



## News from the CityLAB Berlin

February 2023

Hi , dear CityLAB-Community!

It's 2023 and everyone's having great fun getting ChatGPT to write their newsletter intros. Everyone? No way! In a small Gallic village called CityLAB, there are still real people doing the writing. That's how we've always done things – and we're not intending to change it! Nonetheless, we're also looking very closely right now at how artificial intelligence can contribute to our fine city in the future. While working behind the scenes on some initial ideas and prototypes, we asked ChatGPT to produce a Rilke poem about the Berlin administration especially for you. So here it is:

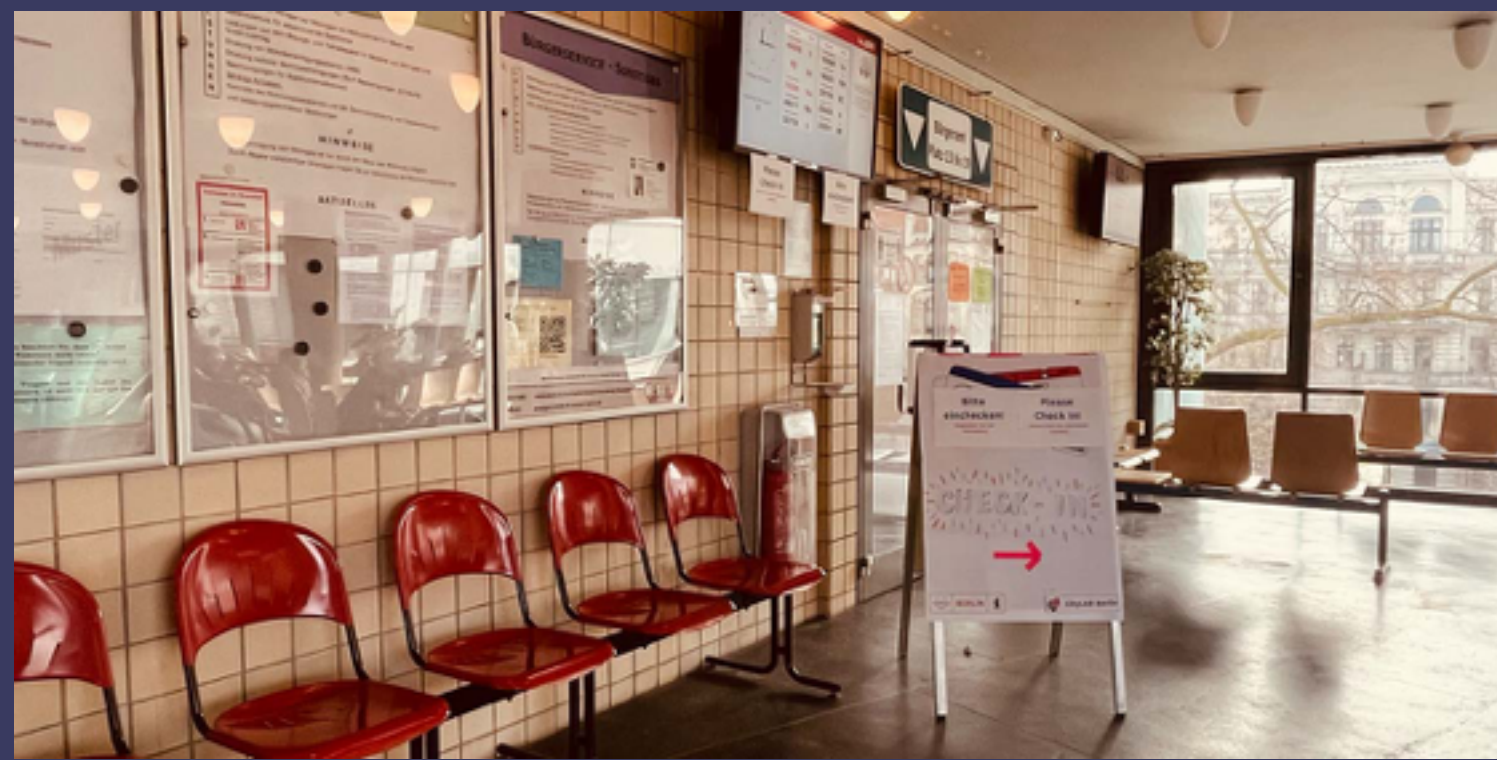
"Oh Berlin, city of my heart,  
Thy administration does its part,  
To govern with a steady hand,  
And lead thee through this changing land.  
Yet sometimes in their lofty towers,  
They lose sight of the people's powers,  
And forget that it is they who serve,  
And not the other way around, I observe."

And while we're on the subject of great art: when the carnival revellers were celebrating, we were at our LABissage toasting our new exhibits with you – see our blog for a review.

And some real hands-on work has been going on too, of course: for example during our prototype test in the Bürgeramt Friedrichshain-Kreuzberg. Enjoy reading!

### Spotlight 1

#### Berlin's Bürgerämter: more appointments, less waiting time?



How can appointments be organized more efficiently at Berlin's Bürgerämter? We've been looking into this question in recent months in a collaborative project with the Bürgeramt in Friedrichshain-Kreuzberg and the Senate Department for the Interior. By applying a service design process created by us, we were able to identify one particular time-waster at citizen centers: if people fail to show up for a booked appointment, the appointment simply passes by unused and can't be spontaneously rescheduled. A more flexible check-in system ought to be able to solve this problem – at least that's the assumption.

At the end of last year, our team of developers came up with a prototype for a system of this kind that we were able to test at the citizen center vocational training department in Kreuzberg – with very pleasing results. Together with the team headed by Berlin's CDO Ralf Kleindiek, we then ran a second test during day-to-day operations at the Friedrichshain-Kreuzberg citizen center in Yorckstrasse.

Our project managers have compiled the promising results in this blog post. We can't wait to see how the check-in system will develop from here!

[To the blog](#)

### Spotlight 2

#### Blog: The LABissage in pictures



The LABissage was a lively party and we'd like to thank everyone who celebrated our exhibition with us! We raised our glasses to the new exhibits with numerous guests, but those who were unlucky enough to miss the party can take a look at the highlights in this photoblog post!

[To the blog](#)

### Spotlight 3

#### Open Data Day: It's Maptime!



Love maps and open data? If so, hold on tight: to celebrate worldwide Open Data Day, our Open Data Information Service (ODIS) team and the crew behind the popular Maptime Meetup are teaming up for a joint event on **Monday, March 6, starting 6:30 p.m.!** This live session will **take place at CityLAB** and is dedicated entirely to open data and what you can do with it – from interactive map views, insights into Berlin's energy consumption to mapping German villages that fell victim to mining and much more besides. So sign up here, come along – and bring any map-loving friends with you. The event will be held in English.

[Sign-up](#)

## Event Highlights

March

**starting  
on the  
16th**

**Workshop on mobility data**



Data donation is becoming increasingly important to our society – whether to contribute to scientific knowledge or help policymakers make decisions based on needs. Together with you, we'd like to take a closer look at data donation in the mobility sector – based on apps in the bicycle and traffic sector that provide insights into users' movements and travel patterns. A certain amount of sensitive, personal information is transmitted during the donation process, too.

For a participatory workshop series in March, our BMBF-funded project freemove is looking for participants to jointly develop design requirements for platforms in the area of mobility citizen science. Why not get in on the action?

Join in now!

[More information](#)

March  
**23**

**9:00 a.m. – 5:00  
p.m**

**Creative Bureaucracy Festival:  
Digital Kick-Off**



Our prototype for a new check-in system at citizen centers in Berlin has been selected for the kick-off event of this year's Creative Bureaucracy Festival (CBF)! At the digital kick-off on March 23, you'll be able to take part in a community vote to determine who gets one of the highly coveted program slots at CBF on June 15. We'd naturally be delighted if you were to cast your vote for us and join us free of charge at the virtual event on March 23 for the presentation of our initiative along with those created by other fascinating actors.

[To the Save the Date](#)

In a social media survey, a lot of you said that you'd like to find out more about AI. As we're now looking more closely behind the scenes at the developments and potential with regard to Berlin, we'll be happy to share more of our observations and insights with you in the coming weeks. Not following us on social media yet? In that case it's high time you did!

Best regards and a great start to the spring,

your CityLAB Berlin

#### Imprint

Technologiestiftung Berlin  
Grünwaldstraße 61-62  
10825 Berlin  
USt-ID-Nr.: DE 187 459 128  
Foundation register Berlin

#### Contact

+49 30 209 69 99 0  
info@citylab-berlin.org  
Instagram  
Twitter

[Data privacy](#) | [Imprint](#) | [Unsubscribe](#) | [Website](#)