



# Meeting up with BRK

What to create ?

Answer:

- —> Develop a concept how a layout could look: Chat CPT, app, page, flyer. What is the best solution to integrate it online with easy language, easy for people with less knowledge for internet devices —> Use a lot of picture to make it more understandable

What is most benefit for the BRK for the project:

- (Official documents: Official stuff would be the best for BRK technical tool or device to help them understand official mail.)
- Public transportation: especially search up for the country side... Big cities got already some help for refugees... In the rural area the people need also help how to use the public transportation... DON'T FORGET THEM! —> what we can offer them... Its about Bavarian BRK

Where to look at? Rural/City ?

- *Both is important u should focus on both side*

### Our Topic: Public transportation:

#### Issue /Questions of the refugees

- Lack of understanding of the rules.
- What is the MVV?
- Rural area u have the use the front door(thy didn't know it)
- There are traffic apps, but they don't understand these apps.... Not everyone has the luxury a App they have limited internet (Outside internet) how we can tackle it )  
How u have to "stemple tickets... where can i buy the ticket... where can I take the bus when i can take the bus etc...
- They have to pay many fees or must go to jail for the miss information....

### Challenge:

- How to overcome this issues without or any internet solution and that everyone even with a disability can profit from your solution

### First steps:

- —> Collect every information about public transport and which issues could emerge of using them.
- —> Collect what is the public transport already offering for refugees... what can be improved?

### Possible Solution / Where we want to go?

1. Create a "Road map" that includes an app, flyer, and internet page (which includes a video). This will help refugees navigate both rural and urban areas. It is important to also focus on an offline solution.

2. Make it easy as possible. Remember there are some who cant read and write and don't have a Wi-Fi connection.
3. **Focus on People who cant read and write** it should be easy to use don't require much technical experience less German as possible and with a lot of picture. Other People can of course use your tool as well

Next steps / Solution / Tasks —> Until April 20th (Breaking point From problem domain to solution domain) —> Next meeting April 6th

- Create an Empathy map
- Define the question more... be more precise
- Continue online course 04( Week 3 Nailing the problem)
- Next time we will discuss with the others BRK groups

### **Group assignment**

- Find problems in public transport rural and research —> All?
- Research for any Problem “an easy” solution
- Create/ Research a Empathy map

### **Summary**

*This document outlines a meeting notice for lesson 3 about meeting up with BRK. The main issue discussed is the challenges faced by refugees with regards to medical care, official documents, and public transportation. The focus of the meeting is on developing a concept for an easy-to-use layout, including chat, app, page, and flyer, that integrates with online devices and uses pictures to make it more understandable. The main challenge is to overcome these issues without relying on internet solutions and to ensure that everyone, including those with disabilities, can benefit from the solution.*