CLAIMS

What is claimed is:

1. A method for managing a crowd attending a plurality of capacity constrained resources, comprising in combination, the steps of:

operatively connecting an operator via an internet connection to a plurality of users of the crowd to form a network;

determining a status of each of the plurality of capacity constrained resources;

receiving a preferred order of attendance from each of the plurality of users;

for each of the plurality of users, computing a schedule based on the preferred order of attendance of the user and the status of each of the plurality of capacity constrained resources, wherein computing a schedule includes coordinating the schedules of the plurality of users;

for each of the plurality of users, presenting the schedule of the user to the user, wherein the schedule comprises the status of the plurality of capacity constrained resources; and

for each of the plurality of users, providing an incentive to the user for following the schedule of the user; and

receiving real time updates on the status of each of the plurality of capacity constrained resources and for at least one of the plurality of users, performing a re-computation of the schedule of the at least one of the plurality of users in response to the real time updates and delivering a real time update to the schedule and an incentive to the user to modify their schedule.

2. The method for managing the crowd of claim 1 further comprising the steps of:

for at least one of the plurality of users, performing a re-computation of the schedule of the at least one of the plurality of users in response to any change to the schedule of the at least one of the plurality of users; and

delivering a real time update to the at least one of the plurality of users.

3. The method for managing the crowd of claim 1 wherein the status comprises at least one of the following of any of the plurality of capacity constrained resources: availability, a congestion state, and a change in schedule for at least one of the plurality of capacity constrained resources.

4. The method for managing the crowd of claim 3 wherein the schedule further comprises: weather data, advertisements, promotions, schedule planner data, and award programs.

5. The method for managing the crowd of claim 1 wherein the plurality of capacity constrained resources comprises at least one of: events at a shopping mall, rides and attractions at an amusement park, events at a stadium or sports complex, sessions or presentations at a convention centre, and restaurants operatively connected to the network.

6. The method for managing the crowd of claim 1 wherein the step of operatively connecting to the network comprises a user downloading an application to a portable internet device having a display.

7. The method for managing the crowd of claim 2 further comprising: presenting the schedule to an operator on an operator display viewable by the operator and not viewable by the users.

8. The method for managing the crowd of claim 2 further comprising the steps of: selecting the schedule by the at least one of the plurality of users comprising the preferred order of attendance of the plurality of capacity constrained resources, and making the preferred order available to the operator.

9. The method for managing the crowd of claim 7 or 8 wherein the step of delivering the real time update comprises one or more of: updating the schedule, and sending a notice of a change to the status of the plurality of capacity constrained resources to the plurality of users.

10. The method for managing the crowd of claim 1 further comprising estimating the status of the plurality of capacity constrained resources using historical data.

11. The method for managing the crowd of claim 2 further comprising estimating the status of the plurality capacity constrained resources either automatically or manually, and delivering the real time update either automatically or manually.

12. The method for managing the crowd of claim 2 wherein the step of delivering the real time update comprises updating a schedule of the at least one of the

plurality of users after the at least one of the plurality of users has attended one of the plurality of capacity constrained resources.

13. The method for managing the crowd of claim 1 or 2 wherein providing an incentive to the user includes varying the amount of a reward depending on the level of compliance with the schedule of the user.