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APPLICATION NO.	ISSUE DATE	PATENT NO.	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/858,376	05/01/2007	7212983		3324

7590 04/11/2007

William G. Redmann
1202 Princeton Dr.
Glendale, CA 91205

ISSUE NOTIFICATION

The projected patent number and issue date are specified above.

Determination of Patent Term Adjustment under 35 U.S.C. 154 (b)
(application filed on or after May 29, 2000)

The Patent Term Adjustment is 1200 day(s). Any patent to issue from the above-identified application will include an indication of the adjustment on the front page.

If a Continued Prosecution Application (CPA) was filed in the above-identified application, the filing date that determines Patent Term Adjustment is the filing date of the most recent CPA.

Applicant will be able to obtain more detailed information by accessing the Patent Application Information Retrieval (PAIR) WEB site (http://pair.uspto.gov).

Any questions regarding the Patent Term Extension or Adjustment determination should be directed to the Office of Patent Legal Administration at (571)-272-7702. Questions relating to issue and publication fee payments should be directed to the Customer Service Center of the Office of Patent Publication at (571)-272-4200.

APPLICANT(s) (Please see PAIR WEB site http://pair.uspto.gov for additional applicants):

William Gibbens Redmann, Glendale, CA;
Michael Anthony Eaton, Garden Grove, CA;

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BIBDATASHEET

Bib Data Sheet

CONFIRMATION NO. 3324

SERIAL NUMBER	FILING OR 371(c) DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
09/858,376	05/15/2001 RULE	705	3628	

APPLICANTS

William Gibbens Redmann, Glendale, CA;
Michael Anthony Eaton, Garden Grove, CA;

** CONTINUING DATA **********

** FOREIGN APPLICATIONS **********

IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY **
** 07/12/2001

Foreign Priority claimed	STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
☐ yes ☐ no	CA	15	3	2
35 USC 119 (a-d) conditions met ☐ yes ☐ no ☐ Met after Allowance				
Verified and Acknowledged _____ Examiner's Signature Initials				

ADDRESS

William G. Redmann
1202 Princeton Dr.
Glendale, CA91205

TITLE

METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

FILING FEE RECEIVED		
2218	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	☐ All Fees ☐ 1.16 Fees (Filing) ☐ 1.17 Fees (Processing Ext. of time) ☐ 1.18 Fees (Issue) ☐ Other _____ ☐ Credit

PART B - FEE(S) TRANSMITTAL

Complete and send this form, together with applicable fee(s), to: Mail Mail Stop ISSUE FEE
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450
or Fax (571)-273-2885

OIPE
MAR 27 2007
PATENT & TRADEMARK OFFICE

INSTRUCTIONS: This form should be used for transmitting the ISSUE FEE and PUBLICATION FEE (if required). Blocks 1 through 5 should be completed where appropriate. All further correspondence including the Patent, advance orders and notification of maintenance fees will be mailed to the current correspondence address as indicated unless corrected below or directed otherwise in Block 1, by (a) specifying a new correspondence address; and/or (b) indicating a separate "FEE ADDRESS" for maintenance fee notifications.

CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)

7590 01/19/2007

William G. Redmann
1202 Princeton Dr.
Glendale, CA 91205

03/27/2007 MWOLDGE2 00000005 09858376

01 FC:2501 700.00 OP
02 FC:1504 300.00 OP

Note: A certificate of mailing can only be used for domestic mailings of the Fee(s) Transmittal. This certificate cannot be used for any other accompanying papers. Each additional paper, such as an assignment or formal drawing, must have its own certificate of mailing or transmission.

Certificate of Mailing or Transmission
I hereby certify that this Fee(s) Transmittal is being deposited with the United States Postal Service with sufficient postage for first class mail in an envelope addressed to the Mail Stop ISSUE FEE address above, or being facsimile transmitted to the USPTO (571) 273-2885, on the date indicated below.

RONDI WERNER	(Depositor's name)
Rondi Werner	(Signature)
March 22, 2007	(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/858,376	05/15/2001	William Gibbens Redmann		3324

TITLE OF INVENTION: METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	$1400 → $700 -	$300 → $300 -	$0	$1700 → $1000 -	04/19/2007

EXAMINER	ART UNIT	CLASS-SUBCLASS
DIXON, THOMAS A	3628	705-006000

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).
☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. **Use of a Customer Number is required.**

2. For printing on the patent front page, list
(1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
(2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.
1 _____
2 _____
3 _____

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE (B) RESIDENCE: (CITY and STATE OR COUNTRY)

Please check the appropriate assignee category or categories (will not be printed on the patent) : ☐ Individual ☐ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:
☑ Issue Fee
☑ Publication Fee (No small entity discount permitted)
☐ Advance Order - # of Copies _____

4b. Payment of Fee(s): **(Please first reapply any previously paid issue fee shown above)**
☑ A check is enclosed.
☐ Payment by credit card. Form PTO-2038 is attached.
☐ The Director is hereby authorized to charge the required fee(s), any deficiency, or credit any overpayment, to Deposit Account Number _____ (enclose an extra copy of this form).

5. **Change in Entity Status** (from status indicated above)
☑ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.
☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant; a registered attorney or agent; or the assignee or other party in interest as shown by the records of the United States Patent and Trademark Office.

Authorized Signature Will Gibbens Redmann Date 3/20/2007

Typed or printed name WILLIAM GIBBENS REDMANN Registration No. _____

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

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Issue Classification	Application/Control No.	Applicant(s)/Patent under Reexamination	
	09/858,376	REDMANN ET AL.	
	Examiner	Art Unit	
	Thomas A. Dixon	3628	

ISSUE CLASSIFICATION

ORIGINAL CLASS	ORIGINAL SUBCLASS	CROSS REFERENCE(S) CLASS	CROSS REFERENCE(S) SUBCLASS (ONE SUBCLASS PER BLOCK)
705	6		

INTERNATIONAL CLASSIFICATION
G06Q 10/00
/
/
/
/

(Assistant Examiner) (Date)

(Legal Instruments Examiner) (Date)

THOMAS A. DIXON
PRIMARY EXAMINER

(Primary Examiner) 11/27/04 (Date)

Total Claims Allowed: 24 25

O.G. Print Claim(s)	O.G. Print Fig.
1	12

☐ Claims renumbered in the same order as presented by applicant ☐ CPA ☐ T.D. ☐ R.1.47

Final	Original	Final	Original	Final	Original	Final	Original	Final	Original	Final	Original	Final	Original
	1		31	17	61		91		121		151		181
	2		32		62		92		122		152		182
	3		33		63		93		123		153		183
3	4		34	18	64		94		124		154		184
4	5		35		65		95		125		155		185
	6		36		66		96		126		156		186
5	7		37	19	67		97		127		157		187
	8		38		68		98		128		158		188
6	9		39		69		99		129		159		189
	10		40		70		100		130		160		190
2	11		41		71		101		131		161		191
	12		42	20	72		102		132		162		192
7	13		43		73		103		133		163		193
	14		44		74		104		134		164		194
	15	11	45	21	75		105		135		165		195
	16		46	22	76		106		136		166		196
	17	12	47	23	77		107		137		167		197
	18	13	48		78		108		138		168		198
	19		49	24	79		109		139		169		199
	20		50		80		110		140		170		200
	21		51		81		111		141		171		201
	22		52		82		112		142		172		202
	23		53	25	83		113		143		173		203
	24	14	54		84		114		144		174		204
8	25		55		85		115		145		175		205
	26		56		86		116		146		176		206
	27		57	1	87		117		147		177		207
9	28	15	58		88		118		148		178		208
10	29		59		89		119		149		179		209
	30	16	60		90		120		150		180		210

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NOTICE OF ALLOWANCE AND FEE(S) DUE

7590 01/19/2007

William G. Redmann
1202 Princeton Dr.
Glendale, CA 91205

EXAMINER	
DIXON, THOMAS A	
ART UNIT	PAPER NUMBER
3628	

DATE MAILED: 01/19/2007

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/858,376	05/15/2001	William Gibbens Redmann		3324

TITLE OF INVENTION: METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	$1400	$300	$0	$1700	04/19/2007

THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATENT. PROSECUTION ON THE MERITS IS CLOSED. THIS NOTICE OF ALLOWANCE IS NOT A GRANT OF PATENT RIGHTS. THIS APPLICATION IS SUBJECT TO WITHDRAWAL FROM ISSUE AT THE INITIATIVE OF THE OFFICE OR UPON PETITION BY THE APPLICANT. SEE 37 CFR 1.313 AND MPEP 1308.

THE ISSUE FEE AND PUBLICATION FEE (IF REQUIRED) MUST BE PAID WITHIN THREE MONTHS FROM THE MAILING DATE OF THIS NOTICE OR THIS APPLICATION SHALL BE REGARDED AS ABANDONED. THIS STATUTORY PERIOD CANNOT BE EXTENDED. SEE 35 U.S.C. 151. THE ISSUE FEE DUE INDICATED ABOVE DOES NOT REFLECT A CREDIT FOR ANY PREVIOUSLY PAID ISSUE FEE IN THIS APPLICATION. IF AN ISSUE FEE HAS PREVIOUSLY BEEN PAID IN THIS APPLICATION (AS SHOWN ABOVE), THE RETURN OF PART B OF THIS FORM WILL BE CONSIDERED A REQUEST TO REAPPLY THE PREVIOUSLY PAID ISSUE FEE TOWARD THE ISSUE FEE NOW DUE.

HOW TO REPLY TO THIS NOTICE:

I. Review the SMALL ENTITY status shown above.

If the SMALL ENTITY is shown as YES, verify your current SMALL ENTITY status:

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If the SMALL ENTITY is shown as NO:

A. Pay TOTAL FEE(S) DUE shown above, or

B. If applicant claimed SMALL ENTITY status before, or is now claiming SMALL ENTITY status, check box 5a on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and 1/2 the ISSUE FEE shown above.

II. PART B - FEE(S) TRANSMITTAL, or its equivalent, must be completed and returned to the United States Patent and Trademark Office (USPTO) with your ISSUE FEE and PUBLICATION FEE (if required). If you are charging the fee(s) to your deposit account, section "4b" of Part B - Fee(s) Transmittal should be completed and an extra copy of the form should be submitted. If an equivalent of Part B is filed, a request to reapply a previously paid issue fee must be clearly made, and delays in processing may occur due to the difficulty in recognizing the paper as an equivalent of Part B.

III. All communications regarding this application must give the application number. Please direct all communications prior to issuance to Mail Stop ISSUE FEE unless advised to the contrary.

IMPORTANT REMINDER: Utility patents issuing on applications filed on or after Dec. 12, 1980 may require payment of maintenance fees. It is patentee's responsibility to ensure timely payment of maintenance fees when due.

PTOL-85 (Rev. 07/06) Approved for use through 04/30/2007.

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7590 01/19/2007

William G. Redmann
1202 Princeton Dr.
Glendale, CA 91205

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I hereby certify that this Fee(s) Transmittal is being deposited with the United States Postal Service with sufficient postage for first class mail in an envelope addressed to the Mail Stop ISSUE FEE address above, or being facsimile transmitted to the USPTO (571) 273-2885, on the date indicated below.

(Depositor's name)
(Signature)
(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/858,376	05/15/2001	William Gibbens Redmann		3324

TITLE OF INVENTION: METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	$1400	$300	$0	$1700	04/19/2007

EXAMINER	ART UNIT	CLASS-SUBCLASS
DIXON, THOMAS A	3628	705-006000

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).
☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. **Use of a Customer Number is required.**

2. For printing on the patent front page, list
(1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
(2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.
1 _____
2 _____
3 _____

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE (B) RESIDENCE: (CITY and STATE OR COUNTRY)

Please check the appropriate assignee category or categories (will not be printed on the patent) : ☐ Individual ☐ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:
☐ Issue Fee
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☐ Advance Order - # of Copies _____

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☐ A check is enclosed.
☐ Payment by credit card. Form PTO-2038 is attached.
☐ The Director is hereby authorized to charge the required fee(s), any deficiency, or credit any overpayment, to Deposit Account Number _____ (enclose an extra copy of this form).

5. **Change in Entity Status** (from status indicated above)
☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.
☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant; a registered attorney or agent; or the assignee or other party in interest as shown by the records of the United States Patent and Trademark Office.

Authorized Signature _____ Date _____

Typed or printed name _____ Registration No. _____

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/858,376	05/15/2001	William Gibbens Redmann		3324

7590 01/19/2007

William G. Redmann
1202 Princeton Dr.
Glendale, CA 91205

EXAMINER	
DIXON, THOMAS A	
ART UNIT	PAPER NUMBER
3628	

DATE MAILED: 01/19/2007

Determination of Patent Term Adjustment under 35 U.S.C. 154 (b)
(application filed on or after May 29, 2000)

The Patent Term Adjustment to date is 1200 day(s). If the issue fee is paid on the date that is three months after the mailing date of this notice and the patent issues on the Tuesday before the date that is 28 weeks (six and a half months) after the mailing date of this notice, the Patent Term Adjustment will be 1200 day(s).

If a Continued Prosecution Application (CPA) was filed in the above-identified application, the filing date that determines Patent Term Adjustment is the filing date of the most recent CPA.

Applicant will be able to obtain more detailed information by accessing the Patent Application Information Retrieval (PAIR) WEB site (http://pair.uspto.gov).

Any questions regarding the Patent Term Extension or Adjustment determination should be directed to the Office of Patent Legal Administration at (571)-272-7702. Questions relating to issue and publication fee payments should be directed to the Customer Service Center of the Office of Patent Publication at 1-(888)-786-0101 or (571)-272-4200.

Notice of Allowability	Application No.	Applicant(s)	
	09/858,376	REDMANN ET AL.	
	Examiner	Art Unit	
	Thomas A. Dixon	3628	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to *11/9/06*.

2. ☒ The allowed claim(s) is/are *4,5,7,9,11,13,25,28,29,45,47,48,54,58,60,61,64,67,72,75-77,79 and 87*.

3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
   a) ☐ All b) ☐ Some* c) ☐ None of the:
      1. ☐ Certified copies of the priority documents have been received.
      2. ☐ Certified copies of the priority documents have been received in Application No. _____ .
      3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

   * Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.

5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
   (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
      1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
   (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).

6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO/SB/08), Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☐ Interview Summary (PTO-413), Paper No./Mail Date _____ .
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____.

DETAILED ACTION

1. An applicant initiated interview was held on 11/9/06, pro-se applicant was informed that the previously submitted claims were non-compliant, as claim 11, which had been objected to as being an allowable dependent claim, was presented as amended, but no strikeouts or underlining were present. The examiner accepted the amendment as a bona fide attempt to answer the previous rejections.

EXAMINER'S AMENDMENT

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with William Remann on 11/9/06.

The application has been amended as follows in the claims:

claim 4, line 13 replace –operable to select— with –that selects—

claim 87, line 11 replace –operable to select— with –that selects—

Allowable Subject Matter

3. Claims 4, 11, 87 and their dependents are allowed.

4. The following is an examiner's statement of reasons for allowance:

As per Claim 4.
Waytena et al ('770) does not specifically disclose computer having access to said data and said information, said computer having software that selects said second set of attractions from said first set of attractions, said second set of attractions

consisting of at least some of said first set of attractions for which said data substantially matches with said information whereby said itinerary is customized for said party.

As per Claim 11.

Waytena et al ('770) further discloses the aversion attribute (age), see column 7, lines 9-31, but does not specifically disclose a nullifying preference of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute unless said corresponding nullifying preference is present and wherein in step d) at least on attraction from said portion of said first set of attractions is selected for said second set of attractions.

As per Claim 87.

Waytena et al ('770) does not specifically disclose computer having access to said data and said information, said computer having software that selects said second set of attractions from said first set of attractions, said second set of attractions consisting of at least some of said first set of attractions for which said data substantially matches with said information whereby said itinerary is customized for said party.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thomas A. Dixon whose telephone number is (571) 272-6803. The examiner can normally be reached on Monday - Thursday 6:30 - 4:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Hayes can be reached on (571) 272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Thomas A. Dixon
Primary Examiner
Art Unit 3628

November 06

Issue Classification	Application/Control No.	Applicant(s)/Patent under Reexamination
	09/858,376	REDMANN ET AL.
	Examiner	Art Unit
	Thomas A. Dixon	3628

ISSUE CLASSIFICATION

ORIGINAL CLASS	ORIGINAL SUBCLASS	CROSS REFERENCE(S) CLASS	CROSS REFERENCE(S) SUBCLASS (ONE SUBCLASS PER BLOCK)
705	6		

INTERNATIONAL CLASSIFICATION	
G06Q	10/00
	/
	/
	/
	/

(Assistant Examiner) (Date)

(Legal Instruments Examiner) (Date)

THOMAS A. DIXON
PRIMARY EXAMINER

(Primary Examiner) 11/27/04 (Date)

Total Claims Allowed: 24

O.G. Print Claim(s)	O.G. Print Fig.
1	12

☐ Claims renumbered in the same order as presented by applicant ☐ CPA ☐ T.D. ☐ R.1.47

Final	Original	Final	Original	Final	Original	Final	Original	Final	Original	Final	Original	Final	Original
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Search Notes	Application/Control No.	Applicant(s)/Patent under Reexamination
	09/858,376	REDMANN ET AL.
	Examiner	Art Unit
	Thomas A. Dixon	3628

SEARCHED			
Class	Subclass	Date	Examiner

INTERFERENCE SEARCHED			
Class	Subclass	Date	Examiner
705	6	11/27/06	⊕

SEARCH NOTES (INCLUDING SEARCH STRATEGY)		
	DATE	EXMR
update search US pat, pg pubs	11/27/06	⊕

Index of Claims

Application/Control No.	Applicant(s)/Patent under Reexamination
09/858,376	REDMANN ET AL.
Examiner	**Art Unit**
Thomas A. Dixon	3639

√	Rejected	–	(Through numeral) Cancelled	N	Non-Elected	A	Appeal
=	Allowed	+	Restricted	I	Interference	O	Objected

w-withdrawn

Claim		Date		
Final	Original	10/05	4/06	11/06
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Claim		Date		
Final	Original	10/05	04/06	11/06
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Claim		Date
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W	150	√

Index of Claims (continued)

Application/Control No.	Applicant(s)/Patent under Reexamination
09/858,376	REDMANN ET AL.
Examiner	**Art Unit**
Thomas A. Dixon	3639

√	Rejected	–	(Through numeral) Cancelled	N	Non-Elected	A	Appeal
=	Allowed	+	Restricted	I	Interference	O	Objected

Claim		Date
Final	Original	10/05
W	151	√
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Claim		Date
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Claim		Date
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Filed 5/15/01

Application/Control Number: 09/858,376
Art Unit: 3639

(4) method
5 7 9 (11) 13 25 28 29 45 47 48 54 58 60 61 64 67 72
75 76 77 79 83

(87) System

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	((amusement same park) same itinerary) and @pd>"20060420"	US-PGPUB; USPAT	OR	ON	2006/11/27 14:24
L2	0	((amusement same park) same attraction same (preference)) and @pd>"20060420"	US-PGPUB; USPAT	OR	ON	2006/11/27 14:25
L3	6	(amusement) and reservation and card and @pd>"20060420"	USPAT	OR	OFF	2006/11/27 14:28
L4	1	("6173209").PN.	USPAT; USOCR	OR	OFF	2006/11/27 14:28



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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/858,376	05/15/2001	William Gibbens Redmann		3324

7590 11/01/2006

William G. Redmann
1202 Princeton Dr.
Glendale, CA 91205

EXAMINER	
DIXON, THOMAS A	
ART UNIT	**PAPER NUMBER**
3628	

DATE MAILED: 11/01/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/858,376	REDMANN ET AL.	
	Examiner	Art Unit	
	Thomas A. Dixon	3628	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *28 July 2006*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *See Continuation Sheet* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☒ Claim(s) *11* is/are allowed.

6)☒ Claim(s) *4,5,7,9,13,25,28,29,45,47,48,54,58,60,61,64,67,72,75-77,79,83 and 87* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☐ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application
6) ☒ Other: _____.

Continuation of Disposition of Claims: Claims pending in the application are 4,5,7,9,11,13,25,28,29,45,47,48,54,58,60,61,64,67,72,75-77,79,83 and 87.

DETAILED ACTION

Request for Continued Examination

1. The request filed on 7/28/06 for a Request for Continued Examination (RCE) based on parent Application No. 09/858,376 is acceptable and an RCE has been established. An action on the RCE follows.

2. Applicant's reply of 7-28-06 has been considered, but is not convincing. Applicant argues that Waytena et al ('770) does not have "software operable to select" but has only a manual step of selection. The examiner disagrees, Waytena et al ('770) at column 14, lines 13-35 discloses that if desired, the patron may be presented with a list of attractions that match preferences, which is seen to meet the language of applicant's selecting step.

3. Applicant's amendment was non-compliant with regard to the withdrawal of non-selected claims and the status indicators as such. As applicant is pro-se, and the response appears to be bona fide, a notice of non-compliant amendment was not issued, but the non-selected claims have been withdrawn from consideration and are required to be cancelled in response to this action.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

4. Claims 4, 5, 7, 9, 13, 25,28-29, 45, 47-48, 54, 60-61, 64, 67, 72, 75, 77, 79, 83, 87 are rejected under 35 U.S.C. 102(b) as being anticipated by Waytena et al (5,978,770).

As per Claim 4.
Waytena et al ('770) discloses:
providing data regarding a first set of attractions, see 2E;
gathering information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data, see 2A and 5A;
selecting said second set of attractions from said first set of transactions for which said data substantially matches with said information, see figure 1 (104) and column 14, lines 13-35;
providing a presentation means able to receive said itinerary from said computer see figure 1 (102) and 5D (545);
presenting said itinerary to said party, see figure 1 (102) and 5D (545);
whereby said itinerary is customized for said party, see figure 5D (545).

As per Claim 5.
Waytena et al ('770) further discloses preferences, see column 7, lines 9-31.

As per Claim 7.
Waytena et al ('770) further discloses attributes of the party, see column 7, lines 9-31.

As per Claim 9.
Waytena et al ('770) further discloses the aversion attribute (age), see column 7, lines 9-31.

As per Claim 13.
Waytena et al ('770) further discloses a privilege of the party, see column 20, lines 51-55.

As per Claim 25.
Waytena et al ('770) further discloses a schedule time corresponding to a first attraction of said second set of attractions and adds said scheduled time in association with said first attraction to said itinerary, see column 12, lines 25-29.

As per Claim 28.
Waytena et al ('770) further discloses said party and a second party are part of a group and selecting a schedule substantially equal, see figure 5B.

As per Claim 29.
Waytena et al ('770) further discloses said scheduled time being selected so that said later scheduled time is at least equal to said earlier schedule time plus a time required between attractions, see column 23, lines 3-24.

As per Claim 45.
Waytena et al ('770) further discloses the itinerary interruptions due to unforeseen circumstances and the attraction computer sending a potential substitute reservation time for the attraction, see column 3, lines 29-35, and the party forgoing the remaining portion, see column 3, line 35 (cancel the reservation).

As per Claim 47.
Waytena et al ('770) further discloses the attractions comprise rides and shows, see figure 5A.

As per Claim 48.
Waytena et al ('770) further discloses access to the attractions, see column 19, lines 9-19.

As per Claim 54.
Waytena et al ('770) further discloses a hand-held computer, see figure 1a (102).

As per Claim 60.
Waytena et al ('770) further discloses a display, see figure 1a (109).

As per Claim 61.
Waytena et al ('770) further discloses audible presentation, see column 5, lines 65-66.

As per Claim 64.
Waytena et al ('770) further discloses a reservation availability checking, see figure 6 (606) and column 12, lines 30-64.

As per Claim 67.
Waytena et al ('770) further discloses if there is excessive demand, the attraction is less likely to be chosen, see column 20, lines 57-64.

As per Claim 72.
Waytena et al ('770) further discloses recording the itinerary in memory, see column 9, lines 21-28.

As per Claim 75.
Waytena et al ('770) further discloses a making a reservation, see figure 6 (603-605) and column 9, lines 1-32.

As per Claim 77.
Waytena et al ('770) further discloses a marketing message/recommendation, see figure 5c (561).

As per Claim 79.
Waytena et al ('770) further discloses a decision making software, see column 12, lines 30-64.

As per Claim 83.
Waytena et al ('770) further discloses operating hours, cycle capacity, estimated throughput, current throughput, today's throughput, see figure 2E.

As per Claim 87.
Waytena et al ('770) discloses:
data regarding a first set of attractions, see 2E;
information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data, see 2A and 5A;
a computer having access to said data and said information, said computer having software operable to select said second set of attractions from said first set of transactions for which said data substantially matches with said information, see figure 1 (104) and column 14, lines 13-35;
a presentation means in communication with said computer, said presentation means able to receive said itinerary from said computer and present said itinerary to said party, see figure 1 (102) and 5D (545);
whereby said itinerary is customized for said party, see figure 5D (545).

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

5. Claim 58 is rejected under 35 U.S.C. 103(a) as being unpatentable over Waytena et al (5,978,770) in view of Laval et al (6,173,209) or Lancos et al (6,873,260).

As per Claim 58.

Waytena et al ('770) further discloses printed numbered tickets, see column 1, lines 58-61, but does not specifically disclose that the presentation means is a printer.

Laval et al ('209) teaches the printing of passes at a kiosk, see column 3, line 61 – column 4, line 7 and Lancos et al ('260) figure 7 (708) for the benefit of providing proof of entitlement for entry.

Therefore, it would have been obvious to one of ordinary skill in the art, at the time the invention was made to provide a printer as a presentation means for the benefit of providing proof of entitlement for entry.

6. Claim 76 is rejected under 35 U.S.C. 103(a) as being unpatentable over Waytena et al (5,978,770) in view of Murashita et al (2002/0062236).

As per Claim 76.

Waytena et al ('770) does not specifically disclose the software applies a perturbation to a desirability of a first attraction of said first set of attractions, said perturbation producing a different result for said second set,

whereby directed demand to said first attraction is redistributed to mitigate at least on selected from the group consisting of underutilization or excessive demand for said first attraction and modes in which parties gather.

Murashita et al ('236) teaches providing an alternative (redistribution) to mitigate excessive demand (all seats now occupied), see figure 1e, for the benefit of redistributing diners from events with excessive demand to underutilized events.

Therefore, it would have been obvious to one of ordinary skill in the art, at the time the invention was made to provide an alternative event for the benefit of redistributing diners from events with excessive demand to underutilized events.

Allowable Subject Matter

7. Claim 11 is allowable.

As per Claim 11.

Waytena et al ('770) further discloses the aversion attribute (age), see column 7, lines 9-31, but does not specifically disclose a nullifying preference of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute unless said corresponding nullifying preference is present and wherein in step d) at least on attraction from said portion of said first set of attractions is selected for said second set of attractions.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thomas A. Dixon whose telephone number is (571) 272-6803. The examiner can normally be reached on Monday - Thursday 6:30 - 4:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Hayes can be reached on (571) 272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Thomas A. Dixon
Primary Examiner
Art Unit 3639

October 06

Index of Claims

Application/Control No.	Applicant(s)/Patent under Reexamination
09/858,376	REDMANN ET AL.
Examiner	**Art Unit**
Thomas A. Dixon	3639

√	Rejected	–	(Through numeral) Cancelled	N	Non-Elected	A	Appeal
=	Allowed	÷	Restricted	I	Interference	O	Objected

w-withdrawn

Claim		Date		
Final	Original	10/05	4/06	10/06
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Claim		Date		
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	72		√	√
W	73			
W	74			
	75		√	√
	76		√	√
	77		√	√
W	78			
	79		√	√
W	80			
W	81			
W	82			
	83		√	√
W	84			
W	85			
W	86			
	87	√	√	√
W	88			
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W	100	√		

Claim		Date
Final	Original	10/05
W	101	√
	102	
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	149	
W	150	√

Index of Claims (continued)

Application/Control No.	Applicant(s)/Patent under Reexamination
09/858,376	REDMANN ET AL.
Examiner	**Art Unit**
Thomas A. Dixon	3639

√	Rejected	–	(Through numeral) Cancelled	N	Non-Elected	A	Appeal
=	Allowed	÷	Restricted	I	Interference	O	Objected

Claim		Date
Final	Original	10/05
W	151	√
	152	
	153	
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W	169	√
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Claim		Date
Final	Original	
	201	
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Claim		Date
Final	Original	
	251	
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Filed 5/15/01

Application/Control Number: 09/858,376
Art Unit: 3639

(4) method
5 7 9 (11) 13 25 28 29 45 47 48 54 58 60 61 64 67 72
75 76 77 79 83

(87) System

BEST AVAILABLE COPY

PATENT APPLICATION FEE DETERMINATION RECORD
Effective October 1, 2000

Application or Docket Number: 09/858376

CLAIMS AS FILED - PART I

	(Column 1)	(Column 2)
TOTAL CLAIMS	3	
FOR	NUMBER FILED	NUMBER EXTRA
TOTAL CHARGEABLE CLAIMS	3 minus 20= *	0
INDEPENDENT CLAIMS	1 minus 3 = *	0
MULTIPLE DEPENDENT CLAIM PRESENT	☐	

* If the difference in column 1 is less than zero, enter "0" in column 2

SMALL ENTITY TYPE ☐	RATE	FEE	OR	OTHER THAN SMALL ENTITY	RATE	FEE
	BASIC FEE	355.00	OR		BASIC FEE	710.00
	X$ 9=		OR		X$18=	
	X40=		OR		X80=	
	+135=		OR		+270=	
	TOTAL	355	OR		TOTAL	

CLAIMS AS AMENDED - PART II

AMENDMENT A

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	* 179	Minus	** 20	= 159
Independent	* 6	Minus	*** 3	= 3
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM ☐				

10-4-05

SMALL ENTITY	RATE	ADDITIONAL FEE	OR	OTHER THAN SMALL ENTITY	RATE	ADDITIONAL FEE
	X$ 9=	143	OR		X$18=	
	~~X$ 9=~~	132	OR		X80=	
	+135=		OR		+270=	
	TOTAL ADDIT. FEE		OR		TOTAL ADDIT. FEE	

AMENDMENT B

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	* 165	Minus	** 179	=
Independent	* 6	Minus	*** 6	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM ☐				

SMALL ENTITY	RATE	ADDITIONAL FEE	OR	OTHER THAN SMALL ENTITY	RATE	ADDITIONAL FEE
	X$ 9=		OR		X$18=	
	X40=		OR		X80=	
	+135=		OR		+270=	
	TOTAL ADDIT. FEE		OR		TOTAL ADDIT. FEE	

7/28/06

AMENDMENT

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	* 24	Minus	** 179	=
Independent	* 3	Minus	*** 6	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM ☐				

SMALL ENTITY	RATE	ADDITIONAL FEE	OR	OTHER THAN SMALL ENTITY	RATE	ADDITIONAL FEE
	X$ 9=	–	OR		X$18=	
	X40=		OR		X80=	
	+135=		OR		+270=	
	TOTAL ADDIT. FEE		OR		TOTAL ADDIT. FEE	

* If the entry in column 1 is less than the entry in column 2, write "0" in column 3.
** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20."
*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3."
The "Highest Number Previously Paid For" (Total or Independent) is the highest number found in the appropriate box in column 1.

FORM PTO-875 (Rev. 8/00)
Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE
*U.S. GPO: 2000-460-705/00103



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appn. Number: 09/858,376

Appn. Filed: 05-15-2001

Applicant: William G. Redmann, et al.

Title: METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

Examiner: Thomas A. Dixon

GAU: 3639

Date: 07-28-2006

Response to Second Office Action

Commissioner for Patents
Post Office Box 1450
Washington, District of Columbia 20231

Dear Sir:

In response to the Office Action mailed April 28, 2006, please amend the above-identified application as follows:

Amendments to the Claims page 2
Remarks/Arguments page 15

Amendments to the Claims:

Claims 1-3 (cancelled)

4. (previously presented) A method of providing an itinerary to a party, said itinerary comprising a second set of attractions selected from a first set of attractions, said method comprising the steps of:

a) providing data regarding said first set of attractions;

b) gathering information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data;

c) providing a computer having access to said data and said information, said computer having software operable to select said second set of attractions from said first set of attractions;

d) selecting said second set of attractions with said software such that said second set of attractions comprises at least one of said first set of attractions for which said data substantially matches with said information;

e) providing a presentation means able to receive said itinerary from said computer; and,

f) presenting said itinerary to said party using said presentation means;

whereby said itinerary is customized for said party.

5. (previously presented) The method of Claim 4 wherein said information comprises a preference

of said party; wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said preference, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions.

6. (cancelled)

7. (previously presented) The method of Claim 4 wherein said information comprises an attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said attribute, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions.

8. (cancelled)

9. (currently amended) The method of Claim 4 wherein said information comprises an aversion attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute, and wherein in step d) said portion of said first set of attractions is excluded from selection for said second set of attractions.

10. (cancelled)

11. (currently amended) A method of providing an itinerary to a party, said itinerary comprising a second set of attractions selected from a first set of attractions, said method comprising the steps of:

a) providing data regarding said first set of attractions;

b) gathering information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data;

c) providing a computer having access to said data and said information, said computer having software operable to select said second set of attractions from said first set of attractions;

d) selecting said second set of attractions with said software such that said second set of attractions comprises at least one of said first set of attractions for which said data substantially matches with said information;

e) providing a presentation means able to receive said itinerary from said computer; and,

f) presenting said itinerary to said party using said presentation means;

wherein said information comprises an aversion attribute of said party and a corresponding nullifying preference of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute unless said

corresponding nullifying preference is present, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions;

whereby said itinerary is customized for said party.

12. (cancelled)

13. (previously presented) The method of Claim 4 wherein said information comprises a privilege of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said privilege, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions.

14-24. (cancelled)

25. (previously presented) The method of Claim 4 wherein said data further comprises a scheduled time corresponding to a first attraction of said second set of attractions, wherein in step d) said software adds said scheduled time in association with said first attraction to said itinerary, and wherein step f) further includes presenting said scheduled time in association with said first attraction.

26-27. (cancelled)

28. (previously presented) The method of Claim 4 in which said party and a second party are a group, said second party having a second itinerary comprising a first attraction of said first set of attractions, said first attraction further in association with a second scheduled time,
said information further representing a desire to regroup said group,
wherein in step d) said software selects said first attraction and a scheduled time, said scheduled time being substantially equal to said second scheduled time, in response to said desire in said information,
whereby said desire to regroup is accommodated.

29. (previously presented) The method of Claim 4 wherein in step d) said software further adds to said itinerary ~~an earlier~~ a first scheduled time corresponding to a first attraction of said second set of attractions, and adds a ~~later~~ second scheduled time corresponding to a second attraction of said second set of attractions, said ~~earlier~~ first scheduled time and said ~~later~~ second scheduled time being selected so that said ~~later~~ second scheduled time is at least equal to said ~~earlier~~ first scheduled time plus a time required between attractions,
whereby said second attraction is scheduled to

follow said first attraction.

30-44. (cancelled)

45. (previously presented) The method of Claim 4, wherein said information comprises a third set of attractions previously selected for said party, said third set consisting of an already visited portion and a remaining portion,
wherein said party forgoes said remaining portion due to an interruption,
wherein in step d) said software selects said second set of attractions as a replacement for said remaining portion, and wherein said second set of attractions substantially excludes said already visited portion,
whereby said interruption is overcome.

46. (cancelled)

47. (previously presented) The method of Claim 4, wherein said first set of attractions comprises a plurality of attractions selected from the group consisting of ride, show, movie, theater, restaurant, exhibit, display, presentation, store, tour, parade, museum, room, area, fountain, restroom, hiking trail, picnic site, autograph session, historic recreation, beach, viewpoint, photo opportunity, lookout, fireworks display, attraction within a district, attraction within a city, attraction within a region,

attraction within a state, and attraction within a country.

48. (previously presented) The method of Claim 4 further comprising the steps of:

[[j]] g) providing an access control system to a first attraction of said second set of attractions; and,

[[k]] h) admitting said party to said first attraction with said access control system, said access control system operating in response to at least a portion of said itinerary corresponding to said first attraction.

49-53. (cancelled)

54. (previously presented) The method of Claim 4 wherein said computer comprises at least a first member selected from the group consisting of a portable computer, a handheld computer, a kiosk computer, a general purpose computer, and a desktop computer.

55-57. (cancelled)

58. (previously presented) The method of Claim 4 wherein said presentation means comprises a printer and in step f) at least a portion of said itinerary is presented in a printed form.

59. (cancelled)

60. (previously presented) The method of Claim 4 wherein said presentation means comprises a display selected from the group consisting of a screen, a touchscreen, and a scrolling display.

61. (previously presented) The method of Claim 4 wherein in step f) at least a portion of said itinerary is announced audibly by said presentation means.

62-63. (cancelled)

64. (previously presented) The method of Claim 4 further comprising the step of:

[[n]] g) providing a reservation computer in communication with said computer, said reservation computer providing an indication whether said a first attraction is available;

wherein in step d) said software excludes said first attraction from said second set of attractions when said reservation computer indicates said first attraction is unavailable.

65-66. (cancelled)

67. (previously presented) The method of Claim 4 wherein said data indicates a first attraction of

said first set of attractions, said first attraction having excessive demand, and wherein said software is less likely to select said first attraction in step d), whereby demand for said first attraction is moderated.

68-71. (cancelled)

72. (previously presented) The method of Claim 4 further comprising the steps of:

[[p]] g) providing a storage accessible to said computer; and,

[[q]] h) recording at least a portion of said itinerary corresponding to a first attraction of said first set of attractions in said storage[[;]], thereby accumulating in said storage a directed demand corresponding to at least said first attraction.

~~whereby a directed demand to at least said first attraction is centrally stored.~~

73-74. (cancelled)

75. (previously presented) The method of Claim 4 further comprising the steps of:

[[u]] g) providing a reservation computer in communication with said software; and,

[[v]] h) making a reservation with said reservation computer for said party for a first attraction of said second set of

attractions;

whereby said reservation for said party is accessible to users of said reservation computer.

76. (previously presented) The method of Claim 4 wherein in step d) said software applies a perturbation to a desirability of a first attraction of said first set of attractions, said perturbation producing a different result for said second set, thereby redistributing a directed demand corresponding to said first attraction

~~whereby directed demand to said first attraction is redistributed~~ to mitigate at least one selected from the group consisting of underutilization of said first attraction, excessive demand for said first attraction~~, and modes in which other parties gather~~.

77. (previously presented) The method of Claim 4, wherein said data further comprises a ~~third~~ first set of messages, each of said ~~third~~ first set of messages selected from the group consisting of a marketing message, a discount offer, and a recommendation, each of said ~~third~~ first set of messages having corresponding conditions, each of said ~~third~~ first set of messages being associated with a corresponding first attraction of said first set of attractions,

said software being further able to determine

whether said conditions are met,

said itinerary further comprising a ~~fourth~~ second set of messages,

said method further comprising the step of:

[[w]] g) selecting said ~~fourth~~ second set of messages with said software such that said ~~fourth~~ second set of messages consists of at least one of said ~~third~~ first set of messages for which the corresponding conditions are met;

wherein in step f) each of said ~~fourth~~ second set of messages is provided to said party in conjunction with said itinerary;

whereby each of said ~~fourth~~ second set of messages message is available at an appropriate time.

78. (cancelled)

79. (previously presented) The method of Claim 4, wherein said software comprises a decision making routine responsive to at least a portion of said data corresponding to a first attraction of said first set of attractions and at least a portion of said information, said decision making routine performing at least a portion of step d) with respect to said first attraction.

80-82. (cancelled)

83. (previously presented) The method of Claim 4,

wherein a portion of said data corresponding to a first attraction of said first set of attractions is representative of at least one member of the group consisting of expected queue length, actual queue length, expected attendance, location of an entrance, location of an exit, showtime, mode of operation, routes to other attractions of said first set of attractions, routes from said other attractions, travel time to said other attractions, capacity, theoretical hourly ride capacity, holding capacity, duration, continuous running, availability, a scheduling factor, an acceptance factor, an admission requirement, an admission class, an admission grade, operating hours, inoperation, and wheelchair accessibility.

84-86. (cancelled)

87. (previously presented) A system for providing an itinerary to a party, said itinerary comprising a second set of attractions selected from a first set of attractions, said system comprising:

data regarding said first set of attractions;

information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data;

a computer having access to said data and said information, said computer having software operable to select said second set of attractions from said first set of attractions, said second set of attractions consisting of at least some of

said first set of attractions for which said data substantially matches with said information;

a presentation means in communication with said computer, said presentation means able to receive said itinerary from said computer and present said itinerary to said party,

whereby said itinerary is customized for said party.

88-169. (cancelled)

REMARKS - General

Applicants wish to thank Examiner Dixon for correctly interpreting Applicants' intent regarding the non-selected claims exceeding the Examiner's previously specified limit of twenty-five (25). Applicants have cancelled without prejudice or disclaimer all non-selected claims, to wit: 6, 8, 10, 12, 14-24, 26-27, 30-44, 46, 49-53, 55-57, 59, 62-63, 65-66, 68-71, 73-74, 78, 80-82, 84-86, and 88-169.

Claims pending in the action are 4-5, 7, 9, 11, 13, 25, 28-29, 45, 47-48, 54, 58, 60-61, 64, 67, 72, 75-77, 79, 83, and 87.

Claim 9 has been amended to correct a typographic error.

Claims 29, 48, 64, 72, 75, 76, and 77 have been amended to more particularly point out and distinctly claim the subject matter of the present invention. Of these, Claims 48, 64, 72, 75, and 77 have been amended so that steps are designated by consecutive alphabetic letters.

Claims 72 and 76 have been amended to provide an antecedent basis for 'directed demand'. The term 'directed demand' was originally defined in paragraph 0067 of the specification:

> "Directed demand" is the number of visitors directed to an attraction by the itineraries produced by this invention. It includes the fact that an itinerary is generated for a party, and that a party may consist of multiple visitors.

Claim 77 has been amended to refer to the sets of messages as first and second (rather than third and fourth

sets), but to retain the distinction between the sets of messages and sets of attractions.

CLAIMS STATING ALLOWABLE SUBJECT MATTER

Claim 11 was objected to as being dependent upon a rejected base claim. Claim 11, has been amended to stand in independent form.

Accordingly, Applicants submit that this claim is in an acceptable form and therefore should be allowed.

REJECTION UNDER 102(b) ON WAYTENA et al IS OVERCOME

Claims 4, 5, 7, 9, 13, 25, 28, 29, 45, 47, 48, 54, 60, 61, 64, 67, 72, 75, 77, 79, 83, and 87 were rejected under 35 U.S.C. 102(b) as being anticipated by Waytena et al (5,978,770).

In '770, Waytena et al provide "a system and method for assigning and managing patron reservations to one or more of a plurality of attractions..." (from the abstract).

The '770 patent is familiar to Applicants as the parent application of Waytena et al (6,748,364), which was cited in Applicant's Information Disclosure Statement. Based on a brief inspection of the two specifications by Applicants and relying on the representation by Waytena et al by their reuse of the declaration from the '770 patent application in the '364 filing, the '364 patent cited by Applicants contains no matter that would have been new matter in the prior '770 application, per 37 CFR 1.63(d)(1)(iii).

As per Claim 4:

In '770 (and '364), Waytena et al teach three distinct sets of attractions:

a) the set of all attractions known to the system;

b) a set consisting of attractions selected manually by patron's from the set a); and,

c) a set of attractions for which reservations are obtained.

Requiring the patron to create set b) was previously taught by Mahoney et al in 5,502,806, as pointed out by Applicants in the present application, paragraph 0018, as were the disadvantages of such systems in paragraphs 0021, 0024, and 0025. In 5,940,803, also discussed by Applicants in paragraph 0033, Kanemitsu teaches the same requirement and suffers the same disadvantages.

In '770, "a plurality of attraction computers 101 is provided, each associated with a particular attraction." ('770 col 5, ln 4-5) This is the '770 representation of set a). "Attraction computer 101 contains...attraction information storage 213..." ('770 col 9, ln 63-66) and "Attraction information storage 213 maintains current information describing the particular attraction associated with attraction computer 101" ('770 col 11, ln 18-20). Figure 2E of '770, "a diagram of a sample attraction information record" (col 4, ln 24-25) shows the detail of attraction information storage 213. The Examiner asserts that Figure 2E corresponds to the "data regarding said first set of attractions" (Applicants' independent Claims 4 and 87). Applicants agree.

Likewise, Applicants agree that Waytena et al teach gathering information about a party.

However, Waytena et al do not even suggest that such

data about the party is capable of distinguishing among said first set of attractions adequately to provide an itinerary. Rather, '770 repeats the same requirement and suffers the above referenced limitations of Kanemitsu and Mahoney et al. Waytena et al insist in '770, as did their predecessors Kanemitsu and Mahoney et al, that the patron must perform the selection of attractions. It is this selection which forms set b), above. When idle, the user interface of '770 "presents...a scrollable and/or pageable list 541 of available attractions, buttons 542 and 543 for obtaining information or generating reservation requests for selected attractions..." ('770 col 14, ln 13-17). Waytena et al recognize that set a) will generally be a long one!

Set b) has no correspondence in the present invention, and is antithetical to its purpose: "This invention also makes it possible for visitors unfamiliar with a facility to make meaningful use of a queue management system as in Murphey et al., or any of the itinerary making systems otherwise described. These normally require the user to enter or select explicitly each attraction that they wish to visit" (present application, paragraph 0072). Specifically, it is the function of the present invention to proceed from set a), the list of all attractions, to the itinerary comprising set c) without requiring the intermediate step of manual selection of set b) by the patron. Mahoney, Kanemitsu, and Waytena and their respective et al specifically teach against this. Waytena et al explicitly and repeatedly teach that a requirement of their invention is "input from the patron requesting a reservation for a particular attraction." ('770, col 3, ln

11-12) "First, the patron requests 302 a reservation..." ('770, col 12, ln 25-27) and if the request cannot be granted, the "patron may then enter a new request, or modify the existing request." (col 15, ln 45-46)

Both of Applicants' independent Claims 4 and 87 provide "software operable to select said second set of attractions from said first set of attractions" whereas 'selection' is a manual step in Waytena et al, Kanemitsu, and Mahoney et al.

Both of Applicants' independent Claims 4 and 87, conclude with a "whereby" clause to particularly point out the function of the invention: "whereby said itinerary is customized for said party." The systems and methods taught by Waytena et al defeat the central purpose of the present invention: a manually selected list of attraction requests pre-achieves the particularly stated function of the claims: to customize the itinerary. Customization in '770 is performed by the patron as he "selects one of the attractions in [the] list" (col 14 ln 36). The '770 invention accepts or rejects the requested customization. This is clearly shown in '770 Figure 3, where the patron request is made in step 302 and potentially rejected in each of decision steps 304, 309, and 313.

As per claim 5:

Waytena et al do disclose preferences of the party being captured. However, the only use '770 offers for these preferences once collected is to narrow the list of attractions from which the patron must select (col 14, ln 20-24). Though '770 is allowing the patron to filter the available choices based on preferences, customization and creation of an itinerary must still be made manually by the

patron before being validated by filtering module 203. The filtering module 203 makes no use of the collected preferences for the purpose of evaluation.

As per Claim 7:

Claim 7 requires the attributes to be used by the software in step d) as the software selects the second set of attractions. "Age 221, height 223, weight 224, and flags 225 are used by filtering module 203 to determine validity of reservation requests." (col 7, ln 29-31) Waytena does not teach use of party attributes to select attractions...that remains the domain of the patron.

As per Claim 9:

Claim 9 prescribes that an aversion attribute is used to exclude an attraction from selection for the second set of attractions. Per Waytena, all filtering, which is the use to which party attributes are put, occurs after the selection has been performed by the patron. "The module 203 preferably informs the user when a request is determined to be invalid." (col 8, ln 43-45) Thus, Waytena's use of aversion attributes does not exclude an attraction from being selected.

As per Claim 13:

Waytena does not refer to privileges of the party that distinguish between attractions. The Examiner has pointed to '770, col 20, ln 51-55, as an incidence of such privilege in Waytena. However, rather than a privilege, this section instead describes a way of estimating the likelihood of a reservation being kept. This has no bearing on whether or not an attraction is selected, nor whether a reservation can be accepted. Here Waytena is seeking to eek out a slightly higher performance from his

system by estimating a safe amount of overbooking. Waytena does not teach a privilege of a party affecting the desirability of attractions for inclusion in the itinerary.

As per Claim 25:

Claim 25 calls for a scheduled time to be provided for an attraction when the attraction is selected by the software. Waytena requires the patron to select not only the attraction, but also the time: "The request may specify a particular time of day that the patron is interested in, or it may simply request the next available time for attending the attraction." (col 12, ln 27-29) However, if the Waytena's patron selects "next available time" when selecting an attraction and requesting a reservation, the software may calculate a time based a virtual queue, throughput and cycle time values. (col 20, ln 60-64) This is similar to the mechanism employed by Laval et al in 6,173,209 and mentioned in Applicants' paragraph 0017. In neither case, however, does the prior art suggest that the software is able to select both the attraction and the time without the patrons performing the attraction selection.

As per Claim 28:

It is in the complex situation of attempting to reunite multiple parties of a group, each party following a separate itinerary, where Applicants' invention is particularly advantaged over the Waytena.

Though Waytena's invention "provides a mechanism for the patron to indicate, if desired, which members of the patron's party are to be included in the reservation" (col 14, ln 49-51) and "may also ensure that no conflicting reservations have been made" (col 15, ln 45-46), the primary utility is for particular members of the party to

gain a reservation for an attraction that might be denied when the system checks "that members of the group are of sufficient age and height to enjoy the selected attraction..." (col 15, ln 30-32) The burden placed on the patron operating the '770 system for this group is significant: The manual process of selecting an attraction, requesting a reservation and identifying members of the first party of the group, getting that reservation approved; followed by selecting a different attraction, requesting a reservation and identifying the remaining members of the group, getting that reservation approved (or upon being denied the request reservation, specifying an alternate one and getting that approved... and so on until the patron has assembled an itinerary by performing manual selections and requests for each party within the group, and finally having to select an attraction and gain a reservation for the entire group.

The patron experiences a far different and simpler process when the software of the present invention in step d) performs the task of selecting the attractions for the itinerary and also ensures that the desired regrouping occurs.

As per Claim 29:

In the placed cited by the Examiner (col 23, ln 3-24), Waytena provides a way to will grant or deny a reservation requested for a selected attraction at a selected time. The same process may propose a time for a reservation request for a selected attraction, if no specific time is selected. Further, Waytena provides that travel time is included in the granted, denied, or proposed times.

What Waytena does not teach is software that performs

the selection of both an attraction and a corresponding time for incorporation into an itinerary, which is the subject matter of Applicants' Claim 29.

As per Claim 45:

Since the invention of '770 does not select attractions (the selection is up to the patron), there is no mechanism proposed by Waytena et al to select replacement attractions that substantially avoid attractions already visited, per Applicants' Claim 45. What Waytena does teach is that once a selection has been made by the patron and a reservation granted by the '770 invention, that delays or other trouble can cause the granted reservation to be cancelled and possibly replaced with a new proposed reservation, but the attraction selection does not change. (col 11, ln 1-25)

As per Claim 47:

Applicants do not dispute that rides and shows are well-known kinds of attractions suitable for inclusion in itineraries generated by the present invention. Acceptability of this dependent claim is entirely reliant on the acceptability of the independent parent claim.

As per Claim 48:

Waytena does not teach any interaction of the '770 invention with access control systems. The section cited by the Examiner (col 19, ln 9-19) describe a mechanism to inform the '770 invention that a reservation has been kept. It does not relate to any mechanism or process for denying entry to an attraction on the basis of the itinerary.

As per Claim 54:

Applicants do not dispute that a hand-held computer is a well-known kind of computer suited to executing the

software necessary for the present invention. Acceptability of this dependent claim is entirely reliant on the acceptability of the independent parent claim.

As per Claim 60:

Applicants do not dispute that a "touch-sensitive screen 109 (col 6, ln 66) is a well-known kind of display suited to displaying the itinerary of the present invention. Acceptability of this dependent claim is entirely reliant on the acceptability of the independent parent claim.

As per Claim 61:

The Examiner has interpreted "auxiliary output device 110 such as audio speaker or vibration mechanism" (col 5, ln 65-66) as meeting the needs of Applicants' paragraph 0261: "The next event indicated on an itinerary form 400 by next event banner 420, might instead be announced audibly in the language of the party's preference," to which Claim 61 is drawn, requiring "at least a portion of said itinerary is announced audibly by said presentation means." Even with the explicit teaching of Waytena et al that "The reservation alert issued by module 204 may take the form of a visual indication on user interface 201, optionally accompanied by an auditory indication such as a beep, voice message, or other distinctive sound," (col 18, ln 59-62) Applicants' argue that an "auditory indication," even one in the form of a voice message, is not the same as "the next event indicated on an itinerary...might instead be announced audibly in the language of the party's preference" (paragraph 0261).

As per Claim 64:

Waytena et al teach that an indication from a

reservation computer that an attraction is unavailable removes the attraction from the itinerary. However, Waytena does not teach that such an indication can prevent the patron from wasting time attempting at least one reservation request before the patron is informed that the attraction is not available. See in '770 Figure 7 that manual request is received at 702, necessarily in advance of rejection at 722. Applicants' Claim 64 provides that the software operating in step d) performs the selection of attractions for the itinerary informed by the reservation computer whether attempted reservation requests were denied.

As per Claim 67:

Waytena teaches (at col 20, ln 57-64, pointed out by Examiner) that an empirical measurement of patrons not utilizing reservations is a basis for overbooking reservations for an attraction. At col 22, ln 36-67, Waytena et al describe a calculation that affects the demand on an attraction by increasing or decreasing an 'interleave ratio'. However, Waytena's interleave ratio has no effect on the likelihood that an attraction is selected. The interleave ratio moderates demand for an attraction having a certain probability of being selected by only permitting a certain number of reservations per time period. Since the probability of being selected is not reduced, reservations are made at the same rate, regardless of the interleave ratio, until the attraction has no more time slots available, at which point no further attraction reservations are granted. However, even then, the probability that a patron will select an attraction is unchanged. This is the effect predicted by Applicants in

paragraph 0025: "With such an imbalance of demand, the system of Mahoney et al. will fail as late arriving visitors find that there are no reservations available for any of the `E` attractions, or even `D`s."

Instead, Applicants teach that "One preferable method for preventing this capacity overrun is to attenuate the rating of that attraction [having excessive demand] by a factor sufficient to reduce the anticipated itinerary demand to an amount such that the allocated capacity should be sufficient. By statistically lowering the likelihood of an attraction to be selected for inclusion in an itinerary, the directed demand can be moderated." (paragraph 0069). Applicants' Claim 67 alleviates the problem of no reservations available for late-arriving visitors.

As per Claim 72:

Applicants do not dispute that a storage for accumulation of reservations for an attraction is well-known. However, to track specifically the portion of the demand for an attraction that is produced by the itinerary generation process (the 'directed demand') can provide valuable feedback for control of the itinerary generating process itself, and other integrated reservation making systems. These additional refinements rely on the tracking of directed demand an are elaborated in now-cancelled Claims 73 and 74 and described in paragraph 0258.

As per Claim 75:

Waytena enables patrons to select attractions and request reservations (see '770, Figure 5, 503-505; Figure 6, 603-605) for those attractions selected. In the present invention, the software provided is operable to select attractions itself, and make reservations.

As per Claim 77:

The Examiner is misinterpreting window 561 which "provides descriptions and pictures of the attraction" ('770, col 14, ln 45) as a marketing message or recommendation. Waytena et al explicitly state that "descriptions of the various attractions in the park, stored in attraction description storage 205" ('770 col 7, ln 52-53). "Attraction description storage 205" of Waytena et al clearly corresponds to Applicants' "data regarding said first set of attractions". In Waytena, however, the description of the attraction must be provided in advance of the itinerary generation, to inform the patron of the choices he must make. In Applicants' invention, such descriptions are associated with the resulting itinerary so that patrons can understand the attractions that have already been selected. Entirely distinct is the role of marketing messages, discount offers, and recommendations (described by Applicants in paragraph 0257).

As per Claim 79:

Insofar as the '770 invention does not perform Applicants' step d) of the parent claim of Claim 79, that is, Waytena et al do not teach that software performs the selection of attractions for the itinerary, the '770 filtering module 203 does not represent a decision making routine to perform the function that Applicants claim in Claim 79.

Applicants do not dispute that Waytena's decision tree shown in '770 Figure 3 represents a decision making routine for implementing the '770 invention. However, as Waytena explains, "there is shown a flowchart of the overall operation of system 100 in processing a reservation request

from a patron." (col 12, ln 20) This does not anticipate Applicants' invention.

As per Claim 83:

Applicants do not dispute that such data as operating hours, cycle capacity, estimated throughput, today's throughput, and at least some of the data mentioned in the group enumerated in Claim 83 are well-known to represent attractions for the purpose of various management formulae. Applicants maintain that their invention uses such well-known kinds of data regarding attractions to achieve the goals described in the current application. Acceptability of this dependent claim is entirely reliant on the acceptability of the independent parent claim.

As per Claim 87:

Applicants point out that the discussion above with respect to method Claim 4 also applies to this independent apparatus claim.

In particular, Waytena et al do not teach "computer having software operable to select said second set of attractions from said first set of attractions." Instead, the '770 invention relies on a human patron to make that selection, in the form of a reservation request, which the '770 software accepts or rejects. Again (in '770, col 12, ln 18-20), "there is shown a flowchart of the overall operation of system 100 in processing a reservation request from a patron," and "The patron selects one of the attractions." (col 14, ln 37).

MURASHITA et al AND LANCOS et al DO NOT CONSTITUTE PRIOR ART

Claims 58 and 76 were rejected under 35 U.S.C. 103(a) in view of at least, Lancos et al (6,873,260) and Murashita et al (2002/0062236), respectively.

Each of these references was first filed within one year of the filing date of the present application.

The MPEP 2141.01 provides a citation which reads:

> Subject matter that is prior art under 35 U.S.C. 102 can be used to support a rejection under section 103. Ex parte Andresen, 212 USPQ 100, 102 (Bd. Pat. App. & Inter. 1981) ("it appears to us that the commentator [of 35 U.S.C.A.] and the [congressional] committee viewed section 103 as including all of the various bars to a patent as set forth in section 102.").

According to the current version of 35 U.S.C. 102e:

> (e) the invention was described in — (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for the purposes of this subsection of an application filed in the United under Article 21(2) of such treaty in the English language.

The present application was filed May 15, 2001. Thus, to stand as prior art under 35 U.S.C. 102(e) and thus support a 35 U.S.C. 103(a) rejection, a prior art

application for patent must have a publication date prior to May 15, 2001.

Lancos et al was first published, according to USPTO records, on June 27, 2002 and thus does not constitute prior art for the present application.

Murashita et al claims priority based on a foreign application (JP 2002/356555) for which an application for United States patent was filed on November 22, 2000. References based on international patent applications filed prior to November 29, 2000 are subject to the former (pre-AIPA) version of 35 U.S.C. 102(e):

> (e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for patent.

Insofar as Murashita et al is still a patent application and was not an issued patent at the time the present application was filed, Murashita et al does not constitute prior art to the present application.

REJECTIONS UNDER 103(a) USING WAYTENA et al AND LAVAL et al ARE OVERCOME

Claim 58 was rejected under 35 U.S.C. 103(a) as obvious in light of Waytena et al ('770) in view of Laval (6,173,209) or other applications for patent.

As per Claim 58:

The only references to tickets by Watena et al is in the location identified by the Examiner (col 1, ln 58-61), in which a deli's 'take a number' dispenser is used to illustrate a prior art queue management technique. Waytena then goes on to say, "Systems such as these are impractical when applied to amusement parks, given the large number of attractions, the vast number of patrons, and the geographic dispersion of the park." (col 1, ln 65 – col 2, ln 1) Thus, in their only reference to the use of tickets, Waytena et al explicitly teach against their use in such an application and environment.

Also, the only reference to printing of any sort by Waytena et al is that park staff may request reports and that such reports might be displayed or printed. ('770 col 22, ln 15-22) This represents a further teaching that printing of tickets or itineraries for patrons is not appropriate, though the printing of reports for park staff is reasonable. This is not surprising in the light of the abstract accompanying the '770 invention, wherein all reservation-related transactions (requests, proposals, rejections, confirmations, and reminders) all take place through the "personal communication device" (PCD).

In '209, Laval et al teach a system that allow a "customer to receive an assigned time in the future for accessing the attraction" and "a media distributor for distributing a media to an entitled customer, the media including the assigned time" (abstract). In this, Laval et al follow the rest of the prior art: the selection of which attraction for which a reservation is sought is a selection made by the patron. ('209, col 5, ln 28-29)

Thus, taken as a whole, the combination of Waytena and Laval is taught against by the references with respect to the presentation means comprising a printer in Claim 58. Further, this combination of references does not anticipate Claim 4, as both references require that the selection of an attraction for which a reservation is sought to be made not by software (as Applicants claim as their invention), but by the patron.

NON-APPLIED REFERENCES

Applicants have reviewed the prior art made of record and considered pertinent. However, neither alone nor in combination do these references disclose or render obvious Applicants' claimed invention.

Conclusion

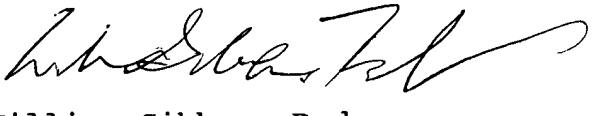
For all of the above reasons, Applicants submit that the pending claims are now in proper form, and that the pending claims all define patentably over the prior art. Therefore, they submit that this application is now in condition for allowance, which action they respectfully solicit.

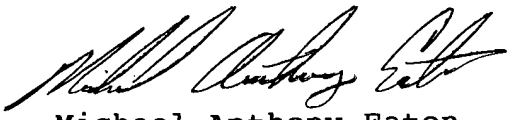
Conditional Request for Constructive Assistance

Applicants believe the claims of this application are in proper form, definite, and define novel structure which is also unobvious. If, for any reason this application is not believed to be in full condition for allowance,

applicants respectfully request the constructive assistance and suggestions of the Examiner pursuant to M.P.E.P. § 2173.02 an § 707.07(j) in order that the undersigned can place this application in allowable condition as soon as possible and without the need for further proceedings.

Very respectfully,



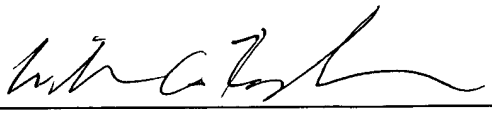


William Gibbens Redmann Michael Anthony Eaton

--------- Applicants Pro Se ---------

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Certificate of Mailing: I certify that on the date below this document and referenced attachments, if any, will be deposited with the U.S. Postal Service as first class mail in an envelope addressed to "COMMISSIONER FOR PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450"

2006 July 28 

William G. Redmann, Applicant

OIPE IAP19
JUL 28 2006
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PTO/SB/21 (09-04)
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TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission: 35

Application Number	09/858,376
Filing Date	05/15/2001
First Named Inventor	Redmann, William Gibbens
Art Unit	3639
Examiner Name	Thomas A. Dixon
Attorney Docket Number	UNI-001

ENCLOSURES *(Check all that apply)*

- [ ] Fee Transmittal Form
  - [ ] Fee Attached
- [X] Amendment/Reply
  - [ ] After Final
  - [ ] Affidavits/declaration(s)
- [ ] Extension of Time Request
- [ ] Express Abandonment Request
- [ ] Information Disclosure Statement
- [ ] Certified Copy of Priority Document(s)
- [ ] Reply to Missing Parts/ Incomplete Application
  - [ ] Reply to Missing Parts under 37 CFR 1.52 or 1.53
- [ ] Drawing(s)
- [ ] Licensing-related Papers
- [ ] Petition
- [ ] Petition to Convert to a Provisional Application
- [ ] Power of Attorney, Revocation Change of Correspondence Address
- [ ] Terminal Disclaimer
- [ ] Request for Refund
- [ ] CD, Number of CD(s) _____
  - [ ] Landscape Table on CD
- [ ] After Allowance Communication to TC
- [ ] Appeal Communication to Board of Appeals and Interferences
- [ ] Appeal Communication to TC **(Appeal Notice, Brief, Reply Brief)**
- [ ] Proprietary Information
- [ ] Status Letter
- [ ] Other Enclosure(s) (please Identify below):

Remarks

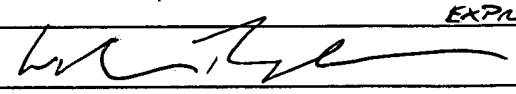
This response accompanies a Request for Continued Examination and the corresponding fee for a small entity.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name			
Signature			
Printed name	William Gibbens Redmann (Applicant)		
Date	07/28/2006	Reg. No.	

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below: EXPRESS MAIL: EQ739995815

Signature			
Typed or printed name	William Gibbens Redmann	Date	07/28/2006

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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7-31-06

RCE

PTO/SB/30 (04-05)
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Request for Continued Examination (RCE) Transmittal

Address to:
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P.O. Box 1450
Alexandria, VA 22313-1450

Application Number	09/858,376
Filing Date	05/15/2001
First Named Inventor	Redmann, William G
Art Unit	3639
Examiner Name	Thomas A. Dixon
Attorney Docket Number	UNI-001

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application.
Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

1. Submission required under 37 CFR 1.114 Note: If the RCE is proper, any previously filed unentered amendments and amendments enclosed with the RCE will be entered in the order in which they were filed unless applicant instructs otherwise. If applicant does not wish to have any previously filed unentered amendment(s) entered, applicant must request non-entry of such amendment(s).

   a. ☐ Previously submitted. If a final Office action is outstanding, any amendments filed after the final Office action may be considered as a submission even if this box is not checked.

      i. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____

      ii. ☐ Other _____

   b. ☒ Enclosed

      i. ☒ Amendment/Reply

      ii. ☐ Affidavit(s)/ Declaration(s)

      iii. ☐ Information Disclosure Statement (IDS)

      iv. ☐ Other _____

2. Miscellaneous

   a. ☐ Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a period of _____ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(i) required)

   b. ☐ Other _____

3. Fees The RCE fee under 37 CFR 1.17(e) is required by 37 CFR 1.114 when the RCE is filed.

   a. ☐ The Director is hereby authorized to charge the following fees, any underpayment of fees, or credit any overpayments, to Deposit Account No. _____. I have enclosed a duplicate copy of this sheet.

      i. ☐ RCE fee required under 37 CFR 1.17(e)

      ii. ☐ Extension of time fee (37 CFR 1.136 and 1.17)

      iii. ☐ Other _____

   b. ☒ Check in the amount of $ 395.00 enclosed

   c. ☐ Payment by credit card (Form PTO-2038 enclosed)

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Signature		Date	07/28/2006
Name (Print/Type)	William Gibbens Redmann (Applicant)	Registration No.	

CERTIFICATE OF MAILING OR TRANSMISSION

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01 FC:1801 395.00 OP

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EXPRESS MAIL EQ739995815

Signature			
Name (Print/Type)	William Gibbens Redmann	Date	07/28/2006

This collection of information is required by 37 CFR 1.114. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/858,376	05/15/2001	William Gibbens Redmann		3324

7590 04/28/2006

William G. Redmann
1202 Princeton Dr.
Glendale, CA 91205

EXAMINER	
DIXON, THOMAS A	

ART UNIT	PAPER NUMBER
3639	

DATE MAILED: 04/28/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/858,376	REDMANN ET AL.	
	Examiner	Art Unit	
	Thomas A. Dixon	3639	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *27 January 2006*.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *See Continuation Sheet* is/are pending in the application.

4a) Of the above claim(s) *See Continuation Sheet* is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *4,5,7,9,13,25,28,29,45,47,48,54,58,60,61,64,67,72,75-77,79,83 and 87* is/are rejected.

7)☒ Claim(s) *11* is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

Continuation of Disposition of Claims:

Claims pending in the application are 4,5,7,9,11,13,25,28,29,45,47,48,54,58,60,61,64,67,72,75-77,79,83 and 87.

Continuation of Disposition of Claims:

Claims withdrawn from consideration are 8,10,12,14-24,26,27,30-44,46,49-53,55-57,59,62,63,65,66,68-71,73,74,78,80-82,84-86 and 88-169.

DETAILED ACTION

1. Applicant's reply of 1-30-06 has been considered, but is not convincing.

2. Applicant's amendment was non-compliant with regard to the withdrawal of non-selected claims and the status indicators as such. As applicant is pro-se, and the response appears to be bona fide, a notice of non-compliant amendment was not issued, but the non-selected claims have been withdrawn from consideration and are required to be cancelled in response to this action.

3. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Claim Rejections - 35 USC § 112

The following is a quotation of the second paragraph of 35 U.S.C. 112:

> The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

4. Claims 29, 48, 64, 72, 75, 76 and 77 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

As per Claim 29 is confusing. Step d) of claim 4 appears to select at least one of the attractions (first attractions, assumed to be a list of available attractions) to create a second set of attractions (assumed to be the itinerary, with at least one item). Claim 29 attempts to further define step d), but the phrases "earlier scheduled time" "later schedule time" are unclear as no times have been associated with attractions to this point, just a very broad "data" corresponding to a first attraction of said second set of attractions." It appears that this claims may be adding a second item to the itinerary taking time into consideration, but it is unclear.

As per Claims 48, 64, 72, 75, 77.

The letter designations of the steps are confusing in that the steps a-f are in claim 4, but claims that depend directly from claim 4 contain steps which are far removed (alphabetically) from f, which seems to imply missing steps.

As per Claims 72.

The phrase "directed demand" is unclear. The phrase "directed demand" lacks antecedent basis.

As per Claim 76.

The phrases "directed demand" and "modes in which other parties gather" is unclear. The phrase "directed demand" lacks antecedent basis

As per Claim 77.

The term "a third set of messages" and "fourth set of messages" are confusing as no 1st or 2nd sets of messages have been introduced.

is the phrase "modes in which other parties gather" is unclear.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

5. Claims 4, 5, 7, 9, 13, 25,28-29, 45, 47-48, 54, 60-61, 64, 67, 72, 75, 77, 79, 87 are rejected under 35 U.S.C. 102(b) as being anticipated by Waytena et al (5,978,770).

As per Claim 4.
Waytena et al ('770) discloses:
providing data regarding a first set of attractions, see 2E;
gathering information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data, see 2A and 5A;
selecting said second set of attractions from said first set of transactions for which said data substantially matches with said information, see figure 1 (104) and figure 7;
providing a presentation means able to receive said itinerary from said computer see figure 1 (102) and 5D (545);
presenting said itinerary to said party, see figure 1 (102) and 5D (545);
whereby said itinerary is customized for said party, see figure 5D (545).

As per Claim 5.
Waytena et al ('770) further discloses preferences, see column 7, lines 9-31.

As per Claim 7.
Waytena et al ('770) further discloses attributes of the party, see column 7, lines 9-31.

As per Claim 9.
Waytena et al ('770) further discloses the aversion attribute (age), see column 7, lines 9-31.

As per Claim 13.
Waytena et al ('770) further discloses a privilege of the party, see column 20, lines 51-55.

As per Claim 25.
Waytena et al ('770) further discloses a schedule time corresponding to a first attraction of said second set of attractions and adds said scheduled time in association with said first attraction to said itinerary, see column 12, lines 25-29.

As per Claim 28.
Waytena et al ('770) further discloses said party and a second party are part of a group and selecting a schedule substantially equal, see figure 5B.

As per Claim 29.
Waytena et al ('770) further discloses said scheduled time being selected so that said later scheduled time is at least equal to said earlier schedule time plus a time required between attractions, see column 23, lines 3-24.

As per Claim 45.
Waytena et al ('770) further discloses the itinerary interruptions due to unforeseen circumstances and the attraction computer sending a potential substitute reservation time for the attraction, see column 3, lines 29-35, and the party forgoing the remaining portion, see column 3, line 35 (cancel the reservation).

As per Claim 47.
Waytena et al ('770) further discloses the attractions comprise rides and shows, see figure 5A.

As per Claim 48.
Waytena et al ('770) further discloses access to the attractions, see column 19, lines 9-19.

As per Claim 54.
Waytena et al ('770) further discloses a hand-held computer, see figure 1a (102).

As per Claim 60.
Waytena et al ('770) further discloses a display, see figure 1a (109).

As per Claim 61.
Waytena et al ('770) further discloses audible presentation, see column 5, lines 65-66.

As per Claim 64.

Waytena et al ('770) further discloses a reservation availability checking, see figure 6 (606) and column 12, lines 30-64.

As per Claim 67.
Waytena et al ('770) further discloses if there is excessive demand, the attraction is less likely to be chosen, see column 20, lines 57-64.

As per Claim 72.
Waytena et al ('770) further discloses recording the itinerary in memory, see column 9, lines 21-28.

As per Claim 75.
Waytena et al ('770) further discloses a making a reservation, see figure 6 (603-605) and column 9, lines 1-32.

As per Claim 77.
Waytena et al ('770) further discloses a marketing message/recommendation, see figure 5c (561).

As per Claim 79.
Waytena et al ('770) further discloses a decision making software, see column 12, lines 30-64.

As per Claim 83.
Waytena et al ('770) further discloses operating hours, cycle capacity, estimated throughput, current throughput, today's throughput, see figure 2E.

As per Claim 87.
Waytena et al ('770) discloses:
data regarding a first set of attractions, see 2E;
information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data, see 2A and 5A;
a computer having access to said data and said information, said computer having software operable to select said second set of attractions from said first set of transactions for which said data substantially matches with said information, see figure 1 (104) and figure 7;
a presentation means in communication with said computer, said presentation means able to receive said itinerary from said computer and present said itinerary to said party, see figure 1 (102) and 5D (545);
whereby said itinerary is customized for said party, see figure 5D (545).

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

6. Claims 58 are rejected under 35 U.S.C. 103(a) as being unpatentable over Waytena et al (5,978,770) in view of Laval et al (6,173,209) or Lancos et al (6,873,260).

As per Claim 58.

Waytena et al ('770) further discloses printed numbered tickets, see column 1, lines 58-61, but does not specifically disclose that the presentation means is a printer.

Laval et al ('209) teaches the printing of passes at a kiosk, see column 3, line 61 – column 4, line 7 and Lancos et al ('260) figure 7 (708) for the benefit of providing proof of entitlement for entry.

Therefore, it would have been obvious to one of ordinary skill in the art, at the time the invention was made to provide a printer as a presentation means for the benefit of providing proof of entitlement for entry.

7. Claims 58 are rejected under 35 U.S.C. 103(a) as being unpatentable over Waytena et al (5,978,770) in view of Murashita et al (2002/0062236).

As per Claim 76.

Waytena et al ('770) does not specifically disclose the software applies a perturbation to a desirability of a first attraction of said first set of attractions, said perturbation producing a different result for said second set,

whereby directed demand to said first attraction is redistributed to mitigate at least on selected from the group consisting of underutilization or excessive demand for said first attraction and modes in which parties gather.

Murashita et al ('236) teaches providing an alternative (redistribution) to mitigate excessive demand (all seats now occupied), see figure 1e, for the benefit of redistributing diners from events with excessive demand to underutilized events.

Therefore, it would have been obvious to one of ordinary skill in the art, at the time the invention was made to provide an alternative event for the benefit of redistributing diners from events with excessive demand to underutilized events.

Allowable Subject Matter

8. Claim 11 is objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.

As per Claim 11.
Waytena et al ('770) further discloses the aversion attribute (age), see column 7, lines 9-31, but does not specifically disclose a nullifying preference of said party, wherein said data distinguishes à portion of said first set of attractions as being less desirable with respect to said aversion attribute unless said corresponding nullifying preference is present and wherein in step d) at least on attraction from said portion of said first set of attractions is selected for said second set of attractions.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thomas A. Dixon whose telephone number is (571) 272-6803. The examiner can normally be reached on Monday - Thursday 6:30 - 4:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Hayes can be reached on (571) 272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Thomas A. Dixon

Notice of References Cited	Application/Control No. 09/858,376	Applicant(s)/Patent Under Reexamination REDMANN ET AL.	
	Examiner Thomas A. Dixon	Art Unit 3639	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-5,978,770	11-1999	Waytena et al.	705/5
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N	GB 2 228 123	08-1990	GB	Eddison et al	--
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	anonymous; Queue without waiting; 2-26-01; Electronics Times, p40; dialog copy 2 pages.
	V	
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

(12) UK Patent Application (19) GB (11) 2 228 123 (13) A

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G07C 11/00

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G4T TAA
U1S S1177

(56) Documents cited
GB 2217085 A WO 83/00399 A

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INT CL[4] G07B, G07C

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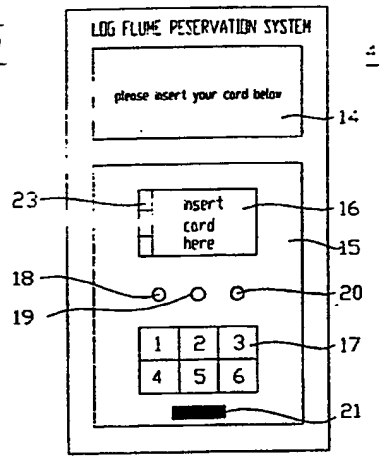
(74) Agent and/or Address for Service
Appleyard Lees & Co
15 Clare Road, Halifax, West Yorkshire, HX1 2HY, United Kingdom

(54) Reservation systems

(57) A reservation system for an amusement park ride has a number of reservation stations 4 positioned around the amusement park. Customers entering the amusement park are provided each with an electronic card, which can be inserted into any of the reservation stations 4. Then, using a key pad 17, the customer requests a reservation for a particular ride. The reservation system maintains a count of existing reservations, and calculates the expected time taken for these existing reservations to be taken up. As a result of this calculation, the system offers the customer an earliest reservation time for the ride. The customer may then either accept that time or request a later time. Preferably, the electronic cards include means to display reservation times for various rides and/or timers/indicators to indicate when a reservation time is approaching.

In use of the system, queuing time at various rides may be reduced, thereby increasing the enjoyment of the customers and the potential revenue of the amusement park operators.

FIG.5



At least one drawing originally filed was informal and the print reproduced here is taken from a later filed formal copy

The claims were filed later than the filing date within the period prescribed by Rule 25(1) of the Patents Rules 1982.

GB 2 228 123 A

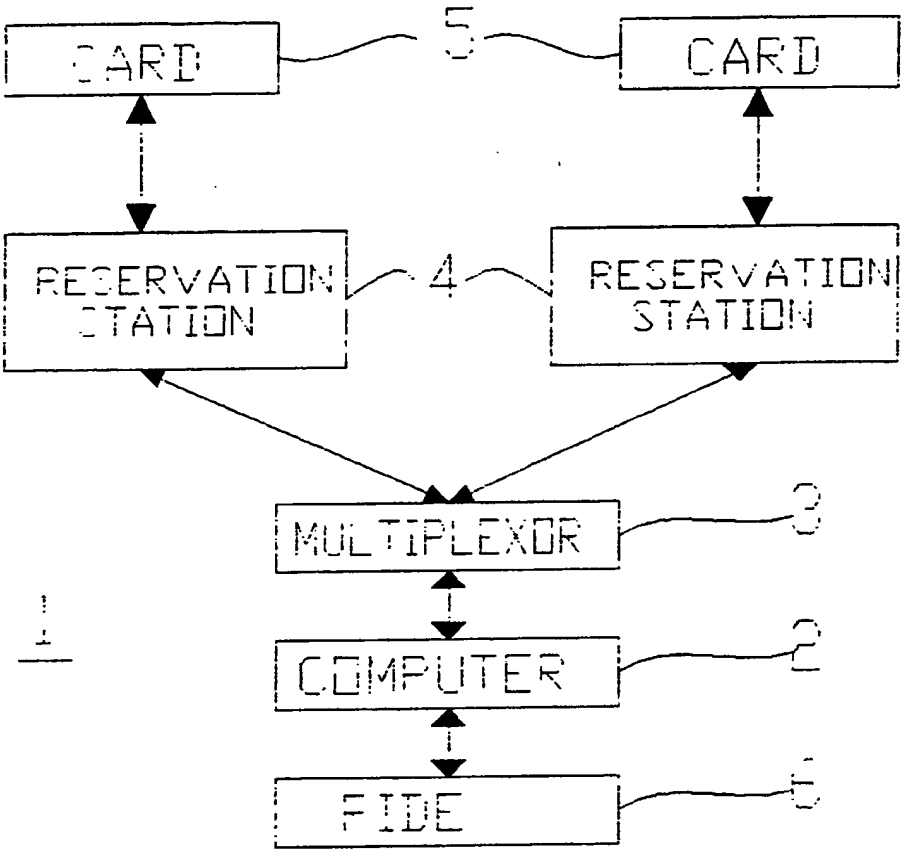

CARD
5
CARD
RESERVATION STATION
4
RESERVATION STATION
MULTIPLEXOR
3
1
COMPUTER
2
FIDE
6

FIG. 1

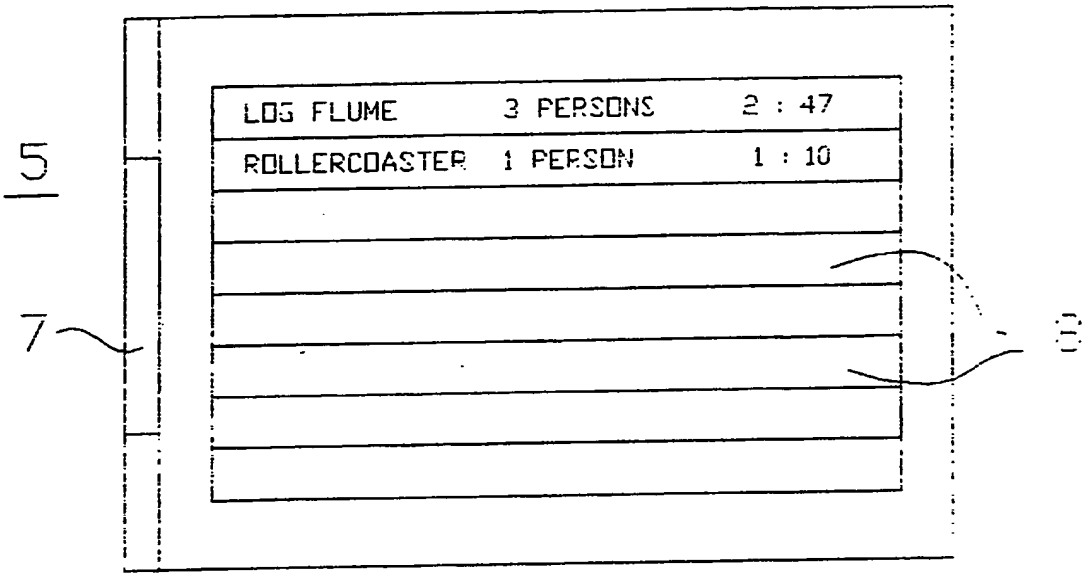

LOG FLUME 3 PERSONS 2 : 47
ROLLERCOASTER 1 PERSON 1 : 10
5
7
8

FIG. 2a

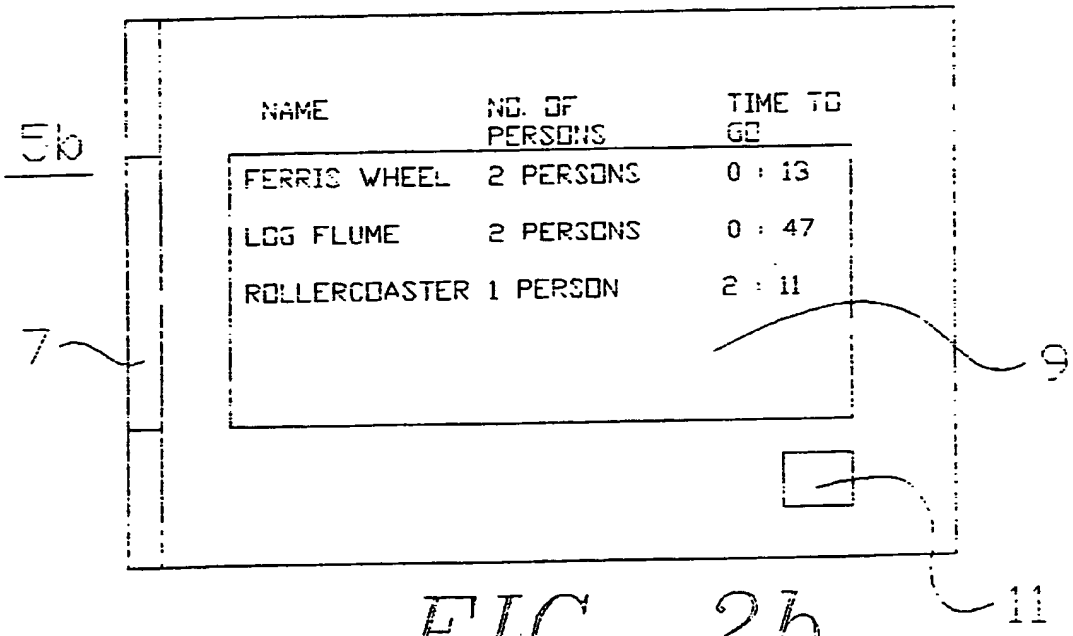

NAME
NO. OF PERSONS
TIME TO GO
FERRIS WHEEL 2 PERSONS 0 : 13
LOG FLUME 2 PERSONS 0 : 47
ROLLERCOASTER 1 PERSON 2 : 11
5b
7
9
11

FIG. 2b

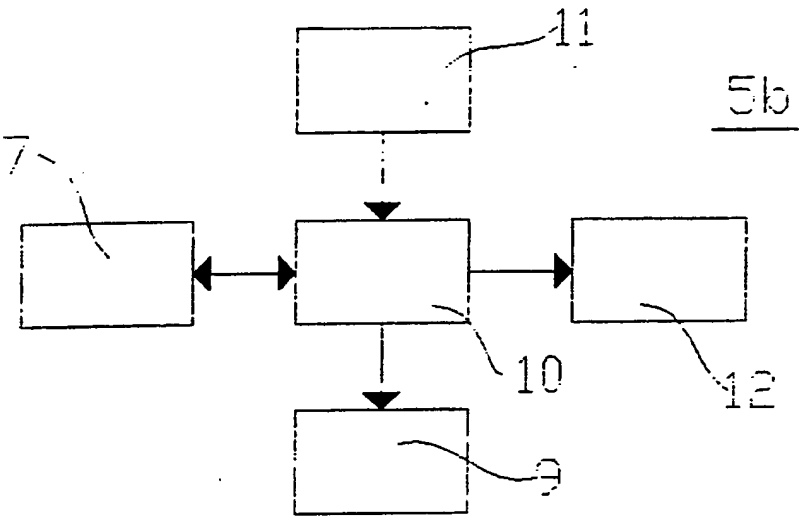


FIG. 3

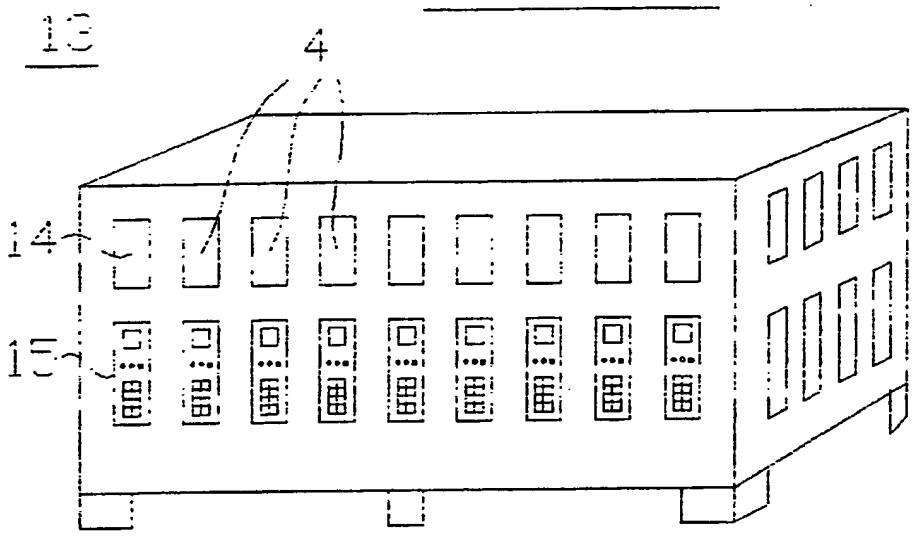


FIG. 4

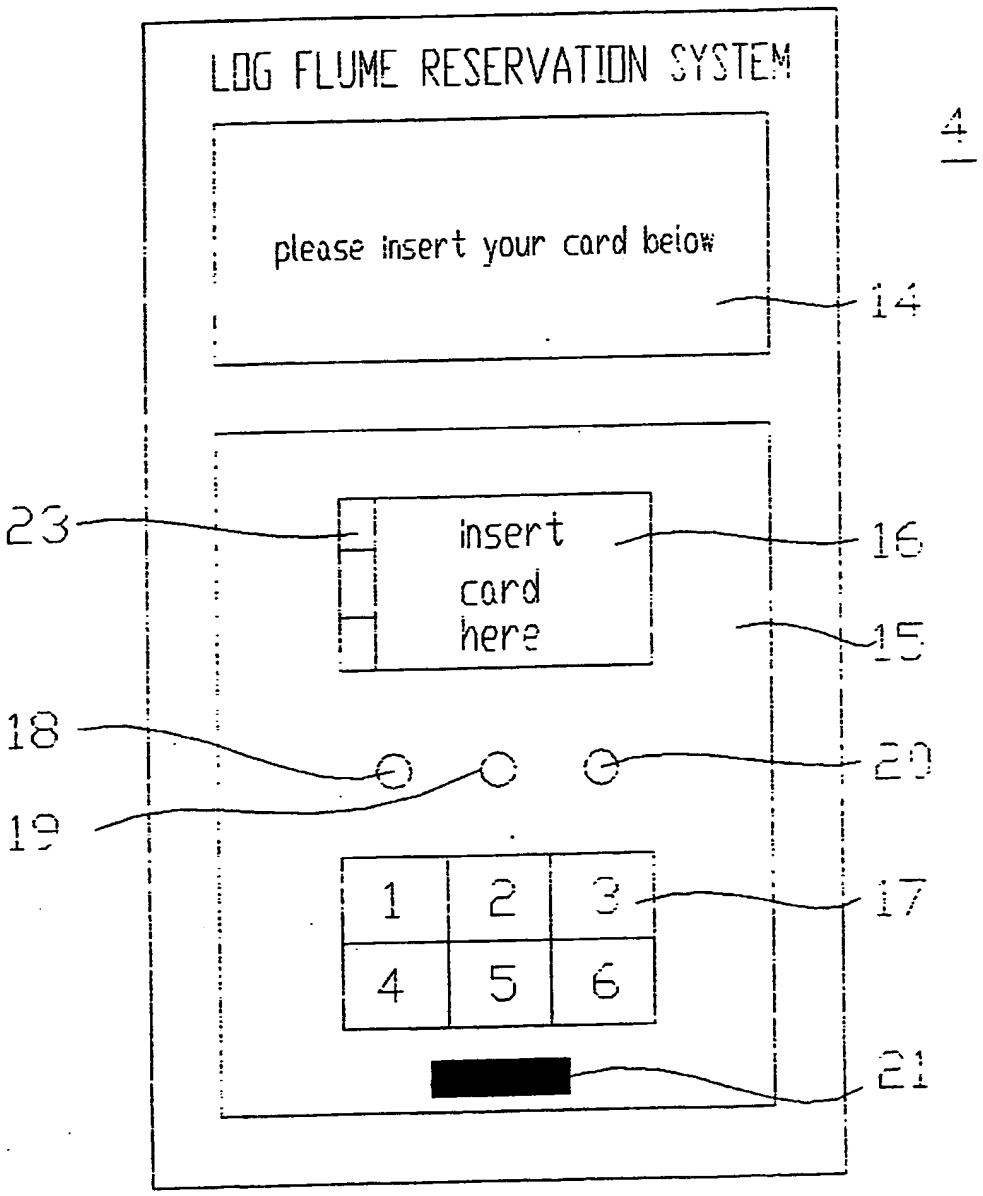

LOG FLUME RESERVATION SYSTEM
4
please insert your card below
14
23
insert
card
here
16
15
18
20
19
1
2
3
4
5
6
17
21

FIG. 5

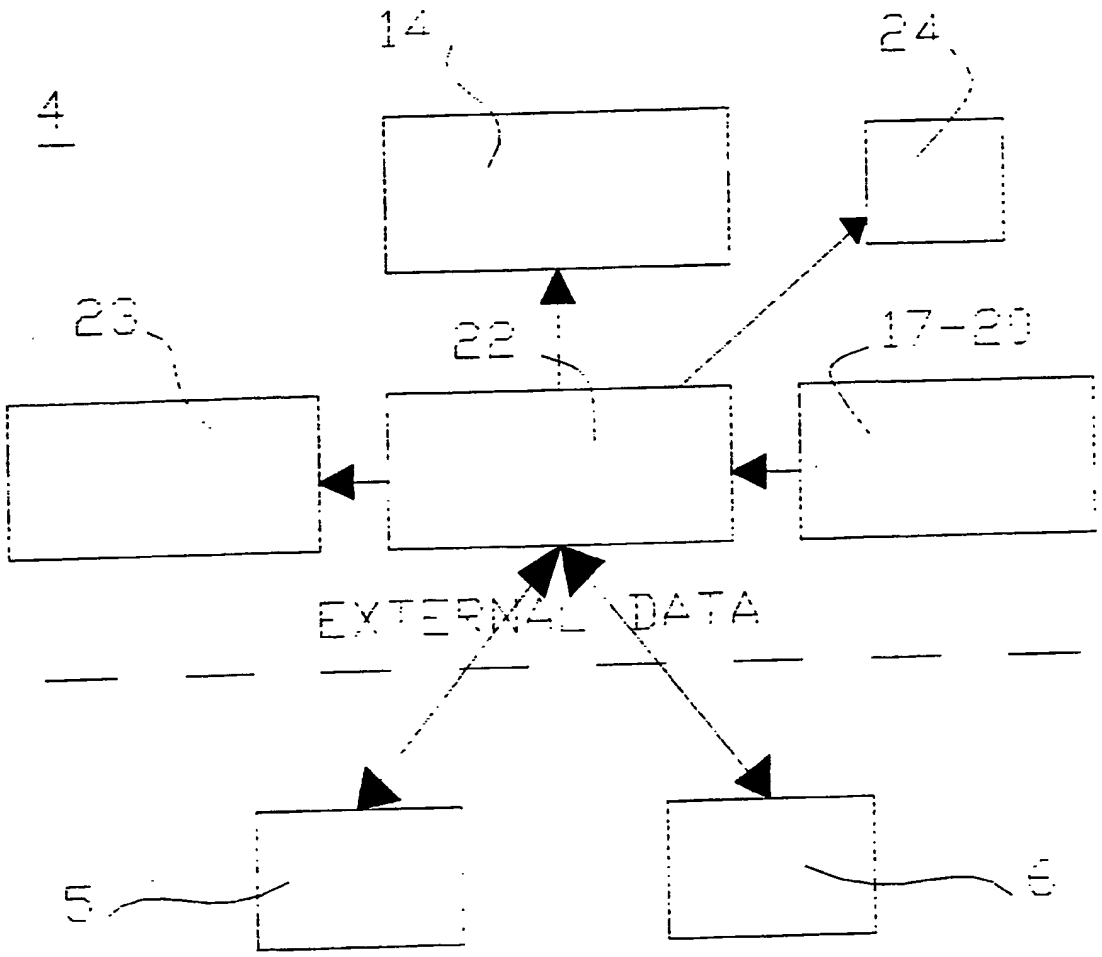


FIG. 6

RESERVATION SYSTEMS

This invention relates to reservation systems, and may have particular although not exclusive application to amusement parks and fairground attractions.

In recent years, amusement parks have become very popular in the U.K., and in many other countries. In such parks, there are a number of attractions in which the customers may participate. In many parks, a standard fee provides entry into the park and the option to participate in any of the attractions without further payment. Alternatively, there may be a reduced fee or no fee for entering the park, but each person must then pay a fee for each attraction in which they participate.

In either case, whenever an amusement park is busy, it is very common for substantial queues to build up at the most popular attractions, at least. Indeed, for the most popular attractions or rides, the customers may have to queue for a number of hours.

This is not particularly satisfying for the customers. The park owners do not regard such queues as good business either. When people are standing in queues, they are generally unable to spend any money on other rides or amenities (food, drink, etc.) within the park. Thus, from the park owners' point of view, this can entail a significant loss of potential revenue, quite apart from the customers becoming fed up from having to wait so long in the queues.

Preferred embodiments of the present invention aim to alleviate some of these problems.

More generally, according to a first aspect of the present invention, there is provided:

a reservation system for a repetitive event, the system comprising:

a first register for recording a first number of existing reservations for an event;

a first calculating means arranged to calculate the expected time taken for said first number of persons to experience the event;

input means arranged to receive from a user a new reservation request; and

output means arranged to receive said expected time from the first calculating means and to output to a user a corresponding reservation time of the event for which a new reservation request may be accepted.

Preferably, the system further includes updating means arranged to up-date said first register repetitively by decreasing said first number by the number of reservations for the event which have been taken up since the last up-date, and incrementing said first number by the number of new reservations which have been accepted since the last up-date.

According to a second aspect of the present invention, there is provided a method of making reservations for a repetitive event, using a system in accordance with the first aspect of the invention, the method comprising the steps of:

recording a first number of existing reservations for the event in said first register;

calculating by said first calculating means the expected time taken for said first number of persons to experience the event;

receiving by said input means a new reservation request from a user; and

outputting to a user, by said output means, a reservation time of the event for which a new reservation request may be accepted, which reservation time depends upon said expected time received by the output means from the first calculating means.

The invention may have numerous alternative, additional or optional features. For example, it may include one or more of the various features mentioned in the following description or illustrated in the accompanying drawings.

For a better understanding of the invention and to show how the same may be carried into effect, reference will now be made, by way of example, to the accompanying diagrammatic drawings, in which:

Figure 1 is a schematic diagram of a reservation system;

Figure 2a is a schematic representation of an individual electronic card;

Figure 2b illustrates an alternative electronic card to that shown in Figure 2a;

Figure 3 is a schematic block diagram of the card of Figure 2b;

Figure 4 illustrates an example of a multiple reservation station;

Figure 5 illustrates an individual reservation station; and

Figure 6 is a block diagram illustrating the components of the reservation station of Figure 5.

Referring to Figure 1, the reservation system 1 includes a computer 2 (for example, of the personal computer type), which controls operation of the reservation system as a whole. The computer communicates via a multiplexor 3 with a number of reservation stations 4, each of which is adapted for use with a plurality of electronic cards 5. The computer 2 also communicates with a ride 6, for which reservations are to be made by means of the system 1.

The ride 6 is one of many provided in an amusement park (or theme park). In this example, a customer pays a single entry fee to the park, whereafter all rides are then free. However, the system could operate just as well, if the customer had to make a payment for each of the rides, - either in advance, or when the ride is actually taken.

Upon entering the amusement park, each customer is given an electronic card 5. Preferably, each such card 5 is provided with an identifying tag so that, if the customer attempts (deliberately or otherwise) to leave the park without returning the card, detectors at

the exits of the park will detect the passage of the card 5 and sound an alarm.

The electronic card 5 is used for making reservations for the various rides in the amusement park. To do this, the card 5 is inserted in any one of the number of reservation stations 4, and used to make a reservation for a particular ride.

When the electronic card 5 is inserted into the reservation station 4, the customer then uses a keyboard on the reservation station 4 to indicate the number of reservations that are desired. Then, the reservation station 4 communicates with the computer 2, via the multiplexor 3.

The computer 2 has a register which records the number of existing reservations for the particular ride 6, and calculates the expected time taken for this number of persons to participate in the ride 6. It then outputs to the customer at the reservation station 4 the earliest reservation time for which the reservation request may be accepted for the ride 6. If this is acceptable to the customer, the customer confirms this by an appropriate entry on the keyboard of the reservation station. In an optional feature, the customer may press an advance key repeatedly, to obtain another reservation time that is more to his liking. The customer can then confirm acceptance of this later reservation time.

Once a reservation request has been accepted by the computer 2 and confirmed by the customer, the expected time of that reservation is communicated to the electronic card 5. An electronic timer in the card 5 is then activated. Five minutes (or any other predetermined

time) before the time of the reservation, the timer in the card 5 emits an audible bleep and/or a visual indication, to alert the customer to make his way to the ride, in order to take up his reservation.

As a matter of procedure, the supervisor at the ride 6 may allow customers with reservations to take part in the ride, only if they turn up within a predetermined time after their reservation - for example, within fifteen minutes of their allotted reservation.

Preferably, when a reservation is accepted and confirmed, the reservation station 4 prints out a slip which indicates the ride, the number of people, and the reserved time. This slip is then attached by suitable means to the electronic card 5.

Figure 2a shows one example of the electronic card 5. Along one edge of the card 5 is an infra-red reader 7, by means of which communication is provided between the card 5 and the reservation stations 4. The card 5 also carries a number of slots 8, each of which is adapted to receive a print-out from one of the reservation stations 4.

Figure 2b illustrates an alternative embodiment of electronic card, and this is denoted by the reference 5b. As before, the card 5b has an infra-red reader 7 for communication with the reservation stations 4. However, rather than employing printed slips to indicate the reservation that has been made, the card 5b includes a liquid crystal display 9, on which the respective information is displayed. The card 5b also includes a cancel button 11, which the customer depresses to delete a respective reading, when he has been on the respective

ride. As an alternative to this, the display may automatically delete an entry, a predetermined time (e.g. 15 minutes) after the specified reservation.

Figure 3 shows a simple block diagram of the electronic card 5b of Figure 2b. The card 5b is controlled by a micro processor unit 10, which communicates with the infra-red reader 7, the LCD screen 9, the cancel button 11 and the alarm/bleeper 12.

The example of the multiple reservation system 13 that is shown in Figure 4 illustrates one example of how a number of reservations can be made simultaneously by a number of customers. The multiple reservation station 13 contains a number of individual reservation stations 4, each of which includes a respective LED display screen 14 and a respective operating panel 15.

An individual reservation station 4 is shown in more detail in Figure 5. The LED screen displays instructions and information to the customer. The operating panel 15 includes a slot 16 to receive an electronic card 5, a key-pad 17 to input information, and a plurality of operator buttons including an advance button 18, an accept button 19, and a cancel button 20. At the bottom of the operating panel 15 is a print-out slot 21. At one side of the slot 16 is an infra-red transmitter 23, for communication with a card 5 disposed in the slot.

Figure 6 is a simple block schematic diagram of the individual reservation station 4 that is illustrated in Figure 5. The operation of the reservation station 4 is controlled by a respective micro-processor unit 22, which communicates with the infra-red transmitter 23, the

LED display screen 14, the printer 24 and the key-pad and buttons 17 to 20. Externally, the reservation station 4 communicates with the electronic card 5 and the ride 6.

In use, a customer responds to instructions on the LED display 14, and inserts his card 5 in the slot 16. Communication is then established between the card 5 and the reservation station 4, via the infra-red transmitter 23 and reader 7.

The customer then proceeds to make his reservation, generally along the lines discussed above. He enters the number of reservations required by means of the key-pad 17. The earliest possible reservation time is displayed on the LED display 14. This can be accepted by use of the button 19, or advanced by means of the button 18, and subsequently accepted. The whole reservation request may be cancelled by means of the button 20, which may also be used to cancel a reservation that has been made at an earlier time. Once a reservation has been accepted and confirmed, the details of it are printed out on the slip which issues at the printer slot 21, and the slip can be attached to the card 5, as illustrated in Figure 2a.

The system may be varied in a number of ways.

Firstly, the computer 2 may calculate an expected reservation time for a customer, using a predetermined expected throughput rate for the particular ride. Alternatively, it may continuously monitor the throughput rate of the ride over one or more predetermined periods, and continuously extrapolate this data to provide an expected reservation time, for a particular request. A supervisor at a respective ride may have the facility to

input data to the main computer 2 - for example, to identify periods for which the ride may be temporarily inactive - for example, due to an operating fault. Alternatively or additionally, the computer 2 simply continuously monitors the number of customers experiencing the respective ride, which should automatically take into account any real time delays due to operating difficulties.

In a more sophisticated arrangement, the computer 2 and/or reservation stations 4 may communicate with all of the electronic cards directly by means of, for example, radio links. Then, if the real time analysis of the throughput at the various rides reveals that one or more of the rides is running significantly late, or if a delay is noted in any other way, a revised reservation time may be transmitted to each of the relevant electronic cards. Where the electronic card is of the type 5b of Figure 2b, the new reservation time (and/or countdown time) may automatically be updated. If desired, the alarm may bleep and an additional light provided on the card may flash, to alert the customer to the fact that a reservation time has been altered.

Where the card is of the simpler type shown in Figure 2a, it may also be provided with such a visual and/or audible alarm, to indicate a significant change of reservation time. Upon seeing this, the customer then inserts the card into the nearest reservation station 4, which updates the reservation time for the customer, displays an appropriate message on the screen 14, and prints out a new reservation slip, which the customer can then insert into his card 8. In any event, the arrangement may be such that customers can insert their cards 5 into the stations 4 at any time, to confirm their

reservation time(s) and any updates or modifications thereto.

As another alternative or additional feature, there may be positioned various displays around the amusement park, which are continuously updated by the or each computer 2. The displays indicate the amount of time that any particular ride is running late, at that moment. Then, the customers can themselves make the appropriate adjustment to their reservation times, without the need for any more sophisticated communication between the computer 2/reservation station 4 and the electronic cards 5.

In Figure 5, the individual reservation station 4 is for a particular, dedicated ride. It may be located immediately adjacent that ride. Additional similar reservation stations may be disposed around the park. In a modified arrangement, each individual reservation station 4 may be used to make a reservation on any desired one of a number of different rides (or attractions). Then, additional keys will be required on the operating panel 15, for the user to select the ride(s) for which he wishes to make a reservation.

In an analogous manner, there may be provided an individual, respective main computer 2 for controlling the reservations for one particular ride. Alternatively, a single main computer 2 may control the reservations for a plurality of different rides.

In a simplification of the illustrated system and its modifications, the electronic card 5 may be replaced by a more simple multi-event timer, provided with slots 8 to receive the printed reservation slips. In this case,

the customer uses the reservation station 4 much as before, to make a reservation. However, the timer card is not inserted into the reservation station 4. When a reservation has been accepted and confirmed, the reservation slip is printed, and may be inserted into a respective slot 8 in the timer card. However, it is then up to the customer to make his own timer entry, to give himself a reminder of the reservation time. Of course, a number of different alarm times may be set, for different reservation times, in the multi-event timer.

In a yet further simplification, the customer may simply collect reservation slips printed and dispensed from reservation stations 4, and then maintain his own independent check on the time, to ensure that he turns up at the appropriate ride at the reserved time.

Thus, there may be provided a reservation system whereby, in an amusement park, customers may simply and effectively make reservations for rides, and be assured of being able to participate in the respective events within a reasonable period of time of turning up at the attraction. The system may make any number of reservations for various different rides, but the limits to the number of reservations may be predetermined, if desired. In particular, the arrangement may be such that no card 5 may be used to make a second reservation for a given ride, until the first ride has been taken (or the reservation time for that first ride has passed). When the electronic cards 5 are inserted into the reservation stations 4, the operating system may be so arranged that, before a new reservation time is offered for a chosen ride, the computer automatically checks all existing reservations for that card, to ensure that there is no conflict of reservations.

Preferably, each individual electronic card 5 has a unique identification, which is scanned by each reservation station, each time that the card is inserted in a reservation station. This scanning operation may be used to check the validity or integrity of the particular electronic card.

In modifications, the reservation cards such as 5 may include means by which they may be read mechanically. For example, they may store information in punched hole format. Reservation times may be printed directly onto them. They may include a magnetic stripe, which may be read (and possibly written to) by the reservation stations.

Although the above embodiments have been described and illustrated in connection with reservations for rides in an amusement park, it will be appreciated that systems embodying the invention may be adapted for more general use for making reservations for a repetitive event.

The reader's attention is directed to all papers and documents which are filed concurrently with or previous to this specification and which are open to public inspection with this specification, and the contents of all such papers and documents are incorporated herein by reference.

All of the features disclosed in this specification (including any accompanying claims, abstract and drawings), and/or all of the steps of any method or process so disclosed, may be combined in any combination, except combinations where at least some of such features and/or steps are mutually exclusive.

Each feature disclosed in this specification (including any accompanying claims, abstract and drawings), may be replaced by alternative features serving the same, equivalent or similar purpose, unless expressly stated otherwise. Thus, unless expressly stated otherwise, each feature disclosed is one example only of a generic series of equivalent or similar features.

The invention is not restricted to the details of the foregoing embodiment(s). The invention extends to any novel one, or any novel combination, of the features disclosed in this specification (including any accompanying claims, abstract and drawings), or to any novel one, or any novel combination, of the steps of any method or process so disclosed.

CLAIMS

1. A reservation system for a repetitive event, the system comprising:

a first register for recording a first number of existing reservations for an event;

a first calculating means arranged to calculate the expected time taken for said first number of persons to experience the event;

input means arranged to receive from a user a new reservation request; and

output means arranged to receive said expected time from the first calculating means and to output to a user a corresponding reservation time of the event for which a new reservation request may be accepted.

2. A reservation system according to claim 1, further including updating means arranged to update said first register repetitively by decreasing said first number by the number of reservations for the event which have been taken up since the last update, and incrementing said first number by the number of new reservations which have been accepted since the last update.

3. A reservation system according to claim 1 or 2, including at least one reservation station and at least one portable hand-held device which interfaces with said reservation station to enable a user to input a said reservation request and receive a said reservation time, via said reservation station.

4. A reservation system according to claim 3, wherein said hand-held device is in the form of a card.

5. A reservation system according to claim 3 or 4, wherein said hand-held device includes means for displaying at least one said reservation time.

6. A reservation system according to claim 3, 4 or 5, wherein said hand-held device includes alarm means for providing a visible and/or audible alarm in connection with at least one said reservation time.

7. A reservation system according to any of the preceding claims, including monitoring means for monitoring any delays in the running of the event and outputting information to amend existing said reservation times to take into account any such delays.

8. A method of making reservations for a repetitive event, using a system in accordance with any of the preceding claims, the method comprising the steps of:

recording a first number of existing reservations for the event in said first register;

calculating by said first calculating means the expected time taken for said first number of persons to experience the event;

receiving by said input means a new reservation request from a user; and

outputting to a user, by said output means, a reservation time of the event for which a new reservation request may be accepted, which reservation time depends

upon said expected time received by the output means from the first calculating means.

9. A reservation system or method substantially as hereinbefore described with reference to the accompanying drawings.

10. A reservation system or method according to any of the preceding claims, wherein the repetitive event is an amusement park ride.

Published 1990 at The Patent Office, State House, 66 71 High Holborn, London WC1R 4TP. Further copies may be obtained from The Patent Office, Sales Branch, St Mary Cray, Orpington, Kent BR5 3RD. Printed by Multiplex techniques ltd. St Mary Cray, Kent, Con. 1/87

Search Notes

Application/Control No.	Applicant(s)/Patent under Reexamination
09/858,376	REDMANN ET AL.
Examiner	**Art Unit**
Thomas A. Dixon	3639

SEARCHED			
Class	Subclass	Date	Examiner

INTERFERENCE SEARCHED			
Class	Subclass	Date	Examiner

SEARCH NOTES (INCLUDING SEARCH STRATEGY)	DATE	EXMR
East search Espat, pgpubs	4/19,25/06	D
Rpb, JPO, Derwent	4/25/06	D
dialog search	4/25/06	D

Index of Claims

Application/Control No.	Applicant(s)/Patent under Reexamination
09/858,376	REDMANN ET AL.
Examiner	**Art Unit**
Thomas A. Dixon	3639

√	Rejected	–	(Through numeral) Cancelled	N	Non-Elected	A	Appeal
=	Allowed	+	Restricted	I	Interference	O	Objected

w-withdrawn

Final	Original	10/05	4/06
	~~1~~		
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	(4)	✓	✓
	5		✓
W	6		
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W	43		
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	47		✓
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W	50	✓	

Final	Original	10/05	04/06
W	51	✓	
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W	53		
	54		✓
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Final	Original	10/05
W	101	✓
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W	150	✓

U.S. Patent and Trademark Office

Part of Paper No. 04 2006

Index of Claims (continued)

Application/Control No.	Applicant(s)/Patent under Reexamination
09/858,376	REDMANN ET AL.
Examiner	**Art Unit**
Thomas A. Dixon	3639

√	Rejected	–	(Through numeral) Cancelled	N	Non-Elected	A	Appeal
=	Allowed	+	Restricted	I	Interference	O	Objected

Claim		Date
Final	Original	10/05
W	151	Y
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Claim		Date
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Filed 5/15/01

Application/Control Number: 09/858,376
Art Unit: 3639

(4) method
5 7 9 11 13 25 28 29 45 47 48 54 58 60 61 64 67 72
75 76 77 79 83

(87) system

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Trying 31060000009999...Open

DIALOG INFORMATION SERVICES
PLEASE LOGON:
 ******** HHHHHHHH SSSSSSSS? ### Status: Signing onto Dialog ********
ENTER PASSWORD:
 ******** HHHHHHHH SSSSSSSS?  ********
Welcome to DIALOG

### Status: Login successfulDialog level 05.10.03D

Last logoff:  14apr06 07:28:34
Logon file405 25apr06 12:06:15
           *** ANNOUNCEMENTS ***
                     ***
NEW FILES RELEASED
***Regulatory Affairs Journals (File 183)
***Index Chemicus (File 302)
***Inspec (File 202)
                     ***
RELOADS COMPLETED
***File 516, D&B--Dun's Market Identifiers
***File 523, D&B European Dun's Market Identifiers
***File 531, American Business Directory
*** MEDLINE has been reloaded with the 2006 MeSH (Files 154 & 155)
*** The 2005 reload of the CLAIMS files (Files 340, 341, 942)
is now available online.

                     ***
Chemical Structure Searching now available in Prous Science Drug
Data Report (F452), Prous Science Drugs of the Future (F453),
IMS R&D Focus (F445/955), Pharmaprojects (F128/928), Beilstein
Facts (F390), Derwent Chemistry Resource (F355) and Index Chemicus
(File 302).
                     ***
 >>>For the latest news about Dialog products, services, content<<<
 >>>and events, please visit What's New from Dialog at <<<
 >>>http://www.dialog.com/whatsnew/.  You can find news about<<<
 >>>a specific database by entering HELP NEWS <file number>.<<<
COREABS is set ON as an alias for 77,35,593,65,2,233,99,473,474,475
COREFULL is set ON as an alias for
9,15,16,20,148,160,275,476,610,613,621,623,624,636,810,813
SOFTFULL is set ON as an alias for 278,634,256
EUROFULL is set ON as an alias for 348,349
JAPOABS is set ON as an alias for 347
HEALTHFULL is set ON as an alias for 442,149,43,444
HEALTHABS is set ON as an alias for 5,73,151,155,34,434
DRUGFULL is set ON as an alias for 455,129,130
DRUGABS is set ON as an alias for 74,42
INSURANCEFULL is set ON as an alias for 625,637
INSURANCEABS is set ON as an alias for 169
TRANSPORTFULL is set ON as an alias for 80,637
TRANSPORTABS is set ON as an alias for 108,6,63
ADVERTISINGFULL is set ON as an alias for 635,570,PAPERSMJ,PAPERSEU
INVENTORYABS is set ON as an alias for 8,14,94,6,34,434,7
BANKINGFULL is set ON as an alias for 625,268,626,267
BANKINGABS is set ON as an alias for 139
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INSURANCEALL is set ON as an alias for
COREFULL,COREABS,INSURANCEFULL,INSURANCEABS
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RESERVATIONALL is set ON as an alias for COREFULL, COREABS
OPERATIONSALL is set ON as an alias for COREFULL,COREABS,INVENTORYABS
TRANSPORTALL is set ON as an alias for
COREFULL,COREABS,TRANSPORTFULL,TRANSPORTABS
ADVERTISINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGFULL
SHOPPINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGALL,47
INVENTORYALL is set ON as an alias for COREFULL,COREABS,INVENTORYFULL
BANKINGALL is set ON as an alias for
COREFULL,COREABS,BANKINGFULL,BANKINGABS
PORTFOLIOALL is set ON as an alias for COREFULL,COREABS,BANKINGALL
TRADINGALL is set ON as an alias for COREFULL,COREABS,BANKINGALL
CREDITALL is set ON as an alias for COREFULL,COREABS,BANKINGALL
FUNDSALL is set ON as an alias for COREFULL,COREABS,BANKINGALL,608
* * *
SYSTEM:HOME
Cost is in DialUnits
Menu System II: D2 version 1.7.9 term=ASCII
                    *** DIALOG HOMEBASE(SM) Main Menu ***

 Information:
  1.  Announcements (new files, reloads, etc.)
  2.  Database, Rates, & Command Descriptions
  3.  Help in Choosing Databases for Your Topic
  4.  Customer Services (telephone assistance, training, seminars, etc.)
  5.  Product Descriptions

 Connections:
  6.  DIALOG(R) Document Delivery
  7.  Data Star(R)

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      /H = Help            /L = Logoff          /NOMENU = Command Mode


Enter an option number to view information or to connect to an online
 service.  Enter a BEGIN command plus a file number to search a database
(e.g., B1 for ERIC).
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                    *** DIALOG HOMEBASE(SM) Main Menu ***

 Information:
  1.  Announcements (new files, reloads, etc.)
  2.  Database, Rates, & Command Descriptions
  3.  Help in Choosing Databases for Your Topic
  4.  Customer Services (telephone assistance, training, seminars, etc.)
  5.  Product Descriptions

 Connections:
  6.  DIALOG(R) Document Delivery
  7.  Data Star(R)

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      /H = Help            /L = Logoff          /NOMENU = Command Mode


Enter an option number to view information or to connect to an online
 service.  Enter a BEGIN command plus a file number to search a database
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(e.g., B1 for ERIC).
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>>>         233 does not exist
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     $0.00  Estimated cost FileHomeBase
     $0.05  TELNET
     $0.05  Estimated cost this search
     $0.05  Estimated total session cost   0.228 DialUnits


SYSTEM:OS  - DIALOG OneSearch
  File   9:Business & Industry(R) Jul/1994-2006/Apr 24
         (c) 2006  The Gale Group
  File  15:ABI/Inform(R) 1971-2006/Apr 25
         (c) 2006 ProQuest Info&Learning
  File  16:Gale Group PROMT(R) 1990-2006/Apr 25
         (c) 2006 The Gale Group
  File  20:Dialog Global Reporter 1997-2006/Apr 25
         (c) 2006 Dialog
  File 148:Gale Group Trade & Industry DB 1976-2006/Apr 25
         (c)2006 The Gale Group
  File 160:Gale Group PROMT(R) 1972-1989
         (c) 1999 The Gale Group
  File 275:Gale Group Computer DB(TM) 1983-2006/Apr 24
         (c) 2006 The Gale Group
  File 476:Financial Times Fulltext 1982-2006/Apr 26
         (c) 2006 Financial Times Ltd
  File 610:Business Wire 1999-2006/Apr 25
         (c) 2006 Business Wire.
*File 610: File 610 now contains data from 3/99 forward.
Archive data (1986-2/99) is available in File 810.
  File 613:PR Newswire 1999-2006/Apr 25
         (c) 2006 PR Newswire Association Inc
*File 613: File 613 now contains data from 5/99 forward.
Archive data (1987-4/99) is available in File 813.
  File 621:Gale Group New Prod.Annou.(R) 1985-2006/Apr 25
         (c) 2006 The Gale Group
  File 623:Business Week 1985-2006/Apr 25
         (c) 2006 The McGraw-Hill Companies Inc
  File 624:McGraw-Hill Publications 1985-2006/Apr 25
         (c) 2006 McGraw-Hill Co. Inc
*File 624: Homeland Security & Defense and 9 Platt energy journals added
Please see HELP NEWS624 for more
  File 636:Gale Group Newsletter DB(TM) 1987-2006/Apr 24
         (c) 2006 The Gale Group
  File 810:Business Wire 1986-1999/Feb 28
         (c) 1999 Business Wire
  File 813:PR Newswire 1987-1999/Apr 30
         (c) 1999 PR Newswire Association Inc
  File  35:Dissertation Abs Online 1861-2006/Mar
         (c) 2006 ProQuest Info&Learning
  File 593:KOMPASS Central/Eastern Europe 2006/Feb
         (c) 2006 KOMPASS Intl.
  File  65:Inside Conferences 1993-2006/Apr 25
         (c) 2006 BLDSC all rts. reserv.
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  File   2:INSPEC 1898-2006/Apr W3
         (c) 2006 Institution of Electrical Engineers
  File  99:Wilson Appl. Sci & Tech Abs 1983-2006/Mar
         (c) 2006 The HW Wilson Co.
  File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02
         (c) 2001 THE NEW YORK TIMES
*File 473: This file will not update after March 31, 2001.
It will remain on Dialog as a closed file.
  File 474:New York Times Abs 1969-2006/Apr 24
         (c) 2006 The New York Times
  File 475:Wall Street Journal Abs 1973-2006/Apr 24
         (c) 2006 The New York Times

      Set  Items  Description
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? s (amusement same park) same itinerary
      S1       0  (AMUSEMENT SAME PARK) SAME ITINERARY
? amusement (same) park same itinerary
>>>Unrecognizable Command
? amusement (same) park (same) itinerary
>>>Unrecognizable Command
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>>>When using accession numbers with KEEP in OneSearch, you
>>>must use the FROM option to specify a file number.
? amusement same park
>>>Unrecognizable Command
? s (amusement (same) park)
      S2       0  (AMUSEMENT (SAME) PARK)
? s (amusement and park)
         1650312  AMUSEMENT
         2940629  PARK
      S3  234206  (AMUSEMENT AND PARK)
? s s3 and itinerary
          234206  S3
           78391  ITINERARY
      S4     798  S3 AND ITINERARY
? s s4 and (preference or preferences)
            798  S4
         468455  PREFERENCE
         366056  PREFERENCES
      S5      19  S4 AND (PREFERENCE OR PREFERENCES)
? type s5/3,ab/all
>>>No matching display code(s) found in file(s): 65, 593, 623-624, 810, 813

 5/3,AB/1     (Item 1 from file: 15)
DIALOG(R)File  15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01951756  46198488
Metatriangulation:  Building theory from multiple paradigms
Lewis, Marrianne W; Grimes, Andrew J
Academy of Management. The Academy of Management Review  v24n4  PP: 672-690
  Oct 1999  ISSN: 0363-7425  JRNL CODE: AMR
WORD COUNT: 10195

ABSTRACT: Multiparadigm approaches aid exploration of particularly complex
and paradoxical phenomena by helping theorists employ disparate theoretical
perspectives. An extensive guide to multiparadigm exemplars is provided and
their varied approaches within a metatriangulation theory-building strategy
```

are linked. The process addresses the challenges theorists face as they select a research topic, collect and analyze data, theorize, and evaluate resulting theory using multiple paradigms. A concluding discussion of the advantages, limitations, and potential applications of metatriangulation positions it within the wider realm of organization theory.

5/3,AB/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01504480 01-55468
Highlights of the 28th annual TTRA conference Norfolk/Virginia Beach, June 15-18
DiPersio, Cindy; Hayden, Gin; Goeldner, C R; Frechtling, Douglas
Journal of Travel Research v36n1 PP: 73-84 Summer 1997 ISSN: 0047-2875
JRNL CODE: JTR
WORD COUNT: 10905

ABSTRACT: A summary of the 28th annual conference of the Travel and Tourism Research Association held in Norfolk, Virginia is presented.

5/3,AB/3 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

08382353 Supplier Number: 71008982
Queue without waiting.(Brief Article)
Electronics Times, p40
Feb 26, 2001
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 915

5/3,AB/4 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

06458013 Supplier Number: 55116721
The Disney Travel Agent Web Site.
Leisure Travel News, v15, n23, p13
June 21, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 579

5/3,AB/5 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

45817781
LEAGUE BOSSES EYE GARDEN OF EDEN
NEW ZEALAND PRESS ASSOCIATION

November 29, 2005
JOURNAL CODE: WNZA LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 463

Wellington, Nov 29 NZPA - New Zealand Rugby League (NZRL) bosses are looking to cash in on the Kiwis' Tri-Nations success by staging next year's opening match at Eden **Park** .

In the wake of Sunday's victory, NZRL chairman Selwyn Bennett told reporters in Leeds he was confident the 48,000-seat Eden **Park** , the home of Auckland rugby, would sell-out for the opening match of the 2006 Tri-Nations against the Kangaroos in October.

5/3,AB/6 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

39968720
Another country
SECTION TITLE: FT WEEKEND MAGAZINE - Feature
FINANCIAL TIMES , Surveys MAG 20050108S120.909 ed, p20
January 08, 2005
JOURNAL CODE: FFT LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 4520

Shyam Benegal, India's most respected independent filmmaker, is working on a comedy that has us both shaking with laughter before he is halfway through describing the plot. The film is named after its central character, Maha Dev, who is the traditional letter- writer and letter-reader for his illiterate fellow villagers in an impoverished corner of northern India. As in thousands of such villages, modernity has not visibly intruded, barring the occasional bicycle.

Then somebody acquires a television. The villagers are mystified by what they see: a mix of glamorous US re-runs, such as Baywatch and The Bold and the Beautiful, and a host of ritzy Indian urban daytime soap operas. Even the commercials, which nobody who has watched Indian television could possibly forget, mesmerise the villagers. The characters in Indian car advertisements always seem to be driving along pristine highways in Scotland or California, with never a pothole or a sacred cow in sight. As for the household appliances commercials, in which corner of India do people reside in outsized Mediterranean villas? Pretty much everywhere according to the advertisements.

5/3,AB/7 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

37195126
Boomers Learn to Focus
MARKET WIRE INCORPORATED
August 11, 2004
JOURNAL CODE: MWIC LANGUAGE: English RECORD TYPE: FULLTEXT
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Today's Baby Boomers popularized the idea of visiting a dozen countries on a shoestring during the 1960's and '70s. But these days, many are returning to concentrate on one country or area, with more in-depth explorations of historical sites, cuisine, scenery and shopping

opportunities, according to the United States Tour Operators Association (USTOA), a nonprofit trade association whose member companies create vacations for more than 10 million people annually.

In a recent survey of USTOA members, 71% cite Boomers as the hottest growing demographic group for independent vacations, while nearly 48% say that Boomers are the hottest growing demographic group for tours. "These former backpackers now favor travel packages created by professional tour operators who do all the planning, and leave the enjoyment to them," notes Bob Whitley, USTOA president. "In fact, we are seeing a growing number of tour operators designing vacation packages and tours specifically tailored for Baby Boomers," adds Whitley.

5/3,AB/8 (Item 4 from file: 20)
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Canada NewsWire summary of releases for Evening, Friday, June 13, 2003
CANADA NEWSWIRE
June 13, 2003
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TORONTO, June 13 /CNW/ - General# C2464 - OTTAWA : The Canadian College of Health Service Executives (CCHSE) Honours Recipients of 2003 3M Health Care Quality Team Award (3M- Health-Care-Award) C2470 - OTTAWA : MEDIA ADVISORY - Operation APOLLO Update: Naval Task Force 151 (Naval-Task-Force-151) C2515 - OTTAWA : MEDIA ADVISORY - Minister Jane Stewart will travel to Alberta and Saskatchewan today to announce Work Sharing agreements with local businesses (Stewart-travel-to-AB) C2532 - TORONTO : Media Alert - Ontario's future in jeopardy (mental-health-treatmt) C2545 - OTTAWA : The Mining Association of Canada (Mining-Assoc-safety) C2601 - OTTAWA : MEDIA ADVISORY - Ms. Anita Neville, Member of Parliament for Winnipeg South Centre, on behalf of the Honourable Jane Stewart, Minister of Human Resources Development, will be in Winnipeg today to announce a new measure for Canada Pension Plan disability beneficiaries called automatic reinstatement (Canada-Pension-Plan) C2617 - TORONTO : Only Canadian visit of Dale Earnhardt Legendary Souvenir trailer June 20/21! (Earnhardt-souvenir) C2641 - OTTAWA : Media Advisory - Eves government to unveil Franco- Ontarian licence plate (Franco-Ont.-car-plate) C2671 - TORONTO : Photo Opportunity - What will men in kilts, married couples, and thousands of relayers have in common this weekend? (Photo-Op-24hr- Relay) C2673 - BARRIE, ON : Employment Insurance Act Fraud (job-insurance-fraud) C2678 - TORONTO : Media Advisory - Canada is ready to roll with 1st Annual Rick Hansen Wheels in Motion Saturday, June 14 (Wheels-in-Motion-Jn14) C2680 - SASKATOON, SK : Media Advisory - Saskatchewan Wetlands Enhanced for Youth Education and Public Enjoyment (Ducks-Unlimited-Advis) C2758 - OTTAWA : Chicken BBQ a tradition on Canada Day (ChickenBBQ-Canada- Day) C2765 - TORONTO : Media Advisory - First ever Report Card on Ontario's elementary schools to be released (Ontario-elem-school) C2775 - OTTAWA : Warning - Health Hazard Alert - I.Q.F. Raw Shell-On Jumbo Freshwater Prawn - 16/20 ct. may contain nitrofurans (Warning-Jumbo- Prawn) C2780 - MONTREAL : Tango Goes Lower Than Low with Unprecedented Half Price Seat Sale for Summer Travel; Great Savings on Everyday Low Fares (e- AirCanada-seat-sale) C2783 - OTTAWA : /R E P E A T/ - Media Advisory - PRESS CONFERENCE - The Union of Canadian Correctional Officers - Syndicat des agents correctionnels canadiens (UCCO-SACC-CSN) is giving an update on the drug situation in canadian

prisons (e-UCCO-SACC-CSN--CV) C2794 - MONTREAL : /R E P E A T / - Invitation to the Media - Pointe- Ga- Calli Gere to showcase the first Dead Sea Scrolls discovered in 1947 (e-PnteCall- DS-Scrolls) C2800 - RICHMOND, UK : Pharmaprojects highlights a rise in R&D and an emerging drug delivery strategy which may help to combat the diabetes epidemic (Pharmaprojects-diabet) C2804 - OTTAWA : The Daily - Statistics Canada (The-Daily) C2807 - TORONTO : Spending on dad up this Father's Day, but mom still remains number one (Visa-re-Fathers-Day) C2808 - OTTAWA : MEDIA ALERT - CMA President speaks at British Columbia Medical Association Annual Meeting (BC-Medical-Associatio) C2815 - AMHERST, NS : Cumberland County Transition House employees vote 88% in favour of strike (women-shelter-workers) C2816 - TORONTO : Pay Equity scores $414 million: SEIU vows to fight on (SEIU-re-pay-equity) C2820 - TORONTO : Media Advisory - Ontario Ministry of Municipal Affairs and Housing (SARS-financial-assist) C2824 - OTTAWA : Eves government announces support to Festival Franco-Ontarien (FestivalFanco-Ontarie) C2835 - TORONTO : Media Advisory - Canadian Heritage (Sec.-of-State- speaks) C2836 - OTTAWA : Organizations Apply Ethical Standards to Suppliers (ethical-standards) C2837 - TORONTO : /C O R R E C T I O N - Easter Seal Society/ (cor-Photo- Op-24hr-Rel) C2841 - WHEN: Monday : MEDIA ADVISORY - CRTC to Hold Public Hearing in Edmonton, Alberta (CRTC-public-hearing) C2847 - TORONTO : Media Advisory - Clean air initiatives discussed at Smog Summit Community Forum (Smog-Summit-Forum) C2850 - OTTAWA : Eves government unveils new Franco-Ontarian licence plate (New-Franco-Ont-licenc) C2857 - MONTREAL : 'Un don en passant collects $160,000 - $15,000 more than last year - a big thank you to all Quebecers for their generosity.' (Can- Tire-QC-fundraise) C2858 - OTTAWA : Eastern Ontario Smart Growth panel seeks public input on future growth (Smart-Growth-consults) C2861 - OTTAWA : Canadian Energy Industry Executive to Lead OECD Business Organization (OECD-Business-Organiz) C2864 - TORONTO : Media Advisory - Sleep deprivation from little-known medical condition can seriously affect quality of life (sleep-deprivation) C2867 - OTTAWA : Millions of Canadian Consumers Are Concerned About Mad Cow Disease And Will Be Eating Less Beef In The Future (survey-consumers-beef) C2875 - HALIFAX : Media Advisory - Radio-Television News Directors Association National Convention in Halifax, June 19 to 21, 2003. (RTNDA- convention-HFX) C2877 - MONTREAL : Official launch of a new Montreal channel and multicultural services on Bell ExpressVu (Bell-new-Mtl.-channel) C2878 - TORONTO : Media advisory - CIBC celebrates National Aboriginal Day and Diversity Month (CIBC-Nat-Aboriginal-D) C2880 - TORONTO : Canada's National Ballet School seeks court's help to protect heritage (National-Ballet-court) C2884 - KUWAIT : Reporters Without Borders - Concern about harassment of Al-Watan editor (a-RWB-concern-Al-Wata) C2886 - TORONTO : Media Advisory - EVENT - Industry Canada (Investment- Tecumseh) C2892 - TORONTO : DEVELOPMENT AND PEACE Provides Emergency Aid for Sri Lanka, Turkey, Peru and the Philippines (e-devp-emergency-aid) C2893 - TORONTO : B-Roll advisory: Canada's on a roll with Rick Hansen Wheels in Motion (B-Roll-adv-RickHansen) C2900 - TORONTO : Eves government acts to compensate people affected by SARS (govt-SARS-compensatn) C2902 - TORONTO : Radio News Release Advisory - Pay Equity scores $414 million: SEIU vows to fight on (RNR:-SEIU-settlement) C2912 - TORONTO : Women and unions reach landmark $414 million settlement of pay equity charter challenge against Ontario government ($414m-union- settlemnt) C2913 - OTTAWA : Competition Bureau Investigation Leads to $1-Million Settlement with Suzy Shier Inc. (settlement-Suy-Shier) C2914 - OTTAWA-GATINEAU : CRTC calls for comments on a Consumer Bill of Rights for telephone subscribers (consumer-bill-rights) C2914 - OTTAWA-GATINEAU : CRTC calls for comments on a Consumer Bill of Rights for telephone subscribers (consumer-bill-rights) C2920 - OTTAWA : Government of Canada Announces Appointments to the Canadian Race Relations Foundation Investment Committee (appointment- committee) C2922 - TORONTO : /C O R R E C T I O N from Source -- Ferring Inc./ (cor-

sleep-deprivation) C2923 - MONTREAL : Loto-Qu Debec - The Lotto 6/49 draw on Wednesday, June 4, 2003 - Ten employees of a Granby factory share $10 million (a-Loto-Qc- Winner6/49) C2925 - TORONTO : Devastating Fallout of SARS on Hospitality Industry Conveyed to HRDC Minister by Union and Industry (SARS-labour-fallout) C2926 - OTTAWA : MEDIA ADVISORY - The Privacy Commissioner of Canada, George Radwanski, will host a press conference today in order to address recent events and answer questions from the media (Media-Advisory) C2927 - QUEBEC : CONVOCATION - THE QUEBEC ENTREPRENEURSHIP CONTEST announces its grand-prize winners (a-Qc-Entrepre-Contest) C2937 - OTTAWA : Graham to visit United Nations in New York City (Graham- visit-UN-NYC) C2941 - OTTAWA : The Correctional Service of Canada Admits to Not Having Control Over Drug Trafficking and Drug Use in Canada's Prisons (f-CSN-Correc- Serv-Adm) C2946 - OTTAWA : Graham to Attend Asean Meetings in Cambodia and Visit China and Japan (Visit-to-Japan-China) C2950 - OTTAWA : NAV CANADA Reports April Traffic Below Pre-9/11 Levels (April-Traffic-Below) C2957 - LONDON, ON : Annual RCMP Charity Breakfast A Huge Success (RCMP- Breakfst-success) C2958 - RICHMOND HILL, ON : Media Advisory - Ernie Eves government to announce funding to help Toronto Police Service track convicted sex offenders (sex-offenders-trackng) C2961 - TORONTO : Media Notice - Technical briefing for SARS update (SARS- update-briefing) C2982 - TORONTO : Open Letter to Ontario Power Generation re: Chris Stockwell (open-letter-to-OPG) C2985 - TIMMINS, ON : Eves government invests $3.1 million to establish Ontario Cancer Information Integration Office in Timmins (Timmins-cancer- office) C2986 - OTTAWA : Canada Customs and Revenue Agency starts dumping investigation into certain hot-rolled carbon steel plate and high-strength low- alloy steel plate (CCRA-dumping-investig) C2992 - OTTAWA : Commission for Public Complaints Against the RCMP Releases 2002-2003 Annual ReporT (Public-Complaints) C2993 - TORONTO : Media Advisory - Allan Gardens ground breaking celebrates the arrival of the University of Toronto greenhouses (Allan-Gardens- event) C2997 - OTTAWA : R E V I S E D T I M E - MEDIA ADVISORY - The Privacy Commissioner of Canada, George Radwanski, will host a press conference today in order to address recent events and answer questions from the media (Media- Advisory) C3002 - OTTAWA : Minister Boudria Issues the September 2002 to June 2003 Legislative Report (Legislative-report) C3006 - MONTREAL : Hydro-Qu Debec - Invitation to the Press (a-HydroQc-CV) C3007 - CALGARY : Physician brings hope to world's poorest (Operation- Eyesight-ph) C3008 - TORONTO : CAW members ratify Air Canada agreement (CAW-Air-Canada- agreem) C3009 - OTTAWA : Paul Martin's **Itinerary** for June 16-21 (Paul-Martin's- Events) C3015 - QUEBEC CITY : Cabinet de la pr Desidente du Conseil du tr Desor - 2003-2004 Expenditure Budget - A Government Refocused on its Essential Missions: Priority to Healthcare and Education (a-cbTresor-budget) C3019 - VANCOUVER : World Events Impacting International Travel to BC (tourism-decline) C3021 - BROOKS, AB : Government of Canada signs $9-million Work Sharing agreement with Lakeside Packers (Work-Sharing-Agreemen) C3023 - TORONTO : Media Advisory - David Miller Launches Equity Policy Review (Miller-equity-policy) C3030 - HILLSDALE, ON : Young offenders returning to Project Turnaround (Project-Turnaround) C3032 - BURNABY, BC : BCAA supports proposed impaired driving law changes, urges implementation of mandatory rehabilitation (BCAA-on-drunk- driving) C3035 - QUEBEC CITY : Cabinet de la pr Desidente du Conseil du tr Desor, ministre responsable de l'Administration gouvernementale et ministre responsable de la r Degion de Montr Deal - 2003-2004 Expenditure Budget (A-Qc- CbTr Desor-refocus) C3037 - OTTAWA : Thibault announces Gulf of St. Lawrence and Newfoundland-Labrador groundfish management measures for 2003/04 (groundfish-management) C3039 - OTTAWA : Firearms Regulations Tabled in Parliament (firearms-regulations) C3040 - TORONTO : Tim Hortons Camp Day raises $5.5 million! (Camp-Day- raises-$5.5M) C3044 - TORONTO : ebiz Toronto seminar examines

workplace accessibility to tacit knowledge (ebiz-Toronto-seminar) C3050 - OTTAWA : MEDIA ADVISORY - Canadian Heritage (Healthy-Livng- Symposi) C3054 - OTTAWA : MEDIA ADVISORY - Minister Anderson to Launch Ottawa Vehicle Scrappage Pilot Project (Minister-Anderson-Lau) C3060 - VAUGHAN, ON : Brand new distribution facility opens in Vaughan to serve Canadian Tire stores (Cdn-Tire-Vaughan-cntr) C3065 - OTTAWA : Minister of National Defence Announces Tabling of CSE Commissioner's Annual Report (CSE-Commisioner-Reprt) C3066 - TORONTO : SIU Concludes Investigation into Wingham Vehicle Injuries (SIU-Wingham-inquiry) C3068 - TORONTO : Media Advisory/Photo Op - BORDERS AND BOUNDARIES - Student-for-student plays focus on Equity and Anti-bullying (TDSB-theatre- productn) C3075 - TORONTO : The Centre for Peace in the Balkans (New-analysis- Kosovo) C3080 - TORONTO : The CN Tower and Universal Studios present: Hulk Towers Over Toronto For Cardiac Kids (Hulk-at-the-CN-Tower) C3082 - OTTAWA, ON : 2001-2002 Canada Pension Plan annual report shows that the CPP is a financially sound, service-oriented and low-cost plan (Pension-Plan-report) C3085 - TORONTO : Goodman and Carr LLP charity golf tournament commemorates Carl Brewer (charity-golf-tournamt) C3086 - TORONTO : Media Advisory - Industry Canada (Barrie-investment) C3099 - OTTAWA : Public Comment Period on the Draft Agreement for a Joint Review Panel for the K Denogami Watershed Flood Control Project (Watershed-Flood- Contr) C3100 - NEW WESTMINSTER : Sudden Oak Death Discovered at B.C. Nursery (Sudden-Oak-Death) C3104 - TORONTO : Fact Sheet - Severe Acute Respiratory Syndrome (SARS) Update (SARS-Update-June-13) C3109 - ALEXANDRIA, ON : Investment in water infrastructure benefits North Glengarry (North-Glengarry-funds) C3113 - OTTAWA : Statement by the Prime Minister on the recent violence in the Middle East (violence-Middle-East) C3114 - QUEEN'S **PARK** , ON : Ernie Eves government wins big at the 2003 ITX Awards (Ont.-govt-ITX-Awards) C3117 - DELTA, BC : B.C. Farmers to Gain from Multi-Million Dollar Federal-Provincial Agreement (B.C.-Farmers-Gain) C3120 - MONTREAL : Media Alert - BMW Williams F1 Team members attend BMW M NIGHT - The ultimate street party in Montreal (BMW-M-NIGHT-party) C3124 - OTTAWA : Bank of Canada admits soaring dollar hurting economic growth (eonomic-growth) C3129 - EDMUNDSTON, NB : Canadian Union of Public Employees - Atlantic Region (CUPE-EMTs-agreement) C3139 - TORONTO : Talks break off in Central Neighbourhood House negotiations; picket lines go up at midnight tonight (Neighbourhood-House) C3141 - COLD LAKE, AB : Crash of CF-18 Pilot's Death - Family of Captain Kevin Naismith -- Public Statement (pilot-crash-statement) C3149 - MONTREAL : New identity confirmed for The National School of Contemporary Ballet (a-New-Id-Nat-Scho-Bal) C3153 - EDMONTON : Versatility of Registered Nurses Celebrated During Rural Health Week (AARN-Rural-HealthWeek) C3155 - TORONTO : Fact Sheet - Severe Acute Respiratory Syndrome (SARS) Update (SARS-Update-June-13) C3158 - BROOKS, AB : Government of Canada signs $9-million Work Sharing agreement with Lakeside Packers (work-sharing-agreemnt) C3164 - CALGARY : Petro-Canada Deerfoot Run 2003 Supporting Aboriginal Youth Promises Family Fun for All (Petro-Can-Deerfoot-ru) C3206 - WINNIPEG, MB : Commitment to amend the Canada Pension Plan to provide automatic reinstatement for disability beneficiaries (Canada-pension- plan) C3210 - TORONTO : Media Advisory - Ontario Ministry of Tourism and Recreation (SARS-tourism-announce) C3216 - REGINA, SK : Government of Canada signs Work Sharing agreements in Saskatchewan (Work-sharing-agreemnt) C3217 - BRAMPTON, ON : Peel Police bricking a home for charities (Peel-Police-charity) C3220 - WHITCHURCH-STOUFFVILLE, ON : Ontario SPCA outraged at yet more attempts by the Senate to weaken animal cruelty bill (OSPCA-cruelty-bill) C3275 - TORONTO : Ontario Lottery and Gaming Corporation - Lottery winning numbers (olgc-pick3-keno-supr7) C3280 - WINNIPEG : Super 7, Extra, Pick 3 and Prairie Keno winning numbers (WCLC-pick-3-keno-Sup7) Business/Financial# C2015 - TORONTO : MDC announces

normal course issuer bid of 7% convertible debentures - The Company to acquire up to $4,996,700 principal amount (MDC-normal-issuer-bid) C2015 - TORONTO : MDC announces normal course issuer bid of 7% convertible debentures - The Company to acquire up to $4,996,700 principal amount (MDC-normal-issuer-bid) C2581 - TORONTO : Franklin Templeton Investments Corp. launches new global equity portfolio for Canadian investors (Franklin-global-equit) C2685 - CALGARY : Pengrowth Energy Trust - Annual General Meeting Webcast - June 17, 2003 (Pengrowth-webcast) C2736 - EDMONTON : Brocker Technology Reports Continued Strong Earnings in Q1/03 (Brocker-tech-earnings) C2748 - CALGARY : Mariah Energy Wins Emerald Award (Mariah-wins-emerald) C2755 - CALGARY : Rio Alto Resources International Inc. - Update (operational-update) C2756 - SPOKANE, WA : Gold Reserve reports on its annual meeting of shareholders (annl-sharehldrs-meetg) C2766 - VANCOUVER : UGL Enters Mongolian Gold/Copper Porphyry Joint Venture and acquires 100% of the Gold Ram Project, South Gobi, Mongolia (UGL-joint-venture) C2803 - TORONTO : TSX Group Announces Market Closings for Canada Day (TSX- closes-Canada-Day) C2811 - OTTAWA : MOSAID Technologies Incorporated - Q4 Earnings Announcement - June 19, 2003 (MOSAID-Q4-announcemnt) C2813 - CAMBRIDGE, Mass. : Biogen Obtains Rights To Genentech Immunoadheson Patents (MA-Biogen-Obtains-Rgt) C2814 - TORONTO : TSX Reviews Snow Leopard Resources Inc. (SNW.A) (TSX- revw-Snow-Leopard) C2821 - ATLANTA : AtheroGenics to Present at Thomas Weisel Partners Growth Forum On June 17, 2003 (GA-AtheroGenics-conf) C2822 - TORONTO : Media Advisory - Key Payroll Issues Affecting Canadian Business - The Canadian Payroll Association's 21st Annual Conference and Trade Show (Halifax) to Celebrate a Quarter Century of Payroll Leadership (CPA- Annual-Conference) C2828 - WINNIPEG : Medicure Announces Private Placement for Approximately $7.0 Million (Medicure-Priv-placemt) C2832 - MONTREAL : Petro-Canada's $27-million tunnel in Montreal-East is a reality. . . (Petro-Canada-tunnel) C2839 - MONTREAL : Procyon's Novel Anti-HIV Protease Inhibitor Described at the XIIth International HIV Drug Resistance Workshop (A-Procyon-Anti-HIV-PI) C2842 - SAINT JOHN, NB : Majority interest in Halifax Mooseheads Hockey Club for sale (MooseheadsHockeyClub) C2848 - CALGARY : ZIP's colourful Boeing 737-200 is open to visitors at Aviation Days 2003, Saturday (Zip-Air-Aviation-days) C2853 - CALGARY : ZIP takes families on board at the Edmonton City Centre Airport, Father's Day (Zip-Father's-day) C2854 - TORONTO : O&Y Real Estate Investment Trust Declares June Distribution (O&Y-REIT-June-distrib) C2860 - TORONTO : Finding Common Ground: A Robust Canadian Response to the Financial Reporting Scandals (OSC-RE-Fin.-reporting) C2870 - MONTREAL : Media Advisory - Annual Meeting of Shareholders of Molson Inc. (E-Molson-annual-meeti) C2871 - TORONTO : OSC - Re: The Learning Library Inc. (OSC-The-Learning- Libr) C2874 - HALIFAX : MedMira announces conversion of **preference** shares and completion of shareholder loan conversion (MedMira-share-conver) C2887 - CALGARY : PrimeWest Energy Trust Announces Distribution Level (PrimeWest-distributio) C2896 - CALGARY : Keyspan Facilities Income Fund Appoints Computershare as Trustee, Registrar and Transfer Agent (Keyspan-Income-Fund) C2904 - TORONTO : Radio News Release Advisory - Service Employees International Union Canada (B-Roll-SEIU-fights-on) C2924 - TORONTO : AMR appoints Robert Lander to Board of Directors (AMR-appointment) C2932 - SAINT-PRIME, Quebec : Tanguay Industries Lays Off Some Fifty People (e-CanamManac-Tanguay) C2938 - MONTREAL : Suzy Shier Inc. Resolves Competition Bureau Investigation (E-La-Senza-Suza-Shier) C2939 - TORONTO : Tahera Corporation arranges $2 million flow-through financing (Tahera-$2m-financing) C2940 - SOUTHBOROUGH, MA : Geac(R) Gains Increased Market Traction with Extensity Reporting Solution (Geac-Extensity) C2944 - MONTREAL : CGI Increases its Credit Facility by $100 Million (a-CGIGroup-IncrCredit) C2952 - RICHMOND, BC : IAT Air Cargo Facilities Income Fund Announces 2nd Quarter 2003 Distribution (IAT-Income-Fund-Q2) C2960 -

OTTAWA : The Governor of the Bank of Canada Speaks to the Metropolitan Halifax Chamber of Commerce (Bank-of-Canada-Speaks) C2967 - MONTREAL : Forest Gate Engages Consultant (Forest-Gate-consultnt) C2971 - TORONTO : OSC - Re: Armstrong Corporation (OSC-Armstrong-Corp.) C2975 - TORONTO : Genpharm announces Canadian approval of generic Losec(R) but access for Canadians to an affordable version of AstraZeneca's blockbuster drug denied by flawed regulations (Genpharm-Losec-appr.) C2979 - BELLINGHAM, WA : Integral's new satellite antenna set for deployment (Integral-new-antenna) C2987 - CALGARY : Vermilion Energy Trust Announces Exchangeable Share Ratio (Vermilion-Share-Ratio) C2988 - MISSISSAUGA, ON : Update on Status of Slater Steel's Fiscal 2002 and Interim Financial Statements (Slater-financ.-update) C2996 - TORONTO : Namibian Minerals Corporation (Namibian-updates) C3013 - CALGARY : American Leduc Announces Cancellation of its Annual General Meeting (American-Leduc-cancel) C3024 - VAL-D'OR, QUEBEC : Dianor Resources Inc. Annual General Meeting (e-Dianor-Ress-AGM) C3034 - CALGARY : Intermedia Capital Corp. - Definitive Agreement with Savanna Energy Services Corp. (Savanna-definitive-ag) C3041 - OTTAWA : Capital Alliance Ventures Inc. announces administrative change (Capital-Alliance-Vent) C3051 - MONTREAL : Abitibi-Consolidated Announces Public Offering of US$500 Million Notes (e-Abitibi-Public-Offe) C3091 - MONTREAL : La Senza Corporation announces the signing of an agreement to sell all of the assets of its 178 store Suzy Shier women's apparel business (e-LaSenza-sell-assets) C3094 - TORONTO : Peter W. Currie, RBC Financial Group, Named Canada's CFO of the Year (Canada's-CFO-of-year) C3095 - CALGARY : Mill City International Corporation (Mill-City- terminate) C3112 - VANCOUVER : Tan Range Exploration Corporation (Tan-Range-4th- tranche) C3115 - MONTREAL : Shire Acquisition Inc. Board of Directors Announcement (a-Shire-Acquis-Board) C3125 - TORONTO : Court continues freeze directions in the matter of Secure Investments, Daniel Shuttleworth and Andrew Keith Lech (Court-freeze- directns) C3132 - HALIFAX : Halterm Announces Zim Agreement (Halterm-Zim-agreement) C3145 - DENVER : Newmont to Record Write-Down of Non-Core Investment in Australian Magnesium Corporation (CO-Newmont-Write-Down) C3157 - EDMONTON : Canadian Western Bank Reports 2nd Quarter Earnings Growth of 38%; Strong Growth in Loans, Net Interest Income and Fee Income; Strong Credit Quality and Consistent Low Loan Losses; Semi-Annual Dividend Declared (Cdn-Western-Bank-Q2) C3160 - MONTREAL : First North American Surgeries - Using Biorthex's Actipore(TM) PLF And Actipore(TM) ACF Systems (A-Biorthex-Actipore) C3171 - TERREBONNE, Quebec : Annual Results of ADF Group Inc. (a-ADF- results) C3179 - TORONTO : Today on Canada's Business Report...Hip Interactive Corporation's Game Plan For Growth. (Canada's-Business-Rpt) C3193 - WOODBRIDGE, ON : National Challenge Systems Inc. Announces Results for the Third Quarter Ended March 31, 2003 (National-Challenge-Q3) C3209 - LISLE, Ill. : IPSCO Announces Pricing of a Proposed Private Placement of Senior Notes (IL-IPSCO-Offering) C3209 - LISLE, Ill. : IPSCO Announces Pricing of a Proposed Private Placement of Senior Notes (IL-IPSCO-Offering) C3218 - LONGUEUIL, Quebec : Important Disclosure by Csii (a-csii- disclosure) C3226 - CALGARY : Crescent Point Announces Adjournment of its Annual General and Special Meeting Set for June 19, 2003 (Crescent-Point-AGM) C3250 - TORONTO : TDK (2001) Flow-Through Limited Partnership Rollover Completed (TDK-Rollover-Complete) C8743 - TORONTO : Summit REIT to Acquire Montreal Light Industrial Portfolio (Summit-REIT-acquires) Sports# C2801 - HUNTINGTON BEACH, Calif. : Steve Young Goes for the JUGULAR! (CA-Steve-Young-JUGULR) C3084 - TORONTO : Media Advisory - Hockey Hall of Fame Hosts Free Outdoor Concert & Hockey Festival to Celebrate 10th Anniversary at BCE Place (Hall-of- Fame-concert) C3237 - STETTLER, AB : Sport Select game information - Pro-Line and Over/Under (WCLC-Pro-Line-Over) C3238 - STETTLER, AB : Sport Select game information - Point Spread (WCLC-Point-Spread) Entertainment# C3064 - TORONTO : MISS ANNIE - Musical coming from Jamaica to Toronto (Musical-from-Jamaica)

VIEW ADDITIONAL COMPANY-SPECIFIC INFORMATION: http://www.newswire.ca/cgi-bin/inquiry.cgi?OKEY=15710 /For further information: or repeats, Editors may call CNW TORONTO at (416) 863-2085 and quote reference (c) number(s)/

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TORONTO, June 13 /CNW/ - General# C2464 - OTTAWA : The Canadian College of Health Service Executives (CCHSE) Honours Recipients of 2003 3M Health Care Quality Team Award (3M- Health-Care-Award) C2470 - OTTAWA : MEDIA ADVISORY - Operation APOLLO Update: Naval Task Force 151 (Naval-Task-Force-151) C2515 - OTTAWA : MEDIA ADVISORY - Minister Jane Stewart will travel to Alberta and Saskatchewan today to announce Work Sharing agreements with local businesses (Stewart-travel-to-AB) C2532 - TORONTO : Media Alert - Ontario's future in jeopardy (mental-health-treatmt) C2545 - OTTAWA : The Mining Association of Canada (Mining-Assoc-safety) C2601 - OTTAWA : MEDIA ADVISORY - Ms. Anita Neville, Member of Parliament for Winnipeg South Centre, on behalf of the Honourable Jane Stewart, Minister of Human Resources Development, will be in Winnipeg today to announce a new measure for Canada Pension Plan disability beneficiaries called automatic reinstatement (Canada-Pension-Plan) C2617 - TORONTO : Only Canadian visit of Dale Earnhardt Legendary Souvenir trailer June 20/21! (Earnhardt-souvenir) C2641 - OTTAWA : Media Advisory - Eves government to unveil Franco- Ontarian licence plate (Franco-Ont.-car-plate) C2671 - TORONTO : Photo Opportunity - What will men in kilts, married couples, and thousands of relayers have in common this weekend? (Photo-Op-24hr- Relay) C2673 - BARRIE, ON : Employment Insurance Act Fraud (job-insurance-fraud) C2678 - TORONTO : Media Advisory - Canada is ready to roll with 1st Annual Rick Hansen Wheels in Motion Saturday, June 14 (Wheels-in-Motion-Jn14) C2680 - SASKATOON, SK : Media Advisory - Saskatchewan Wetlands Enhanced for Youth Education and Public Enjoyment (Ducks-Unlimited-Advis) C2758 - OTTAWA : Chicken BBQ a tradition on Canada Day (ChickenBBQ-Canada- Day) C2765 - TORONTO : Media Advisory - First ever Report Card on Ontario's elementary schools to be released (Ontario-elem-school) C2775 - OTTAWA : Warning - Health Hazard Alert - I.Q.F. Raw Shell-On Jumbo Freshwater Prawn - 16/20 ct. may contain nitrofurans (Warning-Jumbo- Prawn) C2780 - MONTREAL : Tango Goes Lower Than Low with Unprecedented Half Price Seat Sale for Summer Travel; Great Savings on Everyday Low Fares (e- AirCanada-seat-sale) C2783 - OTTAWA : /R E P E A T/ - Media Advisory - PRESS CONFERENCE - The Union of Canadian Correctional Officers - Syndicat des agents correctionnels canadiens (UCCO-SACC-CSN) is giving an update on the drug situation in canadian prisons (e-UCCO-SACC-CSN--CV) C2794 - MONTREAL : /R E P E A T / - Invitation to the Media - Pointe- Ga- Calli Gere to showcase the first Dead Sea Scrolls discovered in 1947 (e-PnteCall- DS-Scrolls) C2800 - RICHMOND, UK : Pharmaprojects highlights a rise in R&D and an emerging drug delivery strategy which may help to combat the diabetes epidemic (Pharmaprojects-diabet) C2804 - OTTAWA : The Daily - Statistics Canada (The-Daily) C2807 - TORONTO : Spending on dad up this Father's Day, but mom still remains number one (Visa-re-Fathers-Day) C2808 - OTTAWA : MEDIA ALERT

- CMA President speaks at British Columbia Medical Association Annual Meeting (BC-Medical-Associatio) C2815 - AMHERST, NS : Cumberland County Transition House employees vote 88% in favour of strike (women-shelter-workers) C2816 - TORONTO : Pay Equity scores $414 million: SEIU vows to fight on (SEIU-re-pay-equity) C2820 - TORONTO : Media Advisory - Ontario Ministry of Municipal Affairs and Housing (SARS-financial-assist) C2824 - OTTAWA : Eves government announces support to Festival Franco-Ontarien (FestivalFanco-Ontarie) C2835 - TORONTO : Media Advisory - Canadian Heritage (Sec.-of-State- speaks) C2836 - OTTAWA : Organizations Apply Ethical Standards to Suppliers (ethical-standards) C2837 - TORONTO : /C O R R E C T I O N - Easter Seal Society/ (cor-Photo- Op-24hr-Rel) C2841 - WHEN: Monday : MEDIA ADVISORY - CRTC to Hold Public Hearing in Edmonton, Alberta (CRTC-public-hearing) C2847 - TORONTO : Media Advisory - Clean air initiatives discussed at Smog Summit Community Forum (Smog-Summit-Forum) C2850 - OTTAWA : Eves government unveils new Franco-Ontarian licence plate (New-Franco-Ont-licenc) C2857 - MONTREAL : 'Un don en passant collects $160,000 - $15,000 more than last year - a big thank you to all Quebecers for their generosity.' (Can- Tire-QC-fundraise) C2858 - OTTAWA : Eastern Ontario Smart Growth panel seeks public input on future growth (Smart-Growth-consults) C2861 - OTTAWA : Canadian Energy Industry Executive to Lead OECD Business Organization (OECD-Business-Organiz) C2864 - TORONTO : Media Advisory - Sleep deprivation from little-known medical condition can seriously affect quality of life (sleep-deprivation) C2867 - OTTAWA : Millions of Canadian Consumers Are Concerned About Mad Cow Disease And Will Be Eating Less Beef In The Future (survey-consumers-beef) C2875 - HALIFAX : Media Advisory - Radio-Television News Directors Association National Convention in Halifax, June 19 to 21, 2003. (RTNDA- convention-HFX) C2877 - MONTREAL : Official launch of a new Montreal channel and multicultural services on Bell ExpressVu (Bell-new-Mtl.-channel) C2878 - TORONTO : Media advisory - CIBC celebrates National Aboriginal Day and Diversity Month (CIBC-Nat-Aboriginal-D) C2880 - TORONTO : Canada's National Ballet School seeks court's help to protect heritage (National-Ballet-court) C2884 - KUWAIT : Reporters Without Borders - Concern about harassment of Al-Watan editor (a-RWB-concern-Al-Wata) C2886 - TORONTO : Media Advisory - EVENT - Industry Canada (Investment- Tecumseh) C2892 - TORONTO : DEVELOPMENT AND PEACE Provides Emergency Aid for Sri Lanka, Turkey, Peru and the Philippines (e-devp-emergency-aid) C2893 - TORONTO : B-Roll advisory: Canada's on a roll with Rick Hansen Wheels in Motion (B-Roll-adv-RickHansen) C2900 - TORONTO : Eves government acts to compensate people affected by SARS (govt-SARS-compensatn) C2902 - TORONTO : Radio News Release Advisory - Pay Equity scores $414 million: SEIU vows to fight on (RNR:-SEIU-settlement) C2912 - TORONTO : Women and unions reach landmark $414 million settlement of pay equity charter challenge against Ontario government ($414m-union- settlemnt) C2913 - OTTAWA : Competition Bureau Investigation Leads to $1-Million Settlement with Suzy Shier Inc. (settlement-Suy-Shier) C2914 - OTTAWA-GATINEAU : CRTC calls for comments on a Consumer Bill of Rights for telephone subscribers (consumer-bill-rights) C2920 - OTTAWA : Government of Canada Announces Appointments to the Canadian Race Relations Foundation Investment Committee (appointment-committee) C2922 - TORONTO : /C O R R E C T I O N from Source -- Ferring Inc./ (cor- sleep-deprivation) C2923 - MONTREAL : Loto-Qu Debec - The Lotto 6/49 draw on Wednesday, June 4, 2003 - Ten employees of a Granby factory share $10 million (a-Loto-Qc- Winner6/49) C2925 - TORONTO : Devastating Fallout of SARS on Hospitality Industry Conveyed to HRDC Minister by Union and Industry (SARS-labour-fallout) C2926 - OTTAWA : MEDIA ADVISORY - The Privacy Commissioner of Canada, George Radwanski, will host a press conference today in order to address recent events and answer questions from the media (Media-Advisory) C2927 - QUEBEC : CONVOCATION - THE QUEBEC ENTREPRENEURSHIP CONTEST announces its grand-prize winners (a-Qc-Entrepre-Contest) C2937 - OTTAWA : Graham to visit United Nations in

New York City (Graham- visit-UN-NYC) C2941 - OTTAWA : The Correctional Service of Canada Admits to Not Having Control Over Drug Trafficking and Drug Use in Canada's Prisons (f-CSN-Correc- Serv-Adm) C2946 - OTTAWA : Graham to Attend Asean Meetings in Cambodia and Visit China and Japan (Visit-to-Japan-China) C2950 - OTTAWA : NAV CANADA Reports April Traffic Below Pre-9/11 Levels (April-Traffic-Below) C2957 - LONDON, ON : Annual RCMP Charity Breakfast A Huge Success (RCMP- Breakfst-success) C2961 - TORONTO : Media Notice - Technical briefing for SARS update (SARS-update-briefing) C2982 - TORONTO : Open Letter to Ontario Power Generation re: Chris Stockwell (open-letter-to-OPG) C2985 - TIMMINS, ON : Eves government invests $3.1 million to establish Ontario Cancer Information Integration Office in Timmins (Timmins-cancer- office) C2986 - OTTAWA : Canada Customs and Revenue Agency starts dumping investigation into certain hot-rolled carbon steel plate and high-strength low- alloy steel plate (CCRA-dumping-investig) C2992 - OTTAWA : Commission for Public Complaints Against the RCMP Releases 2002-2003 Annual ReporT (Public-Complaints) C2993 - TORONTO : Media Advisory - Allan Gardens ground breaking celebrates the arrival of the University of Toronto greenhouses (Allan-Gardens- event) C2997 - OTTAWA : R E V I S E D T I M E - MEDIA ADVISORY - The Privacy Commissioner of Canada, George Radwanski, will host a press conference today in order to address recent events and answer questions from the media (Media- Advisory) C3002 - OTTAWA : Minister Boudria Issues the September 2002 to June 2003 Legislative Report (Legislative-report) C3006 - MONTREAL : Hydro-Qu Debec - Invitation to the Press (a-HydroQc-CV) C3007 - CALGARY : Physician brings hope to world's poorest (Operation- Eyesight-ph) C3008 - TORONTO : CAW members ratify Air Canada agreement (CAW-Air-Canada- agreem) C3009 - OTTAWA : Paul Martin's **Itinerary** for June 16-21 (Paul-Martin's-Events) C3015 - QUEBEC CITY : Cabinet de la pr Desidente du Conseil du tr Desor - 2003-2004 Expenditure Budget - A Government Refocused on its Essential Missions: Priority to Healthcare and Education (a-cbTresor-budget) C3019 - VANCOUVER : World Events Impacting International Travel to BC (tourism-decline) C3021 - BROOKS, AB : Government of Canada signs $9-million Work Sharing agreement with Lakeside Packers (Work-Sharing-Agreemen) C3023 - TORONTO : Media Advisory - David Miller Launches Equity Policy Review (Miller-equity-policy) C3030 - HILLSDALE, ON : Young offenders returning to Project Turnaround (Project-Turnaround) C3032 - BURNABY, BC : BCAA supports proposed impaired driving law changes, urges implementation of mandatory rehabilitation (BCAA-on-drunk- driving) C3035 - QUEBEC CITY : Cabinet de la pr Desidente du Conseil du tr Desor, ministre responsable de l'Administration gouvernementale et ministre responsable de la r Degion de Montr Deal - 2003-2004 Expenditure Budget (A-Qc- CbTr Desor-refocus) C3037 - OTTAWA : Thibault announces Gulf of St. Lawrence and Newfoundland- Labrador groundfish management measures for 2003/04 (groundfish-management) C3039 - OTTAWA : Firearms Regulations Tabled in Parliament (firearms- regulations) C3040 - TORONTO : Tim Hortons Camp Day raises $5.5 million! (Camp-Day-raises-$5.5M) C3044 - TORONTO : ebiz Toronto seminar examines workplace accessibility to tacit knowledge (ebiz-Toronto-seminar) C3050 - OTTAWA : MEDIA ADVISORY - Canadian Heritage (Healthy-Livng- Symposi) C3054 - OTTAWA : MEDIA ADVISORY - Minister Anderson to Launch Ottawa Vehicle Scrappage Pilot Project (Minister-Anderson-Lau) C3060 - VAUGHAN, ON : Brand new distribution facility opens in Vaughan to serve Canadian Tire stores (Cdn-Tire-Vaughan-cntr) C3065 - OTTAWA : Minister of National Defence Announces Tabling of CSE Commissioner's Annual Report (CSE-Commisioner-Reprt) C3066 - TORONTO : SIU Concludes Investigation into Wingham Vehicle Injuries (SIU-Wingham-inquiry) C3068 - TORONTO : Media Advisory/Photo Op - BORDERS AND BOUNDARIES - Student-for-student plays focus on Equity and Anti-bullying (TDSB-theatre- productn) C3075 - TORONTO : The Centre for Peace in the Balkans (New-analysis- Kosovo) C3080 -

TORONTO : The CN Tower and Universal Studios present: Hulk Towers Over Toronto For Cardiac Kids (Hulk-at-the-CN-Tower) C3082 - OTTAWA, ON : 2001-2002 Canada Pension Plan annual report shows that the CPP is a financially sound, service-oriented and low-cost plan (Pension-Plan-report) C3085 - TORONTO : Goodman and Carr LLP charity golf tournament commemorates Carl Brewer (charity-golf-tournamt) C3086 - TORONTO : Media Advisory - Industry Canada (Barrie-investment) C3099 - OTTAWA : Public Comment Period on the Draft Agreement for a Joint Review Panel for the K Denogami Watershed Flood Control Project (Watershed-Flood- Contr) C3100 - NEW WESTMINSTER : Sudden Oak Death Discovered at B.C. Nursery (Sudden-Oak-Death) C3104 - TORONTO : Fact Sheet - Severe Acute Respiratory Syndrome (SARS) Update (SARS-Update-June-13) C3109 - ALEXANDRIA, ON : Investment in water infrastructure benefits North Glengarry (North-Glengarry-funds) C3113 - OTTAWA : Statement by the Prime Minister on the recent violence in the Middle East (violence-Middle-East) C3114 - QUEEN'S **PARK** , ON : Ernie Eves government wins big at the 2003 ITX Awards (Ont.-govt-ITX-Awards) C3117 - DELTA, BC : B.C. Farmers to Gain from Multi-Million Dollar Federal-Provincial Agreement (B.C.-Farmers-Gain) C3120 - MONTREAL : Media Alert - BMW Williams F1 Team members attend BMW M NIGHT - The ultimate street party in Montreal (BMW-M-NIGHT-party) C3124 - OTTAWA : Bank of Canada admits soaring dollar hurting economic growth (eonomic-growth) C3129 - EDMUNDSTON, NB : Canadian Union of Public Employees - Atlantic Region (CUPE-EMTs-agreement) C3139 - TORONTO : Talks break off in Central Neighbourhood House negotiations; picket lines go up at midnight tonight (Neighbourhood-House) C3141 - COLD LAKE, AB : Crash of CF-18 Pilot's Death - Family of Captain Kevin Naismith -- Public Statement (pilot-crash-statement) C3149 - MONTREAL : New identity confirmed for The National School of Contemporary Ballet (a-New-Id-Nat-Scho-Bal) C3153 - EDMONTON : Versatility of Registered Nurses Celebrated During Rural Health Week (AARN-Rural-HealthWeek) Business/Financial# C2015 - TORONTO : MDC announces normal course issuer bid of 7% convertible debentures - The Company to acquire up to $4,996,700 principal amount (MDC-normal-issuer-bid) C2581 - TORONTO : Franklin Templeton Investments Corp. launches new global equity portfolio for Canadian investors (Franklin-global-equit) C2685 - CALGARY : Pengrowth Energy Trust - Annual General Meeting Webcast - June 17, 2003 (Pengrowth-webcast) C2736 - EDMONTON : Brocker Technology Reports Continued Strong Earnings in Q1/03 (Brocker-tech-earnings) C2748 - CALGARY : Mariah Energy Wins Emerald Award (Mariah-wins-emerald) C2755 - CALGARY : Rio Alto Resources International Inc. - Update (operational-update) C2756 - SPOKANE, WA : Gold Reserve reports on its annual meeting of shareholders (annl-sharehldrs-meetg) C2766 - VANCOUVER : UGL Enters Mongolian Gold/Copper Porphyry Joint Venture and acquires 100% of the Gold Ram Project, South Gobi, Mongolia (UGL-joint-venture) C2803 - TORONTO : TSX Group Announces Market Closings for Canada Day (TSX- closes-Canada-Day) C2811 - OTTAWA : MOSAID Technologies Incorporated - Q4 Earnings Announcement - June 19, 2003

(MOSAID-Q4-announcemnt) C2813 - CAMBRIDGE, Mass. : Biogen Obtains Rights To Genentech Immunoadheson Patents (MA-Biogen-Obtains-Rgt) C2814 - TORONTO : TSX Reviews Snow Leopard Resources Inc. (SNW.A) (TSX- revw-Snow-Leopard) C2821 - ATLANTA : AtheroGenics to Present at Thomas Weisel Partners Growth Forum On June 17, 2003 (GA-AtheroGenics-conf) C2822 - TORONTO : Media Advisory - Key Payroll Issues Affecting Canadian Business - The Canadian Payroll Association's 21st Annual Conference and Trade Show (Halifax) to Celebrate a Quarter Century of Payroll Leadership (CPA- Annual-Conference) C2828 - WINNIPEG : Medicure Announces Private Placement for Approximately $7.0 Million (Medicure-Priv-placemt) C2832 - MONTREAL : Petro-Canada's $27-million tunnel in Montreal-East is a reality. . . (Petro-Canada-tunnel) C2839 - MONTREAL : Procyon's Novel Anti-HIV Protease Inhibitor Described at

the XIIth International HIV Drug Resistance Workshop (A-Procyon-Anti-HIV-PI) C2842 - SAINT JOHN, NB : Majority interest in Halifax Mooseheads Hockey Club for sale (MooseheadsHockeyClub) C2848 - CALGARY : ZIP's colourful Boeing 737-200 is open to visitors at Aviation Days 2003, Saturday (Zip-Air-Aviation-days) C2853 - CALGARY : ZIP takes families on board at the Edmonton City Centre Airport, Father's Day (Zip-Father's-day) C2854 - TORONTO : O&Y Real Estate Investment Trust Declares June Distribution (O&Y-REIT-June-distrib) C2860 - TORONTO : Finding Common Ground: A Robust Canadian Response to the Financial Reporting Scandals (OSC-RE-Fin.-reporting) C2870 - MONTREAL : Media Advisory - Annual Meeting of Shareholders of Molson Inc. (E-Molson-annual-meeti) C2871 - TORONTO : OSC - Re: The Learning Library Inc. (OSC-The-Learning- Libr) C2874 - HALIFAX : MedMira announces conversion of **preference** shares and completion of shareholder loan conversion (MedMira-share-conver) C2887 - CALGARY : PrimeWest Energy Trust Announces Distribution Level (PrimeWest-distributio) C2896 - CALGARY : Keyspan Facilities Income Fund Appoints Computershare as Trustee, Registrar and Transfer Agent (Keyspan-Income-Fund) C2904 - TORONTO : Radio News Release Advisory - Service Employees International Union Canada (B-Roll-SEIU-fights-on) C2924 - TORONTO : AMR appoints Robert Lander to Board of Directors (AMR-appointment) C2932 - SAINT-PRIME, Quebec : Tanguay Industries Lays Off Some Fifty People (e-CanamManac-Tanguay) C2938 - MONTREAL : Suzy Shier Inc. Resolves Competition Bureau Investigation (E-La-Senza-Suza-Shier) C2939 - TORONTO : Tahera Corporation arranges $2 million flow-through financing (Tahera-$2m-financing) C2940 - SOUTHBOROUGH, MA : Geac(R) Gains Increased Market Traction with Extensity Reporting Solution (Geac-Extensity) C2944 - MONTREAL : CGI Increases its Credit Facility by $100 Million (a-CGIGroup-IncrCredit) C2952 - RICHMOND, BC : IAT Air Cargo Facilities Income Fund Announces 2nd Quarter 2003 Distribution (IAT-Income-Fund-Q2) C2960 - OTTAWA : The Governor of the Bank of Canada Speaks to the Metropolitan Halifax Chamber of Commerce (Bank-of-Canada-Speaks) C2967 - MONTREAL : Forest Gate Engages Consultant (Forest-Gate-consultnt) C2971 - TORONTO : OSC - Re: Armstrong Corporation (OSC-Armstrong-Corp.) C2975 - TORONTO : Genpharm announces Canadian approval of generic Losec(R) but access for Canadians to an affordable version of AstraZeneca's blockbuster drug denied by flawed regulations (Genpharm-Losec-appr.) C2979 - BELLINGHAM, WA : Integral's new satellite antenna set for deployment (Integral-new-antenna) C2987 - CALGARY : Vermilion Energy Trust Announces Exchangeable Share Ratio (Vermilion-Share-Ratio) C2996 - TORONTO : Namibian Minerals Corporation (Namibian-updates) C3013 - CALGARY : American Leduc Announces Cancellation of its Annual General Meeting (American-Leduc-cancel) C3024 - VAL-D'OR, QUEBEC : Dianor Resources Inc. Annual General Meeting (e-Dianor-Ress-AGM) C3034 - CALGARY : Intermedia Capital Corp. - Definitive Agreement with Savanna Energy Services Corp. (Savanna-definitive-ag) C3041 - OTTAWA : Capital Alliance Ventures Inc. announces administrative change (Capital-Alliance-Vent) C3051 - MONTREAL : Abitibi-Consolidated Announces Public Offering of US$500 Million Notes (e-Abitibi-Public-Offe) C3091 - MONTREAL : La Senza Corporation announces the signing of an agreement to sell all of the assets of its 178 store Suzy Shier women's apparel business (e-LaSenza-sell-assets) C3095 - CALGARY : Mill City International Corporation (Mill-City- terminate) C3112 - VANCOUVER : Tan Range Exploration Corporation (Tan-Range-4th- tranche) C3115 - MONTREAL : Shire Acquisition Inc. Board of Directors Announcement (a-Shire-Acquis-Board) C3125 - TORONTO : Court continues freeze directions in the matter of Secure Investments, Daniel Shuttleworth and Andrew Keith Lech (Court-freeze-directns) C3132 - HALIFAX : Halterm Announces Zim Agreement (Halterm-Zim-agreement) C3145 - DENVER : Newmont to Record Write-Down of Non-Core Investment in Australian Magnesium Corporation (CO-Newmont-Write-Down) C8743 - TORONTO : Summit REIT to Acquire Montreal

Light Industrial Portfolio (Summit-REIT-acquires) Sports# C2801 - HUNTINGTON BEACH, Calif. : Steve Young Goes for the JUGULAR! (CA-Steve-Young-JUGULR) C3084 - TORONTO : Media Advisory - Hockey Hall of Fame Hosts Free Outdoor Concert & Hockey Festival to Celebrate 10th Anniversary at BCE Place (Hall-of- Fame-concert) Entertainment# C3064 - TORONTO : MISS ANNIE - Musical coming from Jamaica to Toronto (Musical-from-Jamaica)

VIEW ADDITIONAL COMPANY-SPECIFIC INFORMATION: http://www.newswire.ca/cgi-bin/inquiry.cgi?OKEY=15710 /For further information: or repeats, Editors may call CNW TORONTO at (416) 863-2085 and quote reference (c) number(s)/

5/3,AB/10 (Item 6 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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Disney Expert Urges Travelers to Vacation at Walt Disney World For 40% Less

PR NEWSWIRE (US)
June 06, 2003
JOURNAL CODE: WPRU LANGUAGE: English RECORD TYPE: FULLTEXT
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ORLANDO, Fla., June 6 /PRNewswire/ -- Have you decided where to vacation this summer? Disney hopes it will be with Mickey Mouse at Walt Disney World in Florida. And a **park** touring expert, TourGuideMiKE, wants to help you plan it. Both parties are offering temporary savings of 40%.

Disney's Fairytale Vacation Package is a combination of hotel stay and **park** admission at 40% off the normal rates. It is available for vacations between July 4 and October 30, 2003, but the June 29 deadline to reserve the discount package is fast approaching.

5/3,AB/11 (Item 7 from file: 20)
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Canada NewsWire summary of releases for Monday, September 16, 2002
CANADA NEWSWIRE
September 16, 2002
JOURNAL CODE: WCNW LANGUAGE: English RECORD TYPE: FULLTEXT
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TORONTO, Sept. 16 /CNW/ - General# C0531 - TORONTO : Are you or someone you know helping to fight Juvenile (Type 1) Diabetes? (Diabetes-contest) C0971 - TORONTO : Media Advisory - Diabetes Conference draws international experts to Vancouver October 2-5, 2002 (Diabetes-Conference) C0975 - TORONTO : Community supports ethnic radio - CRTC hearings begin Sept. 17 (CRTC-radio-hearings) C0998 - TORONTO : Media Advisory - McGuinty media availability at International Plowing Match in Glencoe To discuss agricultural benefits of Ontario Liberal Clean Air Plan (McGuinty-PlowingMatch) C1005 - OTTAWA : What did Canadians get for that One Billion Dollars Give Away? (1-billion-$-Give-awa) C1015 - TORONTO, ON, and NORTH HOLLYWOOD : Personalize your Rogers AT&T Wireless phone with your favourite Disney Tune or Graphic! (Disney-tunes- Rogers) C1049 - EDMONTON : Annual Rural Physician Recruitment Fairs seek rural docs (RPAP-recruitment-fair) C1071 - MONTREAL : MEDIA ALERT -- Toyota Canada Sponsors New Japanese Tea Garden at the Montr Deal Botanical Garden

(Toyota-sponsor-garden) C1082 - TORONTO : Media Advisory - IIDEX(R)/NeoCon(R) Canada Celebrates the Best in Design with Canada's Largest Trade Show for Interior Design (IIDEX- NeoCon-Show) C1096 - TORONTO : Media Advisory - Hudak to launch campaign to crack down on internet scams (ON-internet-scams) C1102 - CALGARY : Bell Mobility officially launches its 1X wireless network and next generation services in Calgary (Bell-launch-1X-netwrk) C1103 - VANCOUVER : Prostate Cancer Awareness Week:

September 16-22 (BC- prostate-survival) C1106 - OTTAWA : Health Canada - Reminder - Notice to the Media (Fed.- health-funding) C1108 - TORONTO : Leading competition expert joins Fasken Martineau (Fasken-Martineau) C1110 - TORONTO : Prostate Cancer Alliance of Canada - Prostate cancer puts an end to birthday celebrations for 12 Canadian men a day (Prostate- Alliance) C1132 - GLENCOE, ON : Rally for National Pride and Canada Pavilion coming to the International Plowing Match and Farm Machinery show (Can-Pavilion-visits) C1164 - VANCOUVER : Knowledge Network chooses McMillan for rebranding (McMillan-chosen-in-BC) C1167 - OTTAWA : Knowledge Network chooses McMillan for rebranding (McMillan-chosen-in-BC) C1182 - MONTREAL : Media Invitation - Prime Minister Jean Chr Detien and Vice-Premi Gere Ministre Pauline Marois to inaugurate McGill University's Brain Tumour Research Centre at the Montreal Neurological Institute on Tuesday, September 17 (a-McGill-Univ-inaugur) C1192 - MONTREAL : INVITATION - Montreal Gazette is showing its true colours (a-invitation-Gazette) C1202 - MONTREAL : INVESTMENT OF NEARLY CAN$40 MILLION FOR ITF OPTICAL TECHNOLOGIES OF VILLE SAINT-LAURENT - SGF TECH INVESTS CAN$16.6 MILLION IN CAPITAL STOCK (A-QcSGF-invest-40M) C1208 - MONTREAL : Media Invitation - Farha Foundation - Ca Marche is 10 Years Old! - Not Just Another Anniversary (a-Fondation-Farha-cv) C1216 - OTTAWA : The Daily - Statistics Canada (The-Daily) C1226 - TORONTO : Business Gala: Private Showing of Nureyev's Tights Prior To International Art Contest (Beach-Arts-Centr-Gala) C1236 - TORONTO : Educational Content And Games Being Added to Rogers Hi- Speed Internet Service (Rogers-add-to-service) C1240 - WINDSOR, ON : Bi-National Partnership launches web site on border study (border-study-website) C1244 - OTTAWA : MEDIA ADVISORY - Minister Boudria to Head Canadian Delegation to Istanbul, Turkey (Boudria-Istanbul) C1249 - TORONTO : Educational Content And Games Being Added to Rogers Hi- Speed Internet Service (Rogers-add-to-HiSpeed) C1257 - OTTAWA, ON : MEDIA ADVISORY - Ottawa Police Service and By-Town Gunners Recognize 25th Anniversary of the Canadian Police and Peace Officers' Memorial Service (Anniversary-Memorial) C1260 - MONTREAL : Results Unveiled for Fiscal 2001-2002 - Solidarity Fund QFL confirms projected results announced on June 21 (a-qfl-prjcted- results) C1267 - OTTAWA : Canada Post Honours a Class Act (A-Class-Act) C1268 - TORONTO : Media Advisory - Photo Opportunity - Ministry of Public Safety and Security (Runciman-announcement) C1276 - TORONTO : There's unrest in the west! What's really happening at our schools. (Parents-public-educat) C1279 - MONTREAL : Indonesia and McGill: New Social Equity Project Underway (a-McGillUni-Indonesia) C1283 - TORONTO : Travelocity.ca adds Canjet to list of Canadian carriers (Travelocity-Canjet) C1285 - TORONTO : Banks in Canada accepting donations for the Terry Fox Run (Terry-Fox-run-pledges) C1286 - OTTAWA : Poor Image Hampers Public Service Recruitment (Public-Servic-recruit) C1289 - CAMBRIDGE, ON : Turnbull congratulates Toyota on increased production and new jobs for Ontarians (Turnbull-Toyota) C1290 - MONTREAL : The Authentic Shaolin Monks to Embark on 16-City Canadian Wheel of Life Tour! (a-Shaolin-Cdian-Tour) C1291 - CALGARY : Doug Black Joins Fraser Milner Casgrain as Partner and Vice-Chair, Bolsters Firm's Energy Expertise (Doug-Black-joins-firm) C1292 - OTTAWA : CEA to Energy Ministers: Help us Invest in a Sustainable Electricity Future (a-CEA-EnergyMinisters) C1296 - OTTAWA : MEDIA ALERT - Dr. Dana Hanson, CMA President, to make first public speech at Canadian Club in Ottawa (Dr-Dana-Hanson-speech) C1301 - TORONTO : Media Advisory - City of Toronto and Molson Indy Festival

Foundation 'start up' new splash pad (splash-pad-launch) C1311 - BRANTFORD : Striking library workers present Family Story Time in Brantford's Victoria **Park** (CUPE-library-workers) C1313 - FREDERICTON : CUPE to Premier Lord, 'It's time to get serious.' (CUPE-membership-mtgs) C1314 - TORONTO : SIU Updates Investigation into Mississauga Shooting (SIU-Mississauga-shoot) C1315 - OTTAWA : CRASH Radio Public Service Announcements start running -- More will die (CRASH-Radio-PSA) C1319 - TORONTO : Backgrounder - Strengthening primary health care for Ontarians (Health-Care-Ontarians) C1321 - TORONTO : Coroner's Office corrects Gagliardo family's comments (Gagliardo-fam-commnts) C1322 - TORONTO : 'Vote No' Committee aims to defeat Bell Canada offer in upcoming vote (Vote-No-Bell-offer) C1327 - TORONTO : Media Advisory - Minister congratulates the first graduating class of Internationally-Trained Pharmacists (Pharmacists- graduates) C1332 - TORONTO : Ernie Eves government helps internationally-trained pharmacists practice in Ontario (intl-train-pharmacist) C1333 - OTTAWA : MEDIA ADVISORY - Commission on the Future of Health Care in Canada Hosts Policy Dialogue On Globalization with the University of British Columbia (dialoge-globalization) C1335 - TORONTO : Miracle Generation Challenge Encourages Youth to Work Together (Miracle-Generation-Ch) C1340 - OTTAWA : PHOTO OP - MEDIA ADVISORY - Dunk a journalist for charity - Communication Canada's Sponsorship Dunk Tank (Dunk-a-journalist) C1342 - QUEEN'S **PARK** , ON : Statement by Dalton McGuinty on Sean Conway (McGuinty-re:-Conway) C1345 - OTTAWA : Media Advisory - Canadian Chamber President to Address Club Canadien of Toronto on Terrorism - One Year Later (Terrorism-1- yr-later) C1348 - TORONTO : Ontario Provincial Police Association Joins Police Association of Ontario (OPP-Assoc.-joins-PAO) C1349 - TORONTO : Photo Opportunity - Green Bin Organics Program hits the streets (GreenBinOrganics-prgm) C1351 - TORONTO : Premier Ernie Eves **Itinerary** - September 17 - 19 (Ernie- Eves- **Itinerary**) C1357 - LONDON, ON : Media Advisory - Astronaut visits London to view robotic surgery (Astronaut-robotic-LON) C1371 - TORONTO : Team Canada '72, medical researchers and national foundations join the fight against prostate cancer (Prostate-Cancer-Week) C1373 - OTTAWA : Minister McLellan and Minister Clement Announce $213 Million to Strengthen Primary Health Care in Ontario (Health-care-Ontario) C1376 - EDMONTON : MEDIA ADVISORY - VAC Announces a Three-year Study of Canadian Rural Communities (study-of-cndn-rural) C1380 - TORONTO : Ontario: Lifetime Achievement Award for dedicated entrepreneur (Ed-Mirvish-gets-award) C1383 - TORONTO : Advisory - BMO Nesbitt Burns to Webcast 2002 Telecom & Cable Conference (BMO-Telecom-conferenc) C1386 - CALGARY : Prairies: Lifetime Achievement Award for dedicated entrepreneur (JR-Shaw-rec's-award) C1389 - VANCOUVER : Pacific: Lifetime achievement award for dedicated entrepreneur (Ernst-&-Young-Award) C1391 - Organizations that have embarked on the excellence odyssey : The National Quality Institute recognizes excellence in seven Canadian organizations announcement: Winners of the 2002 Canada awards for excellence (Cda-awards-excellence) C1395 - GUELPH, ON : Environment Benefits from Biotech Crops, Independent Study Shows (Biotech-Envir-Benefts) C1399 - TORONTO : OMA encouraged by infusion of federal money for primary care in Ontario (OMA-encouraged) C1407 - EDMONTON : Minister Rock consults youth on innovation strategy and announces Alberta e-learning project (Alberta-e-learning) C1412 - OTTAWA, ON : Media Advisory - Canadian Content in the 21st Century (Consultn-CAN-Content) C1417 - OTTAWA : The Government of Canada announces funding for the Federation of Newfoundland Indians (Federation-NF-Indians) C1424 - TORONTO : Ernie Eves' government cracks down on Internet scams (Intrnet-scam-campaign) C1431 - WINNIPEG : Governments Renew Geoscience Accord (Geoscience- Accord) C1437 - OTTAWA : Statement by the Prime Minister (statement-by-PM) C1438 - MONTREAL : CBC French Radio - Serving the French language (a-SRC- French-Language) C1444 - TORONTO : If you're a man over 50, talk to your doctor about your

prostate (prostate-cancer) C1445 - MISSISSAUGA, ON : Peel Regional Police - Ice Rage (Peel-Police- Ice-Rage) C1446 - TORONTO : Asthma incidents rise in fall (Asthma-worse-in-fall) C1453 - TORONTO : Photo Op - Our Climb Towards Peace - Summer Arts 2002 celebration (Summer-Arts-programme) C1458 - OTTAWA : CRTI Announces $46 Million for Counter-Terrorism Research Projects (counter-terrorism) C1459 - OTTAWA : Prime Minister to visit Montreal (Prime-Minister-Mtl) C1461 - TORONTO : Hampton Power Bus Rolls into Plowing Match (Hampton- Plowing-Match) C1470 - TORONTO, ON : MEDIA ADVISORY - Sheila Copps to Participate in the Hamilton and Halton Regional Summit for Canada's Innovation Strategy (Copps- Innovation-Stra) C1485 - OTTAWA : Appointment of Two Citizenship Judges (appointment-2- judges) C1488 - TORONTO : 2002 YMCA Peace Medallion (YMCA-Peace-Medallion) C1492 - OTTAWA : Appointment to the Immigration and Refugee Board (immigration-refugee) C1507 - OTTAWA : MEDIA ADVISORY - The Honourable Anne McLellan, Minister of Health to Announce a Significant Investment in Health Research in Ontario (investment-in-ontario) C1512 - TORONTO : Search for the 2002 Bridgestone/Firestone Canadian Truck Hero continues (Cdn.-truck-hero-2002) C1519 - OTTAWA : Allan Rock Recognizes 19 Public Libraries for Innovative Use of Information and Communications Technologies (19-public-libraries) C1522 - TORONTO : University of Toronto Contract Talks Heat Up: Steelworkers and U of T Meet With Provincial Conciliator Tuesday (U-of-T-contract-talks) C1523 - TORONTO : Ernie Eves government to honour 7,000 volunteers across the province (Eves-honors-volnteers) C1525 - BRAMPTON, ON : Peel Regional Police - Project Street Sweep a great success (Project-Street-Sweep) C1531 - TORONTO : Partisan Analysis Cloaked as 'Research': Students Respond to Millennium Foundation 'Fact Book' (Cdn-Fed-Students-book) C1533 - OTTAWA : Minister Boudria Announces Prorogation of Parliament and Details for the New Session of Parliament (New-Session-Parliamen) C1543 - WINNIPEG : Media Alert - Winnipeg Welcomes New Staffing Service (OfficeTeam-Winnipeg) C1547 - CALGARY, AB : Media Advisory - Allan Rock and Joyce Fairbairn to participate in the Calgary Regional Summit for Canada's Innovation Strategy (Calgary-Summit) C1551 - OTTAWA : Appointment to Prince Rupert Port Authority (Prince- Rupert-Port) C1558 - RICHMOND, BC : Cuts to airline service in BC inevitable (BC-air-service-cuts) C1592 - WINNIPEG : Pick 3 and Prairie Keno winning numbers (WCLC-Pick-3- Keno) C1593 - TORONTO : Notice To The Media - Health Canada (Health-Canada- notice) C1597 - TORONTO : Ontario Lottery and Gaming Corporation - Lottery winning numbers (olgc-pick-three-keno) Business/Financial# C0808 - CAMBRIDGE, ON : Toyota In Cambridge Creates 700 New Jobs (Toyota- 700-new-jobs) C0923 - TORONTO : RBC Royal Bank launches financial lifeskills seminars and scholarships (RBC-program-students) C0982 - LONDON, ON : EMT completes first close of $10 million series C financing (EMT-$10M-financing) C0997 - SEATTLE, WA : Hemera First to Offer Royalty-Free, High-Resolution Stock Images Through Annual Membership (Hemera-Royalty-Free) C1043 - EDMONTON : EPCOR Announces Preferred Share Offering (EPCOR-Share- Offering) C1050 - CALGARY : Novitas Energy Production Increase (Novitas-prod- increase) C1051 - EDMONTON : Exceptional finalists announced for lucky 13th annual ASTech Awards (13th-ASTech-Awards) C1057 - WINNIPEG : Medicure Completes MEND-1 Patient Enrollment (Medicure- enrollment) C1070 - VANCOUVER : EAGC to Become New Intermediate Gold Producer - 'Chimera Gold Corp.' (EAGC-new-gold-company) C1079 - TORONTO : Canada NewsWire Webcast Notification for the week of September 16, 2002 (CNW-Webcast-Notice) C1094 - VANCOUVER : Fuel Cells Canada Announces Appointment of Dr. Ron Britton as President and CEO (Fuel-Cells-new-CEO) C1097 - TORONTO : Today on InvestorCanada.com...Earnings reports get fat! (InvestorCAN-earnings) C1104 - VANCOUVER : Freegold Ventures Limited - Trenching results confirm new gold discovery (Freegold-trench-reslt) C1115 - NEW YORK, NY : Genesis Bioventures announces USDA Review of Mad Cow Test (GBI-USDA-reviews-test) C1124 - TORONTO : Sputtering U.S. recovery not enough to drag down Canadian

economy say TD Economists (TD-economic-forecast) C1130 - TORONTO : Mutual funds lose ground for fifth consecutive month according to data from Morningstar Canada (Morningstar-ratings) C1170 - TORONTO : AGF Announces Enhanced Third-Party Administrative Services Company (AGF-rename-subsidiary) C1171 - TORONTO : AGF Acquires Jewelstone Systems Inc. To Power Third-Party Administrative Business (AGF-acqr-Jewelstone) C1172 - TORONTO : Media Advisory - AGF Unveils New Brand, New Building & New Identity For Key Subsidiary (AGF- new-HQ-media-inv.) C1184 - QUEBEC CITY : TSO3 goes launches its ozone sterilizer on the market (a-TSO3-laun-ozo-steri) C1186 - MONTREAL : NHC Reports Successful Settlement of a Lawsuit Against a Former Customer (a-NHC-Reports-Success) C1199 - MONTREAL : /R E P E A T/ - Media Invitation - Labopharm to Construct New Headquarters and GMP-Grade Laboratories - $8 million Investment (a-Labopharm-cv-constr) C1214 - TORONTO : Apollo Gold Corporation Completes $10.9 Million Financing (Apollo-Gold-financing) C1218 - DALLAS, TX : Meriton Networks to Demonstrate Advanced Network Management Toolset (NFOEC-2002-Conference) C1219 - TROY, Mich. : Automation Alley Names EDS as Technology Company of the Year (TX-EDS-Auto-Alley-awd) C1220 - DENVER : Golden Star Completes Acquisition of Wassa (all currency is expressed in United States dollars) (CO-Golden-Star-Wassa) C1221 - BURLINGTON, Mass. : Cognos Listed As A Business Intelligence Revenue Leader By Leading Analyst Firm; Advances Market Position (MA-Cognos- revenue) C1222 - BURLINGTON, Mass. : Dresser Flow Control Energizes Reporting and Analysis Capabilities With Cognos Series 7 (MA-Cognos-flow-contrl) C1223 - TORONTO : CI Funds Appoints Steinberg Priest & Sloane Sub-advisor to 4 Mutual Funds (CI-Funds-new-advisor) C1227 - HOUSTON : Plains All American Pipeline, L.P. Announces Private Offering of $150 Million Of Senior Notes Due 2012 (TX-Plains-All-Amercn) C1228 - TORONTO : Burntsand Announces New President and CEO (Burntsand- new-PresCEO) C1230 - TORONTO : iView Systems Launches Intelligent Gaming Database (iView-gaming-database) C1231 - PLANO, Texas : EDS Ships Unigraphics(R) NX, Its Next Generation Knowledge-Based MDA Software Built for the Digital Economy (TX-EDS- Unigraphics) C1232 - GOLDEN, Colo. : Canyon Resources - Financial Update (CO-Canyon-Resourc-ERN) C1234 - TORONTO/STOCKHOLM/HELSINKI : The Global Intelligence Alliance Harmonizes Its Service Offering and Product Portfolio (Global-Intel-Alliance) C1237 - WATERLOO, ON : Manulife Financial offers Canadians leading-edge Group Benefits e-services (Manulife-e-services) C1241 - NEW DURHAM, N.H. : Powerspan and Ontario Power Generation Team Up to Advance Multi-Pollutant Control Technology (NH-Powerspan-&-OPG) C1246 - MONTREAL : Standard Life adds new features to its Participant's Life Insurance (a-StdLife-new-feature) C1255 - TORONTO : Bell Canada and EllisDon Launch Bell e-Construction Site (Bell-Canada-EllisDon) C1270 - ST. JOHN'S, NF : Canadian Imperial Venture Corp. (Cdn-Imp-Ventur- shares) C1271 - EDMONTON, AB & PASADENA, CA : QWIPTECH Signs US Defense Contract for US$1.2 Million Dollars (QWIPTECH-sign-contrac) C1277 - MISSISSAUGA, ON : SCI Income Trust announces a cash distribution of $0.10 per trust unit (SCI-Income-Trust-cash) C1278 - TORONTO, Canada and LONDON, UK : VoiceGenie and VoxSurf Announce Speech-Driven Multi-Channel Communication Solution (VoiceGenie-solution) C1294 - HALIFAX : Lifetime Achievement Award for dedicated entrepreneurs (EOY-Entrepreneur-Year) C1297 - FREDERICTON, NB : Plazacorp shares Tacoma Centre development project with new partners and announces closing the purchase of Les Promenades du Cuivre (Plazacorp-Tacoma) C1298 - TORONTO : AT&T Canada Reminds Deposit Receipt Holders That Deposit Receipts Must Be Surrendered To Receive Payment Pursuant To The At&T Canada Deposit Receipt Agreement (AT&T-Deposit-Receipt) C1299 - CALGARY : Galvanic Applied Sciences Inc. (Galvanic-Q1-results) C1303 - NEW YORK : Thomson First Call Rankings - Merrill Lynch Named Most- Read Brokerage Firm in North America in 2Q02 (NY-Thomson-First-Call) C1308 - TORONTO : Dimethaid Research Inc. extends financing agreement (Dimethaid-agreement) C1310 - LAVAL, QC :

Ground-Breaking Ceremony - Labopharm begins construction of corporate headquarters, state-of-the-art laboratories and GMP pilot manufacturing plant (Labopharm-new-plant) C1316 - TORONTO : Discipline regarding Joseph C. Stauffer adjourned on terms (IDA-Joseph-C-Stauffer) C1324 - MONTREAL : Mitec Telecom Files Year End Results (a-mitec- yearEndReslts) C1334 - VANCOUVER : BCSC sanctions financial adviser for failing to exercise due diligence (BCSC-sanction-adviser) C1336 - LONDON, UK : Big names line-up for high level debate in Automotive Logistics (Automotive-Logistics) C1350 - MONTREAL : COGNICASE Announces Share Buy-Back Program (a-CogniCase-Buy-Back) C1352 - TORONTO : Polydex Pharmaceuticals Reports Financial Results for 2nd Quarter (Polydex-2Q-earnings) C1356 - TORONTO : Heating Oil Partners Income Fund Announces September 2002 Distribution (HOP-Sept-distribution) C1365 - NEW YORK : Anchors Aweigh! Tommy Hilfiger Freedom America Yacht Sets Sail (NY-Tommy-Hilfiger) C1369 - ETOBICOKE, ON : Multi-Glass International Inc. (Multi-Glass-issur- bid) C1375 - MONTREAL : Quebec: Lifetime Achievement Award for dedicated entrepreneurs (award-entrepreneur-QC) C1377 - PEMBROKE, Bermuda : Tyco To File Form 8-K Report On Tuesday, September 17, 2002 (MA-Tyco-Form-8-K) C1378 - OTTAWA : Ontario's Largest Insured ATV Trail System Launched In Elliot Lake (ATV-Trail-System) C1381 - BASKING RIDGE, N.J. : Avaya Begins $3.9 Million Communications Upgrade for USS Dwight D. Eisenhower (NJ-Avaya-USS-Eisenhow) C1384 - CALGARY : Profile Resources Inc. Completes its Private Placement (Profile-Resources-Inc) C1387 - BASINGSTOKE, UK : Shire Pharmaceuticals Group plc - FOSRENOL(TM) update (Shire-Pharma-FOSRENOL) C1390 - CALGARY : Fort Chicago Announces Third Quarter Cash Distribution to Unitholders and Portion Eligible Under Distribution Reinvestment Plan (Fort-Chicago-distribt) C1396 - GRAND CAYMAN : CUC announces declaration of regular quarterly dividend on 8% Cumulative Fixed Term Class C, Series 2 **Preference** Shares (CUP.PR.U) (CaribbeanUtil-dividnd) C1397 - NEW YORK : Thomson Financial Appoints Kenneth Wagner Chief Operating Officer For Sales, Trading and Wealth Management (NY-Thomson- Financial) C1402 - TORONTO : YEARS U.S. Trust Declares Monthly Distribution (YEARS-US-distribution) C1404 - TORONTO : General Donlee Income Fund Announces August, 2002 Distribution (General-Donlee-dist.) C1405 - VANCOUVER : Fosrenol(TM) Update (Fosrenol-not-approved) C1408 - VANCOUVER : Commission settles with Pacific International outside director (BCSC-Carri Gere-settle) C1409 - CALGARY : MAXIM Power Corp to live web cast from the FirstEnergy Power Conference in Toronto (MAXIM-Webcast) C1410 - WINNIPEG, MB : TeraGo Networks announces completion of a Multi- Site Broadband Network for Seven Oaks School Division (TeraGo-Seven-Oaks) C1411 - TORONTO : YEARS Trust Declares Monthly Distribution (YEARS-Trust- distrbutn) C1415 - VANCOUVER : PhotoChannel to enable UAF Photo Lab and their 300 store retail network (PhotoChannel-UAF-Lab) C1421 - VANCOUVER, British Columbia : Initial Exploration Results Confirm High Grade Gold at McVicar Lake Property (BC-Prospector-Mining) C1429 - CALGARY : CAPP Releases Submission to the Council of Energy Ministers (CAPP-release-submissi) C1441 - MONTREAL : ConjuChem Reports Third Quarter 2002 Results (ConjuChem-Q3-results) C1450 - TORONTO : On today's Canada's Business Report...Infosys Technologies Limited - Growing in a Tough Environment. (Cda's-Biz-Rpt-Infosys) C1455 - CALGARY : Pure Technologies Ltd. Announces New Contracts (Pure-Tech-contracts) C1456 - VANCOUVER : Sierra (SSG) Investment Co., LLC announces commencement of tender offer for 1.3 million common shares of Sierra Systems Group Inc. (Sierra-tender-offer) C1457 - MONTREAL : The Hockey Company and Sport Maska Inc. Announce Expiration of Exchange Offer for Outstanding 11 1/4% Senior Secured Note Units Due 2009 in an Aggregate Principal Amount of US$125,000,000 (a-HockeyCo- expiration) C1464 - YELLOWKNIFE, NWT : Grandfield Pacific Inc. releases annual and fourth quarter financial results (Grandfield-Q4-results) C1471 - TORONTO : Media Advisory - Alliance Atlantis Communications Inc. To Hold Annual General

Meeting at 10 a.m. ET on September 25, 2002 (Alliance- Atlantis-AGM) C1491 - ROUYN-NORANDA, Canada : Tom Exploration Inc. - Timmins Camp produces new gold discovery (a-Tom-Explor-Timmins) C1494 - WATERLOO, ON : DALSA Announces Image Sensor Shipments to Major Digital Photography Camera Manufacturer (DALSA-digital-cameras) C1501 - TORONTO : BGI Canada Notice of Third Quarter 2002 Distributions for iUnits(TM) Funds (BGI-Cda-distributions) C1506 - CALGARY : Aventura Announces Opportunity to Increase Trinidad Stake to 30% & Releases Second Quarter 2002 Results (Aventura-2nd-Quarter) C1511 - TAIPEI, Taiwan : From the SEMICON Taiwan Trade Show and Conference, Taipei, Taiwan (Sept. 16-18, 2002; Booth #1038) (Brooks-PRI- SEMICON) C1515 - NORTH VANCOUVER : SoftCare Closes Non-brokered Private Placement (SoftCare-financing) C1520 - ALDERSYDE, AB : Mullen Trucking Receives Canada Awards For Excellence (Mullen-Canada-Awards) C1521 - TORONTO/WINNIPEG : Cangene to begin two projects funded by CRTI in federal preparedness initiative (Cangene-CRTI-projects) C1549 - TORONTO : Mavrix Fund Management Inc. (Mavrix-Fund-agreement) C1552 - TORONTO : North American Palladium Ltd. Announces Update on Primary Crusher (N.A.-Palladium-update) C1559 - VANCOUVER : Manele Bay Ventures Inc. announces financial results for the 2nd quarter of fiscal 2003 (Manele-Bay-Q2-2003) C1564 - CALGARY : TransCanada Files 2003 Mainline Tolls Application and Requests Review of Fair Return Decision (TCPL-Tolls-Applicatio) C1567 - CALGARY : Advantage Energy Income Fund Announces Closing of Asset Swap & Additional Hedging (Advantage-Energy-Swap) C1574 - VANCOUVER : Sinotec Ventures Corp. - Announcement of Agreement-in- Principle (Sinotec-buy-Sun-Bridg) C1580 - VANCOUVER : Acrex Ventures Ltd. successfully completes the first four diamond drill holes on its Michaud Gold Property, Ontario (Acrex-diamond-drill) C1598 - VANCOUVER, British Columbia : Corporate Update - Andean Grants Share Options (Andean-share-options) Sports# C1569 - STETTLER, AB : Sport Select game information - Pro-Line and Over/Under (WCLC-Pro-Line-Over) C1570 - STETTLER, AB : Sport Select game information - Point Spread (WCLC- Point-Spread) Entertainment# C1307 - TORONTO : OMNI.2 also available in Ottawa and London markets (OMNI2-Ottawa-London) C1513 - TORONTO : Robert Hurst Appointed President, CTV News (CTV-News- new-prez)

VIEW ADDITIONAL COMPANY-SPECIFIC INFORMATION: http://www.newswire.ca/cgi-bin/inquiry.cgi?OKEY=15710 /For further information: or repeats, Editors may call CNW TORONTO at (416) 863-2085 and quote reference (c) number(s)/

5/3,AB/12 (Item 8 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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16853581
Forget the Beach -- Kids Want Real Adventure and Excitement; Grand Expeditions' Companies Feature Family Travel to Unforgettable Destinations
PR NEWSWIRE
May 24, 2001
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1188

BOCA RATON, Fla., May 24 /PRNewswire/ -- What is it like to pet a giraffe in its natural habitat? Have you ever awakened to the sounds of the rain forest's teeming wildlife? Do native kids along the Amazon River play soccer, too?

Grand Expeditions, Inc. companies can help kids and parents answer those questions through its companies' trips to some of the world's most exotic destinations. While many families are planning vacations to the lake

or an **amusement park** , Grand Expeditions' companies offer family travel to places like the Galapagos Islands, Kenya, South Africa, Costa Rica, Peru, and the Amazon River. Each **itinerary** provides up-close encounters with nature and wildlife, interaction with native peoples, breathtaking scenery, and experiences with new cultures.

5/3,AB/13 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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14349938 SUPPLIER NUMBER: 83458345 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' intercom: Readers' opinions, tips & recommendations.
International Travel News, 27, 1, 17(28)
March, 2002
ISSN: 0191-8761 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 16890 LINE COUNT: 01227

5/3,AB/14 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

10452894 SUPPLIER NUMBER: 21116696 (USE FORMAT 7 OR 9 FOR FULL TEXT)
CD-ROMs for Travel Planning.(Evaluation)
Jacso, Peter
Computers in Libraries, v18, n8, p52(1)
Sept, 1998
DOCUMENT TYPE: Evaluation ISSN: 1041-7915 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1448 LINE COUNT: 00109

ABSTRACT: Microsoft Trip Planner 98 and Rand McNally TripMaker Deluxe 1998 are ideal CD-ROM products that enable users to plan their travels. Both products each cost less than $40, and they can be of use to business travelers and families planning a vacation. The products can identify available hotels and motels, and nearby attractions, and they can use the Geographical Positioning System.

5/3,AB/15 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

05770291 SUPPLIER NUMBER: 11816900 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Trade paperbacks. (Spring Books 1992)(tabular information only)
(Bibliography)
Sanborn, Mrgaret; Simson, Maria
Publishers Weekly, v239, n5, p143(43)
Jan 22, 1992
CODEN: PWEEA DOCUMENT TYPE: Bibliography ISSN: 0000-0019
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 40583 LINE COUNT: 03423

ABSTRACT: A listing of spring 1992 trade paperbacks, by publisher, in the fields of art, biography, business, childcare, computers, cookery, fiction, mystery, folklore, health, history, how-to, humor, nature, philosophy, psychology, reference and others is presented.

5/3,AB/16 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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02129458 SUPPLIER NUMBER: 20080362 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Be your own travel agent. (15 travel Web sites) (includes related articles on the editors' choice, travel resources and airline Web sites) (Company Business and Marketing)
Fastie, Will; Garris, John; Cohen, Alan; Dawes, Trevor A.; Leger, Jill; Rabinovitch, Eyal; Munro, Jay; Lidsky, David
PC Magazine, v17, n1, p177(11)
Jan 6, 1998
ISSN: 0888-8507 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 7201 LINE COUNT: 00561

ABSTRACT: Biztravel.com is named the editors' choice among the business travel Web sites evaluated, but there was no recommendation made for vacation travel, showing that the Web cannot yet take the place of a travel agent. Biztravel.com develops a traveler profile as complete as those used by travel agents, including an unlimited number of frequent-(fill in the blank) programs. American Express Travel features a reservation system that is easy to use, but it lacks Biztravel.com's amenities. Atevo Travel features a travelers' bulletin board, destination highlights, and electronic postcards. CNN Interactive's Travel Guide also features an easy-to-use reservation system and a low-fare tracking system, as well as the CNN online guidebook. Excite Travel by City.Net is a great information resource for travel of all kinds. Internet Travel Network can be used in conjunction with a local travel agent. Also described are Microsoft Expedia.com, Outtahere, Preview Travel, TheTrip.com, Travelocity, TravelWeb and Uniglobe Travel Online.

5/3,AB/17 (Item 1 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
(c) 2006 Financial Times Ltd. All rts. reserv.

0011642145 A20050107283-33-DFT
FT.com site : Another country
Edward Luce
FT.COM SITE
Friday, January 7, 2005
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
Word Count: 4,595

5/3,AB/18 (Item 2 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
(c) 2006 Financial Times Ltd. All rts. reserv.

0011642065 A20050108561-170-FT
FT WEEKEND MAGAZINE - Feature: Another country Yuppies, globalisation and Bollywood movies are all changing the face of India, yet many of its one billion people still live in rural poverty. How does a nation that bridges two different worlds view itself - and want others to see it?
EDWARD LUCE
Financial Times, Surveys MAG ED, P 20
Saturday, January 8, 2005
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

SECTION HEADING: FT WEEKEND MAGAZINE - Feature
Word Count: 4,597

5/3,AB/19 (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00579672 20010524NYFNSZ07
Forget the Beach -- Kids Want Real Adventure And Excitement; Grand Expeditions' Companies Feature Family Travel to Unforgettable Destinations
PR Newswire
Thursday, May 24, 2001 05:12 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,241
? type s5/3,9/3

5/9/3 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08382353 Supplier Number: 71008982 (THIS IS THE FULLTEXT)
Queue without waiting.(Brief Article)
Electronics Times, p40
Feb 26, 2001
ISSN: 0142-3118
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 915
TEXT:
Using a Q-bot, you can forget hanging around at the theme **park** , says Keri Allan

Having to queue at theme parks may soon become a thing of the past thanks to a UK company which has designed the perfect solution to help theme **park** visitors enjoy a stress-free day out.

While many people enjoy at least one day out at a theme **park** every year, most resent having to spend half of the time queuing for rides. Six Flags Over Georgia has become the first US theme **park** to install Lo- Q's Q-bot system - hoped to be fully operational this spring - which provides virtual queuing, ride reservation and lost child location facilities for its guests.

The system is claimed to outperform all other forms of virtual queuing and ride reservation models such as paper tickets or booking-in methods. For a small premium, **park** visitors can rent this small electronic device (see box opposite) that creates a virtual queue or `cyber-line'. This means that visitors can be elsewhere in the **park** , doing other things, and then return at a specified time to go on the ride.

When guests swipe their Q-bot at the cyber-reservation point at each ride, the system registers that person and puts them into a cyber queue held within its memory. The system then informs the guest via the Q-bot display when their ride has been scheduled and sends reminders closer to the time.

Trials have come up with positive results for the system. Don McCoy, director of operations at Six Flags Over Georgia, said: "We are constantly seeking to streamline and improve our levels of service to our guests. The Low-Q system promises to put us at the cutting edge of theme **park**

technology, maximising guest relaxation and enjoyment and optimising our per capita earnings."

Lo-Q began its first UK installation of the system at Thorpe **Park** and has since been trialling it at a number of others. It has been chosen to receive a Millennium Product award by the British Design Council.

A major benefit of the system will be higher income for the **park** and its affiliates. Because people will not be in physical queues, while they are waiting for rides, they will be wondering around and are more likely to be spending money in the gift shops or eateries. There will be other advantages for **park** owners including happier customers - which means returning customers - and increasing guest security.

In addition, valuable marketing data will be generated which, in the future, could be used to tailor promotions and direct marketing to the most suitable guests in the parks.

The technology behind all of this is quite simple. The Q-bot combines the functions of a pager and long-range electronic tag using a short- range radio. The fixed radio transceivers used for messaging and location tracking, along with the IR transceivers used for ride booking and entry, are known as LoQators.

The LoQators poll repetitively to cause Q-bots in their proximity to respond by transmitting a serial number. The serial numbers of the detected Q-bots can then be sent to the host computer via telemetry cabling, CAT5 or other methods.

Leonard Sim, MD of Lo-Q, said: "The LoQators perform the router and bridge functions of the network. It takes the data from the host via Ethernet or RS485 and converts this to either IR or RF traffic. The host computer directly controls all its functions. Its primary function is to poll for Q-bots, collect their responses and pass this data back to the host for further processing. In addition, it routes the various messages through to specific Q-bots."

The technology behind the Lo-Q system can provide a number of different services. These include rotating guests into place without line jumping, ride entry control and electronic **park** guide.

Another useful feature is the Q-tag child location facility, which can pinpoint an individual's exact location in the **park** if he or she gets separated from the group. Using radio cell technology, it records the time and place of the most recent signal exchange with a guest unit, providing an aid to lost children location by using the Q-tag small unit and a guest group rendezvous service.

In addition to the basic functions of the system, the Lo-Q computer takes care of ride breakdowns while space availability can help ensure that attractions run smoothly. Guests can generate a schedule at the start of their visit or reserve on a ride-by-ride basis as they do today. The system handles multiple virtual queues, allocating rides and shows with guests' **preferences** in mind.

Future improvements include **itinerary** management, guest movement influencing, daily programme selection at a terminal, Internet-based ride booking and day planning. Corporate hospitality is another feature that will be added. Here, large parties will be able to communicate easily, pre-planned itineraries can be offered and catering can be scheduled efficiently.

To provide capital for its expansion plans, last October Lo-Q was floated in the UK. Sim commented: "We feel that this has provided us with the resources to meet our installation commitments for the foreseeable future."

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PUBLISHER NAME: Miller Freeman UK Ltd

COMPANY NAMES: *Six Flags Over Georgia
EVENT NAMES: *366 (Services introduction)
GEOGRAPHIC NAMES: *1USA (United States)
PRODUCT NAMES: *7996000 (**Amusement** Parks)
INDUSTRY NAMES: BUSN (Any type of business); ELEC (Electronics); INTL (
Business, International)
SIC CODES: 7996 (**Amusement** parks)
NAICS CODES: 71311 (**Amusement** and Theme Parks)
SPECIAL FEATURES: LOB; COMPANY
?

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	18	itinerary same (random$5 or perturb$6)	USPAT	OR	ON	2006/04/25 10:27
L2	2	itinerary same (perturb$6)	USPAT	OR	ON	2006/04/25 10:27

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	6769	(alternate or alternative) near5 event	US-PGPUB; USPAT	OR	ON	2006/04/25 11:39
L2	1567	(alternate or alternative) near event	US-PGPUB; USPAT	OR	ON	2006/04/25 11:40
L3	849	(alternate or alternative) near event	US-PGPUB	OR	ON	2006/04/25 11:40
L4	4	((alternate or alternative) near event) same reservation	US-PGPUB	OR	ON	2006/04/25 11:40

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	0	(amusement same park) same itinerary	EPO; JPO; DERWENT	OR	ON	2006/04/25 12:19
L2	124	(amusement same park) same card	EPO; JPO; DERWENT	OR	ON	2006/04/25 12:22
L3	7	(amusement same park) same card same access	EPO; JPO; DERWENT	OR	ON	2006/04/25 12:25
L4	10	(amusement same park) same card same reservation	EPO; JPO; DERWENT	OR	ON	2006/04/25 12:25

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	5	(amusement same park) same itinerary	USPAT	OR	ON	2006/04/19 15:17
L2	9	(amusement same park) same itinerary	US-PGPUB; USPAT	OR	ON	2006/04/19 15:22
L3	15	(amusement same park) same attraction same (preference)	US-PGPUB; USPAT	OR	ON	2006/04/19 15:25
L4	0	(amusement same park) same attraction same aversion	US-PGPUB; USPAT	OR	ON	2006/04/19 15:26
L5	0	(amusement same park) same attraction same privilege	US-PGPUB; USPAT	OR	ON	2006/04/19 15:37
L6	2	(amusement same park) same attraction same language	US-PGPUB; USPAT	OR	ON	2006/04/19 15:37

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JAN 27 2006
IAP80
PATENT & TRADEMARK OFFICE

1-30-06 IFW 3639

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appn. Number: 09/858,376

Appn. Filed: 05-15-2001

Applicant: William G. Redmann, et al.

Title: METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

Examiner/GAU: Thomas A. Dixon/3639 01-27-2006

Response to First Office Action

Commissioner for Patents
Post Office Box 1450
Washington, District of Columbia 20231

Sir:

In response to the Office Action mailed October 27, 2005, and per MPEP 2173.05(n) Applicants have selected a number of claims not exceeding the twenty-five (25) specified by the Examiner. Applicants present arguments as to why the multiplicity of claims rejection is in error. Further, in response to the Examiner's note that a restriction may be required in a subsequent action, Applicants present arguments that all claims pending are drawn to a single invention and that restriction is not proper.

Claim 42 is cancelled, as described below.

The contents of this Response to the First Office Action are arranged as follows:

Amendments to the Claims page 2
Remarks - Selection of Claims and Arguments Against Multiplicity Rejection page 48
Remarks - Arguments Against Restriction page 55
Remarks - General page 57

Amendments to the Claims:

Claims 1-3 (cancelled)

4. (previously presented) A method of providing an itinerary to a party, said itinerary comprising a second set of attractions selected from a first set of attractions, said method comprising the steps of:

a) providing data regarding said first set of attractions;

b) gathering information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data;

c) providing a computer having access to said data and said information, said computer having software operable to select said second set of attractions from said first set of attractions;

d) selecting said second set of attractions with said software such that said second set of attractions comprises at least one of said first set of attractions for which said data substantially matches with said information;

e) providing a presentation means able to receive said itinerary from said computer; and,

f) presenting said itinerary to said party using said presentation means;

whereby said itinerary is customized for said party.

5. (previously presented) The method of Claim 4 wherein said information comprises a preference

of said party; wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said preference, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions.

6. (previously presented) The method of Claim 5 wherein said preference is selected from the group consisting of aversion to thrill, interest in for thrill, aversion to getting wet, aversion to violence, aversion to loud noises, aversion to long queues, aversion to a predetermined theme, interest in a predetermined theme, aversion to a predetermined cuisine, interest in a predetermined cuisine, aversion to a predetermined attraction factor, interest in a predetermined attraction factor, preferred meal time, preferred meal duration, and a departure time.

7. (previously presented) The method of Claim 4 wherein said information comprises an attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said attribute, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of

attractions.

8. (previously presented) The method of Claim 7 wherein said attribute is selected from the group consisting of number of infants, number of young children, number of elderly, number of disabled, number of wheelchairs, minimum height, and party size.

9. (previously presented) The method of Claim 4 wherein said information comprises an aversion attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute, and wherein in step d) said portion said first set of attractions is excluded from selection for said second set of attractions.

10. (previously presented) The method of Claim 9 wherein said aversion attribute of said party is selected from the group consisting of has infants, age, has small children, has wheelchair.

11. (previously presented) The method of Claim 4 wherein said information comprises an aversion attribute of said party and a corresponding nullifying preference of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect

to said aversion attribute unless said corresponding nullifying preference is present, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions.

12. (previously presented) The method of Claim 11 wherein said aversion attribute and said corresponding nullifying preference are selected respectively as a pair from the group consisting of has infants and will baby swap, has small children and will baby swap, and has wheelchair and can transfer from wheelchair.

13. (previously presented) The method of Claim 4 wherein said information comprises a privilege of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said privilege, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions.

14. (previously presented) The method of Claim 13 wherein said privilege is selected from the group consisting of premium admission, VIP status, auxiliary admission, graded admission, and express queue admission.

15. (previously presented) The method of Claim 13 wherein step d) further comprises expending said privilege.

16. (previously presented) The method of Claim 13 wherein step b) further comprises providing a secure collection means to gather said privilege of said party.

17. (previously presented) The method of Claim 16 wherein said secure collection means is operated by an authorized person.

18. (previously presented) The method of Claim 16 further comprising the steps of:

g) providing a purchasing means in communication with said secure collection means;

h) purchasing said privilege for said party using said purchasing means; and,

i) communicating said privilege to said secure collection means;

whereby said privilege is added to said information.

19. (previously presented) The method of Claim 18 wherein step h) is

performed by a purchaser.

20. (previously presented) The method of Claim 18 wherein said purchasing means comprises a browser and a web site, said browser having communication with said web site.

21. (previously presented) The method of Claim 13 wherein step f) further comprises presenting an indicium representative of said privilege.

22. (previously presented) The method of Claim 21 wherein said indicium is a barcode.

23. (previously presented) The method of Claim 4 wherein said information comprises a language of preference, and wherein step f) is performed in said language of preference.

24. (previously presented) The method of Claim 23 wherein step b) is performed substantially in said language of preference.

25. (previously presented) The method of Claim 4 wherein said data further comprises a scheduled time corresponding to a first attraction of said second set of attractions, wherein in step d)

said software adds said scheduled time in association with said first attraction to said itinerary, and wherein step f) further includes presenting said scheduled time in association with said first attraction.

26. (previously presented) The method of Claim 25 wherein said data further comprises operating hours for said first attraction, and said scheduled time falls within said operating hours.

27. (previously presented) The method of Claim 25 wherein said scheduled time is representative of a member of the group consisting of recommended time, show time, departure time, and reservation time.

28. (previously presented) The method of Claim 4 in which said party and a second party are a group, said second party having a second itinerary comprising a first attraction of said first set of attractions, said first attraction further in association with a second scheduled time,
said information further representing a desire to regroup said group,
wherein in step d) said software selects said first attraction and a scheduled time, said scheduled time being substantially equal to said second scheduled time, in response to

said desire in said information,
whereby said desire to regroup is accommodated.

29. (previously presented) The method of Claim 4 wherein in step d) said software further adds to said itinerary an earlier scheduled time corresponding to a first attraction of said second set of attractions, and adds a later scheduled time corresponding to a second attraction of said second set of attractions, said earlier scheduled time and said later scheduled time being selected so that said later scheduled time is at least equal to said earlier scheduled time plus a time required between attractions.

30. (previously presented) The method of Claim 29 wherein said time required between attractions is the sum of at least one of the group consisting of queue time for said first attraction, length of said first attraction, start time delay for said first attraction, and travel time from said first attraction to said second attraction.

31. (previously presented) The method of Claim 30 wherein said time required between attractions varies according to at least one parameter selected from the group consisting of time-of-day, day, season, actual queue length,

attendance, historical operational data, and said information.

32. (previously presented) The method of Claim 30 wherein said queue time varies according to said earlier time.

33. (previously presented) The method of Claim 30 wherein said travel time varies according to said later time.

34. (previously presented) The method of Claim 30 wherein said information comprises an attribute of said party, and wherein said travel time varies according to said attribute.

35. (previously presented) The method of Claim 34 wherein said attribute is selected from the group consisting of number of infants, number of young children, number of elderly, number of disabled, number of wheelchairs, has access to transportation, has electric cart, is walking, is slow moving, and party size.

36. (previously presented) The method of Claim 30 wherein said information comprises an attribute of said party,

and wherein said queue time varies according to said attribute.

37. (previously presented) The method of Claim 36 wherein said attribute is selected from the group consisting of has authentication code, has pass, has reservation, and class of party.

38. (previously presented) The method of Claim 30 wherein said information comprises a privilege of said party, and wherein said queue time varies according to said privilege.

39. (previously presented) The method of Claim 38 wherein said privilege is selected from the group consisting of an authentication code, a pass, and a reservation.

40. (previously presented) The method of Claim 38 wherein step d) further comprises expending said privilege of said party when said first attraction is selected.

41. (previously presented) The method of Claim 29 wherein said time required between attractions varies according to at least one

parameter selected from the group consisting of time-of-day, day, season, actual queue length, attendance, historical operational data, and said information.

42. (cancelled)

43. (previously presented) The method of Claim 4 wherein said information comprises a third set of attractions previously selected for said party, wherein in step d) said software substantially excludes said third set from said second set of attractions, whereby said second set of attractions is substantially different from said third set.

44. (previously presented) The method of Claim 43, wherein said second set of attractions and said third set are selected for different days.

45. (previously presented) The method of Claim 4, wherein said information comprises a third set of attractions previously selected for said party, said third set consisting of an already visited portion and a remaining portion, wherein said party forgoes said remaining portion due to an interruption, wherein in step d) said software selects said second set of attractions as a replacement for said remaining portion, and wherein said

second set of attractions substantially excludes said already visited portion, whereby said interruption is overcome.

46. (previously presented) The method of Claim 45, wherein said interruption is selected from the group consisting of said party is delayed, said party is distracted, and an unavailable attraction of said remaining portion is inoperable.

47. (previously presented) The method of Claim 4, wherein said first set of attractions comprises a plurality of attractions selected from the group consisting of ride, show, movie, theater, restaurant, exhibit, display, presentation, store, tour, parade, museum, room, area, fountain, restroom, hiking trail, picnic site, autograph session, historic recreation, beach, viewpoint, photo opportunity, lookout, fireworks display, attraction within a district, attraction within a city, attraction within a region, attraction within a state, and attraction within a country.

48. (previously presented) The method of Claim 4 further comprising the steps of:

j) providing an access control system to a first attraction of said second set of attractions; and,

k) admitting said party to said first attraction

with said access control system, said access control system operating in response to at least a portion of said itinerary corresponding to said first attraction.

49. (previously presented) The method of Claim 48, wherein in step k) said access control system reads said portion of said itinerary as presented to said party in step f).

50. (previously presented) The method of Claim 49 wherein said itinerary presented to said party in step f) further comprises a barcode associated with said first attraction, and wherein in step k) said access control system reads said barcode.

51. (previously presented) The method of Claim 48, wherein in step k) said access control system reads at least said portion of said itinerary from said computer.

52. (previously presented) The method of Claim 48 further comprising the steps of:

l) establishing for said party an identification associated with at least said portion of said itinerary, said identification readable by said access control system, wherein at least said portion of said itinerary is

retrievable with said identification; and,

m) presenting said identification to said access control system for reading;

whereby said access to at least said portion of said itinerary is obtained and said party is admitted to said first attraction.

53. (previously presented) The method of Claim 52, wherein said identification comprises an identification means selected from the group consisting of a card, an ID, a pass, admission media, access media, an authentication code, a signature, speech recognition, contact information, a phone number, a transaction number, a credit card number, and a barcode.

54. (previously presented) The method of Claim 4 wherein said computer comprises at least a first member selected from the group consisting of a portable computer, a handheld computer, a kiosk computer, a general purpose computer, and a desktop computer.

55. (previously presented) The method of Claim 54 wherein said computer further comprises at least a second member, said second member having communication with said first member,

said second member being selected from the group consisting of a remote access system, a web server, a network of computers, and a central computer.

56. (previously presented) The method of Claim 55, wherein said communication between said first member and said second member is at least partially wireless.

57. (previously presented) The method of Claim 55, wherein said communication between said first member and said second member is at least partially via the Internet.

58. (previously presented) The method of Claim 4 wherein said presentation means comprises a printer and in step f) at least a portion of said itinerary is presented in a printed form.

59. (previously presented) The method of Claim 58 wherein said printed form is selected from the group comprising a single person pass, a pass for said party, a printed itinerary, a customized ticket book, and a self-guided tour.

60. (previously presented) The method of Claim 4 wherein said presentation means comprises a

display selected from the group consisting of a screen, a touchscreen, and a scrolling display.

61. (previously presented) The method of Claim 4 wherein in step f) at least a portion of said itinerary is announced audibly by said presentation means.

62. (previously presented) The method of Claim 4 wherein in step f) only a next attraction of said itinerary is provided at a time.

63. (previously presented) The method of Claim 4 wherein step f) only a next portion of said itinerary is provided at a time.

64. (previously presented) The method of Claim 4 further comprising the step of:

n) providing a reservation computer in communication with said computer, said reservation computer providing an indication whether said a first attraction is available;

wherein in step d) said software excludes said first attraction from said second set of attractions when said reservation computer indicates said first attraction is unavailable.

65. (previously presented) The method of Claim 64 wherein said software provides a time to

said reservation computer, wherein said reservation computer indicates whether said first attraction is available at substantially said time.

66. (previously presented) The method of Claim 4 wherein said data indicates an underutilized attraction of said first set of attractions, and wherein said software is more likely to select said underutilized attraction in step d), whereby demand for said underutilized attraction is increased.

67. (previously presented) The method of Claim 4 wherein said data indicates a first attraction of said first set of attractions, said first attraction having excessive demand, and wherein said software is less likely to select said first attraction in step d), whereby demand for said first attraction is moderated.

68. (previously presented) The method of Claim 67 further comprising the step of:

o) calculating an aversion factor, said aversion factor at least partially determined by a portion of said data corresponding to said first attraction, said aversion factor distinguishing said first attraction as being less desirable than at least a portion of said first set of attractions;

wherein in step d) said first attraction is excluded from selection for said second set of attractions.

69. (previously presented) The method of Claim 68 wherein said aversion factor is time interval dependent.

70. (previously presented) The method of Claim 68 wherein said excessive demand is expected.

71. (previously presented) The method of Claim 68 where said excessive demand is centrally managed.

72. (previously presented) The method of Claim 4 further comprising the steps of:
p) providing a storage accessible to said computer; and,
q) recording at least a portion of said itinerary corresponding to a first attraction of said first set of attractions in said storage;
whereby a directed demand to at least said first attraction is centrally stored.

73. (previously presented) The method of Claim 72 further comprising the step of:
r) determining said directed demand corresponding to said first attraction from said storage; and,

wherein said data comprises an allocated capacity corresponding to said first attraction,

wherein in step d) said first attraction is excluded from selection for said second set of attractions when said directed demand is at least equal to said allocated capacity,

whereby said directed demand is centrally managed.

74. (previously presented) The method of Claim 73 further comprising the steps of:

s) providing a reservation computer having access to said storage; and,

t) accepting a reservation for said first attraction with said reservation computer, said reservation computer recording said reservation in said storage;

whereby said reservation made by a parallel system effectively reduces said allocated capacity.

75. (previously presented) The method of Claim 4 further comprising the steps of:

u) providing a reservation computer in communication with said software; and,

v) making a reservation with said reservation

computer for said party for a first attraction of said second set of attractions;

whereby said reservation for said party is accessible to users of said reservation computer.

76. (previously presented) The method of Claim 4 wherein in step d) said software applies a perturbation to a desirability of a first attraction of said first set of attractions, said perturbation producing a different result for said second set,

whereby directed demand to said first attraction is redistributed to mitigate at least one selected from the group consisting of underutilization of said first attraction, excessive demand for said first attraction, and modes in which other parties gather.

77. (previously presented) The method of Claim 4, wherein said data further comprises a third set of messages, each of said third set selected from the group consisting of a marketing message, a discount offer, and a recommendation, each of said third set having corresponding conditions, each of said third set being associated with a corresponding first attraction of said first set of attractions,

said software being further able to determine whether said conditions are met,

said itinerary further comprising a fourth set of messages,

said method further comprising the step of:

w) selecting said fourth set of messages with said software such that said fourth set consists of at least one of said third set of messages for which the corresponding conditions are met;

wherein in step f) each of said fourth set of messages is provided to said party in conjunction with said itinerary;

whereby each of said fourth set of messages message is available at an appropriate time.

78. (previously presented) The method of Claim 77 wherein said data further comprises a duration corresponding to a first message of said third set of messages,

wherein in step d) said software further selects a scheduled time for a second attraction of said second set of attractions, said second attraction corresponding to said first message, and

wherein in step w) said software calculates a gap before said scheduled time, and said first message is selected for said fourth set of messages only if said gap is at least equal to said duration.

79. (previously presented) The method of Claim 4,

wherein said software comprises a decision making routine responsive to at least a portion of said data corresponding to a first attraction of said first set of attractions and at least a portion of said information, said decision making routine performing at least a portion of step d) with respect to said first attraction.

80. (previously presented) The method of Claim 4, wherein said software comprises a utility function, said utility function representing a value to said party of a first attraction, said utility function accepting parameters, said parameters comprising a portion of said data corresponding to said first attraction, and said parameters further comprising said information.

81. (previously presented) The method of Claim 80, wherein said parameters further comprise said second set of attractions, and wherein after said first attraction is selected for said second set of attractions in step d), said first attraction is still evaluated for a subsequent visit.

82. (previously presented) The method of Claim 4, wherein said data comprises actual queue information corresponding to at least one of said first set of attractions.

83. (previously presented) The method of Claim 4, wherein a portion of said data corresponding to a first attraction of said first set of attractions is representative of at least one member of the group consisting of expected queue length, actual queue length, expected attendance, location of an entrance, location of an exit, showtime, mode of operation, routes to other attractions of said first set of attractions, routes from said other attractions, travel time to said other attractions, capacity, theoretical hourly ride capacity, holding capacity, duration, continuous running, availability, a scheduling factor, an acceptance factor, an admission requirement, an admission class, an admission grade, operating hours, inoperation, and wheelchair accessibility.

84. (previously presented) The method of Claim 4, wherein step b) is conducted over an Internet connection.

85. (previously presented) The method of Claim 4, wherein said computer comprises a user interface, and
wherein said software is further operable to perform at least a portion of step b) though said user interface.

86. (previously presented) The method of Claim 85, wherein said user interface comprises at least one member from the group consisting

of a query form, an HTML form, a button, a pick list, a checkbox, a scroll indicator, a paper form reader with an associated paper form, a touchscreen, and a display screen.

87. (previously presented) A system for providing an itinerary to a party, said itinerary comprising a second set of attractions selected from a first set of attractions, said system comprising:

data regarding said first set of attractions;

information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data;

a computer having access to said data and said information, said computer having software operable to select said second set of attractions from said first set of attractions, said second set of attractions consisting of at least some of said first set of attractions for which said data substantially matches with said information;

a presentation means in communication with said computer, said presentation means able to receive said itinerary from said computer and present said itinerary to said party,

whereby said itinerary is customized for said party.

88. (previously presented) The system of Claim 87 wherein said information comprises a preference of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said preference,

and wherein said software selects at least one attraction from said portion of said first set of attractions for said second set of attractions.

89. (previously presented) The system of Claim 88 wherein said preference is selected from the group consisting of aversion to thrill, interest in for thrill, aversion to getting wet, aversion to violence, aversion to loud noises, aversion to long queues, aversion to a predetermined theme, interest in a predetermined theme, aversion to a predetermined cuisine, interest in a predetermined cuisine, aversion to a predetermined attraction factor, interest in a predetermined attraction factor, preferred meal time, preferred meal duration, and a departure time.

90. (previously presented) The system of Claim 87 wherein said information comprises an attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said attribute, and wherein said software selects at least one attraction from said portion of said first set of attractions for said second set of attractions.

91. (previously presented) The system of Claim 90 wherein said attribute is selected from the group consisting of number of infants,

number of young children, number of elderly, number of disabled, number of wheelchairs, minimum height, and party size.

92. (previously presented) The system of Claim 87 wherein said information comprises an aversion attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute; and, wherein said software excludes said portion of said first set of attractions from said second set of attractions.

93. (previously presented) The system of Claim 92 wherein said aversion attribute of said party is selected from the group consisting of has infants, age, has small children, has wheelchair.

94. (previously presented) The system of Claim 87 wherein said information comprises an aversion attribute of said party and a corresponding nullifying preference of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute unless said corresponding nullifying preference is present, and wherein said software selects at least one attraction from said portion of said first set of attractions for said second set of attractions.

95. (previously presented) The system of Claim 94, wherein said aversion attribute and said corresponding nullifying preference are selected respectively as a pair from the group consisting of has infants and will baby swap, has small children and will baby swap, and has wheelchair and can transfer from wheelchair.

96. (previously presented) The system of Claim 87 wherein said information comprises a privilege of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said privilege, and wherein said software selects at least one attraction from said portion of said first set of attractions for said second set of attractions.

97. (previously presented) The system of Claim 96, wherein said privilege is selected from the group consisting of premium admission, VIP status, auxiliary admission, graded admission, and express queue admission.

98. (previously presented) The system of Claim 96 wherein said software further expends said privilege.

99. (previously presented) The system of Claim 96, further comprising a secure collection

means to gather said privilege of said party.

100. (previously presented) The system of Claim 99 wherein said secure collection means is operated by an authorized person.

101. (previously presented) The system of Claim 99 further comprising a purchasing means in communication with said secure collection means, said purchasing means operable to allow a purchase of said privilege, said purchasing means communicating said purchase of said privilege to said secure collection means, whereby said privilege is added to said information.

102. (previously presented) The system of Claim 101 wherein said purchasing means is used by a purchaser.

103. (previously presented) The system of Claim 101 wherein said purchasing means comprises a browser and a web site, said browser having communication with

said web site.

104. (previously presented) The system of Claim 96 wherein said second set of attractions provided to said party by said presentation means further comprises an indicium representative of said privilege.

105. (previously presented) The system of Claim 104 wherein said indicium is a barcode.

106. (previously presented) The system of Claim 87 wherein said information comprises a language of preference, and wherein said itinerary is provided to said party in said language of preference.

107. (previously presented) The system of Claim 106 further comprising a collection means to gather said information, said collection means interacting substantially in said language of preference.

108. (previously presented) The system of Claim 87 wherein said data further comprises a scheduled time corresponding to a first attraction of said second set of attractions, wherein said software adds said scheduled time in association with said first attraction to said itinerary, and wherein

said presentation means presents said scheduled time in association with said first attraction.

109. (previously presented) The system of Claim 108 wherein said data further comprises operating hours for said first attraction, and said scheduled time falls within said operating hours.

110. (previously presented) The system of Claim 108 wherein said scheduled time is representative of a member of the group consisting of recommended time, show time, departure time, and reservation time.

111. (previously presented) The system of Claim 108 in which said and a second party are a group,
said second party having a second itinerary comprising a first attraction of said first set of attractions, said first attraction further in association with a second scheduled time,
said information further representing a desire to regroup said group,
wherein said software selects said first attraction and a scheduled time, said scheduled time being substantially equal to said second scheduled time, in response to said desire in said information,
whereby said desire to regroup is accommodated.

112. (previously presented) The system of Claim 87 wherein said software further adds to said itinerary an earlier scheduled time corresponding to a first attraction of said second set of attractions, and adds a later scheduled time corresponding to a second attraction of said second set of attractions, said earlier scheduled time and said later scheduled time being selected so that said later scheduled time is at least equal to said earlier scheduled time plus a time required between attractions.

113. (previously presented) The system of Claim 112 wherein said time required between attractions is the sum of at least one of the group consisting of queue time for said first attraction, length of said first attraction, start time delay for said first attraction, and travel time from said first attraction to said second attraction.

114. (previously presented) The system of Claim 113 wherein said time required between attractions varies according to at least one parameter selected from the group consisting of time-of-day, day, season, actual queue length, attendance, historical operational data, and said information.

115. (previously presented) The system of Claim 113 wherein said queue time varies according to said earlier time.

116. (previously presented) The system of Claim 113 wherein said travel time varies according to said later time.

117. (previously presented) The system of Claim 113 wherein said information comprises an attribute of said party, and wherein said travel time varies according to said attribute.

118. (previously presented) The system of Claim 117 wherein said attribute is selected from the group consisting of number of infants, number of young children, number of elderly, number of disabled, number of wheelchairs, has access to transportation, has electric cart, is walking, is slow moving, and party size.

119. (previously presented) The system of Claim 113 wherein said information comprises an attribute of said party, and wherein said queue time varies according to said attribute.

120. (previously presented) The system of Claim 119 wherein said attribute is selected from the group consisting of has authentication code, has pass, has reservation, and class of party.

121. (previously presented) The system of Claim 113 wherein said information comprises a privilege of said party, and wherein said queue time varies according to said privilege.

122. (previously presented) The system of Claim 121 wherein said privilege is selected from the group consisting of an authentication code, a pass, and a reservation.

123. (previously presented) The system of Claim 121 wherein said software expends said privilege of said party when said first attraction is selected.

124. (previously presented) The system of Claim 112 wherein said time required between attractions varies according to at least one parameter selected from the group consisting of time-of-day, day, season, actual queue

length, attendance, historical operational data, and said information.

125. (previously presented) The system of Claim 87 in which said party and a second party are a group, said second party having a second itinerary comprising a first attraction of said set of first attractions in association with a second scheduled time,
said information further representing a desire to regroup said group,
wherein in step d) said software selects said first attraction and a scheduled time, said scheduled time being substantially equal said second scheduled time, in response to said desire in said information,
whereby said desire to regroup is accommodated.

126. (previously presented) The system of Claim 87 wherein said information comprises a third set of attractions previously selected for said party,
wherein said software substantially excludes said third set from of said second set,
whereby said second set of attractions is substantially different from said third set.

127. (previously presented) The system of Claim 126 wherein said second set of attractions and said third set are selected for different days.

128. (previously presented) The system of Claim 87 wherein said information comprises a third set of attractions previously selected for said party, said third set consisting of an already visited portion and a remaining portion,
wherein said party forgoes said remaining portion due to an interruption,
wherein said software selects said second set of attractions as a replacement for said remaining portion, wherein said second set of attractions substantially excludes said already visited portion,
whereby said interruption is overcome.

129. (previously presented) The system of Claim 128, wherein said interruption is selected from the group consisting of said party is delayed, said party is distracted, and an unavailable attraction of said remaining portion is inoperable.

130. (previously presented) The system of Claim 87 wherein said first set of attractions comprises a plurality of attractions selected from the group consisting of ride, show, movie, theater, restaurant, exhibit, display, presentation, store, tour, parade, museum, room, area, fountain, restroom, hiking trail, picnic site, autograph session, historic recreation, beach, viewpoint, photo opportunity, lookout, fireworks display, attraction within a district, attraction

within a city, attraction within a region, attraction within a state, and attraction within a country.

131. (previously presented) The system of Claim 87 further comprising:
an access control system to a first attraction of said second set of attractions, wherein said access control system admits said party to said first attraction in response to at least a portion of said itinerary.

132. (previously presented) The system of Claim 131 wherein said access control system reads said portion of said itinerary as presented by said presentation means.

133. (previously presented) The system of Claim 132 wherein said itinerary presented to said party further comprises a barcode associated with said first attraction, and wherein said access control system reads said barcode.

134. (previously presented) The system of Claim 131 wherein said access control system reads at least said portion of said itinerary from said computer.

135. (previously presented) The system of Claim

131 further comprising:

an identification associated with at least said portion of said itinerary, said identification readable by said access control system, wherein at least said portion of said itinerary is retrievable with said identification, wherein said access to said first attraction is obtained by said party when said identification is presented to said access control system for reading.

136. (previously presented) The system of Claim 135 wherein said identification comprises an identification means selected from the group consisting of a card, an ID, a pass, admission media, access media, an authentication code, a signature, speech recognition, contact information, a phone number, a transaction number, a credit card number, and a barcode.

137. (previously presented) The system of Claim 87 wherein said comprises at least a first member selected from the group consisting of a portable computer, a handheld computer, a kiosk computer, a general purpose computer, and a desktop computer.

138. (previously presented) The system of Claim 137 wherein said computer further comprises at least a second member, said second member having communication with said first member, said second member being selected from the group consisting of a remote access system, a web server, a network of computers, and a central computer.

139. (previously presented) The system of Claim 138 wherein said communication between said first member and said second member is at least partially wireless.

140. (previously presented) The system of Claim 138 wherein said communication between said first member and said second member is at least partially via the Internet.

141. (previously presented) The system of Claim 87 wherein said presentation means comprises a printer whereby said itinerary is presented in a printed form.

142. (previously presented) The system of Claim 141 wherein said printed form is selected from the group comprising a single person pass, a pass for said party, a printed itinerary, a customized ticket book, and a

self-guided tour.

143. (previously presented) The system of Claim 87 wherein said presentation means comprises a display selected from the group consisting of a screen, a touchscreen, and a scrolling display.

144. (previously presented) The system of Claim 87 wherein at least a portion of said itinerary is announced audibly by said presentation means.

145. (previously presented) The system of Claim 87 wherein only a next attraction of said itinerary is provided at a time.

146. (previously presented) The system of Claim 87 wherein only a next portion of said itinerary is provided at a time.

147. (previously presented) The system of Claim 87 further comprising:

a reservation computer in communication with said computer, said reservation computer providing an indication whether a first attraction is available; and

wherein said software excludes said first attraction from said second set of attractions when said reservation computer indicates said first attraction is unavailable.

148. (previously presented) The system of Claim 147 wherein said software provides a time to said reservation computer, wherein said reservation computer indicates whether said first attraction is available at substantially said time.

149. (previously presented) The system of Claim 87 wherein said data indicates an underutilized attraction of said first set of attractions, and wherein said software is more likely to select said underutilized attraction, whereby demand for said underutilized attraction is increased.

150. (previously presented) The system of Claim 87 wherein said data indicates a first attraction of said first set of attractions, said first attraction having excessive demand, and wherein said software is less likely to select said first attraction, whereby demand for said attraction having excessive demand is moderated.

151. (previously presented) The system of Claim 150 wherein said software calculates an aversion factor, said aversion factor at least partially determined by a portion of said data corresponding to said first attraction, said aversion factor distinguishing said first attraction as being less desirable than at least a portion of said first set of attractions, wherein

said first attraction is excluded from selection for said second set of attractions.

152. (previously presented) The system of Claim 151 wherein said aversion factor is time interval dependent.

153. (previously presented) The system of Claim 151 wherein said excessive demand is expected.

154. (previously presented) The system of Claim 151 where said excessive demand is centrally managed.

155. (previously presented) The system of Claim 87 further comprising

a storage accessible to said computer, at least a portion of said itinerary corresponding to a first attraction of said first set of attractions being recorded in said storage by said computer,

whereby directed demand to said first set of attractions is centrally stored.

156. (previously presented) The system of Claim 155 wherein said software determines from said storage said directed demand corresponding to said first attraction, wherein said data comprises an allocated

capacity corresponding to said first attraction,

wherein said first attraction is excluded from selection for said second set of attractions when said directed demand is at least equal to said allocated capacity,

whereby said directed demand is centrally managed.

157. (previously presented) The system of Claim 156 further comprising:

a reservation computer having access to said storage, said reservation computer operable to accept a reservation for said first attraction, said reservation computer recording said reservation in said storage,

whereby said reservation made parallel system effectively reduces said allocated capacity.

158. (previously presented) The system of Claim 87 further comprising:

a reservation computer in communication with said computer,

wherein said software further makes a reservation with said reservation computer for said party to a first attraction of said second set of attractions,

whereby said reservation for said party is accessible to users of said reservation computer.

159. (previously presented) The system of Claim 87 wherein said software applies a perturbation to a desirability of a first attraction of said first set of attractions, said perturbation producing a different result for said second set,
whereby directed demand to said first attraction is redistributed to mitigate at least one selected from the group consisting of underutilization of said first attraction, excessive demand for said first attraction, and modes in which other parties gather.

160. (previously presented) The system of Claim 87 wherein said data further comprises a third set of messages, each of said third set selected from the group consisting of a marketing message, a discount offer, and a recommendation, each of said third set having corresponding conditions, each of said third set being associated with a corresponding first attraction of said first set of attractions,
said software being further able to determine whether said conditions are met,
said itinerary further comprising a fourth set of messages,
wherein said software further selects said fourth set of messages such that said fourth set

consists of at least one of said third set of messages for which the corresponding conditions are met,

wherein each of said fourth set of messages is provided to said party in conjunction with said itinerary;

whereby each of said fourth set of messages message is available at an appropriate time.

161. (previously presented) The system of Claim 160 wherein said data further comprises a duration corresponding to a first message of said third set of messages,

wherein said software further selects a scheduled time for a second attraction of said second set of attractions, said second attraction corresponding to said first message, and

wherein said software calculates a gap before said scheduled time, said first message being selected for said fourth set of messages only if said gap is at least equal to said duration.

162. (previously presented) The method of Claim 87, wherein said software comprises a decision making routine responsive to at least a portion of said data corresponding to a first attraction of said first set of attractions and at least a portion of said information, said decision making routine performing at least a portion of step d) with

respect to said first attraction.

163. (previously presented) The system of Claim 87 wherein said software comprises a utility function, said utility function representing a value to said party of a first attraction, said utility function accepting parameters, said parameters comprising a portion of said data corresponding to said first attraction, and said parameters further comprising said information.

164. (previously presented) The system of Claim 163 wherein said parameters further comprise said second set of attractions, and wherein after said first attraction is selected for said second set of attractions, said first attraction is still evaluated for a subsequent visit.

165. (previously presented) The system of Claim 87 wherein said data comprises actual queue information corresponding to at least one of said first set of attractions.

166. (previously presented) The system of Claim 87 wherein a portion of said data corresponding to a first attraction of said first set of attractions is representative of at least one member of the group consisting of expected queue length, actual queue length, expected attendance, location of an

entrance, location of an exit, showtime, mode of operation, routes to other attractions of said first set of attractions, routes from said other attractions, travel time to said other attractions, capacity, theoretical hourly ride capacity, holding capacity, duration, continuous running, availability, a scheduling factor, an acceptance factor, an admission requirement, an admission class, an admission grade, operating hours, inoperation, and wheelchair accessibility.

167. (previously presented) The system of Claim 87 wherein said information is gathered by said computer over an Internet connection.

168. (previously presented) The system of Claim 87 wherein said computer comprises a user interface, wherein said software is further operable to gather at least a portion of said information though said user interface.

169. (previously presented) The system of Claim 168 wherein said user interface comprises at least one member from the group consisting of a query form, an HTML form, a button, a pick list, a checkbox, a scroll indicator, a paper form reader with an associated paper form, a touchscreen, and a display screen.

Remarks - Selection of Claims and Arguments Against Multiplicity Rejection

Per M.P.E.P. 2173.05(n) and the Examiner's action, Applicants select the twenty-five claims listed below for examination on the merits. Additionally, Applicants present arguments as to why the multiplicity of claims rejection is in error and that the non-selected claims should be allowed.

Applicants agree with the Examiner's multiplicity rejection exclusively with respect to the single claim 42. Applicants have found that claim 42 was substantially similar to selected claim 28, and, accordingly, claim 42 has been cancelled.

Applicants eagerly anticipate the examination of the selected claims on the merits. The twenty-five selected claims are:
4, 5, 7, 9, 11, 13, 25, 28, 29, 45, 47, 48, 54, 58, 60, 61, 64, 67, 72, 75, 76, 77, 79, 83, and 87.

Applicants maintain that each of the selected claims, other than claim 87, represents a more particular identification of the invention claims and that each selected claim is more narrow than its parent. Further, Applicants submit that each dependent claims serves to more clearly identify the and set apart the corresponding parent claims.

The following paragraphs address each of the non-

selected claims, all of which are dependent upon at least one selected claim. Applicants submit that each of the non-selected claims is effectively and clearly narrower in scope than the corresponding parent claim, and each with increasing distinction and clarity points out the claimed invention.

Non-selected claim 6 depends on selected claim 5, a method wherein information (from claim 4) about a party comprises their preferences, and increases specificity by providing a list of exemplary preferences.

Non-selected claim 8 depends on selected claim 7 wherein information about a party comprises their attributes, and increases specificity by providing a list of exemplary attributes.

Non-selected claim 10 depends on selected claim 9, wherein information about a party comprises an aversion attribute at they have, and increases specificity by providing a list of exemplary aversion attributes.

Non-selected claim 12 depends upon selected claim 11, wherein information about a party having an aversion (not from, but as in claim 9) and a corresponding a nullifying preference. Non-selected claim 12 increases specificity by providing an exemplary list of pairs of aversion attributes and nullifying preferences.

Non-selected claims 14-24, are all directly or indirectly dependent on selected claim 13, wherein

information about a party comprises a privilege. Non-selected claims 14-24 are each more specific than selected claim 13, as they elaborate on the privileges, their use, acquisition, purchase, and identification.

Non-selected claim 23 is for a method wherein information (from claim 4) comprises a language of preference for the party. Non-selected claim 24 uses the language of preference for step b) of claim 4. As such, both non-selected claims 23 and 24 are more specific and more particular than claim 4.

Non-selected claims 26 and 27 both depend on selected claim 25, wherein the data regarding attractions includes a scheduled time. Both non-selected claims 26 and 27 are more specific as they elaborate on limitations related to the scheduled time of selected claim 25.

Non-selected claims 30-41 depend on selected claim 29, wherein the itinerary includes scheduled times and ensures an appropriate amount of time between attractions. Each of the non-selected claims 30-41 are more specific than selected claim 29, and elaborate on the determination of the "time required between attractions" (from claim 20).

Non-selected claim 43 is similar, though not dependent on selected claim 45, which supports an interrupted itinerary. Non-selected claim 43 is a method wherein the information (from claim 4) comprises a set of attractions previous selected (the third set), so that the itinerary (from claim 4) substantially avoids repetition of those

attractions. Non-selected claim 44, dependent on non-selected claim 43, emphasized that the sets of selected attractions can be from different days.

Non-selected claim 46 depends on selected claim 45, and more specifically identifies causes for the interruption of claim 45.

Non-selected claims 49-54 all depend directly or indirectly on selected claim 48, which provides that the itinerary of claim 4 can be used to operate an access control system. Non-selected claims 49-54 all elaborate on elements of selected claim 48 to more particularly point out the Applicants' invention.

Non-selected claims 55-57 are dependent on claim 54, which provides a list of exemplary computers provided in step c). Non-selected claims 55-57 each elaborate with additional configurations of computers to more particularly and clearly point out the Applicants' invention.

Selected claim 58 provides that the presentation means of step e) comprises a printer and the presenting of the itinerary (at least a portion of it) to the party in step f) is in printed form. Non-selected claim 59, dependent on selected claim 58, provides a list of exemplary printed forms for the itinerary, thereby pointing out Applicants' invention more particularly.

Non-selected claims 62 and 63, both dependent on claim 4, provide that in step f), only a single next attraction,

or a next portion of said itinerary (respectively) is provided at one time. This is a distinct and more particularly invention claimed.

Selected claim 64 is dependent on selected claim 4 and provides a reservation computer indicating whether an attraction is available in step d) as the software is selecting attractions. Non-selected claim 65, dependent on selected claim 64, has the software of claim 4 include a time as it communicates with the reservation computer in attraction selection step d), thereby being a more particular claim than its parent.

Selected claim 67, dependent on claim 4, restricts that the software is less likely to select an attraction identified by data (from claim 4) as having excessive demand. Non-selected claim 66, also dependent on claim 4, is similar in structure to claim 67, but is opposite in emphasis as it restricts that the software is more likely to select an attraction identified by data (from claim 4) as underutilized. This distinction is specific, and particular, and serves to more clearly point out what the Applicants' consider their invention.

Non-selected claims 68-71 do depend on selected claim 67, and further prescribe elements that determine and moderate excessive demand, thereby being more specific than their respective parent.

Selected claim 72 further adds to the itinerary generating method of claim 4 steps to track the demand generated for the attractions by the itinerary. Non-

selected claims 73 and 74 depend on selected claim 72, and are further more specific adding steps to track demand and allocate reservations to the attractions.

Selected claim 77 provides marketing messages to the party in conjunction with the itinerary of claim 4. Non-selected claim 78 depends on selected claim 77, and further specifies an appropriate time to deliver a message from claim 78 more effectively, thereby providing a more particular identification of the invention.

Non-selected claim 80, dependent on selected claim 4, requires that the software of claim 4 comprises a utility function, a particular kind of decision making algorithm, and designates that function's parameters and outputs. This is a more specific and particular designation of an invention than selected claim 79, which requires that the software of claim 4 comprises a decision making routine used in step d).

Non-selected claim 82, dependent on selected claim 4, is similar to selected claim 83 (which provides a specific list of exemplary data about attractions), but non-selected claim 82 only provides that the data comprises actual queue information for at least one attraction. A finding of allowability for selected claim 83 should, because of this similarity, apply also to apply non-selected claim 83.

Non-selected claim 84, more particularly provides that step b) of claim 4 be conducted over the Internet.

Non-selected claims 85 and 86, describe the form of the computer of claim 4, in a manner analogous to the presentation in selected claim 54, and non-selected claims 55-57. However, the further limitations of non-selected claims 85 and 86 are not dependent on those in selected claim 54. Applicants argue that allowability of selected claim 54 should reflect similarly on non-selected claims 85 and 86.

Selected apparatus claim 87 is for a system for generating an itinerary. The construction of claim 87 is highly parallel that of method claim 4. Non-selected apparatus claims 88-169 are all ultimately dependent on claim 87. Each offers parallel construction to claims 5-86, in the association pointed out in Table 1 of the Amendment, beginning on page 59 of the Amendment.

The Examiner has rejected claims 4-169 on the basis that their number tends to obfuscate, confuse, and becloud the claimed invention. Applicants disagree (with the exception of claim 42, herein cancelled) and have presented arguments to overcome the multiplicity of claims rejection of the non-selected claims.

Remarks - Arguments Against Restriction

In the present action, the Examiner noted that there appeared to be a multiplicity of inventions, and requested that Applicants group the selection of claims to read on a single invention.

Applicants submit that there is only one invention, or that if more than one invention exists, that a restriction is not proper, as described below.

Applicants believe, though lacking significant expertise in patent classification, that all claims currently presented read onto a single invention in class 705/6, for generating itineraries.

Selected claim 48 is a method which provides that the itinerary of selected claim 4 can be used to operate an access control system.

Mahoney et al. in US 5,502,806 is discussed as prior art in the Applicant's application, paragraph 0018. Mahoney provides computer terminals for visitors having an ID to make and edit reservations and subsequently access attractions through ID reading turnstiles, thereby teaching an AB combination of A) access control and B) itinerary generation.

Applicants submit that the itinerary generation method of claim 4 represents a novel subcombination B. Per M.P.E.P. 806.05(b) Old Combination – Novel Subcombination, restriction would not be proper between an unpatentable combination (AB) if novelty resides in subcombination (B). Per M.P.E.P 820.01, "the combination and subcombination as defined by the claims under this special situation are not

for distinct inventions." Ex parte Donnell, 1923 C.D. 54, 315 O.G. 398 (Comm'r Pat.1923).

Selected claim 72 similarly adds to the itinerary generating method of claim 4, with steps to track the demand generated for the attractions by the itinerary. Prior art reservation systems exhibit the AB combination of A) tracking reservations for an attraction, and B) itinerary generation. As argued above in conjunction with selected claim 48, Applicants submit that the itinerary generation method of claim 4 represents a novel subcombination B and per M.P.E.P. 806.05(b), restriction would not be proper.

Selected claim 75 similarly adds steps for making reservations to the method of claim 4 producing an AB combination of A) tracking reservations for an attraction, and B) itinerary generation, as previously described. Again, Applicants submit that the itinerary generation method of claim 4 represents a novel subcombination B and that restriction would not be proper.

In US Patent 6,889,098 published May 3, 2005, Laval et al. teach a method of providing the AB combination of A) providing marketing messages with B) itinerary generation. Selected claim 77 provides marketing messages to the party in conjunction with the itinerary of claim 4. Applicants submit that the itinerary generation method of claim 4 represents a novel subcombination B and that restriction would not be proper.

REMARKS - General

Applicants thank Examiner Dixon for the courtesy of the written response, given the complexity of this case.

Applicants have cancelled claim 42 as being substantially repetitious over claim 28.

Applicants have made substantial efforts, not only in the original filing, but in the subsequent amendment documents to clearly point out a) support in the specification for claimed subject matter, and b) usage in the specification making apparent the intended meaning of claim terminology, and to show that each claim particularly points out and distinctly claims the subject matter of the invention.

Applicants state that each claim is supported within the specification as originally submitted. Further, the Examiner is respectfully reminded of Table 1, provided in the Preliminary Amendment beginning on page 59, which specifically identifies, for each claim specific paragraph numbers offering support for the claim or use of terms.

By the above amendment and response, applicants have corrected typographical errors in the specification and supplied additional claims to define the invention more particularly and distinctly so as to define the invention patentably over the prior art.

Conditional Request for Constructive Assistance

Applicants believe the claims of this application are in proper form, definite, and define novel structure which

is also unobvious. If, for any reason this application is not believed to be in full condition for allowance, applicants respectfully request the constructive assistance and suggestions of the Examiner pursuant to M.P.E.P. § 2173.02 an § 707.07(j) in order that the undersigned can place this application in allowable condition as soon as possible and without the need for further proceedings.

Very respectfully,

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2006 Jan 27

William G. Redmann, Applicant

BEST AVAILABLE COPY

PATENT APPLICATION FEE DETERMINATION RECORD
Effective October 1, 2000

Application or Docket Number
09/858376

CLAIMS AS FILED - PART I

	(Column 1)	(Column 2)
TOTAL CLAIMS	3	
FOR	NUMBER FILED	NUMBER EXTRA
TOTAL CHARGEABLE CLAIMS	3 minus 20=	* 0
INDEPENDENT CLAIMS	1 minus 3 =	* 0
MULTIPLE DEPENDENT CLAIM PRESENT		☐

* If the difference in column 1 is less than zero, enter "0" in column 2

SMALL ENTITY TYPE ☐		OR	OTHER THAN SMALL ENTITY	
RATE	FEE		RATE	FEE
BASIC FEE	355.00	OR	BASIC FEE	710.00
X$ 9=		OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL	355	OR	TOTAL	

CLAIMS AS AMENDED - PART II

AMENDMENT A

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	* 179	Minus	** 20	= 159
Independent	* 6	Minus	*** 3	= 3
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

10-4-05

SMALL ENTITY		OR	OTHER THAN SMALL ENTITY	
RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=	1431	OR	X$18=	
~~X$ 9=~~ 111	1321	OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

AMENDMENT B

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	* 165	Minus	** 179	=
Independent	* 6	Minus	*** 6	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

		OR		
RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=		OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

AMENDMENT C

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	* 165	Minus	** 179	=
Independent	* 6	Minus	*** 6	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

		OR		
RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=	-	OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

* If the entry in column 1 is less than the entry in column 2, write "0" in column 3.
** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20."
*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3."
The "Highest Number Previously Paid For" (Total or Independent) is the highest number found in the appropriate box in column 1.

FORM PTO-875 (Rev. 6/00)

Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE
*U.S. GPO: 2000-460-705/30103

UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
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Alexandria, Virginia 22313-1450
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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/858,376	05/15/2001	William Gibbens Redmann		3324

7590 10/27/2005

William G. Redmann
1202 Princeton Dr.
Glendale, CA 91205

EXAMINER	
DIXON, THOMAS A	

ART UNIT	PAPER NUMBER
3639	

DATE MAILED: 10/27/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/858,376	REDMANN ET AL.	
	Examiner	Art Unit	
	Thomas A. Dixon	3639	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *04 October 2005*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *4-169* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *4-169* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☐ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date *12/01/04*.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 112

The following is a quotation of the second paragraph of 35 U.S.C. 112:

> The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

1. Claims 4-169 are rejected under 35 U.S.C. ə 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Taken as a whole the claims recite an undue multiplicity of claims by virtue of the unreasonable number of claims presented would tend to obfuscate, confuse, and becloud the claimed invention. Because the examiner believes that in his judgment that twenty-five (25) claims are sufficient to properly define applicants' invention, applicants are required to select certain claims, not to exceed twenty-five for examination on the merits, See M.P.E.P. 2173.05(n). To be complete the non-selected claims must be cancelled or the applicant(s) must present appropriate arguments as to why the above rejection is in error. Note most patents have less than twenty claims while patents in excess of 100 claims comprise less than 0.35% of all applications filed (See Federal Register: October 5, 1998 (Volume 63, Number 192, Page 53507).

It is further noted that it would appear that a multiplicity of inventions also appear to be involved and the applicants are requested to group their selection accordingly to read on a single invention. The applicant should group the claims according to what he believes to be distinct inventions which may be restricted in a subsequent action.

Applicants are being afforded the courtesy of a written response due to the complexity of the case.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thomas A. Dixon whose telephone number is (571) 272-6803. The examiner can normally be reached on Monday - Thursday 6:30 - 4:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Hayes can be reached on (571) 272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Thomas A. Dixon
Primary Examiner
Art Unit 3639

October 05

PTO/SB/08a (08-03)
Approved for use through 07/31/2006. OMB 0651-0031
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PATENT & TRADEMARK OFFICE

Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 1 of 2

Complete if Known	
Application Number	09/858,376
Filing Date	15 May 2001
First Named Inventor	Redmann, William G.
Art Unit	3623
Examiner Name	Van Doren, Beth
Attorney Docket Number	UNI-001

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Document Number Number-Kind Code[2] (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
D	01	US6,208,934	03-27-2001	Bechtolsheim et	Abstract
	02	US6,173,209 B1	01-09-2001	Laval et al.	Abstract
	03	US6,144,971	11-07-2000	Sunderman et al	Abstract
	04	US6,046,689	04-04-2000	Newman	Abstract
	05	US5,987,421	11-16-1999	Chuang	Abstract
	06	US5,987,420	11-16-1999	Maeda et al.	Abstract
	07	US5,974,391	10-26-1999	Hongawa	Abstract
	08	US5,940,803	08-17-1999	Kanemitsu	Abstract
	09	US5,938,721	08-17-1999	Dussell et al.	Abstract
	10	US5,911,134	06-08-1999	Castonguay et a	Abstract
	11	US5,890,134	06-30-1999	Fox	Abstract
	12	US5,850,617	12-15-1998	Libby	Abstract
	13	US5,842,145	11-24-1998	Zimmer	Abstract
	14	US5,724,520	03-03-1998	Goheen	Abstract
	15	US5,659,768	08-19-1997	Forbes et al.	Abstract
	16	US5,619,695	04-08-1997	Arbabi et al.	Abstract
	17	US5,559,707	09-24-1996	DeLorme et al.	Abstract
D	18	US5,546,326	08-13-1996	Tai et al.	Abstract

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Foreign Patent Document Country Code[3]-Number[4]-Kind Code[5] (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T[6]

Examiner Signature	Thomas A Dos	Date Considered	10/24/05

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. [1] Applicant's unique citation designation number (optional). [2] See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. [3] Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). [4] For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. [5] Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. [6] Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

PTO/SB/08a (08-03)
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Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 2 of 2

DEC 0 1 2004 JC37 PATENT & TRADEMARK OFFICE

Complete if Known	
Application Number	09/858,376
Filing Date	15 May 2001
First Named Inventor	Redmann, William G.
Art Unit	3623
Examiner Name	Van Doren, Beth
Attorney Docket Number	UNI-001

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Document Number Number-Kind Code[2] (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	19	US5,502,806	03-26-1996	Mahoney et al.	Abstract
	20	US5,408,417	04-18-1995	Wilder	Abstract
	21	US5,287,269	02-15-1994	Dorrough et al.	Abstract
	22	US5,245,163	09-14-1993	Bar-Yehuda	Abstract
	23	US5,199,104	03-30-1993	Hirayama	Abstract
	24	US5,129,057	07-07-1992	Strope et al.	Abstract
	25	US5,066,853	11-19-1991	Brisson	Abstract
	26	US4,890,258	12-26-1989	Tsugei et al.	Abstract
	27	US4,780,839	10-25-1988	Hirayama	Abstract
	28	US4,774,697	09-27-1988	Aihara	Abstract
	29	US4,715,010	12-22-1987	Inoue et al.	Abstract
	30	US4,149,330	04-17-1979	Huff	Abstract
	31	US3,999,050	12-21-1976	Pitroda	Abstract
	32	US09/617,721	07-17-2000	Laval et al.	Known from CIP app
	33	US6,748,364	06-08-2004	Waytena et al.	Abstract
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FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Foreign Patent Document Country Code[3] Number[4] Kind Code[5] (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T[6]

Examiner Signature		Date Considered	10/24/05

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. [1] Applicant's unique citation designation number (optional). [2] See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. [3] Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). [4] For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. [5] Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. [6] Applicant is to place a check mark here if English language Translation is attached.

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Search Notes	Application/Control No.	Applicant(s)/Patent under Reexamination	
	09/858,376	REDMANN ET AL.	
	Examiner	Art Unit	
	Thomas A. Dixon	3639	

SEARCHED			
Class	Subclass	Date	Examiner

INTERFERENCE SEARCHED			
Class	Subclass	Date	Examiner

SEARCH NOTES (INCLUDING SEARCH STRATEGY)		
	DATE	EXMR
Consider - 12/1/04 IDS East search upat	10/24/05 10/24/05	D D

Index of Claims

Application/Control No.	Applicant(s)/Patent under Reexamination
09/858,376	REDMANN ET AL.
Examiner	**Art Unit**
Thomas A. Dixon	3639

√	Rejected	–	(Through numeral) Cancelled	N	Non-Elected	A	Appeal
=	Allowed	÷	Restricted	I	Interference	O	Objected

Claim		Date
Final	Original	10/05
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Claim		Date
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Index of Claims (continued)

Application/Control No.	Applicant(s)/Patent under Reexamination
09/858,376	REDMANN ET AL.
Examiner	**Art Unit**
Thomas A. Dixon	3639

√	Rejected	–	(Through numeral) Cancelled	N	Non-Elected	A	Appeal
=	Allowed	÷	Restricted	I	Interference	O	Objected

Claim		Date
Final	Original	10/05
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Claim		Date
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UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

Bib Data Sheet

CONFIRMATION NO. 3324

SERIAL NUMBER	FILING DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
09/858,376	05/15/2001 RULE	705	3639	

APPLICANTS

William Gibbens Redmann, Glendale, CA;

Michael Anthony Eaton, Garden Grove, CA;

** CONTINUING DATA **********

** FOREIGN APPLICATIONS **********

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
** 07/12/2001

		STATE OR	SHEETS	TOTAL	INDEPENDENT
Foreign Priority claimed	☐ yes ☒ no	COUNTRY	DRAWING	CLAIMS	CLAIMS
35 USC 119 (a-d) conditions met	☐ yes ☒ no ☐ Met after Allowance	CA	15	3	2
Verified and Acknowledged	Examiner's Signature Initials				

ADDRESS
William G. Redmann
1202 Princeton Dr.
Glendale , CA
91205

TITLE
Method and apparatus for providing visitors with a personalized itinerary and managed access to attractions

FILING FEE	FEES: Authority has been given in Paper	☐ All Fees
RECEIVED 1918	No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	☐ 1.16 Fees (Filing) ☐ 1.17 Fees (Processing Ext. of time) ☐ 1.18 Fees (Issue) ☐ Other _____

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	33	(("6889098") or ("6748364") or ("6208934") or ("6173209") or ("6144971") or ("6046689") or ("5987421") or ("5987420") or ("5974391") or ("5940803") or ("5938721") or ("5911134") or ("5890134") or ("5850617") or ("5842145") or ("5724520") or ("5659768") or ("5619695") or ("5559707") or ("5546326") or ("5502806") or ("5408417") or ("5287269") or ("5245163") or ("5199104") or ("5129057") or ("5066853") or ("4890258") or ("4780839") or ("4774697") or ("4715010") or ("4149330") or ("3999050")).PN.	USPAT	OR	OFF	2005/10/24 15:22
S2	27	(amusement near5 park) and reservation and card	USPAT	OR	OFF	2005/10/24 15:22
S3	279	(park) and reservation and card	USPAT	OR	OFF	2005/10/24 15:26
S4	47	(amusement) and reservation and card	USPAT	OR	OFF	2005/10/24 15:27

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PATENT APPLICATION FEE DETERMINATION RECORD
Effective October 1, 2000

Application or Docket Number
09/858376

CLAIMS AS FILED - PART I

	(Column 1)	(Column 2)
TOTAL CLAIMS	3	
FOR	NUMBER FILED	NUMBER EXTRA
TOTAL CHARGEABLE CLAIMS	3 minus 20=	* 0
INDEPENDENT CLAIMS	1 minus 3 =	* 0
MULTIPLE DEPENDENT CLAIM PRESENT		☐

* If the difference in column 1 is less than zero, enter "0" in column 2

SMALL ENTITY TYPE ☐		OR	OTHER THAN SMALL ENTITY	
RATE	FEE		RATE	FEE
BASIC FEE	355.00	OR	BASIC FEE	710.00
X$ 9=		OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL	355	OR	TOTAL	

CLAIMS AS AMENDED - PART II

AMENDMENT A

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	* 179	Minus	** 20	= 159
Independent	* 6	Minus	*** 3	= 3
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

10-4-05

SMALL ENTITY		OR	OTHER THAN SMALL ENTITY	
RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=	143	OR	X$18=	
~~X40=~~	132	OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

AMENDMENT B

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	* 165	Minus	** 179	=
Independent	* 6	Minus	*** 6	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=		OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

AMENDMENT C

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	*	Minus	**	=
Independent	*	Minus	***	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=	–	OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

* If the entry in column 1 is less than the entry in column 2, write "0" in column 3.
** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20."
*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3."
The "Highest Number Previously Paid For" (Total or Independent) is the highest number found in the appropriate box in column 1.

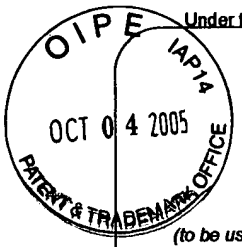
FORM PTO-875
(Rev. 6/00)

Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE
*U.S. GPO: 2000-460-705/30103

Doc Code: 10-05-05

3639

PTO/SB/21 (09-04)
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TRANSMITTAL FORM

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Total Number of Pages in This Submission 74

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Filing Date	05/15/2001
First Named Inventor	Redmann
Art Unit	3639
Examiner Name	Thomas A. Dixon
Attorney Docket Number	UNI-001

ENCLOSURES *(Check all that apply)*

- [ ] Fee Transmittal Form
  - [ ] Fee Attached
- [X] Amendment/Reply
  - [ ] After Final
  - [ ] Affidavits/declaration(s)
- [ ] Extension of Time Request
- [ ] Express Abandonment Request
- [ ] Information Disclosure Statement
- [ ] Certified Copy of Priority Document(s)
- [ ] Reply to Missing Parts/ Incomplete Application
  - [ ] Reply to Missing Parts under 37 CFR 1.52 or 1.53
- [ ] Drawing(s)
- [ ] Licensing-related Papers
- [ ] Petition
- [ ] Petition to Convert to a Provisional Application
- [ ] Power of Attorney, Revocation Change of Correspondence Address
- [ ] Terminal Disclaimer
- [ ] Request for Refund
- [ ] CD, Number of CD(s) _____
  - [ ] Landscape Table on CD
- [ ] After Allowance Communication to TC
- [ ] Appeal Communication to Board of Appeals and Interferences
- [ ] Appeal Communication to TC **(Appeal Notice, Brief, Reply Brief)**
- [ ] Proprietary Information
- [ ] Status Letter
- [ ] Other Enclosure(s) (please Identify below):

Remarks

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name			
Signature			
Printed name	William Gibbens Redmann (Applicant)		
Date	10/04/2005	Reg. No.	

CERTIFICATE OF TRANSMISSION/MAILING EQ 102777435

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Signature 

Typed or printed name William Gibbens Redmann

Date 10/04/2005

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OCT 0 4 2005
PATENT & TRADEMARK OFFICE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appn. Number: 09/858,376

Appn. Filed: 05-15-2001

Applicant: William G. Redmann, et al.

Title: METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

Examiner/GAU: Thomas A. Dixon/3639

10-04-2005

Amendment in reply to Notice of Non-Compliance

Mail Stop: Amendment
Commissioner for Patents
Post Office Box 1450
Washington, District of Columbia 20231

Sir:

In response to the Notice of Non-Compliance mailed September 9, 2005, applicants have repaired this Preliminary Amendment and submit that it is now in condition for entry.

The fees for the additional claims added in this amendment were paid when the non-compliant version of this amendment was first filed, 11-24-2004.

The contents of this Preliminary Amendment to the above application are arranged as follows:

Amendments to the Specification	page 2
Amendments to the Claims	page 12
Remarks - Amendments to the Specification	page 57
Remarks - Amendments to the Claims	page 58
Remarks - General	page 72

Amendments to the Specification:

Please substitute the following fifteen paragraphs, each numbered according to the published application:

Paragraph 0017, replace with the following new paragraph:

> The Walt Disney theme parks make use of a system called ~~"FastPass,"~~ FASTPASS® described by Laval et al. in U.S. Pat. No. 6,173,209. Visitors to a park can either enter the regular queue for an attraction, or they can obtain an express pass to use the express queue. The express pass has a time period during which it is valid. The visitor must present the express pass during the indicated time period in order to bypass the queue and be admitted to the attraction. Obtaining an express pass is achieved by the visitor presenting an ID of some sort, to a kiosk near the ride. An express pass is issued, bearing the next available reservation time. No further express passes will be issued to an ID until the existing express pass has expired. Thus, a "first-come, first-served" virtual queue is created, and the visitor can be in only one virtual queue at a time.

Paragraph 0024, replace with the following new paragraph:

> Another disadvantage of systems like Laval and Mahoney, is that they do not mitigate unequal

demand for various attractions. An extremely popular attraction may find that its ~~"FastPass"~~ FASTPASS® reservations for the entire operating day are dispensed within an hour of the facility's opening. Meanwhile, other attractions may not exhaust their allotment of reservations.

Paragraph 0037, replace with the following new paragraph:

A system or method is needed that allows [[a]] an unfamiliar visitor to receive a near optimal experience, suited to his (or his party's) tastes, schedule, needs, and limitations. The experience should give a proper overview of the facility, so a tourist does not return feeling that they have missed a key element.

Paragraph 0051, replace with the following new paragraph:

Such a profile would be comprised of many factors, each representing information such as the number of people in the party, whether there are any infants, children, disabled, or elderly members in the party. The profile might contain information concerning the party's preferences, such as interest or aversion to thrill rides, or to particular themes. For instance, visitors to an historic site might express a disinterest in military history, or more generally, a party might specify an aversion to violence, whether

depicted in a movie or ride as entertainment, or recounted in an historic exhibit.

Paragraph 0073, replace with the following new paragraph:

In addition to the above, it is an object of this invention to accommodate attractions of various types. This includes specifically located attractions, such as rides, lookout points, diffusely located attractions such as a fireworks display or parade, or multiply located attractions such as shopping or dining. It includes discretely scheduled attractions, such as theaters with specific show times, continuously available attractions (e.g. a fountain), and attractions with limited ~~availablility~~ availability (e.g. a trail that closes 1/2 hour before sundown).

Paragraph 0148, replace with the following new paragraph:

Optionally, a pass form 600 may recognize a sequence of touch operations that an attraction operator may perform that will expend a displayed pass for the current event. An example of such a touch operation (not shown) would be drawing a large circle on touchscreen 140 clockwise, from the top, while pass form 600 is displayed. This might be followed by three taps in the center of the circle, and another large circle, but drawn counterclockwise from the top. Such a gesture,

or other method for entering a security code, many of which are known to the art, would make a mark (not shown) [[the]] to indicate that the displayed pass has been "spent". Usually this is not necessary, as experiencing an attraction often takes longer than the period for which a pass is valid. Further, upon exiting an attraction there will generally be another event in the itinerary and the party will not have time to re-enter the attraction for a repeat experience.

Paragraph 0155, replace with the following new paragraph:

Alternatively, the party may be supplied with a printed series of pass forms 600, making essentially a customized ticket book, having the same information printed on each paper pass as was displayed on the analogous electronic version (except time-of-day 410). If desired by facility operations, single person passes can be generated for each individual in a party, rather than one multi-person pass for the whole party. To deter fraud and perhaps enable mechanical devices known to the art to control access to the attraction, the ~~authetication~~ authentication code or signature on pass form 600 (not shown) may be expressed in printed form as a barcode. This embodiment is particularly attractive if it closely resembles the attraction admission media already extant in a facility. When appropriate

to the access control system, the event data related to the printed pass forms is inserted as records into the access control databases of the prior art such as Laval, et al. The authentication codes, on the printed pass forms expressed as printed barcodes, are also recorded. By so doing, the printed passes can function as if they were attraction admission media of the prior art, thereby allowing admission media of the present invention to function as, and in parallel with, admission media of the prior art.

Paragraph 0156, replace with the following new paragraph:

In a similar embodiment, a party is issued an identification card or, if preferred by the facility operator, a card is issued to each individual in a party. In the same manner as above, event data is inserted as records into the database of the prior art such as Mahoney et al., and tied to the cards issued to the party. In this manner, the cards [[issue]] <u>issued</u> to the party operate as, and in parallel with, attraction access media of the prior art.

Paragraph 0172, replace with the following new paragraph:

For each attraction, attraction database 1000 includes a theoretical hourly ride capacity (THRC) or other measure to indicate the capacity of an attraction to handle visitors. Such

measures are well known in the art, and are commonly expressed as the number of [[seat]] seats in a ride vehicle times 3600 divided by the dispatch interval in seconds. For theaters or venues with specific, scheduled times when the attraction begins (like a parade or fireworks show), the holding capacity of the attraction venue may be used. For such attractions, a showtimes field 1024 indicates how many shows are given during the day. This information is used to ~~allocated~~ allocate demand evenly when creating itineraries. In another database (not shown), the actual start times for scheduled attractions are listed. For those attractions which are continuously running and which are not scheduled, the showtimes field 1024 contains "c", for continuously running. A zero would indicate that an attraction of either type is not available today.

Paragraph 0176, replace with the following new paragraph:

Also, if queue delays are known to vary by hour or by facility attendance, these complexities can also be included. Rather than finding a simple number of seconds delay in queue field 1026, itinerary generation may access a function for the expected queue delay. Such a function may take as parameters the attraction, access class, the day's expected attendance, and time-of-day. Since the queue being examined is

determined by the attraction and access class, the actual analysis is essentially reduced to the two-variable "attendance and time-of-day ~~product~~ produce what queue delay" problem. A function such as this could be built by selecting an appropriate surface to be fitted to empirical data gathered from the attraction. Operators of most facilities have such historical operational data readily available. Further, such a function could access actual, current queue information as it becomes available and whenever an itinerary is revised.

Paragraph 0203, replace with the following new paragraph:

One way of ~~insuring~~ ensuring that the allocated capacity of an attraction is not exceeded by itineraries generated which include that attraction[[,]] is to centrally manage itinerary generation. As the attraction capacity allocated to a visitor class during an interval is approached, a synthetic aversion factor is increased which lowers the desirability of inserting an event into an itinerary having a time in that interval for that attraction. When the capacity for an attraction during a particular interval has been reached, the synthetic aversion factor is such that the attraction is utterly undesirable.

Paragraph 0216, replace with the following new paragraph:

It will be recognized that other functions, perhaps driven by ~~useage~~ usage data, attraction capacity, or other accumulated information can be constructed and used to diffuse or moderate demand.

Paragraph 0253, replace with the following new paragraph:

Process 1400 will be recognized by those skilled in the are as a width-first locally-optimized search strategy. It will be obvious to those artists that some of the operations, such as determining the path having the shortest travel time are computationally expensive tasks. Further, it will be observed that the doubly nested loop makes the process presented into an o(n 2) problem. Both of these and other inefficiencies will be considered targets for optimization. It should be noted, however, that for small or moderate sized facilities such as the exemplary facility of map 800, the ~~combinametric~~ combinatorial issues are tractable with modern processor speeds. Some of the optimizations discussed in Libby, especially the binning techniques, ~~will be found~~ are suitable for application to the itinerary generation process 1400.

Paragraph 0258, replace with the following new paragraph:

In an embodiment where itinerary 1500 is generated by a computer having communication access to a reservation computer (for example, if the portable computer 100 has a wireless network capability), and the reservation computer is operated by or for a dining establishment, then an additional capability is created. The itinerary generating computer can request a reservation at the restaurant for [[so]] the time of an event being considered in the itinerary. Prior to requesting the reservation, the attraction evaluation loop of steps 1440, 1450, and 1460 will have determined that if a reservation were to be available from this restaurant at (or near) this time, then dining at this restaurant would be the most desirable event available. If the reservation is available, then the event is entered into the itinerary and the reservation is kept. If the reservation is not available, then an attempt may be made to obtain a reservation at a different restaurant that would result in the next most desirable event. By ordering the requests for reservations from most desirable to least, the first reservation that is available is automatically the most desirable event possible.

Paragraph 0260, replace with the following new paragraph:

Often, a group visiting a facility may wish to experience attractions separately, but later

regroup for a meal. Subsequently, the group may break up again and continue to experience attractions and regroup again only at their departure time. Such [[an]] a desire can be accommodated by generating for each party the group breaks into, a first itinerary to which terminates at the common meal event (e.g. "<lunch>", as if it were the "Exit" event previously discussed. Thus, all first itineraries converge at the same meal event. A second itinerary is also generated for each party. The second itinerary picks up after the common meal event, but the generation of subsequent events retains the history of the events of the first itinerary, so that attractions are not duplicated. The second itineraries converge [[a]] at the common departure time.

Amendments to the Claims:

Claims 1-3 (cancelled)

4. (new) A method of providing an itinerary to a party, said itinerary comprising a second set of attractions selected from a first set of attractions, said method comprising the steps of:

a) providing data regarding said first set of attractions;

b) gathering information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data;

c) providing a computer having access to said data and said information, said computer having software operable to select said second set of attractions from said first set of attractions;

d) selecting said second set of attractions with said software such that said second set of attractions comprises at least one of said first set of attractions for which said data substantially matches with said information;

e) providing a presentation means able to receive said itinerary from said computer; and,

f) presenting said itinerary to said party using said presentation means;

whereby said itinerary is customized for said party.

5. (new) The method of Claim 4 wherein said information comprises a preference of said party;

wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said preference, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions.

6. (new) The method of Claim 5 wherein said preference is selected from the group consisting of aversion to thrill, interest in for thrill, aversion to getting wet, aversion to violence, aversion to loud noises, aversion to long queues, aversion to a predetermined theme, interest in a predetermined theme, aversion to a predetermined cuisine, interest in a predetermined cuisine, aversion to a predetermined attraction factor, interest in a predetermined attraction factor, preferred meal time, preferred meal duration, and a departure time.

7. (new) The method of Claim 4 wherein said information comprises an attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said attribute, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions.

8. (new) The method of Claim 7 wherein said attribute is selected from the group consisting of number of infants, number of young children, number of elderly, number of disabled, number of wheelchairs, minimum height, and party size.

9. (new) The method of Claim 4 wherein said information comprises an aversion attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute, and wherein in step d) said portion said first set of attractions is excluded from selection for said second set of attractions.

10. (new) The method of Claim 9 wherein said aversion attribute of said party is selected from the group consisting of has infants, age, has small children, has wheelchair.

11. (new) The method of Claim 4 wherein said information comprises an aversion attribute of said party and a corresponding nullifying preference of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute unless said corresponding nullifying preference is present, and wherein in step d) at least one attraction from said portion of said first set of

attractions is selected for said second set of attractions.

12. (new) The method of Claim 11 wherein said aversion attribute and said corresponding nullifying preference are selected respectively as a pair from the group consisting of has infants and will baby swap, has small children and will baby swap, and has wheelchair and can transfer from wheelchair.

13. (new) The method of Claim 4 wherein said information comprises a privilege of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said privilege, and wherein in step d) at least one attraction from said portion of said first set of attractions is selected for said second set of attractions.

14. (new) The method of Claim 13 wherein said privilege is selected from the group consisting of premium admission, VIP status, auxiliary admission, graded admission, and express queue admission.

15. (new) The method of Claim 13 wherein step d) further comprises expending said privilege.

16. (new) The method of Claim 13 wherein step b)

further comprises providing a secure collection means to gather said privilege of said party.

17. (new) The method of Claim 16 wherein said secure collection means is operated by an authorized person.

18. (new) The method of Claim 16 further comprising the steps of:

g) providing a purchasing means in communication with said secure collection means;

h) purchasing said privilege for said party using said purchasing means; and,

i) communicating said privilege to said secure collection means;

whereby said privilege is added to said information.

19. (new) The method of Claim 18 wherein step h) is performed by a purchaser.

20. (new) The method of Claim 18 wherein said purchasing means comprises a browser and a web site, said browser having communication with said web site.

21. (new) The method of Claim 13 wherein step f) further comprises presenting an indicium representative of said privilege.

22. (new) The method of Claim 21 wherein said indicium is a barcode.

23. (new) The method of Claim 4 wherein said information comprises a language of preference, and wherein step f) is performed in said language of preference.

24. (new) The method of Claim 23 wherein step b) is performed substantially in said language of preference.

25. (new) The method of Claim 4 wherein said data further comprises a scheduled time corresponding to a first attraction of said second set of attractions, wherein in step d) said software adds said scheduled time in association with said first attraction to said itinerary, and wherein step f) further includes presenting said scheduled time in association with said first attraction.

26. (new) The method of Claim 25 wherein said data further comprises operating hours for said first attraction, and said scheduled time falls within said operating hours.

27. (new) The method of Claim 25 wherein said scheduled time is representative of a member of the group consisting of recommended time, show time, departure time, and reservation time.

28. (new) The method of Claim 4 in which said party and a second party are a group,
said second party having a second itinerary comprising a first attraction of said first set of attractions, said first attraction further in association with a second scheduled time,
said information further representing a desire to regroup said group,
wherein in step d) said software selects said first attraction and a scheduled time, said scheduled time being substantially equal to said second scheduled time, in response to said desire in said information,
whereby said desire to regroup is accommodated.

29. (new) The method of Claim 4 wherein in step d) said software further adds to said itinerary an earlier scheduled time corresponding to a first attraction of said second set of attractions, and adds a later scheduled time corresponding to a second attraction of said second set of attractions, said earlier scheduled time and said later scheduled time being selected so that said later scheduled time is at least equal to said

earlier scheduled time plus a time required between attractions.

30. (new) The method of Claim 29 wherein said time required between attractions is the sum of at least one of the group consisting of queue time for said first attraction, length of said first attraction, start time delay for said first attraction, and travel time from said first attraction to said second attraction.

31. (new) The method of Claim 30 wherein said time required between attractions varies according to at least one parameter selected from the group consisting of time-of-day, day, season, actual queue length, attendance, historical operational data, and said information.

32. (new) The method of Claim 30 wherein said queue time varies according to said earlier time.

33. (new) The method of Claim 30 wherein said travel time varies according to said later time.

34. (new) The method of Claim 30 wherein said information comprises an attribute

of said party, and wherein said travel time varies according to said attribute.

35. (new) The method of Claim 34 wherein said attribute is selected from the group consisting of number of infants, number of young children, number of elderly, number of disabled, number of wheelchairs, has access to transportation, has electric cart, is walking, is slow moving, and party size.

36. (new) The method of Claim 30 wherein said information comprises an attribute of said party, and wherein said queue time varies according to said attribute.

37. (new) The method of Claim 36 wherein said attribute is selected from the group consisting of has authentication code, has pass, has reservation, and class of party.

38. (new) The method of Claim 30 wherein said information comprises a privilege of said party, and wherein said queue time varies according to said

privilege.

39. (new) The method of Claim 38 wherein said privilege is selected from the group consisting of an authentication code, a pass, and a reservation.

40. (new) The method of Claim 38 wherein step d) further comprises expending said privilege of said party when said first attraction is selected.

41. (new) The method of Claim 29 wherein said time required between attractions varies according to at least one parameter selected from the group consisting of time-of-day, day, season, actual queue length, attendance, historical operational data, and said information.

42. (new) The method of Claim 4 in which said party and a second party are a group,
said second party having a second itinerary comprising a first attraction of said set of first attractions in association with a second scheduled time,
said information further representing a desire to regroup said group,
wherein in step d) said software selects said

first attraction and a scheduled time, said scheduled time being substantially equal said second scheduled time, in response to said desire in said information,

whereby said desire to regroup is accommodated.

43. (new) The method of Claim 4 wherein said information comprises a third set of attractions previously selected for said party,

wherein in step d) said software substantially excludes said third set from said second set of attractions,

whereby said second set of attractions is substantially different from said third set.

44. (new) The method of Claim 43, wherein said second set of attractions and said third set are selected for different days.

45. (new) The method of Claim 4, wherein said information comprises a third set of attractions previously selected for said party, said third set consisting of an already visited portion and a remaining portion,

wherein said party forgoes said remaining portion due to an interruption,

wherein in step d) said software selects said second set of attractions as a replacement for said remaining portion, and wherein said second set of attractions substantially excludes said already visited portion,

whereby said interruption is overcome.

46. (new) The method of Claim 45, wherein said interruption is selected from the group consisting of said party is delayed, said party is distracted, and an unavailable attraction of said remaining portion is inoperable.

47. (new) The method of Claim 4, wherein said first set of attractions comprises a plurality of attractions selected from the group consisting of ride, show, movie, theater, restaurant, exhibit, display, presentation, store, tour, parade, museum, room, area, fountain, restroom, hiking trail, picnic site, autograph session, historic recreation, beach, viewpoint, photo opportunity, lookout, fireworks display, attraction within a district, attraction within a city, attraction within a region, attraction within a state, and attraction within a country.

48. (new) The method of Claim 4 further comprising the steps of:

j) providing an access control system to a first attraction of said second set of attractions; and,

k) admitting said party to said first attraction with said access control system, said access control system operating in response to at least a portion of said itinerary

corresponding to said first attraction.

49. (new) The method of Claim 48, wherein in step k) said access control system reads said portion of said itinerary as presented to said party in step f).

50. (new) The method of Claim 49 wherein said itinerary presented to said party in step f) further comprises a barcode associated with said first attraction, and wherein in step k) said access control system reads said barcode.

51. (new) The method of Claim 48, wherein in step k) said access control system reads at least said portion of said itinerary from said computer.

52. (new) The method of Claim 48 further comprising the steps of:

l) establishing for said party an identification associated with at least said portion of said itinerary, said identification readable by said access control system, wherein at least said portion of said itinerary is retrievable with said identification; and,

m) presenting said identification to said access control system for reading;

whereby said access to at least said portion of said itinerary is obtained and said party is admitted to said first attraction.

53. (new) The method of Claim 52, wherein said identification comprises an identification means selected from the group consisting of a card, an ID, a pass, admission media, access media, an authentication code, a signature, speech recognition, contact information, a phone number, a transaction number, a credit card number, and a barcode.

54. (new) The method of Claim 4 wherein said computer comprises at least a first member selected from the group consisting of a portable computer, a handheld computer, a kiosk computer, a general purpose computer, and a desktop computer.

55. (new) The method of Claim 54 wherein said computer further comprises at least a second member, said second member having communication with said first member, said second member being selected from the group consisting of a remote access system, a web server, a network of computers, and a central computer.

56. (new) The method of Claim 55, wherein said communication between said first member and said second member is at least partially wireless.

57. (new) The method of Claim 55, wherein said communication between said first member and said second member is at least partially via the Internet.

58. (new) The method of Claim 4 wherein said presentation means comprises a printer and in step f) at least a portion of said itinerary is presented in a printed form.

59. (new) The method of Claim 58 wherein said printed form is selected from the group comprising a single person pass, a pass for said party, a printed itinerary, a customized ticket book, and a self-guided tour.

60. (new) The method of Claim 4 wherein said presentation means comprises a display selected from the group consisting of a screen, a touchscreen, and a scrolling display.

61. (new) The method of Claim 4 wherein in step f) at least a portion of said itinerary is announced audibly by said presentation means.

62. (new) The method of Claim 4 wherein in step f) only a next attraction of said itinerary is provided at a time.

63. (new) The method of Claim 4 wherein step f) only a next portion of said itinerary is provided at a time.

64. (new) The method of Claim 4 further comprising the step of:

n) providing a reservation computer in communication with said computer, said reservation computer providing an indication whether said a first attraction is available;

wherein in step d) said software excludes said first attraction from said second set of attractions when said reservation computer indicates said first attraction is unavailable.

65. (new) The method of Claim 64 wherein said software provides a time to said reservation computer, wherein said reservation computer indicates whether said first attraction is available at substantially said time.

66. (new) The method of Claim 4 wherein said data indicates an underutilized attraction of said first set of attractions, and wherein said software is more likely to select said

underutilized attraction in step d), whereby demand for said underutilized attraction is increased.

67. (new) The method of Claim 4 wherein said data indicates a first attraction of said first set of attractions, said first attraction having excessive demand, and wherein said software is less likely to select said first attraction in step d), whereby demand for said first attraction is moderated.

68. (new) The method of Claim 67 further comprising the step of:

o) calculating an aversion factor, said aversion factor at least partially determined by a portion of said data corresponding to said first attraction, said aversion factor distinguishing said first attraction as being less desirable than at least a portion of said first set of attractions;

wherein in step d) said first attraction is excluded from selection for said second set of attractions.

69. (new) The method of Claim 68 wherein said aversion factor is time interval dependent.

70. (new) The method of Claim 68 wherein

said excessive demand is expected.

71. (new) The method of Claim 68 where said excessive demand is centrally managed.

72. (new) The method of Claim 4 further comprising the steps of:

p) providing a storage accessible to said computer; and,

q) recording at least a portion of said itinerary corresponding to a first attraction of said first set of attractions in said storage;

whereby a directed demand to at least said first attraction is centrally stored.

73. (new) The method of Claim 72 further comprising the step of:

r) determining said directed demand corresponding to said first attraction from said storage; and,

wherein said data comprises an allocated capacity corresponding to said first attraction,

wherein in step d) said first attraction is excluded from selection for said second set of attractions when said directed demand is at least equal to said allocated capacity,

whereby said directed demand is centrally managed.

74. (new) The method of Claim 73 further comprising the steps of:

s) providing a reservation computer having access to said storage; and,

t) accepting a reservation for said first attraction with said reservation computer, said reservation computer recording said reservation in said storage;

whereby said reservation made by a parallel system effectively reduces said allocated capacity.

75. (new) The method of Claim 4 further comprising the steps of:

u) providing a reservation computer in communication with said software; and,

v) making a reservation with said reservation computer for said party for a first attraction of said second set of attractions;

whereby said reservation for said party is accessible to users of said reservation computer.

76. (new) The method of Claim 4 wherein in step d) said software applies a perturbation to a desirability of a first attraction of said first set of attractions, said perturbation producing a different result for said second set,

whereby directed demand to said first attraction is redistributed to mitigate at least one selected from the group consisting of underutilization of said first attraction, excessive demand for said first attraction, and modes in which other parties gather.

77. (new) The method of Claim 4, wherein said data further comprises a third set of messages, each of said third set selected from the group consisting of a marketing message, a discount offer, and a recommendation, each of said third set having corresponding conditions, each of said third set being associated with a corresponding first attraction of said first set of attractions,

said software being further able to determine whether said conditions are met,

said itinerary further comprising a fourth set of messages,

said method further comprising the step of:

w) selecting said fourth set of messages with said software such that said fourth set consists of at least one of said third set of messages for which the corresponding conditions are met;

wherein in step f) each of said fourth set of messages is provided to said party in conjunction with said itinerary;

whereby each of said fourth set of messages message is available at an appropriate time.

78. (new) The method of Claim 77 wherein said data further comprises a duration corresponding to a first message of said third set of messages,
wherein in step d) said software further selects a scheduled time for a second attraction of said second set of attractions, said second attraction corresponding to said first message, and
wherein in step w) said software calculates a gap before said scheduled time, and said first message is selected for said fourth set of messages only if said gap is at least equal to said duration.

79. (new) The method of Claim 4, wherein said software comprises a decision making routine responsive to at least a portion of said data corresponding to a first attraction of said first set of attractions and at least a portion of said information, said decision making routine performing at least a portion of step d) with respect to said first attraction.

80. (new) The method of Claim 4, wherein said software comprises a utility function, said utility function representing a value to said party of a first attraction, said utility function accepting parameters, said parameters comprising a portion

of said data corresponding to said first attraction, and said parameters further comprising said information.

81. (new) The method of Claim 80, wherein said parameters further comprise said second set of attractions, and
wherein after said first attraction is selected for said second set of attractions in step d), said first attraction is still evaluated for a subsequent visit.

82. (new) The method of Claim 4, wherein said data comprises actual queue information corresponding to at least one of said first set of attractions.

83. (new) The method of Claim 4, wherein a portion of said data corresponding to a first attraction of said first set of attractions is representative of at least one member of the group consisting of expected queue length, actual queue length, expected attendance, location of an entrance, location of an exit, showtime, mode of operation, routes to other attractions of said first set of attractions, routes from said other attractions, travel time to said other attractions, capacity, theoretical hourly ride capacity, holding capacity, duration, continuous running, availability, a scheduling factor, an acceptance factor, an admission requirement, an admission

class, an admission grade, operating hours, inoperation, and wheelchair accessibility.

84. (new) The method of Claim 4, wherein step b) is conducted over an Internet connection.

85. (new) The method of Claim 4, wherein said computer comprises a user interface, and
wherein said software is further operable to perform at least a portion of step b) though said user interface.

86. (new) The method of Claim 85, wherein said user interface comprises at least one member from the group consisting of a query form, an HTML form, a button, a pick list, a checkbox, a scroll indicator, a paper form reader with an associated paper form, a touchscreen, and a display screen.

87. (new) A system for providing an itinerary to a party, said itinerary comprising a second set of attractions selected from a first set of attractions, said system comprising:
data regarding said first set of attractions;
information about said party, at least a portion of said information distinguishing among said first set of attractions with respect to said data;
a computer having access to said data and said information, said computer having software operable to select said second set of attractions

from said first set of attractions, said second set of attractions consisting of at least some of said first set of attractions for which said data substantially matches with said information;

a presentation means in communication with said computer, said presentation means able to receive said itinerary from said computer and present said itinerary to said party,

whereby said itinerary is customized for said party.

88. (new) The system of Claim 87 wherein said information comprises a preference of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said preference, and wherein said software selects at least one attraction from said portion of said first set of attractions for said second set of attractions.

89. (new) The system of Claim 88 wherein said preference is selected from the group consisting of aversion to thrill, interest in for thrill, aversion to getting wet, aversion to violence, aversion to loud noises, aversion to long queues, aversion to a predetermined theme, interest in a predetermined theme, aversion to a predetermined cuisine, interest in a predetermined cuisine, aversion to a predetermined attraction factor, interest in a predetermined attraction factor, preferred

meal time, preferred meal duration, and a departure time.

90. (new) The system of Claim 87 wherein said information comprises an attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said attribute, and wherein said software selects at least one attraction from said portion of said first set of attractions for said second set of attractions.

91. (new) The system of Claim 90 wherein said attribute is selected from the group consisting of number of infants, number of young children, number of elderly, number of disabled, number of wheelchairs, minimum height, and party size.

92. (new) The system of Claim 87 wherein said information comprises an aversion attribute of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute; and, wherein said software excludes said portion of said first set of attractions from said second set of attractions.

93. (new) The system of Claim 92 wherein said aversion attribute of said party is selected from the group consisting of has infants,

age, has small children, has wheelchair.

94. (new) The system of Claim 87 wherein said information comprises an aversion attribute of said party and a corresponding nullifying preference of said party, wherein said data distinguishes a portion of said first set of attractions as being less desirable with respect to said aversion attribute unless said corresponding nullifying preference is present, and wherein said software selects at least one attraction from said portion of said first set of attractions for said second set of attractions.

95. (new) The system of Claim 94, wherein said aversion attribute and said corresponding nullifying preference are selected respectively as a pair from the group consisting of has infants and will baby swap, has small children and will baby swap, and has wheelchair and can transfer from wheelchair.

96. (new) The system of Claim 87 wherein said information comprises a privilege of said party, wherein said data distinguishes a portion of said first set of attractions as being more desirable with respect to said privilege, and wherein said software selects at least one attraction from said portion of said first set of attractions for said second set of attractions.

97. (new) The system of Claim 96, wherein said privilege is selected from the group consisting of premium admission, VIP status, auxiliary admission, graded admission, and express queue admission.

98. (new) The system of Claim 96 wherein said software further expends said privilege.

99. (new) The system of Claim 96, further comprising a secure collection means to gather said privilege of said party.

100. (new) The system of Claim 99 wherein said secure collection means is operated by an authorized person.

101. (new) The system of Claim 99 further comprising
a purchasing means in communication with said secure collection means, said purchasing means operable to allow a purchase of said privilege, said purchasing means communicating said purchase of said privilege to said secure collection means, whereby said privilege is added to said information.

102. (new) The system of Claim 101 wherein said purchasing means is used by a purchaser.

103. (new) The system of Claim 101 wherein said purchasing means comprises a browser and a web site, said browser having communication with said web site.

104. (new) The system of Claim 96 wherein said second set of attractions provided to said party by said presentation means further comprises an indicium representative of said privilege.

105. (new) The system of Claim 104 wherein said indicium is a barcode.

106. (new) The system of Claim 87 wherein said information comprises a language of preference, and wherein said itinerary is provided to said party in said language of preference.

107. (new) The system of Claim 106 further comprising a collection means to gather said information, said collection means interacting substantially in said language of preference.

108. (new) The system of Claim 87 wherein said data further comprises a scheduled time corresponding to a first attraction of said second set of attractions, wherein said software adds said scheduled time in association with said first attraction to said itinerary, and wherein said presentation means presents said scheduled time in association with said first attraction.

109. (new) The system of Claim 108 wherein said data further comprises operating hours for said first attraction, and said scheduled time falls within said operating hours.

110. (new) The system of Claim 108 wherein said scheduled time is representative of a member of the group consisting of recommended time, show time, departure time, and reservation time.

111. (new) The system of Claim 108 in which said and a second party are a group,
said second party having a second itinerary comprising a first attraction of said first set of attractions, said first attraction further in association with a second scheduled time,
said information further representing a desire to regroup said group,
wherein said software selects said first attraction and a scheduled time, said

scheduled time being substantially equal to said second scheduled time, in response to said desire in said information,

whereby said desire to regroup is accommodated.

112. (new) The system of Claim 87 wherein said software further adds to said itinerary an earlier scheduled time corresponding to a first attraction of said second set of attractions, and adds a later scheduled time corresponding to a second attraction of said second set of attractions, said earlier scheduled time and said later scheduled time being selected so that said later scheduled time is at least equal to said earlier scheduled time plus a time required between attractions.

113. (new) The system of Claim 112 wherein said time required between attractions is the sum of at least one of the group consisting of queue time for said first attraction, length of said first attraction, start time delay for said first attraction, and travel time from said first attraction to said second attraction.

114. (new) The system of Claim 113 wherein said time required between attractions varies according to at least one parameter selected from the group

consisting of time-of-day, day, season, actual queue length, attendance, historical operational data, and said information.

115. (new) The system of Claim 113 wherein said queue time varies according to said earlier time.

116. (new) The system of Claim 113 wherein said travel time varies according to said later time.

117. (new) The system of Claim 113 wherein said information comprises an attribute of said party, and wherein said travel time varies according to said attribute.

118. (new) The system of Claim 117 wherein said attribute is selected from the group consisting of number of infants, number of young children, number of elderly, number of disabled, number of wheelchairs, has access to transportation, has electric cart, is walking, is slow moving, and party size.

119. (new) The system of Claim 113 wherein

said information comprises an attribute of said party, and wherein said queue time varies according to said attribute.

120. (new) The system of Claim 119 wherein said attribute is selected from the group consisting of has authentication code, has pass, has reservation, and class of party.

121. (new) The system of Claim 113 wherein said information comprises a privilege of said party, and wherein said queue time varies according to said privilege.

122. (new) The system of Claim 121 wherein said privilege is selected from the group consisting of an authentication code, a pass, and a reservation.

123. (new) The system of Claim 121 wherein said software expends said privilege of said party when said first attraction is selected.

124. (new) The system of Claim 112 wherein said time required between attractions varies according to at least one parameter selected

from the group consisting of time-of-day, day, season, actual queue length, attendance, historical operational data, and said information.

125. (new) The system of Claim 87 in which said party and a second party are a group,
said second party having a second itinerary comprising a first attraction of said set of first attractions in association with a second scheduled time,
said information further representing a desire to regroup said group,
wherein in step d) said software selects said first attraction and a scheduled time, said scheduled time being substantially equal said second scheduled time, in response to said desire in said information,
whereby said desire to regroup is accommodated.

126. (new) The system of Claim 87 wherein said information comprises a third set of attractions previously selected for said party,
wherein said software substantially excludes said third set from of said second set,
whereby said second set of attractions is substantially different from said third set.

127. (new) The system of Claim 126 wherein said second set of attractions and said third set are selected for different days.

128. (new) The system of Claim 87 wherein said information comprises a third set of attractions previously selected for said party, said third set consisting of an already visited portion and a remaining portion,
wherein said party forgoes said remaining portion due to an interruption,
wherein said software selects said second set of attractions as a replacement for said remaining portion, wherein said second set of attractions substantially excludes said already visited portion,
whereby said interruption is overcome.

129. (new) The system of Claim 128, wherein said interruption is selected from the group consisting of said party is delayed, said party is distracted, and an unavailable attraction of said remaining portion is inoperable.

130. (new) The system of Claim 87 wherein said first set of attractions comprises a plurality of attractions selected from the group consisting of ride, show, movie, theater, restaurant, exhibit, display, presentation, store, tour, parade, museum, room, area, fountain, restroom, hiking trail, picnic site, autograph session, historic recreation, beach, viewpoint, photo opportunity, lookout, fireworks display, attraction within a

district, attraction within a city, attraction within a region, attraction within a state, and attraction within a country.

131. (new) The system of Claim 87 further comprising:
an access control system to a first attraction of said second set of attractions, wherein said access control system admits said party to said first attraction in response to at least a portion of said itinerary.

132. (new) The system of Claim 131 wherein said access control system reads said portion of said itinerary as presented by said presentation means.

133. (new) The system of Claim 132 wherein said itinerary presented to said party further comprises a barcode associated with said first attraction, and wherein said access control system reads said barcode.

134. (new) The system of Claim 131 wherein said access control system reads at least said portion of said itinerary from said computer.

135. (new) The system of Claim 131 further comprising:
an identification associated with at least

said portion of said itinerary, said identification readable by said access control system, wherein at least said portion of said itinerary is retrievable with said identification, wherein said access to said first attraction is obtained by said party when said identification is presented to said access control system for reading.

136. (new) The system of Claim 135 wherein said identification comprises an identification means selected from the group consisting of a card, an ID, a pass, admission media, access media, an authentication code, a signature, speech recognition, contact information, a phone number, a transaction number, a credit card number, and a barcode.

137. (new) The system of Claim 87 wherein said comprises at least a first member selected from the group consisting of a portable computer, a handheld computer, a kiosk computer, a general purpose computer, and a desktop computer.

138. (new) The system of Claim 137 wherein said computer further comprises at least a second member, said second member having

communication with said first member, said second member being selected from the group consisting of a remote access system, a web server, a network of computers, and a central computer.

139. (new) The system of Claim 138 wherein said communication between said first member and said second member is at least partially wireless.

140. (new) The system of Claim 138 wherein said communication between said first member and said second member is at least partially via the Internet.

141. (new) The system of Claim 87 wherein said presentation means comprises a printer whereby said itinerary is presented in a printed form.

142. (new) The system of Claim 141 wherein said printed form is selected from the group comprising a single person pass, a pass for said party, a printed itinerary, a customized ticket book, and a self-guided tour.

143. (new) The system of Claim 87 wherein said presentation means comprises a display selected from the group consisting of a screen, a touchscreen, and a scrolling display.

144. (new) The system of Claim 87 wherein at least a portion of said itinerary is announced audibly by said presentation means.

145. (new) The system of Claim 87 wherein only a next attraction of said itinerary is provided at a time.

146. (new) The system of Claim 87 wherein only a next portion of said itinerary is provided at a time.

147. (new) The system of Claim 87 further comprising:
a reservation computer in communication with said computer, said reservation computer providing an indication whether a first attraction is available; and
wherein said software excludes said first attraction from said second set of attractions when said reservation computer indicates said first attraction is unavailable.

148. (new) The system of Claim 147 wherein said software provides a time to said reservation computer, wherein said reservation computer indicates whether said first attraction is available at substantially said time.

149. (new) The system of Claim 87 wherein said data indicates an underutilized attraction of said

first set of attractions, and wherein said software is more likely to select said underutilized attraction, whereby demand for said underutilized attraction is increased.

150. (new) The system of Claim 87 wherein said data indicates a first attraction of said first set of attractions, said first attraction having excessive demand, and wherein said software is less likely to select said first attraction, whereby demand for said attraction having excessive demand is moderated.

151. (new) The system of Claim 150 wherein said software calculates an aversion factor, said aversion factor at least partially determined by a portion of said data corresponding to said first attraction, said aversion factor distinguishing said first attraction as being less desirable than at least a portion of said first set of attractions, wherein said first attraction is excluded from selection for said second set of attractions.

152. (new) The system of Claim 151 wherein said aversion factor is time interval dependent.

153. (new) The system of Claim 151 wherein said excessive demand is expected.

154. (new) The system of Claim 151 where said excessive demand is centrally managed.

155. (new) The system of Claim 87 further comprising a storage accessible to said computer, at least a portion of said itinerary corresponding to a first attraction of said first set of attractions being recorded in said storage by said computer,
whereby directed demand to said first set of attractions is centrally stored.

156. (new) The system of Claim 155 wherein said software determines from said storage said directed demand corresponding to said first attraction,
wherein said data comprises an allocated capacity corresponding to said first attraction,
wherein said first attraction is excluded from selection for said second set of attractions when said directed demand is at least equal to said allocated capacity,
whereby said directed demand is centrally managed.

157. (new) The system of Claim 156 further comprising:

a reservation computer having access to said storage, said reservation computer operable to accept a reservation for said first attraction, said reservation computer recording said reservation in said storage,

whereby said reservation made parallel system effectively reduces said allocated capacity.

158. (new) The system of Claim 87 further comprising:

a reservation computer in communication with said computer,

wherein said software further makes a reservation with said reservation computer for said party to a first attraction of said second set of attractions,

whereby said reservation for said party is accessible to users of said reservation computer.

159. (new) The system of Claim 87 wherein said software applies a perturbation to a desirability of a first attraction of said first set of attractions, said perturbation producing a different result for said second set,

whereby directed demand to said first attraction is redistributed to mitigate at least one selected from the group consisting of underutilization of said first attraction,

excessive demand for said first attraction, and modes in which other parties gather.

160. (new) The system of Claim 87 wherein said data further comprises a third set of messages, each of said third set selected from the group consisting of a marketing message, a discount offer, and a recommendation, each of said third set having corresponding conditions, each of said third set being associated with a corresponding first attraction of said first set of attractions,

said software being further able to determine whether said conditions are met,

said itinerary further comprising a fourth set of messages,

wherein said software further selects said fourth set of messages such that said fourth set consists of at least one of said third set of messages for which the corresponding conditions are met,

wherein each of said fourth set of messages is provided to said party in conjunction with said itinerary;

whereby each of said fourth set of messages message is available at an appropriate time.

161. (new) The system of Claim 160 wherein said data further comprises a duration corresponding to a first message of said third set of messages,

wherein said software further selects a scheduled time for a second attraction of said second set of attractions, said second attraction corresponding to said first message, and

wherein said software calculates a gap before said scheduled time, said first message being selected for said fourth set of messages only if said gap is at least equal to said duration.

162. (new) The method of Claim 87, wherein said software comprises a decision making routine responsive to at least a portion of said data corresponding to a first attraction of said first set of attractions and at least a portion of said information, said decision making routine performing at least a portion of step d) with respect to said first attraction.

163. (new) The system of Claim 87 wherein said software comprises a utility function, said utility function representing a value to said party of a first attraction, said utility function accepting parameters, said parameters comprising a portion of said data corresponding to said first attraction, and said parameters further comprising said information.

164. (new) The system of Claim 163 wherein said

parameters further comprise said second set of attractions, and

wherein after said first attraction is selected for said second set of attractions, said first attraction is still evaluated for a subsequent visit.

165. (new) The system of Claim 87 wherein said data comprises actual queue information corresponding to at least one of said first set of attractions.

166. (new) The system of Claim 87 wherein a portion of said data corresponding to a first attraction of said first set of attractions is representative of at least one member of the group consisting of expected queue length, actual queue length, expected attendance, location of an entrance, location of an exit, showtime, mode of operation, routes to other attractions of said first set of attractions, routes from said other attractions, travel time to said other attractions, capacity, theoretical hourly ride capacity, holding capacity, duration, continuous running, availability, a scheduling factor, an acceptance factor, an admission requirement, an admission class, an admission grade, operating hours, inoperation, and wheelchair accessibility.

167. (new) The system of Claim 87 wherein said information is gathered by said computer over an Internet connection.

168. (new) The system of Claim 87 wherein said computer comprises a user interface, wherein said software is further operable to gather at least a portion of said information though said user interface.

169. (new) The system of Claim 168 wherein said user interface comprises at least one member from the group consisting of a query form, an HTML form, a button, a pick list, a checkbox, a scroll indicator, a paper form reader with an associated paper form, a touchscreen, and a display screen.

REMARKS - Amendments to the Specification

Applicants represent that the above amendments to the specification do not introduce new matter into the disclosure of the application.

With respect to the above paragraph substitutions, with a single exception noted below, each corrects one or more typographic or OCR errors, including improper designation of registered trademarks. Per MPEP §2163.07 II, the correction of such obvious errors does not constitute new matter.

Only the substitution for paragraph 0051 did not constitute a correction. Rather, the term "preferences" has been added to that paragraph so as to more exactly identify the term. According to MPEP §2163.06,

> "...information contained in any one of the specification, claims or drawings of the application as filed may be added to any other part of the application without introducing new matter."

Since this exact term was previously used in a like context in the abstract and paragraphs 0060 and 0259, and further since this constitutes a rephrasing under MPEP § 2163.07 I, applicants submit that no new matter has been added.

REMARKS - Amendments to the Claims

Claims 1-3 have been cancelled without prejudice or disclaimer.

Claims 4-169 are newly added.

Applicants thank Examiner Dixon for the courtesy of the suggestions and clarifications provided to Applicant Redmann on September 2, 2005. Applicants have corrected this amendment accordingly.

Applicants have cancelled original claims 1-3 and replaced them with new claims 4-169 to more particularly point out and distinctly claim the subject matter of the invention.

In the following three paragraphs, the notation "(M)" denotes a claim having as its primary structure a list of component variations described as members of a Markush group.

Claim 1, a method for generating an itinerary, has been replaced by independent method claim 4, and dependent method claims 5, 6(M), 7, 8(M), 9, 10, 11, 12, 13, 14(M), 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 47(M), 48, 49, 50, 51, 52, 53(M), 54(M), 55(M), 56, 57, 58, 59(M), 60(M), 61, 62, 63, 66, 67, 68, 70, 71, 72(M), 73, 76(M), 77(M), 78, 79, 80, 81, 82, 83(M), 84, 85, and 86(M).

Claim 2 has been replaced by the following method claims, each ultimately dependent upon claim 4: 25, 26, 27(M), 28, 29, 30(M), 31(M), 32, 33, 34, 35(M), 36, 38, 39, 40, 41, 42, 43, 44, 45, 46(M), and 69.

Claim 3, has been replaced by the following method claims, each ultimately dependent upon claim 4: 37(M), 64, 65, 74, and 75.

Claims 4-86 are directed to methods embodying

applicants' invention. Claims 87-169 are all apparatus claims that closely parallel the organization of method claims 4-86.

To clearly point out a) support in the specification for claimed subject matter, and b) usage in the specification making apparent the intended meaning of claim terminology, applicants have provided Table 1, below. Please note that the paragraph references in Table 1 are not intended to represent the totality of support for terminology and claimed subject matter, but rather to identify where at least a portion of the support exists. In Table 1, terms in parenthesis represent claim terms in the exact form found in the referenced paragraph. Dot(s) preceding some method claim numbers in Table 1 indicate the hierarchical level of dependent claims. The corresponding apparatus claims are not dotted, but are related in a like hierarchy. Paragraph numbers used herein are as assigned by the USPTO in the online accessible version of the originally filed specification, and are believed accurate by Applicants.

Table 1: Claim Subject Matter and Terminology Support

Method Claim	Parallel Apparatus Claim	Paragraphs supporting Subject Matter	Terms and paragraphs making meaning apparent
4	87	preamble 0059 0060 step a) 0166 step b) 0118	gathering 0108 0082 information 0051 0121

		step c) 0117	0119
		step d) 0239	distinguishing 0055
		steps e&f)	software 0217
		0130	matches 0243
		0120	customized 0155
		whereby 0048	
.5	88	0194	preference 0051
		0196	distinguishes 0055
			0182
..6	89	Markush	aversion to... 0051
		limitation of	interest in... 0051
		claims 5 & 88	...thrill 0051
			...getting wet FIG 12
			...violence 0051
			...loud noises 0196
			...long queues 0200
			0201
			...theme 0051
			...cuisine 0259
			...attraction factor 0194
			0199
			departure time 0126
			0238
			meal time 0257
			meal duration 0257
.7	90	0195	attribute 0050
			0161
..8	91	0194	number of infants 0051
		0189	number of young
		Markush	children 0128

		limitation of claims 7 & 90	0061 number of elderly 0051 number of disabled 0051 number of wheelchairs 0052 minimum height 0180 party size 0115
.9	92	0194 0197	
..10	93	0194 0196	has small children 0187
.11	94	0197	nullifying (nullified) 0197
..12	95	0197 FIG 12 0198	
.13	96	0119 0232 0239	privilege 0200
..14	97	Markush limitation of claims 13 & 96	premium admission 0113 VIP status 0064 auxiliary admission 0119 graded admission 0022 0023 0045 express queue admission 0175
..15	98	0148 0155 0232	expending (expend) 0148
..16	99	0119	secure collection means 0053

				0119 0150
...17	100	0119 0150 0113	authorized person	0119
...18	101	0119 0153 0113	purchasing means purchasing (to purchase)	0153 0119 0153 0119
....19	102	0153	purchaser	0153
....20	103	0153	browser web site	0153 0153
..21	104	0143 0146		
...22	105	0155 0146	barcode	0155
.23	106	0120 0231	language of preference	0120
..24	107	0120		
.25	108	0059 0060	scheduled time	0059
..26	109	0178	operating hours	0178
..27	110	Markush limitation of claims 26 & 109	recommended time show time departure time reservation time	0059 0172 0173 0145 0250 0258

.28	111	0260	group 0260 desire 0260 regroup 0260 accommodated 0260
.29	112	0236 0237 0222 0231 0233 0235	time required between attractions 0064 0061 0062
..30	113	0174 Markush limitation of claims 29 & 112	queue time 0232 length 0237 start time delay 0232 travel time 0233 0230
...31	114	0162 0176	time-of-day 0176 0162 day 0057 season 0057 actual queue length 0176 historical operating data 0176 attendance 0176 0162
...32	115	0176	
...33	116	0162	
...34	117	0161	
....35	118	0192 0193 field 1220 in	has access to transportation 0064 has electric cart 0064

		FIG 12	is walking 0064 is slow moving 0199
...36	119	0175 0232	
....37	120	Markush limitation of claims 36 & 119	authentication code 0146 has pass 0143 has reservation 0141 class of party 0232
...38	121	0175 0176	privilege 0200
....39	122	0232	
....40	123	0232 0148 0155	expending (expend) 0148
..41	124	0176	see entry for claim 31
.42	125	0260	see entry for claim 28
.43	126	0254 0260	
..44	127	0254 0106 0223	
.45	128	0254	interruption 0077
..46	129	Markus limitation of claims 45 & 128	party is delayed 0077 party is distracted 0077 unavailable attraction 0076 inoperable (inoperation) 0076
.47	130	Markush limitation of	ride 0007 show 0007

		Claims 4 & 87	movie	0051
			theater	0073
			restaurant	0007
			exhibit	0007
			display	0101
			presentation	0101
			store	0007
			tour	0101
			parade	0073
			room	0013
			area	0013
			museum	0033
			fountain	0073
			restroom	0075
				0107
			hiking trail	0030
				0101
			picnic site	0101
			autograph session	0065
			historic recreation	0054
			beach	0033
			viewpoint	0101
			photo opportunity	0255
			lookout	0073
			fireworks display	0073
			attraction within a...	
			...district	0048
			...city	0266
			...region	0266
			...state	0266

			...country	0266
.48	131	0155 0156	access control system	0155
..49	132	0155		
...50	133	0155	barcode	0155
..51	134	0155 0141		
..52	135	0156 0153 0017 0018	reading (reader)	0018
...53	136	0156 Markush limitation of claims 52 & 135	card	0156
			ID	0017 0018
			pass	?
			admission media	0155
			access media	0156
			authentication code	0146
			signature	0146
			speech recognition	0261
			contact information	0153
			phone number	0153
			transaction number	0153
			credit card number	0153
			barcode	0155
.54	137	0152 0153 0154 Markush limitation of	portable computer	0098 0153
			handheld computer	0098
			kiosk computer	0154 0017

		claims 4 & 87	general purpose computer 0098 desktop computer 0153 0028
..55	138	0154 Markush limitation of claims 54 & 137	remote access system 0153 web server 0153 network of computers 0154 central computer 0219
...56	139	0152 0258	wireless 0152 0258
...57	140	0098 0153	via the Internet 0153
.58	141	0154 0155	printed form 0155
..59	142	Markush limitation of claims 58 & 141	single person pass 0155 pass for said party 0155 printed itinerary 0154 customized tocket book 0155 self-guided tour 0154
.60	143	Markush limitation of claims 4 & 87	screen 0261 0105 touchscreen 0261 scrolling display 0137
.61	144	0261	announced audibly 0261
.62	145	0133 0261	next attraction (next event) 0261
.63	146	0134 0135 0138	

.64	147	0258	reservation computer unavailable (not available)	0258 0258
..65	148	0258	time	0258
.66	149	0045 0215	underutilized	0045
.67	150	0203 0204	excessive demand	0204
..68	151	0203 0225	aversion factor	0203
...69	152	0203	time interval (time in that interval)	 0203
...70	153	0204	expected	0067 0204
...71	154	0203	centrally managed (centrally manage)	 0203
.72	155	0203 0154	storage (memory) (stored in memory) recording (recorded in memory) directed demand	0252 0111 0127 0128 0067
..73	156	0203 0204 0258	allocated capacity	0069
...74	157	0258 0017 0018 0024 0044	parallel system (parallel to a system of the prior art) (reservation computer is operated by or for a	 0071

			dining establishment) 0258
.75	158	0258	[in whereby clause] users of said reservation computer (reservation computer is operated by) 00258
.76	159	0225	perturbation 0209 desirability 0209 redistributed 0045 mitigate 0209 underutilization 0045 modes in which party profiles gather 0206 producing a different result (produce different results) 0214
.77	160	0256 0257	message 0257 marketing message 0257 discount offer 0257 recommendation 0257 conditions 0257 appropriate time 0257
..78	161	0255 0256 0257 0236 0174 0175	gap 0239 0255
.79	162	0190	decision making routine

				0190
.80	163	0239	utility function	0239
				0240
				0241
..81	164	0131	evaluated	0224
		0239		
		0232		
.82	165	0176	actual queue	0176
.83	166	Markush	expected queue length	0176
		limitation of	actual queue length	0176
		claims 4 & 87	expected attendance	0176
			location of an entrance	
				0166
			location of an exit	0166
			showtime	0172
			mode of operation	0172
			routes to/from other	
			attractions	0158
				0230
				0255
			travel time	0230
			capacity	0172
			theoretical hourly ride	
			capacity	0172
			holding capacity	0172
			duration	0174
			continuous running	0172
			availability	0172
			scheduling factor	0166
			acceptance factor	0179

			admission requirement 0243 admission class 0232 admission grade 0022 operating hours 0178 inoperation 0076 wheelchair accessibility 0180
.84	167	0153	
.85	168	0105 0121	
..86	169	Markush limitation of claims 85 & 168	query form 0121 HTML form 0153 button 0129 pick list 0127 checkbox 0128 scroll indicator 0127 paper form 0151 touchscreen 0109 display screen 0105

REMARKS - General

By the above preliminary amendment, applicants have corrected typographical errors in the specification and supplied additional claims to define the invention more particularly and distinctly so as to define the invention patentably over the prior art.

Fee Calculation:

Extra Claim Fees	Current	Previously Paid	Extra	Fee
Total Claims	166	169	0	$0
Independent Claims	2	6	0	$0
Multiple Dependent Claims	N/A	N/A	N/A	$0
Total Amount of Payment				$0

Conditional Request for Constructive Assistance

Applicants have amended the claims of this application so that they are in proper form, definite, and define novel structure which is also unobvious. If, for any reason this application is not believed to be in full condition for allowance, applicants respectfully request the constructive assistance and suggestions of the Examiner pursuant to M.P.E.P. § 2173.02 an § 707.07(j) in order that the

undersigned can place this application in allowable condition as soon as possible and without the need for further proceedings.

Very respectfully,

William Gibbens Redmann Michael Anthony Eaton

--------- Applicants Pro Se ---------

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2005 Oct 4

William G. Redmann, Applicant

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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/858,376	05/15/2001	William Gibbens Redmann		3324

7590 09/09/2005

William G. Redmann
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Glendale, CA 91205

EXAMINER	
DIXON, THOMAS A	

ART UNIT	PAPER NUMBER
3639	

DATE MAILED: 09/09/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Notice of Non-Compliant Amendment (37 CFR 1.121)	Application No.	Applicant(s)	
	09/858,376	REDMANN ET AL.	
	Examiner	Art Unit	
	Thomas A. Dixon	3639	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

The amendment document filed on *01 December 2004* is considered non-compliant because it has failed to meet the requirements of 37 CFR 1.121. In order for the amendment document to be compliant, correction of the following item(s) is required.

THE FOLLOWING MARKED (X) ITEM(S) CAUSE THE AMENDMENT DOCUMENT TO BE NON-COMPLIANT:

- ☒ 1. Amendments to the specification:
  - ☒ A. Amended paragraph(s) do not include markings.
  - ☐ B. New paragraph(s) should not be underlined.
  - ☒ C. Other *the specification amendment section must start on a separate page*.
- ☐ 2. Abstract:
  - ☐ A. Not presented on a separate sheet. 37 CFR 1.72.
  - ☐ B. Other _____.
- ☐ 3. Amendments to the drawings:
  - ☐ A. The drawings are not properly identified in the top margin as "Replacement Sheet," "New Sheet," or "Annotated Sheet" as required by 37 CFR 1.121(d).
  - ☐ B. The practice of submitting proposed drawing correction has been eliminated. Replacement drawings showing amended figures, without markings, in compliance with 37 CFR 1.84 are required.
  - ☐ C. Other _____.
- ☒ 4. Amendments to the claims:
  - ☒ A. A complete listing of all of the claims is not present.
  - ☒ B. The listing of claims does not include the text of all pending claims (including withdrawn claims)
  - ☐ C. Each claim has not been provided with the proper status identifier, and as such, the individual status of each claim cannot be identified. Note: the status of every claim must be indicated after its claim number by using one of the following status identifiers: (Original), (Currently amended), (Canceled), (Previously presented), (New), (Not entered), (Withdrawn) and (Withdrawn-currently amended).
  - ☐ D. The claims of this amendment paper have not been presented in ascending numerical order.
  - ☒ E. Other: *the claim amendment section must start on a separate page*.

For further explanation of the amendment format required by 37 CFR 1.121, see MPEP § 714 and the USPTO website at http://www.uspto.gov/web/offices/pac/dapp/opla/preognotice/officeflyer.pdf .

TIME PERIODS FOR FILING A REPLY TO THIS NOTICE:

1. Applicant is given **no new time period** if the non-compliant amendment is an after-final amendment or an amendment filed after allowance. If applicant wishes to resubmit the non-compliant after-final amendment with corrections, the **entire corrected amendment** must be resubmitted within the time period set forth in the final Office action.

2. Applicant is given **one month**, or thirty (30) days, whichever is longer, from the mail date of this notice to supply the **corrected section** of the non-compliant amendment in compliance with 37 CFR 1.121, if the non-compliant amendment is one of the following: a preliminary amendment, a non-final amendment (including a submission for a request for continued examination (RCE) under 37 CFR 1.114), a supplemental amendment filed within a suspension period under 37 CFR 1.103(a) or (c), and an amendment filed in response to a *Quayle* action.

   Extensions of time are available under 37 CFR 1.136(a) only if the non-compliant amendment is a non-final amendment or an amendment filed in response to a *Quayle* action.

   Failure to timely respond to this notice will result in:
   Abandonment of the application if the non-compliant amendment is a non-final amendment or an amendment filed in response to a *Quayle* action; or
   Non-entry of the amendment if the non-compliant amendment is a preliminary amendment or supplemental amendment.

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PATENT APPLICATION FEE DETERMINATION RECORD

Effective October 1, 2000

Application or Docket Number: 09/858376

CLAIMS AS FILED - PART I

	(Column 1)	(Column 2)
TOTAL CLAIMS	3	
FOR	NUMBER FILED	NUMBER EXTRA
TOTAL CHARGEABLE CLAIMS	3 minus 20=	* 0
INDEPENDENT CLAIMS	1 minus 3 =	* 0
MULTIPLE DEPENDENT CLAIM PRESENT		☐

* If the difference in column 1 is less than zero, enter "0" in column 2

SMALL ENTITY TYPE ☐		OR	OTHER THAN SMALL ENTITY	
RATE	FEE		RATE	FEE
BASIC FEE	355.00	OR	BASIC FEE	710.00
X$ 9=		OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL	355	OR	TOTAL	

CLAIMS AS AMENDED - PART II

AMENDMENT A

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	* 179	Minus	** 20	= 159
Independent	* 6	Minus	*** 3	= 3
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

SMALL ENTITY		OR	OTHER THAN SMALL ENTITY	
RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=	143	OR	X$18=	
~~X40=~~	132	OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

AMENDMENT B

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	*	Minus	** 179	=
Independent	*	Minus	*** 6	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=		OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

AMENDMENT C

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	*	Minus	**	=
Independent	*	Minus	***	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=	–	OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

* If the entry in column 1 is less than the entry in column 2, write "0" in column 3.
** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20."
*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3."
The "Highest Number Previously Paid For" (Total or Independent) is the highest number found in the appropriate box in column 1.

OIPE
DEC 0 1 2004
PATENT & TRADEMARK OFFICE
JC37

Appn. Number: 09/858,376
Appn. Filed: 05-15-2001
Applicant: William G. Redmann, et al.
Title: METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

Examiner/GAU: Beth Van Doren/3623

11-24-2004

Amendment A

Commissioner for Patents
Washington, District of Columbia 20231

Sir:

As a Preliminary Amendment, please amend the above applications as follows:

SPECIFICATION:

Please substitute the following thirteen paragraphs, each numbered according to the published application:

Paragraph 0017, replace with the following new paragraph:

--The Walt Disney theme parks make use of a system called FASTPASS® described by Laval et al. in U.S. Pat. No. 6,173,209. Visitors to a park

12/01/2004 YPOLITE1 00000037 09585376
01 FC:2202 1431.00 OP
02 FC:2201 132.00 OP
12/02/2004 YPOLITE1 00000002 09858376
01 FC:2202 1431.00 OP
02 FC:2201 132.00 OP

can either enter the regular queue for an attraction, or they can obtain an express pass to use the express queue. The express pass has a time period during which it is valid. The visitor must present the express pass during the indicated time period in order to bypass the queue and be admitted to the attraction. Obtaining an express pass is achieved by the visitor presenting an ID of some sort, to a kiosk near the ride. An express pass is issued, bearing the next available reservation time. No further express passes will be issued to an ID until the existing express pass has expired. Thus, a "first-come, first-served" virtual queue is created, and the visitor can be in only one virtual queue at a time.

Paragraph 0024, replace with the following new paragraph:

--Another disadvantage of systems like Laval and Mahoney, is that they do not mitigate unequal demand for various attractions. An extremely popular attraction may find that its FASTPASS® reservations for the entire operating day are dispensed within an hour of the facility's opening. Meanwhile, other attractions may not exhaust their allotment of reservations.

Paragraph 0037, replace with the following new paragraph:

--A system or method is needed that allows an

unfamiliar visitor to receive a near optimal experience, suited to his (or his party's) tastes, schedule, needs, and limitations. The experience should give a proper overview of the facility, so a tourist does not return feeling that they have missed a key element.

Paragraph 0073, replace with the following new paragraph:

--In addition to the above, it is an object of this invention to accommodate attractions of various types. This includes specifically located attractions, such as rides, lookout points, diffusely located attractions such as a fireworks display or parade, or multiply located attractions such as shopping or dining. It includes discretely scheduled attractions, such as theaters with specific show times, continuously available attractions (e.g. a fountain), and attractions with limited availability (e.g. a trail that closes 1/2 hour before sundown).

Paragraph 0148, replace with the following new paragraph:

--Optionally, a pass form 600 may recognize a sequence of touch operations that an attraction operator may perform that will expend a displayed pass for the current event. An example of such a touch operation (not shown) would be drawing a large circle on touchscreen 140 clockwise, from

the top, while pass form 600 is displayed. This might be followed by three taps in the center of the circle, and another large circle, but drawn counterclockwise from the top. Such a gesture, or other method for entering a security code, many of which are known to the art, would make a mark (not shown) to indicate that the displayed pass has been "spent". Usually this is not necessary, as experiencing an attraction often takes longer than the period for which a pass is valid. Further, upon exiting an attraction there will generally be another event in the itinerary and the party will not have time to re-enter the attraction for a repeat experience.

Paragraph 0155, replace with the following new paragraph:

--Alternatively, the party may be supplied with a printed series of pass forms 600, making essentially a customized ticket book, having the same information printed on each paper pass as was displayed on the analogous electronic version (except time-of-day 410). If desired by facility operations, single person passes can be generated for each individual in a party, rather than one multi-person pass for the whole party. To deter fraud and perhaps enable mechanical devices known to the art to control access to the attraction, the authentication code or signature on pass form 600 (not shown) may be expressed in printed form as a barcode. This embodiment is particularly

attractive if it closely resembles the attraction admission media already extant in a facility. When appropriate to the access control system, the event data related to the printed pass forms is inserted as records into the access control databases of the prior art such as Laval, et al. The authentication codes, on the printed pass forms expressed as printed barcodes, are also recorded. By so doing, the printed passes can function as if they were attraction admission media of the prior art, thereby allowing admission media of the present invention to function as, and in parallel with, admission media of the prior art.

Paragraph 0156, replace with the following new paragraph:

--In a similar embodiment, a party is issued an identification card or, if preferred by the facility operator, a card is issued to each individual in a party. In the same manner as above, event data is inserted as records into the database of the prior art such as Mahoney et al., and tied to the cards issued to the party. In this manner, the cards issued to the party operate as, and in parallel with, attraction access media of the prior art.

Paragraph 0172, replace with the following new paragraph:

--For each attraction, attraction database 1000

includes a theoretical hourly ride capacity (THRC) or other measure to indicate the capacity of an attraction to handle visitors. Such measures are well known in the art, and are commonly expressed as the number of seats in a ride vehicle times 3600 divided by the dispatch interval in seconds. For theaters or venues with specific, scheduled times when the attraction begins (like a parade or fireworks show), the holding capacity of the attraction venue may be used. For such attractions, a showtimes field 1024 indicates how many shows are given during the day. This information is used to allocated demand evenly when creating itineraries. In another database (not shown), the actual start times for scheduled attractions are listed. For those attractions which are continuously running and which are not scheduled, the showtimes field 1024 contains "c", for continuously running. A zero would indicate that an attraction of either type is not available today.

Paragraph 0176, replace with the following new paragraph:

--Also, if queue delays are known to vary by hour or by facility attendance, these complexities can also be included. Rather than finding a simple number of seconds delay in queue field 1026, itinerary generation may access a function for the expected queue delay. Such a function may take as parameters the attraction, access class,

the day's expected attendance, and time-of-day. Since the queue being examined is determined by the attraction and access class, the actual analysis is essentially reduced to the two-variable "attendance and time-of-day produce what queue delay" problem. A function such as this could be built by selecting an appropriate surface to be fitted to empirical data gathered from the attraction. Operators of most facilities have such historical operational data readily available. Further, such a function could access actual, current queue information as it becomes available and whenever an itinerary is revised.

Paragraph 0203, replace with the following new paragraph:

--One way of ensuring that the allocated capacity of an attraction is not exceeded by itineraries generated which include that attraction, is to centrally manage itinerary generation. As the attraction capacity allocated to a visitor class during an interval is approached, a synthetic aversion factor is increased which lowers the desirability of inserting an event into an itinerary having a time in that interval for that attraction. When the capacity for an attraction during a particular interval has been reached, the synthetic aversion factor is such that the attraction is utterly undesirable.

Paragraph 0216, replace with the following new paragraph:

--It will be recognized that other functions, perhaps driven by usage data, attraction capacity, or other accumulated information can be constructed and used to diffuse or moderate demand.

Paragraph 0253, replace with the following new paragraph:

--Process 1400 will be recognized by those skilled in the are as a width-first locally-optimized search strategy. It will be obvious to those artists that some of the operations, such as determining the path having the shortest travel time are computationally expensive tasks. Further, it will be observed that the doubly nested loop makes the process presented into an o(n 2) problem. Both of these and other inefficiencies will be considered targets for optimization. It should be noted, however, that for small or moderate sized facilities such as the exemplary facility of map 800, the combinatorial issues are tractable with modern processor speeds. Some of the optimizations discussed in Libby, especially the binning techniques, will be found suitable for application to the itinerary generation process 1400.

Paragraph 0260, replace with the following new paragraph:

--Often, a group visiting a facility may wish to experience attractions separately, but later regroup for a meal. Subsequently, the group may break up again and continue to experience attractions and regroup again only at their departure time. Such a desire can be accommodated by generating for each party the group breaks into, a first itinerary to which terminates at the common meal event (e.g. "<lunch>", as if it were the "Exit" event previously discussed. Thus all first itineraries converge at the same meal event. A second itinerary is also generated for each party. The second itinerary picks up after the common meal event, but the generation of subsequent events retains the history of the events of the first itinerary, so that attractions are not duplicated. The second itineraries converge at the common departure time.

CLAIMS: Add new claims 4-179 as follows:

4. (new) A method of providing a set of recommended attractions from a set of attractions to a party, comprising the steps of:

a) providing data regarding said set of attractions;

b) gathering information about said party, at least a portion of said information distinguishing among said set of attractions with respect to said

data;

c) providing a computer having access to said data and said information, said computer having software operable to select said set of recommended attractions from said set of attractions, said set of recommended attractions consisting of at least some of said set of attractions for which said data matches with said information;

d) selecting said set of recommended attractions with said software;

e) providing a presentation means able to receive said set of recommended attractions from said computer;

f) presenting said set of recommended attractions to said party using said presentation means,

whereby said set of recommended attractions customized for said party using said information is provided to said party.

5. (new) The method of Claim 4 wherein said information comprises a preference of said party; wherein said data differentiates a proper subset of said set of attractions as being more desirable with respect to said preference, and wherein, in step d), at least one attraction from the subset of said set of attractions is selected for said set of recommended attractions.

6. (new) The method of Claim 5 wherein said preference is selected from the group consisting of aversion to thrill, fondness

for thrill, aversion to getting wet, fondness for getting wet, aversion to violence, aversion to loud noises, aversion to long queues, aversion to a predetermined theme, fondness for a predetermined theme, aversion to a predetermined cuisine, fondness for a predetermined cuisine, aversion to a predetermined attraction factor, and fondness for a predetermined attraction factor, a departure time.

7. (new) The method of Claim 4 wherein said information comprises an attribute of said party, wherein said data differentiates a proper subset of said set of attractions as being more desirable with respect to said attribute, and wherein step d) at least one attraction from the subset of said set of attractions is selected for said set of recommended attractions.

8. (new) The method of Claim 7 wherein said attribute is selected from the group consisting of number of infants, number of young children, age, has wheelchair, has no wheelchair, height of young children, and size of party.

9. (new) The method of Claim 4 wherein said information comprises a contraindicating attribute of said party, wherein said data differentiates a proper subset of said set of

attractions as being less desirable with respect to said contraindicating attribute, and wherein, in step d), the subset of said set of attractions is excluded from selection for said set of recommended attractions.

10. (new) The method of Claim 9 wherein said attribute of said party is selected from the group consisting of has infants, age, has small children, has wheelchair.

11. (new) The method of Claim 4 wherein said information comprises a contraindicating attribute of said party and a corresponding mitigating preference of said party, wherein said data differentiates a proper subset of said set of attractions as being less desirable with respect to said contraindicating attribute unless said corresponding mitigating preference is present, and wherein step d) at least one attraction from the subset of said set of attractions is selected for said set of recommended attractions.

12. (new) The method of Claim 11 wherein said contraindicating attribute of said party and said corresponding mitigating preference of said party are selected respectively as a pair from the group consisting of has infants and will baby swap, has small children and will baby swap, and has

wheelchair and can transfer from wheelchair.

13. (new) The method of Claim 4 wherein said information comprises a privilege of said party, wherein said data differentiates a proper subset of said set of attractions as being more desirable with respect to said privilege, and wherein step d) at least one attraction from the subset of said set of attractions is selected for said set of recommended attractions.

14. (new) The method of Claim 13 wherein said privilege is selected from the group consisting of premium admission, VIP status, complementary admission, auxiliary admission, graded admission, and express queue admission.

15. (new) The method of Claim 13 wherein step d) further comprises consuming said privilege.

16. (new) The method of Claim 13 wherein step b) further comprises providing a secure collection means to gather said privilege of said party.

17. (new) The method of Claim 16 wherein said secure collection means is operated by an authorized person.

18. (new) The method of Claim 16 further

comprising the steps of:

g) providing a purchasing means in communication with said secure collection means;

h) purchasing said privilege for said party using said purchasing means;

i) communicating said privilege to said secure collection means;

whereby said privilege is added to said information.

19. (new) The method of Claim 18 wherein step h) is performed by a customer.

20. (new) The method of Claim 18 wherein said purchasing means comprises an Internet connection, and wherein stop h) is performed using said Internet connection.

21. (new) The method of Claim 13 wherein step f) further comprises presenting an indicium representative of said privilege.

22. (new) The method of Claim 21 wherein said indicium is a barcode.

23. (new) The method of Claim 4 wherein said information comprises a language of preference, and wherein step f) is performed in said language of preference.

24. (new) The method of Claim 23 wherein step b) is performed in said language of preference.

25. (new) The method of Claim 4 wherein said data comprises a time corresponding to a first attraction of said set of recommended attractions, wherein said software augments said set of recommended attractions by including said time in association with said first attraction, and wherein step f) further comprises presenting said time in association with said first attraction when presenting said set of recommended attractions.

26. (new) The method of Claim 25 wherein said data further comprises operating hours for said first attraction, and said time falls within said operating hours.

27. (new) The method of Claim 25 wherein said time is representative of a member of the group consisting of recommended time, show time, departure time, and reservation time.

28. (new) The method of Claim 25 wherein said party is comprised of a first group and a second group, and said information is comprised of a first information part and a second information part corresponding to said first group and said second group,

respectively, wherein said set of recommended attractions selected by said software has a first portion and a second portion corresponding to said first information part and said second information part respectively, said first portion and said second portion both comprising said first attraction, whereby said first group and said second group regroup for said first attraction.

29. (new) The method of Claim 4 wherein said data comprises an expected duration corresponding to a first attraction of said set of recommended attractions, wherein said software further selects an earlier scheduled time for said first attraction and a later scheduled time for a second attraction of said set of recommended attractions, said earlier scheduled time and said later scheduled time being selected so that said earlier scheduled time plus said expected duration is at most equal to said later scheduled time, wherein said software further augments said set of recommended attractions by including said earlier scheduled time in association with said first attraction and said later scheduled time in association with said second attraction, and whereby step f) presents said earlier time in association with said first attraction and said later time in association with said second attraction.

30. (new) The method of Claim 29 wherein said expected duration is comprised of at least one component selected from the group consisting of expected wait time, expected duration of attraction experience, and expected travel time from said first attraction to said second attraction.

31. (new) The method of Claim 30 wherein said expected duration varies according to at least one parameter selected from the group consisting of time-of-day, date, day-of-week, holiday, and said information.

32. (new) The method of Claim 30 wherein said expected wait time varies according to said earlier time.

33. (new) The method of Claim 30 wherein said expected travel time varies according to said later time.

34. (new) The method of Claim 30 wherein said information comprises an attribute of said party, and wherein said expected travel time varies according to said attribute.

35. (new) The method of Claim 34

wherein said attribute is selected from the group consisting of number of infants, number of young children, age, has a wheelchair, has no wheelchair, has access to transportation, has electric cart, is walking, is slow moving, and size of party.

36. (new) The method of Claim 30 wherein said information comprises an attribute of said party, and wherein said expected wait time varies according to said attribute.

37. (new) The method of Claim 36 wherein said attribute is selected from the group consisting of has authentication code, has pass, has reservation, and class of party.

38. (new) The method of Claim 30 wherein said information comprises a privilege of said party, and wherein said expected wait time varies according to said privilege.

39. (new) The method of Claim 38 wherein said privilege is selected from the group consisting of an authentication code, a pass, and a

reservation.

40. (new) The method of Claim 38 wherein step d) further comprises consuming said privilege of said party.

41. (new) The method of Claim 29 wherein said expected duration varies according to at least one parameter selected from the group consisting of time-of-day, date, day-of-week, holiday, season, actual attendance, expected attendance, and said information.

42. (new) The method of Claim 4, wherein said party is comprised of a first group and a second group, and said information is comprised of a first information part and a second information part corresponding to said first group and said second group, respectively, and wherein said set of recommended attractions selected by said software has a first portion and a second portion corresponding to said first information part and said second information part, said first portion and said second portion both comprising a first attraction in association with a first scheduled time.

43. (new) The method of Claim 4 wherein said party is comprised of a first group and a second group, and said information is comprised of a first

information part and a second information part corresponding to said first group and said second group, respectively, wherein said set of recommended attractions selected by said software has a first portion and a second portion corresponding to said first information part and said second information part, said first portion and said second portion both comprising said first attraction.

44. (new) The method of Claim 4 wherein said information comprises a prior set of recommended attractions previously selected for said party; and wherein said set of recommended attractions selected by said software substantially excludes said prior set, whereby said set of recommended attractions is substantially different from said prior set.

45. (new) The method of Claim 44, wherein said set of recommended attractions and said prior set are selected by said software for different days.

46. (new) The method of Claim 4, wherein said information comprises a prior set of recommended attractions previously selected for said party, said prior set consisting of an already visited portion and a remaining portion, wherein said party forgoes said remaining portion due to an interruption, wherein said software selects said

set of recommended attractions as a replacement for said remaining portion, and wherein said set of recommended attractions substantially excludes said already visited portion, whereby said interruption is overcome.

47. (new) The method of Claim 46, wherein said interruption is selected from the group consisting of said party is delayed, said party is distracted, and a failed attraction of said remaining portion is inoperable.

48. (new) The method of Claim 4, wherein said set of attractions comprises a plurality of attractions selected from the group consisting of ride, show, movie, theater, restaurant, exhibit, display, presentation, store, tour, parade, room, area, location, fountain, item, rest area, destination, train, bus, tram, flight, hiking trail, picnic site, autograph session, historic recreation, beach, viewpoint, photo opportunity, lookout, fireworks display, park, entry, departure, attraction within a district, attraction within a city, attraction within a region, attraction within a state, and attraction within a country.

49. (new) The method of Claim 4 further comprising the steps of:

j) providing an access control to one of said set of attractions, said access control having read access to at least a portion of said

set of recommended attractions corresponding to said one of said set of attractions,

k) admitting said party to said one of said set of attractions with said access control, said access control operating in response to said portion of said set of recommended attractions.

50. (new) The method of Claim 49, wherein said read access comprises access to said portion of said set of recommended attractions as presented to said party in step f).

51. (new) The method of Claim 50 wherein said set of recommended attractions presented to said party in step f) further comprises an indicium, associated with said one of said set of attractions, wherein said access control can sense said indicium, whereby said access control can admit said party.

52. (new) The method of Claim 49, wherein said read access comprises access to said portion of said set of recommended attractions from said computer.

53. (new) The method of Claim 49 further comprising the steps of:

l) establishing for said party an

identification, wherein at least said portion of said set of recommended attractions is retrievable with said identification; and

m) presenting said identification by said party to said access control,

whereby said access to said portion of said set of recommended attractions is obtained.

54. (new) The method of Claim 53, wherein said identification comprises an identification means selected from the group consisting of a card, an ID, a pass, access media, an authentication code, a signature, speech recognition, contact information, a phone number, a transaction number, a code, a number, and a barcode.

55. (new) The method of Claim 4 wherein said computer comprises at least a first member from the group consisting of a portable computer, a handheld computer, a kiosk computer, and a desktop computer.

56. (new) The method of Claim 55 wherein said computer further comprises at least a second member from the group consisting of a remote access system, a web server, a network of computers, and a central computer, said

second member having communication with said first member, whereby said first member and said second member form a network computer.

57. (new) The method of Claim 56, wherein said communication between said first member and said second member is at least partially wireless.

58. (new) The method of Claim 4 wherein said presentation means comprises a printer and in step f) said set of recommended attractions is presented in a printed format.

59. (new) The method of Claim 58 wherein said printed format is a pass.

60. (new) The method of Claim 58 wherein said printed format is a printed itinerary.

61. (new) The method of Claim 58 wherein said printed format is a book of tickets.

62. (new) The method of Claim 58 wherein said printed format is a self-guided tour.

63. (new) The method of Claim 4 wherein said presentation means comprises a display selected from the group consisting of a screen, a touchscreen, and a scrolling display.

64. (new) The method of Claim 4 wherein, in step f), said presentation means announces audibly said set of recommendations.

65. (new) The method of Claim 4 wherein step f) only a next one of said set of recommended attractions is provided at a time.

66. (new) The method of Claim 4 wherein step f) only a next portion of said set of recommended attractions is provided at a time.

67. (new) The method of Claim 4 further comprising the step of

n) providing a reservation computer in communication with said computer, said reservation computer maintaining a reservation list for a reserved attraction of said set of attractions, said reservation computer providing an indication whether said reserved attraction is available; and

wherein said software excludes said reserved attraction from said set of recommended attractions if said reservation computer indicates said reserved attraction is unavailable.

68. (new) The method of Claim 67 wherein said software provides a time to said reservation computer, wherein said reservation computer indicates whether said reserved attraction

is available at said time.

69. (new) The method of Claim 67, wherein said software informs said reservation computer when said reserved attraction is selected in step d).

70. (new) The method of Claim 4 wherein said data indicates an underutilized attraction of said set of attractions, and wherein said software is more likely to include said underutilized attraction in said set of recommended attractions, whereby demand for said underutilized attraction is increased.

71. (new) The method of Claim 4 wherein said data indicates an attraction having excessive demand of said set of attractions, and wherein said software is less likely to include said attraction having excessive demand in said set of recommended attractions, whereby demand for said attraction having excessive demand is moderated.

72. (new) The method of Claim 71 further comprising the step of

o) calculating an aversion factor at least partially determined by a portion of said data associated with said attraction having excessive demand, wherein said software uses said aversion factor in step d).

73. (new) The method of Claim 72 wherein said aversion factor is time-of-day dependent.

74. (new) The method of Claim 72 wherein said excessive demand is expected.

75. (new) The method of Claim 72 where said excessive demand is centrally managed.

76. (new) The method of Claim 4 further comprising the steps of:

p) providing storage accessible to said computer, and

q) recording said set of recommended attractions in said storage,

whereby directed demand to said set of recommended attractions is tracked

77. (new) The method of Claim 76 further comprising the step of:

r) determining a demand from said storage for a first attraction of said set of attractions; and

wherein said data comprises an allocated capacity respective to said first attraction, wherein in step d), said first attraction is omitted from said set of recommended attractions if said demand is at least equal to said

allocated capacity,

whereby said demand will at most equal said allocated capacity.

78. (new) The method of Claim 77 further comprising the steps of:

s) providing a reservation computer having access to said storage,

t) accepting a reservation for said first attraction with said reservation computer, said reservation computer recording said reservation in said storage,

whereby said reservation effectively reduces said allocated capacity.

79. (new) The method of Claim 77 further comprising the step of:

s) providing a reservation computer in communication with said software; and

u) creating a reservation for said party to said first attraction with said reservation computer in response to said software selecting said first attraction in step d),

whereby said reservation for said party is known and accessible to users of said reservation computer.

80. (new) The method of Claim 4 wherein said software uses a perturbation corresponding to a particular one of said set of attractions during step d), whereby a propensity to select said particular one of said set of attractions for a second party having corresponding second information substantially similar to said information, is altered, whereby demand for said particular one of said set of attractions is diffused.

81. (new) The method of Claim 4, wherein said data further comprises an offer associated with an offering venue of said set of attractions, wherein said software is further operable to select said offer if said offer matches with said information; and further comprising the step of:

v) providing said offer to said party in conjunction with said set of recommended attractions,

whereby said offer is available when said party is proximal to said offering venue.

82. (new) The method of Claim 81 wherein said data further comprises an estimated time associated with said offer, wherein said software further selects a scheduled time for at least one attraction of said set of recommended attractions, wherein said software further augments said set of recommended attractions by including said scheduled time in association with said at

least one attraction, and wherein said estimated time adheres to said scheduled time.

83. (new) The method of Claim 4, wherein said software comprises a utility function, said utility function representing a value to said party of an evaluated attraction, said utility function accepting parameters, said parameters comprising a portion of said data corresponding to said evaluated attraction, and said parameters further comprising said information.

84. (new) The method of Claim 83, wherein said parameters further comprise said set of recommended attractions, whereby attractions that are already selected in step d) inform subsequent executions of step d).

85. (new) The method of Claim 4, wherein said data comprises actual queue information corresponding to at least one of said set of attractions;

86. (new) The method of Claim 4, wherein a portion of said data corresponding to a first attraction of said set of attractions comprises at least one member of the group consisting of expected queue length of said first attraction, actual queue length of said first attraction, expected attendance, actual attendance, location of an entrance to said first attraction, location of an

exit to said first attraction, showtime of said first attraction, mode of operation of said first attraction, routes to other attractions of said set of attractions from said first attraction, routes to said first attraction from said other attractions, travel time to said other attractions from said first attraction, capacity of said first attraction, theoretical hourly ride capacity of said first attraction, holding capacity of said first attraction, duration of said first attraction, continuous running of said first attraction, availability of said first attraction, a scheduling factor of said first attraction, an acceptance factor of said first attraction, an admission requirement for said first attraction, an admission grade for said first attraction, operating hours of said first attraction, inoperation of said first attraction, and wheelchair accessibility of said first attraction.

87. (new) The method of Claim 4, wherein step b) is conducted over an Internet connection.

88. (new) The method of Claim 4, wherein said computer comprises a user interface,
wherein said software is further operable to perform at least a portion of step b) though said user interface.

89. (new) The method of Claim 88, wherein said

user interface comprises at least one member from the group consisting of a query form, a button, a touchscreen, a display screen, and a paper form reader with an associated paper form.

90. (new) A system for generating an itinerary for a party visiting a facility having attractions, said system comprising:

data representing said facility and said attractions;

information about said party;

a computer having access to said data and said information, said computer further having software, said software configured to process said data and said information to generate an itinerary; and,

an itinerary presentation means in communication with said computer, said itinerary presentation means providing said itinerary to said party.

91. (new) A system for generating an itinerary for a party visiting a facility having attractions, said system comprising:

data representing said facility and said attractions;

information about said party;

a computer having access to said data and said information, said computer further having software, said software configured to process said data and said information to generate an itinerary, said itinerary specifying at least one attraction being experienced at a scheduled time;

and,

an itinerary presentation means in communication with said computer, said itinerary presentation means providing said itinerary to said party.

92. (new) The system of claim 91 wherein said at least one attraction requires an admission media, and, wherein said itinerary presentation means further provides said admission media to said party.

93. (new) A system for providing a set of recommended attractions from a set of attractions to a party, comprising:

data regarding said set of attractions;

information about said party, at least a portion of said information distinguishing among said set of attractions with respect to said data;

a computer having access to said data and said information, said computer having software operable to select said set of recommended attractions from said set of attractions, said set of recommended attractions consisting of at least some of said set of attractions for which said data matches with said information;

a presentation means in communication with said computer, said presentation means able to receive said set of recommended attractions from said computer and provide said set of recommended attractions to said party,

whereby said set of recommended attractions customized for said party with respect to said information

is provided to said party.

94. (new) The system of Claim 93 wherein said information comprises a preference of said party, wherein said data differentiates a proper subset of said set of attractions as being more desirable with respect to said preference, and wherein said software selects at least one attraction from the subset of said set of attractions for said set of recommended attractions.

95. (new) The system of Claim 94 wherein said preference is selected from the group consisting of aversion to thrill, fondness for thrill, aversion to getting wet, fondness for getting wet, aversion to violence, aversion to loud noises, aversion to long queues, aversion to a predetermined theme, fondness for a predetermined theme, aversion to a predetermined cuisine, fondness for a predetermined cuisine, aversion to a predetermined attraction factor, and fondness for a predetermined attraction factor, a departure time.

96. (new) The system of Claim 93 wherein said information comprises an attribute of said party, wherein said data differentiates a proper subset of said set of attractions as being more desirable with respect to said attribute, and

wherein said software selects at least one attraction from the subset of said set of attractions for said set of recommended attractions.

97. (new) The system of Claim 96 wherein said attribute is selected from the group consisting of number of infants, number of young children, age, has wheelchair, has no wheelchair, height of young children, and size of party.

98. (new) The system of Claim 93 wherein said information comprises a contraindicating attribute of said party, wherein said data differentiates a proper subset of said set of attractions as being less desirable with respect to said contraindicating attribute; and, wherein said software excludes the subset of said set of attractions from said set of recommended attractions.

99. (new) The system of Claim 98 wherein said attribute of said party is selected from the group consisting of has infants, age, has small children, has wheelchair.

100. (new) The system of Claim 93 wherein said information comprises a contraindicating attribute of said party and a corresponding mitigating preference of said party, wherein said

data differentiates a proper subset of said set of attractions as being less desirable with respect to said contraindicating attribute unless said corresponding mitigating preference is present, and wherein said software selects at least one attraction from the subset of said set of attractions for said set of recommended attractions.

101. (new) The system of Claim 100, wherein said contraindicating attribute of said party and said corresponding mitigating preference of said party are selected respectively as a pair from the group consisting of has infants and will baby swap, has small children and will baby swap, and has wheelchair and can transfer from wheelchair.

102. (new) The system of Claim 93 wherein said information comprises a privilege of said party, wherein said data differentiates a proper subset of said set of attractions as being more desirable with respect to said privilege, and wherein said software selects at least one attraction from the subset of said set of attractions for said set of recommended attractions.

103. (new) The system of Claim 102, wherein said privilege is selected from the group consisting of premium admission, VIP status,

complementary admission, auxiliary admission, graded admission, and express queue admission.

104. (new) The system of Claim 102 wherein said software further consumes said privilege.

105. (new) The system of Claim 102, further comprising a secure collection means to gather said privilege of said party.

106. (new) The system of Claim 105 wherein said secure collection means is operated by an authorized person.

107. (new) The system of Claim 105 further comprising
a purchasing means in communication with said secure collection means; operable to allow a purchase of said privilege, said purchasing means communicating said purchase of said privilege to said secure collection means.

108. (new) The system of Claim 107 wherein said purchasing means is controlled by a customer.

109. (new) The system of Claim 107 wherein said purchasing means

comprises an Internet connection and said purchasing means is controlled through said Internet connection.

110. (new) The system of Claim 102 wherein said set of recommended attractions provided to said party by said presentation means further comprises an indicium representative of said privilege.

111. (new) The system of Claim 110 wherein said indicium is a barcode.

112. (new) The system of Claim 93 wherein said information comprises a language of preference, and wherein said set of recommended attractions are provided to said party in said language of preference.

113. (new) The system of Claim 112 further comprising a collection means to gather said information, said collection means interacting substantially in said language of preference.

114. (new) The system of Claim 93 wherein said data comprises a time corresponding to a first attraction of said set of recommended attractions, wherein said software augments said set of recommended attractions by including said

time in association with said first attraction, and wherein said presentation means provides said time in association with said first attraction.

115. (new) The system of Claim 114 wherein said data further comprises operating hours for said first attraction, and said time falls within said operating hours.

116. (new) The system of Claim 114 wherein said time is representative of a member of the group consisting of recommended time, show time, departure time, and reservation time.

117. (new) The system of Claim 114 wherein said party is comprised of a first group and a second group, and said information is comprised of a first information part and a second information part corresponding to said first group and said second group, respectively, wherein said set of recommended attractions selected by said software has a first portion and a second portion corresponding to said first information part and said second information part respectively, said first portion and said second portion both comprising said first attraction, whereby said first group and said second group regroup for said first attraction.

118. (new) The system of Claim 93 wherein said data comprises an expected duration corresponding to a first attraction of said set of recommended attractions, and wherein said software further selects an earlier scheduled time for said first attraction and a later scheduled time for a second attraction of said set of recommended attractions, said earlier scheduled time and said later scheduled time being selected so that said earlier scheduled time plus said expected duration is at most equal to said later scheduled time, wherein said software further augments said set of recommended attractions by including said earlier scheduled time in association with said first attraction and said later scheduled time in association with said second attraction, and said presentation means provides said earlier time in association with said first attraction and said later time in association with said second attraction.

119. (new) The system of Claim 118 wherein said expected duration is comprised of at least one component selected from the group consisting of expected wait time, expected duration of attraction experience, and expected travel time from said first attraction to said second attraction.

120. (new) The system of Claim 119 wherein said expected duration varies according

to at least one parameter selected from the group consisting of time-of-day, date, day-of-week, holiday, and said information.

121. (new) The system of Claim 119 wherein said expected wait time varies according to said earlier time.

122. (new) The system of Claim 119 wherein said expected travel time varies according to said later time.

123. (new) The system of Claim 119 wherein said information comprises an attribute of said party, and wherein said expected travel time varies according to said attribute.

124. (new) The system of Claim 123 wherein said attribute is selected from the group consisting of number of infants, number of young children, age, has a wheelchair, has no wheelchair, has access to transportation, has electric cart, is walking, is slow moving, and size of party.

125. (new) The system of Claim 119 wherein said information comprises an attribute

of said party, and wherein said expected wait time varies according to said attribute.

126. (new) The system of Claim 125 wherein said attribute is selected from the group consisting of has authentication code, has pass, has reservation, and class of party.

127. (new) The system of Claim 119 wherein said information comprises a privilege of said party, and wherein said expected wait time varies according to said privilege.

128. (new) The system of Claim 127 wherein said privilege is selected from the group consisting of an authentication code, a pass, and a reservation.

129. (new) The system of Claim 127 wherein step d) further comprises consuming said privilege of said party.

130. (new) The system of Claim 118 wherein said expected duration varies according to at least one parameter selected from the group consisting of time-of-day, date, day-of-

week, holiday, season, actual attendance, expected attendance, and said information.

131. (new) The system of Claim 93 wherein said party is comprised of a first group and a second group, and said information is comprised of a first information part and a second information part corresponding to said first group and said second group, respectively, and wherein said set of recommended attractions selected by said software has a first portion and a second portion corresponding to said first information part and said second information part, said first portion and said second portion both comprising a first attraction in association with a first scheduled time.

132. (new) The system of Claim 93 wherein said party is comprised of a first group and a second group, and said information is comprised of a first information part and a second information part corresponding to said first group and said second group, respectively, and wherein said set of recommended attractions selected by said software has a first portion and a second portion corresponding to said first information part and said second information part, said first portion and said second portion both comprising a first attraction.

133. (new) The system of Claim 93 wherein said

information comprises a prior set of recommended attractions previously selected for said party; and wherein said set of recommended attractions selected by said software substantially excludes said prior set whereby said set of recommended attractions is substantially different from said prior set.

134. (new) The system of Claim 133 wherein said set of recommended attractions and said prior set are selected by said software for different days.

135. (new) The system of Claim 93 wherein said information comprises a prior set of recommended attractions previously selected for said party, said prior set consisting of an already visited portion and a remaining portion, wherein said party forgoes said remaining portion due to an interruption, wherein said software selects said set of recommended attractions as a replacement for said remaining portion, and wherein said set of recommended attractions substantially excludes said already visited portion, whereby said interruption is overcome.

136. (new) The system of Claim 135, wherein said interruption is selected from the group consisting of said party is delayed, said party is distracted, and a failed attraction of said remaining portion is inoperable.

137. (new) The system of Claim 93 wherein said set of attractions comprises a plurality of attractions selected from the group consisting of ride, show, movie, theater, restaurant, exhibit, display, presentation, store, tour, parade, room, area, location, fountain, item, rest area, destination, train, bus, tram, flight, hiking trail, picnic site, autograph session, historic recreation, beach, viewpoint, photo opportunity, lookout, fireworks display, park, entry, departure, attraction within a district, attraction within a city, attraction within a region, attraction within a state, and attraction within a country.

138. (new) The system of Claim 93 further comprising:
an access control to one of said set of attractions, said access control having read access to at least a portion of said set of recommended attractions corresponding to said one of said set of attractions, wherein said access control admits said party to said one of said set of attractions in response to said portion of said set of recommended attractions.

139. (new) The system of Claim 138 wherein said read access comprises access to said portion of said set of recommended attractions as provided by said presentation means.

140. (new) The system of Claim 139 wherein said set of recommended attractions presented to said party further comprises an indicium, associated with said one of said set of attractions, wherein said access control can sense said indicium, whereby said access control can admit said party.

141. (new) The system of Claim 138 wherein said read access comprises access to said portion of said set of recommended attractions from said computer.

142. (new) The system of Claim 138 further comprising:
an identification associated with said party, wherein at least said portion of said set of recommended attractions is retrievable with said identification,
whereby said access to said portion of said set of recommended attractions is obtained when said identification is presented.

143. (new) The system of Claim 142 wherein said identification comprises an identification means selected from the group consisting of a card, an ID, a pass, access media, an authentication code, a signature, speech recognition,

contact information, a phone number, a transaction number, a code, a number, and a barcode.

144. (new) The system of Claim 93 wherein said computer comprises at least a first member from the group consisting of a portable computer, a handheld computer, a kiosk computer, and a desktop computer.

145. (new) The system of Claim 144 wherein said computer further comprises at least a second member from the group consisting of a remote access system, a web server, a network of computers, and a central computer, said second member having communication with said first member, whereby said first member and said second member form a network computer.

146. (new) The system of Claim 145 wherein said communication between said first member and said second member is at least partially wireless.

147. (new) The system of Claim 145 wherein said communication between said first member and said second member comprises an Internet connection.

148. (new) The system of Claim 93 wherein said presentation means comprises a printer whereby

said set of recommended attractions is presented in a printed format.

149. (new) The system of Claim 148 wherein said printed format is a pass.

150. (new) The system of Claim 148 wherein said printed format is a printed itinerary.

151. (new) The system of Claim 148 wherein said printed format is a book of tickets.

152. (new) The system of Claim 148 wherein said printed format is a self-guided tour.

153. (new) The system of Claim 93 wherein said presentation means comprises a display selected from the group consisting of a screen, a touchscreen, and a scrolling display.

154. (new) The system of Claim 93 wherein said presentation means announces audibly said set of recommendations.

155. (new) The system of Claim 93 wherein only a next one of said set of recommended attractions is provided at a time.

156. (new) The system of Claim 93 wherein only a next portion of said set of recommended attractions is provided at a time.

157. (new) The system of Claim 93 further comprising:
a reservation computer in communication with said computer, said reservation computer maintaining a reservation list for a reserved attraction of said set of attractions, said reservation computer providing an indication whether said reserved attraction is available; and
wherein said software excludes said reserved attraction from said set of recommended attractions if said reservation computer indicates said reserved attraction is unavailable.

158. (new) The system of Claim 157 wherein said software provides a time to said reservation computer, wherein said reservation computer indicates whether said reserved attraction is available at said time.

159. (new) The system of Claim 157 wherein said software informs said reservation computer when said reserved attraction is selected.

160. (new) The system of Claim 93 wherein said data indicates an underutilized attraction of said set of attractions, and wherein said software is more likely to include said underutilized attraction in said set of recommended attractions, whereby demand for said underutilized attraction is

increased.

161. (new) The system of Claim 93 wherein said data indicates an attraction having excessive demand of said set of attractions, and wherein said software is less likely to include said attraction having excessive demand in said set of recommended attractions, whereby demand for said attraction having excessive demand is moderated.

162. (new) The system of Claim 161 wherein an aversion factor at least partially determined by a portion of said data associated with said attraction having excessive demand is computed by said software, wherein said software uses said aversion factor when selecting said set of recommended attractions.

163. (new) The system of Claim 162 wherein said aversion factor is time-of-day dependent.

164. (new) The system of Claim 162 wherein said excessive demand is expected.

165. (new) The system of Claim 162 where said excessive demand is centrally managed.

166. (new) The system of Claim 93 further comprising:

storage accessible to said computer, said set of recommended attractions being recorded in said storage by said computer,

whereby directed demand to said set of recommended attractions is tracked.

167. (new) The system of Claim 166 wherein a demand is determined from said storage for a first attraction of said set of attractions, wherein said data comprises an allocated capacity respective to said first attraction, wherein said first attraction is omitted from said set of recommended attractions if said demand is at least equal to said allocated capacity, whereby said demand will at most equal said allocated capacity.

168. (new) The system of Claim 167 further comprising:

a reservation computer having access to said storage, said reservation computer accepting a reservation for said first attraction, said reservation computer recording said reservation in said storage,

whereby said reservation effectively reduces said allocated capacity.

169. (new) The system of Claim 167 further comprising:

a reservation computer in communication with said software, wherein said software creates a reservation for said party to said first attraction with said reservation computer when said software selects said first attraction, whereby said reservation for said party is known and accessible to users of said reservation computer.

170. (new) The system of Claim 93 wherein said software uses a perturbation corresponding to a particular one of said set of attractions when selecting said set of recommended attractions, whereby a propensity to select said particular one of said set of attractions for a second party having corresponding second information substantially similar to said information, is altered, whereby demand for said particular one of said set of attractions is diffused.

171. (new) The system of Claim 93 wherein said data further comprises an offer associated with an offering venue of said set of attractions, wherein said software is further operable to select said offer if said offer matches with said information, wherein said offer is presented to said party in conjunction with said set of recommended attractions, whereby said offer is available when said party is proximal to said

offering venue.

172. (new) The system of Claim 171 wherein said data further comprises an estimated time associated with said offer, wherein said software further selects a scheduled time for at least one attraction of said set of recommended attractions, wherein said software further augments said set of recommended attractions by including said scheduled time in association with said at least one attraction, and wherein said estimated time adheres to said scheduled time.

173. (new) The system of Claim 93 wherein said software comprises a utility function, said utility function representing a value to said party of an evaluated attraction, said utility function accepting parameters, said parameters comprising a portion of said data corresponding to said evaluated attraction, and said parameters further comprising said information.

174. (new) The system of Claim 173 wherein said parameters further comprise said set of recommended attractions, whereby attractions that have already been selected by said software inform subsequent selections.

175. (new) The system of Claim 93 wherein said data

comprises actual queue information corresponding to at least one of said set of attractions;

176. (new) The system of Claim 93 wherein a portion of said data corresponding to a first attraction of said set of attractions comprises at least one member of the group consisting of expected queue length of said first attraction, actual queue length of said first attraction, expected attendance, actual attendance, location of an entrance to said first attraction, location of an exit to said first attraction, showtime of said first attraction, mode of operation of said first attraction, routes to other attractions of said set of attractions from said first attraction, routes to said first attraction from said other attractions, travel time to said other attractions from said first attraction, capacity of said first attraction, theoretical hourly ride capacity of said first attraction, holding capacity of said first attraction, duration of said first attraction, continuous running of said first attraction, availability of said first attraction, a scheduling factor of said first attraction, an acceptance factor of said first attraction, an admission requirement for said first attraction, an admission grade for said first attraction, operating hours of said first attraction, inoperation of said first attraction, and wheelchair accessibility of said first attraction.

177. (new) The system of Claim 93 wherein said information is gathered by said computer over an Internet connection.

178. (new) The system of Claim 93 wherein said computer comprises a user interface, wherein said software is further operable to gather at least a portion of said information though said user interface.

179. (new) The system of Claim 178 wherein said user interface comprises at least one member from the group consisting of a query form, a button, a touchscreen, a display screen, and a paper form reader with an associated paper form.

REMARKS - General

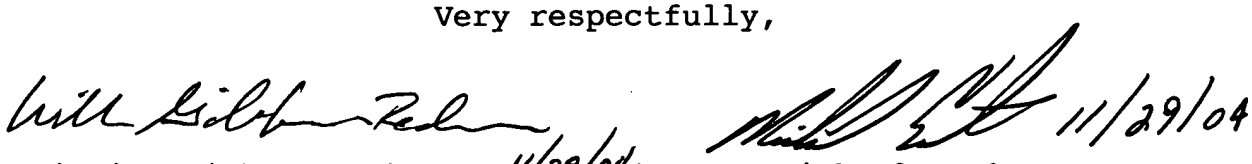
By the above preliminary amendment, applicants have corrected typographical errors in the specification and supplied additional claims to define the invention more particularly and distinctly so as to define the invention patentably over the prior art.

Conditional Request for Constructive Assistance

Applicants have amended the claims of this application so that they are in proper form, definite, and define novel structure which is also unobvious. If, for any reason this

application is not believed to be in full condition for allowance, applicants respectfully request the constructive assistance and suggestions of the Examiner pursuant to M.P.E.P. § 2173.02 an § 707.07(j) in order that the undersigned can place this application in allowable condition as soon as possible and without the need for further proceedings.

Very respectfully,



William Gibbens Redmann 11/29/04 Michael Anthony Eaton

--------- Applicants Pro Se ---------

1202 Princeton Dr.
Glendale, CA 91205
Tel: (818) 415-2316 Fax: (818) 243-4832

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2004 Nov 29 

William G. Redmann, Applicant

Attachement: Appendix to Amendment A With Replacement Paragraphs Marked-Up to Indicate Changes

Appendix to Amendment A

With Replacement Paragraphs Marked-Up to Indicate Changes

Appendix to Amendment A

With Replacement Paragraphs Marked-Up to Indicate Changes

Commissioner for Patents
Washington, DC 20231

Sir:

Pursuant to Rule 121, the following is a copy of all paragraphs amended by the attached Attachment A, with all the changes indicated by bracketing deletions and underlining additions:

Paragraph 0017, replace with the following new paragraph:

--The Walt Disney theme parks make use of a system called ["FastPass,"] FASTPASS® described by Laval et al. in U.S. Pat. No. 6,173,209. Visitors to a park can either enter the regular queue for an attraction, or they can obtain an express pass to use the express queue. The express pass has a time period during which it is valid. The visitor must present the express pass during the indicated time period in order to bypass the queue and be admitted to the attraction. Obtaining an express pass is achieved by the visitor presenting an ID of some sort, to a kiosk near the ride. An express pass is issued, bearing the next available reservation time. No further express passes will be issued to an ID

until the existing express pass has expired. Thus, a "first-come, first-served" virtual queue is created, and the visitor can be in only one virtual queue at a time.

Paragraph 0024, replace with the following new paragraph:

--Another disadvantage of systems like Laval and Mahoney, is that they do not mitigate unequal demand for various attractions. An extremely popular attraction may find that its ["FastPass"] FASTPASS® reservations for the entire operating day are dispensed within an hour of the facility's opening. Meanwhile, other attractions may not exhaust their allotment of reservations.

Paragraph 0037, replace with the following new paragraph:

--A system or method is needed that allows [a] an unfamiliar visitor to receive a near optimal experience, suited to his (or his party's) tastes, schedule, needs, and limitations. The experience should give a proper overview of the facility, so a tourist does not return feeling that they have missed a key element.

Paragraph 0073, replace with the following new paragraph:

--In addition to the above, it is an object of this invention to accommodate attractions of various types. This includes specifically located

attractions, such as rides, lookout points, diffusely located attractions such as a fireworks display or parade, or multiply located attractions such as shopping or dining. It includes discretely scheduled attractions, such as theaters with specific show times, continuously available attractions (e.g. a fountain), and attractions with limited [availablility] availability (e.g. a trail that closes 1/2 hour before sundown).

Paragraph 0148, replace with the following new paragraph:

--Optionally, a pass form 600 may recognize a sequence of touch operations that an attraction operator may perform that will expend a displayed pass for the current event. An example of such a touch operation (not shown) would be drawing a large circle on touchscreen 140 clockwise, from the top, while pass form 600 is displayed. This might be followed by three taps in the center of the circle, and another large circle, but drawn counterclockwise from the top. Such a gesture, or other method for entering a security code, many of which are known to the art, would make a mark (not shown) [the] <u>to</u> indicate that the displayed pass has been "spent". Usually this is not necessary, as experiencing an attraction often takes longer than the period for which a pass is valid. Further, upon exiting an attraction there will generally be another event in the itinerary

and the party will not have time to re-enter the attraction for a repeat experience.

Paragraph 0155, replace with the following new paragraph:

--Alternatively, the party may be supplied with a printed series of pass forms 600, making essentially a customized ticket book, having the same information printed on each paper pass as was displayed on the analogous electronic version (except time-of-day 410). If desired by facility operations, single person passes can be generated for each individual in a party, rather than one multi-person pass for the whole party. To deter fraud and perhaps enable mechanical devices known to the art to control access to the attraction, the [authetication] <u>authentication</u> code or signature on pass form 600 (not shown) may be expressed in printed form as a barcode. This embodiment is particularly attractive if it closely resembles the attraction admission media already extant in a facility. When appropriate to the access control system, the event data related to the printed pass forms is inserted as records into the access control databases of the prior art such as Laval, et al. The authentication codes, on the printed pass forms expressed as printed barcodes, are also recorded. By so doing, the printed passes can function as if they were attraction admission media of the prior art, thereby allowing admission media of the present

invention to function as, and in parallel with, admission media of the prior art.

Paragraph 0156, replace with the following new paragraph:

--In a similar embodiment, a party is issued an identification card or, if preferred by the facility operator, a card is issued to each individual in a party. In the same manner as above, event data is inserted as records into the database of the prior art such as Mahoney et al., and tied to the cards issued to the party. In this manner, the cards [issue] <u>issued</u> to the party operate as, and in parallel with, attraction access media of the prior art.

Paragraph 0172, replace with the following new paragraph:

--For each attraction, attraction database 1000 includes a theoretical hourly ride capacity (THRC) or other measure to indicate the capacity of an attraction to handle visitors. Such measures are well known in the art, and are commonly expressed as the number of [seat] <u>seats</u> in a ride vehicle times 3600 divided by the dispatch interval in seconds. For theaters or venues with specific, scheduled times when the attraction begins (like a parade or fireworks show), the holding capacity of the attraction venue may be used. For such attractions, a showtimes field 1024 indicates how many shows are

given during the day. This information is used to allocated demand evenly when creating itineraries. In another database (not shown), the actual start times for scheduled attractions are listed. For those attractions which are continuously running and which are not scheduled, the showtimes field 1024 contains "c", for continuously running. A zero would indicate that an attraction of either type is not available today.

Paragraph 0176, replace with the following new paragraph:

--Also, if queue delays are known to vary by hour or by facility attendance, these complexities can also be included. Rather than finding a simple number of seconds delay in queue field 1026, itinerary generation may access a function for the expected queue delay. Such a function may take as parameters the attraction, access class, the day's expected attendance, and time-of-day. Since the queue being examined is determined by the attraction and access class, the actual analysis is essentially reduced to the two-variable "attendance and time-of-day [product] produce what queue delay" problem. A function such as this could be built by selecting an appropriate surface to be fitted to empirical data gathered from the attraction. Operators of most facilities have such historical operational data readily available. Further, such a function

could access actual, current queue information as it becomes available and whenever an itinerary is revised.

Paragraph 0203, replace with the following new paragraph:

--One way of [insuring] ensuring that the allocated capacity of an attraction is not exceeded by itineraries generated which include that attraction, is to centrally manage itinerary generation. As the attraction capacity allocated to a visitor class during an interval is approached, a synthetic aversion factor is increased which lowers the desirability of inserting an event into an itinerary having a time in that interval for that attraction. When the capacity for an attraction during a particular interval has been reached, the synthetic aversion factor is such that the attraction is utterly undesirable.

Paragraph 0216, replace with the following new paragraph:

--It will be recognized that other functions, perhaps driven by [useage] usage data, attraction capacity, or other accumulated information can be constructed and used to diffuse or moderate demand.

Paragraph 0253, replace with the following new paragraph:

--Process 1400 will be recognized by those skilled in the are as a width-first locally-optimized search strategy. It will be obvious to those artists that some of the operations, such as determining the path having the shortest travel time are computationally expensive tasks. Further, it will be observed that the doubly nested loop makes the process presented into an o(n 2) problem. Both of these and other inefficiencies will be considered targets for optimization. It should be noted, however, that for small or moderate sized facilities such as the exemplary facility of map 800, the [combinametric] combinatorial issues are tractable with modern processor speeds. Some of the optimizations discussed in Libby, especially the binning techniques, will be found suitable for application to the itinerary generation process 1400.

Paragraph 0260, replace with the following new paragraph:

--Often, a group visiting a facility may wish to experience attractions separately, but later regroup for a meal. Subsequently, the group may break up again and continue to experience attractions and regroup again only at their departure time. Such [an] a desire can be accommodated by generating for each party the group breaks into, a first itinerary to which terminates at the common meal event (e.g.

"<lunch>", as if it were the "Exit" event previously discussed. Thus all first itineraries converge at the same meal event. A second itinerary is also generated for each party. The second itinerary picks up after the common meal event, but the generation of subsequent events retains the history of the events of the first itinerary, so that attractions are not duplicated. The second itineraries converge [a] at the common departure time.

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 1 of 2

Complete if Known	
Application Number	09/858,376
Filing Date	15 May 2001
First Named Inventor	Redmann, William G.
Art Unit	3623
Examiner Name	Van Doren, Beth
Attorney Docket Number	UNI-001

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Document Number Number-Kind Code[2] (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	01	US6,208,934	03-27-2001	Bechtolsheim et	Abstract
	02	US6,173,209 B1	01-09-2001	Laval et al.	Abstract
	03	US6,144,971	11-07-2000	Sunderman et al	Abstract
	04	US6,046,689	04-04-2000	Newman	Abstract
	05	US5,987,421	11-16-1999	Chuang	Abstract
	06	US5,987,420	11-16-1999	Maeda et al.	Abstract
	07	US5,974,391	10-26-1999	Hongawa	Abstract
	08	US5,940,803	08-17-1999	Kanemitsu	Abstract
	09	US5,938,721	08-17-1999	Dussell et al.	Abstract
	10	US5,911,134	06-08-1999	Castonguay et a	Abstract
	11	US5,890,134	06-30-1999	Fox	Abstract
	12	US5,850,617	12-15-1998	Libby	Abstract
	13	US5,842,145	11-24-1998	Zimmer	Abstract
	14	US5,724,520	03-03-1998	Goheen	Abstract
	15	US5,659,768	08-19-1997	Forbes et al.	Abstract
	16	US5,619,695	04-08-1997	Arbabi et al.	Abstract
	17	US5,559,707	09-24-1996	DeLorme et al.	Abstract
	18	US5,546,326	08-13-1996	Tai et al.	Abstract

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Foreign Patent Document Country Code[3]-Number[4]-Kind Code[5] (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T[6]

Examiner Signature		Date Considered	

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This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 2 of 2

Complete if Known	
Application Number	09/858,376
Filing Date	15 May 2001
First Named Inventor	Redmann, William G.
Art Unit	3623
Examiner Name	Van Doren, Beth
Attorney Docket Number	UNI-001

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Document Number Number-Kind Code[2] (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	19	US5,502,806	03-26-1996	Mahoney et al.	Abstract
	20	US5,408,417	04-18-1995	Wilder	Abstract
	21	US5,287,269	02-15-1994	Dorrough et al.	Abstract
	22	US5,245,163	09-14-1993	Bar-Yehuda	Abstract
	23	US5,199,104	03-30-1993	Hirayama	Abstract
	24	US5,129,057	07-07-1992	Strope et al.	Abstract
	25	US5,066,853	11-19-1991	Brisson	Abstract
	26	US4,890,258	12-26-1989	Tsugei et al.	Abstract
	27	US4,780,839	10-25-1988	Hirayama	Abstract
	28	US4,774,697	09-27-1988	Aihara	Abstract
	29	US4,715,010	12-22-1987	Inoue et al.	Abstract
	30	US4,149,330	04-17-1979	Huff	Abstract
	31	US3,999,050	12-21-1976	Pitroda	Abstract
	32	US09/617,721	07-17-2000	Laval et al.	Known from CIP app
	33	US6,748,364	06-08-2004	Waytena et al.	Abstract
		US-			
		US-			
		US-			

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Foreign Patent Document Country Code[3] Number[4] Kind Code[5] (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T[6]

Examiner Signature		Date Considered	

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TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission: 70

Application Number	09/858,376
Filing Date	05-15-2001
First Named Inventor	Redmann, William G.
Art Unit	3623
Examiner Name	Beth Van Doren
Attorney Docket Number	UNI-001

ENCLOSURES *(Check all that apply)*

- [x] Fee Transmittal Form
  - [x] Fee Attached
- [x] Amendment/Reply
  - [ ] After Final
  - [ ] Affidavits/declaration(s)
- [ ] Extension of Time Request
- [ ] Express Abandonment Request
- [x] Information Disclosure Statement
- [ ] Certified Copy of Priority Document(s)
- [ ] Reply to Missing Parts/ Incomplete Application
  - [ ] Reply to Missing Parts under 37 CFR 1.52 or 1.53
- [ ] Drawing(s)
- [ ] Licensing-related Papers
- [ ] Petition
- [ ] Petition to Convert to a Provisional Application
- [ ] Power of Attorney, Revocation Change of Correspondence Address
- [ ] Terminal Disclaimer
- [ ] Request for Refund
- [ ] CD, Number of CD(s) _____
  - [ ] Landscape Table on CD
- [ ] After Allowance Communication to TC
- [ ] Appeal Communication to Board of Appeals and Interferences
- [ ] Appeal Communication to TC **(Appeal Notice, Brief, Reply Brief)**
- [ ] Proprietary Information
- [ ] Status Letter
- [ ] Other Enclosure(s) (please Identify below):

Remarks

The attached Amendment A is a preliminary amendment.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name			
Signature	William G. Redmann		
Printed name	William G. Redmann, Applicant		
Date	11/29/2004	Reg. No.	

CERTIFICATE OF TRANSMISSION/MAILING

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Signature	William G. Redmann		
Typed or printed name	WILLIAM REDMANN	Date	11/29/2004

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Effective on 10/01/2004. Patent fees are subject to annual revision.

FEE TRANSMITTAL For FY 2005

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☒ Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT ($) 1743

Complete if Known	
Application Number	09/858,376
Filing Date	15 May 2001
First Named Inventor	Redmann, William G.
Examiner Name	Van Doren, Beth
Art Unit	3623
Attorney Docket No.	UNI-001

METHOD OF PAYMENT (check all that apply)

☐ Check ☒ Credit Card ☐ Money Order

☐ Deposit Account ☐ None

Deposit Account Number:

Deposit Account Name:

The Director is hereby authorized to: (check all that apply)

☒ Charge fee(s) indicated below

☐ Charge fee(s) indicated below, **except for the filing fee**

☐ Charge any additional fee(s) or underpayments of fee(s) under 37 CFR 1.16 and 1.17

☐ Credit any overpayments

to the above-identified deposit account.

☐ Other (please identify): _____

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FEE CALCULATION

1. BASIC FILING FEE

Fee Description	Fee ($)	Small Entity Fee ($)	Fee Paid($)
Utility Filing Fee	790	395	
Design Filing Fee	350	175	
Plant Filing Fee	550	275	
Reissue Filing Fee	790	395	
Provisional Filing Fee	160	80	

Subtotal (1) $ 0

FEE CALCULATION (continued)

2. EXTRA CLAIM FEES

Fee Description	Fee ($)	Small Entity Fee ($)
Each claim over 20	18	9
Each independent claim over 3	88	44
Multiple dependent claims	300	150
For Reissues, each claim over 20 and more than in the original patent	18	9
For Reissues, each independent claim more than in the original patent	88	44

Total Claims	Extra Claims	Fee ($)	Fee Paid ($)
179 - 20 or HP =	159	x 9	= 1431

HP = highest number of total claims paid for, if greater than 20

Indep. Claims	Extra Claims	Fee ($)	Fee Paid ($)
6 - 3 or HP =	3	x 44	= 132

HP = highest number of independent claims paid for, if greater than 3

Multiple Dependent Claims	Fee ($)	Fee Paid ($)

Subtotal (2) $ 1563

3. OTHER FEES

Fee Description	Fee ($)	Small Entity Fee ($)	Fee Paid($)
1-month extension of time	110	55	
2-month extension of time	430	215	
3-month extension of time	980	490	
4-month extension of time	1,530	765	
5-month extension of time	2,080	1,040	
Information disclosure stmt. fee	180	180	180
37 CFR 1.17(q) processing fee	50	50	
Non-English specification	130	130	
Notice of Appeal	340	170	
Filing a brief in support of appeal	340	170	
Request for oral hearing	300	150	
Other: _____			

Subtotal (3) $ 180

SUBMITTED BY

Signature	William G. Redmann	Registration No. (Attorney/Agent)	Telephone 818-415-2316
Name (Print/Type)	William G. Redmann		Date 11/24/2004

This collection of information is required by 37 CFR 1.136. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 30 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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PTO/SB/05 (03-01)
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UTILITY PATENT APPLICATION TRANSMITTAL

(Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No.	
First Inventor	Redmann, William G.
Title	METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS
Express Mail Label No.	ET528443254US

09/858376 U.S. PTO 05/15/01

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

1. [✓] Fee Transmittal Form (e.g., PTO/SB/17) *(Submit an original and a duplicate for fee processing)*
2. [✓] Applicant claims small entity status. See 37 CFR 1.27.
3. [✓] Specification [*Total Pages* 86]
   (preferred arrangement set forth below)
   - Descriptive title of the invention
   - Cross Reference to Related Applications
   - Statement Regarding Fed sponsored R & D
   - Reference to sequence listing, a table, or a computer program listing appendix
   - Background of the Invention
   - Brief Summary of the Invention
   - Brief Description of the Drawings *(if filed)*
   - Detailed Description
   - Claim(s)
   - Abstract of the Disclosure
4. [✓] Drawing(s) *(35 U.S.C. 113)* [*Total Sheets* 15]
5. Oath or Declaration [*Total Pages* 2]
   a. [✓] Newly executed (original or copy)
   b. [ ] Copy from a prior application (37 CFR 1.63 (d)) *(for continuation/divisional with Box 18 completed)*
      i. [ ] DELETION OF INVENTOR(S)
      Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).
6. [ ] Application Data Sheet. See 37 CFR 1.76
7. [ ] CD-ROM or CD-R in duplicate, large table or Computer Program *(Appendix)*
8. Nucleotide and/or Amino Acid Sequence Submission *(if applicable, all necessary)*
   a. [ ] Computer Readable Form (CRF)
   b. Specification Sequence Listing on:
      i. [ ] CD-ROM or CD-R (2 copies); or
      ii. [ ] paper
   c. [ ] Statements verifying identity of above copies

ADDRESS TO:

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Box Patent Application
Washington, DC 20231

ACCOMPANYING APPLICATION PARTS

9. [ ] Assignment Papers (cover sheet & document(s))
10. [ ] 37 CFR 3.73(b) Statement *(when there is an assignee)* [ ] Power of Attorney
11. [ ] English Translation Document *(if applicable)*
12. [ ] Information Disclosure Statement (IDS)/PTO-1449 [ ] Copies of IDS Citations
13. [ ] Preliminary Amendment
14. [✓] Return Receipt Postcard (MPEP 503) *(Should be specifically itemized)*
15. [ ] Certified Copy of Priority Document(s) *(if foreign priority is claimed)*
16. [ ] Nonpublication Request under 35 U.S.C. 122 (b)(2)(B)(i). Applicant must attach form PTO/SB/35 or its equivalent.
17. [✓] Other: CERT. OF MAILING 37 CFR 1.8 PTO 2038 (CREDIT CARD)

18. If a CONTINUING APPLICATION, *check appropriate box, and supply the requisite information below and in a preliminary amendment, or in an Application Data Sheet under 37 CFR 1.76:*

[ ] Continuation [ ] Divisional [ ] Continuation-in-part (CIP) of prior application No.: _____/_____

Prior application information: Examiner _____ Group Art Unit: _____

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

19. CORRESPONDENCE ADDRESS

[ ] *Customer Number or Bar Code Label* *(Insert Customer No. or Attach bar code label here)* or [X] *Correspondence address below*

Name	William G. Redmann				
Address	1202 Princeton Dr.				
City	Glendale,	State	CA	Zip Code	91205
Country	USA	Telephone	818 4152316	Fax	707 2480863

Name (Print/Type)	William G. Redmann	Registration No. (Attorney/Agent)	
Signature		Date	5/15/2001

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FEE TRANSMITTAL for FY 2001

Patent fees are subject to annual revision

TOTAL AMOUNT OF PAYMENT ($) 355.00

Complete if Known	
Application Number	
Filing Date	5/15/2001
First Named Inventor	Redmann, William G
Examiner Name	
Group Art Unit	
Attorney Docket No.	

METHOD OF PAYMENT

1. ☐ The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:
   Deposit Account Number
   Deposit Account Name
   ☐ Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17
   ☒ Applicant claims small entity status. See 37 CFR 1.27

2. ☒ **Payment Enclosed:**
   ☐ Check ☒ Credit card ☐ Money Order ☐ Other

FEE CALCULATION

1. BASIC FILING FEE

Large Entity Fee Code	Large Entity Fee ($)	Small Entity Fee Code	Small Entity Fee ($)	Fee Description	Fee Paid
101	710	201	355	Utility filing fee	355
106	320	206	160	Design filing fee	
107	490	207	245	Plant filing fee	
108	710	208	355	Reissue filing fee	
114	150	214	75	Provisional filing fee	

SUBTOTAL (1) ($) 355

2. EXTRA CLAIM FEES

	Extra Claims		Fee from below	Fee Paid
Total Claims		-20** =		X =
Independent Claims		- 3** =		X =
Multiple Dependent				=

Large Entity Fee Code	Large Entity Fee ($)	Small Entity Fee Code	Small Entity Fee ($)	Fee Description
103	18	203	9	Claims in excess of 20
102	80	202	40	Independent claims in excess of 3
104	270	204	135	Multiple dependent claim, if not paid
109	80	209	40	** Reissue independent claims over original patent
110	18	210	9	** Reissue claims in excess of 20 and over original patent

SUBTOTAL (2) ($)

**or number previously paid, if greater; For Reissues, see above

FEE CALCULATION (continued)

3. ADDITIONAL FEES

Large Entity Fee Code	Large Entity Fee ($)	Small Entity Fee Code	Small Entity Fee ($)	Fee Description	Fee Paid
105	130	205	65	Surcharge - late filing fee or oath	
127	50	227	25	Surcharge - late provisional filing fee or cover sheet	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For filing a request for *ex parte* reexamination	
112	920*	112	920*	Requesting publication of SIR prior to Examiner action	
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	
115	110	215	55	Extension for reply within first month	
116	390	216	195	Extension for reply within second month	
117	890	217	445	Extension for reply within third month	
118	1,390	218	695	Extension for reply within fourth month	
128	1,890	228	945	Extension for reply within fifth month	
119	310	219	155	Notice of Appeal	
120	310	220	155	Filing a brief in support of an appeal	
121	270	221	135	Request for oral hearing	
138	1,510	138	1,510	Petition to institute a public use proceeding	
140	110	240	55	Petition to revive - unavoidable	
141	1,240	241	620	Petition to revive - unintentional	
142	1,240	242	620	Utility issue fee (or reissue)	
143	440	243	220	Design issue fee	
144	600	244	300	Plant issue fee	
122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Processing fee under 37 CFR 1.17(q)	
126	180	126	180	Submission of Information Disclosure Stmt	
581	40	581	40	Recording each patent assignment per property (times number of properties)	
146	710	246	355	Filing a submission after final rejection (37 CFR § 1.129(a))	
149	710	249	355	For each additional invention to be examined (37 CFR § 1.129(b))	
179	710	279	355	Request for Continued Examination (RCE)	
169	900	169	900	Request for expedited examination of a design application	

Other fee (specify) _____

*Reduced by Basic Filing Fee Paid **SUBTOTAL (3)** ($)

SUBMITTED BY				Complete (if applicable)	
Name (Print/Type)	William G Redmann	Registration No (Attorney/Agent)		Telephone	818 415 2316
Signature				Date	5/15/2001

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Date



Signature

William G. Redmann
Typed or printed name of person of signing Certificate

Note: Each paper must have its own certificate of mailing, or this certificate must identify each submitted paper.

Patent Application entitled:

ME

METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

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METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

FIELD OF THE INVENTION

The present invention relates generally to a system for creating a personalized itinerary, and in particular, a system to create a personalized itinerary for visitors to a facility, such as a zoo, theme park, historic area, or shopping district. More particular still, the invention relates to a system for creating a personalized itinerary for visitors to a facility that provides managed access to attractions at the facility.

CROSS REFERENCE TO RELATED APPLICATIONS

Not Applicable

STATEMENT REGARDING FEDERALLY SPONSORED RESEARCH OR DEVELOPMENT

Not Applicable

REFERENCE TO MICROFICE APPENDIX

Not Applicable

BACKGROUND OF THE INVENTION

A tourist wants to see and do the most interesting things available, with a minimum of inconvenience. The

tourist wants fond memories of his visit, and maybe more importantly, he wants great stories to tell when he returns home.

A significant portion of a facility's future business comes from the word-of-mouth marketing that it earns by providing tourists with an experience that makes those great stories. Tourists returning with fabulous tales of their own exploits inspire the next season's tourists to venture forth and have those experiences for themselves.

A facility may contain many attractions. Individual rides, restaurants, exhibits, stores, shows, etc. are all part of the value a tourist can experience at a facility. Besides the individual attractions a facility might contain, a facility commonly provides collateral materials such as maps and show schedules.

Too often, this collateral material hits the tourist with a barrage of comic book action balloons: "New!," "Must See." Pages and pages of tables showing services, menus, merchandise, age appropriateness, and height restrictions are presented in a dazzling array of color and iconography.

Unfortunately, this frequently amounts to information overload. Its effect is compounded when a person is a first-time visitor, and again when they are from outside the primary marketing region of the facility (and so are unfamiliar with many of the facility's attractions), and again when there is the barrier of a language difference.

DISCOVERY - CONFIDENTIAL

Guided tours are very effective in overcoming an unfamiliar visitor's lack of knowledge. The facility's highlights can be put together into a coherent sequence. The tour guide can be responsive to the needs of the tour's members (more so when the tour group is small). Often, the tour guide is fluent in the visitor's native language, which makes the experience less demanding on the visitor, in turn making them more comfortable. There is, however, a significant cost associated with assembling and maintaining a trained, multi-lingual pool of qualified tour guides whose utilization will fluctuate, depending on daily attendance and visitor arrival times.

Thus, self-guided tours are common. A simple printed brochure can provide instructions for getting from attraction to attraction, and call out points of interest between them. Audio walking tours, such as those produced by Antenna Audio (Sausalito, CA), play a sound track of directions. Their exemplary production of Alcatraz: Cellblock Tour for Alcatraz Island in San Francisco Bay, California, is an audio tour which includes binaural, dramatized productions of prison breaks and encounters with famous inmates. Such tours play on simple audio cassette or CD players over headphones.

The drawback of the printed brochure and audio walking tour is that there is little ability to customize the tour for each visitor. True, the brochures and audio programs

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can be presented in multiple languages. Both can be taken at a slowed pace - the brochure will wait for the reader's pace, and the audio track can be paused or rewound. But they are inherently linear. Every visitor will follow the same track and have the same experience. There is no ability to customize the experience depending on type of interest or time of entry. If someone enters late in the operating day, the program cannot abbreviate the tour and emphasize the important elements. Should a party include young children, a different selection of shows or exhibits appropriate to their age level cannot be selected.

Interactive audio systems, such as the Inform Wand manufactured and programmed by Acoustiguide Corporation (New York, NY), allow visitors to browse a facility randomly. These systems are used in such facilities as the Louvre in Paris and San Diego Zoo in California. The interactive audio tour systems have limited ability to guide visitors. Typically, one audio track may end with a recommendation for a subsequent track to be played, or item to be examined. As a visitor proceeds through a facility, rooms or areas are tagged with ID numbers and are described in like-numbered audio tracks. Within such areas, visitors wishing more detailed information may enter ID numbers related to individual items or displays. The system is reactive to a visitor encountering a location or item, rather than directing them.

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There is a need for a tool or method by which a visitors' interests and abilities, and the temporal situation, can be understood and an appropriate itinerary within the facility created for them.

Prior Art Relating to Attraction Access

Other factors can come into play and degrade a visitor's experience. Long waits in queue are a chief reason certain portions of the population avoid some facilities.

The Walt Disney theme parks make use of a system called "FastPass," described by Laval et al. in US 6,173,209. Visitors to a park can either enter the regular queue for an attraction, or they can obtain an express pass to use the express queue. The express pass has a time period during which it is valid. The visitor must present the express pass during the indicated time period in order to bypass the queue and be admitted to the attraction. Obtaining an express pass is achieved by the visitor presenting an ID of some sort, to a kiosk near the ride. An express pass is issued, bearing the next available reservation time. No further express passes will be issued to an ID until the existing express pass has expired. Thus, a "first-come, first-served" virtual queue is created, and the visitor can be in only one virtual queue at a time.

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Other systems for managing queue times allow visitors to select a series of attractions in order to make reservations. Mahoney et al. in US 5,502,806 provides computer terminals for visitors having an ID to make and edit reservations. Turnstiles are equipped with ID readers and so can admit or deny admission to the visitor based on having a timely reservation on the attraction.

In both Laval et al. and Mahoney et al., visitors not having reservations are permitted to line up in a physical queue for the attraction. The attractions are configured with dual approaches. One is a long, physical queue suitable for the visitors who may be waiting over an hour for access to the attraction. The other is a relatively short queue having a gate that admits patrons whose reservations are current, and have thus been waiting in a virtual queue.

The advantage of virtual queuing is significant. While guests are waiting in a virtual queue, they can either be simultaneously enjoy other attractions, shop, or simply relax nearby.

A disadvantage of such systems, however, is that the visitor must either know to visit an attraction to claim a spot in the virtual queue (under Laval et al.) or they must know what attractions to select from the terminal (in Mahoney et al.) It may well be the case that a novice visitor has little or no idea where specific attractions

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are located (and thus is frustrated in trying to arrive in person to make a reservation). It can also be the case that he is not familiar with the array of attractions available, and thus cannot quickly and efficiently make knowledgeable attraction selections. Further, unless stringent restrictions are imposed, it can be the case that the reservations made by the overanxious visitor cannot actually be kept, as when two consecutive reservations are made for widely separated attractions.

In years past, Disneyland Park (Anaheim, CA) made use of ticket books which contained a collection of tickets graded from 'A' to 'E'. These books were sold with one's admission. An 'A' ticket was viable admission to any 'A' rated attraction. A 'B' ticket was viable admission to any 'A' or 'B' attraction. Typically, the most elaborate and most current attractions bore an 'E' designation and the only viable admission was an 'E' ticket (which became part of the industry vernacular long before the Internet popularized e-Anything!)

By providing a limited supply of 'E' coupons to each visitor, Disneyland operations was able to restrain excessive demand for 'E' attractions. The ticket books were arranged to clearly display what tickets designations remained, and what attractions fell into these designations.

Another disadvantage of systems like Laval and

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Mahoney, is that they do not mitigate unequal demand for various attractions. An extremely popular attraction may find that its "FastPass" reservations for the entire operating day are dispensed within an hour of the facility's opening. Meanwhile, other attractions may not exhaust their allotment of reservations.

With such an imbalance of demand, the system of Mahoney et al. will fail as late arriving visitors find that there are no reservations available for any of the 'E' attractions, or even 'D's.

A system and method is needed which will redistribute demand for attractions efficiently, so that a facility is better able to spread demand for its attractions. Further, this would help to limit the adverse impact that a virtual queue size has on a physical queue progress.

Prior Art Relating to Itinerary Generation

A variety of route planning and navigation systems is presently available. These are available both in stationary and portable devices, and can operate stand-alone or connected, perhaps wirelessly, to a network (such as the Internet). Route planning systems, such as ROADNET 5000® by UPS Logistics Technologies, Inc. (Baltimore, MD), permits fleets of trucks to efficiently deliver parcels to their destination. Users of America Online, Inc's (Dulles, VA) mapping services Internet site, www.mapquest.com, or

Street Atlas USA™ software on CD-ROM by DeLorme (Yarmouth, ME), can get point-to-point driving instructions from their desktop computer, or wireless Internet device. In car navigation systems, such as Hertz (Park Ridge, NJ) NeverLost™, use GPS satellites, an electronic compass, and a geographic database to provide verbal directions to a requested address: "At the next intersection, turn right."

Such systems are, in part, commercial outgrowths of various solutions to a classic optimization problem from computer science called the "Traveling Salesman Problem," or "TSP". The problem is to find the most efficient path that visits each desired destination exactly once, and minimizes the total distance traveled. Many optimized solutions to this problem have been presented in the literature, for example, Donald Knuth (1973) The Art of Computer Programming: Sorting and Searching (vol III). Such solutions are very effective for small or moderate numbers of destinations, such as are encountered in the course of itinerary preparation.

Typically, a TSP solution involves building a graph topologically representative of the set of destinations and the physical pathways between them (e.g. walkways, roadways, rail lines, airline flights, etc.) as appropriate. Each pathway is ascribed a "cost", perhaps representative of travel time, distance, expense, physical difficulty (as might be pertinent to a hiking trip), or

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other factors, or a combination thereof. Ultimately, an algorithm is employed to minimize the total "cost" of the overall trip. This would, based on whatever factors were included in the cost, result in the minimization of time, distance, expense, difficulty, etc.

A variation of the TSP problem, called the "Bottleneck TSP" includes a maximum cost limit, such that no path with a cost higher than the limit is permitted in the solution. Such a variation is useful to specify, for example, that an oversized load must be routed only along roads that have sufficient vertical clearances, or that a traveler in a wheelchair should not receive an itinerary directing him to traverse a rampless flight of stairs.

Efficient route planning systems that deal with large numbers of possible targets and having highly optimized computational performance, have been developed. An example is Libby, in US 5,850,617

Specialized, commercial systems have been developed to assist a tourist, or his travel agent, in preparing itineraries. Such systems collect from a prospective traveler a list of desired destinations. The system then sequences those destinations to produce an efficient outcome. An example of such software is TripMaker Deluxe 2000, by Rand McNally (Skokie, IL), and similar capabilities are available on their web site at www.randmcnally.com.

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In US Patent 5,940,803, "Itinerary Making System" Kanemitsu describes a system which allows selection from a list of destinations, such as a particular museum or a specific beach. In addition, it requires a visiting purpose, such as to appreciate art or to watch the sun set, respectively. With each destination-purpose pair is associated the allowable times, as well as a recommended visiting time. For a museum, allowable times might be the operating hours of the park, however, the recommended time may be a time when crowds have historically been particularly light. For watching the sunset at the beach, the allowable and recommended times may coincide: beginning about a half hour before sunset, local time. Kanemitsu describes a number of convenience features that permit ease of destination and purpose entry. By associating destinations with a variety of categories, his system is often able to assume the purpose of a specified visit.

However, as effective as such systems are, and with all the convenience features they carry, such systems do not address certain needs.

A party visiting a facility, unfamiliar or only partly familiar with its collection of attractions, is at a disadvantage. A significant effort must be expended to determine which attractions are suitable for the party's needs, limitations, and tastes.

Someone unfamiliar with Disneyland may well wonder

Disney-0015

whether "Fantasmic" is a turbulent roller coaster, a song-and-dance gala stage presentation, or a fireworks show. It is the latter, but how long will it take a visitor to determine that? Is it suitable for an infant? Will grandmother have to transfer from her wheelchair? If the attraction operates on a schedule, when must the party enter the queue? It would take a long time to assimilate and consider the rest of the 60 attractions at Disneyland to determine a short list of suitable and most desirable attractions to visit.

A system or method is needed that allows a unfamiliar visitor to receive a near optimal experience, suited to his (or his party's) tastes, schedule, needs, and limitations. The experience should give a proper overview of the facility, so a tourist does not return feeling that they have missed a key element.

In facilities where most guests can stroll about and see attractions in an arbitrary order, efficient distribution and loading can become a key factor for the facility operator.

Some theme parks, for instance, Universal's Islands of Adventure (Orlando, FL), are laid out in a ring. Visitors typically proceed clockwise or counterclockwise from the park entry and encounter attractions consecutively. This leads to long waiting times in queues for attractions near the entrance in the morning, and long waits for attractions

Disney - Exhibit

halfway around the ring near midday, where the clockwise and counterclockwise travelling parties meet.

Summary of Needs Unsatisfied by Prior Art

There is a need for a tool or method by which a party of visitors' interests and tastes can be understood and an appropriate itinerary within the facility created for them.

A system is needed that will consider a party's needs and limitations to create a personalized itinerary for the party, within the facility.

There is a need for a tool or method by which the spatial and temporal situation of the party and of the facility are considered to make a personalized itinerary for the party, within the facility.

There is a need for a system that will allow a visitor unfamiliar with a facility to create a viable set of reservations to access attractions.

A system is needed that will redistribute demand for attractions in a facility - to moderate demand for popular (i.e., 'E') attractions and create demand for other, underutilized attractions.

Similarly, a system is needed that will diffuse demand for attractions within a facility so that excessive demand, perhaps time-of-day dependent demand, or lack thereof, can be moderated.

The present invention satisfies these and other needs

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and provides further related advantages.

OBJECTS AND SUMMARY OF THE INVENTION

The present invention relates to a system and method for creating a personalized itinerary for visitors to a facility, such as a zoo, theme park, historic area, or shopping district. In addition, the invention relates to a system and method that provides managed access to attractions at the facility.

When a group of people arrives at a facility comprised of many attractions, their experience is optimized if they can proceed throughout the day directly to a next attraction of specific interest to them.

To express their interests, and other party attributes, before beginning the visit in earnest, the party, or its representative, completes a profile.

Such a profile would be comprised of many factors, each representing information such as the number of people in the party, whether there are any infants, children, disabled, or elderly members in the party. The profile might contain information concerning the party's interest or aversion to thrill rides, or to particular themes. For instance, visitors to an historic site might express a disinterest in military history, or more generally, a party might specify an aversion to violence, whether depicted in a movie or ride as entertainment, or recounted in an

Disney Ex. 1002

historic exhibit.

The specific queries made concerning the party's interests are preferably general. It is sometimes appropriate that certain responses warrant a more detailed query. For example, a party indicating that one of their members is in a wheelchair might be queried whether that individual is capable of transferring without assistance into a ride vehicle. A party indicating that it has an infant may be queried whether it will split up and take turns seeing certain infant-inappropriate attractions.

A profile may also include as a factor the access class of the party. This may be derived from the party's admission media (e.g. did they purchase a special ticket vs. a regular admission) or they may be otherwise entitled to special treatment (e.g. they are VIP guests of the facility). Such a factor is likely to be entered into the profile by a facility employee, or other secure means.

Each attraction within a facility is rated against each factor or certain combinations of factors, in the profile. A historic recreation of the gunfight at the OK Corral might be rated low, that is, as a poor match, for parties with an aversion to violence. A roller coaster might be rated low for a party with an infant, unless they have indicated that they are willing to split up and ride in turns. Attractions with a strong link to a chosen theme are more highly rated. For instance if visitors to a movie

studio indicate an affinity to the theme "How Movies are Made", attractions which emphasize that theme, other things being equal, are rated more highly than attractions which do not.

Such ratings are preferably created by regression analysis. A collection of candidate questions for collecting profile factors is generated. Facility guests, or members of a focus group, answer the candidate questions. They also complete a rating for each attraction at the facility (or for attractions at other facilities which may be analogous to attractions being contemplated for development.) Once a suitably large number of responses to this procedure have been obtained, those questions which most effectively distinguish among the attractions are selected, and the influence on the rating of each attraction is determined.

Alternatively, ratings of the attractions can be generated by someone with a priori knowledge. It can be known that certain attractions are violent, unsuitable for infants, strongly linked to certain themes, etc. Such an individual may develop a collection of factors that adequately represent a party's limitations and interests, and relate these to each attraction.

Optionally, the distribution of factors of the average party, and the resulting relative rating of attractions by this method is tallied. This distribution of factors is

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preferably anticipated. Actual measurement each day is useful primarily for future anticipation. The distribution of factors can vary dramatically by season, or even by day. The parties visiting during the summer, on average, will have a different distribution of factors than parties visiting in the off-season, for example because visitors during the off-season may contain more retired individuals. The visitors to a facility on weekends may include many more families and children, while the visitors midweek may be more adult groups.

By this method, the entire collection of attractions can be ranked for each party by virtue of the ratings each attraction receives for the factors in the party's profile. That is, first a party, or its representative, completes a profile. Next, the rating is determined for each attraction in the facility from the factors comprising the party's profile. The attractions can be ranked from high to low, based on the rating thus derived.

An itinerary is comprised of events. An event is typically a visit to an attraction at a scheduled time. This is not necessarily a reservation, though it can be. It is a time at which the party is recommended to visit an attraction.

Once the attractions are ranked, an itinerary can be generated. The itinerary will consist of a sequence of events. Many of the events will be times to visit selected

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attractions. Attractions are selected to give preference to those receiving a higher rating. Attractions in lower ranks are generally less likely to be included. Attractions in the lowest rank would not ever be included, as these certainly violate some clearly stated preferences or limitations in the profile.

Such an itinerary preferably has additional attributes appropriate to the party. If the party is large, is managing an infant or a number of children, or has another factor than may contribute to a limited speed of travel, additional time may be required to move from attraction to attraction. Therefore, the itinerary may schedule more time between events.

If an itinerary is also generated to take into account the routing between attractions, it may allocate more time between events for parties whose profile indicates certain access limitations. That is, if a party requires access to an elevator or a route that avoids a particularly steep grade, the route indicated may require more time.

The itinerary can include in event timing a consideration of traffic for the party in transit, and for the queue length anticipated at the attractions. Such traffic and queue considerations can be variable by time (e.g. "rush hour" or a "lunchtime rush").

The itinerary can adjust for a party's access class. Certain advantaged facility visitors may receive a "first

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class" or "VIP" preference. Such parties may have preferential access to shorter queues or other features. Additionally, some parties may have access to modes of transportation which shorten the time required between attractions (e.g. some parties may have access to electric carts for touring an historic battleground, while other visitors have elected to walk).

It may also be the case that certain attractions are accessible only to visitors having a certain access class. For example, an autograph session with a famous personality, or specially guided tour, may be limited only to purchasers of a particular class of admission to the facility.

On a given day, an expectation of the distribution of profiles can be generated. This can come from a statistical analysis of historical data, or can be merely postulated (the former is likely to be more meaningful).

The expected distribution of profiles can be used to produce an expected average rating for the attractions. The number of individuals expected in these parties having these expected profiles can be calculated.

"Directed demand" is the number of visitors directed to an attraction by the itineraries produced by this invention. It includes the fact that an itinerary is generated for a party, and that a party may consist of multiple visitors.

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It is plausible for certain attractions to be suitable, and in fact desirable, to virtually all parties. "Everybody loves a parade," so it is said! In such a case, it may be found that the rating for such an attraction is very high for all parties likely to visit the facility. In cases where such an attraction is overly likely to be highly rated, the itinerary generating mechanism is overly likely to select it for inclusion in the itinerary. It may be the case that such a directed demand would exceed the capacity of the attraction. Alternatively, it may exceed some other established limit, such as a portion of the attraction's capacity allocated to visitors using the itineraries of this invention.

One preferable method for preventing this capacity overrun is to attenuate the rating of that attraction by a factor sufficient to reduce the anticipated itinerary demand to an amount such that the allocated capacity should be sufficient. By statistically lowering the likelihood of an attraction to be selected for inclusion in an itinerary, the directed demand can be moderated. This versatile technique can be used in situations where allocated capacity is soft, that is, where visitors following itineraries represent only a portion of an attraction's capacity. While it is desirable for the directed demand to stay close to the allocated portion of the attraction capacity, if directed demand were to be slightly lower or

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higher, the attraction would absorb the deviation by slightly speeding up or delaying its primary queue, respectively.

Another method for preventing this capacity overrun is to pre-allocate a limited number of events that may be scheduled for an attraction within a particular time window. An itinerary is built with the additional knowledge of how many of these events remain available for each acceptable attraction at various times. This allows itineraries to be built which deal with attractions having discrete, absolute limits on capacity. For example, accessing a tram tour which has room for precisely ten people and one wheelchair, and no more.

It is possible to use this invention in conjunction with other attraction access control systems. For example, it could be used in parallel to a system such as Laval et al., whereby some fraction of the attraction capacity allocated to the virtual queue is instead allocated to the itinerary making system of the present invention. Thus, some fraction of visitors could be operating from an itinerary (essentially a timed, self-guided tour), and thereby access the attractions as if they held positions in the virtual queue.

This invention also makes it possible for visitors unfamiliar with a facility to make meaningful use of a queue management system as in Murphey et al., or any of the

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itinerary making systems otherwise described. These normally require the user to enter or select explicitly each attraction that they wish to visit. By application of this invention, such systems can be employed to create meaningful, satisfying itineraries for guests not familiar with a facility's detailed offerings.

In addition to the above, it is an object of this invention to accommodate attractions of various types. This includes specifically located attractions, such as rides, lookout points, diffusely located attractions such as a fireworks display or parade, or multiply located attractions such as shopping or dining. It includes discretely scheduled attractions, such as theaters with specific show times, continuously available attractions (e.g. a fountain), and attractions with limited availablility (e.g. a trail that closes 1/2 hour before sundown).

It is further an object of this invention to present marketing promotions to a party, to promote certain venues or the sale of certain merchandise, at times when a party is proximal to it, or the promotion is otherwise deemed appropriate. It may be a factor incorporated in the party's profile whether such marketing promotions are presented.

It is a further object of this invention to present opportunities for activities to fill the time between

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events in the itinerary. For example, when there is a significant amount of time before the next itinerary event, a recommendation may be made to shop, dine, or make a rest stop.

It is an object of some embodiments of this invention to permit an itinerary to dynamically accommodate a missed event. For instance, if a party should become delayed and miss a showtime, or if an attraction should be unavailable because of unscheduled inoperation, the balance of the itinerary can be recomputed so that the party is minimally inconvenienced. Such a recalculation would simply employ the method for creating a new itinerary, but could place in the lowest ranking all attractions which had already been visited.

It is an object of some embodiments of this invention to permit an itinerary to dynamically accommodate an interruption in the sequence of events. If a child in the party is suddenly ill, or if a diaper needs to be changed, or if some other distraction (a meal or another attraction) derails the party, the balance of the schedule can be recomputed, as described above.

It is an object of this invention to provide a party with an itinerary which strictly adheres to a factor representing a departure time. Such a feature is key for visitors who have arrived via tour bus having a departure time, or who have a responsibility to keep some other

externally scheduled appointment.

It is an object of this invention to permit a facility operator to diffuse demand for attractions within the facility.

These and other features and advantages of the invention will be more readily apparent upon reading the following description of a preferred exemplified embodiment of the invention and upon reference to the accompanying drawings wherein:

BRIEF DESCRIPTION OF THE DRAWINGS

The aspects of the present invention will be apparent upon consideration of the following detailed description taken in conjunction with the accompanying drawings, in which like referenced characters refer to like parts throughout, and in which:

FIGURE 1 illustrates an exemplary portable computer gathering information about a party in accordance with the principles of the present invention;

FIGURE 2 is a detailed view of a query form, shown on the display screen, for gathering information about a party;

FIGURE 3 is a detailed view of the same query form as Figure 2, but in use;

FIGURE 4 depicts a schedule form, shown on the display screen, in accordance with the principles of the present

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invention, showing the next attractions in the itinerary for a party;

FIGURE 5 depicts the same schedule form, with the last attractions of the itinerary scrolled into view;

FIGURE 6 illustrates a pass bearing form, shown on the display screen, to access an attraction produced in accordance with the principles of the present invention;

FIGURE 7 shows a flowchart of the basic steps involved in making an itinerary according to the present invention;

FIGURE 8 is a map of an exemplary facility idealized as nodes and links suitable for designing routes;

FIGURE 9 illustrates a link database representing the exemplary facility map of FIGURE 8;

FIGURE 10 illustrates an attraction database representing attractions at exemplary facility of the map of FIGURE 8;

FIGURE 11 shows a node list database representing aggregations of nodes at which the associated attraction can be experienced;

FIGURE 12 shows an exemplary profile interpretation database illustrating the relationship between data elements of a party profile and link and attraction database fields;

FIGURE 13 shows tables which demonstrate the effect of a diffusion function on demand for attractions;

FIGURE 14 illustrates a flowchart describing in detail

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an exemplary method for generating an itinerary and,

FIGURE 15 depicts an itinerary database composed of individual event records.

While the invention will be described and disclosed in connection with certain preferred embodiments and procedures, it is not intended to limit the invention to those specific embodiments. Rather it is intended to cover all such alternative embodiments and modifications as fall within the spirit and scope of the invention.

DETAILED DESCRIPTION OF THE INVENTION

The method of the present invention can be implemented using a general purpose computer, or a portable handheld computer, or as an Internet or other network based service. The preferred embodiment uses a portable handheld computer, for example, those which implement the Palm OS by Palm Inc. (Santa Clara, CA). This preferred embodiment is described first below. Subsequently, a description is given as to how the other embodiments are implemented, and thus make those alternative implementations obvious to those skilled in the art.

Further, the method of the present inventions is appropriate to implementation in a facility whether or not that facility has in place existing access control systems. The method can be employed to improve the operation of existing access control systems.

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A facility, as used in this document, is an entity having a collection of attractions that is visited by parties seeking to experience those attractions. A theme park, historic area (e.g. a battlefield, a ghost town), shopping district, a zoo, a national park, are all good examples of a facility.

Attractions are those rides, shows, shops, restaurants, tours, trails, presentations, displays, viewpoints, picnic sites, and other specific features that are to be experienced by the facility's visitors.

A party consists of one or more visitors operating as a coherent group for the purpose of the itinerary.

Referring to FIGURE 1, in the preferred embodiment, a party arriving at a facility receives a single portable computer 100.

Portable computer 100 preferably has a carrying strap 110, adjustable by the use of buckle 112 and connected to body 120 by pivots 114.

Portable computer 100 has a display screen 130 for asking questions of and providing information to the party. Display screen 130 is overlaid by a transparent, touch sensitive input surface 140.

Portable computer 100 has an internal clock (not shown), sufficient to determine time-of-day, and preferably the current date.

Portable computer 100 has additional buttons 150, 152,

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154, 156, 158, and 160, which provide a simple-to-use user interface. An itinerary button 154 calls up the party's current itinerary. A dining button 156 calls up a dialog concerning dining activities. A restroom button 158 calls up information concerning restrooms, water fountains, telephones, or other comfort accommodations. An information button 160 calls up other miscellaneous information such as facility operating hours, maps, database access, shopping information, etc. Scroll buttons 150 and 152 are used to facilitate scrolling of lists or tables of information that do not fit in a single screen. Buttons 150 and 152 scroll such information up or down, respectively. Portable computer 100 preferably enters a power conserving mode when it has detected no user input on either its buttons or touchscreen 140 for a preset period of time, for example, 2 minutes. Preferably, buttons 154, 156, 158, and 160 reactivates the portable computer 100 if it is currently in power conserving mode.

Display screen 130 is used to present various forms for gathering or displaying information. Exemplary forms are shown on display screen 130 in FIGURES 1 through 6. Display screen 130 is preferably legible in strong sunlight. The ability of display screen 130 to provide its own lighting (not shown) is optional, and would be appropriate for use in facilities where low lighting conditions are frequently encountered. Operation of the

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lighting of display screen 130 would be through a lamp button (not shown) which would call for the lighting to be activated.

Touchscreen 140 is preferably sensitive to an unaided human finger, though use of a stylus is possible. Preferably, touchscreen 140 is protected by a disposable waste sheet (not shown) which covers touchscreen 140 and takes damage, such as scratches and wear, in its stead, but does not inhibit its touch sensing function.

Touchscreen 140 and buttons 150 and 152 are the primary input methods for the visitors to interact with portable computer 100.

Body 120 contains the power supply, memory, processor, display drivers (all not shown), as well as the buttons 150, 152, 154, 156, 158, 160, display 130, and touchscreen 140. Body 120 is sturdy, so as to not break under the type of handling expected by the visitors. Optionally, body 120 may have a hinged cover (not shown) to guard the display 130 and touchscreen 140 when not in active use. Alternatively, a separate case (not shown) may be provided to cover the entire body. Body 120 and all the external components of portable computer 100, are preferably waterproof enough to handle incidents of accidental immersion or splashing as may occur in rain, near fountains, dining rooms, or on water rides.

Portable computer 100 is equipped with an internal

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battery (not shown) which can either be replaced, or preferably recharged in situ. A variety of interchangeable batteries and battery recharging systems is well known in the art. Most preferable is an inductive charging system (not shown) that permits a recharge of the internal battery without need for external charging contacts (not shown) which is subject to dirt and wear, or the need for a frequently accessed cover plate (not shown) which is subject to loss or breakage. An inductive recharge system provides a cradle which recharges the internal battery whenever the portable computer 100 is inserted. An in situ rechargeable battery requires the least maintenance and handling by the facility's operators.

If the facility offers multiple classes of admission to visitors, e.g. a premium vs. regular admission, then when the party is presented with portable computer 100, it has been configured by the facility's operators with data representative of the party's admission class (e.g. premium vs. regular). Such data will be used in the generation of the party's itinerary. Also, if portable computer 100 is to be used as a form of admission media, the party's headcount or other pertinent admission data would also have been entered.

Optionally, some instances of portable computer 100 can be preconfigured with certain party-specific data, such as admission class. Such instances may have distinct

markings, such as a gold colored body 120 for premium class admissions and a black colored body 120 for regular class admissions.

The methods by which such information would be entered are familiar to those skilled in the art, and may take the form described below for visitor-entered data. However, data which must be entered by facility personnel would typically be protected by password or other well known security mechanisms. For instance, access to a form shown on display screen 130 for the entry of the party size may require input of a password or PIN number before a change to party size is accepted. Alternatively, a particular, obscure gesture made on touchscreen 140 may be used to access secret management forms through display screen 130.

Referring to FIGURE 7, a flowchart for the process of generating an itinerary 700, in accordance with the present invention, is shown. The following are the steps of process 700, interpreted in light of using the portable computer 100 and other elements of the preferred embodiment.

At the start, step 710, the portable computer contains current information about the facility and its attractions. The detailed nature of this information is discussed later. Further, the portable computer contains or generates a suitable random number seed, to be used as subsequently described.

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In the next two steps, 712 & 714, data are collected which comprise the party's profile.

As a party presents itself to purchase admission to the facility, or before, an employee or person authorized by the facility operator provides certain secure information, step 712, to the portable computer 100. Secure information consists of such items as the party's admission class and the party's size. It may also include additional information, such as prepaid meals, additional auxiliary admissions purchased (e.g. a special tour or other attraction having an additional admission price). The form for the collection of secure information, step 712, is made accessible to the facility's personnel as described above. The data collected in step 712 is stored in the party's profile.

One piece of secure information that is particularly useful and is preferably collected is the language of preference of the party. For example, a Japanese tourist, though frequently fluent in English, may be more comfortable answering questions and handling an itinerary presented in Japanese. By allowing the language of presentation to be selected by the facility personnel, the confusion that may result from a portable computer 100 that is accidentally switched by a party in a wrong language is avoided.

The portable computer 100 is preferably presented to

the party for the collection of the party information, step 714. Alternatively, the party information can be collected and entered into portable computer 100 by facility personnel. In either case, the party information is entered into query forms in the manner described below and stored in the party profile.

Having received all the necessary secure information and party information, the processor (not shown) of the portable computer 100 executes an algorithm (described below) to generate an itinerary, step 716.

The results of the itinerary generation are saved for further reference later, and the process is complete, step 718.

Referring to FIGURE 2, shown is a query form 200 for the purpose of entering party information, step 714. In fact, query form 200 would be followed by additional query forms (not shown), each having a different set of questions, to collect additional information necessary to achieve the completion of step 714.

Query form 200 may provide a banner 210 and statement 220 to give context to the party using portable computer 100.

Length-of-stay question 230 inquires until what time the party plans to stay. Pick list handle 232 and prompt 234 provide a graphical user interface well known in the art for answering the length-of-stay question 230.

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Referring to FIGURE 3, when pick list handle 232 or prompt 234 is touched, pick list window 236 appears. Pick list window 236 is comprised of at least one possible selection 238, and the current selection 237. If there are more possible selections 238 than fit within pick list window 236, a scroll indicator 239 may be shown. Touching the scroll indicator 239, or pressing a scroll button 150 or 152 will scroll the selections 237 and 238 in the pick list window 236. Touching a selection in the pick list window 236 makes the touched selection the current selection 237. When a current selection is established, prompt 234 becomes replaced with the text of the current selection. Data representative of the current selection, when made, is stored in memory in the party profile for later reference. This is consistent with the operation of pick lists familiar to those skilled in graphical user interfaces.

Party composition survey question 240 asks the party using portable computer 100 to indicate whether it contains any of the items listed. The party uses infant checkbox 242 to indicate that at least one infant is in the party. Similarly, the party can use young child checkbox 244, stroller checkbox 246, or wheelchair checkbox 248. Checkboxes 242, 244, 246, and 248 operate in the manner familiar to designers of graphical user interfaces: a touch on a checkbox will place a mark in the box, and that marked

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status will be recorded in the memory. A subsequent touch of the same checkbox will toggle it to the opposite state, checking or unchecking the checkbox depending on its state immediately prior to the touch. The corresponding datum in memory in the party profile is updated to match, and is kept for later reference.

Once answers to mandatory questions on this form have been received and recorded in memory in the party profile, next page button 250 allows the party to continue with the questionnaire. In subsequent query forms (not shown), a previous page button (not shown) may permit the party to review or revise their earlier answers. Once answers to all mandatory questions on all party information query forms have been answered by the party, a done button (not shown) appears and when pressed concludes step 714.

At any time after the itinerary generation results have been saved, i.e. step 718 is completed, pressing the itinerary button 154 calls up the itinerary form 400, shown in FIGURE 4.

An event is a visit to an attraction at a facility that takes place at, or near, a specific time. An itinerary is composed of events. Depending upon the rules for constructing an itinerary, further discussed below, attractions may or may not be revisited over multiple events. It is generally preferable that attractions are not repeated.

The itinerary form preferably displays the current time 410. The current time 410 represents an authoritative clock so that parties do not miss events because of fast or slow running watches.

A current event banner 420 identifies the current event in the itinerary. The current event attraction name 430 is shown with a current event time 432. Preferably, a brief current event attraction description 434 accompanies the current event attraction name 430.

Near the current event attraction name 430, in chronological order, are the successive event attraction names 440, with their respective event times 442 and preferable event attraction descriptions 444.

Subsequently, and still in chronological order, appear the later event attraction names 450, their associated later event times 452, and later event attraction descriptions 454.

The attraction names 430, 440, and 450 and the event times 432, 442, and 452 are drawn from the itinerary recorded in step 718. The attraction descriptions are drawn from a data record containing information about each of the attractions of the facility.

Scroll marker 460 indicates that there are more event records to be viewed than can fit in form 400. Scrolling of the list of events can be achieved by touching scroll marker 460, or by operating the scroll down button 152 to

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achieve scrolling to display events in the indicated direction.

FIGURE 5 shows form 400 after some scrolling to show later events has taken place. Preferably, the current event information 430, 432, and 444 does not scroll. Optionally, successive event information 440, 442, and 444 also does not scroll. At the point where scrolling does begin, a break banner 470 is shown. Below the break banner, the much later event attraction names 460, much later event times 462, and much later event attraction descriptions 464 are shown. The much later event information 460, 462, and 464 appear in chronological order, though there are some events that occur between subsequent event information 440, 442 and 444 and the much later event information 460, 462, 464.

While the break banner 470 is shown and intermediate event data is not shown, scroll marker 480 is displayed. If there are no events later than those shown, scroll marker 460 should be hidden. Touching either display marker will scroll to display events in the indicated direction, and that same functionality is duplicated for buttons 150 and 152.

A party can optionally receive more information about each attraction by touching the attraction name 430, 440, 450, or 460.

In the special case of current event attraction name

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430, touching it may optionally bring up a pass form 600, showing a reservation or access permission. Such a pass is shown in FIGURE 6. The exact nature of the pass will depend on the operation procedures instituted by the facility operators. However, information preferably provided on pass form 600 includes the items discussed below.

The pass form 600 should show the current time 410, so that an authoritative clock is provided to the party for the purpose of scheduling and for helping to manage any discrepancies with parties having fast or slow running watches.

The pass form 600 has a party size display 620. Also, there is a class of access display 630. Depending on the number of classes of access and the arrangements for handling different classes of access at an attraction, operational personnel may handled parties of different access classes differently. Typically, a party having a preferred access class would be accorded entry into a preferred, no-wait entrance, while a party having a regular access class would make use of the regular queue to access the attraction. Since the party size and access class is securely entered, this display can be relied upon by attraction personnel as representing authenticated admission media.

The pass must also indicate which attraction it is

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for, as with attraction name banner 640.

To complete the event information, the event time 650 slated is displayed, along with any limiting description 660. For example, the event time 650 might be "From 3:50PM" and the limiting description 660 "until 4:30PM". Generally, the limiting description was previously calculated and is stored as part of the itinerary in step 718. The limiting description 660 is designed to prevent the experience of the current attraction from overrunning the next consecutive event.

Optionally, a pass form 600 may contain an authentication code or signature (not shown). An attraction operator could use the code or signature to validate the pass. This would help to deter attempts to manufacture fraudulent passes to attractions.

A pass banner 610 identifies the pass form 600 to the party, so that they have context for the balance of the information on the form. Alternatively, pass name banner may provide some instruction to the party for how to use the pass. For instance, pass banner 610 might read, "Present this pass at the VIP gate to admit..." and the rest of pass form 600 is presented in a manner which completes the thought for the party "...a party of 4 to attraction X at time T."

Optionally, a pass form 600 may recognize a sequence of touch operations that an attraction operator may perform

that will expend a displayed pass for the current event. An example of such a touch operation (not shown) would be drawing a large circle on touchscreen 140 clockwise, from the top, while pass form 600 is displayed. This might be followed by three taps in the center of the circle, and another large circle, but drawn counterclockwise from the top. Such a gesture, or other method for entering a security code, many of which are known to the art, would make a mark (not shown) the indicate that the displayed pass has been "spent". Usually this is not necessary, as experiencing an attraction often takes longer than the period for which a pass is valid. Further, upon exiting an attraction there will generally be another event in the itinerary and the party will not have time to re-enter the attraction for a repeat experience.

It is appropriate now to consider how these functions might be implemented in other embodiments.

It is possible for secure information collection step 712 and party information collection step 714 to be performed by a facility employee.

In this alternative, the facility employee can enter the answers to the questions posed in the query forms 200 by asking that same information of the party and recording their results. For such a case, it is preferably that the party answers those questions in advance, perhaps while standing in queue to purchase facility admission. Their

answers might be recorded on a paper survey form, which is then presented to the facility employee for entry into portable computer 100.

Those skilled in the art will recognize that whether the data are entered into portable computer 100 or some other device, that well-known mechanisms exist for portable computer 100 to access that information. It could be downloaded using a direct, wired connection, or it could be transferred wirelessly. A wireless transfer might occur at that time, or later. Also, in such a scenario, it is possible that the itinerary generation step 716 may be performed by another computer (not shown) and then only itinerary results generated would be transferred to portable computer 100 in step 718.

Another embodiment allows a party to purchase an admission, answer the party information queries, and generate an itinerary via the Internet, or other remote access system. In this case, the query forms would be presented to the user's remote terminal, for example a computer running a hypertext markup language (HTML) browser such as Internet Explorer by Microsoft Corporation (Redmond, WA), and interacting through hypertext transfer protocol (HTTP) to access a web site. It is well understood how one skilled in the art of web site design translates the forms presented here into HTML forms to query for and accept the same pieces of information. The

responses to the queries are collected and recorded in a database operated for or by the facility. In manners well known, they are tied to the user and the transaction by database keys. Preferably, the user is provided with a transaction number. Alternative keys include the purchaser's credit card number used to make the purchase, the contact information of the user, etc. The transaction number, or alternate key, is subsequently used at the facility to retrieve the collected data, which can be inserted into his assigned portable computer 100 (before or after the itinerary has been generated) as described above. In addition, the itinerary generation may be run at the time of remote access and optionally presented to the user via the HTTP connection. Generally, however, it is preferable to delay itinerary generation until the day of the visit, so that the most current information about attraction availability can be utilized.

In another alternative embodiment, it is possible for all the steps of the process of generating an itinerary 700 to occur without ever using portable computer 100. Instead, the data collection steps 712 and 714, and the itinerary generations step 716, and the storage step 718 occur in or among other computers (not shown). Subsequently, the party is presented with a printed itinerary which details the same information that was available in itinerary forms 400. This alternative may be

attractive for facilities which merely want to provide a personalized, self-guided tour, which has the property of distributing parties throughout the facility, rather than having them all follow a common route. This is attractive whether or not preferred access is conferred in conjunction with the itinerary.

Alternatively, the party may be supplied with a printed series of pass forms 600, making essentially a customized ticket book, having the same information printed on each paper pass as was displayed on the analogous electronic version (except time-of-day 410). If desired by facility operations, single person passes can be generated for each individual in a party, rather than one multi-person pass for the whole party. To deter fraud and perhaps enable mechanical devices known to the art to control access to the attraction, the authetication code or signature on pass form 600 (not shown) may be expressed in printed form as a barcode. This embodiment is particularly attractive if it closely resembles the attraction admission media already extant in a facility. When appropriate to the access control system, the event data related to the printed pass forms is inserted as records into the access control databases of the prior art such as Laval, et al. The authentication codes, on the printed pass forms expressed as printed barcodes, are also recorded. By so doing, the printed passes can function as if they were

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attraction admission media of the prior art, thereby allowing admission media of the present invention to function as, and in parallel with, admission media of the prior art.

In a similar embodiment, a party is issued an identification card or, if preferred by the facility operator, a card is issued to each individual in a party. In the same manner as above, event data is inserted as records into the database of the prior art such as Mahoney et al., and tied to the cards issued to the party. In this manner, the cards issue to the party operate as, and in parallel with, attraction access media of the prior art.

FIGURE 8 shows a map 800 of an exemplary facility. Locations within the facility are abstracted as nodes 1-39. Each node 1-39 represents a limited area, such as a plaza, intersection, landing, bend in a path, proximity to a marker, or other physical region. Nodes 1-39 are connected to others of nodes 1-39 by links, for instance, link 810 connects nodes 34 and 36. A node may not connect to itself.

FIGURE 9 is a link database 900, a collection of information about the links in map 800. Each link is uniquely identified in a record of the link database 900 by the composite key of the start node field 910, and stop node field 912.

Data for each link includes the directionality field

920. Directionality field 920 indicates whether it is a one-way link (as with 920' corresponding to links 840 & 842 on the map 800). One-way directionality allows travel only from the start node 910 toward the stop node 912. If directionality field 920 indicates a two-way link (as with 920" corresponding to link 810), travel is allowed in either direction.

Preferably included in link database 900 is a barrier field 922. The barrier field 922 indicates, for instance, that a link is not suitable for travel by a wheelchair (as with 922' corresponding to link 812), perhaps representing a path requiring the use of stairs. It can also indicate that a link is suitable for use exclusively by wheelchairs (as with 922" corresponding to link 814), perhaps representing a path terminated by a wheelchair lift. Most paths are usually noted as having no barriers (as with 922"' corresponding to link 810).

The link database 900 also preferably contains information suitable for determining a party's transit time on the link. The information is most representative if empirically obtained, that is by statistical measurement of party travel times. Preferably this information is captured for at least two types of parties: those who move quickly, whose travel times per link are recorded in fast group field 930, and those who move slowly, recorded in slow group field 932. Depending on a party's attributes,

they may be categorized as a fast group or a slow group, and data from the appropriate field (930 or 932 respectively) would be selected for itinerary generation step 716. Travel time data is preferably given in seconds.

Alternatively, travel time data may include time or facility attendance dependencies. For instance, if travel time is known to increase dramatically in temporal proximity to a large theater show end time, then the link database could be augmented to represent such data. Similarly, if values vary with facility attendance, then travel time fields 930 and 932 could be further characterized on light and heavy days.

Alternatively, categorization of fast or slow group and light and heavy attendance expected can be computed on a continuum, rather than as discrete determinations. In this case, values from the link database for travel times can be interpolated to determine a more accurate value when generating an itinerary.

Alternative representations of travel time data is possible. Link database 900 could also include fields for a link's physical length, steepest grade, narrowest point, net change in altitude, roughest terrain, etc. Such information may be appropriate when implementing for larger, outdoor facilities such as national parks or historic battlegrounds, etc. Estimation algorithms, used for planning hikes, would be used to interpret such

information into times for the party during itinerary generation step 716. In larger facilities, travel times might be expressed in minutes or hours.

FIGURE 10 illustrates an exemplary attraction database 1000. The attraction database 1000 contains a field for the name 1010 of each attraction, a field for a brief description 1012 of each attraction. The attraction names 1010 and attraction descriptions 1012 are used to populate names 430, 440, 450, 460, and descriptions 434, 444, 454, 464 on itinerary forms 400, respectively.

To provide attraction data needed in itinerary generation step 716, attraction database 1000 includes scheduling factors 1020. For each attraction, there is an entry node field 1021 which indicates from which node in map 800 the attraction queue is approached. Similarly, for each attraction there is an exit node field 1022 to indicate where on map 800 a party is located when an attraction exits. Often, exit node field 1022 contains the value "same", rather than a node indicia, to identify the special condition of an attraction that returns a party to the same node where the attraction was entered.

Often, attractions are rides or theater shows, which do have discrete entrances and exits. Sometimes, however, the location of an attraction is not so well bounded.

In the case of a parade, the location of the attraction is the parade route. In exemplary facility map

800, there is a parade route beginning at node 29 and proceeding in sequence to nodes 23, 19, 20, 9, 8, 5, and ending at node 6. The links along this route are drawn in FIGURE 8 with a heavier line, such as the one used in link 830. In attraction database 1000, the entry node field 1021 for a parade attraction contains a reference 1021' to a "list A". List A is contained in distributed location database 1100, shown in FIGURE 11. Distributed location database 1100 contains for each node along the parade route the node indicia field 1110, and a start time delay field 1120. The start time delay field 1120 indicates how long in seconds after the showtime for the parade event the show begins at the listed node. This is because a parade nominally starting a time may actually not arrive at a specific node until many minutes (or hours, if we're talking about the Rose Bowl Parade!) later. Thus, itinerary generating step 716 preferably eliminates wasted time for the party by scheduling them to get to a parade viewing location at a time appropriate to when the parade will be arriving at that viewing location.

Another case where the location is not confined to a single node is a fireworks show. At the exemplary facility captured in map 800, experts have determined that the area bounded by loop 820 is suitable for viewing the fireworks attraction. In the attraction database, the entry node field 1021" notes that "list B" contains the nodes from

which the attraction may be experienced. In distributed location database 1100', the node indicia field 1110' lists those nodes found within the loop 820. Because of the nature of this attraction, there is effectively no delay in start time between the nodes, so entries in the start time delay field 1120' are all zero.

Note that the exit node fields 1022 for the two multi-node lists 1021' and 1021" are both "same". A party experiencing an attraction at a node n in distributed location database 1100 indicia field 1110, will exit that attraction at the same node n (i.e. when you start watching a parade, you don't move, the parade does. You end up where you started!)

In rare cases, an attraction may have multiple exits and the exit used by a party cannot be anticipated. In such a case, itinerary generation step 716, when including the multi-exited attraction in an itinerary, must compute the travel times to the next event from each of the possible exits and choose the least favorable.

For each attraction, attraction database 1000 includes a theoretical hourly ride capacity (THRC) or other measure to indicate the capacity of an attraction to handle visitors. Such measures are well known in the art, and are commonly expressed as the number of seat in a ride vehicle times 3600 divided by the dispatch interval in seconds. For theaters or venues with specific, scheduled times when

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the attraction begins (like a parade or fireworks show), the holding capacity of the attraction venue may be used. For such attractions, a showtimes field 1024 indicates how many shows are given during the day. This information is used to allocated demand evenly when creating itineraries. In another database (not shown), the actual start times for scheduled attractions are listed. For those attractions which are continuously running and which are not scheduled, the showtimes field 1024 contains "c", for continuously running. A zero would indicate that an attraction of either type is not available today.

For attractions having scheduled shows, the specific show times are stored in a separate list (not shown).

In addition to the showtimes field 1024, the duration field 1025, and queue field 1026 contain the length of the attraction and the length of the queue, respectively, preferably in seconds.

Alternatively, itinerary generation may be performed for parties with different classes of access. Also, a party may have one class of access for some attractions and another class of access for other attractions. In these cases, multiple queue fields 1026 will be necessary, to account for different queue delays by access class. Such would be the case for an attraction having a premium access queue allowing a party with the correct access class to use the express queue to reach the attraction.

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Also, if queue delays are known to vary by hour or by facility attendance, these complexities can also be included. Rather than finding a simple number of seconds delay in queue field 1026, itinerary generation may access a function for the expected queue delay. Such a function may take as parameters the attraction, access class, the day's expected attendance, and time-of-day. Since the queue being examined is determined by the attraction and access class, the actual analysis is essentially reduced to the two-variable "attendance and time-of-day product what queue delay" problem. A function such as this could be built by selecting an appropriate surface to be fitted to empirical data gathered from the attraction. Operators of most facilities have such historical operational data readily available. Further, such a function could access actual, current queue information as it becomes available and whenever an itinerary is revised.

From the attraction data stored in the scheduling factors 1020, enough information is available for itinerary generation step 716 to account for time to get to the attraction, wait time in queue, duration actually experiencing the attraction, and the time to get to the next event.

Optionally, some attractions may have scheduled opening or closing times which differ from the overall facility operating hours. In such a case, an open time

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field (not shown) and close time field (not shown) must be included so that events are not put into the itinerary for attractions that are scheduled to be closed.

In order to select attractions for a party to experience that will please the party, attractions can have an assortment of acceptance factors 1030 recorded in the attraction database 1000.

Examples of attraction acceptance factors 1030 are shown in fields of attraction database 1000. The examples include "violence" (whether an attraction depicts violent behavior, such as a gunfight) in field 1031; "loud" (whether an attraction has an abundance of loud noises, like explosions) in field 1032; "get wet" (whether an attraction essentially assures that riders will be soaked, no exceptions) in field 1033; "kid entertainment" (appropriate to an attraction which is directed exclusively toward children) in field 1034; "height limited" (for attractions which have minimum height requirements for correct operation of safety equipment) in field 1035; "wheelchair transfer required" (for rides which do not accommodate wheelchairs, but can accommodate a visitor who transfers from a wheelchair) in field 1036; and "bores kids" (for exhibits which will not be enjoyed by children) in field 1037.

The choice of acceptance factors 1030 incorporated into attraction database 1000 is either pontificated by an

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informed expert (such as facility operations personnel or an attraction designer), or gathered empirically by correlating answers given by visitors in surveys which ask a variety of questions and solicit the visitors' reactions to the attractions. The empirical method usually provides results with less unintentional bias.

When acceptance factors 1030 are being selected for inclusion in attraction database 1000, the goal is to select factors which best distinguish between groups of attractions having the highest mutual orthogonality. The two acceptance factors "get wet" (described above, and shown in field 1033) and "feel cold" (whether an attraction makes you feel cold afterwards, not shown) are unlikely companions in the selection of acceptance factors, because they probably would be shared by the same subset of attractions: their mutual orthogonality is likely zero. The "bores kids" field 1037 is a reasonable selection for the exemplary attraction database 1000, as it differentiates two attractions from all others.

Offsetting the goal of high mutual orthogonality is a desire to maximize the number of attractions influenced by an acceptance factor. The "Kid entertainment" field 1034 is a more valuable acceptance factor than "bores kids" field 1037, because it influences the acceptability of five attractions, rather than only two.

In determining highest mutual orthogonality,

complementary orthogonality should also be considered. "Bores kids" field 1037 is similar, though not quite identical, to the complement of the conjunction of the "loud" and "kid entertainment" fields 1032 and 1034. Thus, "Bores kids" may be a weaker acceptance factor.

Some acceptance factors deal with matters sufficiently critical that they are included regardless of orthogonality or attraction number. For instance, "wheelchair transfer required" field 1036, though containing data for exemplary facility attractions significantly similar to those of "height limit" field 1035, makes a significant difference to itineraries generated for an affected visitor (i.e. for one who is unable to transfer from a wheelchair).

In steps 712 and 714, information about the party is gathered which has an influence on their favor of, or aversion to, attraction factors. There is also a contribution of this information to the categorization of the party's speed.

The data stored in the party profile from steps 712 & 714 are interpreted to categorize the party and determine its response to attraction acceptance factors 1030. The data gathered in steps 712 and 714 are chosen to have a strong influence on the selected acceptance factors. For instance, if the "kid entertainment" field 1034 is included as an acceptance factor, knowing whether a party contains small children is important. Conversely, whether the party

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has any blond members is not useful for inclusion in the profile, based on the exemplary acceptance factors 1030.

In FIGURE 12, profile interpretation database 1200 shows the relationship between profile data elements 1210, link attributes 1220 & 1230, and attraction acceptance factors 1240.

For clarity of explanation, profile elements 1210, link attributes 1220 & 1230, and attraction acceptance factors 1240 are presented herein as if they were binary all-or-nothing values. It is to be understood, and will be appreciated by those skilled in the art, that the principles of fuzzy logic or weighted metrics could easily be applied here to achieve more linear, scalar result.

Further, the implementation of this operation in the form of a database having records is for convenience of explanation. It is acceptable for the relationships of profile interpretation database 1200 to be implemented a hard coded decision making routine. However, the complexities of an explanation accompanying such arbitrary code make this presentation preferable. It will be appreciated by those skilled in the art, that the general form of useful relationships between profile elements 1210 and the other fields of profile interpretation database 1200 may exceed the expressive capability of this representation. Such relationships, however, are well within the reach of those skilled in the art when using

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arbitrary coding techniques.

There is a relationship between "barrier" field 1230 of profile interpretation database 1200 and "barrier" field 922 of link database 900. As noted in profile element record 1215 having field value 1230', parties having a wheelchair noted in their profile are prohibited from being routed via links having a "no wheelchair" value. Parties NOT having a wheelchair noted in their profile are prohibited from being routed via links having a "wheelchair only" value.

There is a relationship between "slow group" field 1220 of profile interpretation database 1200 and the travel time data of "fast group" field 930 and "slow group" field 932. If a party profile contains a profile element corresponding to a record in profile interpretation database 1200 which has a mark in "slow group" field 1220, then the party is categorized as a "slow group" for purposes of employing link attribute field 932 when calculating travel times along links in itinerary generation step 716. Otherwise, the party is categorized as a "fast group", and the "fast group" field 930 is employed when calculating travel times along links.

For example, in profile interpretation database 1200, the "large group" profile element record 1211 notes by the value of the "slow group" field 1220' that a party having in its profile a notation that the party size is in excess

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of five, will be categorized as a "slow group". Similarly, the "have small children" profile element record 1212 notes by the value of its small group field 1220", that a party with a notation in its profile that the party has small children will also be categorized as a "slow group", with like effect.

There is a direct relationship between acceptance factor fields 1240 of profile interpretation database 1200 and the acceptance factor fields 1030 of attraction database 1000. The correspondence is between fields 1241-1247 and 1031-1037 respectively.

For example, the "have small children" profile element record 1212 (in addition to the "slow group" categorization above), by the positive reaction mark 1244' in "kid entertainment" field 1244, indicates that such a party will have a positive response to attractions having a mark in the "kid entertainment" field 1034 in attraction database 1000. When constructing a utility function (discussed below), an positive reaction mark will cause the resulting value of the utility function to increase.

Similarly, according to record 1217 for profile element "phobia: loud", parties having an aversion to loud noises will, by virtue of the aversion mark 1242' in "loud" field 1242 will have a negative response to attractions having marks in the corresponding "loud" field 1032 of attraction database 1000. When constructing a utility

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function (discussed below), an aversion mark will cause the resulting value of the utility function to decrease.

A more complex relationship is represented by nullification mark 1245' in record 1214 which indicates that any party having an aversion to attractions having a mark in "height limit" field 1035 as indicated by data in the party's profile corresponding to a record having an aversion mark in the "height limit" field 1245, will be nullified by a party indicating that they are prepared to perform a baby swap in order to attend an attraction. Plainly, if a party would normally be adverse to experiencing an attraction because it was unsafe for their infant, but they are willing to take turns caring for the infant with the balance of the party rides, then that willingness overcomes the aversion. (Note however, that the itinerary generating step must consider that the expected queue time and duration of the attraction will be increase by the execution of the baby-swap maneuver. The specific change of times will be dependent on the operational procedures employed by the facility operator for each attraction.) When constructing a utility function (discussed below), a nullification mark will cancel the effect of any positive response or aversion marks found for the factor.

The aversion mark 1246' in record 1215 indicates an aversion exists for parties with profile element

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"wheelchair" and attractions having a "wheelchair transfer required", indicated by a mark in field 1036. The nullification mark 1246" indicates that the aversion due to a mark in field 1036 is moot if the party has recorded in its profile that a wheelchair transfer is possible.

The creation of profile interpretation database 1200 requires the application of some logic, and ultimately drives the shape of the party profile and the questions posed in information gathering steps 712 & 714. The trivial solution is to ask questions like "is your group slow moving" to determine whether a group is to be categorized as a "slow group" or a "fast group". The result would be a square database corresponding to a party profile in which each profile element record 1210 would correspond to exactly one field 1220, 1230, or 1240. However, such a set of questions may appear stilted and duplicative.

The party profile can feasibly contain any data about the party or its admission privileges, which would help to make an itinerary result in a more enjoyable visit for the party. This may include a "favorite attraction" selection, or a "would you wait in a long line for extraordinary attraction X if an express access is not available" query. The modifications to computations made in itinerary generation step 716 may require some contemplation, but should become apparent to a skilled practitioner.

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In facility where instantaneous demand for access to a particular attraction exceeds the attraction's instantaneous capacity, the queue grows. If sustained demand exceeds sustained capacity, then the queue growth continues. Eventually, the queue becomes so long as to become daunting to some visitors otherwise interested in the attraction. The increasing aversion to longer queues eventually balances the constant allure of the attraction, and queue length stops growing.

In a facility having a preferred class of visitors, the operators may allocate a fraction of an attraction's capacity to an avenue of preferred access, open only to visitors of the preferred class (as described in both Laval et al. and Mahoney et al.) The demand across all holders of preferred access rights may exceed the allocated of capacity by some factor X. In such a situation, it is desirable to moderate the demand by at least the factor 1/X, so that the allocated capacity is not exceeded. It is to be understood that the allocated capacity may be a hard limit, as in the case of an attraction whose actual physical capacity is entirely dedicated to the preferred class of visitors, or it may be a soft limit, as in the case of an attraction whose physical capacity is 10% dedicated to preferred access and the remaining 90% to regular queued access.

One way of insuring that the allocated capacity of an

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attraction is not exceeded by itineraries generated which include that attraction, is to centrally manage itinerary generation. As the attraction capacity allocated to a visitor class during an interval is approached, a synthetic aversion factor is increased which lowers the desirability of inserting an event into an itinerary having a time in that interval for that attraction. When the capacity for an attraction during a particular interval has been reached, the synthetic aversion factor is such that the attraction is utterly undesirable.

In the preferred embodiment, no central database is employed. Instead, from a list of attractions expected to have demand beyond allocated capacity, a random selection process determines which attractions will be given a synthetic aversion factor. The aversion factor will be scaled according to the degree by which excessive demand is expected. This will be most appropriate to attractions where the capacity allocation is soft, since any statistical fluctuation in demand over many generated itineraries will be absorbed by the regular queue.

In the case of a hard capacity allocation, the aversion factor will be increased adequately to limit the likelihood of a universe of itineraries in which the hard capacity allocation is overrun for an extended period. This reduces the likelihood that the hard capacity limit produces a large queue.

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In addition, the random seed can be used to influence distribution of attraction usage by influencing and homogenizing the first attraction to be visited. Unlike the traditional "self-guided tour" pamphlet that directs all visitors first to station one, and then to station two, use of the random seed can influence the initial attraction selection for the itinerary. This influence is incremental to the diffusing influence that the variations in party profiles will have. However, if there are certain modes in which party profiles seem to gather, then a randomizing diffusion is desirable.

A suitable diffusion function may be based on a random number function called rand(), which accepts a seed value S, and returns a value in a range between 0 and 1. For duplicated values of the seed S, the returned value is consistent. If no seed is passed, a pseudorandom sequence of values is returned for consecutive calls of the function. Slight changes to the seed produce unpredictable changes to the returned value, and place the random number generator at a different place in the very long sequence of pseudorandom numbers. The returned values are evenly distributed within the range. Such functions are commonly provided in computer language libraries, and are well known.

The scale of the perturbation provided by the diffusion function is controlled by a parameter F, the

fuzziness. The overall perturbation P is given by EQUATION 1. The perturbation P has a probable value which is evenly distributed in the open range of (-F, +F).

$$P = \text{rand}() * (2 * F) - F$$

EQUATION 1

FIGURE 13 shows an example use of the perturbation function. Table 1300 shows the results of a hypothetical calculation to determine the desirability of each of three attractions AA, BB, & CC, for each of two party profiles A & B. An attraction with a higher desirability value is more alluring to a party than an attraction with a lower desirability value. Therefore, the most desirable attraction for a party is the attraction with the maximum desirability value. For these tables, the fuzziness parameter 1310 is set to 1.0.

Without the diffusion provided by the perturbation function, any evaluation to determine the most desirable attractions under a specific party profile will yield the same result.

In table 1320, profile A is used to evaluate the desirability of attractions. The unperturbed column 1321 shows that in one hundred samples, all one hundred evaluations of the examinations found that attraction CC, with its desirability of 8.0 under profile A (as seen at 1301 in table 1300) is always the maximum of the three attractions' desirabilities. However, when perturbation

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function is called for each of the three attractions and added to their respective desirabilities under profile A and this process is repeated one hundred times (simulating an evaluation run for each of one hundred parties having profile A), then the evaluation of the maximum attraction desirability does not always result in selecting attraction CC. Column 1322 of table 1320 shows that in one run, for twenty-one of one hundred parties, attraction BB was selected as most desirable, and for the remaining seventy-nine attractions, attraction CC was considered most desirable.

In table 1330, profile B is used to evaluate the desirability of attractions. Column 1332 shows the results after one hundred evaluations of profile B using the perturbation function with fuzziness F of 1.0. In this particular run, twenty-four parties determined that attraction AA was the most desirable, and the remaining seventy-six determined that attraction CC was the most desirable.

In table 1340, the results of the two-hundred evaluations are combined. Before application of the perturbation function, the demand placed on the most desirable attraction was driving all two-hundred parties to attraction CC, as shown in column 1341. With the fuzziness parameter F set to 1.0, the perturbed results show that almost 1/4 of the demand on attraction CC has been

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distributed to the other attractions.

The results shown in tables 1320, 1330, and 1340 would vary somewhat in different runs of the perturbed evaluation, as the random number generator would produce different results. If more demand has been shifted than is necessary, the fuzziness F can be reduced. If it is necessary for even more of the demand on attraction CC to be distributed to other attractions, the fuzziness F can be increased. In the limit, for large F, demand will be distributed, on average, evenly across all attractions, which is generally an undesirable outcome, as the party's profile has ceased to contribute to the selection of what attractions will be included in their itinerary.

A perturbation function may be selected to only downgrade the desirability of an attraction. In such a case, shown in EQUATION 2, the result of the perturbation function will be in the open range (-F, 0). In practice, each attraction having excessive demand can have a fuzziness value which statistically degrades that attraction's desirability in evaluations under a party's profile.

$$P = \text{rand}() \ (B * F)$$

EQUATION 2

It will be recognized that other functions, perhaps driven by useage data, attraction capacity, or other accumulated information can be constructed and used to

diffuse or moderate demand.

Referring to FIGURE 14, the preferred method 1400 for generating an itinerary for a party is shown. Itinerary generating method 1400 is suitable for performing the itinerary generating step 716.

In the starting step 1401, access is provided to the party profile gathered in steps 712 & 714, node database 800, link database 900, attraction database 1000, and profile interpretation database 1200, if these are not already available.

In step 1410, a seed unique to the portable computer 100, or unique to the party in the case of another embodiment, is acquired. If portable computer 100 is present, its CPU may have an accessible serial number which may be used to derive a unique seed, otherwise a unique username may be used. If itinerary generation process 1400 is being performed on a shared or central computer, then the party profile will preferably be kept in a record having a key which can be used to derive a unique seed. Otherwise, some unique data element of the party profile (for instance, an admission purchase transaction number), may be used. Once obtained, the unique seed is used to initialize the pseudorandom number generating function rand() used in step 1450, discussed previously.

It may be noted here that any execution of the following steps, utilizing an identical party profile and

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contents of databases, will produce identical results if the seed value is the same. This property can be used to synchronize the itineraries of a group that wishes to operate as multiple parties.

An itinerary database 1500, shown in FIGURE 15, is prepared for use in step 1420. Each row in itinerary database 1500 represents an event. Initially, the itinerary contains no events, and the rows are empty. The first event 1510, is numbered 1 in event number field 1520, the previous location field 1521 is set to the exit node field 1022 for the attraction named "Entrance". If the field 1022 contents is "same", then the value is taken as the value in entry node 1021. The previous time 1522 is taken as the current time, from the executing processor's authoritative time-of-day clock. This value is also copied to temporary event 1540. However, if a known delay will occur before the itinerary is to be used, or the itinerary is to begin at a specific time, then that time will be used instead of the time-of-day clock.

Other than for first event 1510, the next empty event record is initialized in step 1430. This is achieved by incrementing the value of the previous event number 1520 and inserting into the new current event record in the same field 1520, and temporary event record 1540. The value from the exit location field 1531 of the previous record is copied into the previous location field 1521 of the new

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current event record, and temporary event record 1540. The value from the exit time field 1532 of the previous record is copied into the previous time field 1522 of the new current record and temporary event record 1540. A value of zero is entered into desirability field 1528 of the new current record.

In step 1440, the attraction database 1000 is scanned for the next attraction that does not appear in the attraction name field 1523 of any event in itinerary 1500.

In step 1450, the attraction from step 1440 is evaluated.

If this is the first time that this attraction is being evaluated for this party, the desirability perturbation is calculated and recorded, preferably using EQUATION 2 and an attraction specific fuzziness (not shown) from attraction database 1000. The attraction specific fuzziness should be empirically set to mitigate excess demand, if any, for the attraction. If there is no excess demand for an attraction, the fuzziness for that attraction may be zero. In subsequent executions of step 1450 involving this same attraction and same party, the recorded desirability perturbation is reused, not recalculated. Thus, the rand() function will be called only once per attraction per party. This gives each party, having a unique seed value, a different random perturbation for the current attraction, and the perturbation obeys the

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empirically set behaviors to mitigate excess demand.

Alternatively, the perturbation may be calculated using EQUATION 1, which will have its own empirically determined fuzziness by attraction, which will serve to break up the 'clumping' of parties with like or similar profiles generating itineraries beginning at similar times. Further, the effects of the EQUATION 1 diffusion and the EQUATION 2 demand mitigation can be mixed.

The attraction is copied into attraction name field 1523 of temporary event record 1540.

From attraction database 900, the value of the entry node field 1021 is obtained for the present attraction and entered into the location field 1524 of the temporary event 1540.

If the node field 1021 contains a reference to a multi-node list in distributed location database 1100, then each node listed for the current attraction in distributed location database 1100 is compared against the node stored in the previous location field 1521 of the temporary event 1540. The node that is found to have the shortest travel time (the nature of this calculation being described below) is recorded in the location field 1524 of the temporary event 1540. In essence, the party will be directed to the nearest location suitable for experiencing an attraction having a distributed location.

From the link database the path having the shortest

travel time from the node in the previous location field 1521 of temporary event 1540 and the node in the location field 1524 of temporary event 1540 is calculated. In calculating the path having the shortest travel time, only links in link database 900 having barrier field 922 appropriate to the party's profile are used (i.e. wheelchairs will not be considered to travel routes having stairs). Further, the travel times used to calculate the path travel time will be selected from the "fast group" field 930 or "slow group" field 932 depending on which group the party's profile (suitably interpreted as previously described with profile interpretation database 1200) indicates. Once calculated, the shortest travel time is recorded in travel time field 1525 of temporary event 1540.

If the previous time 1522 plus the travel time 1525, both of temporary event 1540, exceeds the facility operating hours, then the step 1450 is terminated immediately, because there is not adequate time to get to the current attraction before the facility closes. Alternatively, if an attraction has an opening and/or closing time (not shown) listed in attraction database 1000, this sum can be compared to see if it falls within a period where the attraction is open. If not, the step 1450 is terminated immediately because the attraction is closed at this time.

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The party profile is examined to determine the admission class of the party for the current attraction. Once determined, the admission class is recorded in the admission type field 1526 of the temporary event 1540. Admission class will generally be a constant for a particular party regardless of the attraction. However, it can differ by attraction when, for instance, a party has purchased a special upgrade admission for a particular attraction. Alternatively, it can differ when the facility operating procedures downgrade the attraction admission class after the first admission to the attraction (i.e., a party's first visit to attraction X may be accorded the premium access to the express entrance, while subsequent visits by the party to attraction X may be downgraded to regular access.)

Queue time for the current attraction is gathered from field 1026 of attraction database 1000, and placed in queue time field 1527 of the temporary event 1540. If the queue time of the attraction depends on admission class, then the correct queue time is retrieved for the admission class in field 1526 of temporary event 1540. If appropriate, start time delay field 1120 is added to this value.

The showtime for the current attraction is retrieved from showtimes field 1024 in attraction database 1000. If the retrieved value is "c", representing a continuously cycling attraction, then the value recorded in the showtime

field 1529 of temporary event 1540 is the sum of the previous time field 1522, travel time field 1525, and queue time field 1527, all of temporary event record 1540.

If the retrieved value is zero, the step 1450 is immediately terminated because this attraction is not operating today.

If the retrieved value is a numeric value other than zero, then the sum of the times is calculated as just described and the show time list (not shown) is searched for the next showtime for the current attraction that occurs after the time calculated. If no such show time is found, the step 1450 is immediately terminated because this attraction has no additional shows this day. Otherwise, the earliest showtime found is entered into the showtime field 1529 of the temporary event record 1540.

The value in the duration field 1025 for the current attraction from attraction database 1000 is copied into show duration field 1530 of temporary event record 1540.

The values of showtime field 1529 and show duration field 1530, both of temporary event record 1540 are summed and recorded in exit time field 1532 of the same record.

If the value recorded in exit time field 1532 is later than the departure time recorded in the party profile, then step 1450 is immediately terminated because the current attraction takes the itinerary past the scheduled departure time. Further, if the exit time plus a travel time

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computed for the party from the exit location 1531 of the temporary event 1540 to the entry node 1021 listed for the "Exit" record in attraction database 1000 exceeds the scheduled departure time, then too will the step 1450 immediately terminate, as the present attraction ends too late to get to the facility exit by the scheduled time.

Desirability field 1528 is computed for the temporary event 1540. The computation is a utility function which takes into account the following factors: the party profile, interpreted with the profile interpretation database 1200, and read against the current attraction's acceptance factors 1030 from attraction database 1000; the previously calculated perturbation for this party and this attraction; the difference between the showtime 1529 and the sum of the previous time field 1522, travel time field 1525, and queue time 1527 (i.e. a measure of how much earlier than necessary this event is placing a party into queue for a scheduled show); and the availability of desirable filler activities in proximity to the path (discussed below).

The utility function for computing desirability of an event is going to be empirically determined. The greater the value returned by the function, the more desirable is the event that was evaluated. The form of the function will be strongly dependent on the number and type of parameters in the party profile, the precise entries in the

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profile interpretation database 1200, the range of travel times possible within the facility, the range of queue times possible, along with a measure of judgement by the function designer who should be working in consultation, where appropriate, with the facility operators responsible for the visitor's experience.

The utility function determines the answer to questions like "Which is better: walking for ten minutes to stand in a five minute queue, or standing in a fifteen minute queue right here?" "Which is better, all other acceptance factors being equal: riding a three-year-old, $30M attraction, or seeing a one-year-old $15M stage show?"

As the utility function is designed for a facility, additional information about links and attractions may be added to their respective databases. Such additional information allows the utility function to make better, more meaningful decisions, "Which is better, walking for ten minutes along a beautiful, fragrant pathway with a scenic panorama set in the valley below to stand in a five minute queue, or standing in a fifteen minute queue right here?"

A convenient basis for constructing a utility function is the one-to-ten scale. A result of ten represents an attraction that makes the best possible (or best available) match to a party's profile, just a few steps away. A result of one represents the least alluring attraction that

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is not closed or forbidden, at the furthest node in the facility, and having to wait when you get there, and having the largest excess demand so as to have required a large negative perturbation to discourage that excess demand. If the one-to-ten scale is used, a result of zero is appropriate to attractions that are not open or are otherwise forbidden (e.g. an attraction requiring a special admission that the party does not possess.)

Once the utility function is run for temporary event 1540, the result is entered into desirability field 1528 in the temporary event.

If the desirability field 1528 of the temporary event is greater than the same field in the current event, then all the fields 1520-1532 of the temporary event 1540 are copied into the current event record.

If not previously terminated, step 1450 now concludes.

In step 1460, the next attraction not contained in the itinerary 1500 is sought. If one exists, the process loops back to step 1440. Steps 1440 and 1460 comprise the logic of a loop iteration over all the attractions in attraction database 1000.

If no further attractions remain to be examined, the processing continues at step 1470.

In step 1470, the last temporary event to have been copied into the current event is now the event that will be recorded.

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If no such event exists, which would be indicated by a zero being recorded in the desirability field 1528 of the current event, then the itinerary has come to an end and the entering the facility exit as the final event is appropriate. This may occur if no further attractions remain that have not been experienced by the party, or because there is insufficient time to experience any more attractions. The attraction name recorded in field 1532 is "Exit", the location value is taken from the entry node field 1021 from the record for the "Exit" in attraction database 1000, and the exit location field 1531 is populated analogously. A value to be placed in the travel time field 1525 is calculated as previously described. A value for the queue time field 1527 of the current record is similarly retrieved from the queue field 1026 of the "Exit" record. The value stored in the party profile for departure time is placed in the showtime field 1529 of the current record.

In step 1480, if the attraction in the current event record is "Exit", then the itinerary is complete and the process 1400 continues with step 1490. Otherwise, the process loops to initialize and determine the next event by returning to step 1430. Steps 1430 and 1480 comprise the logic of a loop that generates events until the "Exit" event has been generated.

In step 1490, the itinerary is complete and ready for

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storage. Resources required by the itinerary generation process (e.g. access to databases) can be released. After this, the process 1400 is concluded.

Process 1400 will be recognized by those skilled in the are as a width-first locally-optimized search strategy. It will be obvious to those artists that some of the operations, such as determining the path having the shortest travel time are computationally expensive tasks. Further, it will be observed that the doubly nested loop makes the process presented into an o(n^2) problem. Both of these and other inefficiencies will be considered targets for optimization. It should be noted, however, that for small or moderate sized facilities such as the exemplary facility of map 800, the combinametric issues are tractable with modern processor speeds. Some of the optimizations discussed in Libby, especially the binning techniques, will be found suitable for application to the itinerary generation process 1400.

It should be noted that the itinerary generation process proceeds monotonically forward, to create an ever longer itinerary. It may be appropriate, if processor speed is a limitation or the facility is so large as to be more complex than can be timely processed, to allow a party to proceed to their first event, even while the second or later events are being computed in the background. The capability and management of multitasking in this fashion

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are well known. Further, should a party miss an event, either because they ran late doing something else or otherwise elect to skip the current event, the portable computer 100 can set the remaining portion of the previous itinerary aside, and begin to generate a new itinerary with a different latter portion. All the events that were previously experienced would be retained, and process 1400 would be entered at step 1430, where the current event is the one that was missed or skipped. In this case, the previous time field 1522 of the current event is set to the current time-of-day and processing continues as previously described, including finding attractions already experienced by the party to be in the earlier (historical) portion of the itinerary 1500.

When in the course of presenting an itinerary having an event with a significant gap between the actual showtime in field 1529 and the sum of the previous time 1522, travel time 1525, and queue time 1527, the presentation of the itinerary can insert an unscheduled item as if it were a part of the itinerary. Such unscheduled items might include pseudo-events such as "<shopping>" or a "<photo opportunity>" or other activities which exist in proximity to the route planned from the previous event to the current event, and which are in agreement with the party profile.

Data suitable for generating such pseudo-events can be stored in a database very much like that of attraction

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database 1000. Selecting and evaluating desirable items from this database would be done in much the same manner as selecting attractions, and can use a database analogous to profile interpretation database 1200.

In association with pseudo-events such as "<shopping>", the facility operator may include marketing messages or special offers to be presented at an appropriate time, and under appropriate conditions. For instance, a buy-four-get-one-free offer for ice cream cones might be extended to a party having a size of five or more, that includes small children, and is passing near an ice cream vendor while not being in a rush to make it to the next event. Similarly, at a time appropriate to a "<lunch>" activity (n.b. preferred lunching time and duration is a suitable question whose answer may be incorporated into the party profile), a discount offer, or merely a restaurant recommendation, may appear that is for a restaurant which targets as its customers the demographic of the party.

In an embodiment where itinerary 1500 is generated by a computer having communication access to a reservation computer (for example, if the portable computer 100 has a wireless network capability), and the reservation computer is operated by or for a dining establishment, then an additional capability is created. The itinerary generating computer can request a reservation at the restaurant for

the time of an event being considered in the itinerary. Prior to requesting the reservation, the attraction evaluation loop of steps 1440, 1450, and 1460 will have determined that if a reservation were to be available from this restaurant at (or near) this time, then dining at this restaurant would be the most desirable event available. If the reservation is available, then the event is entered into the itinerary and the reservation is kept. If the reservation is not available, then an attempt may be made to obtain a reservation at a different restaurant that would result in the next most desirable event. By ordering the requests for reservations from most desirable to least, the first reservation that is available is automatically the most desirable event possible.

In the case that dining establishments are treated as attractions, the utility function of step 1450 may be extended to include aggregated hunger (when did the party last eat?) and cuisine preferences into its metric.

Often, a group visiting a facility may wish to experience attractions separately, but later regroup for a meal. Subsequently, the group may break up again and continue to experience attractions and regroup again only at their departure time. Such an desire can be accommodated by generating for each party the group breaks into, a first itinerary to which terminates at the common meal event (e.g. "<lunch>", as if it were the "Exit" event

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previously discussed. Thus all first itineraries converge at the same meal event. A second itinerary is also generated for each party. The second itinerary picks up after the common meal event, but the generation of subsequent events retains the history of the events of the first itinerary, so that attractions are not duplicated. The second itineraries converge a the common departure time.

While the preferred embodiment is discussed in the context of present day displays and touchscreens, it is contemplated that other modes of output and input will be suitable as they are made available. For instance, a portable computer 100 might make use of spoken questions and speech recognition input to gather the information of steps 712 & 714. The next event indicated on an itinerary form 400 by next event banner 420, might instead be announced audibly in the language of the party's preference.

The particular implementations described, and the discussions regarding details, and the specifics of the figures included herein, are purely exemplary; these steps and the examples of them, may be modified, rearranged and/or enhanced without departing from the principles of the present invention.

The performance of the present invention will vary

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from facility to facility. However, the principles of the present invention can be used on any commercially available computer with sufficient power.

The particular features of the user interface and the performance of the application, will depend on the architecture used to implement a system of the present invention, the operating system of the computers selected, and the software code written. It is not necessary to describe the details of such programming to permit a person of ordinary skill in the art to implement an application and user interface suitable for incorporation in a computer system within the scope of the present invention. The details of the software design and programming necessary to implement the principles of the present invention are readily understood from the description herein.

The preferred embodiments of the present invention incorporate a variety of different data structures and procedures. It is understood that flexibility in performing user-guided tasks involving these various data structures and procedures is incorporated as a part of the present invention.

Although the structure and operation of the present invention has been described in connection with facilities of a scale such as those listed, it is not intended that the invention be so limited. By employing the optimized algorithms known in the art (e.g. Libby) or applying

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sufficiently powerful computers to the task, the present invention can be scaled to handle itineraries that cover attractions spread over a whole city (e.g. downtown San Francisco, or Los Angeles, downtown near the Convention Center), a region (e.g. California's Napa and Sonoma wine country), state (e.g. all of California), or a country (e.g. Italy) can be generated.

Various additional modifications of the described embodiments of the invention specifically illustrated and described herein will be apparent to those skilled in the art, particularly in light of the teachings of this invention. It is intended that the invention cover all modifications and embodiments which fall within the spirit and scope of the invention. Thus, while preferred embodiments of the present invention have been disclosed, it will be appreciated that it is not limited thereto but may be otherwise embodied within the scope of the following claims.

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We claim as our invention:

1. A method for generating an itinerary for a party visiting a facility having attractions comprising the steps of

loading a set of data representing the facility and the attractions;

collecting information about the party;

generating an itinerary using the information about the party and the set of data representing the facility and the attractions; and,

providing the itinerary to the party.

2. A method for generating an itinerary for a party visiting a facility having attractions comprising the steps of

loading a set of data representing the facility and the attractions;

collecting information about the party;

generating an itinerary using the information about the party and the set of data representing the facility and the attractions, said itinerary specifying at least one attraction being experienced at a scheduled time; and,

providing the itinerary to the party.

3. The method of claim 2 wherein at least one

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attraction specified by the itinerary requires admission media; and, further comprising the step of providing admission media for the at least one attraction in the itinerary to the party.

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ABSTRACT OF THE DISCLOSURE

A method is disclosed for creating itineraries for a party of visitors to a facility, the facility having multiple attractions. Visitors give answers to questions about their preferences, which is combined with authoritative information about their admission privileges, and information stored about the attractions and facility, to generate an itinerary. The method can be executed by a portable, handheld computer which asks the questions, accepts the answers, and processes them into an itinerary which is both portable and dynamic, adjusting in real time to schedule changes and unscheduled attraction closures. In an alternative embodiment, the itinerary can be generated as the result of an Internet transaction, or through an interaction with a facility employee. The itinerary may be presented to the party in printed form, such as a schedule or ticket book. If a facility has an access control system that uses a central database, the itinerary can generated as records in the database, thereby allowing parallel use of prior art access methods.

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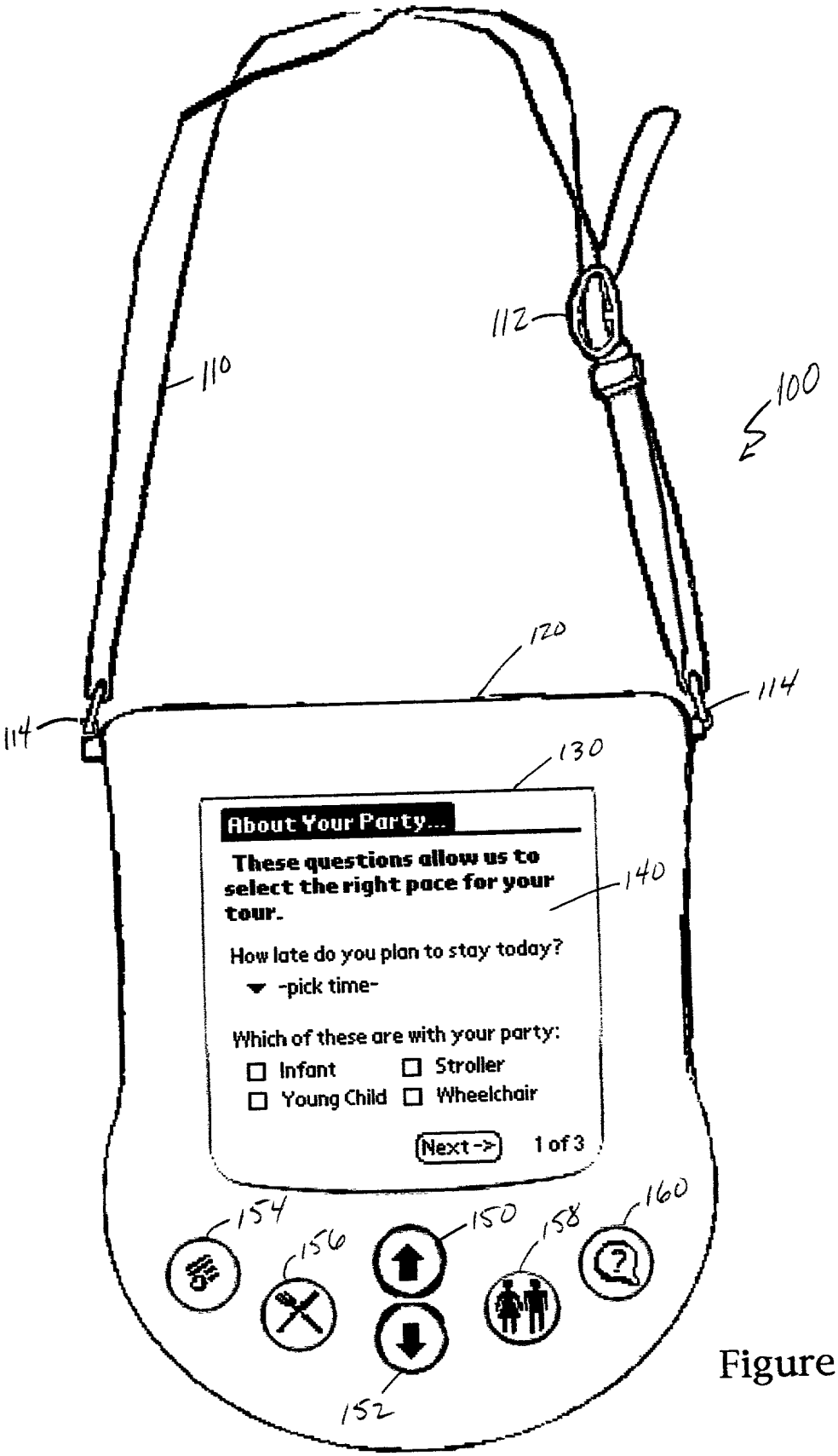


Figure 1

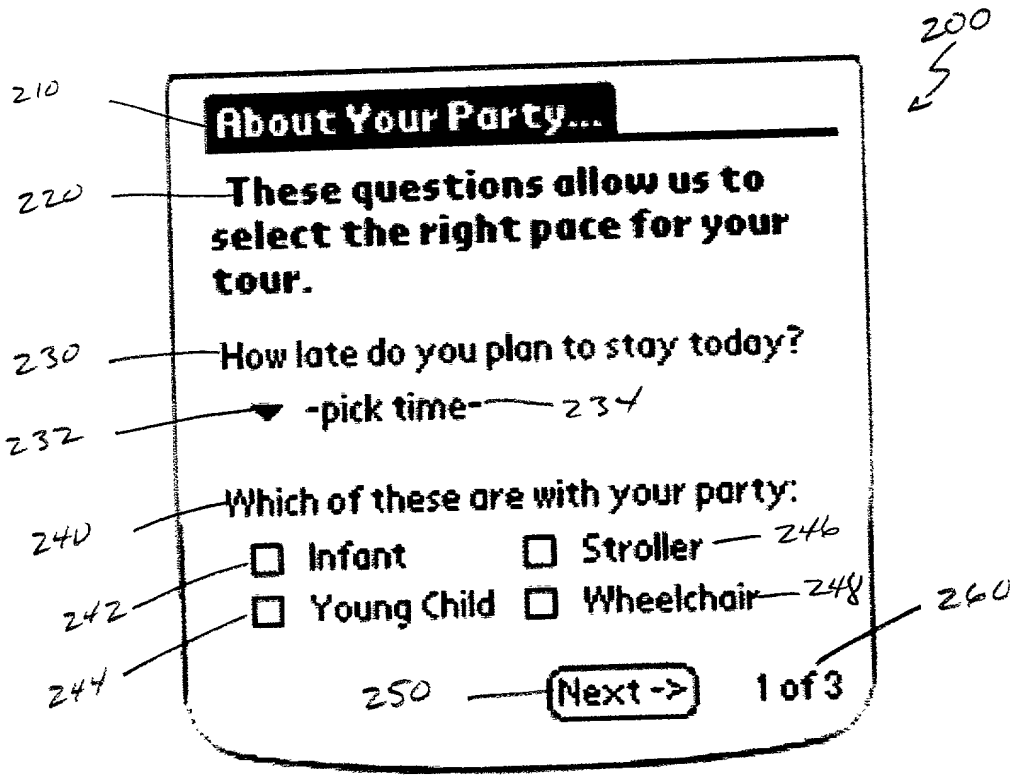


Figure 2

Postscan - 6/5/2006

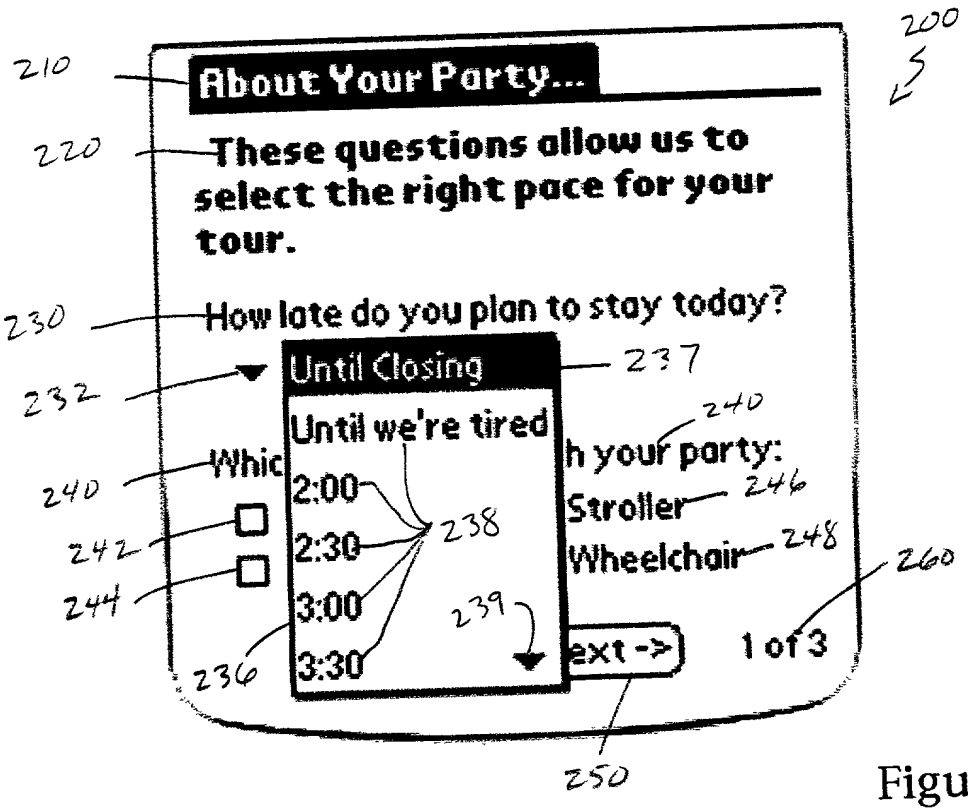


Figure 3

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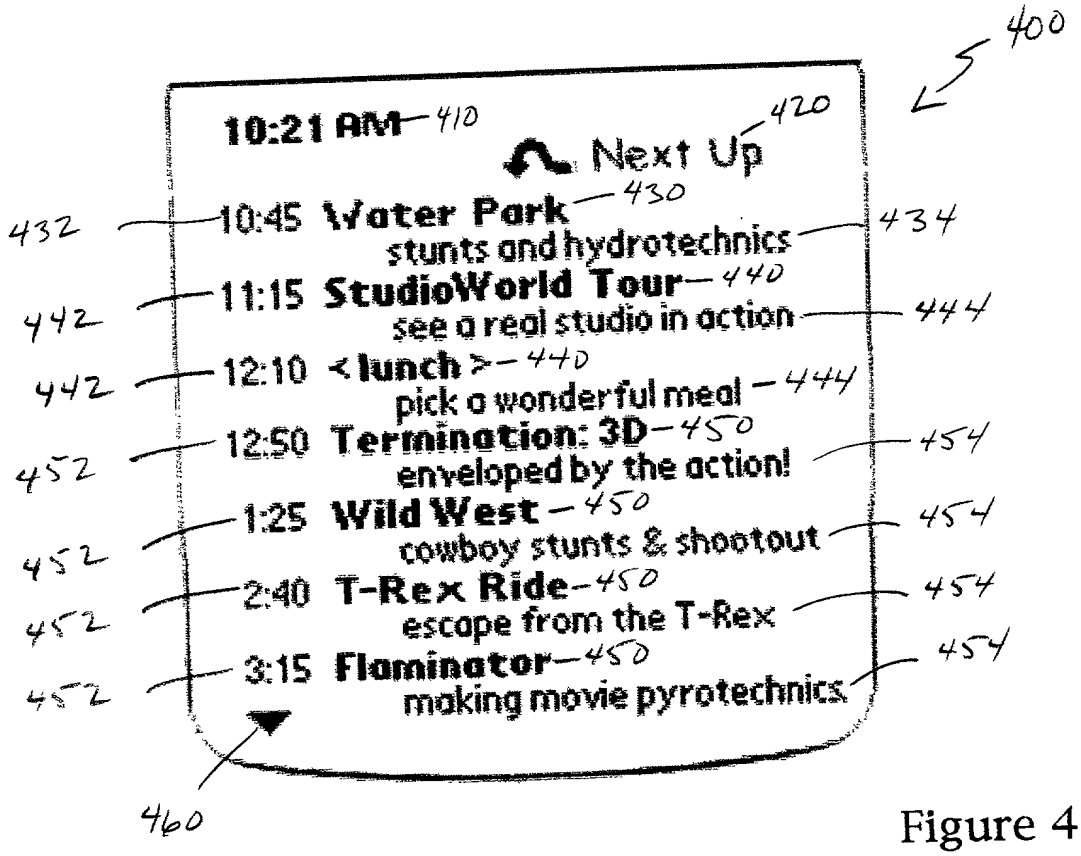


Figure 4

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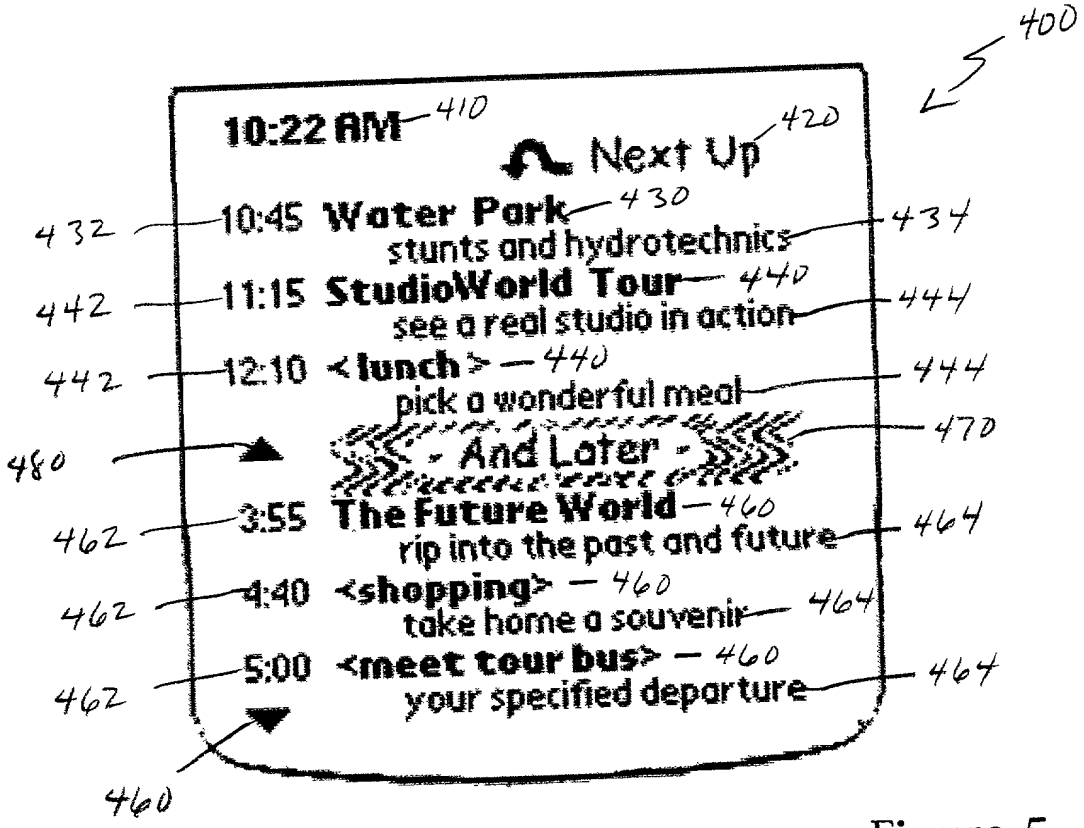


Figure 5

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Patent - 9,555,326

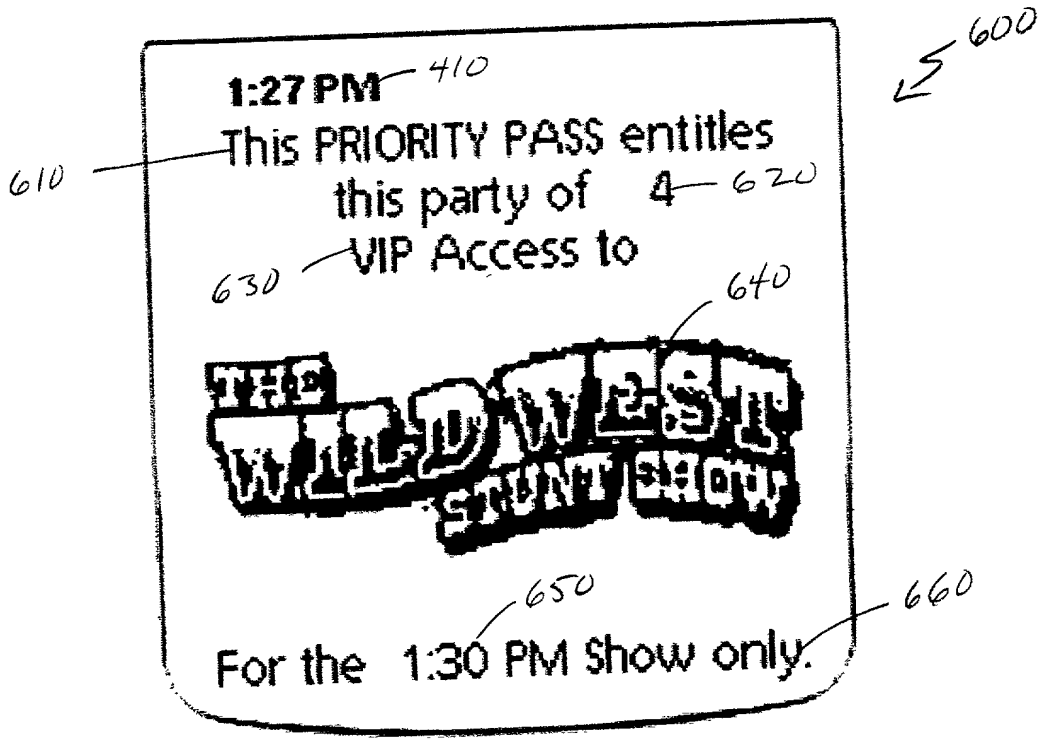


Figure 6

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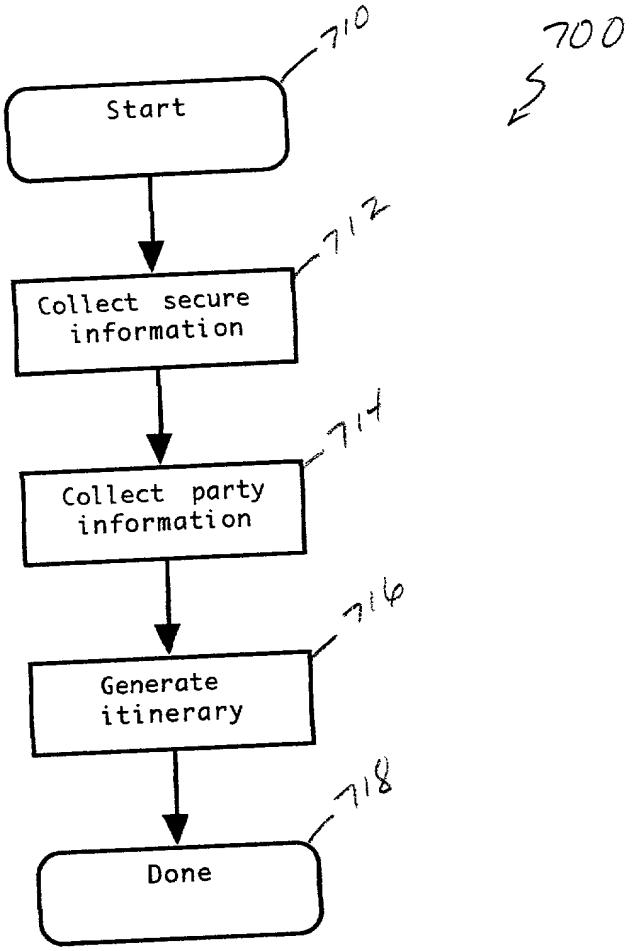


Figure 7

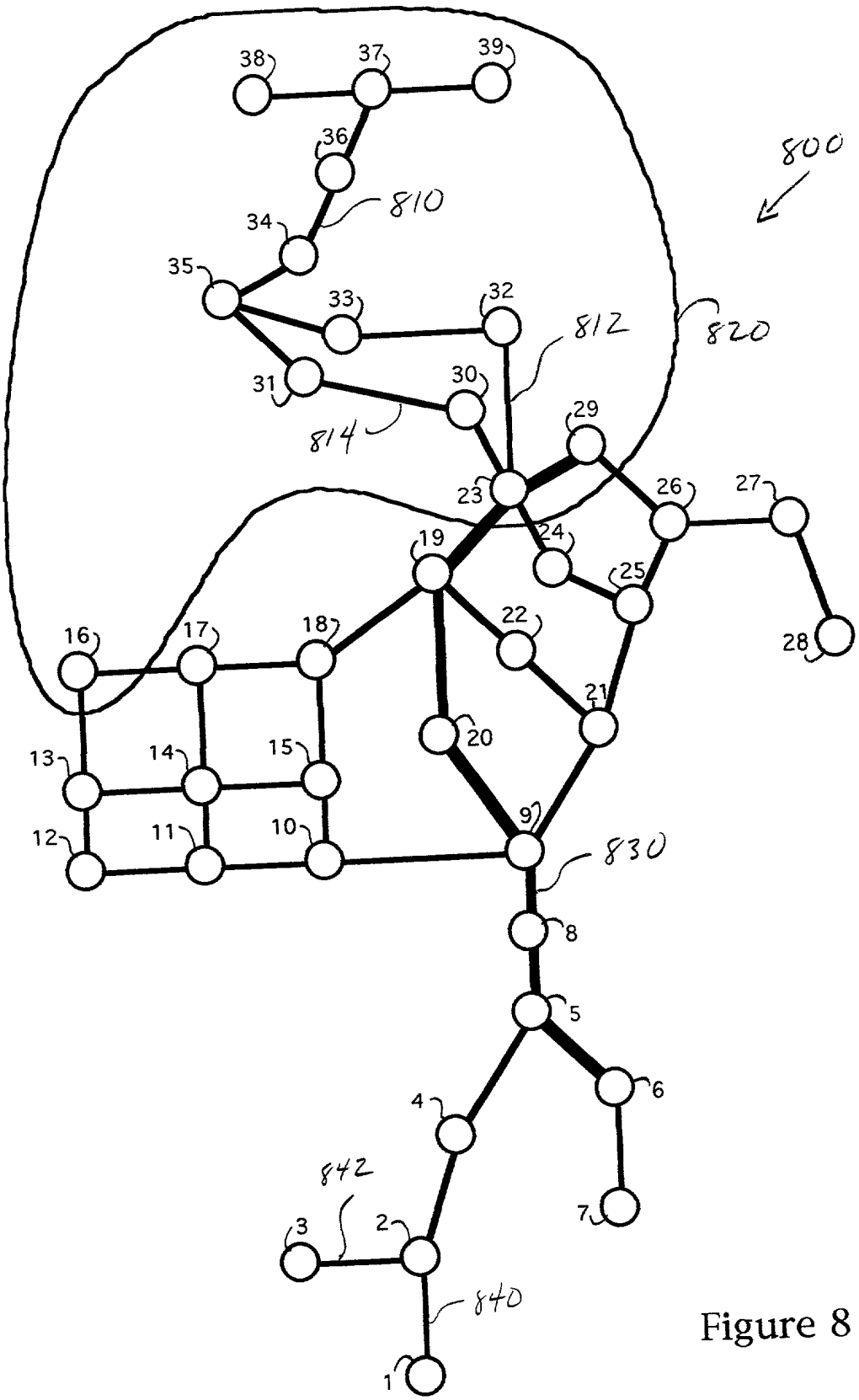
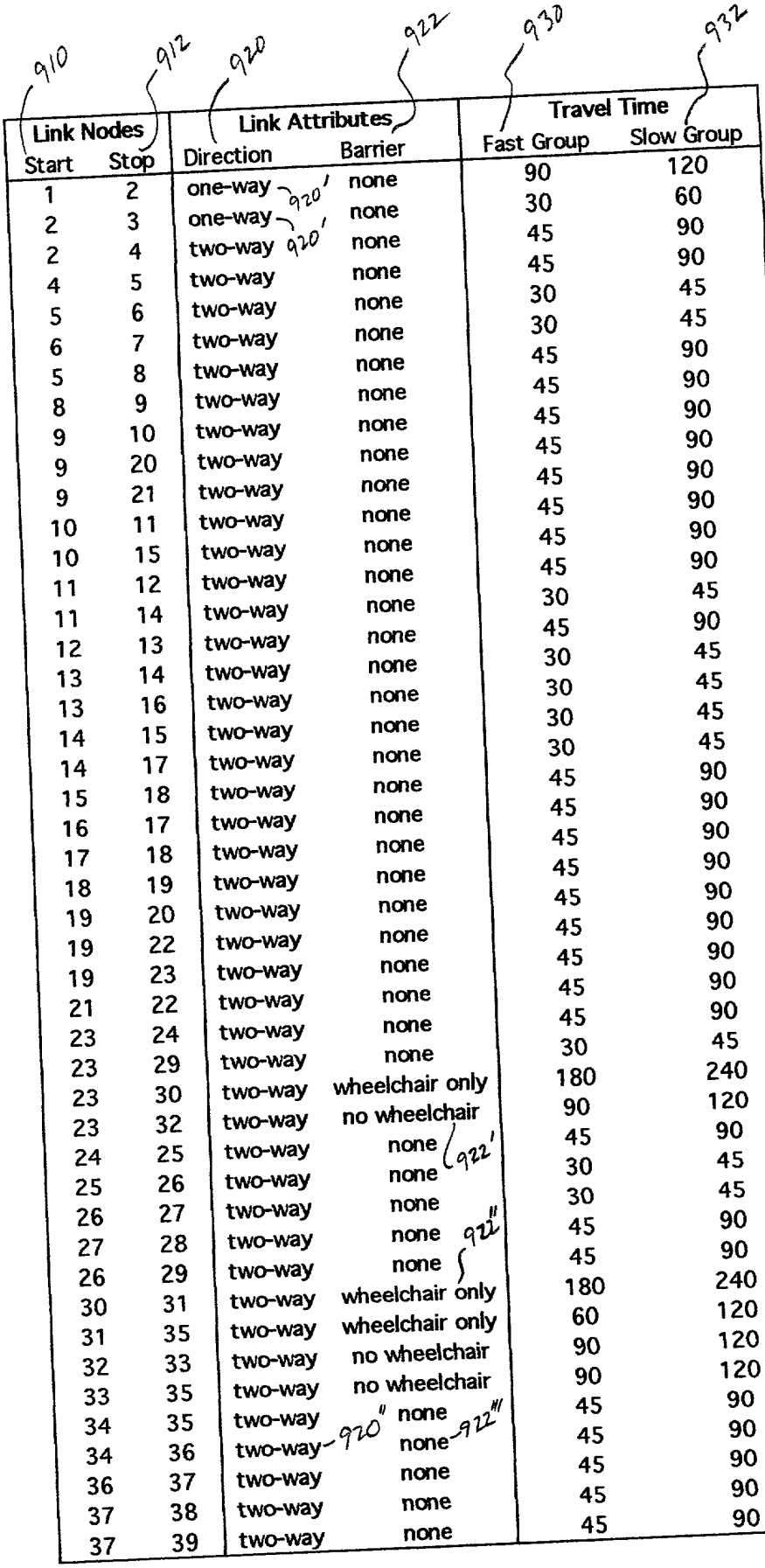


Figure 8

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Link Nodes		Link Attributes		Travel Time	
Start (910)	Stop (912)	Direction (920)	Barrier (922)	Fast Group (930)	Slow Group (932)
1	2	one-way (920')	none	90	120
2	3	one-way (920')	none	30	60
2	4	two-way	none	45	90
4	5	two-way	none	45	90
5	6	two-way	none	30	45
6	7	two-way	none	30	45
5	8	two-way	none	45	90
8	9	two-way	none	45	90
9	10	two-way	none	45	90
9	20	two-way	none	45	90
9	21	two-way	none	45	90
10	11	two-way	none	45	90
10	15	two-way	none	45	90
11	12	two-way	none	45	90
11	14	two-way	none	30	45
12	13	two-way	none	45	90
13	14	two-way	none	30	45
13	16	two-way	none	30	45
14	15	two-way	none	30	45
14	17	two-way	none	30	45
15	18	two-way	none	45	90
16	17	two-way	none	45	90
17	18	two-way	none	45	90
18	19	two-way	none	45	90
19	20	two-way	none	45	90
19	22	two-way	none	45	90
19	23	two-way	none	45	90
21	22	two-way	none	45	90
23	24	two-way	none	45	90
23	29	two-way	none	30	45
23	30	two-way	wheelchair only	180	240
23	32	two-way	no wheelchair	90	120
24	25	two-way	none (922')	45	90
25	26	two-way	none	30	45
26	27	two-way	none	30	45
27	28	two-way	none (922'')	45	90
26	29	two-way	none	45	90
30	31	two-way	wheelchair only	180	240
31	35	two-way	wheelchair only	60	120
32	33	two-way	no wheelchair	90	120
33	35	two-way	no wheelchair	90	120
34	35	two-way	none (920'')	45	90
34	36	two-way	none (922''')	45	90
36	37	two-way	none	45	90
37	38	two-way	none	45	90
37	39	two-way	none	45	90

900

Figure 9

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1000

Attraction Name (1010)	Attraction Description (1012)	Scheduling Factors (1020): Entry Node (1021)	Exit Node (1022)	THRC (1023)	Showtimes (1024)	Duration (1025)	Queue (1026)	Acceptance Factors (1030): violence (1031)	loud (1032)	get wet (1033)	Kid Entertainment (1034)	Height Limit (1035)	W/C transfer req'd (1036)	Bores Kids (1037)
Water Park	stunts and hydrotechnics	7	same	3000	4	20	20	x	x					
StudioWorld Tour	see a real studio in action	28	same	1600	c	90	30							
Termination	enveloped by the action!	12	16	2000	c	25	60	x	x					
Wild West Stunt Show	cowboy stunts & shootout	15	20	2000	4	20	15	x	x					
T-Rex Ride	escape from the T-Rex	35	same	2000	c	15	45			x		x	x	
Flamination	making movie pyrotechnics	38	same	1200	c	15	20		x					
The Future World	rip into the past and future	29	same	2000	c	15	60		x			x	x	
Academy Winners	gowns of the greats!	36	same	200	c	15	0							x
Filmmaking 101	audience participation show	39	same	900	c	30	15							
Fly to the Moon	flying carpet to Luna	34	same	1500	c	10	90				x	x		
Tomb of Doom	scary maze of terror	5	10	500	c	10	20	x	x					
Animals on Stage	performing animals show	19	same	2000	3	30	15				x			
Splashdown!	wet fun park	25	same	2000	c	30	0			x	x			
Ralph & Bob	cartoons on stage (1021')	21	9	1000	4	20	20				x			
Everybody March	parade of show tunes	list A	same	10000	2	30	30							
KABOOM!	fireworks spectacular	list B	same	20000	1	15	15		x					
Jazz on Parade	singin' & dancin' (1021")	8	same	500	6	15	0							x
Cartoon-o-rama	cartoon antics live	36	same	500	4	15	0				x			
Entrance	your day begins here	1	same	7500	c	0	0							
Exit	can't wait to see you again!	3	same	10000	c	0	0							

Figure 10

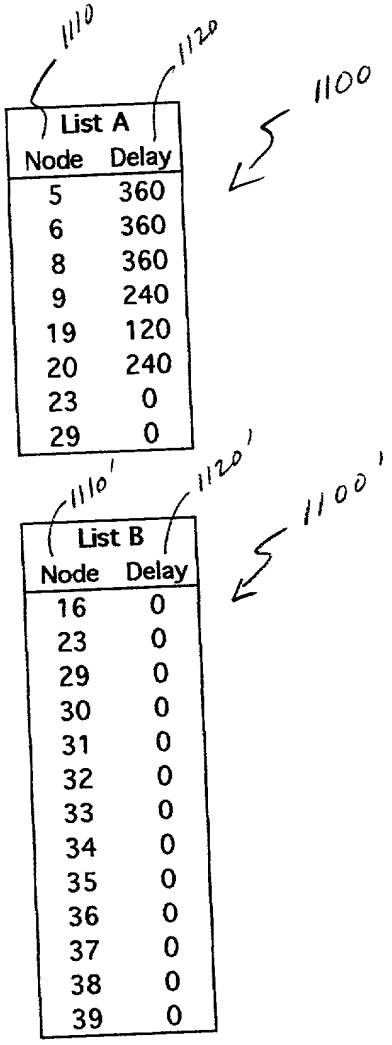


Figure 11

Docket No. 0054-0003

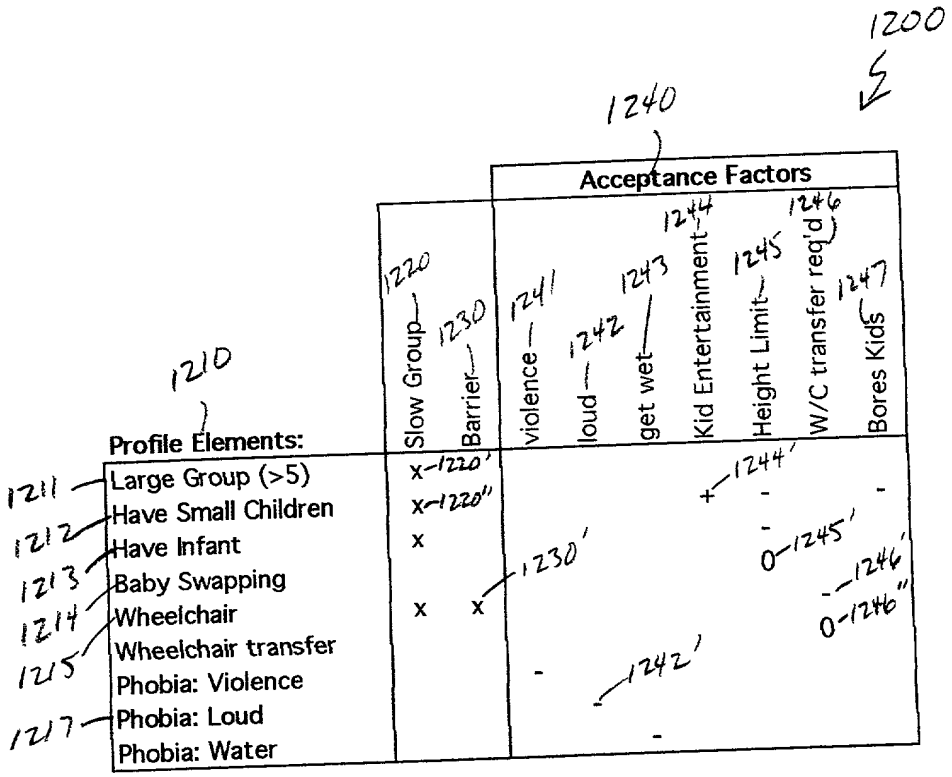

1200
1240
Acceptance Factors
1220
1230
1241
1242
1243
1244
1245
1246
1247
Slow Group
Barrier
violence
loud
get wet
Kid Entertainment
Height Limit
W/C transfer req'd
Bores Kids
1210
Profile Elements:
1211 Large Group (>5)
1212 Have Small Children
1213 Have Infant
1214 Baby Swapping
1215 Wheelchair
Wheelchair transfer
Phobia: Violence
1217 Phobia: Loud
Phobia: Water
x-1220'
x-1220"
x
x
x
1230'
+
1244'
-
-
-
0-1245'
-
1246'
0-1246"
-
1242'
-

Figure 12

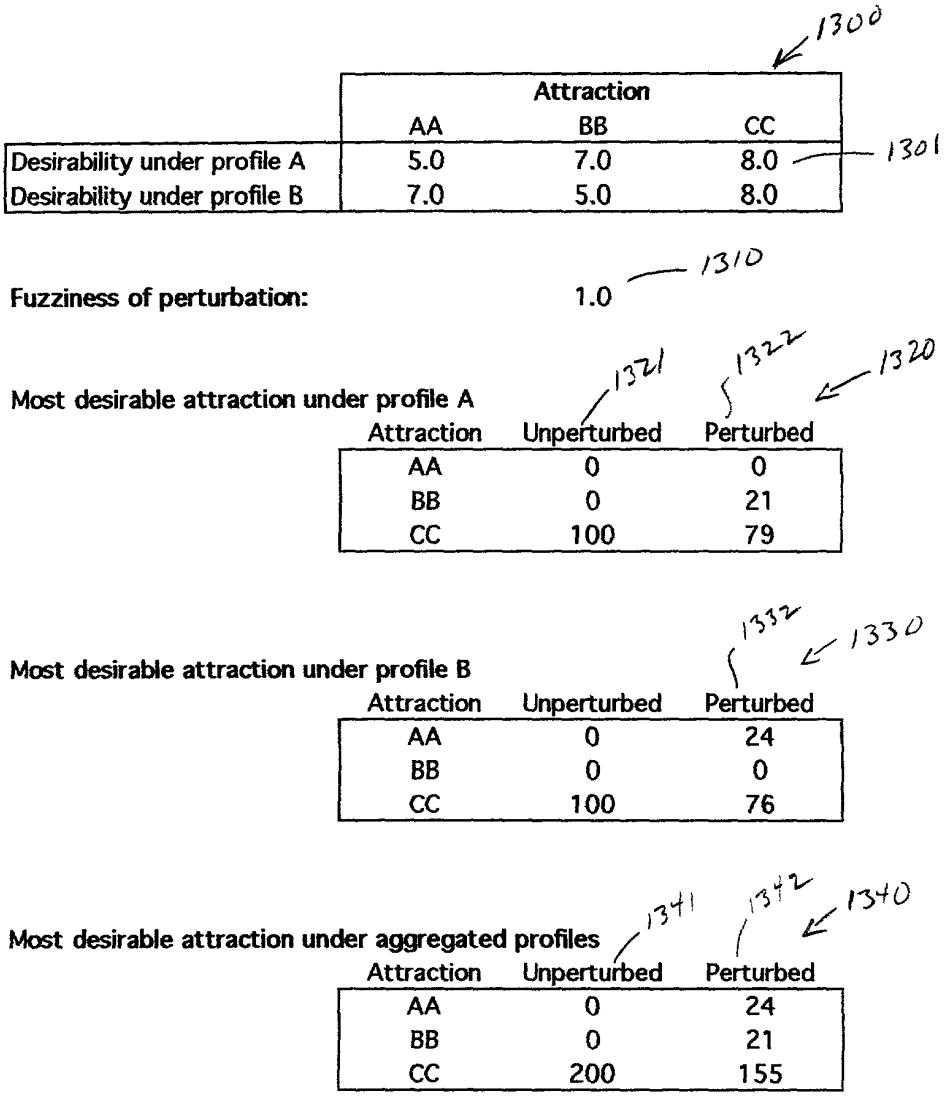


Figure 13

Docket No. 0150.0005

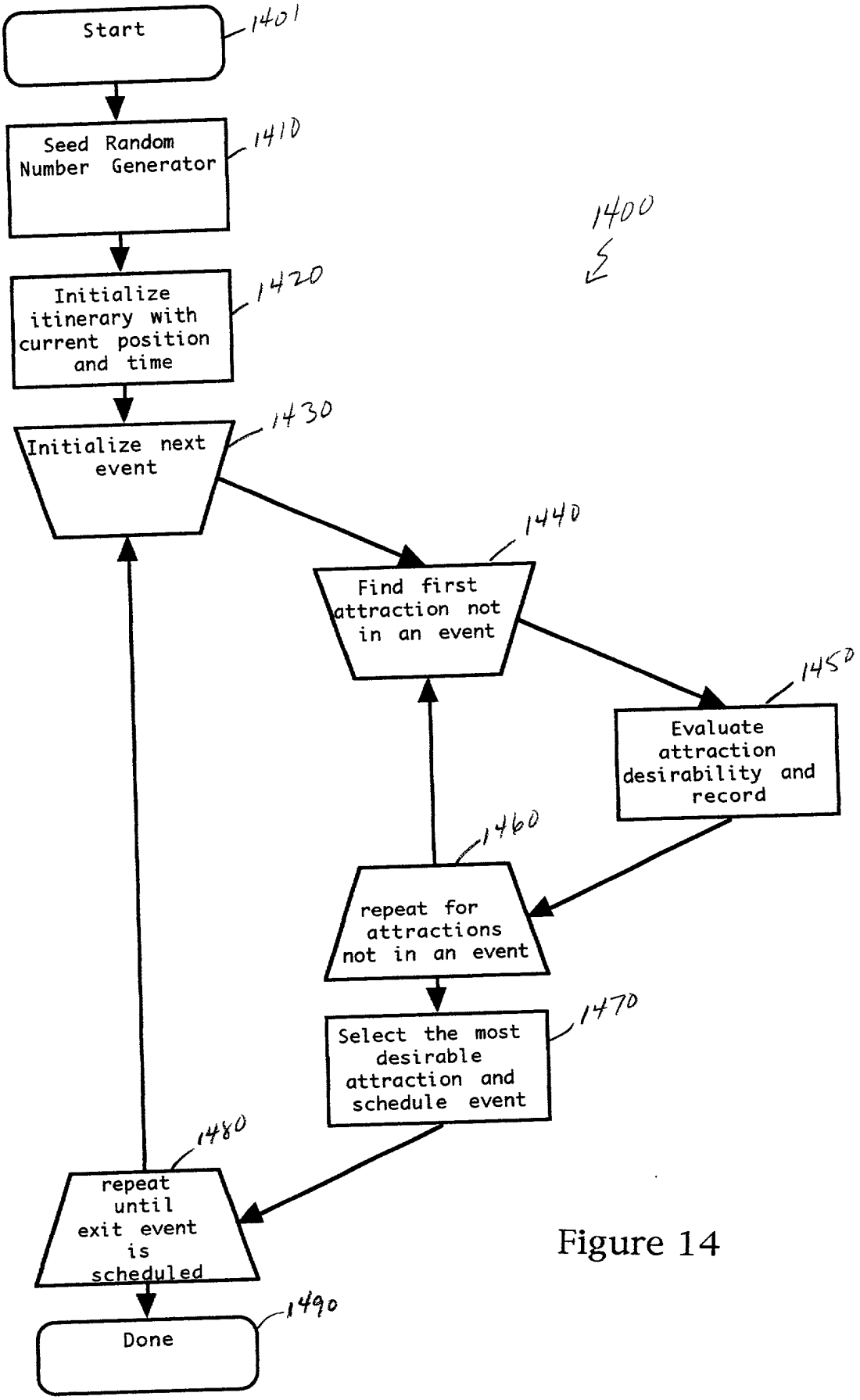


Figure 14

Disney Exhibit 1002 - Page 452 of 461

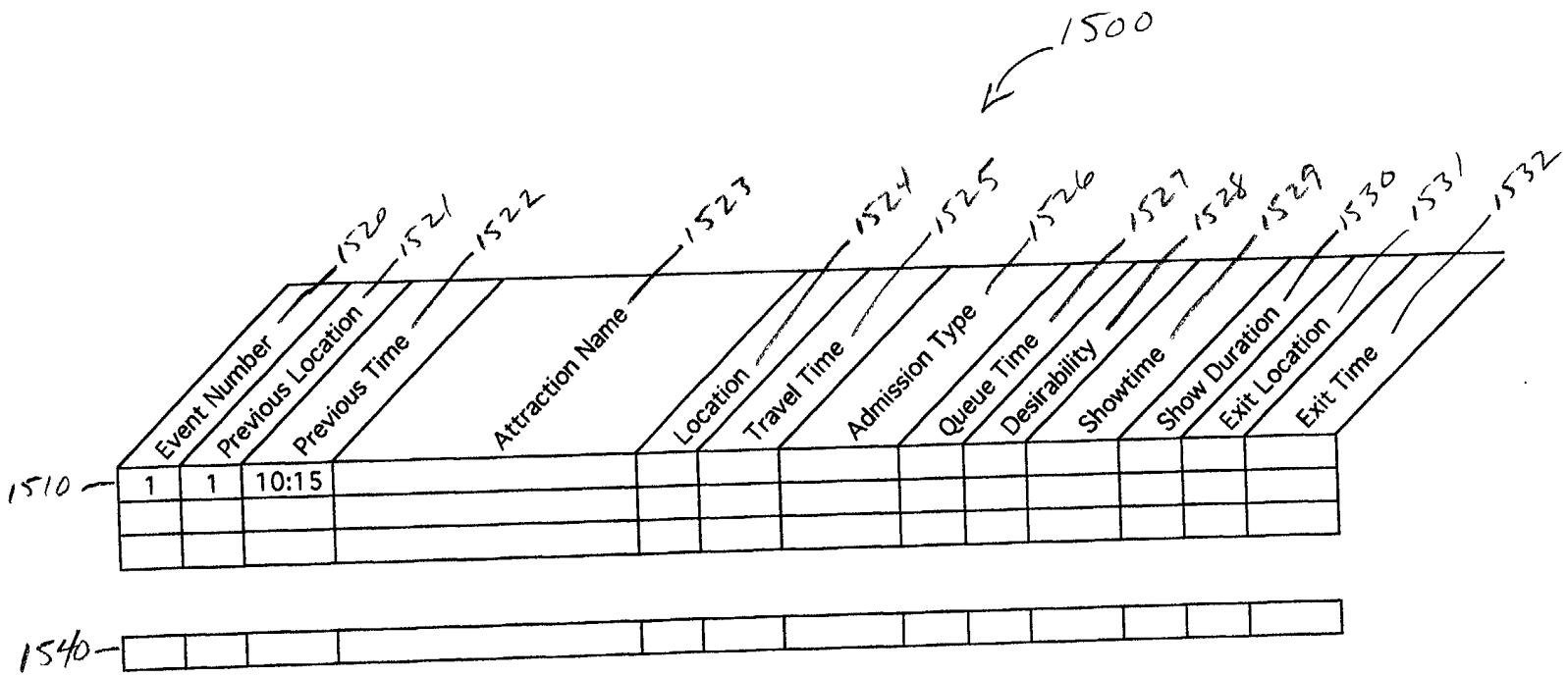

1500
1520
1521
1522
1523
1524
1525
1526
1527
1528
1529
1530
1531
1532
Event Number
Previous Location
Previous Time
Attraction Name
Location
Travel Time
Admission Type
Queue Time
Desirability
Showtime
Show Duration
Exit Location
Exit Time
1510
1
1
10:15
1540

Figure 15

PTO/SB/01 (03-01)
Approved for use through 10/31/2002 OMB 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

DECLARATION FOR UTILITY OR DESIGN PATENT APPLICATION (37 CFR 1.63)

[X] Declaration Submitted with Initial Filing OR [ ] Declaration Submitted after Initial Filing (surcharge (37 CFR 1.16 (e)) required)

Attorney Docket Number	
First Named Inventor	REDMANN, WILLIAM
COMPLETE IF KNOWN	
Application Number	/
Filing Date	5/15/2001
Group Art Unit	
Examiner Name	

As a below named inventor, I hereby declare that:

My residence, mailing address, and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

(Title of the Invention)

the specification of which

[X] is attached hereto

OR

[ ] was filed on (MM/DD/YYYY) [ ] as United States Application Number or PCT International Application Number [ ] and was amended on (MM/DD/YYYY) [ ] (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for *patent, inventor's or plant breeder's rights certificate(s)*, or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached? YES	NO
			[ ]	[ ]	[ ]
			[ ]	[ ]	[ ]
			[ ]	[ ]	[ ]
			[ ]	[ ]	[ ]

[ ] Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto:

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DECLARATION — Utility or Design Patent Application

Direct all correspondence to: ☐ Customer Number or Bar Code Label [ ] OR [X] Correspondence address below

Name William G. Redmann

Address 1202 Princeton Dr.

City	State	ZIP
Glendale	CA	91205

Country	Telephone	Fax
USA	818 415 2316	707 248-0863

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

NAME OF SOLE OR FIRST INVENTOR: ☐ A petition has been filed for this unsigned inventor

Given Name (first and middle [if any])	Family Name or Surname
WILLIAM GIBBENS	REDMANN

Inventor's Signature [signature] **Date** 5/15/2001

Residence: City	State	Country	Citizenship
GLENDALE	CA	USA	USA

Mailing Address 1202 Princeton Dr.

City	State	ZIP	Country
Glendale	CA	91205	USA

NAME OF SECOND INVENTOR: ☐ A petition has been filed for this unsigned inventor

Given Name (first and middle [if any])	Family Name or Surname
Michael Anthony	Eaton

Inventor's Signature [signature] **Date** 5/15/2001

Residence: City	State	Country	Citizenship
GARDEN GROVE	CA	USA	USA

Mailing Address 5991 Killarney Ave.

City	State	ZIP	Country
Garden Grove	CA	92845	USA

☐ Additional inventors are being named on the ___supplemental Additional Inventor(s) sheet(s) PTO/SB/02A attached hereto.

D5553.0054

05-17-01

A

jc839 U.S. PTO 05/15/01

PTO/SB/05 (03-01)
Approved for use through 10/31/2002. OMB 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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09/858376 U.S. PTO 05/15/01

UTILITY PATENT APPLICATION TRANSMITTAL

(Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No.	
First Inventor	Redmann, William G.
Title	METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS
Express Mail Label No.	ET528443254US

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

1. [✓] Fee Transmittal Form (e.g., PTO/SB/17) *(Submit an original and a duplicate for fee processing)*
2. [✓] Applicant claims small entity status. See 37 CFR 1.27.
3. [✓] Specification [*Total Pages* 86]
   (preferred arrangement set forth below)
   - Descriptive title of the invention
   - Cross Reference to Related Applications
   - Statement Regarding Fed sponsored R & D
   - Reference to sequence listing, a table, or a computer program listing appendix
   - Background of the Invention
   - Brief Summary of the Invention
   - Brief Description of the Drawings *(if filed)*
   - Detailed Description
   - Claim(s)
   - Abstract of the Disclosure
4. [✓] Drawing(s) *(35 U.S.C. 113)* [*Total Sheets* 15]
5. Oath or Declaration [*Total Pages* 2]
   a. [✓] Newly executed (original or copy)
   b. [ ] Copy from a prior application (37 CFR 1.63 (d)) *(for continuation/divisional with Box 18 completed)*
      i. [ ] DELETION OF INVENTOR(S)
      Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).
6. [ ] Application Data Sheet. See 37 CFR 1.76
7. [ ] CD-ROM or CD-R in duplicate, large table or Computer Program *(Appendix)*
8. Nucleotide and/or Amino Acid Sequence Submission *(if applicable, all necessary)*
   a. [ ] Computer Readable Form (CRF)
   b. Specification Sequence Listing on:
      i. [ ] CD-ROM or CD-R (2 copies); or
      ii. [ ] paper
   c. [ ] Statements verifying identity of above copies

ADDRESS TO:

Assistant Commissioner for Patents
Box Patent Application
Washington, DC 20231

ACCOMPANYING APPLICATION PARTS

9. [ ] Assignment Papers (cover sheet & document(s))
10. [ ] 37 CFR 3.73(b) Statement *(when there is an assignee)* [ ] Power of Attorney
11. [ ] English Translation Document *(if applicable)*
12. [ ] Information Disclosure Statement (IDS)/PTO-1449 [ ] Copies of IDS Citations
13. [ ] Preliminary Amendment
14. [✓] Return Receipt Postcard (MPEP 503) *(Should be specifically itemized)*
15. [ ] Certified Copy of Priority Document(s) *(if foreign priority is claimed)*
16. [ ] Nonpublication Request under 35 U.S.C. 122 (b)(2)(B)(i). Applicant must attach form PTO/SB/35 or its equivalent.
17. [✓] Other: CERT. OF MAILING 37CFR1.8 PTO-2038 (CREDIT CARD)

18. If a CONTINUING APPLICATION, *check appropriate box, and supply the requisite information below and in a preliminary amendment, or in an Application Data Sheet under 37 CFR 1.76:*

[ ] Continuation [ ] Divisional [ ] Continuation-in-part (CIP) of prior application No.: _____/_____

Prior application information: Examiner _____ Group Art Unit: _____

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

19. CORRESPONDENCE ADDRESS

[ ] *Customer Number or Bar Code Label* *(Insert Customer No. or Attach bar code label here)* or [X] *Correspondence address below*

Name	William G. Redmann				
Address	1202 Princeton Dr.				
City	Glendale,	State	CA	Zip Code	91205
Country	USA	Telephone	818 4152316	Fax	707 2480863

Name (Print/Type)	William G. Redmann	Registration No. (Attorney/Agent)	
Signature		Date	5/15/2001

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PTO/SB/17 (11-00)
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FEE TRANSMITTAL for FY 2001

Patent fees are subject to annual revision

TOTAL AMOUNT OF PAYMENT ($) 355.00

Complete if Known	
Application Number	
Filing Date	5/15/2001
First Named Inventor	Redmann, William G
Examiner Name	
Group Art Unit	
Attorney Docket No.	

METHOD OF PAYMENT

1. ☐ The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:
   Deposit Account Number:
   Deposit Account Name:
   ☐ Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17
   ☒ Applicant claims small entity status. See 37 CFR 1.27

2. ☒ **Payment Enclosed:** ☐ Check ☒ Credit card ☐ Money Order ☐ Other

FEE CALCULATION

1. BASIC FILING FEE

Large Entity Fee Code	Large Entity Fee ($)	Small Entity Fee Code	Small Entity Fee ($)	Fee Description	Fee Paid
101	710	201	355	Utility filing fee	355
106	320	206	160	Design filing fee	
107	490	207	245	Plant filing fee	
108	710	208	355	Reissue filing fee	
114	150	214	75	Provisional filing fee	

SUBTOTAL (1) ($) 355

2. EXTRA CLAIM FEES

		Extra Claims	Fee from below	Fee Paid
Total Claims		-20** =	X	=
Independent Claims		- 3** =	X	=
Multiple Dependent				=

Large Entity Fee Code	Large Entity Fee ($)	Small Entity Fee Code	Small Entity Fee ($)	Fee Description
103	18	203	9	Claims in excess of 20
102	80	202	40	Independent claims in excess of 3
104	270	204	135	Multiple dependent claim, if not paid
109	80	209	40	** Reissue independent claims over original patent
110	18	210	9	** Reissue claims in excess of 20 and over original patent

SUBTOTAL (2) ($)

**or number previously paid, if greater; For Reissues, see above

FEE CALCULATION (continued)

3. ADDITIONAL FEES

Large Entity Fee Code	Large Entity Fee ($)	Small Entity Fee Code	Small Entity Fee ($)	Fee Description	Fee Paid
105	130	205	65	Surcharge - late filing fee or oath	
127	50	227	25	Surcharge - late provisional filing fee or cover sheet	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For filing a request for *ex parte* reexamination	
112	920*	112	920*	Requesting publication of SIR prior to Examiner action	
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	
115	110	215	55	Extension for reply within first month	
116	390	216	195	Extension for reply within second month	
117	890	217	445	Extension for reply within third month	
118	1,390	218	695	Extension for reply within fourth month	
128	1,890	228	945	Extension for reply within fifth month	
119	310	219	155	Notice of Appeal	
120	310	220	155	Filing a brief in support of an appeal	
121	270	221	135	Request for oral hearing	
138	1,510	138	1,510	Petition to institute a public use proceeding	
140	110	240	55	Petition to revive - unavoidable	
141	1,240	241	620	Petition to revive - unintentional	
142	1,240	242	620	Utility issue fee (or reissue)	
143	440	243	220	Design issue fee	
144	600	244	300	Plant issue fee	
122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Processing fee under 37 CFR 1.17(q)	
126	180	126	180	Submission of Information Disclosure Stmt	
581	40	581	40	Recording each patent assignment per property (times number of properties)	
146	710	246	355	Filing a submission after final rejection (37 CFR § 1.129(a))	
149	710	249	355	For each additional invention to be examined (37 CFR § 1.129(b))	
179	710	279	355	Request for Continued Examination (RCE)	
169	900	169	900	Request for expedited examination of a design application	

Other fee (specify) _____

*Reduced by Basic Filing Fee Paid **SUBTOTAL (3)** ($)

SUBMITTED BY				Complete (if applicable)	
Name (Print/Type)	William G Redmann	Registration No (Attorney/Agent)		Telephone	818 415 2316
Signature				Date	5/15/2001

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

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Document 1 of 1

PTO/SB92 (08-00)
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Certificate of Mailing under 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to:

Assistant Commissioner for Patents
Washington, D.C. 20231

on May 15, 2001.
Date


Signature

William G. Redmann
Typed or printed name of person of signing Certificate

Note: Each paper must have its own certificate of mailing, or this certificate must identify each submitted paper.

Patent Application entitled:

ME

METHOD AND APPARATUS FOR PROVIDING VISITORS WITH A PERSONALIZED ITINERARY AND MANAGED ACCESS TO ATTRACTIONS

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PATENT APPLICATION SERIAL NO. _____

U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICE
FEE RECORD SHEET

05/21/2001 SMIHASS1 00000002 09858376
01 FC:201 355.00 OP

PTO-1556
(5/87)

*U.S. GPO: 2000-468-987/39595

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PATENT APPLICATION FEE DETERMINATION RECORD

Effective October 1, 2000

Application or Docket Number: 09/[illegible]96

CLAIMS AS FILED - PART I

	(Column 1)	(Column 2)
TOTAL CLAIMS	3	
FOR	NUMBER FILED	NUMBER EXTRA
TOTAL CHARGEABLE CLAIMS	3 minus 20=	* 0
INDEPENDENT CLAIMS	1 minus 3 =	* 0
MULTIPLE DEPENDENT CLAIM PRESENT		☐

* If the difference in column 1 is less than zero, enter "0" in column 2

SMALL ENTITY TYPE ☐		OR	OTHER THAN SMALL ENTITY	
RATE	FEE		RATE	FEE
BASIC FEE	355.00	OR	BASIC FEE	710.00
X$ 9=		OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL	355	OR	TOTAL	

CLAIMS AS AMENDED - PART II

AMENDMENT A

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	*	Minus	**	=
Independent	*	Minus	***	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

SMALL ENTITY		OR	OTHER THAN SMALL ENTITY	
RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=		OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

AMENDMENT B

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	*	Minus	**	=
Independent	*	Minus	***	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=		OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

AMENDMENT C

	(Column 1) CLAIMS REMAINING AFTER AMENDMENT		(Column 2) HIGHEST NUMBER PREVIOUSLY PAID FOR	(Column 3) PRESENT EXTRA
Total	*	Minus	**	=
Independent	*	Minus	***	=
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM				☐

RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
X$ 9=	–	OR	X$18=	
X40=		OR	X80=	
+135=		OR	+270=	
TOTAL ADDIT. FEE		OR	TOTAL ADDIT. FEE	

* If the entry in column 1 is less than the entry in column 2, write "0" in column 3.
** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20."
***If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3."
The "Highest Number Previously Paid For" (Total or Independent) is the highest number found in the appropriate box in column 1.

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CLAIMS ONLY

SERIAL NO. 09258376 | FILING DATE 05-15-01

APPLICANT(S)

CLAIMS

	AS FILED		AFTER 1st AMENDMENT		AFTER 2nd AMENDMENT	
	IND.	DEP.	IND.	DEP.	IND.	DEP.
1	1					
2	1					
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TOTAL IND.	2	⇐		⇐		⇐
TOTAL DEP.	1					
TOTAL CLAIMS	3					

	*		*		*	
	IND.	DEP.	IND.	DEP.	IND.	DEP.
51						
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TOTAL IND.		⇐		⇐		⇐
TOTAL DEP.						
TOTAL CLAIMS						

* MAY BE USED FOR ADDITIONAL CLAIMS OR ADMENDMENTS