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Security Screening Queues with Impatient Applicants: A New Model with A Case Study

Ali Pala, Jun Zhuang

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**Highlights**

- A model for security screening queues in the presence of abandonment behavior.
- Congestion in security screening queues are examined with a Markov process.
- Long waiting periods could cause abandonments from screening processes.
- Abandonment behavior is a critical factor in determining optimal screening policies.

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