SOLUTION SHEET · QUEUE COUNTING

See the Queue Before Anyone Complains About It

Draw a zone over the place people wait. CrowdSense Desktop counts who is in it and how long they have been there, so you know the queue length and the wait time, live, at every bar, gate and counter.

Nobody Sees the Queue Except the People in It

A bar line doubles while the manager is at the other end of the site. A security check backs up onto the street. The food stall with the shortest queue is around a corner where nobody looks. Complaints arrive after the fact.

Counting the people in each queue zone, and how long they have been there, turns the wait into a number a supervisor can act on: open another register, move a staff member, put the shorter line on a screen.

What You Can Measure Where People Wait

Queue length

How many people are in each queue zone right now, refreshed as they join and leave.

Wait time

How long people spend in the zone, as a live figure and as an average by hour.

Threshold alerts

Set a length or a wait that matters, and the portal raises an alert or fires a webhook when it is crossed.

Every queue side by side

Bars, gates, toilets and counters in one view, so the busy one stands out.

History for staffing

Queue length and wait by hour and by day, to plan the roster for the next event or the next week.

Screens that send people

An embeddable widget shows the wait on a screen or website, so people choose the shorter line themselves.

Measure the Wait in Four Steps

01 **Install on a Windows PC**
Download CrowdSense Desktop and install it on a Windows 10, 11 or Server PC on the same network as your cameras, then sign in.

02 **Add your cameras**
Paste in each camera's RTSP address, find it over ONVIF, or plug in a webcam. Choose the AI people profile.

03 **Draw the queue zone**
Draw a zone over the area where people stand and wait. Add a line at the front if you also want a served count.

04 **Watch length and wait**
Queue length and wait time appear in the portal live, with alerts on the thresholds you choose.

Camera set-up

- Mount anywhere from looking straight down (0°) to level with the scene (90°). For doorways, a view from above and in front of the flow keeps people from hiding behind each other.
- A person needs to fill at least 3% of the frame's width. If they look tiny on screen, zoom in or move the camera closer.
- Cover the whole queue, including where it bends or spills out at busy times. A high, angled view sees further down the line.
- People in a tight queue overlap. A higher camera looking down at the line separates them better than one at head height.

Who Measures Their Queues

Festival and event operators
Bars, food stalls, merchandise, toilets and entry checks, all on one live view.

Stadiums and arenas
Concourse food and beverage queues during the break, when minutes matter most.

Retail and hospitality
Checkout and counter queues, with the history to staff the busy hours properly.

Councils and service centres
Customer service desks and event entries, measured without a ticketing system.

Privacy

CrowdSense Desktop analyses the video on the Windows PC it is installed on. What reaches the portal is text: a line was crossed, a zone filled, a queue grew. No video and no images are uploaded, and nothing sent can identify a person.

The software detects people and vehicles so it can count them; it does not identify anyone. No facial recognition, no biometric identification of people. Ever. Your cameras, your recordings and your footage stay on your site, under your control.

Price

Event pass	Always-on	Free trial
$195	**From $39**	**14 days**
per feed, per event	a feed a month, yearly plan	up to 4 feeds

All prices in Australian dollars, excluding GST. One feed is one camera stream.

Questions

How is wait time worked out?
The software tracks each person from when they enter the queue zone to when they leave it. The portal shows the live wait and the average over any period.

Can it alert staff when a queue gets long?
Yes. Set a queue length or a wait time as a threshold, and the portal raises an alert and can fire a webhook to the system your staff already use.

Can I show the wait time on a screen?
Yes. Each measure can be published as an embeddable widget for a screen, a website or an app.

Does it work outdoors?
Yes, as long as the camera has a clear view of the queue and the people in it are big enough in the frame. Mount it higher if the queue is long.

Can I try it on one queue first?
Yes. The free trial runs for 14 days on up to 4 feeds, so one queue camera is an easy place to start.

Try it free for 14 days on your own cameras
crowdsense.events/desktop/start · Online: crowdsense.events/video-analytics/queue-counting