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# United States Patent [19]

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**Mahoney et al.**

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[54] **WAITING LINE MANAGEMENT SYSTEM**

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[57] **ABSTRACT**

A waiting line management system that can be applied in any setting where usage demand exceeds the capacity for any attraction (ride, event, concert, food service outlet or any other type of entertainment, product or service) which results in a waiting period in a queue for human patrons to receive delivery of the desired entertainment, product or service. The system is activated by means of a card or electronic identification device which is issued to certain patrons and by which the patrons shall be permitted use of a plurality of computer access terminals. Using the card at these terminals, the card carrying patron can select various choices and be advised of time slot windows available to utilize attractions as well as perform other functions such as confirm or change existing selections, communicate with other card patrons, summon emergency aid, and providing for cashless monetary payment for goods and services. During the selected time slot window for an attraction, the patron must be present at the attraction and use the card to gain access by entering through a turnstile equipped with a card reader into a specially designated area. These patrons then proceed through an access gate to utilize their selected attraction. Based on a computation incorporating capacity, demand and confirmed time slot window selections, the access gates merge card patrons with non-card patrons awaiting the use of the attraction.

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[51] Int. Cl.<sup>6</sup> ..... **G06F 15/82**

[52] U.S. Cl. .... **395/161; 364/407; 235/382**

[58] Field of Search ..... 395/155, 156,  
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**6 Claims, 4 Drawing Sheets**

