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Waytena et al.

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[54] **ASSIGNING AND MANAGING PATRON RESERVATIONS FOR DISTRIBUTED SERVICES USING WIRELESS PERSONAL COMMUNICATION DEVICES**

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[51] **Int. Cl.**[6] **A47C 7/72**

[52] **U.S. Cl.** **705/5**; 379/67

[58] **Field of Search** 705/5; 379/67, 379/86; 455/412, 414, 425, 426, 458, 466, 31.3

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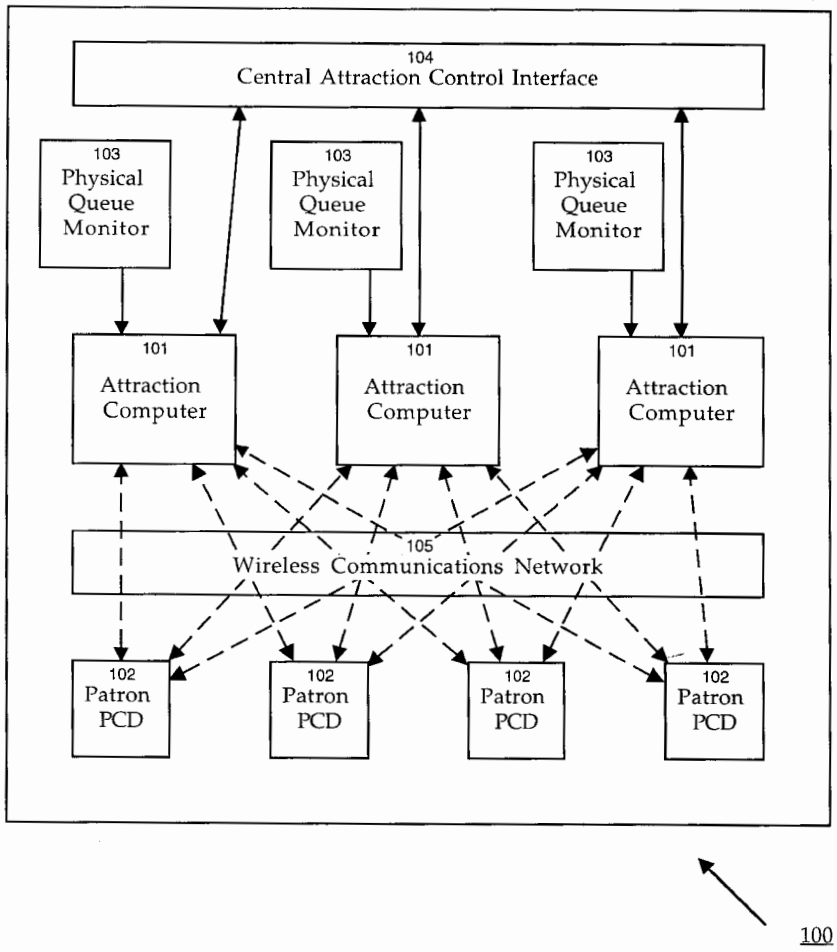
Primary Examiner—Thomas R. Peeso

Attorney, Agent, or Firm—Fenwick & West LLP

[57] **ABSTRACT**

A system and method for assigning and managing patron reservations to one or more of a plurality of attractions receive reservation requests at personal communication devices (PCDs). Reservation requests are transmitted to a computer associated with the selected attraction, which determines a proposed reservation time based on information describing the attraction, the patron, previously-made reservations maintained in a virtual queue, and the current state of a physical queue associated with the attraction. Proposed reservation time is transmitted to the PCD for confirmation or rejection by the patron. Confirmed reservations are entered in the virtual queue. Patrons are alerted by the PCD when their reservation time is approaching.

30 Claims, 15 Drawing Sheets



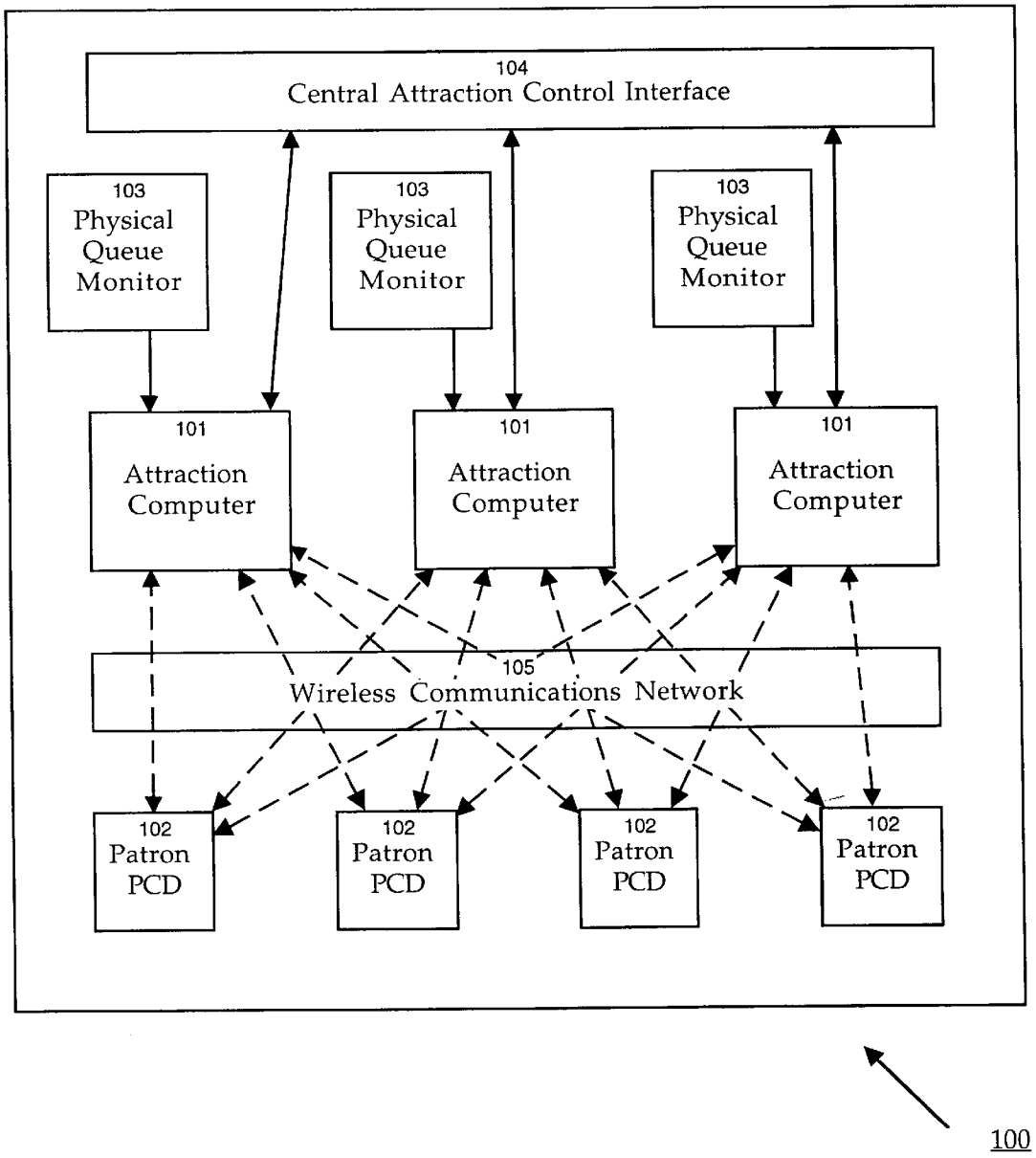

104
Central Attraction Control Interface
103
Physical Queue Monitor
103
Physical Queue Monitor
103
Physical Queue Monitor
101
Attraction Computer
101
Attraction Computer
101
Attraction Computer
105
Wireless Communications Network
102
Patron PCD
102
Patron PCD
102
Patron PCD
102
Patron PCD
100

FIGURE 1

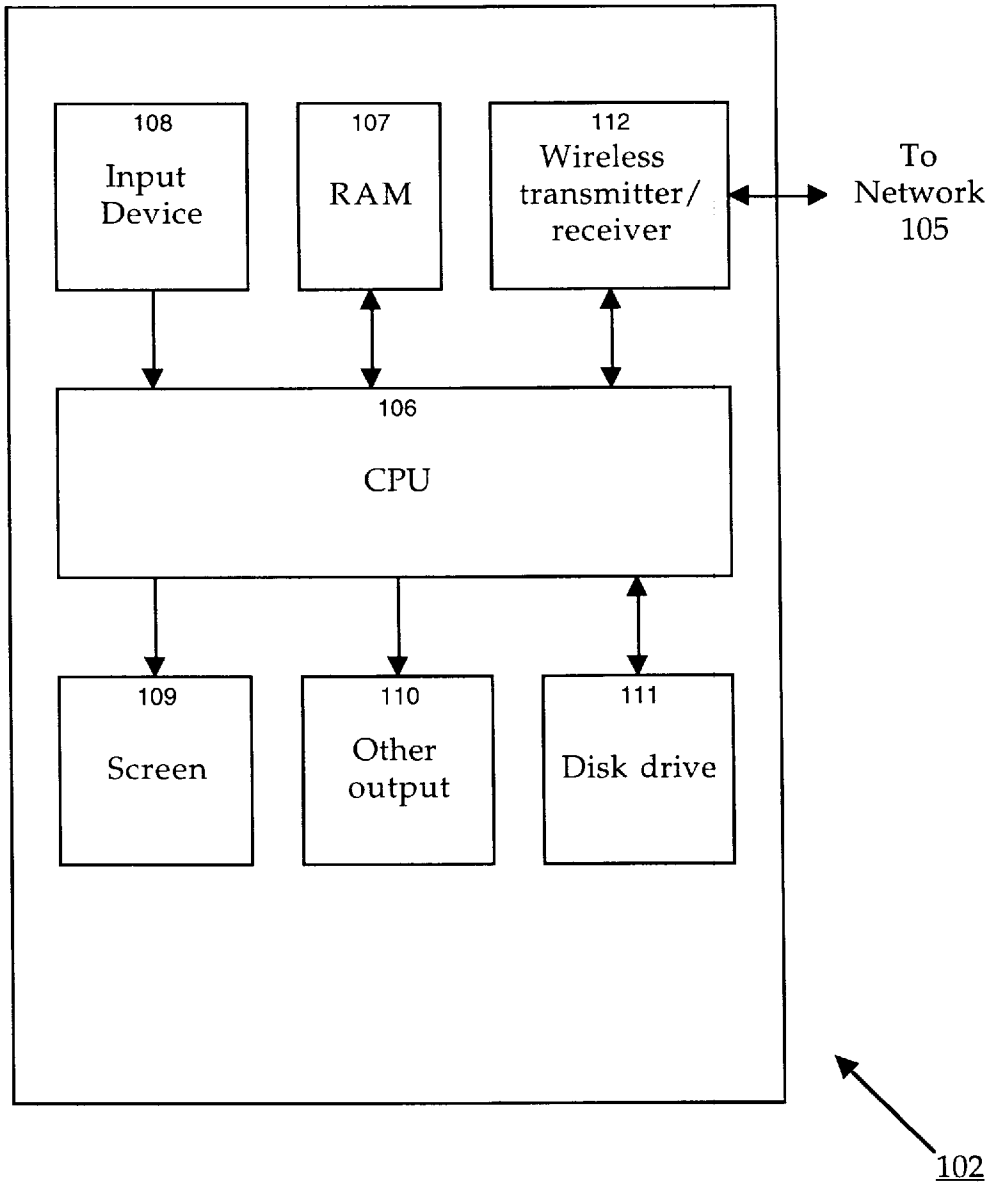

108
Input Device
107
RAM
112
Wireless transmitter/ receiver
To Network 105
106
CPU
109
Screen
110
Other output
111
Disk drive
102

FIGURE 1A

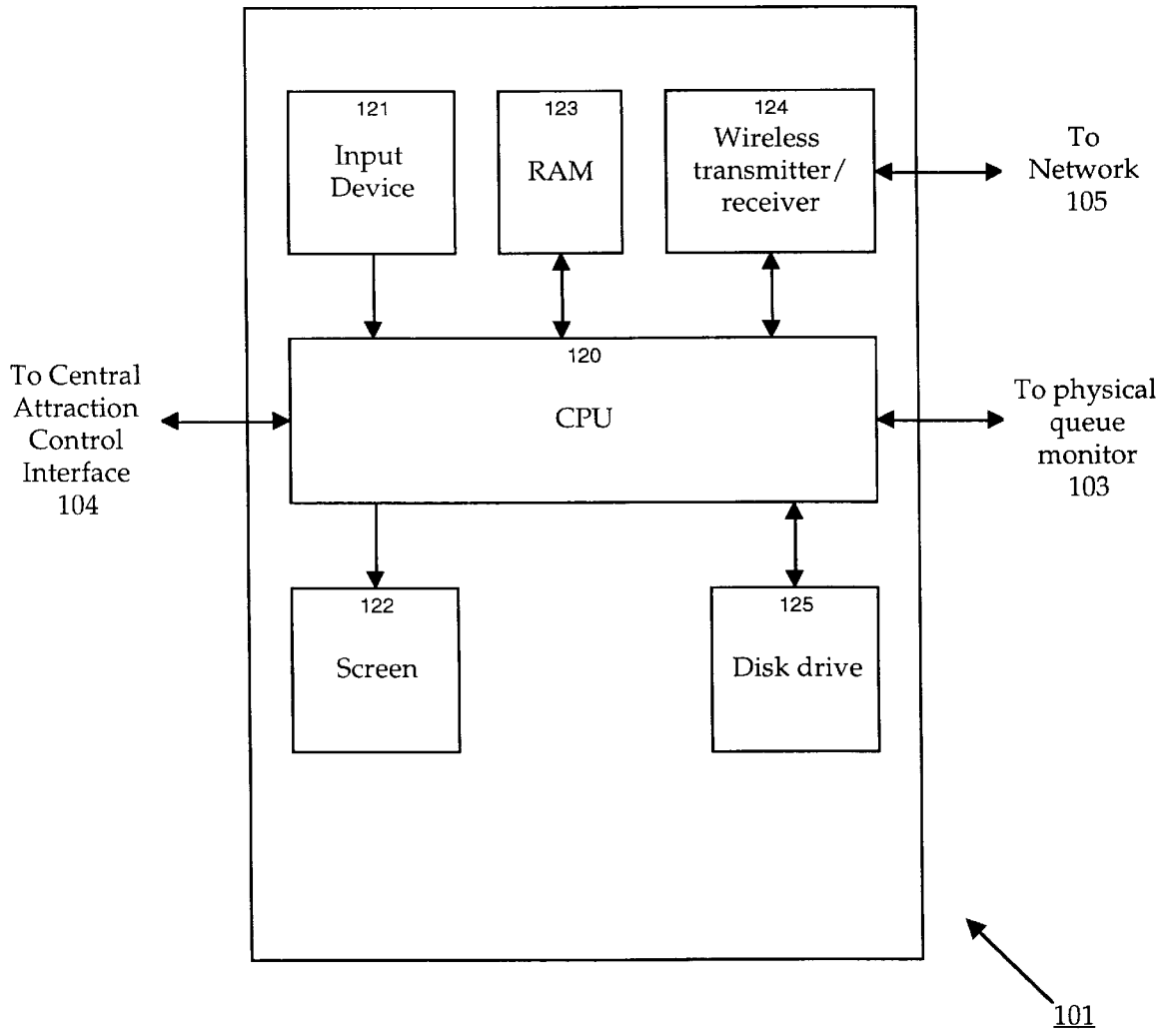

121
Input Device
123
RAM
124
Wireless transmitter/ receiver
To Network 105
120
CPU
To Central Attraction Control Interface 104
To physical queue monitor 103
122
Screen
125
Disk drive
101

FIGURE 1B

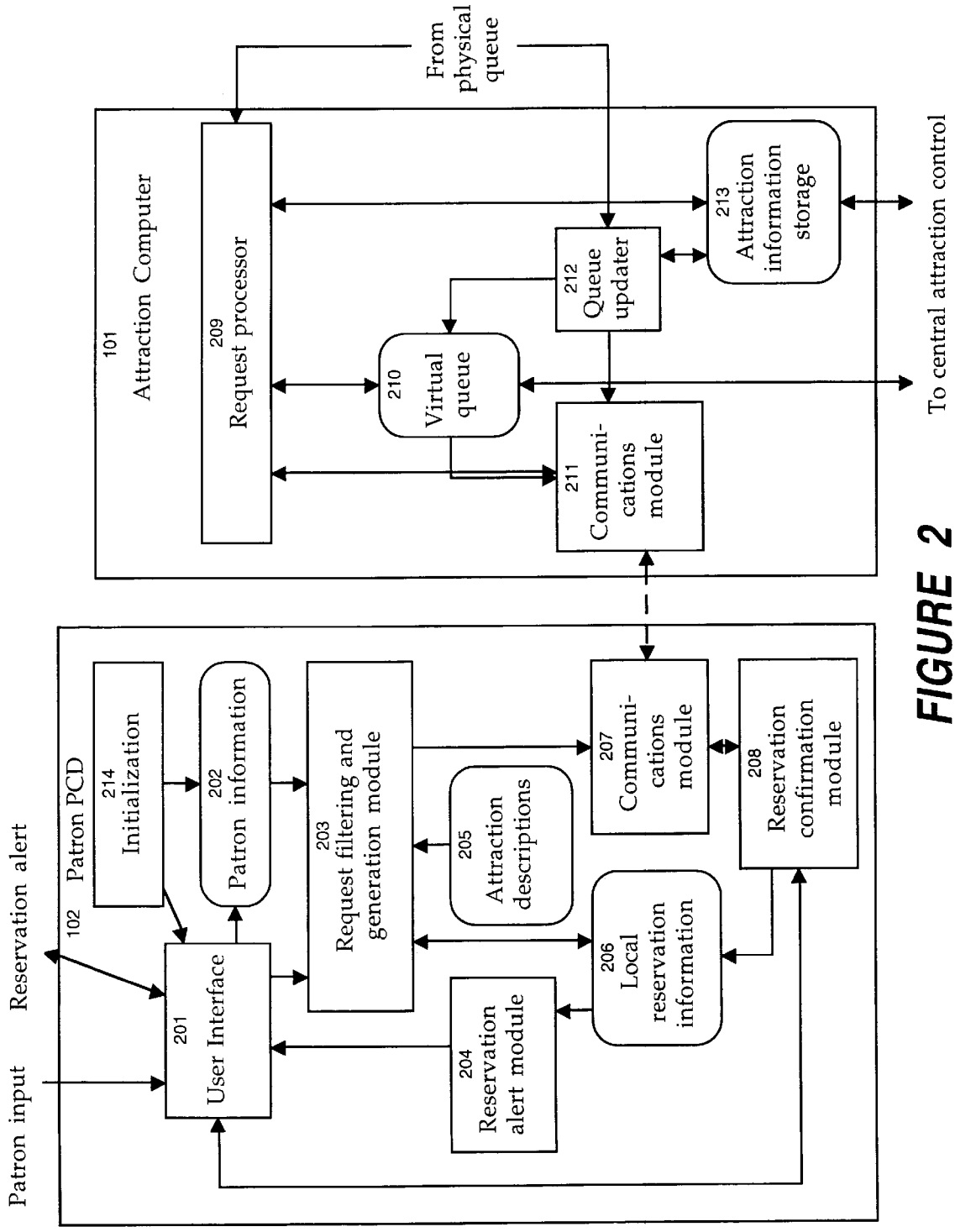

Patron input
Reservation alert
102 Patron PCD
214 Initialization
201 User Interface
202 Patron information
203 Request filtering and generation module
204 Reservation alert module
205 Attraction descriptions
206 Local reservation information
207 Communi-cations module
208 Reservation confirmation module
101 Attraction Computer
209 Request processor
210 Virtual queue
211 Communi-cations module
212 Queue updater
213 Attraction information storage
From physical queue
To central attraction control

FIGURE 2

202

227 Guest #	220 Name	221 Age	222 Sex	223 Height	224 Weight	225 Flags
1	Tom	34	M	69	165	16FE
2	Patty	26	F	62	129	FA23
3	Anthony	17	M	70	149	53D2
4	Dawn	13	F	59	105	3323
5	...					
6						

226

FIG. 2A

213

423	Attraction ID	1005594
231	Name	Dragon Mountain
232	Ptr. to Desc.	F02871
237	Age (min, max)	6, 12
238	Height (min, max)	36, 60
239	Weight (min, max)	40, 130
233	Location (x,y)	2110, 2339
234	Operating Hours	10:00 – 20:00
261	Cycle Capacity	18
262	Est. Throughput	120
263	Est. Downtime	5
265	Nominal Staff	6
266	Current Status	OPERATING
267	Curr. Throughput	108
268	Curr. Staff	6
269	Today's Throughput	116
270	Today's Downtime	0
264	Flags	FEF1

FIG. 2E

423 Attraction ID	231 Name	232 Ptr. to Description	237 Age (min, max)	238 Height (min, max)	239 Weight (min, max)	233 Location (x,y)	234 Operating Hours	235 Flags
1005678	Water Flume	F0034E	8, 65	54, 84	90, 250	1521, 1122	10:00–16:00	1A22
1004629	The Rat	F012E4	8, 65	54, 84	50, 250	422, 98	10:00–18:00	A113
1006689	Time Travel	F01AB2	8, 65	48, 84	50, 250	334, 95	10:00–20:00	FF59
1005594	Dragon Mountain	F02871	6, 12	36, 60	40, 130	2110, 2339	10:00–20:00	FEF1
1009813	Pyramid Drop	F0301A	8, 65	54, 84	90, 250	1123, 1339	10:00–20:00	586C
...	...							

236

205

FIG. 2B

206

Request ID (422)	Attraction ID (423)	Time (241)	Who (242)	Flags (243)
4170001	1005594	12:15	1,2,3,4	100F
4170002	1009813	13:00	1,2	104C
4170003	1004629	13:05	3,4	108E
...	...			

244

FIG. 2C

210

Record # (251)	Request ID (422)	PCD ID (421)	Time (241)	# of patrons (252)	Who (242)	Flags (243)	Ride Probability (253)
...							
8134	3860006	100386	12:10	5	1,2,3,4,5	A100	91
8135	4170001	100417	12:15	2	1,2	100F	83
8136	2910062	100291	12:17	3	1,3,4	1159	52
8137	4990010	100499	12:20	6	1,2,3,4,5,6	998A	65
8138	1090026	100109	12:26	2	2,4	16CB	83
8139	5060003	100506	12:45	2	1,2	669D	83
...	...						

254

FIG. 2D

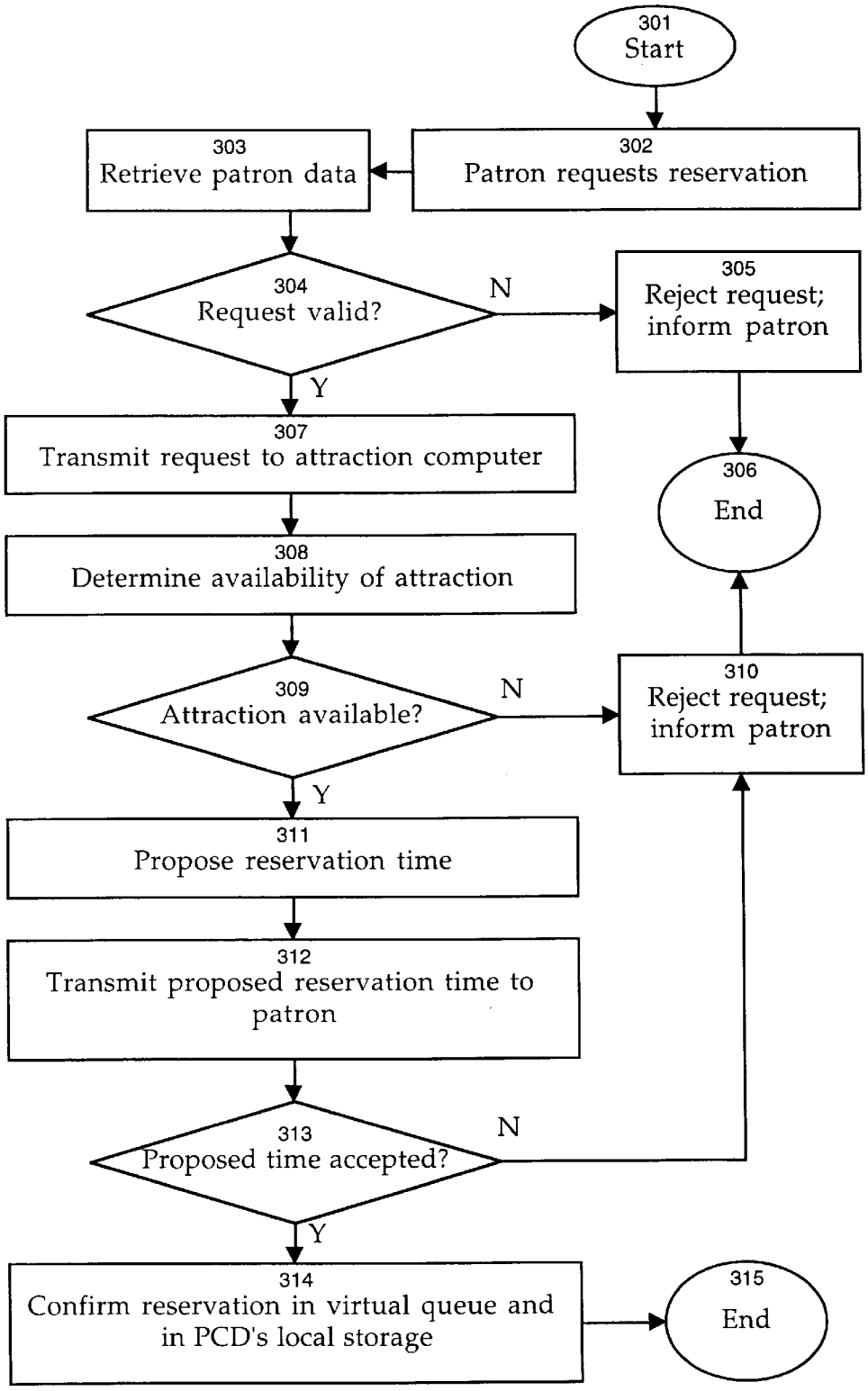

301
Start
302
Patron requests reservation
303
Retrieve patron data
304
Request valid?
N
305
Reject request; inform patron
Y
306
End
307
Transmit request to attraction computer
308
Determine availability of attraction
309
Attraction available?
N
310
Reject request; inform patron
Y
311
Propose reservation time
312
Transmit proposed reservation time to patron
313
Proposed time accepted?
N
Y
314
Confirm reservation in virtual queue and in PCD's local storage
315
End

FIGURE 3

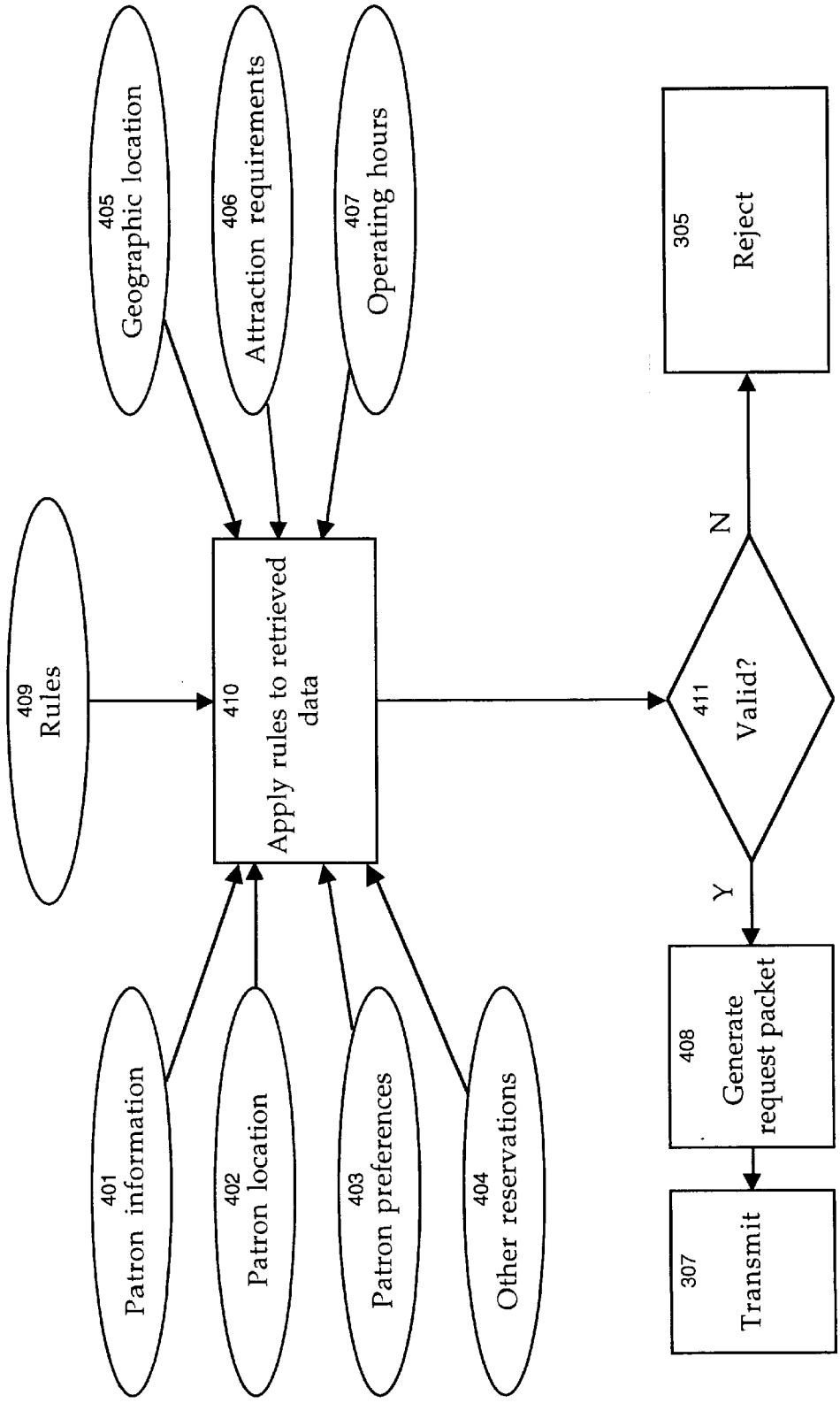

405
Geographic location
406
Attraction requirements
407
Operating hours
409
Rules
410
Apply rules to retrieved data
411
Valid?
N
305
Reject
Y
408
Generate request packet
307
Transmit
401
Patron information
402
Patron location
403
Patron preferences
404
Other reservations

FIGURE 4

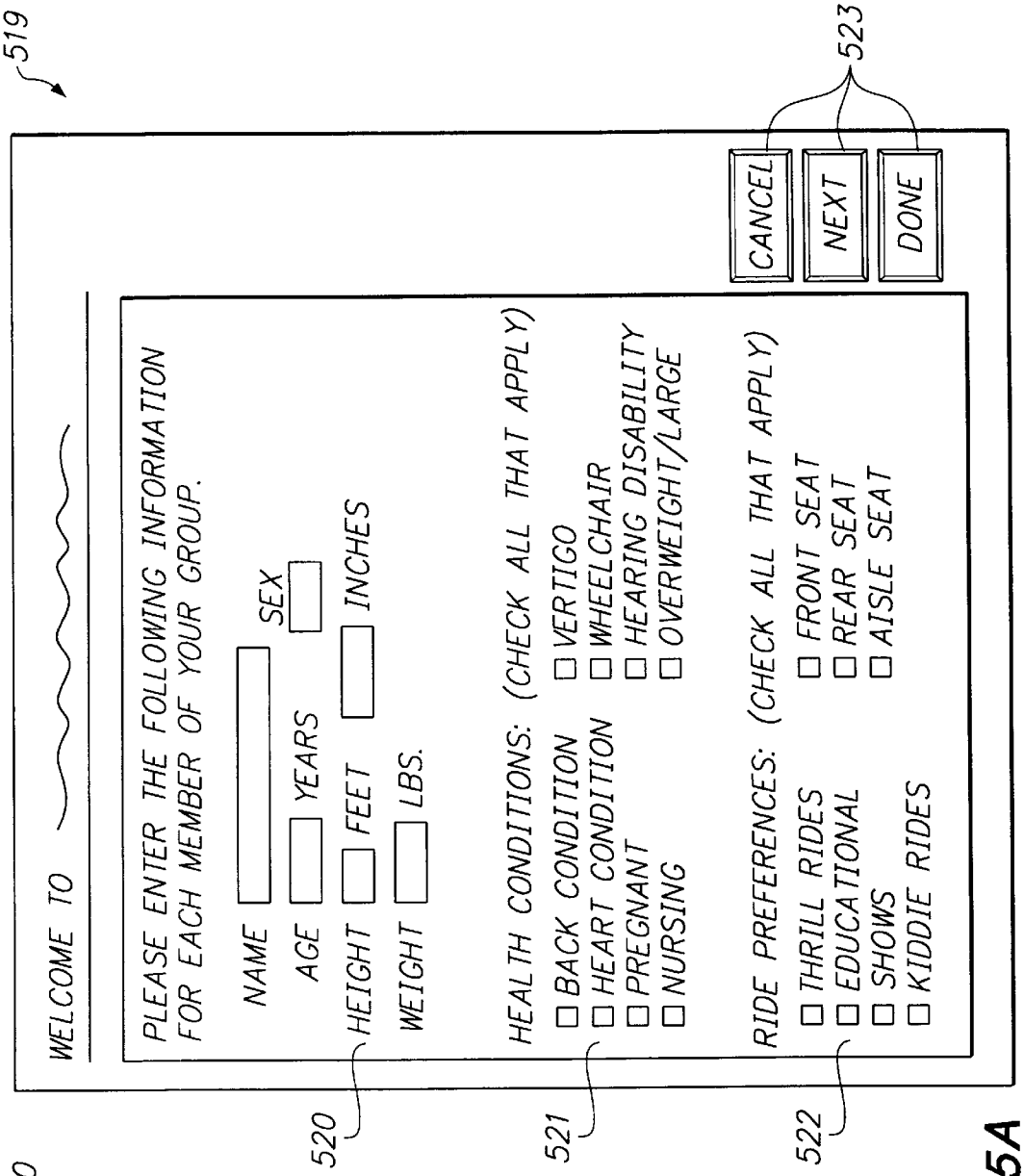

519
WELCOME TO
PLEASE ENTER THE FOLLOWING INFORMATION
FOR EACH MEMBER OF YOUR GROUP.
NAME
SEX
AGE
YEARS
HEIGHT
FEET
INCHES
WEIGHT
LBS.
HEALTH CONDITIONS: (CHECK ALL THAT APPLY)
BACK CONDITION
VERTIGO
HEART CONDITION
WHEELCHAIR
PREGNANT
HEARING DISABILITY
NURSING
OVERWEIGHT/LARGE
RIDE PREFERENCES: (CHECK ALL THAT APPLY)
THRILL RIDES
FRONT SEAT
EDUCATIONAL
REAR SEAT
SHOWS
AISLE SEAT
KIDDIE RIDES
CANCEL
NEXT
DONE
520
521
522
523

FIG. 5A

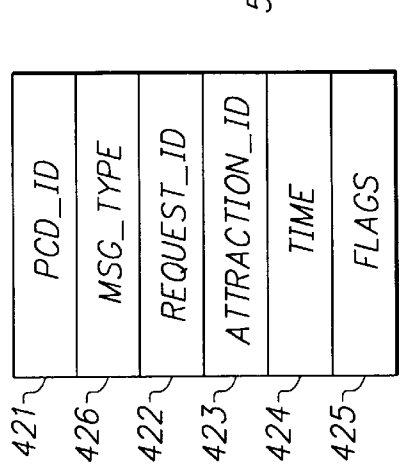

420
PCD_ID
MSG_TYPE
REQUEST_ID
ATTRACTION_ID
TIME
FLAGS
421
426
422
423
424
425

FIG. 4A

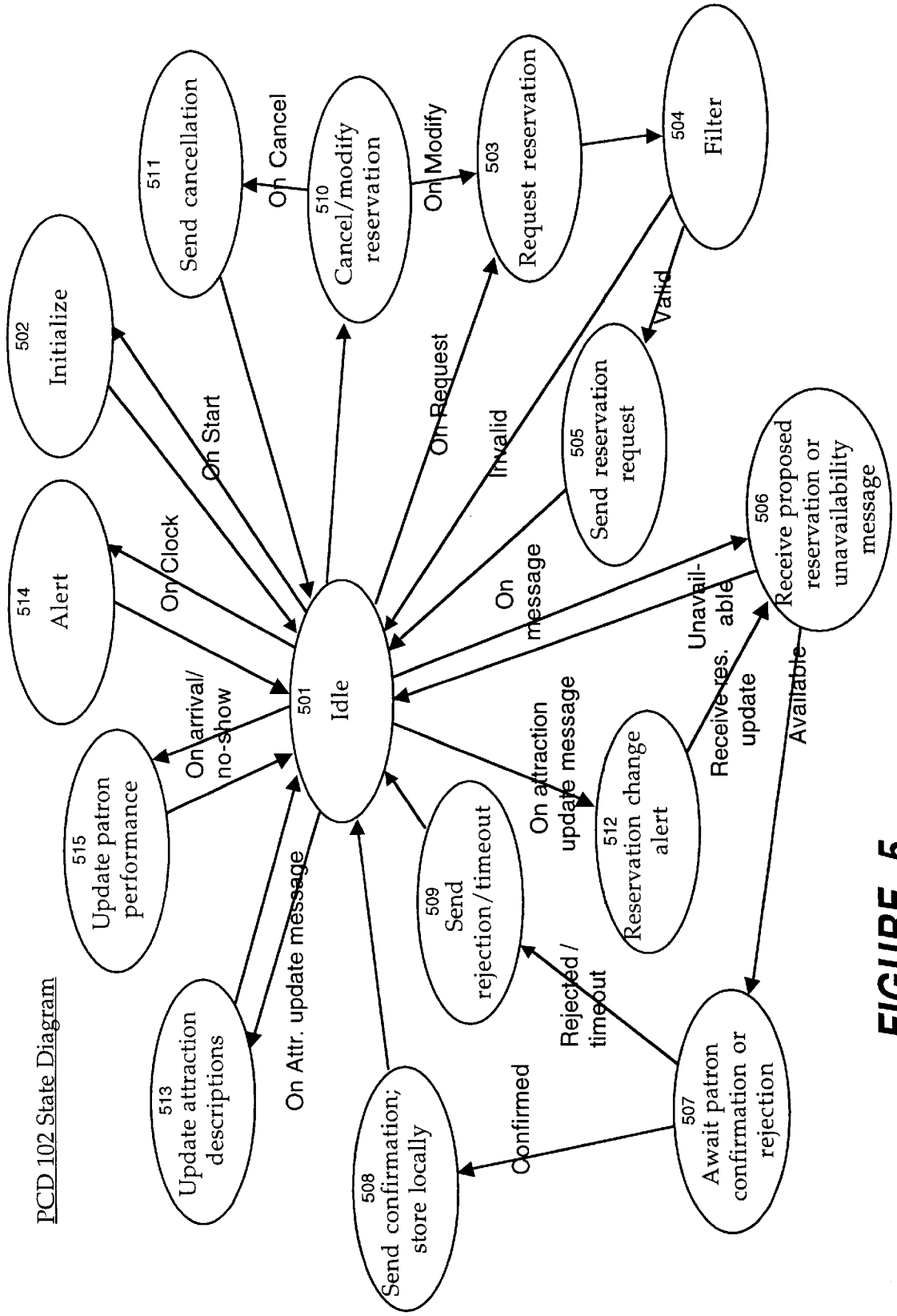

PCD 102 State Diagram
502 Initialize
514 Alert
515 Update patron performance
513 Update attraction descriptions
511 Send cancellation
510 Cancel/modify reservation
503 Request reservation
504 Filter
505 Send reservation request
506 Receive proposed reservation or unavailability message
501 Idle
509 Send rejection/timeout
508 Send confirmation; store locally
507 Await patron confirmation or rejection
512 Reservation change alert
On Start
On Clock
On arrival/ no-show
On Attr. update message
On Cancel
On Modify
On Request
Invalid
Valid
On message
On attraction update message
Unavail-able
Receive res. update
Available
Rejected / timeout
Confirmed

FIGURE 5

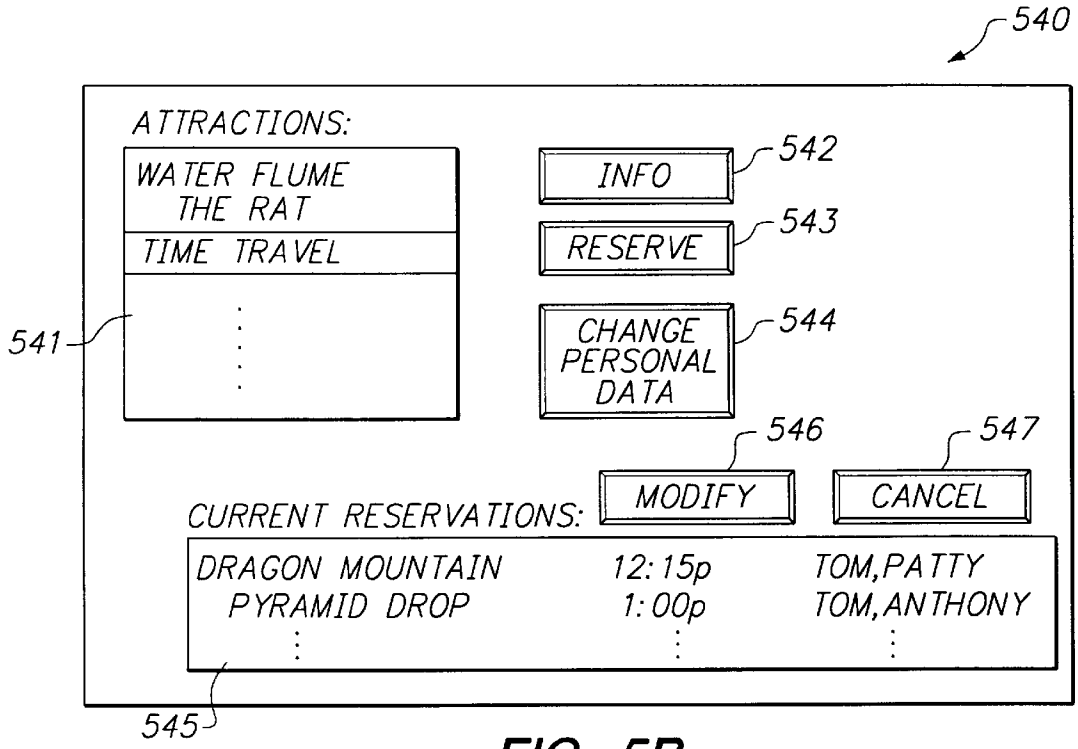

540
ATTRACTIONS:
WATER FLUME
THE RAT
TIME TRAVEL
541
INFO
542
RESERVE
543
CHANGE PERSONAL DATA
544
546
547
MODIFY
CANCEL
CURRENT RESERVATIONS:
DRAGON MOUNTAIN 12:15p TOM,PATTY
PYRAMID DROP 1:00p TOM,ANTHONY
545

FIG. 5B

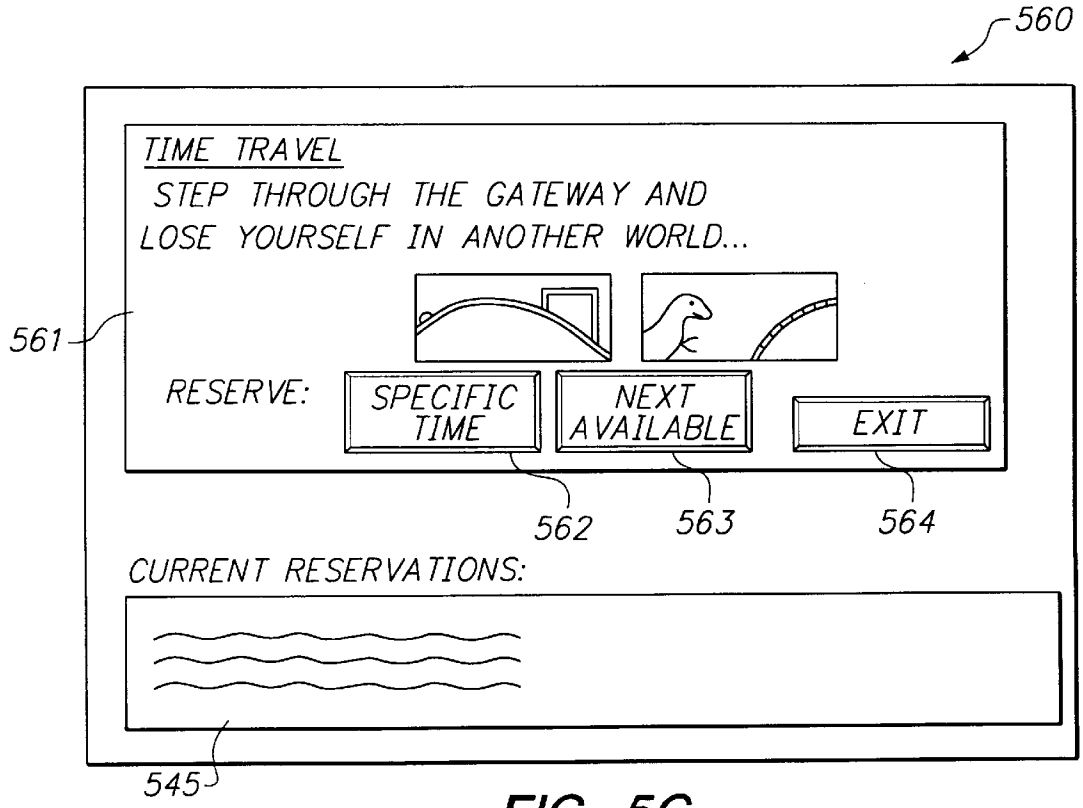

560
TIME TRAVEL
STEP THROUGH THE GATEWAY AND
LOSE YOURSELF IN ANOTHER WORLD...
561
RESERVE:
SPECIFIC TIME
NEXT AVAILABLE
EXIT
562
563
564
CURRENT RESERVATIONS:
545

FIG. 5C

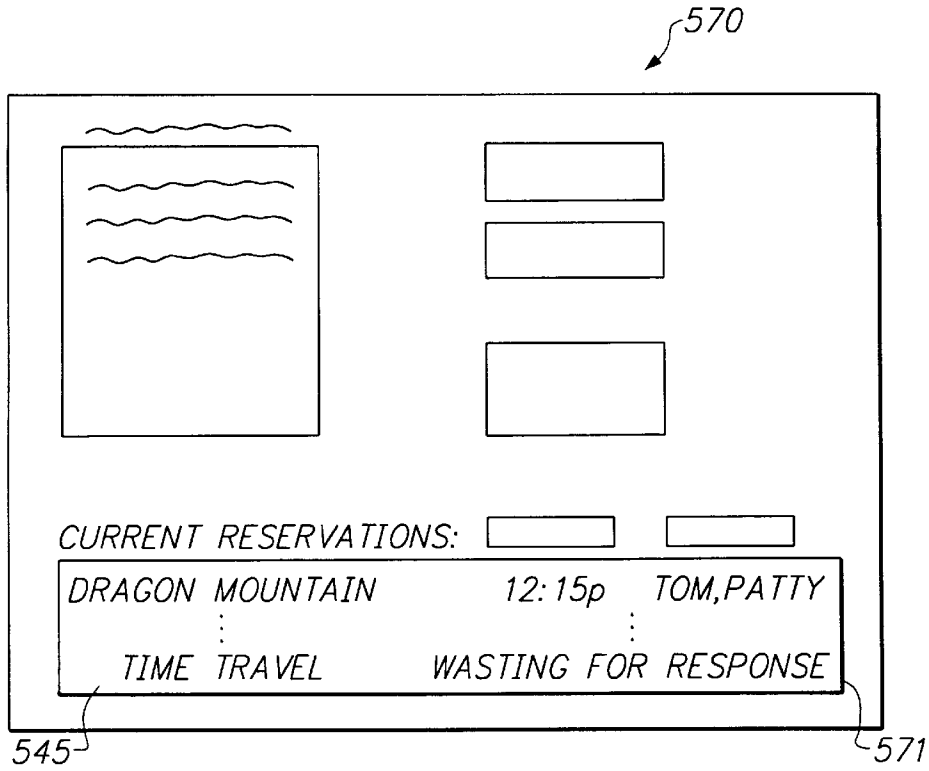

570
CURRENT RESERVATIONS:
DRAGON MOUNTAIN 12:15p TOM,PATTY
TIME TRAVEL WASTING FOR RESPONSE
545
571

FIG. 5D

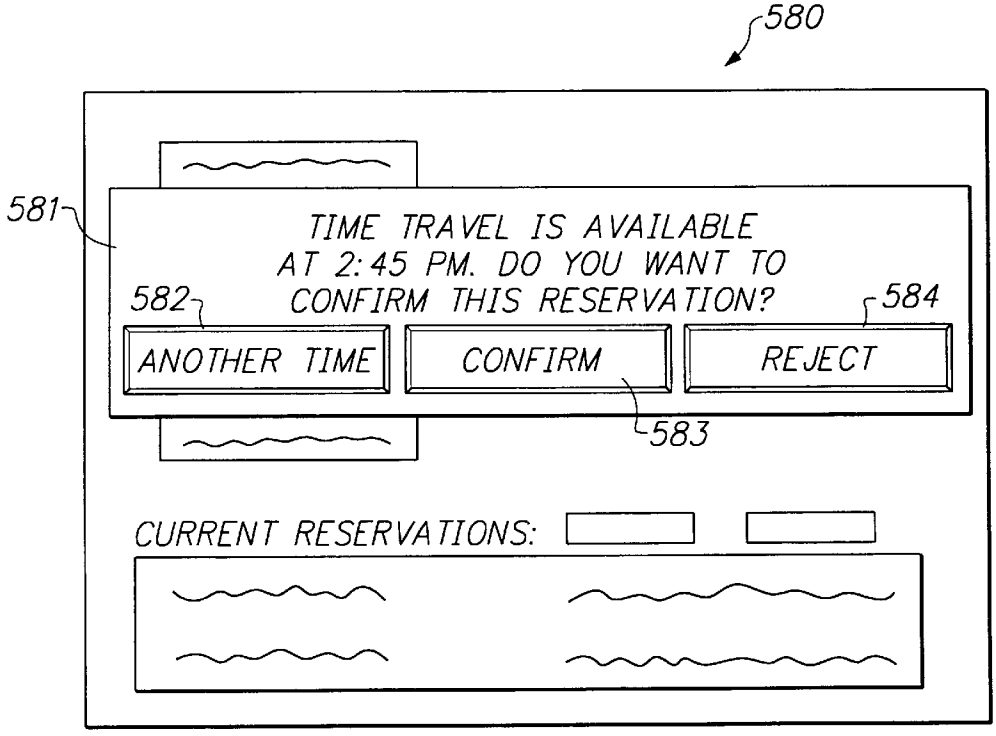

580
581
TIME TRAVEL IS AVAILABLE
AT 2:45 PM. DO YOU WANT TO
CONFIRM THIS RESERVATION?
582
584
ANOTHER TIME
CONFIRM
REJECT
583
CURRENT RESERVATIONS:

FIG. 5E

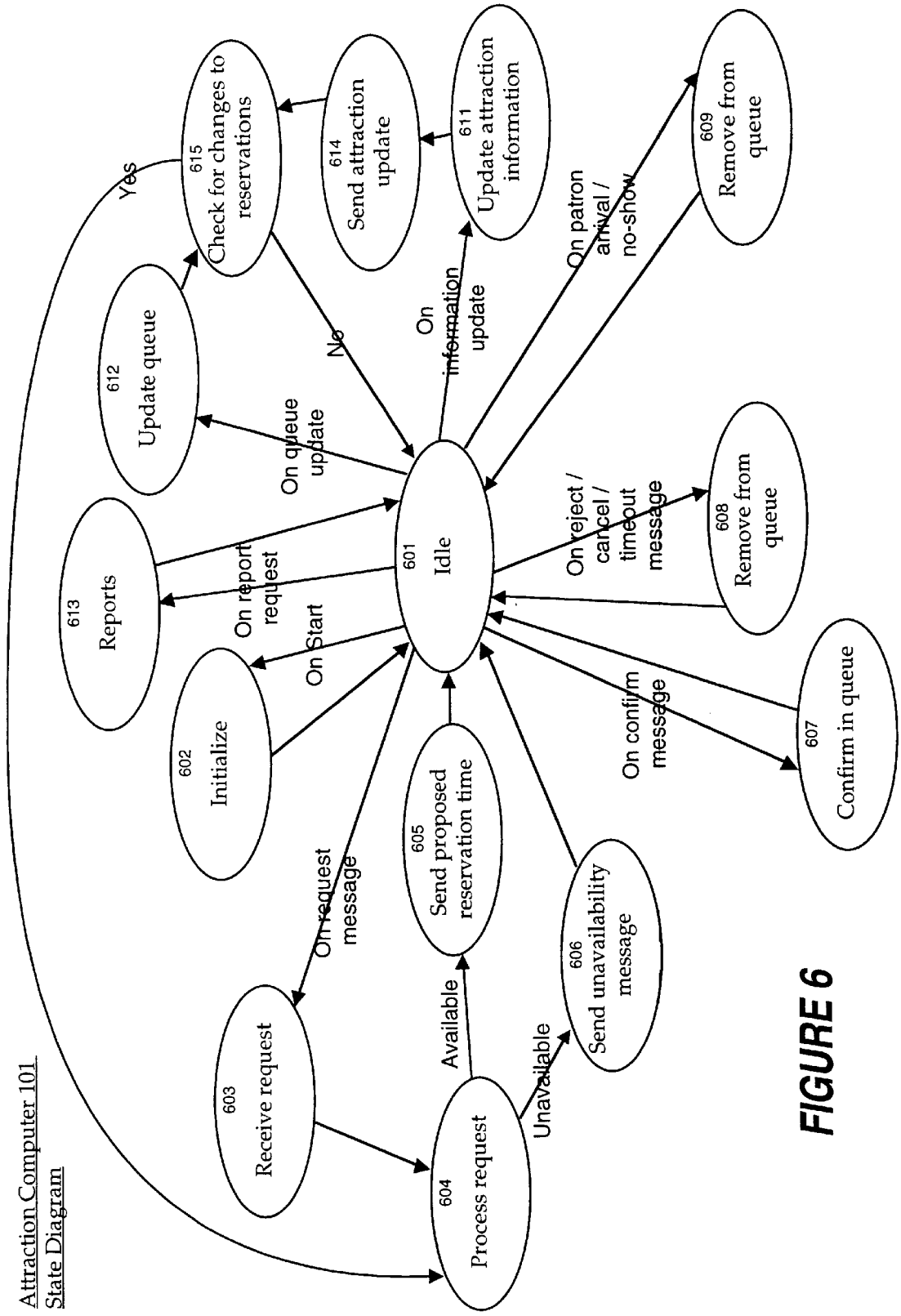

Attraction Computer 101
State Diagram
601 Idle
602 Initialize
603 Receive request
604 Process request
605 Send proposed reservation time
606 Send unavailability message
607 Confirm in queue
608 Remove from queue
609 Remove from queue
611 Update attraction information
612 Update queue
613 Reports
614 Send attraction update
615 Check for changes to reservations
On Start
On report request
On request message
Available
Unavailable
On confirm message
On reject / cancel / timeout message
On patron arrival / no-show
On information update
On queue update
No
Yes

FIGURE 6

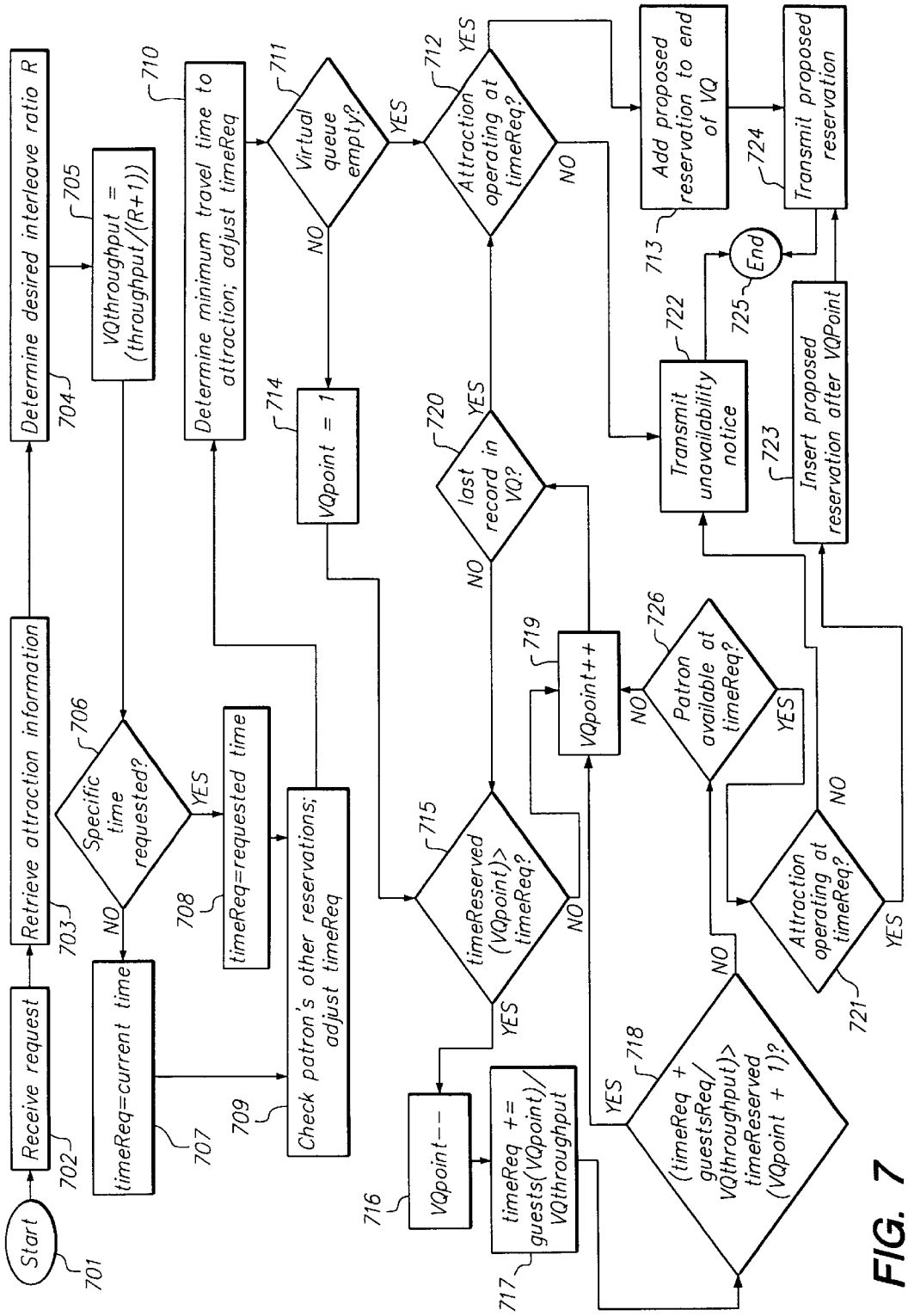

Start
701
Receive request
702
Retrieve attraction information
703
Determine desired interleave ratio R
704
VQthroughput = (throughput/(R+1))
705
Specific time requested?
706
NO
YES
timeReq=current time
707
timeReq=requested time
708
Check patron's other reservations; adjust timeReq
709
Determine minimum travel time to attraction; adjust timeReq
710
Virtual queue empty?
711
NO
YES
VQpoint = 1
714
Attraction operating at timeReq?
712
YES
NO
Add proposed reservation to end of VQ
713
Transmit proposed reservation
724
End
725
last record in VQ?
720
YES
NO
Transmit unavailability notice
722
Insert proposed reservation after VQPoint
723
timeReserved (VQpoint)> timeReq?
715
NO
YES
VQpoint++
719
Patron available at timeReq?
726
NO
YES
VQpoint--
716
timeReq += guests(VQpoint)/ VQthroughput
717
(timeReq + guestsReq/ VQthroughput)> timeReserved (VQpoint + 1)?
718
YES
NO
Attraction operating at timeReq?
721
NO
YES

FIG. 7

ASSIGNING AND MANAGING PATRON RESERVATIONS FOR DISTRIBUTED SERVICES USING WIRELESS PERSONAL COMMUNICATION DEVICES

BACKGROUND

1. Field of Invention

The present invention relates to scheduling patron reservations in facilities offering numerous attractions, and more particularly, to systems, methods, and apparatuses for assigning and managing reservations using wireless personal communication devices.

2. Background of Invention

One of the most difficult problems to solve in the design and operation of amusement parks is managing the queuing of patrons for rides and other attractions. Conventionally, each attraction has one physical line, or queue, in which patrons wait. Lines for very popular attractions can last many hours, during which the customer merely shuffles along until finally admitted to the attraction. Since a patron can only be in one line at a time, a great deal of time may be lost merely standing in line for attractions. Such conventional approaches inherently misallocate patrons to attractions; while standing in line for one attraction, there may be little or no line for another attraction that the patron is interested in attending. Yet, the patron cannot be in both lines at once, and so the patron unfortunately waits in the one line for the first attraction, and then, perhaps much later goes to the second attraction, only to find that it now has a significant line.

To ease this situation, amusement parks go to great length, to design distractions where the line forms, often snaking the line through various structures to conceal the true length of the line, or providing various amusements to the patrons in line. Obviously, this approach does not solve the misallocation problem. Fundamentally, the more time patrons spend standing in line, the less time they have to ride or see other attractions, and the less time they have to purchase concessions. Furthermore, patrons find it frustrating to spend an overwhelming proportion of their day standing in lines rather than enjoying the attractions. Thus, it is desirable to reduce the time patrons stand in line for attractions, rides, amusements, and other services.

The misallocation problem results in part from two constraints. The first constraint is the inability of patrons to queue in more than one line at a time. The second constraint is a lack of communication: first, an inability of patrons to communicate their intention to attend particular attractions, and in effect, request a reservation for an attraction; and second, an inability to inform patrons remotely when their reservation is available for the attraction.

Systems for scheduling and queuing patrons or customers are known. Conventionally, many of these systems attempt to allocate patron:, to typically one, though sometimes several, services or service providers. In many conventional systems, there is some central management of the queuing and scheduling process. For example, well-known service systems, such as used in delicatessens, banks, or the like, employ a ticketing device that provides customers with numbered tickets, effectively creating a single queue, and then servers serve the next person in the queue. Variations of these systems use a main queue and direct customers from the main queue to individual queues for individual services, which may be priority queues. 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. Hence the use of simple queues at each attraction has been the long-standing model of amusement park design.

Conventional systems now even include pagers to page customers as to when a service or service provider is available. In these pager-based systems, the pager is merely used as a notification device, and provides no utility to allow the customer to reserve or schedule service. Rather, the pagers are used merely to notify the patron that a server is available. The patron still signs up for service in conventional manner, such as through a receptionist, and then is provided a pager. These systems are thus inapplicable to the amusement park model because they do not allow patrons to signal or reserve an attraction ahead of time, or to obtain information about waiting times for attractions. Further, unlike amusement parks where the patron intends to visit numerous attractions and amusements over an entire day, conventional pager-based systems are designed for a single service per patron. Once the service is provided, the patron returns the pager and leaves the premises.

Another problem with conventional systems is that the patron views the time spent in line as an investment. If an attraction malfunctions, or if some other factor necessitates a delay or cancellation of the patron's place in line, the patron typically feels extremely disappointed and frustrated at having wasted a significant amount of time in line. Therefore, it is advantageous to be able to inform patrons remotely when there is a problem with an attraction, perhaps even before a reservation is made for the attraction.

Accordingly, it is desirable to provide systems, methods, and apparatuses that allows patrons to obtain information about waiting times for various attractions, amusements, or services throughout an amusement park or other service area, make reservations for certain ones of these, be alerted when a desired attraction becomes available, and be updated when changes are made to reservations. Furthermore, it is desirable to allow a patron to effectively "wait" in line while engaging in other activities in the park-such as purchasing concessions or attending other attractions-so that the time spent waiting is otherwise productive, thus reducing the feeling of having wasted time when delay s o r m malfunctions occur.

SUMMARY OF THE INVENTION

In accordance with one aspect of the present invention, there is provided a system that allows patrons in an amusement park or other facility to schedule reservations in queues for attractions and other services. In one embodiment of the system, there is provided a plurality of hand-held, wireless personal communication devices (PCDs), and a plurality of attraction computers, each associated with one of the attractions. The attraction computer and the PCDs communicate with one another over a wireless network to manage the scheduling of reservations. A central attraction control interface permits amusement park staff to monitor and modify the reservation information for the various attractions.

A group of patrons, such as a family, entering the park is given one or more PCDs. Each PCD includes a screen display for displaying text and graphic information as well as an input device for receiving input from the patron using t he device. Each PCD stores information identifying the number of individuals in the patron's group, as well as relevant characteristics of the individuals, such as age and height, for example. These factors are typically entered by the patron when he or she first receives the device; the factors may be relevant in determining whether reservation

requests for particular attractions are valid, given particular physical restrictions of various attractions.

The PCDs communicate with the attraction computers through a wireless communication network; accordingly the PCDs and attraction computers each include both transmitter and receiver components for bi-directional communication of data. In one embodiment, the system also includes a plurality of communication receivers and transmitters located throughout the amusement park for facilitating communication between the PCDs and the attraction computers.

A PCD receives user input from the patron requesting a reservation for a particular attraction. The reservation is filtered by the PCD to determine its validity. If the request is valid, it is transmitted to the corresponding attraction computer via the wireless network. The attraction computer processes the incoming reservation request to determine whether and when the reservation can be accommodated. A proposed reservation time is provisionally stored in a virtual queue and transmitted back to the PCD for confirmation or rejection by the patron. If the patron elects to confirm the proposed reservation time, the PCD transmits a confirmation message to the attraction computer which confirms the reservation in the virtual queue. If the patron rejects the reservation or does not confirm it within a predetermined time period, the reservation is removed from the virtual queue and the proposed reservation time is released so that it may be made available to other patrons.

Updates to reservation times may be required due to problems with attractions or other unforeseen circumstances. If necessary, the attraction computer may transmit an alert message to the PCD to inform the patron of a change to his or her reservation time. The patron may then be given the opportunity to accept the new reservation time, reschedule, or cancel the reservation. In addition, patrons may initiate changes or cancellations to reservations which result in further updates to the queues stored at attraction computers.

When a reserved time is approaching, the PCD in one embodiment alerts the patron to remind him or her to proceed to the attraction. This alert may take the form of an audible message or beep, a visual indication on the screen, or a vibration as is conventionally used in pager systems. Some combination of these techniques may also be used. The patron has the opportunity to cancel the reservation at any time if desired. If the reservation is not canceled, the patron proceeds to the attraction, where a sensor detects the patron's entry, and updates the stored virtual queue accordingly. The continual monitoring of patrons arriving at the attraction, and updating of the virtual queue enables the attraction computer to dynamically determine future reservation times for other patrons. The attraction computer maintains data on the numbers of patrons, reservations times, cancellations and the like, to provide reports to the staff.

The present invention is designed to operate in conjunction with conventional physical queues as well. Thus, in one embodiment, for a particular attraction, there is typically a physical queue (line) in addition to the stored virtual queue in the attraction computer. Persons in the physical queue are admitted on a regular basis, and in confluence with those patrons arriving at the attraction who previously made an electronic reservation. The scheduling of advance reservations takes into account the presence of patrons in the physical queue, so that a certain number of such patrons may be admitted between admissions of patrons from the virtual queue. The management of the virtual queue can therefore be adjusted as desired to balance admissions by patrons in the physical queue with respect to admissions by patrons in the virtual queue.

BRIEF DESCRIPTION OF THE DRAWINGS

FIG. **1** is a block diagram of a system according to the present invention.

FIG. **1A** is a block diagram of hardware architecture of a personal communication device according to the present invention.

FIG. **1B** is a block diagram of hardware architecture of an attraction computer according to the present invention.

FIG. **2** is a block diagram of software architecture of a personal communication device and an attraction computer according to the present invention.

FIG. **2A** is a diagram of sample patron information records.

FIG. **2B** is a diagram of sample attraction description records.

FIG. **2C** is a diagram of sample local reservation records.

FIG. **2D** is a diagram of sample virtual queue records.

FIG. **2E** is a diagram of a sample attraction information record.

FIG. **3** is a flowchart showing a method of making a reservation according to the present invention.

FIG. **4** is a flowchart showing a method of filtering a reservation request according to the present invention.

FIG. **4A** is a data structure for messages according to the present invention.

FIG. **5** is a state diagram showing operation of the PCD according to the present invention.

FIG. **5A** is a sample screen for entry of information describing a patron and his or her group according to the present invention.

FIG. **5B** is a sample screen for requesting reservations, obtaining information, and viewing, modifying or canceling previously-made reservations according to the present invention.

FIG. **5C** is a sample screen for sending a reservation request according to the present invention.

FIG. **5D** is a sample screen for display while awaiting a response to a reservation request, according to the present invention.

FIG. **5E** is a sample screen including a dialog box for confirmation, rejection, or rescheduling of a proposed reservation time.

FIG. **6** is a state diagram showing operation of the attraction computer according to the present invention.

FIG. **7** is a flowchart showing a method of processing requests for reservations.

DETAILED DESCRIPTION OF THE INVENTION

For illustrative purposes, the description which follows describes an embodiment of the present invention with reference to an amusement park containing a number of attractions such as rides. The present invention may also be applied to other environments involving patron reservations for distributed services, such as for example, shows, restaurants, sporting events, and the like. The terms used herein are for illustrative purposes only and should not be construed as limiting the scope of the invention as defined in the claims.

System Architecture

Referring now to FIG. **1**, there is shown a block diagram of a reservation system **100** according to the present invention. A plurality of attraction computers **101** is provided, each associated with a particular attraction. In one embodiment these attraction computers are implemented as components of a single computer system or group of computer systems. Each component may be a distinct processor or processing node within the computer or group. In another embodiment, each attraction computer is implemented as a separate computer and may be physically disposed at or near its associated attraction.

Referring also to FIG. 1B, there is shown the hardware architecture for an implementation of attraction computer **101**. Attraction computers **101** are implemented using conventional computer systems, including a microprocessor or central processing unit (CPU) **120**, random-access memory (RAM) **123**, disk storage **125**, input device **121** such as keyboard and/or mouse, output device such as display screen **122**. Attraction computers **101** are programmed with specific software to operate in accordance with the present invention. A suitable attraction computer **101** for use at an individual attraction may be implemented using an IBM PC compatible computer, with an Intel Pentium™ processor, using Microsoft Windows 95 or Windows NT operating systems. A suitable attraction computer **101** may be implemented as a component of a single computer system using an IBM AS400 computer system. Attraction computers **101** also contain wireless communication hardware **124** for transmission and reception of data to other components of system **100** over a wireless communications network **105**, as will be described in more detail below.

Each attraction computer **101** maintains information describing the associated attraction, including general static information such as the attraction's capacity, throughput, description of the attraction, height and weight requirements for patrons, geographic location, hours of operation, and the like. In addition, attraction computer **101** maintains information describing the current state and reservation status of the attraction, as will be described more fully below. In one embodiment of the present invention, each attraction computer **101** is associated with a physical queue monitor **103** which monitors the current state of the physical queue for the corresponding attraction, wherein patrons physically line up and wait for admission to the attraction. In one embodiment, monitor **103** is implemented using a series of photoelectric cells to determine the physical position of the end of the line in order to estimate the number of people in the physical queue. In another embodiment, monitor **103** is implemented using a turnstile to count the number of patrons entering the physical queue. In yet another embodiment, monitor **103** is implemented by manually counting or estimating the number of people in the line and providing this information as an input to attraction computer **101**. By keeping track of how many people are in the physical queue for the attraction, attraction computer **101** is able to more accurately estimate current and future availability of the attraction for purposes of making electronic reservations.

System **100** also includes a plurality of personal communication devices (PCDs) **102**, each associated with a patron or group of patrons visiting the park. In one embodiment, PCDs **102** are implemented as shown in FIG. 1A, using conventional, small, hand-held portable computers including a rechargeable battery (not shown), microprocessor or CPU **106**, display screen **109**, auxiliary output device **110** such as audio speaker or vibration mechanism, input device such as a pen-based input device **108**, RAM **107**, and storage device such as a disk drive **111**. PCDs **102** may be implemented, for example using Casio Zoomer™ personal digital assistant (PDA), U.S. Robotics' Pilot™ PDA, Apple Computer's Newton 120 PDA, Hewlett-Packard's OmniGo 1000 PDA, and the like. PCDs **102** are programmed with specific software to configure them to operate in accordance with the present invention. PCDs **102** also include wireless communication hardware **112** for transmission and reception of data to other components of system **100** over wireless communications network **105**, as will be described more fully below. PCDs **102** communicate with attraction computers **101**, as indicated by clashed lines in FIG. **1**, to transmit reservation requests, receive proposed reservation times, and transmit reservation confirmations, as will be described below.

Central attraction control interface **104** is implemented in one embodiment as a conventional centralized computer system allowing access to all attraction computers **101** by park staff. Interface **104** facilitates monitoring of virtual and physical queues for all attractions, as well as reservation schedules and other information describing the state of the attractions. Interface **104** also allows park staff to manually change the data describing any of the individual attractions, such throughput estimates, hours of operation, reservation schedules, attraction information, and any other information stored in attraction computers **101**, as needed. This may be useful, for example, when a particular attraction is functioning at lower than usual capacity due to some unforeseen factors, or when the hours of operation of an attraction are changed.

Wireless communications network **105** transmits messages between communication hardware **124** of attraction computers **101** and communication hardware **112** of PCDs **102**. Network **105** may be implemented using any of a number of known wireless technologies, including for example infrared, conventional point-to-point radio transmission, conventional cellular/paging networks, or any combination thereof. It will be apparent to those skilled in the art that the particular technology that may be optimal for a particular application will depend upon several factors, including performance, environment, scale, cost, and the like. In one exemplary embodiment, network **105** is implemented using an ARDIS Nationwide network, available from wide-area wireless data service providers such as Motorola or RAM Mobile Data. In alternative embodiments, network **105** is implemented using a RICOCHET™ wireless modem/Internet connection from Metricom, or a Dayna "Roamer" wireless local area network. In yet another embodiment, network **105** is implemented using conventional off-the-shelf products such as a Radio-Modem from DataRadio for direct point-to-point data communications integrated with an infrared receiver/transmitter for locations where radio communication is impractical or inappropriate.

Although FIG. **1** shows three attraction computers **101** and four patron PCDs **102**, there may be any number of each of such elements, depending on the nature of the park, the number of patrons attending, and other factors.

Software Architecture

Referring now to FIG. **2**, there is shown a block diagram of the software architecture of an attraction computer **101** and a PCD **102**. PCD **102** contains a user interface component **201** for receiving input from a patron and for displaying information to the patron. In one embodiment, user interface **201** is implemented in graphic form with on-screen commands, buttons, menu items, and text input boxes, operable by either a touch-sensitive screen **109** or pen-based pointing device **108**. Upon initial entry into the park, and

payment of a rental fee if necessary, the patron is provided with a PCD **102**. Upon activation, PCD **102** executes an initialization module **214** that prompts the patron via user interface **201** to input patron information describing his or her group, as is described below in connection with FIG. **5**A. Such information is stored in patron information storage **202** which is a part of the random-access memory (RAM) **107** or magnetic storage (e.g. disk drive) **111** of the PCD **102**.

Referring now also to FIG. **2**A, there is shown a set of sample patron information records **226** stored in storage **202** according to an embodiment of the present invention. Each record **226** refers to a single member ("guest") of the patron's group, and contains the following fields:

Guest number **227** identifies each member of the patron's group. This number is unique to each member within a particular group, so that in conjunction with PCD ID (described below), it identifies every guest in the park.

Name **220** contains an ASCII string representing the guest's name (first and/or last). This field is used to specify in user interface **201** which guests are included in a reservation.

Age **221** in years.

Sex **222** may be represented by a binary digit.

Height **223** in inches.

Weight **224** in pounds.

Flags **225** contains encoded information describing preferences and characteristics of the guest.

Age **221**, height **223**, weight **224**, and flags **225** are used by filtering module **203** to determine validity of reservation requests, as described below. Other types of information may also be provided in records **226** as may be useful in performing the functions of the present invention. Storage **202** may also contain historical data describing performance of the patron's group in keeping reservations, for use by attraction computer **101** in estimating a probability that the patron will actually attend an attraction for which there is a confirmed reservation. In one embodiment, such data is encapsulated in a Ride Probability value, which is transmitted along with reservation requests as further described below. Ride probability represents an estimated probability that the patron will show up for the reservation, represented as a percentage. In one embodiment, it starts at a predefined amount and is dynamically estimated based on performance of the patron in keeping reservations. The probability of confirmation may be computed, for example, by dividing the number of reservations that the patron has confirmed or accepted, by the total number of reservations requested by the patron; other more sophisticated calculations may also be used, incorporating for example, time of day, location within park, distance to attraction, or other information.

PCD **102** optionally contains descriptions of the various attractions in the park, stored in attraction description storage **205**, which is also implemented in RAM **107** or disk drive **111**. It is advantageous to store such information locally within PCD **102** so that it can be accessed by the patron without necessitating communication with one or more of attraction computers **101** in order to obtain this information.

Referring now also to FIG. **2**B, there is shown a set of attraction description records **236** stored in storage **205** according to an embodiment of the present invention. Each record **236** refers to a particular attraction in the park, and contains the following fields:

Attraction ID **423** is a unique identification number that identifies the attraction. When reservation requests are generated, this number **423** enables the communications module to properly direct the request to the appropriate attraction computer **101**.

Name **231** contains an ASCII string representing the name of the attraction.

Pointer to description **232** contains a pointer to a location in PCD memory containing text and/or graphic descriptions of the attraction. PCD **102** accesses the referenced memory location to display the attraction description to the patron.

Age **237** specifies minimum and maximum ages for the attraction, in years.

Height **238** specifies minimum and maximum heights for the attraction, in inches.

Weight **239** specifies minimum and maximum weights for the attraction, in pounds.

Location **233** specifies the location of the attraction in the park. In one embodiment, this is specified in grid coordinates to some useful level of resolution, such as 10 meters. Other forms of location data may also be used, such as Global Positioning System (GFS) coordinates, and the like.

Operating hours **234** of the attraction.

Flags **235** contains encoded information describing other characteristics of the attraction as deemed useful for operation.

Age **237**, height **238**, weight **239**, location **233**, operating hours **234**, and flags **235** are used by filtering module **203** to determine validity of reservation requests, as described below. Other information may also be provided in records **236** as may be useful in performing the functions of the present invention.

In one embodiment, request filtering and generation module **203** processes reservation requests for particular attractions by accessing patron information storage **202** and attraction description storage **205** as will be described below. The module **203** determines whether such reservations requests are valid, by applying predetermined filtering rules to the request for the attraction. These filtering rules may compare the patron description data to the attraction requirements to determine whether the patron is allowed to attend the attraction, whether the attraction is currently operating, and whether the patron has exceeded a limited number of reservations at various attractions, and the like. The module **203** preferably informs the user when a request is determined to be invalid. Module **203** is implemented as a software module running on CPU **106** in PCD **102**.

In an alternative embodiment, module **203** does not perform any filtering, but sends all reservation requests to attraction computer **101**. In this embodiment, all such filtering is performed in attraction computer **101**. One advantage of this embodiment is that PCD **102** does not have to store and update dynamic information in attraction description information **205**. Depending on the particular configuration and the nature of the amusement park and attractions, such a scheme may be preferable.

Communications module **207** of PCD **102** obtains valid requests from filtering and generation module **203**. Module **207**, in conjunction with communication drivers implemented in software, transmits the valid requests to wireless communication hardware **112** of PCD **102**. Communication hardware **112** sends the message over wireless communications network **105** to wireless hardware **124** of attraction computer **101**. Hardware **124**, in conjunction with additional communication drivers implemented in software, delivers the requests corresponding to the selected attraction for the reservation to communications module **211** coupled to attraction computer **101**.

Module **207** receives proposed reservation information from module **211** in a similar fashion, and also transmits confirmations of reservations back to module **211**. Module **207** is implemented using wireless transmitter/receiver **112** and attendant software, as is well known in the art, so that the plurality of PCDs **102** and attraction computers **101** are linked by wireless communications network **105**. As will be apparent to those skilled in the art, known buffering and handshaking protocols are employed as is conventional in communication drivers and hardware, to implement the above-described operation.

Reservation confirmation module **208** receives a proposed reservation time from an attraction computer **101**, and presents the proposed reservation time to the patron for confirmation or rejection. Module **208** is implemented as a software module running on CPU **106** in PCD **102**. Module **208** is coupled to user interface **201** to present the appropriate options to the patron and to receive the patron's response, which may including accepting or rejecting the reservation time, or requesting additional information.

Local reservation storage **206** maintains information describing pending and confirmed reservations for the patron. It is advantageous to maintain this information locally in PCD **102** so that reservation alerts and other operations may be performed without necessitating communication with an attraction computer **101**. Storage **206** is implemented in RAM **107** of PCD **102** or in a magnetic storage such as disk drive **111**. The reservation confirmation module **208** stores data describing confirmed and pending reservations in local reservation storage **206** in response to patron requests and confirmation via user interface module **201**.

Referring now also to FIG. 2C, there is shown a set of local reservation records **244** stored in storage **206** according to an embodiment of the present invention. Each record **244** refers to a particular pending or confirmed reservation for the patron, and contains the following fields:

Request ID **422** is a unique identification number for the request generated by PCD **102**. This enables PCD **102** to distinguish this specific request from others that the patron may have made or may make in the future, so as to enable correct identification of requests in the local reservation information storage **206**, and handling of responses from attraction computer **101**.

Attraction ID **423** is a unique identification number that: identifies the attraction.

Time **241** of the reservation.

Who **242** specifies which guest numbers in the patron's group are included in the reservation. This cross-references to guest numbers **227** stored in **202**.

Flags **243** contains encoded information describing other characteristics of the attraction, including for example a flag specifying whether the reservation is pending (awaiting response) or confirmed.

Other information may also be provided in records **244** as may be useful in performing the functions of the present invention.

Reservation alert module **204** alerts the patron when a reserved time is approaching, as described in detail below in connection with FIG. **5**. Module **204** is implemented as a software module running on CPU **106** in PCD **102**.

Attraction computer **101** contains a request processor **209** for processing reservation requests received by communications module **211**, using information from virtual queue **210**, attraction information storage **213**, and physical queue monitor **103**. Request processor **209** is implemented as a software module running on CPU **120** in attraction computer **102**. Request processor **209** operates as described below in connection with the state diagram shown in FIG. **6**.

Communications module **211** receives reservation requests from communications module **207** of PCD **102** over network **105**. Module **211** also transmits proposed reservation information provided by request processor **209** to module **207** and receives confirmations of reservations from module **207**. Module **211** is implemented using wireless transmitter/receiver **124** and attendant software as is well known in the art.

Virtual queue **210** maintains a list of pending and confirmed reservations for the attraction. Virtual queue **210** holds a varying number of reservations, each reservation having data identifying or describing the patron holding the reservation, and either a time or position for the reservation.

Referring now also to FIG. 2D, there is shown, as an example, a set of records **254** stored in virtual queue **210** according to an embodiment of the present invention. Each record **254** refers to a particular pending or confirmed reservation for the patron, and contains the following fields:

Record number **251** specifies the sequence of reservations for a particular attraction. It is also used as an index number for the records, starting at zero and continuing to N−1, where N is the total number of records.

Request ID **422** is a unique identification number for the reservation request as generated by PCD **102** that sent the request to the attraction computer **101**.

PCD ID **421** uniquely identifies the PCD **102** that generated the reservation request.

Time **241** of the reservation proposed or confirmed for the reservation request.

Number of patrons **252** included in the reservation request. Alternatively, this value can be derived from who information **242**.

Who **242** is an optional field for specifying which guest numbers in the patron's group are included in the reservation.

Flags **243** contains encoded information describing other characteristics of the attraction, including for example a flag specifying whether the reservation request is pending (awaiting response) or confirmed.

Ride probability **253** is an optional field representing an estimated probability that the patron will show up for the reservation, as described above. In one embodiment, PCD **102** transmits this information as part of a reservation request and this field is then stored in virtual queue **210**. The usage of ride probability **253** is described below in connection with FIG. **7**.

Other information may also be provided in records **244** as may be useful in performing the functions of the present invention.

Information in virtual queue **210** is updated by request processor **209** and is accessed by request processor **209** as needed. When requested, request processor **209** determines the next available time or position for a reservation from the virtual queue **210**, as described below. Finally, central attraction control interface **104** is able to access virtual queue **210** so that park staff can monitor the reservation status for attractions and make adjustments and modifications when appropriate. Virtual queue **210** is preferably stored in RAM **123** and may be stored, or mirrored to magnetic storage such as disk drive **125** for fault tolerance. It is advantageous to organize virtual queue **210** as a linked list so that entries can be easily inserted and removed at any point in the queue. Alternatively, virtual queue **210** may be implemented in a relational database, or other suitable data store.

Queue updater **212** makes adjustments to virtual queue **210** when necessitated by changes in the status of the attraction. These changes in status may be reflected in information from physical queue monitor **103** (for example, a dramatic change in the number of people in the physical queue), or some other change to attraction information stored in storage **213** and updated by central attraction control interface **104**. For example, a dramatic increase in the number of people in the physical queue, or a temporary malfunction in the attraction, may cause reservations in virtual queue **210** to be pushed back by some amount. Changes made by queue updater **212** are sent to PCDs **102** as necessary through communications module **211** so that patrons are made aware of any adjustments made to their schedule resulting from the changes. Queue updater **212** is implemented as a software module running on CPU **120** in attraction computer **102**.

Attraction information storage **213** maintains current information describing the particular attraction associated with attraction computer **101**.

Referring now to FIG. 2E, there is shown a representative sample of the information that is stored in **213** in one embodiment, as follows:

Attraction ID **423**, name **231**, pointer to description **232**, age restrictions **237**, height restrictions **238**, weight restrictions **239**, location **233**, and operating hours **234**, as described above in connection with storage **205**.

Cycle capacity **261** represents the maximum number of guests that can pass through the attraction as a unit, where applicable. For example, the attraction may employ a series of cars, each containing a fixed number of guests. The capacity of an individual car is then the cycle capacity.

Estimated throughput **262** represents the estimated number of guests per hour that may be admitted to the attraction. Alternatively, storage **213** may contain an estimated number of cycles per hour, so that the number of guests per hour can be calculated.

Estimated downtime **263** represents the estimated percentage of time the attraction will not be functioning, based on historical data.

Nominal staff **265** represents the usual staffing requirement for the attraction.

Current status **266** of the attraction, for example OPERATING, CLOSED, SCHEDULED MAINTENANCE, PAUSED, and the like.

Current throughput **267** is a measure of the current number of guests per unit time (e.g. hour) being admitted to the attraction.

Current staff **268** represents the number of employees currently staffing the attraction.

Today's throughput **269** represents a historical average throughput throughout the day, measured as guests per hour.

Today's downtime **270** represents the percentage of normal operating hours during which the attraction has not been functioning throughout the day.

Flags **264** represent other information that may be useful in scheduling reservations.

Items **234** and **261** through **270** are used by request processor **209** in determining scheduling of reservations. Static information such as; estimated throughput **262**, cycle capacity **261**, operating hours **234**, and the like are entered during initialization of computer **101**. Dynamic information such as current status **266**, current staff **268**, and the like may be updated manually through central attraction control interface **104**, or updates may occur based on data from queue updater **212** and request processor **209**. The information in storage **213** is provided as needed to request processor **209**, queue updater **212**, and central attraction control interface **104**. Attraction information storage **213** is implemented in RAM **123** or in magnetic storage such as a disk drive **125**.

The preceding list is merely illustrative. Other items might be stored in **213** in addition to or in lieu of the listed items, as may be appropriate for the particular attractions. Also, other units or means of measuring the listed items might be employed in other embodiments of the present invention.

System Operation

The various components of system **100** operate to take reservation requests from patrons and schedule and confirm reservations. As patrons travel through the amusement park, they use PCDs **102** to request reservations for particular attractions in the park. Referring now to FIG. **3**, there is shown a flowchart of the overall operation of system **100** in processing a reservation request from a patron. The steps shown in FIG. **3** are performed by various components of system **100**. More detailed descriptions of various elements of the flowchart and the components that perform the described steps are provided below.

First, the patron requests **302** a reservation for a selected attraction by entering the request using user interface **201** of PCD **102**. 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.

In one embodiment, filtering and generation module **203** retrieves **303** patron information stored locally in information storage **202** and filters **304** or screens the request according to various heuristics in order to determine whether or not the request is valid.

If invalid, the request is rejected **305** and the patron is informed of the rejection. If valid, the request is transmitted **307** to attraction computer **101** for the requested attraction.

Request processor **209** in computer **101** determines **308** the availability of the attraction in accordance with the request. Attraction availability is determined based on attraction information stored in storage **213** (such as, for example, operating hours for the attraction), virtual queue **210** containing information describing pending reservations, and physical queue monitor **103** which provides information describing the physical queue for the attraction.

If processor **209** determines **309** that the attraction is not available, processor **209** rejects **310** the request. Computer **101** sends a message to PCD **102** to inform the patron that the attraction is unavailable.

If processor **209** determines **309** that the attraction is available **309**, processor **209** determines **311** a proposed reservation time or position for the patron. The time or position of the proposed reservation may be based on a number of different factors, including the number of reservations held in the virtual queue **210**, data from physical queue monitor **103** identifying the number of patrons physically present and waiting for access to the attraction, historical time/demand data, current actual throughput (number of patrons being served per unit time), predicted throughput, the number of individuals in the patron's party, and other static or dynamic performance information. This reservation time is temporarily held in virtual queue **210**, awaiting confirmation from the patron.

Module **211** transmits **312** the message with the proposed reservation time to PCD **102**.

Module **208** displays the proposed reservation time and name of the attraction to the patron via user interface **201**,

and prompts the patron to either confirm or reject the reservation. The patron is given a fixed period of time in which to confirm or reject the reservation by providing input to user interface **201**. In one embodiment, during this time, the patron is not permitted to make additional reservation requests. The patron accepts or rejects the reservation by inputting a signal to PCD **102** via user interface **201**; PCD **102** then transmits the signal back to attraction computer **101**.

The patron's confirmation or rejection is transmitted back to attraction computer **101** using modules **207** and **211**. If the patron does not specify confirmation within the fixed period of time, PCD **102** sends a timeout message to attraction computer **101**, which considers the reservation to have been rejected. In an alternative embodiment, attraction computer **101** maintains a timeout counter to determine that no response has been received from PCD **102** after a predetermine time period, so that no timeout message need be transmitted from PCD **102** to computer **101**.

If the proposed time is not accepted **313**, the temporarily held reservation time is released in virtual queue **210**, and the patron is informed **310** of the acknowledgment of his or her rejection of the proposed reservation.

If the proposed time is accepted **313**, the reservation is confirmed **314** in both local reservation storage **206** and in the virtual queue **210** of attraction computer **101**. Optionally, the patron may be informed that the reservation is confirmed.

When the reservation time of some attraction is approaching, PCD **102** alerts the patron with an audible message, beep, visual indication, or vibration. The patron and his or her group then proceed to the attraction, and enter.

PCD Operation

Referring now to FIG. **5**, there is shown a state diagram of the operation of PCD **102** according to one embodiment of the present invention.

PCD **102** starts in an idle state **501**. Various events may occur which trigger other states, as described below. During the idle state **501** the PCD **102** loops through a control loop and enters further states depending on system messages, message types indicated in messages received from attraction computers **101** (as explained below), internally generated messages, and clock events.

When PCD **102** is initially distributed to a patron, it enters an initialize state **502** controlled by initialization module **214**. PCD **102** is activated, and its communication with network **105** is enabled, typically by exchanging initializing messages and handshaking with nodes in network **105**. Attraction description information may be provided to PCD **102** for local storage in attraction descriptions **205**. The patron is presented with a welcome message and is invited to enter information describing his or her group via user interface **201**. Patron information typically includes the number of people in the group, their ages, heights, and attraction preferences. FIG. **5**A shows a sample screen **519** for entry of such information for each member of the patron's group, including: fields **520** for entering name, age, height, and weight; checkboxes **521** for specifying health conditions; and checkboxes **522** for specifying attraction and seating preferences. Other items of patron information may also be included as may be relevant for the particular amusement park. Individual preferences, such as how far in advance of an upcoming reservation to alert the patron (for example, five minutes or ten minutes, or variable depending on distance to the attraction), may be specified. Buttons, **523** are used for canceling, proceeding to the next member of the group, or indicating that the patron is done entering information. Once the information has been entered, it is stored as member records in patron information **202**. In one embodiment, such information is also transmitted to storage **213** in attraction computers **101** so that computers **101** can access the information locally when processing reservations. In another embodiment, such information is transmitted to central attraction control interface **104** for centralized storage and access by connections to attraction computers **101**. During initializing state **502**, PCD **102** may also receive input of rules for use by request filtering module **203**, or such rules may be preloaded in PCD **102** prior to distribution to patrons. PCD **102** returns to idle state **501**.

While in idle state **501**, user interface **201** presents a screen **540**, as shown in FIG. **5**B, which includes a scrollable and/or pageable list **541** of available attractions, buttons **542** and **543** for obtaining information or generating reservation requests for selected attractions, a button **544** for changing patron information, a scrollable and/or pageable list **545** of previously-made reservations, and buttons **546** and **547** for modifying or canceling previously-made reservations. If desired, the patron may also be presented with a list of attractions that match the particular preferences of the members of the patron's group or that are in relative proximity to the patron's current location. The current location of the patron is determined by patron input to user interface **201**, or in one embodiment it is obtained automatically using a global positioning system (GPS) (not shown) in a conventional manner, coupled to patron information storage **202**. In this embodiment, GPS data describing the patron's current location in the park is matched against geographic location data for the attractions in the attraction description storage **205** to determine those attractions the patron is near. Activation of these screen elements by use of a pointing device **108** or touch-sensitive screen **109** causes PCD **102** to enter various states, as described below.

A patron may request a reservation for a particular attraction as follows. The patron selects one of the attractions in list **541** using a pointing device. By clicking on button **542**, the patron can obtain additional information such as a description, location, height or age restrictions, and the like, retrieved from local storage **206**. Clicking on button **543** causes PCD **102** to enter state **503** for requesting reservations. FIG. **5**C shows a sample display screen **560** for requesting a reservation for a selected attraction. Window **561** provides descriptions and pictures of the attraction. Button **562** allows the patron to request a specific time for the reservation. Button **563** requests the next available time. Button **564** exits the screen and returns PCD **102** to idle state **501**. Optionally, screen **560** also provides a mechanism for the patron to indicate, if desired, which members of the patron's party are to be included in the reservation.

Once the reservation has been requested by the patron, PCD **102** enters state **504**, where relevant information is retrieved and the reservation is filtered to determine its validity.

Referring now also to FIG. **4**, there is shown a flowchart of the retrieval **303** and filtering **304** operations In one embodiment, such operations are performed locally without the need for communication with an attraction computer **101**, as follows. Module **203** retrieves **303** relevant information from storage **202**, **205**, and **206**, including for example:

- patron information **401** describing how many people are in the patron's group, ages, heights, medical conditions, and the like from patron information **202**;
- patron location **402** describing the patron's current location in the park, which may be derived automatically

from Global Positioning System (GPS) information, or may be manually entered by the patron;

patron preferences **403** specifying particular types or characteristics of attractions that the patron has indicated are preferable, as encoded in flags **225** of storage **202**;

other reservations **404** describing previously-made reservations by the patron from local reservation information **206**;

geographic location **405** of the requested attraction from attraction descriptions **205**;

restrictions or requirements **406** (such as age, height, medical conditions, and the like) for the requested attraction from attraction descriptions **205**; and

operating hours **407** for the requested attraction from attraction descriptions **205**.

Once the relevant information has been retrieved, module **203** retrieves pre-programmed rules **409** for validity determination of reservation requests. Rules **409** are generally programmed into module **203** when PCD **102** is initialized, and specify how the retrieved data is to be processed to determine validity. For example, a rule might specify that the patron may not have more than five reservations at a time; or another rule may specify a maximum distance between the attractions for two successive reservations. Where PCD **102** is adapted to employ Global Positioning System (GPS) information, the patron may be limited to making reservations at attractions within a certain distance from their present position. Module **203** may also check, for example, that members of the group are of sufficient age and height to enjoy the selected attraction by comparing information in patron information storage **202** with the description data of the attraction in the attraction description storage **205**. Module **203** may also ensure that no conflicting reservations have been made. Other processing based on locally-available information may also be performed to filter or otherwise validate the request.

Rules are applied **410** to the retrieved data and a determination is made **411** as to the validity of the reservation request. If the request is not valid, module **203** rejects **305** request and informs the patron of the rejection by displaying a message via user interface **201**, preferably stating the reason for the rejection. PCD **102** then returns to the idle state **501**. The patron may then enter a new request, or modify the existing request.

If the request is valid, PCD **102** proceeds to state **505**. Request filtering module **203** generates **408** a reservation request message to transmit the request for processing by attraction computer **101**. Referring now to FIG. **4A**, there is shown a data structure **420** for a reservation request message according to one embodiment of the present invention. In one embodiment, the same data structure **420** is used for all messages in system **100**, with differing types of messages being distinguished by unique values for MSG_TYPE **426**. The request message preferably includes the following:

PCD_ID **421** is a unique identification or serial number of The patron's PCD **102**, allowing attraction computer **101** to identify the source of the request, and to the respond to the specific PCD **102** making the request.

MSG_TYPE **426** indicates the type of message being sent. Unique codes identify reservation requests (REQUEST), responses (RESPONSE), rejections (REJECT), confirmations (CONFIRM), cancellations (CANCEL), timeouts (TIMEOUT), modifications (MODIFY), attraction information updates (ATTRACTION_UPDATE), reservation updates (RES_UPDATE), and other types of messages as may be useful. For request messages, MSG_TYPE **426** would in a preferred embodiment contain a REQUEST code.

REQUEST_ID **422** is a unique identification number for the request generated by PCD **102**. This enables PCD **102** to distinguish this specific request from others that the patron may have made or may make in the future, so as to enable correct identification of requests in the local reservation information storage **206**, and handling of response from attraction computer **101**.

ATTRACTION_ID **423** is a unique identification number that identifies the attraction for which the reservation is intended. This enables the communications modules **207**, **211** to properly direct the request to the appropriate attraction computer **101**.

TIME **424** is used optionally if the patron has specified a desired reservation time for attending the attraction.

FLAGS **425** is used optionally to indicate some special requirements or other information derived from patron information **202** or from some special characteristics of the reservation request. For example, FLAGS **425** may indicate that one of the members of patron's group is disabled and requires wheelchair access to the attraction. Such information will be taken into account by attraction computer **101** when scheduling the reservation

Data structure **420** may also include additional formatting as useful for the particular implementation of the system, such as byte counts, checksums, request length, and the like. It may also contain information describing past performance of the patron in keeping reservations, for use by attraction computer **101** in estimating ride probability, for example by including the patron's ride probability **253**. Finally, in one embodiment, data structure **420** includes additional fields describing other reservations previously made by the patron. Attraction computer **101** can use this information to avoid scheduling conflicts with other reservations.

The module **203** passes the request to communications module **207**. Communications module **207** format the request into the necessary data format used in the wireless network **105**, and then transmits **307** the request to communications module **211** in the corresponding attraction computer **101** through the wireless communications network **105**. PCD **102** then awaits an acknowledgment from attraction computer **101** indicating that the request is being processed, and displays a message to inform the patron that a response is being processed. While the acknowledgment is being awaited, PCD **102** returns to idle state **501** so that other reservations may be made by the patron and other operations may be performed.

FIG. **5D** is a sample screen **570** after a reservation request has been transmitted. List **545** now includes item **571** showing the reservation request with an indication that PCD **102** is waiting for a response regarding the request.

Upon receipt of a message from an attraction computer **101**, PCD **102** enters state **506** for receiving a response message. The message may contain a description of a proposed reservation time, or it may indicate that the attraction is unavailable. In one embodiment, response messages employ a data structure **420** similar to that shown in FIG. **4A**, with the same fields. The response message thus includes the same unique PCD_ID **421**, REQUEST_ID **422**, and ATTRACTION_ID **423** fields, in order to allow PCD **102** to identify itself as the intended recipient of the response message, and match the response to the previously-submitted request. TIME **424** now contains the proposed

reservation time generated by computer **101**. FLAGS **425** indicate additional information that may be useful to PCD **102**. For example, if the attraction is unavailable a flag in FLAGS **425** may so indicate. A reason code may also be encoded for such a response, so that the patron can be informed as to the reason for unavailability (for example: attraction closed, under height limit, over weight limit, reservation time not available, and the like). MSG_TYPE **426** contains a RESPONSE code.

Upon receipt of the response message by the communications module **207**, PCD **102** sends an acknowledgment message if such is required by the selected protocol for communication across network **105**. The response message is provided to the reservation confirmation module **208**. Module **208** checks the REQUEST_ID to match it with a request stored in local reservation information storage **206**, and the appropriate flag in FLAGS is checked to determine whether the request indicates availability or unavailability of the selected attraction.

If the response message indicates that the attraction is unavailable, PCD **102** so notifies the patron by displaying an on-screen message via user interface **201** on the display of PCD **102** explaining the reason for the rejection. PCD **102** then returns to the idle state **501**, allowing the patron to request a reservation elsewhere or perform other operations.

If the response message indicates that the attraction is available, PCD **102** proceeds to state **507** and presents an on-screen message to the patron informing him or her of the available time. Referring now to FIG. **5E**, there is shown a sample screen **580** containing a message **581** informing the patron of the availability of the selected attraction at a particular time.

If the user presses Another Time button **582**, PCD **102** prompts the patron to enter a new requested time, then proceeds to state **509**. PCD **102** sends a message to computer **101** that the proposed reservation time is rejected, using data structure **420** with a MSG_TYPE **426** of REJECT. PCD **102** then proceeds to state **503** to generate a new reservation request with the time specified by the patron. In one embodiment, an additional MSG_TYPE of RESCHEDULE is provided to perform the rejection and new request in a single step. This approach has the advantage of allowing computer **101** to hold the previous reservation in a pending state until the new proposed time is processed, so that the patron does not lose the prior reservation if the new proposed time is not available. In all other respects, the new reservation request is handled in a similar manner to an ordinary reservation request with a specified requested time.

If the user presses Confirm button **583**, PCD **102** enters state **508**. A confirmation message is sent using data structure **420** with a MSG_TYPE **426** of CONFIRM. PCD **102** may await an acknowledgment signal if such is dictated by the particular communications protocols in use for network **105**. PCD **102** also stores the confirmed reservation locally in local storage **206**. P3D **102** then returns to idle state **501**.

If the user presses Reject button **584**, PCD **102** proceeds to state **509** to send a rejection message to computer **101** that the proposed reservation time is rejected, using data structure **420** with a MSG_TYPE **426** of REJECT. PCD **102** may await an acknowledgment signal if such is dictated by the particular communications protocols in use for network **105**. PCD **102** then returns to idle state **501**. If the user fails to press one of buttons **582**, **583**, or **584** within a predetermined time period, PCD **102** sends a TIMEOUT message and returns to idle state **501**.

Referring again to FIG. **5B**, previously-made reservations appear on screen **540** in list **545**. The patron may cancel a previously-made reservation by selected the reservation with an on-screen pointer and clicking on Cancel button **547**. This causes PCD **102** to enter state **511**, where it retrieves the REQUEST_ID for the selected reservation and sends a cancellation message to computer **101** that the previously-made reservation is canceled, using data structure **420** filled in appropriately for the selected reservation, with a MSG_TYPE **426** of CANCEL. PCD **102** may await an acknowledgment signal if such is dictated by the particular communications protocols in use for network **105**. PCD **102** then returns to idle state **501**.

The patron may modify a previously-made reservation by selecting the reservation with an on-screen pointer from list **545** and clicking on Modify button **546**. This causes PCD **102** to retrieve the REQUEST_ID for the selected reservation, send a message to computer **101** that the previously-made reservation is canceled, using data structure **420** filled in appropriately for the selected reservation, with a MSG_TYPE **426** of CANCEL, and enter state **403** for requesting a new reservation for the selected attraction. The new reservation request is processed in a similar manner as described above for ordinary reservation requests. In one embodiment, an additional MSG_TYPE of MODIFY is provided to perform a provisional cancellation and new request in a single step. This approach has the advantage of allowing computer **101** to hold the previous reservation in a pending state until the new proposed time is processed, so that the patron does not lose the prior reservation if the new proposed time is not available.

Upon receipt of an ATTRACTION_UPDATE message, PCD **102** enters state **512**. If applicable, patron is alerted and notified that some previously-made reservations must be modified as a result of changes to attraction information. Local attraction information **205** is modified if necessary. If applicable, PCD **102** proceeds to state **506** to receive a RES_UPDATE message indicating a new proposed time or attraction unavailability.

The reservation confirmation module **208** periodically and regularly checks the local reservation storage **206**, and further accesses a system clock of PCD **102**, to determine which reservations stored therein are within a specified amount of time from the current time. If the reservation time of some attraction is within the specified time, PCD **102** enters state **514** to alert the patron with an audible message, beep, visual indication, or vibration. The specified amount of alert time may be preconfigured with PCD **102**, or may be established by the patron during initialization as described above. Alternatively, the amount of alert time may be dynamically varied as a function of the patron's distance to the attraction and estimated travel time, using GPS data. As described above, the current location of the patron is in one embodiment automatically updated using a GPS, and the location of the attraction is determined from attraction description storage **205**. Estimated travel speed can be dynamically determined from the GPS data, or estimated predetermined values may be used. In this manner, the user is alerted with sufficient time to travel to the attraction in order to make the reservation.

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. Module **204** may also alert the patron by use of vibrations as is known in the art with respect to pager alerts. This is particularly advantageous in a noisy environment when an auditory alert may not be heard by the patron, or where a visual alert may not be noticed. PCD **102** may await some confirmation from the

patron to indicate that the alert has been noted (such as clicking on an on-screen button). The alert is then silenced and PCD **102** returns to the idle state **501**. If desired, additional alerts may be provided if the GPS data indicates that the patron is not proceeding in the direction of the attraction, that patron is not proceeding to the attraction quickly enough to make the reservation time, or if the reservation has not been claimed at the appropriate time.

When the patron arrives at the attraction in fulfillment of a confirmed reservation, PCD **102** enters state **515**. This situation is detected by means of a transmitter located at the attraction that signals patron's arrival to PCD **102**. Similarly, if a reserved time passes and the patron does not show up at the attraction within a predetermined or flexible grace period, PCD **102** detects the failure to receive the arrival message and enters state **515**. In either case, the reservation is removed from local storage **206** and patron performance information, stored in **202**, is updated to reflect the patron's arrival or failure to arrive in time for the reservation.

PCD **102** may also receive Attraction Update messages providing information for updating the attraction descriptions stored in **205**. Such messages are sent by attraction computer **101** responsive to some change in the status of the attraction, such as for example if an attraction is closed for repair. Upon receipt of such a message, PCD **102** enters state **513** to update local storage of attraction descriptions **205**. In one embodiment, Attraction Update messages employ a data structure **420** as shown in FIG. **4**A including the following:

PCD_ID **421** is set to a unique value (e.g. NULL) that specifies that the message is to be sent to all PCDs **102**, so that all PCDs **102** can make the appropriate changes to their attraction descriptions **205**. The unique value is distinct from other values of PCD_ID **421** for particular PCDs.

MSG_TYPE **426** is set to a unique ATTRACTION_UPDATE code.

REQUEST_ID **422** is not applicable for Attraction Update messages.

ATTRACTION_ID **423** is a unique identification number that identifies the attraction for which the information is being updated. This enables PCDs **102** to properly update the appropriate information.

TIME **424** is used optionally to provide additional data regarding the attraction, such as for example a projected time for re-opening of the attraction.

FLAGS **425** specifies the particular information being updated and provides the updated information. For example, FLAGS **425** may indicate that an attraction is closed, as well as the particular reason for the closure. In one embodiment, after sending the attraction update message, computer **101** checks the contents of virtual queue **210** to determine whether any reservations need to be changed. It then sends reservation update messages to all PCDs **102** associated with such reservations. Reservation update messages are similar to RESPONSE messages described previously, but with a MSG_TYPE of RES_UPDATE, and a TIME proposing a new reservation time. Confirmation or rejection is awaited as described previously in connection with RESPONSE messages.

Referring again to FIG. **5**B, the patron may change personal data by clicking on button **544**. This may be necessary if, for example, the patron discovers that some element of data is incorrect or inaccurate. If the patron clicks on button **544**, he or she is taken to screen **519** as described above in connection with FIG. **5**A. Fields **520** and checkboxes **521** and **522** are filled in for the patron as he or she previously indicated, and changes may be made as appropriate. Once the patron is satisfied with the changes, he or she may click Done to exit screen **519** and return to screen **540**.

Attraction Computer Operation

Referring now to FIG. **6**, there is shown a state diagram of the operation of attraction computer **101** according to one embodiment of the present invention.

Computer **101** starts in an idle state **601**. Various events may occur which trigger other states, as described below.

Upon startup, computer **101** enters an initialize state **602**. computer **101** is activated, virtual queue **210** is initialized, and attraction information is loaded into storage **213** either from some external source or by user entry via interface **104**.

Upon receipt of a reservation request message from a PCD **102**, computer **101** enters state **603** wherein communications module **211** receives the message over network **105**. Communications module **211** is able to recognize messages addressed to computer **101** by reading the ATTRACTION_ID field **423** of incoming messages. Communications module **211** receives the request from communications module **207** and reformats the request as needed for handling by the request processor **209**. Communications module **211** also sends an acknowledgment to PCD **102** that sent the request to indicate that the request is being processed.

Computer **101** then enters state **604** for processing the reservation request, as described below in connection with FIG. **7**, for request processor **209** to determine whether the attraction is available or unavailable. If available, a proposed reservation time is determined and computer **101** enters state **605** for transmitting the proposed reservation time back to PCD **102** that initiated the request, and the proposed reservation is entered in virtual queue **210**. Request processor **209** compiles the specified reservation time or position into a message using the received PCD_ID, ATTRACTION_ID, and REQUEST_ID, along with a flag in FLAGS indicating a proposed reservation time. This message is passed to the communications module **211**. Module **211** then transmits the message with the proposed reservation time to PCD **102**.

While the patron is deciding whether to confirm or reject the proposed reservation, attraction computer **101** in one embodiment holds the proposed reservation time in the virtual queue **210**, so that if other patrons request reservations at the same attraction, they will be not be given proposed reservation times that conflict with the first patron's proposed reservation time. However, this may cause a gap in virtual queue **210** if the first patron's rejects the proposed reservation. In one embodiment, this gap will later be filled by one or more other patrons requesting reservations. In an alternative embodiment, a probability of confirmation of reservation is determined based on some predetermined factors such as, for example, the patron's past behavior in rejecting or confirming reservations, which information is tracked by the patron's PCD **102** and included in the reservation request as additional ride probability parameter, as discussed above. Reservation times may then be "overbooked" by attraction computer **101** to the extent permitted by the determined probabilities of confirmation for the patrons requesting the attraction. For example, the average ride probability for all future reservations from the current time may be computed, and used, in conjunction with throughput and cycle time values, to determine the next available reservation time or position.

In one embodiment, computer **101** also starts a timeout counter so that the proposed reservation can be canceled if no response is received from the patron within a predeter-

mined time period. In another embodiment, no such counter is needed, since PCD **102** sends TIMEOUT messages when the patron fails to respond. Computer **101** then returns to idle state **601** to await confirmation or rejection of the proposed reservation.

If, in state **604**, computer **101** determines that the attraction is unavailable, it enters state **605** for transmitting an unavailability response to PCD **102** and returns to idle state **601**. The processor **209** generates a rejection message according to the data structure shown in FIG. **4**A, using the PCD_ID, REQUEST_ID, and ATTRACTION_ID information from the request, and a flag in FLAGS **425** indicating that the request was rejected. As described previously, a reason code may also be encoded for such a response, so that the patron can be informed as to the reason for unavailability (for example: attraction closed, reservation time not available, and the like). Thus, for example, if the attraction is closing in one hour and there are sufficient reservations in the virtual queue **210** to keep the attraction full until closing, an explanation of these circumstances may be encoded in FLAGS **425** and conveyed to the patron via user interface **201**. This message is passed to the communications module **211** for formatting and transmission to module **207** of PCD **102**.

As described previously, messages sent in states **605** and **606** are response messages formatted according to the data structure shown in FIG. **4**A.

Upon receipt of a confirmation message from PCD **102**, computer **101** enters state **607**. Communications module **211** sends an acknowledgment message if such is required by the selected protocol for communication across network **105**. The appropriate flag in virtual queue **210** is set to indicate that the reservation is now confirmed. Computer **101** then returns to idle state **601**.

Upon receipt of a rejection, timeout, or cancel message from PCD **102**, computer **101** enters state **608**. Communications module **211** sends an acknowledgment message if such is required by the selected protocol for communication across network **105**. The reservation record is removed from virtual queue **210**. Computer **101** then returns to idle state **601**.

When a patron arrives at the attraction in fulfillment of a reservation, a sensor detects patron's arrival. The patron and his or her group preferably enter by way of a separate, entry dedicated for users of system **100**. Various mechanisms at or near this entry may be employed to detect the patron's arrival at the attraction. In one embodiment, as the patrons enter the attraction, they may pass their communication device by a transmitter/receiver. The transmitter signals PCD **102** to identify itself; PCD **102** responds with a signal including its PCD_ID, thereby signaling arrival of the patron. The arrival signal is received and sent to attraction computer **101**, and the reservation for that particular patron is identified in the virtual queue **210** using the PCD_ID and REQUEST_ID. Attraction computer **101** enters state **609**.

Similarly, if a reserved time passes and the patron does not show up within a predetermined or flexible grace period, attraction computer **101** enters state **609**.

In either case, the reservation is removed from virtual queue **210**. Computer **101** then returns to idle state **601**.

Attraction information **213** may be changed in response to signals from central attraction control interface **104**. Upon receipt of such signals, computer **101** enters state **611**, receives the updated information, and changes information in **213** as appropriate. Computer **101** then sends **614** ATTRACTION_UPDATE messages to PCDs **102** containing the updated information, and checks **615** whether any changes to reservations in virtual queue **210** are necessitated by the update. If so, it returns to state **604** to generate a proposed reservation time or send an unavailability message as previously described.

When physical queue monitor **103** detects changes in the physical queue that necessitate changes in virtual queue **210**, or when attraction information **611** indicates a problem or other change that necessitates such a change, queue updater **212** causes computer **101** to enter state **612**. The virtual queue **210** is updated to account for the changes. Computer **101** then checks **615** whether any changes to reservations in virtual queue **210** are necessitated by the update. If so, it returns to state **604** to generate a proposed reservation time or send an unavailability message as previously described.

Park staff may request reports through interface **104**. Such reports may indicate relevant historical analytical, and statistical data regarding operations of attractions **101**. For example, throughput graphs, patron performance figures, and relative physical/virtual queue load graphs may be provided. When such reports are requested, computer **101** enters state **613**, displays and/or prints reports, and returns to idle state **601**.

Referring now to FIG. **7**, there is shown a flowchart of request processing according to one embodiment of the present invention. The steps of FIG. **7** are preferably performed by request processor **209** of the computer **101** corresponding to the requested attraction. In general, the steps of FIG. **7** describe a method of determining an earliest possible time to schedule a proposed reservation in virtual queue **210**. This is done by traversing virtual queue **210** to find a "gap" large enough to schedule a new proposed reservation for the patrons making the request. If no such gap is found, the proposed reservation is added to the end of virtual queue **210**.

Processor **209** receives **702** the request from communications module **211**. It then retrieves **703** attraction information from storage **213**, including throughput, downtime, current status, and the like, as described above in connection with FIG. **2**E. Processor **209** determines **704** a desired interleave ratio for admitting patrons from the physical and virtual queues. Typically, such determination is made based on several factors, including for example the size of the physical queue (determined by physical queue monitor **103**), staffing, throughput, and the like. The interleave ratio is expressed as R, where R is the number of persons to be admitted from the physical queue for each person admitted from the virtual queue. For example, if R=2, two persons are admitted from the physical queue for every person admitted from the virtual queue. Computer **101** may vary R dynamically depending on the relative sizes of the physical and virtual queues. R may be fractional.

Processor **209** determines **705** the effective throughput for the virtual queue by taking into account the interleave ratio R to allow for admission of patrons from the physical queue. Thus, the effective throughput is

$$VQthroughput=throughput/(R+1) \quad \text{(Eq. 1)}$$

where throughput is determined from estimated, projected, current, or historical figures, and is measured as number of guests that can be admitted per unit time. For example, if throughput is 120 guests per hour, and the interleave ratio (R) is 2:1, VQthroughput is 120/(2+1)=40. Thus, 40 guests can be admitted from virtual queue 210 per hour. In alternative embodiments, other factors may also be employed in determining VQthroughput. For example, VQthroughput can be reduced by estimated downtime percentages, or it may take into account granularity in admissions due to

higher cycle capacities, or it may be adjusted according to variations in staffing for the attraction.

Processor **209** determines **706** whether the patron requested a specific time for the reservation. A variable called timeReq is set **708** to the specific time if requested, or **707** to the current time if no specific time was requested. If PCD **102** has transmitted information describing other reservations previouslymade by the patron, as may be optionally provided in request message data structure **420**, processor **209** then checks **709** whether other reservations previously made by the patron conflict with the time specified by timeReq; if so, timeReq is adjusted to avoid the conflict.

Processor **209** then determines **710** minimum travel time for the patron to get to the requested attraction, based on GPS data comparing coordinates of the patron (or where the patron will be after fulfilling prior reservations) and of the attraction, together with estimated travel speed of the patron, or based on manually entered information. Processor **209** also optionally checks whether the patron will have sufficient time to reach any previously-made reservations that occur after timeReq (based on distances between attractions). If necessary, timeReq is adjusted to account for travel time.

Processor **209** determines **711** if virtual queue **210** is empty, indicating that no other reservations have been made for this attraction. If so, processor **209** checks **712** whether the attraction is scheduled to be operating at timeReq, based on stored information or current status information. If not, processor **209** directs communications module **211** to transmit **722** an unavailability message. In one embodiment of the present invention, processor **209** will instead set timeReq to the next available operating time for the attraction (if any) and return to **709**.

If processor **209** determines in **712** that the attraction is operating at timeReq, it adds **713** a proposed reservation to the end of virtual queue **210** and directs module **211** to transmit **724** the proposed reservation to the patron's PCD **102**.

If processor **209** determines in **711** that virtual queue **210** is not empty, it searches for a suitable "gap" in virtual queue **210** to insert a new proposed reservation for the request, as follows. Processor **209** sets **714** a pointer called VQpoint to 1, in order to point to the second record in virtual queue **210** (since the records are indexed from 0 to N−1, where N is the total number of records). Processor **209** checks **715** whether the reserved time for the record indexed by VQpoint is later than timeReq. If the reserved time is not later than timeReq, processor **209** advances to the next record by incrementing **719** VQpoint by one and checking **720** whether the last record has been reached. If the last record has not been reached, processor **209** returns to **715**. If the last record has been reached, processor **209** proceeds to determine **712** if the attraction is operating at that time, and adds **713** the reservation to the end of virtual queue as described previously.

If processor **209** determines in **715** that the reserved time for record VQpoint is later than timeReq, this means it has passed the point in virtual queue **210** where the requested reservation should be inserted. Thus, it decrements **716** VQpoint by 1 to point to the immediately preceding record. It then determines whether there is a "gap" between record VQpoint and the next record. In other words, processor **209** determines whether there is sufficient time between the two reservations to allow insertion of the new reservation request. This determination is made by first determining **717** how long it will take for patrons for reservation VQpoint to be admitted to the attraction, using VQthroughput so as to account for admission of patrons from the physical queue as well. This amount of time is represented by:

$$t1=guests(VQpoint)/VQthroughput \quad \text{(Eq.2)}$$

where guests(VQpoint) represents the number of guests included in reservation VQpoint, and VQthroughput is the value calculated earlier in **705**. timeReq is increased by the amount determined by Eq.2, so that timeReq now indicates the time at which the attraction is able to admit the patrons making the request.

Processor **209** then determines **718** whether there is enough time between timeReq and the next reserved time to admit the new patrons along with a sufficient number of patrons from the physical queue. Thus, processor **209** calculates

$$t2=timeReq+(guestsReq/VQthroughput) \quad \text{(Eq.3)}$$

where guestsReq represents the number of guests included in the reservation request. The value determined by Eq.**3** is compared to the reserved time of the next reservation, represented by timeReserved(VQpoint+1). If the value from Eq.3 is greater, there is no room for the new reservation at this point in virtual queue **210** and processor **209** returns to **719**.

If the value from Eq.3 is less than or equal to timeReserved(VQpoint+1), there is room for the new reservation. If PCD **102** has transmitted information describing other reservations previously made by the patron, processor **209** checks **726** the timing of these other reservations to determine whether he or she is available at the time specified by timeReq, and may optionally check whether the patron will have sufficient time to reach any previously-made reservations that occur after the new reservation (based on distances between attractions). If the patron is unavailable or will not have sufficient time to reach other reservations, processor **209** returns to **719** to search for another time slot.

If processor **209** determines that the patron is available, it checks **712** whether the attraction is scheduled to be operating at timeReq, based on stored information or current status information. If not, processor **209** directs communications module **211** to transmit **722** an unavailability message. In one embodiment of the present invention, processor **209** will instead set timeReq to the next available operating time for the attraction (if any) and return to **709**.

If processor **209** determines in **721** that the attraction is operating at timeReq, it inserts **723** a proposed reservation at VQpoint+1 in virtual queue **210** and directs module **211** to transmit **724** the proposed reservation to the patron's PCD **102**.

Other embodiments may be used in place of the method described by FIG. **7**. In particular, one embodiment adjusts Eqs.2 and 3 to account for probability of patrons not showing up for reservations. As discussed previously, a ride probability may be maintained for patrons or for individual reservations, representing an estimated probability that the patron will show up for the reservation. Virtual queue **210** may then be "overbooked" by a certain amount to take into account these no-shows. Eq.2 can thus be rewritten as

$$t1=(guests(VQpoint)/VQthroughput)*(rideProb(VQpoint)/100) \quad \text{(Eq.4)}$$

where rideProb(VQpoint) is the ride probability for record VQpoint.

Similarly, Eq.3 can be rewritten as

$$t2=timeReq+((guestsReq/VQthroughput)*(rideProbReq/100)) \quad \text{(Eq.3)}$$

where rideProbReq is the ride probability for the requested reservation. Thus, this technique essentially books extra reservations with the expectation that some percentage of patrons will fail to show up for their reservations.

The above description depicts merely one embodiment of the present invention. Other techniques and methods could be employed without departing from the spirit or essential characteristics of the present invention. For example, PCD **102** may be implemented to not transmit information regarding previously-made reservations when a new reservation request is transmitted. In this case, processor **209** does not check **726** whether the patron is available at timeReq, but such checking is done at PCD **102** after the proposed reservation is received by PCD **102**. Then, if the patron is not available, PCD **102** automatically transmits a new request with a later TIME value.

In summary, the present invention provides a system including a plurality of PCDs **102** operating in conjunction with one or more attraction computers **101** to provide for remote scheduling of reservations by patrons for various attractions or services throughout a facility. This enables patrons to efficiently use their time while at the facility, increasing the number of attractions or services visited by the patrons, thereby increasing their enjoyment of the facility. The present invention further increases the facility's utilization of its resources, including improved allocation of staff members, and other resources. Thus, the facility experiences greater patron satisfaction, increased business, and profitability.

What is claimed is:

1. A system for assigning and managing patron reservations to one or more of a plurality of attractions, comprising:

at least one personal communication device (PCD), each PCD associated with at least one patron, each PCD for generating at least one reservation request specifying a selected one of the attractions, for transmitting the reservation request, and for receiving a proposed reservation time for the reservation request; and

at least one computer, each computer associated with at least one of the attractions, each computer for receiving a transmitted reservation request specifying the attraction associated with the computer, for determining a proposed reservation time for the received reservation request, and for transmitting the proposed reservation time to the PCD which generated the reservation request.

wherein each PCD comprises:

a user interface for receiving the reservation request from the patron and for providing output to the patron;

a request generation module, coupled to the user interface, for processing the received reservation request;

a communications module, coupled to the request generation module, for transmitting the processed reservation request to the computer associated with an attraction specified in the request; and

patron information storage coupled to the user interface and to the request generation module, for storing information describing the patron;

and wherein:

the user interface receives patron information for storage in patron information storage; and

the request generation module retrieves selected information from patron information storage and selectively determines the validity of the reservation request based on the patron information.

2. The system of claim **1**, wherein each PCD further comprises: attraction description storage coupled to the request generation module, for storing attraction descriptions;

and wherein:

the request generation module further retrieves selected attraction descriptions for the attraction specified in the reservation request from attraction description storage and selectively determines the validity of the reservation request based on the patron information and the attraction description corresponding to the requested attraction.

3. A system for assigning and managing patron reservations to one or more of a plurality of attractions, comprising:

at least one personal communication device (PCD), each PCD associated with at least one patron, each PCD for generating at least one reservation request specifying a selected one of the attractions, for transmitting the reservation request, and for receiving a proposed reservation time for the reservation request; and

at least one computer, each computer associated with at least one of the attractions, each computer for receiving a transmitted reservation request specifying the attraction associated with the computer, for determining a proposed reservation time for the received reservation request, and for transmitting the proposed reservation time to the PCD which generated the reservation request;

wherein each PCD comprises:

a user interface for receiving the reservation request from the patron and for providing output to the patron;

a request generation module, coupled to the user interface, for processing the received reservation request;

a communications module, coupled to the request generation module, for transmitting the processed reservation request to the computer associated with an attraction specified in the request; and

a reservation confirmation module, coupled to the user interface and to the communications module,

and wherein:

the user interface further receives patron input specifying acceptance or rejection of the proposed reservation; and

the communications module further receives a signal describing a proposed reservation and transmits a signal to the computer associated with the requested attraction describing the patron's acceptance or rejection of the proposed reservation; and

the reservation confirmation module processes patron user input specifying acceptance or rejection of the proposed reservation.

4. A system for assigning and managing patron reservations to one or more of a plurality of attractions, comprising:

at least one personal communication device (PCD), each PCD associated with at least one patron, each PCD for generating at least one reservation request specifying a selected one of the attractions, for transmitting the reservation request, and for receiving a proposed reservation time for the reservation request; and

at least one computer, each computer associated with at least one of the attractions, each computer for receiving a transmitted reservation request specifying the attraction associated with the computer, for determining a proposed reservation time for the received reservation

request, and for transmitting the proposed reservation time to the PCD which generated the reservation request;

wherein each PCD comprises:

a user interface for receiving the reservation request from the patron and for providing output to the patron;

a request generation module, coupled to the user interface, for processing the received reservation request;

a communications module, coupled to the request generation module, for transmitting the processed reservation request to the computer associated with an attraction specified in the request; and

a reservation alert module coupled to the user interface, the reservation alert module comprising:

a timing device for determining a current time; and

a comparator for comparing the current time with a reservation time for a previously-made reservation and for sending a signal to the user interface responsive to the comparison indicating that the reservation time is within a predetermined length of time from the current time;

and wherein the user interface outputs a reservation alert responsive to receipt of a signal from the comparator.

5. A system for assigning and managing patron reservations to one or more of a plurality of attractions, comprising:

at least one personal communication device (PCD), each PCD associated with at least one patron, each PCD for generating at least one reservation request specifying a selected one of the attractions, for transmitting the reservation request, and for receiving a proposed reservation time for the reservation request; and

at least one computer, each computer associated with at least one of the attractions, each computer for receiving a transmitted reservation request specifying the attraction associated with the computer, for determining a proposed reservation time for the received reservation request, and for transmitting the proposed reservation time to the PCD which generated the reservation request;

wherein each computer comprises:

a communications module for receiving transmitted reservation requests from any of the PCDs;

a virtual queue for storing reservation information for a plurality of reservations for the attraction associated with the computer;

an information storage device for storing information describing the associated attraction; and

a request processor coupled to the communications module, the virtual queue, and the information storage device, for determining a proposed reservation time for a received reservation request responsive to information describing the associated attraction and to reservation information for previously-made reservations.

6. The system of claim **5**, further comprising a wireless communications network, and wherein the communications module receives the reservation request by the wireless communications network.

7. The system of claim **5**, further comprising at least one queue monitor, each queue monitor coupled to one of the computers, each queue monitor for monitoring the state of a physical queue associated with one of the attractions, and wherein:

each computer further comprises a queue updater coupled to an associated queue monitor and to the virtual queue and the information storage device, the queue updater for updating the virtual queue in response to changes in stored information describing the associated attraction and information from the queue monitor; and

the request processor determines the proposed reservation time responsive to information describing the associated attraction, reservation information for previously-made reservations, and the state of the physical queue for the associated attraction.

8. The system of claim **7**, wherein the queue updater is further coupled to the communications module and wherein:

the communications module transmits virtual queue changes generated by the queue updater; and

at least one of the PCDs comprises local reservation storage for storage of reservations and for receiving transmitted virtual queue changes.

9. The system of claim **5**, further comprising a central attraction control interface coupled to each of the computers, for monitoring and selectively updating the virtual queue and the information describing the associated attraction for each computer.

10. A system for assigning and managing patron reservations to one or more of a plurality of attractions, comprising:

a wireless communications network for facilitating communication among personal communication devices and computers;

at least one wireless personal communication device (PCD), each PCD associated with at least one patron, each PCD comprising:

a user interface for receiving input including patron information, at least one reservation request for a selected one of the attractions, and confirmation or rejection of a proposed reservation time, and for providing output including a reservation alert;

patron information storage, coupled to the user interface;

attraction description storage;

local reservation storage;

a request generation module, coupled to the user interface, patron information storage, attraction description storage, and local reservation storage, for determining the validity of the reservation request;

a wireless communications module, coupled to the request generation module, for, responsive to the request generation module indicating that the reservation request is valid, transmitting over the wireless communications network the reservation request to a selected computer associated with the selected attraction, for receiving a proposed reservation for the reservation request, and for transmitting confirmation or rejection of the proposed reservation to the selected computer;

a reservation confirmation module, coupled to the user interface and to the communications module, for processing patron user input specifying acceptance or rejection of the proposed reservation; and

a reservation alert module coupled to the user interface for sending a signal to the user interface to output a reservation alert, responsive to a reservation time being within a predetermined length of time from current time;

at least one queue monitor for monitoring the state of a physical queue associated with one of the attractions;

at least one computer, each computer associated with at least one of the attractions and coupled to one of the queue monitors, each computer comprising:

a wireless communications module for receiving the transmitted reservation request and confirmation or rejection of the proposed reservation time, and for transmitting the proposed reservation time;

a virtual queue for storing reservation information for the associated attraction;

an information storage device for storing information describing the associated attraction;

a request processor coupled to the communications module, the virtual queue, and the information storage device, for determining a proposed reservation time for a received reservation request; and

a queue updater coupled to the virtual queue, for updating the virtual queue; and

a central attraction control interface coupled to each of the computers, for monitoring and selectively updating each virtual queue and information describing each attraction.

11. The system of claim **10**, wherein the queue updater is further coupled to the communications module of the computer and wherein:

the communications module of the computer transmits by the wireless communications network virtual queue changes generated by the queue updater; and

the communications module of at least one of the PCDs further receives by the wireless communications network virtual queue changes to update local reservation storage.

12. In a system for assigning and managing patron reservations to one or more of a plurality of attractions, a personal communication device associated with at least one patron, comprising:

a user interface for receiving from the patron a reservation request for a selected attraction;

a request generation module, coupled to the user interface, for processing the received reservation request by selectively determining the validity of the received reservation request; and

a communications module, coupled to the request generation module, for, responsive to the request generation module determining that the received reservation request is valid, transmitting the processed reservation request to a computer associated with the selected attraction, and for receiving a response from the computer;

wherein the response received by the communications module from the computer comprises an indication of disposition of the processed reservation request.

13. In a system for assigning and managing patron reservations to one or more of a plurality of attractions, a personal communication device associated with at least one patron, comprising:

a user interface for receiving from the patron a reservation request for a selected attraction;

a request generation module, coupled to the user interface, for processing the received reservation request by selectively determining the validity of the received reservation request; and

a communications module, coupled to the request generation module, for, responsive to the request generation module determining that the received reservation request is valid, transmitting the processed reservation request to a computer associated with the selected attraction, and for receiving a response from the computer;

wherein the response received by the communications module from the computer comprises an indication selected from a group comprising:

a confirmation of the processed reservation request;

a rejection of the processed reservation request; and

a proposed time slot for the processed reservation request.

14. In a system for assigning and managing patron reservations to one or more of a plurality of attractions, a personal communication device associated with at least one patron, comprising:

a user interface for receiving from the patron a reservation request for a selected attraction;

a request generation module, coupled to the user interface, for processing the received reservation request by selectively determining the validity of the received reservation request;

a communications module, coupled to the request generation module, for, responsive to the request generation module determining that the received reservation request is valid, transmitting the processed reservation request to a computer associated with the selected attraction, and for receiving a response from the computer;

patron information storage coupled to the user interface for storing information describing the patron; and

attraction description storage for storing attraction descriptions;

and wherein the request generation module processes the received reservation by retrieving selected patron information and attraction description and selectively determines the validity of the received reservation request based on retrieved patron information and attraction description.

15. The personal communication device of claim **14**, further comprising a reservation confirmation module, coupled to the user interface and to the communications module, and wherein:

the user interface further receives patron input specifying acceptance or rejection of the proposed reservation;

the communications module further receives a signal describing a proposed reservation and transmits a signal to the computer associated with the requested attraction describing the patron's acceptance or rejection of the proposed reservation; and

the reservation confirmation module processes patron user input specifying acceptance or rejection of the proposed reservation.

16. The personal communication device of claim **14**, further comprising a reservation alert module coupled to the user interface, the reservation alert module comprising:

a timing device for determining a current time; and

a comparator for comparing the current time with a reservation time for a previously-made reservation and for sending a signal to the user interface responsive to the comparison indicating that the reservation time is within a predetermined length of time from the current time;

and wherein the user interface outputs a reservation alert responsive to receipt of a signal from the comparator.

17. In a system for assigning and managing patron reservations to one or more of a plurality of attractions, an attraction computer associated with one of the attractions, comprising:

a communications module for receiving a transmitted reservation request from a personal communications device;

a virtual queue for storing reservation information for a plurality of reservations for the attraction associated with the computer; and

a request processor coupled to the communications module and the virtual queue, for determining a proposed reservation time for a received reservation request responsive to reservation information for previously-made reservations.

18. The attraction computer of claim **17**, further comprising:

an information storage device for storing information describing the associated attraction;

and wherein the request processor determines the proposed reservation time responsive to information describing the associated attraction and to reservation information for previously-made reservations.

19. A method of assigning and managing patron reservations to one or more of a plurality of attractions, comprising:

a) generating on a personal communication device (PCD) a reservation request specifying a selected one of the attractions;

b) transmitting the reservation request to a computer associated with the selected attraction;

c) receiving the reservation request at the computer associated with the selected attraction;

d) determining within the computer a proposed reservation time for the received reservation request;

e) storing the proposed reservation time in a virtual queue; and

f) transmitting the proposed reservation time to the PCD that generated the reservation request.

20. The method of claim **19**, further comprising:

g) receiving a response comprising a confirmation or rejection for the proposed reservation time;

h) transmitting the response to the computer; and

i) responsive to the response being a rejection, removing the proposed reservation time from the virtual queue.

21. The method of claim **20**, wherein:

b) comprises transmitting the reservation request by a wireless communications network;

e) comprises transmitting the proposed reservation time by the wireless communications network; and

h) comprises transmitting the response by the wireless communications network.

22. The method of claim **20**, further comprising:

j) responsive to the response being a confirmation, storing the proposed reservation time in the PCD.

23. The method of claim **19**, further comprising:

a.1) prior to a), storing patron information in the PCD;

a.2) prior to b), retrieving stored patron information and selectively determining the validity of the reservation request;

and wherein steps b) through f) are performed responsive to step a.2) indicating that the reservation request is valid.

24. The method of claim **19**, further comprising:

a.1) prior to a), storing patron information in the PCD;

a.2) prior to a), storing attraction description information in the PCD;

a.3) prior to b), retrieving stored patron information and attraction description information and selectively determining the validity of the reservation request;

and wherein steps b) through f) are performed responsive to step a.3) indicating that the reservation request is valid.

25. The method of claim **19**, further comprising:

g) alerting the patron when the proposed reservation time is within a predetermined time interval from a current time.

26. The method of claim **19**, wherein d) comprises:

d.1) retrieving information describing the selected attraction;

d.2) retrieving information describing previously-made reservations; and

d.3) determining a proposed reservation time using the retrieved information.

27. The method of claim **26**, further comprising;

c.1) prior to d), monitoring a physical queue associated with the selected attraction;

and wherein d) further comprises, prior to d.3), retrieving information describing the state of the physical queue from the results of c.1).

28. The method of claim **26**, further comprising:

g) selectively updating a virtual queue responsive to changes in the state of the physical queue detected in c.1).

29. A method of assigning and managing patron reservations to one or more of a plurality of attractions, comprising:

a) storing patron information and attraction description information in a personal communication device (PCD);

b) receiving on the PCD a reservation request from a patron for a selected one of the attractions;

c) retrieving stored patron information and attraction description information and selectively determining the validity of the reservation request; and

d) responsive to c) indicating that the reservation request is valid:

d.1) transmitting the reservation request by a wireless communications network to a computer associated with the selected attraction;

d.2) receiving a proposed reservation time from the associated computer;

d.3) receiving a response from the patron comprising a confirmation or rejection for the proposed reservation time;

d.4) transmitting the response by the wireless communications network to the computer; and

d.5) alerting the patron when the proposed reservation time is within a predetermined time interval from a current time.

30. The method of claim **29**, wherein d) further comprises:

d.1.1) receiving the reservation request at the associated computer;

d.1.2) monitoring a physical queue associated with the selected attraction;

d.1.3) retrieving information describing the state of the physical queue from the results of d.1.2).

d.1.4) retrieving information describing the selected attraction;

d.1.5) retrieving information describing previously-made reservations at the selected attraction;

d.1.6) determining a proposed reservation time using the retrieved information;

d.1.7) storing the proposed reservation time in a virtual queue in the computer;

d.1.8) transmitting the proposed reservation time by the wireless communications network to the PCD;

d.4.1) after d.4), responsive to the response being a rejection, removing the proposed reservation time from the virtual queue in the computer; and

d.4.2) after d.4), responsive to the response being a confirmation, storing the proposed reservation time in the PCD.

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