

Hierarchical Systems Descriptions

1. Swiss Public Transport

- a) Services: Inter-City Transport, City Transport, (Cargo, Information)
- b) Factors: Distance, Day/Time
- c) Metrics: Travel Time, Availability
- d) Workload: Commuters, Travelers, Tourists with Destination Zürich Hauptbahnhof

2. VBZ

- a) Services: City Transport (Bus, Tram, S-Bahn, Ship), (Ticket Sales, Information)
- b) Factors: Type of Service
- c) Metrics: Region Coverage, Number of Connections, Reliability, Ticket Selling Points
- d) Workload: Rushhour-Traffic in the Morning

3. Bus Service

- a) Services: Connect Town-Quarter to Inner-City
- b) Factors: Availability, Travel Time
- c) Metrics: Service Interval, Bus Stop Density, Timeliness
- d) Workload: People using Bus Line 46 (Rütihof -> HB)

1. Airline System

- a) Services: Long Haul Flights, Short Flights, Car Rental, Hotel Bus ...
- b) Factors: Distance, Season
- c) Metrics: Travel Time, Availability
- d) Workload: BusinessTravelers, Tourists

2. International Flights

- a) Services: Air Transport, Transit
- b) Factors: Weather, Competition
- c) Metrics: Coverage, Travel Time, Reliability
- d) Workload: Travel Agency Clients, Business Clients

3. Night Flight Chicago O'Hare -> Zürich

- a) Services: Connect Chicago US to Switzerland
- b) Factors: Airplane, Late Passengers, Pilot
- c) Metrics: Timeliness, Catering, Transit Time, Directness, Customer Feedback
- d) Workload: Wednesday Night Flight Travelers on AA Flight 038