



CanQueue 2026

October 16-17, 2026

All sessions will be held in room MTH 305 (Viewpoint Circle for Dialogue) in Mathison Hall at the Haskayne School of Business, University of Calgary

Day 1 (October 16)

7:45 am	8:30 am	Breakfast (served in room MTH 306A) + Registration
8:30 am	8:45 am	Welcome Message
8:45 am	9:45 am	Keynote: <i>Information Design in Queueing Systems: From Fluid Limits to Human Limits</i> , Rouba Ibrahim (University College London)
9:45 am	11:00 am	Session 1: <i>Priority Mechanisms in Queueing Systems</i>
11:00 am	11:30 am	Break
11:30 am	12:45 pm	Session 2: <i>Queueing Models for Healthcare Capacity and Patient Flow</i>
12:45 pm	2:00 pm	Lunch (served in room MTH 306A)
2:00 pm	3:45 pm	Session 3: <i>Learning and Optimization in Congested Systems</i>
3:45 pm	4:15 pm	Break
4:15 pm	5:30 pm	Session 4: <i>Pricing and Incentives in Service Systems</i>
6:30 pm	8:30 pm	Dinner in University District (ticket required)

Day 2 (October 17)

7:45 am	8:45 am	Breakfast (served in room MTH 306A) + Registration
8:45 am	9:45 am	Keynote: <i>Improving the Judiciary: A Queueing Approach</i> , Ramandeep S. Randhawa (USC Marshall School of Business)
9:45 am	11:00 am	Session 5: <i>Queueing and Stochastic Models for Operational Systems</i>
11:00 am	11:30 am	Break
11:30 am	12:45 pm	Session 6: <i>Queueing Models for Emergency Healthcare Operations</i>
12:45 pm	2:00 pm	Lunch (served in room MTH 306A)
2:00 pm	3:45 pm	Session 7: <i>Sustainable and Resilient Operations Under Uncertainty</i>
3:45 pm	4:15 pm	Break + Farewell

Friday, October 16, 2026

8:45 am – 9:45 am: Keynote by Rouba Ibrahim (University College London)

Information Design in Queueing Systems: From Fluid Limits to Human Limits

We study the use of delay information in queueing systems from two perspectives: a macro system-level view and a micro behavioral view. Our approach utilizes a diverse methodological toolkit, ranging from heavy-traffic limits to controlled behavioral experiments with human subjects. By bridging these methodologies, we highlight robust insights that emerge across different modeling techniques. Specifically, we show that more information is not always better and that vague or binary signaling can paradoxically enhance performance. Finally, we address the gap between rigorous mathematical modeling and the nuances of human decision-making, offering a way forward to integrate both into a unified, behaviorally-aware framework for operational design.

This talk is based on two papers. The complete list of my co-authors is as follows: Philipp Afeche, Junqi Hu, Vahid Sarhangian, Arturo Estrada, and Mirko Kremer.

9:45 am – 11:00 am: Session 1 (Priority Mechanisms in Queueing Systems)

Insensitivity in Single-server Non-preemptive Priority Queue Wait Times

David Stanford (Statistical & Actuarial Sciences, Western University)

A Two-class Accumulating Priority Queue with Changing

David Stanford (Statistical & Actuarial Sciences, Western University), **Amir Rastpour** (Ontario Tech University)

When Waiting Changes Your Priority: Queueing Systems with Stochastic Priority Upgrading

Sina Taheria (Haskayne School of Business, University of Calgary)

11:30 am – 12:45 pm: Session 2 (Queueing Models for Healthcare Capacity and Patient Flow)

ICU/SDU Patient Flow Simulation: Exploring Decision Structures Using a Queuing Game Approach

Yawo Kobara (University of Windsor)

Applying Data-Driven Queueing Methods for NICU/ICU Bed Capacity Planning

Ali Baloach (Centre for Health Informatics, University of Calgary)

Optimal Policies of an Emergency Department with Two Levels of Servers and Seasonal Flu Epidemic Arrivals

Khushbu Krunal Vekariya (University of British Columbia)

2:00 pm – 3:45 pm: Session 3 (Learning and Optimization in Congested Systems)

Sample-Augmented Reinforcement Learning for Event-Driven Queueing Control

Parvin Malekzadeh (Rotman School of Management, University of Toronto)

Learning-Based Approximation in Congested Service Systems

Borzou Rostami (University of Alberta, Alberta School of Business)

Predict-then-Optimize for Livestream Shopping under Uncertainty

Mingyao Song (McMaster University)

A Simulation Study of Boost: A Strongly Tail-Optimal Scheduling Policy

Maryam Elahi (Mount Royal University)

4:15 pm – 5:30 pm: Session 4 (Pricing and Incentives in Service Systems)	
	<i>Pricing in Dynamic Matching Platforms with Strategic Agents</i> Chiwei Yan (University of California, Berkeley)
	<i>Pricing and Information Design for Nonstationary Congested Service Systems with Two Facilities</i> Hamid Arzani (Rotman School of Management, University of Toronto)
	<i>Blended Payment in Healthcare: Incentive Issues and Optimal Reforms</i> Sara Mohammadi (UCL School of Management)

Saturday, October 17, 2026

8:45 am – 9:45 am: Keynote by Ramandeep S. Randhawa (USC Marshall School of Business)	
	Improving the Judiciary: A Queueing Approach Justice systems are high-stakes, complex operations that shape societies and lives through the rule of law. In this talk, I will discuss open problems where our community is well suited to tackle issues that can improve access, timeliness, and fairness of justice. To illustrate the potential of such work, I will present my recent work on improving case adjudication delays in the Supreme Court of India. In this work, we model the court system as a two-stage case-management queueing system, and use data-driven calibrated simulations to surface the underlying system inefficiencies. We then propose policy interventions that can successfully tackle judicial delay, reducing delays by 65%.

9:45 am – 11:00 am: Session 5 (Queueing and Stochastic Models for Operational Systems)	
	<i>Analysis of Multiclass Queues with Load-Dependent Service Rates</i> Berk Gorgulu (DeGroote School of Business, McMaster University)
	<i>Transit Delays in a Simple System with Parallel Routes</i> Brian Fralix (Clemson University)
	<i>A Spatial Queueing and Stochastic Dynamic Programming Model for Single Airtanker Fire Suppression</i> Yiming Zhou (University of Windsor)

11:30 am – 12:45 pm: Session 6 (Queueing Models for Emergency Healthcare Operations)	
	<i>Designing Specialist-Response Policies in Hospital Emergency Departments</i> Emily Fainman (Texas State University)
	<i>Brownian Motion Approximation for Developing Benchmark Emergency Department Standing Order Policies</i> Masoum Talebi (University of Alberta, Alberta School of Business)
	<i>Looking Past the Emergency Department: Ambulance Routing in Hospital Networks with Boarding Considerations</i> Amirhossein Shabani (Haskayne School of Business, University of Calgary)

2:00 pm – 3:45 pm: Session 7 (Sustainable and Resilient Operations Under Uncertainty)

Sustainable Access to Sanitation Facilities

Setareh Farajollahzadeh (McGill University)

Dynamic Control of Battery Swapping Networks

Arash Asgari (Rotman School of Management, University of Toronto)

A Stochastic MultiCriteria Approach to Incompatible Uncertainty in Canada–Brazil SME Data

Renata Pelissari (Telfer School of Management, University of Ottawa)

Warehouse Congestion and Order Fulfillment Performance: An Empirical Analysis of Supply Chain Operations

Muhammad Aamir (Virtual University of Pakistan)

Organizing Committee



Dr. Marco Bijvank



Dr. Yiwen Jin