |
| 39 | 12.1510 | 12.1510 | 12.2230 | 0.0650 | 0.0720 | 0.0720 | 0.0125 |
| 40 | 12.1620 | 12.2230 | 12.2510 | 0.0110 | 0.0240 | 0.0850 | 0.0000 |
| 41 | 12.1830 | 12.2510 | 12.2840 | 0.0210 | 0.0330 | 0.1010 | 0.0000 |
| 42 | 12.2535 | 12.2840 | 12.2920 | 0.0705 | 0.0040 | 0.0345 | 0.0000 |
| 43 | 12.2810 | 12.2920 | 12.3000 | 0.0235 | 0.0040 | 0.0150 | 0.0000 |
| 44 | 13.3010 | 13.3020 | 13.3345 | 0.0010 | 0.0325 | 0.0335 | 0.0020 |
| 45 | 13.3245 | 13.3345 | 13.3715 | 0.0235 | 0.0330 | 0.0430 | 0.0000 |
| 46 | 13.3325 | 13.3715 | 13.4520 | 0.0040 | 0.0805 | 0.1155 | 0.0000 |
| 47 | 13.3550 | 13.4520 | 13.5410 | 0.0225 | 0.0850 | 0.1820 | 0.0000 |
| 48 | 13.3650 | 13.5410 | 13.5615 | 0.0100 | 0.0205 | 0.1925 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 10/06/89
********** PAGE: 12
COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 13.3730 | 13.5615 | 14.0125 | 0.0040 | 0.0510 | 0.2355 | 0.0000 |
| 50 | 13.3945 | 14.0125 | 14.0440 | 0.0215 | 0.0315 | 0.2455 | 0.0000 |
| 51 | 13.5110 | 14.0440 | 14.1030 | 0.1125 | 0.0550 | 0.1920 | 0.0000 |
| 52 | 13.5205 | 14.1030 | 14.1355 | 0.0055 | 0.0325 | 0.2150 | 0.0000 |
| 53 | 13.5520 | 14.1355 | 14.1820 | 0.0315 | 0.0425 | 0.2300 | 0.0000 |
| 54 | 13.5648 | 14.1820 | 14.2008 | 0.0128 | 0.0148 | 0.2320 | 0.0000 |
| 55 | 13.5900 | 14.2008 | 14.2317 | 0.0212 | 0.0309 | 0.2417 | 0.0000 |
| 56 | 14.0510 | 14.2317 | 14.2645 | 0.0610 | 0.0328 | 0.2135 | 0.0000 |
| 57 | 14.1119 | 14.2645 | 14.3110 | 0.0609 | 0.0425 | 0.1951 | 0.0000 |
| 58 | 14.1320 | 14.3110 | 14.3820 | 0.0201 | 0.0710 | 0.2500 | 0.0000 |
| 59 | 14.1430 | 14.3820 | 14.4330 | 0.0110 | 0.0510 | 0.2900 | 0.0000 |
| 60 | 14.1530 | 14.4330 | 14.4550 | 0.0100 | 0.0220 | 0.3020 | 0.0000 |
| 61 | 14.1845 | 14.4550 | 14.4655 | 0.0315 | 0.0105 | 0.2810 | 0.0000 |
| 62 | 14.2250 | 14.4655 | 14.4820 | 0.0405 | 0.0125 | 0.2530 | 0.0000 |
| 63 | 14.2755 | 14.4820 | 14.5325 | 0.0505 | 0.0505 | 0.2530 | 0.0000 |
| 64 | 14.2910 | 14.5325 | 14.5640 | 0.0115 | 0.0315 | 0.2730 | 0.0000 |
| 65 | 14.3020 | 14.5640 | 14.5950 | 0.0110 | 0.0310 | 0.2930 | 0.0000 |
| 66 | 14.3500 | 14.5950 | 15.0735 | 0.0440 | 0.0745 | 0.3235 | 0.0000 |
| 67 | 14.3610 | 15.0735 | 15.1220 | 0.0110 | 0.0445 | 0.3610 | 0.0000 |
| 68 | 14.3715 | 15.1220 | 15.1530 | 0.0105 | 0.0310 | 0.3815 | 0.0000 |
| 69 | 14.3820 | 15.1530 | 15.2210 | 0.0105 | 0.0640 | 0.4350 | 0.0000 |
| 70 | 14.3945 | 15.2210 | 15.2340 | 0.0125 | 0.0130 | 0.4355 | 0.0000 |
| 71 | 14.4050 | 15.2340 | 15.2420 | 0.0105 | 0.0040 | 0.4330 | 0.0000 |
| 72 | 14.4445 | 15.2420 | 15.2845 | 0.0355 | 0.0425 | 0.4400 | 0.0000 |
| 73 | 14.5032 | 15.2845 | 15.3340 | 0.0547 | 0.0455 | 0.4308 | 0.0000 |
| 74 | 14.5125 | 15.3340 | 15.4010 | 0.0053 | 0.0630 | 0.4845 | 0.0000 |
| 75 | 14.5510 | 15.4010 | 15.4420 | 0.0345 | 0.0410 | 0.4910 | 0.0000 |
| 76 | 14.5920 | 15.4420 | 15.5730 | 0.0410 | 0.1310 | 0.5810 | 0.0000 |
| 77 | 16.2020 | 16.2020 | 16.2315 | 1.2100 | 0.0255 | 0.0255 | 0.2250 |
| 78 | 16.3415 | 16.3415 | 16.3730 | 0.1355 | 0.0315 | 0.0315 | 0.1100 |
| 79 | 16.5530 | 16.5530 | 16.5700 | 0.2115 | 0.0130 | 0.0130 | 0.1800 |
| 80 | 16.5820 | 16.5820 | 16.5945 | 0.0250 | 0.0125 | 0.0125 | 0.0120 |
| 81 | 17.1010 | 17.1010 | 17.1325 | 0.1150 | 0.0315 | 0.0315 | 0.1025 |
| 82 | 17.2035 | 17.2035 | 17.2210 | 0.1025 | 0.0135 | 0.0135 | 0.0710 |

SAMPLE DATA LIST OF 11/06/89
********** PAGE: 13
COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 1 | 8.1108 | 8.3100 | 8.3210 | 0.1108 | 0.0110 | 0.2102 | 0.0100 |
| 2 | 8.1255 | 8.3210 | 8.3320 | 0.0147 | 0.0110 | 0.2025 | 0.0000 |
| 3 | 8.1347 | 8.3320 | 8.3443 | 0.0052 | 0.0123 | 0.2056 | 0.0000 |
| 4 | 8.1600 | 8.3443 | 8.3850 | 0.0213 | 0.0407 | 0.2250 | 0.0000 |
| 5 | 8.2850 | 8.3850 | 8.4010 | 0.1250 | 0.0120 | 0.1120 | 0.0000 |
| 6 | 8.3140 | 8.4010 | 8.4020 | 0.0250 | 0.0010 | 0.0840 | 0.0000 |
| 7 | 8.3240 | 8.4020 | 9.0000 | 0.0100 | 0.1940 | 0.2720 | 0.0000 |
| 8 | 8.3635 | 9.0000 | 9.1730 | 0.0355 | 0.1730 | 0.4055 | 0.0000 |
| 9 | 8.4052 | 9.1730 | 9.2111 | 0.0417 | 0.0341 | 0.4019 | 0.0000 |
| 10 | 8.4640 | 9.2111 | 9.2435 | 0.0548 | 0.0324 | 0.3755 | 0.0000 |
| 11 | 8.5521 | 9.2435 | 9.2455 | 0.0841 | 0.0020 | 0.2934 | 0.0000 |
| 12 | 8.5620 | 9.2455 | 9.2545 | 0.0059 | 0.0050 | 0.2925 | 0.0000 |
| 13 | 8.5930 | 9.2545 | 9.3438 | 0.0310 | 0.0853 | 0.3508 | 0.0000 |
| 14 | 9.0035 | 9.3438 | 9.4000 | 0.0105 | 0.0522 | 0.3925 | 0.0000 |
| 15 | 9.0110 | 9.4000 | 9.4425 | 0.0035 | 0.0425 | 0.4315 | 0.0000 |
| 16 | 9.1202 | 9.4425 | 9.5349 | 0.1052 | 0.0924 | 0.4147 | 0.0000 |
| 17 | 9.1605 | 9.5349 | 9.5500 | 0.0403 | 0.0111 | 0.3855 | 0.0000 |
| 18 | 9.1835 | 9.5500 | 9.5710 | 0.0230 | 0.0210 | 0.3835 | 0.0000 |
| 19 | 9.1950 | 9.5710 | 10.0645 | 0.0115 | 0.0935 | 0.4655 | 0.0000 |
| 20 | 9.2717 | 10.0645 | 10.1100 | 0.0727 | 0.0415 | 0.4343 | 0.0000 |
| 21 | 9.2800 | 10.1100 | 10.1310 | 0.0043 | 0.0210 | 0.4510 | 0.0000 |
| 22 | 9.2840 | 10.1310 | 10.1744 | 0.0040 | 0.0434 | 0.4904 | 0.0000 |
| 23 | 9.3017 | 10.1744 | 10.2830 | 0.0137 | 0.1046 | 0.5813 | 0.0000 |
| 24 | 9.3055 | 10.2830 | 10.3520 | 0.0038 | 0.0650 | 1.0425 | 0.0000 |
| 25 | 9.3147 | 10.3520 | 10.3850 | 0.0052 | 0.0330 | 1.0703 | 0.0000 |
| 26 | 9.3310 | 10.3850 | 10.4417 | 0.0123 | 0.0527 | 1.1107 | 0.0000 |
| 27 | 9.3407 | 10.4417 | 10.5010 | 0.0057 | 0.0553 | 1.1603 | 0.0000 |
| 28 | 9.3520 | 10.5010 | 11.1130 | 0.0113 | 0.2120 | 1.3610 | 0.0000 |
| 29 | 9.0552 | 11.1130 | 11.1910 | 0.0000 | 0.0740 | 2.1318 | 0.0000 |
| 30 | 9.1034 | 11.1910 | 11.2525 | 0.0442 | 0.0615 | 2.1451 | 0.0000 |
| 31 | 9.1218 | 11.2525 | 11.3840 | 0.0144 | 0.1315 | 2.2622 | 0.0000 |
| 32 | 10.3150 | 11.3840 | 11.4350 | 1.1932 | 0.0510 | 1.1200 | 0.0000 |
| 33 | 10.3248 | 11.4350 | 11.4950 | 0.0058 | 0.0600 | 1.1702 | 0.0000 |
| 34 | 10.3500 | 11.4950 | 11.5745 | 0.0212 | 0.0755 | 1.2245 | 0.0000 |
| 35 | 10.3550 | 11.5745 | 12.0520 | 0.0050 | 0.0735 | 1.2930 | 0.0000 |
| 36 | 10.4320 | 12.0520 | 12.0635 | 0.0730 | 0.0115 | 1.2315 | 0.0000 |
| 37 | 10.4533 | 12.0635 | 12.0942 | 0.0213 | 0.0307 | 1.2409 | 0.0000 |
| 38 | 10.4622 | 12.0942 | 12.1450 | 0.0049 | 0.0508 | 1.2828 | 0.0000 |
| 39 | 11.0110 | 12.1450 | 12.2120 | 0.1448 | 0.0630 | 1.2010 | 0.0000 |
| 40 | 11.0230 | 12.2120 | 12.2850 | 0.0120 | 0.0730 | 1.2620 | 0.0000 |
| 41 | 11.1540 | 13.3150 | 13.3425 | 0.1310 | 0.0235 | 2.1845 | 0.0300 |
| 42 | 11.1835 | 13.3425 | 13.4416 | 0.0255 | 0.0951 | 2.2541 | 0.0000 |
| 43 | 11.4510 | 13.4416 | 13.4543 | 0.2635 | 0.0127 | 2.0033 | 0.0000 |
| 44 | 11.5030 | 13.4543 | 13.5055 | 0.0520 | 0.0512 | 2.0025 | 0.0000 |
| 45 | 12.0420 | 13.5055 | 13.5240 | 0.1350 | 0.0145 | 1.4820 | 0.0000 |
| 46 | 12.1125 | 13.5240 | 14.0020 | 0.0705 | 0.0740 | 1.4855 | 0.0000 |
| 47 | 12.2050 | 14.0020 | 14.0430 | 0.0925 | 0.0410 | 1.4340 | 0.0000 |
| 48 | 13.3650 | 14.0430 | 14.0920 | 0.0650 | 0.0450 | 0.3230 | 0.0000 |

TIME FORMAT IS HH.MMSS WHERE H=HOURS,M=MINUTES & S=SECONDS

SAMPLE DATA LIST OF 11/06/89

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COUNTER NO. 3

| CUST. NO. | ARRIV. TIME | CALL TIME | DEPTU TIME | ARRIV. GAP | SERV. TIME | WATING TIME | COUNT. IDL.TIME |
|---|---|---|---|---|---|---|---|
| 49 | 13.3929 | 14.0920 | 14.2205 | 0.0239 | 0.1245 | 0.4236 | 0.0000 |
| 50 | 13.4210 | 14.2205 | 14.3710 | 0.0241 | 0.1505 | 0.5500 | 0.0000 |
| 51 | 13.4655 | 14.3710 | 14.4115 | 0.0445 | 0.0405 | 0.5420 | 0.0000 |
| 52 | 13.4810 | 14.4115 | 14.4535 | 0.0115 | 0.0420 | 0.5725 | 0.0000 |
| 53 | 14.0120 | 14.4535 | 14.4815 | 0.1310 | 0.0240 | 0.4655 | 0.0000 |
| 54 | 14.0640 | 14.4815 | 14.5500 | 0.0520 | 0.0645 | 0.4820 | 0.0000 |
| 55 | 14.3237 | 14.5500 | 14.5745 | 0.2557 | 0.0245 | 0.2508 | 0.0000 |
| 56 | 14.4403 | 14.5745 | 15.0624 | 0.1126 | 0.0839 | 0.2221 | 0.0000 |
| 57 | 14.5229 | 15.0624 | 15.1830 | 0.0826 | 0.1206 | 0.2601 | 0.0000 |
| 58 | 14.5902 | 15.1830 | 15.3024 | 0.0633 | 0.1154 | 0.3122 | 0.0000 |
| 59 | 15.0120 | 15.3024 | 15.4140 | 0.0218 | 0.1116 | 0.4020 | 0.0000 |
| 60 | 15.3240 | 15.4140 | 15.4420 | 0.3120 | 0.0240 | 0.1140 | 0.0000 |
| 61 | 15.4430 | 15.4430 | 15.4845 | 0.1150 | 0.0415 | 0.0415 | 0.0010 |
| 62 | 15.4510 | 15.4845 | 15.4950 | 0.0040 | 0.0105 | 0.0440 | 0.0000 |
| 63 | 15.4655 | 15.4950 | 15.5230 | 0.0145 | 0.0240 | 0.0535 | 0.0000 |
| 64 | 16.2710 | 16.2710 | 16.3011 | 0.4015 | 0.0301 | 0.0301 | 0.3440 |
| 65 | 16.4520 | 16.4520 | 16.5034 | 0.1810 | 0.0514 | 0.0514 | 0.1509 |