Dear CityLAB Community,

In a small Gallic village called CityLAB, a project is brewing that promises to change the way Berlin’s Bürgerämter operate. The project aims to streamline appointments by implementing a new check-in system. The development process included close collaboration with the Department for the Interior, led by Berlin’s CDO Ralf Kleindiek.

The system, which is currently under development by the team headed by the Citizen Information Center (Bürgeramt), is expected to significantly reduce waiting times at appointments. The system will ensure that people arrive at the Bürgeramt on time, allowing the administrative staff to work efficiently without delays.

The prototype for this innovative check-in system has already been tested and is expected to be implemented at Bürgerämter in Kreuzberg. The results of the test have been very promising, with appointment times reduced by up to 50 percen

For more information, please visit our website at https://citylab-berlin.org. You can also sign up for our newsletter to stay updated on the latest developments.

Best regards and a great start to the spring,

[Signature]

Social Media:
- Twitter: @CityLABBerlin
- Instagram: CityLABBerlin
- Website: citylab-berlin.org

Events:
- **March 23:** Digital Kick-Off of Creative Bureaucracy Festival (CBF)
- **March 25:** Workshop on mobility data donation

Data donation is becoming increasingly important in our society. By donating data, individuals can contribute to scientific knowledge and help policymakers make better decisions. Our workshop will explore the role of data donation in the mobility sector and discuss the requirements for platforms in this area.

Yours sincerely,

[Name]

CityLAB Berlin