

Alexander Gabriel, Florian Klein, & Frank Fiedrich. (2020). Modelling of Passenger Handling Processes in Railway Stations - A Mixed-Methods Approach. In Amanda Hughes, Fiona McNeill, & Christopher W. Zobel (Eds.), *ISCRAM 2020 Conference Proceedings - 17th International Conference on Information Systems for Crisis Response and Management* (pp. 580–592). Blacksburg, VA (USA): Virginia Tech.