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The curse of the first-in-first-out queue discipline

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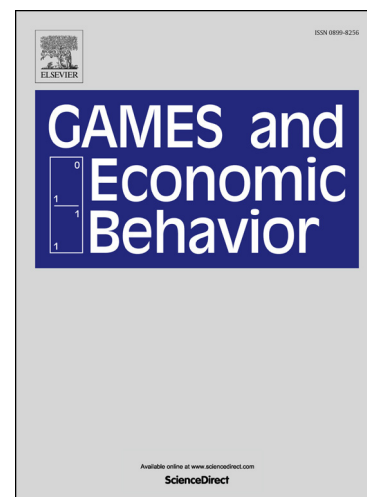
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Highlights

- We consider a facility that serves agents with a fixed capacity after opening.
- Agents are impatient and incur a cost proportional to time spent in the queue.
- They decide for themselves when to queue up but cannot queue up before opening. We find that among all queue disciplines, FIFO is worst, while UFO is best.

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