

Isolation Queue

Exposure-free queue management

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The purpose of IsoQueue is first and foremost to limit the public exposure to the Covid-19 virus from waiting in queues outside stores, voting locations, etc. I certainly hope this is also important to you. Many facilities will be able to use IsoQueue the majority of the time, and not use the "paid" feature – where the system sends out the "you are next" text message as appropriate (voting and public interest facilities are always free). Please don't abuse this system by using the free features, but still force a queue/line of people outside your facility where they could be exposed to Covid-19.

Additionally, this software can help retail/commercial facilities not lose customers due to "line fatigue" - where a customer arrives, sees a long line, and then leaves to possibly find a competitor which does not have a line. While visually, a line of 25 people appears like it might be a long wait, the reality is the wait may only be 5 minutes.

Definitions:

- Facility – this could be replaced with location, company, voting location, etc. as best describes your use.
- Customer – this could be replaced with Voter if appropriate for your use. This also refers to all people in a group, like family members who will also enter the facility together, who will have reserved space in line for all people in their group. For pricing, this means that one person may cost the facility \$0.03, but also a family of six using the system is also the same \$0.03.
- Employee – someone employed by the facility, or a part of the staff of the facility as appropriate for your use.
- Employee Interface – the IsoQueue system used by an employee via an internet enabled iPad or Android Pad (or cell phone). They will use this to check in/out customers, or to just increment/decrement the current count (when there is no wait).

Also see the "Launching a new Facility/Location" document for the details pertaining to just that.

General Description

This document contains significant details of how the IsoQueue system is used and functions. For clarity, I have provide the following description of the no-wait scenario and waiting scenario so it's clear how simple the system is for the public to use in either situation.

No-Wait – your employees at the entrance(s)/exit(s) simply use the counter feature to mark in and out customers as they enter and exit. Your customers do

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not need to do anything at all.

Waiting – The customer will be asked to scan the QR code with their cell phone, which will add them to the queue. They can then return to their vehicle (if they ever left their vehicle) to wait. They will receive a text message when it's their turn.

All cell phones manufactured around/after 2015 have the QR code reader integrated into the camera, when the camera is launched, and pointed at the QR code, will automatically offer to send a pre-configured text to our system, which will then add them to the queue.

As well, with your QR codes to print, is an alternate address they can send a text message to manually join the queue, so effectively any cell phone with text message capability can use this system.

Check wait times – this can be used at any time whether there is a wait or not. You can publish in print, on your website, etc. your special QR code, which when scanned will send that person the current place in line and wait time if they had arrived in that moment. (there is no cost for the use of this feature regardless any wait or not)

Public use of IsoQueue

The public can use IsoQueue if provided by a facility for the purpose of checking on the current status of the queue (# in line, and approx wait time) from anywhere (you can place a QR code in print media, put on your website, etc) and when they register for your queue at your location to be automatically put in line and updated with their current # in line and wait time. If your facility does not currently have a wait, the public will not need to scan your QR code (although if you post them in the parking lot, they may anyway). When there is no wait (< 2 minutes), your facility can use the free features of IsoQueue to check people into and out of your facility to maintain the correct number of customers in your facility. See the "ramping up" section for more on the free and paid for features of IsoQueue.

Dedicated Parking Lot Use

For the best social distance (&/or weather avoidance), all vehicles are directed to one or more specific entrances where employees can ensure arrivals scan the initial QR code from their car window. This will allow them to park, and remain in their vehicles until they receive the "you are next" message. If your current numbers are low, you may not require customers scan the QR code, and can just allow vehicles to park, and customers to proceed to the entrance(s) – see "ramping up" section. You will likely know when you need to start off the day using the QR code feature (maybe only on Saturday mornings?) where you anticipate your maximum facility capacity will be immediately reached.

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Non-Dedicated parking lot use

If you aren't able to use dedicated parking lot entrances, you could also post your QR code at various places in the parking lot labeled for "get your place in line here", and of course, near your entrance(s). Employees at the entrances can direct any walk ups to scan the QR code, then based on the immediate text response with their # in line and expected wait time, they can make a decision to return to their vehicle or wait nearby while maintaining social distance. Any returning customers will recognize the QR code, and will know they can easily scan to join your queue. Even if there is no current wait, it does not impede the process if a customer scans the QR code before getting to the entrance.

No-Cell phone process

The process for any customers without a cell phone – your employees will have a printed deck of numbers, and can assign a number to a vehicle, who will place the number on their dash. These vehicles should have a dedicated parking area (where no others may park) clearly marked off so that when their turn comes, your employees can wave them to the entrance. You could have an employee designated for this parking area with a internet enabled device using the employee interface to know which numbers are next, or your door employees could use some communication device to let them know who to wave in (the system can also send a text message to your employee cell phone if desired, letting them know who to wave in). It's recommended that you do not use "rock star" parking spots for the no-cell parking since some customers may figure this out and opt to not participate with their cell phone in order to have the best parking. Also, note the "ramping up" section, since if you aren't busy, this section would not apply at all.

Ramping up only as necessary to text based notices

IsoQueue is designed so that you may not actually be using the text-message "you are next" system very often. There are two stages to managing your customer flow to be convenient for both your customers and employees, while making sure that you don't exceed your maximum customers in the facility. If you are a commercial user of IsoQueue, use of items 1 is provided at no cost, and only when you need to use item 2 are you charged (@ \$0.03 per customer group – does not apply to voting/civic use).

1. Basic counter – using the employee interface, if your numbers are are lower than your facility maximum customers, you can use the simple +/- numbers to mark customers as they enter and exit. The interface provides buttons with 1 to 12 in both +/- options so that you can one click groups/families at one time rather than multiple clicks or typing in numbers.

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2. Once you have reached or exceeded your maximum facility capacity on the basic counter, the employee interface will indicate that customers now need to scan the QR code- When a customer scans the QR code and sends the text message it creates, they are added to the queue, and immediately sent a text message indicating their place in line and estimated wait time (and other texts like language options). If their place in line is actually next or available now, it will indicate this instead, giving them a number to show to the entrance employee who will mark them as entered.

If your customer numbers drop below the maximum facility capacity, then it will again revert to item 2 above.

It's likely if your customers arrive before you open, that you may have customers joining the queue before you open (item #2), but then once open, if the number waiting is less than your maximum allowed in the facility you could revert back to items 1 if appropriate. If you don't leave the QR codes out for customers to scan before opening, you may end up with an unintended queue of people waiting outside by each other.

Just keep in mind that if you only use the Basic Counter feature, and force there to be a queue of people waiting together outside in a line, then you are putting them at risk of being exposed to Covid by others in the queue. The point of this system is to reduce public exposure to Covid, so please be considerate of your fellow humans and use the system to avoid the creation of a queue. If any facility forces this system to remain in the free mode, which causes a queue of customers, IsoQueue reserves the right to terminate that facilities use of this system.

Opening & Closing

Before your opening facility hours entered in IsoQueue, the system will allow people to join the queue up to one hour before your open time. Anyone trying to join the queue before that, will receive a message indicating your open time, and they can check in one hour before. If they join the queue in less than one hour before your opening time, they are provided both your opening time, and their projected wait time including the # minutes until you open.

At opening time, the system uses your "time to arrive from parking lot minutes" divided by two, and starts sending out the text messages to come to the entrance. If you open at 8am, and you have your minutes set to 6, then at 3 minutes before 8am, the texts start to go out so that at 8am, you are letting in your first set of customers. As well, the number of notices per minute is limited to the # that you set as the max you can check in per minute. So if you have 200 people waiting for opening, and your max per minute is 50, then at 3 minutes before 8, the first 50 texts are sent. 1 minute later, the next 50, etc. Until you have reached the store maximum capacity. At opening you might consider having both your entrance and exit employees available to check people in so that things can go more quickly.

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Before closing time, assuming you have a wait list of people still, the system will extrapolate based on the calculated wait times if anyone else can join the queue, and have time to enter the facility before your closing time. If enough people are already waiting, it will let them know both the closing time, and that it's unlikely that they would be able to enter before closing time.

Using the IsoQueue employee interface

The IsoQueue interface is a web based software – no special software or app is required (the already installed web browser is all). An internet connection is required. If within range of your facility Wi-Fi, that would be fine, if not, then a cell data connection would be required. If you are able to do the Dedicated Parking Lot option, keep in mind that your staff there will need to access the internet in order to assign the no-cell phone numbers to the occasional vehicle. Although if the driver indicates they don't have a cell phone, and there are others in their vehicle/group, it's suggested that you request someone other than the driver use their cell phone to scan the QR code.

The devices used for the employee interface would be a touch device like a cell phone. A pad device would be fine, but is larger than needed. Any Android or Apple device 4 years old or less will work fine (they do need to be able to scan a QR code since that is how they are initiated). They need not be new, or fast. They do not need a cell data connection if Wi-Fi is available, and they will not be sending any text messages directly – so no phone number needs to be available on the device. Basically any crappy retired pads or cell phones will work fine! We do suggest you install Chrome browser (and set as the default app for websites) and use that for the IsoQueue interface (and not Safari on Apple devices).

In order to initiate the device for the day, the employee will scan a QR code provided by management with the device, which will launch the browser, and be working immediately. By default the QR will be different each day, to provide security. You should have someone on your staff designated each day to print off this QR code and post where appropriate (probably near where the devices are kept overnight?). Please note that if anyone else scans this QR code, they will have access to your IsoQueue interface for the day, so keep this somewhat protected from rambunctious other employees or the public.

For customers who were assigned numbers for entry to the facility, there is a set of buttons used to check people out by number in the party. It's not necessary to check their original number they were assigned for entry. So, essentially, this is basically just counting the number in each party as they depart, and touching the appropriate number on the device.

The morning setup process

Each morning before opening, some designated employee will need to log into the

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IsoQueue admin area, and print off a new IsoQueue employee device QR code. This code is to be scanned by the companies provided devices, which will log them into the IsoQueue "Employee Interface", which provides all queue management features to your employees. Depending on your expected opening number of customers, you start off in one of the two different modes (see the "ramping up" section). You likely should post before opening the new QR's to join the queue, or if you choose to not change your join the queue QR's, leave out the same one's daily, so that as they arrive, they can self-register in the queue, and wait in their vehicles, even if the total number is less than the total allowed in your facility. This helps ensure you don't have a queue of people outside around each other before you open. If you expect a large number of people at opening, and are able to do the "dedicated parking lot" configuration, you may need to be sure you have employees available before opening to ensure drivers scan the QR code on the way into the lot.

Text Messages Sent

The IsoQueue system sends out text messages to customers/users after they register for your queue by scanning a QR code on arrival, and sending the text message it requests they send. The system is configured to offer multiple language options, you can set your default language, then the user can change languages if they desire (a text tells them how).

You are able to change the wording of almost all text messages, however, if you do this, you will need to verify the alternate languages are adjusted correctly accordingly. A few of the messages are optional (like a message when they enter the facility – Thanks for Voting!).

The system does notify those in the queue with updates of the place in line and approximate wait time, in addition to the "you are next" message.

Minions Mode

Minions mode is provide so that you can more easily test you system in a semi-realistic environment. The software will automatically have "minions" join the queue, enter the facility, and leave the facility. Your team can use the system normally, joining the queue, etc., which will add you to the queue. You might have a short wait at times, or at times there might not be a wait, and you will be directed to enter.

Note, that your human testers will experience the real system and all messages. So, once it's your turn and you receive the notice text, you should the use the employee interface to 'check in' your number. Then later check out.

Some features of minions mode – if you have set system start & end dates, these are ignored during minions mode so that you can test outside those dates. If you forget to turn off minions mode, on the date you set to go live, minions mode is automatically turned off. However, the days of the week you set as Closed, and

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your open/close hours are correctly observed during testing. Note that the text messages sent during closed times are 'intelligent', meaning they will contain helpful info for the user. If they try to join the queue on a day you are closed, it will tell them the next day you are open, and opening time, etc.

Customizations

It is possible to have the background image behind the check in numbers be your graphic/logo in a watermark type format. If you would like to utilize a custom background, please send a gif image file 500x500 pixels in size.

Disclaimer

This document, the IsoQueue software and it's process(es) are subject to change at any time, and so this document may not contain the most updated information. Please check your IsoQueue admin area for the most up to date file and information.

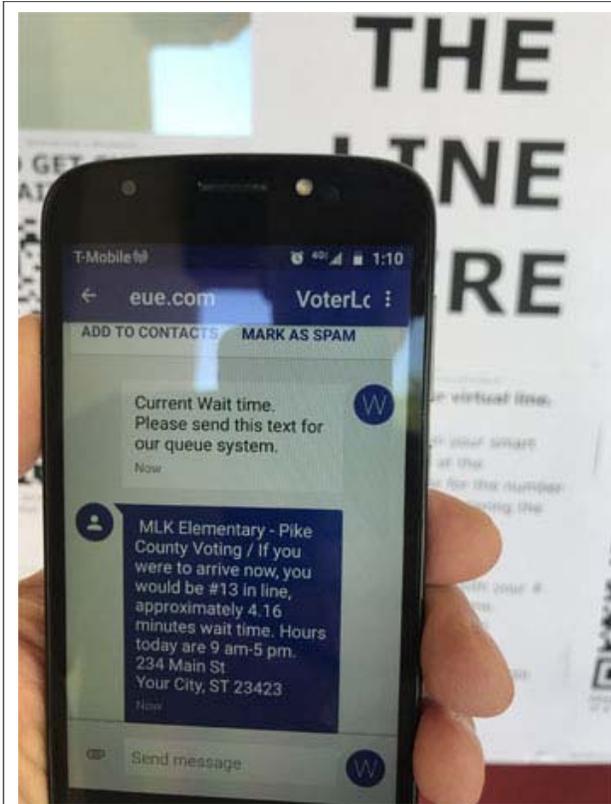
Non Disclosure

Disclosure of anything in this document with the intent of improving a competitors software, reverse engineering or copying this software is expressly forbidden. Other than that, please do share information about IsoQueue with others who might be able to benefit from it's use.



Scanning the QR's posted at the facility

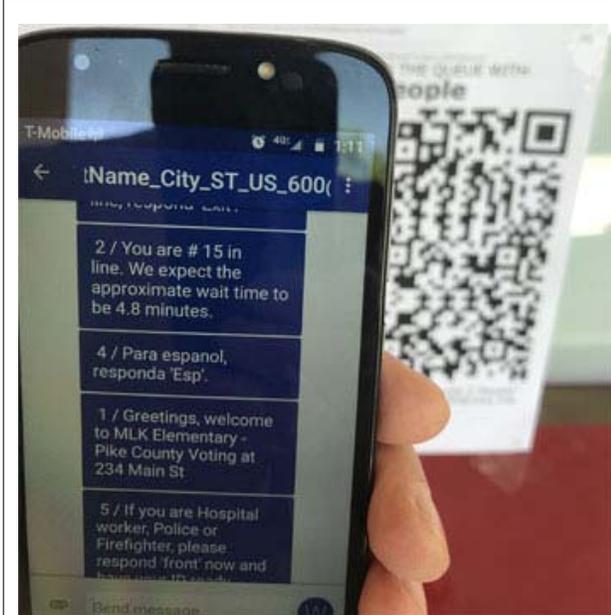
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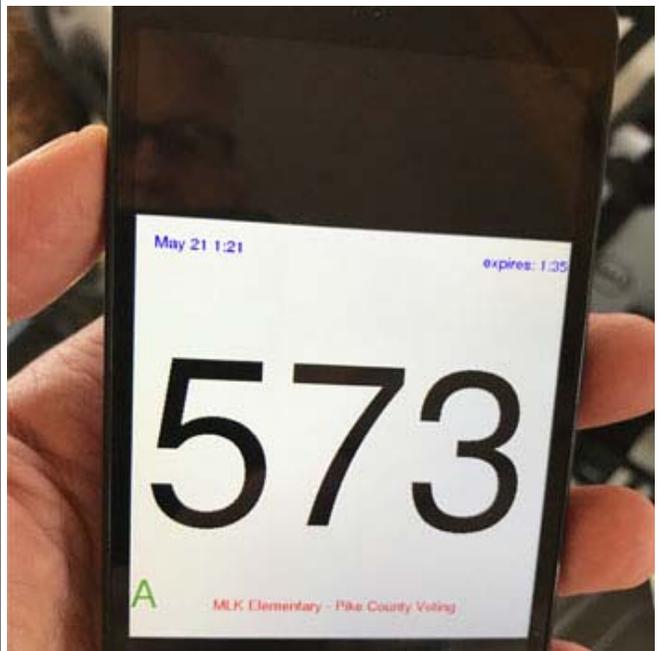
The text message after I scan the "Wait" QR code – telling me the current place in line and wait time



When I scan the QR to add 2 people to the queue, it prompts me to send a pre-filled in text-message



After scanning the QR code to add 2 people to the queue, I get my wait time and other information



Once my turn arrives, it sends me a text saying so, and my number to show the door attendant

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