

Re: Waves of Customers?

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On 2006-05-28 18:34:09 -0300, "Lance" <lachenicht@xxxxxxxxxxx> said:

shiquiliq wrote:

"Is there a statistical term or theory that describes the phenomenon by which customers tend to come into retail stores in waves? This happens even on weekends, when there are no obvious cues such as noon or 5PM. "

I am sure queing theory is relevant. But there is some research on waves in traffic – I can recall a scientific American article on that topic. Also, there is a tendency for busses to come in bunches even when they were scheduled to arrive at even intervals of time. So perhaps your customers arrive something like busses or perhaps their behaviour is something like traffic (or perhaps they come in cars and their wave like arrival is the result of wave like patterns in car traffic). Just speculation I know.

Lance

If a city bus in the morning rush is delayed it will get more passengers and slow down even more while the following bus will have fewer passengers and will speed up. In some places the bus drivers are instructed to let the following bus pass as it will have more space.