



**BERLINER
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BERLIN



Strategy 2030

Together Toward a Safe Future

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“For a successful implementation of the strategic objectives, policy will also play its part in ensuring that our livable city remains future-proof.”

An Indispensable Part of Our City

Foreword by Iris Spranger Berlin Senator for the Interior and Sport



The Berlin Fire and Rescue Service has been an indispensable part of our city since 1851. In the more than 170 years of its existence, it has protected Berlin from danger, prevented damage, rescued people from emergencies, and provided them with assistance—reliably and regardless of the prevailing historical conditions.

It has always been important to actively engage with global, social, and technological developments in order to meet constantly changing challenges. As such, the development of the Berlin Fire and Rescue Service has always been focused on modern technology, optimized processes, health protection, and contemporary working conditions.

As helpful as it is to learn from the past, it is also important to look to the future and adapt what we have learned to apply to expected developments. Since its founding, the Berlin Fire and Rescue Service has been characterized by constant change, shown willingness to innovate, set standards, and regularly attracted international attention. Today, we are once again in the spotlight of

the firefighting industry with the world's first electrically powered fire engine in service. Climate change and the increasing scarcity of resources are forcing us to make a clear change of course, and the Berlin Fire and Rescue Service is preparing in the best possible ways. The most important resource—people—is also at the center of our strategic development. I welcome and expressly support the goal of placing a greater emphasis on diversity in the fire service family.

The Berlin Fire and Rescue Service's Strategy 2030, which has been developed over the past three years, is congruent in many ways with the state government's plans for the future. These plans were established in a coalition agreement, and Strategy 2030 fits in with Berlin's overarching strategy to create a social, ecological, diverse, and economically strong capital of the future.

For the successful implementation of the strategic objectives, policy will also play its part in ensuring that our livable city remains future-proof.

“The Berlin Fire and Rescue Service is a key crisis manager for the city. This involves not only the management and execution of professionally qualified assistance in the event of an incident but also prevention and preparation as well as the provision of our resources.”

Crisis Manager of the City

Foreword by the Fire and Rescue Service Administration

Prof. Dr. Karsten Homrighausen
Director of Fire and Rescue Service

Per Kleist
Project Manager

Berlin would not function without a fire service. Over the years and decades, we have shown that the Berlin Fire and Rescue Service keeps the city running—not only in everyday life but also in extraordinary events, major emergencies, and crises. Events such as the attack on Breitscheidplatz, the black-out in Köpenick, and the Covid-19 pandemic are reminders of how essential it is to have a single authority that comprises medical and technical emergency services to ensure quick and need-based responses to any incident.

The Berlin Fire and Rescue Service is a key crisis manager for the city. This involves not only the management and execution of professionally qualified assistance in the event of an incident but also prevention and preparation as well as the provision of our resources. In this context, professional expertise and a constantly growing wealth of experience are the keys to a safe city; thus, to meet the challenges of the future

and guarantee a safe city, it is of the utmost importance to include the fire service and their expertise in the process of urban development.

The Berlin Fire and Rescue Service is part of the city's critical infrastructure and, as such, must demonstrate the necessary resilience to withstand any kind of crisis. This requires, on the one hand, a continuous internal and external risk analysis and, on the other hand, the resulting social and political support. Strategy 2030 provides a guideline for our actions and the future requirements of the Berlin Fire and Rescue Service. The framework that is necessary to ensure the effectiveness of our service can also be derived from this strategy.

It is up to all of us—society, politics, and the fire service—to determine how successful we will be. Together we will shape our future! For a safe Berlin.



Prof. Dr. Karsten Homrighausen (right) and Per Kleist (left)

Photo:
Berlin Fire and Rescue Service

“The city is growing and becoming denser. The population is getting older, and isolation is increasing. At the same time, networking and digitization are taking over all areas of life. And last but not least, climate change is increasingly generating extreme weather conditions.”

Ready for the Future

Introduction

Berlin is changing. The city is growing and becoming denser. The population is getting older, and isolation is increasing. At the same time, networking and digitization are affecting all areas of life. And last but not least, climate change is increasingly causing extreme weather conditions.

For the Berlin Fire and Rescue Service, this means there are and will be new deployment scenarios, resources, and demands on its personnel, as well as new expectations of itself as an employer and safety service provider. In other words, there are and will be changes in almost all areas. We will increasingly have to rescue older people from situations in which they are no longer able to help themselves. We will have new technologies at our disposal to involve more citizens and better assess hazards. We will have to find new ways to recruit personnel and address new target groups.

With Strategy 2030, the Berlin Fire and Rescue Service addresses the associated opportunities and challenges, sharpens its self-image, and delineates strategic goals for important action areas.

Berlin needs a fire and rescue service that is as resilient as it is capable of regeneration—one that is far beyond its current level. We are therefore working hard to continuously

adapt our resources to meet the actual needs of daily operations.

We will become even more involved than before when it comes to increasing the city's resistance and ability to regenerate—in other words, its resilience. We want to improve the coordination between the various players in the city, be it in fire protection, in rescue services, or in the event of a disaster. In this way, we are making a special contribution to improving the health and safety of Berlin.

We want to counteract the negative effects of the increasing individualization of the Berlin population by strengthening the ability of people to help themselves. We see ourselves as a driving force for the prevention and education of the population as well as for the mobilization of first responders alongside good Samaritans.

Internally, we must increase our appeal as an employer in order to retain and recruit the necessary personnel. To this end, we are developing the Berlin Fire and Rescue Service into an organization that fosters community and shows appreciation and in which the leadership culture unites everyday work, operations, and individual needs.

We are getting ready for the future.

“Berlin is changing. Berlin has always changed, Berlin will always change. And so the city will continue to be characterized by constant change over the next ten years, constantly reinventing itself.”

A City of Cohesion

Our Challenges

Berlin is changing. Berlin has always changed, Berlin will always change. And so the city will continue to be characterized by constant change over the next ten years, constantly reinventing itself.

The Covid-19 crisis was as much a symbol of a globalized world as Berlin's role as a rising metropolis with a worldwide reputation. We will face unknown new challenges as well as encounter many new opportunities that must be seized.

In order to remain alert in these moments, we have looked to the future for this strategy. What scenarios should we expect in the next ten years? How can we actively influence developments so that we can already prepare ourselves for expected situations? And how can and do we want to shape our living and working environments?

Thinking into the future means formulating educated guesses about Berlin's urban development and its future effects on the Berlin Fire and Rescue Service. This means making assumptions based on the current state of knowledge; these assumptions, however, will have to be reviewed again and again over the course of the next ten years to ensure they remain correct.

Megatrends—or, in other words, trends in social development that can already be observed today and are empirically proven to herald fundamental changes—can help in this process. In key policy areas, they describe the direction in which society is likely to develop in the coming years and decades.

For us, the Berlin Fire and Rescue Service, the following five megatrends are of particular importance:



①

Urbanization

“Today, half of the world's population lives in cities. It is estimated that by 2050 it could be as much as 75 percent.”

Trendone, Hamburg



②

Individualization

“People are increasingly striving to follow individual paths in life, which goes hand in hand with the desire for more autonomy and self-determination.”

Rosenbauer, Firefighting Trendmap 3.0,
Leonding, Austria

③

Man-made Environmental Pollution

“The environment is increasingly suffering from the consequential costs of the human way of life.”

z.punkt – consulting firm for
strategic future issues, Cologne



④

Demographic Change

“Around the globe, the population is getting older and the number of older people is rising. At the same time, people are staying healthy longer.”

Zukunftsinstitut, Frankfurt am Main

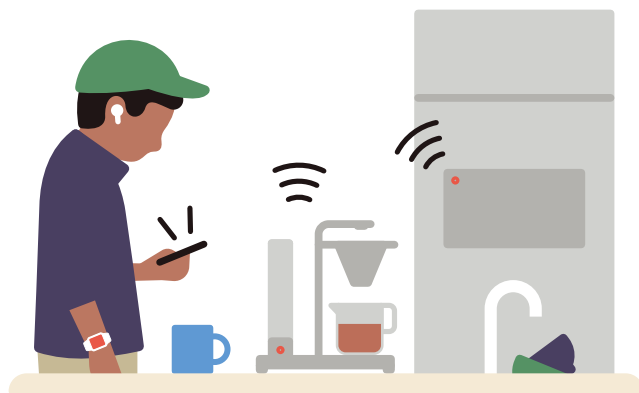


⑤

Connectivity/ Digitization

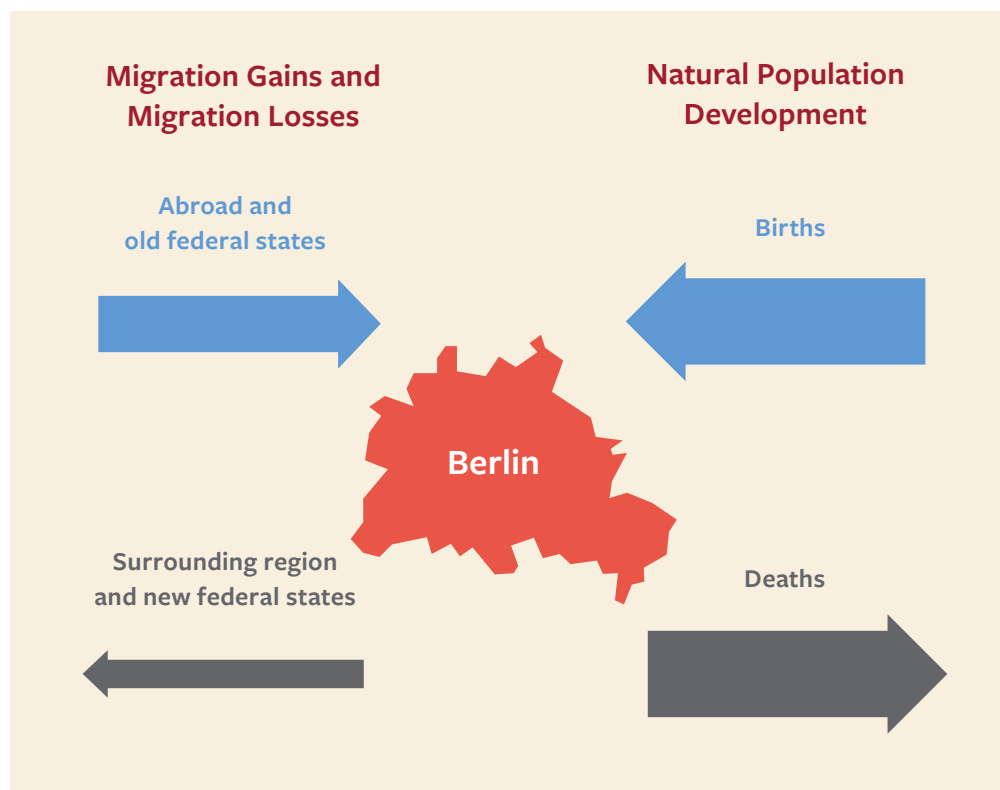
“Digital technologies are conquering all areas of life, whereby the dynamics of change will intensify even further by 2030.”

z.punkt – consulting firm for strategic future issues, Cologne



Megatrends can reinforce or weaken each other. This is due to human activity and natural phenomena but also other trends and developments. One example of this is the demographic development of Berlin. In 2019, looking to city's future urban development,

the Senate Department forecasted that the population would grow older but to a much lesser extent than in other German cities due to the immigration of mainly young people from abroad.



Effects of Megatrends

On this basis, we looked at the potential impact of the megatrends on developments that influence the future actions of the Berlin Fire and Rescue Service.

Example 1

Urbanization and Individualization

There is a strong urban densification, including in the outer districts.

Rising real estate prices prevent the development of an adequate infrastructure in the outskirts of the city.

A slump in volunteerism is to be expected.

An increasing number of emergency operations in the outskirts must be covered by inner-city fire stations.

Example 2

Demographic Change and Individualization

Berlin's population is aging, albeit at a slower rate than elsewhere due to international immigration.

Elderly people often live alone.

There will be an increase in missions to help elderly people in situations where they cannot help themselves.

Example 3

Individualization and Connectivity/Digitization

The willingness to make a long-term commitment to voluntary work is declining. At the same time, the willingness to help and lend a hand in an emergency is increasing.

New technologies offer new ways to alert volunteers and obtain their help.

New concepts of voluntary help are emerging beyond the traditional models of volunteering.

Example 4

Individualization and Connectivity/Digitization

Berlin is experiencing strong international immigration.

The core workforce of the Berlin Fire and Rescue Service is getting older.

The recruitment of young people will have to focus more on gender diversity and include young people with migratory backgrounds.

Scenarios

Five scenarios emerged from this:

1. The Resilient City
2. The Urban Fire Service
3. The Range of Operations
4. The Attractive Employer
5. The Worst Case

*Please note the full-length texts are only available in German.

We have described what we expect in the form of typical events from the everyday life of fire and rescue services in 2030. The following excerpts provide brief yet representative insight into each of the scenarios, which can be accessed in full length via the QR code on page 16.*

“The digital personnel activation system makes it possible to query, on short notice, available volunteer fire service personnel. The authorities are determining further preventive measures and discussing the necessary information to raise awareness among the population about the expected heatwave. This information is then prepared by the Berlin Fire and Rescue Service’s social

Excerpt from the scenario: *The Resilient City*

media team. Tips on how to act and where stationary info points can be found in the city are communicated via digital media platforms. Inquiries from social media users are answered immediately. This long-term interaction with the population is an important part of consolidating trust in the fire service as a supporting pillar of the safety infrastructure in the federal capital.”

“When the offensive attack crew makes their way to the floor of the fire in a future high-rise building via a fire service elevator, they are accompanied by the rescue robot ‘Flori.’ In addition to exoskeletons, ergonomic equipment, and improved protective clothing, Flori has been an integral part of the Berlin Fire and Rescue Service’s operations for several years. Since then, the performance of the individual squads has in-

Excerpt from the scenario: *The Urban Fire Service*

creased to such an extent that the total number of emergency personnel required has been significantly reduced. Flori supports the offensive attack crew in three ways: by carrying out an extinguishing attack in those areas that are too hot or in danger of collapsing that they can no longer be entered, by carrying heavy equipment, and by being able to gently transport injured people out of the danger zone.”



“At the same time that the sirens sound, all smartphones, tablets, and smartwatches in the building are switched into emergency

Excerpt from the scenario: *The Urban Fire Service*

mode. Their users must confirm they have noticed the alarm and then assure they leave the building immediately.”

“The control center receives an emergency eCall about a traffic accident. The report says: collision of an electric vehicle and a

Excerpt from the scenario: *The Range of Operations*

hydrogen-powered car following a medical emergency, suspected heart attack at the wheel.”

“On the basis of the information provided by the reconnaissance robot ‘R3KI,’ the required extinguishing gas/extinguishing gel is determined at the scene of the incident

Excerpt from the scenario: *The Range of Operations*

and the firefighting tactics are determined in consultation with the incident safety officers.”

“New approaches are also being used in the debriefing process after operations. Regular supervision of operations not only helps to cope with the psychological load but also to

Excerpt from the scenario: *The Attractive Employer*

work through and resolve possible conflicts in the team and to strengthen the community of firefighters”

“Simply giving instructions has long since ceased to be the leadership style of the Berlin Fire and Rescue Service—at least not outside of operations. The junior staff have expanded their repertoire of leader-

Excerpt from the scenario: *The Attractive Employer*

ship methods and learned what it means to care for their employees and the cohesion of their community. This strengthens them for their future careers.”

“A new server in its original packaging has been on the premises of the IT department in Charlottenburg for several months. But there is a lack of personnel to put it into operation. [...] Poor working conditions, pay, and the mood on-site are the reasons. The few applicants who are there often move on to other professional fire services throughout Germany immediately after their training.”

Excerpt from the scenario: *The Worst Case*

The worst-case scenario shows what can happen when all imaginable negative developments come together. This intensifying effect increases the sensitivity to possible risks of future developments.

Use the QR code to access the
full-length scenarios on the Berlin Fire
and Rescue Service website.

Please note the full-length texts are only available in German.



Discussions

These scenarios were discussed together with many members of the professional and volunteer fire services. In addition, we interviewed external experts about our scenarios. We wanted to find out:

- whether others share our assessments,
- what divergent views exist,

- where action is needed to improve the situation in the long term,
- and which attitudes and expectations are of particular importance for the self-image of people inside and outside the Berlin Fire and Rescue Service.

Mission, Values, Vision, and Action Areas

As a result of the preceding process steps, we know what we want to achieve in the coming years. Our self-image is reflected in statements about:

- the mission, that is, our understanding of the mission of the Berlin Fire and Rescue Service,
- the values for dealing with each other and with others,
- and the vision of a Berlin Fire and Rescue Service that is up to facing new challenges.

We know our priorities. We know what we have to pay attention to in the future and what we have to tackle. We have defined the areas in which we want to be particularly active in the next few years, and we have looked closely at what needs to be protected and, above all, what needs to be changed.

In this way, we want to make a tangible, valuable, and sustainable contribution to the development of Berlin as a city of cohesion.

“As a key player in healthcare,
crisis management, and civil
protection, we are an essential
partner for politics and society.”

Our Guiding Principles

Mission, Values, Vision

Mission

We are ready around the clock. We help people in need and take care of those seeking help.

We are on duty for our city during fires, accidents, medical emergencies, and disasters.

We act responsibly and professionally—even where others can no longer get ahead.
In extreme situations, we are willing to go beyond our own limits.

We strengthen the safety of the population, including through prevention.
People who share this mission find a place in our community.



Values

The well-being of people is our first priority.

We respect the diverse identities, perspectives, and experiences of the people with whom we work and for whom we have responsibility.

We take care of each other. A sense of responsibility and helpfulness are our way of life.

We are always friendly, obliging, and sincere in our dealings.

We give feedback and accept it. We also make mistakes and learn from them.

We contribute our innovative ideas and thereby create a future-oriented organization.

We are continuously developing and see changes in a positive way.

We support each other and rely on each other.

We complement each other through our individual skills and experiences, and we recognize that we are better together.

We act in a solution-oriented, decisive manner and with awareness of the danger.

With this, we create trust.



Vision

The Berlin Fire and Rescue Service is one of the most innovative in Europe. We set the standards.

To fulfill our mission, we build flexible and functional teams from the office to the field.
Our diverse professional, cultural, and social backgrounds are our strength!

We are a family-friendly employer that provides opportunities for employees in both professional and volunteer positions to develop and thrive at different stages of their lives.

We are a transparent and learning organization that strives for continuous improvement, including through the use of the latest technologies.

We are networked in our neighborhoods, making an important contribution to strengthening society's ability to help itself and its resilience.

As a central player in healthcare, crisis management, and civil protection, we are an indispensable partner for politics and society.

We actively help shape the city.

We save Berlin.



“Rescue needs people who
are willing to go to their limits
and sometimes beyond.”

Strategic Action Areas

We see a direct connection between:

- the *purpose* of an organization's mission,
- the *effectiveness* with which that purpose is realized,
- and the act of garnering the staff's and volunteers' *appreciation* by fulfilling all criteria to make the Berlin Fire and Rescue Service an attractive employer.

Two action areas of overarching natures play such important roles that we must consider them separately:

- the *use of digital technologies* in all areas of the Berlin Fire and Rescue Service
- and *responsibility* toward the environment.

Berlin—A Resilient City

We Save Berlin!

The mission and purpose of the Berlin Fire and Rescue Service are as obvious as those of few other organizations. It plays a key role in strengthening Berlin's resilience, or in other words, its ability to withstand and regenerate in an increasingly unstable environment.

The focus is on acute rescue and hazard prevention. At the same time, the Berlin Fire and Rescue Service wants and needs to get involved in:

- prevention,
- the further development of emergency care,

- urban development,
- and protecting the population and critical infrastructures from crises and disasters.

In close cooperation with the Senate Department of the Interior, the aim is to expand preventive measures, improve coordination with other health and social services, incorporate the security requirements of a densely populated city into urban development, and, last but not least, ensure the fail-safe operation of critical infrastructures in exceptional and unforeseeable circumstances.

Berlin—A City of Health

The Berlin Fire and Rescue Service—as a key player in emergency care—wants to and must play a leading role in the development of Berlin as a health city and become active. From its point of view, the first thing to do here is to further advance the networking of the various players in emergency care. A system in the form of a treatment chain must be established,

in which:

- input channels are bundled,
- various roles are redefined and filled if necessary,
- variable answers for individual situations are available,
- and resources are used more efficiently than they are today.

Purpose

Purpose

The Berlin Fire and Rescue Service is not only involved at the beginning of this treatment chain but also with the control center and emergency rescue. As the provider of emergency rescue services, it has central

and cross-resource management responsibilities. When in doubt, the Berlin Fire and Rescue Service has to step in when others cannot or do not want to.

The Resilient Fire Service

A resilient city—one that is able to withstand and regenerate—includes a fire service that is better able to cope with new hazards and operational situations than it is today, thereby increasing its own resilience and abilities to regenerate. The prerequisites for this

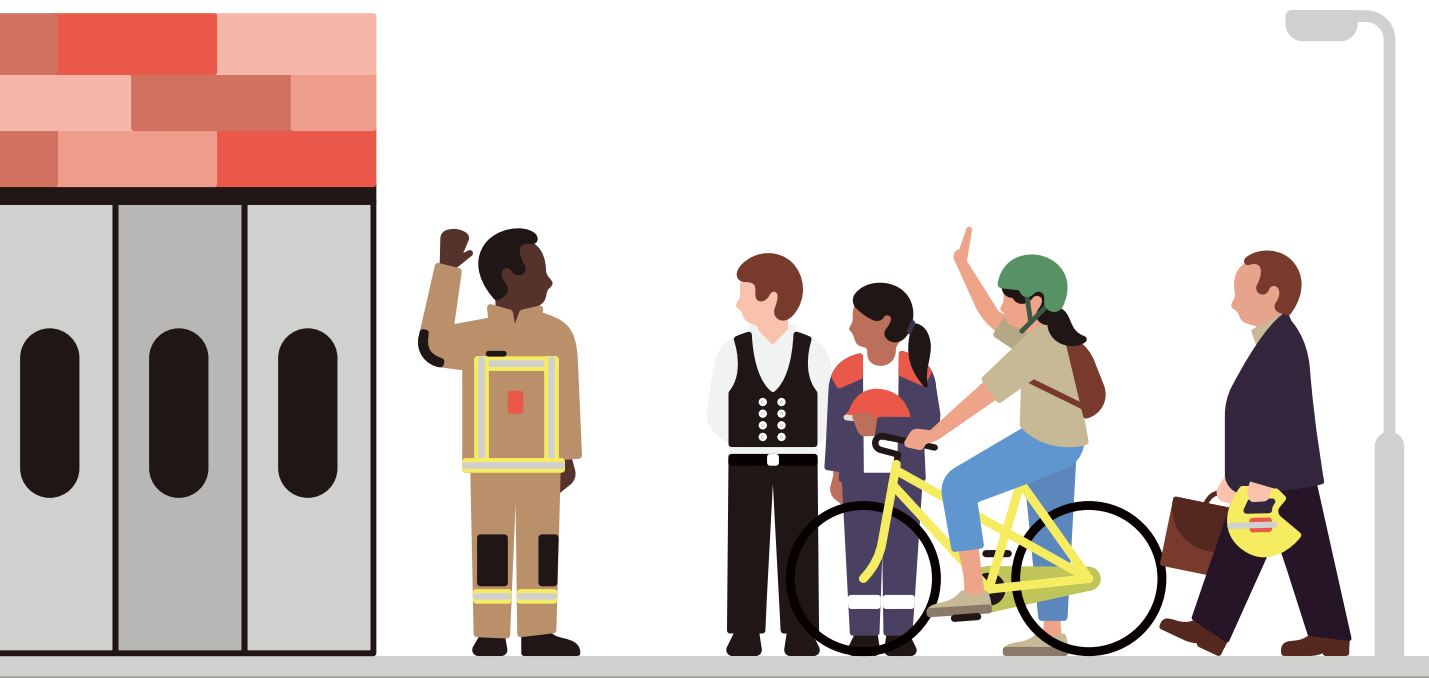
are, for example, stable supply chains and a stable and efficient communications network in extreme situations, but also the unrestricted provision of sufficiently qualified emergency personnel and resources.

Attractive Honorary Office*

Volunteer fire brigades are an essential component of this resilience. Contrary to social developments, one of the main tasks of the Berlin Fire and Rescue Service will be to maintain the attractiveness of the honorary office. This also, but not primarily, involves expressing appreciation in the form of benefits, such as free use of the city's swimming pools. In the future, even more than today,

we must take the skills and abilities of our highly motivated volunteer firefighters seriously and use them effectively. The prerequisite for this is a framework that facilitates their commitment. Rules that have been in force for many years, such as the standards for the recognition of professional qualifications, must also be put to the test.

*The term "honorary office" refers to a specific form of volunteering in Germany.



Range of Operations

Operational Concepts

Getting ahead of the situation.

In its day-to-day work, the Berlin Fire and Rescue Service is constantly confronted with new situations that have to be dealt with. Consequently, operational concepts must be continuously adapted to:

- new challenges, such as the increasing number of people who seek help, dial 112, and need better psycho-social care.
- opportunities that arise from new technologies, for example, when the networking of buildings offers new possibilities of exploration.

Using New Technologies

The possibilities of new technologies for operational support are many:

- Digital means of communication enable telemedical support for rescue workers on-site in the diagnosis and treatment of patients.
- Networked building technologies, with a wide range of sensors and fire-protection functions, offer new possibilities for exploration and intervention.
- An improved information base (for example, of buildings) can be made available to the emergency services directly on-site and in a timely manner.
- Robots can be used to reduce the workload and minimize risks.

These are just some of the possibilities with functions that are directly beneficial. Others, which we cannot even imagine today, will emerge in the near future. It will be a major task and challenge to identify the

The requirements for these new operational concepts are already becoming apparent today. They must be more flexible and respond to individual operational situations with resources tailored to requirements, if only to avoid placing excessive demands on them. At the same time, the opportunities offered by new technologies must be exploited for reconnaissance and emergency services on the ground. And finally, the operational plans should take up and integrate the willingness of neighbors to provide assistance—for example, by involving first responders and offering other low-threshold assistance from citizens.

right and most important ones, as well as to support their development in a user-friendly way.

The control center plays a central role here. It is the place where quick decisions have to be made on how to react appropriately to incoming messages. The control center is therefore an example of the ongoing search to find a successfully balanced mix of human assessment and technical support.

- Machine learning systems (AI) offer the control center new ways of analyzing and later evaluating incoming messages.
- Sensors, drones, and other technological systems in networked buildings expand the possibilities for initial site reconnaissance.

In this respect, the control center must be an essential part of all considerations regarding new concepts for the use of technology.

Effectiveness

Qualification

New concepts of deployment are changing the scope of previous tasks and require appropriate training. This, in turn, requires modern ways of learning, such as self-learning by means of e-learning and teaching practical, short courses on-site.

The current practice of integrating rescue services and technical assistance within the umbrella of firefighting must also be questioned time and again. In light of the increasing complexity of all these activities, what can firefighters still manage? What are the arguments in favor of maintaining this concept of multifunctionality, and when does it become excessive?

In addition, we must take into account changes in the labor market, which are making previous recruitment strategies obsolete. For example, the significant shortage of trained craftspeople means that the skills applicants used to bring with them now must be taught.

Finally, in relation to qualifications within this field of action, new forms of personnel development and especially management development must be considered. Just as the members of the Berlin Fire and Rescue Service must learn to deal with Berlin's constantly increasing cultural diversity, the organization is faced with the challenge of reflecting this diversity internally as well.

Appreciation

Attractiveness of the Employer and the Honorary Office

Community

Rescue services need people who are willing to go to their limits and, in some cases, even beyond them. They do it because they consider it meaningful. It is easy for them because and so long as they are in a community of like-minded people, they can trust and rely on those people. The operational abilities of the Berlin Fire and Rescue Service will largely depend on how it succeeds in attracting and retaining such people; on

how this type of community can be preserved and continued under the conditions of today's firefighting work. This community creates the cohesion and preparedness necessary to demonstrate full readiness for action, even under the most difficult and challenging conditions. This is even truer when considering the fact that the current trend in society is toward the individualization of lifestyles.

Leadership

One of the core tasks of leadership is to create a framework that facilitates community, while at the same time actively promoting community in one's own area of responsibility. This is achieved primarily through three elements:

- a common understanding of what comprises one's job,

- jointly developed and regularly updated rules and standards of conduct,
- and shared experiences and learning processes.

Leadership provides clarification through collaborative discussion processes and through setting clear expectations and guidelines.

It creates—as far as it is within its power—

- the general conditions
 - to fill this job in the best possible way,
 - to comply with and further develop the common rules,
- and the space for shared experiences and learning processes—especially, but not only, at the fire stations.

Leadership does that by:

- giving honest and authentic feedback on employees' performance and behavior,

- caring for both the physical and mental health of employees,
- taking into account the personal responsibility and motivation of the employees in a trusting manner,
- and being fault-tolerant, with learning processes in mind.

It will be a major task to empower the management of the Berlin Fire and Rescue Service in this respect and to support them in fulfilling the expectations of this role.

Balancing Different Areas of Life

As social models change, so do employees' expectations of their employers. Increasingly, they expect to be able to harmonize various, fundamentally equal parts of life with each other. They expect their employers to create conditions that allow them to combine work, leisure, and family.

This includes flexible working hours, child-care options, and a life-phase-oriented operational concept. Employers who want to attract and retain employees will have to develop such offerings.



Appreciation

Finally, salaries and systems of incentives need to be discussed. Contrary to popular belief, they are not the deciding factor in career choices, especially for intrinsically motivated people who are passionate about what they do, but they are seen as a measure of the value placed on firefighters. Salaries serve as an indicator of value and are always relevant, especially if they are perceived as unfair in comparison to other jobs.

It is therefore necessary to constantly keep in mind the conflicts that arise from such objectives—for example, when contradictions arise between the need for skilled workers and a wage that is commensurate with the labor market on the one hand, and the preservation of intangible resources, such as community cohesion, on the other. The objectives then must be weighed against each other and balanced out.

Digital Transformation

The development of digital technologies has an impact on the day-to-day work of the Berlin Fire and Rescue Service that goes far beyond operational concepts. This requires not only openness to digital possibilities but also an active search for primarily digital solutions to new challenges. The prerequi-

site for this is the willingness to offer IT specialists a professional home within the fire service. At the same time, however, it also requires specific know-how and special requirements for the availability of these technologies, even under extreme conditions.



Responsibility Toward the Environment

The Berlin Fire and Rescue Service makes a significant contribution to protecting Berlin's population from the effects of climate change. Even more than other organizations, it bears a special responsibility to use resources in an environmentally friendly

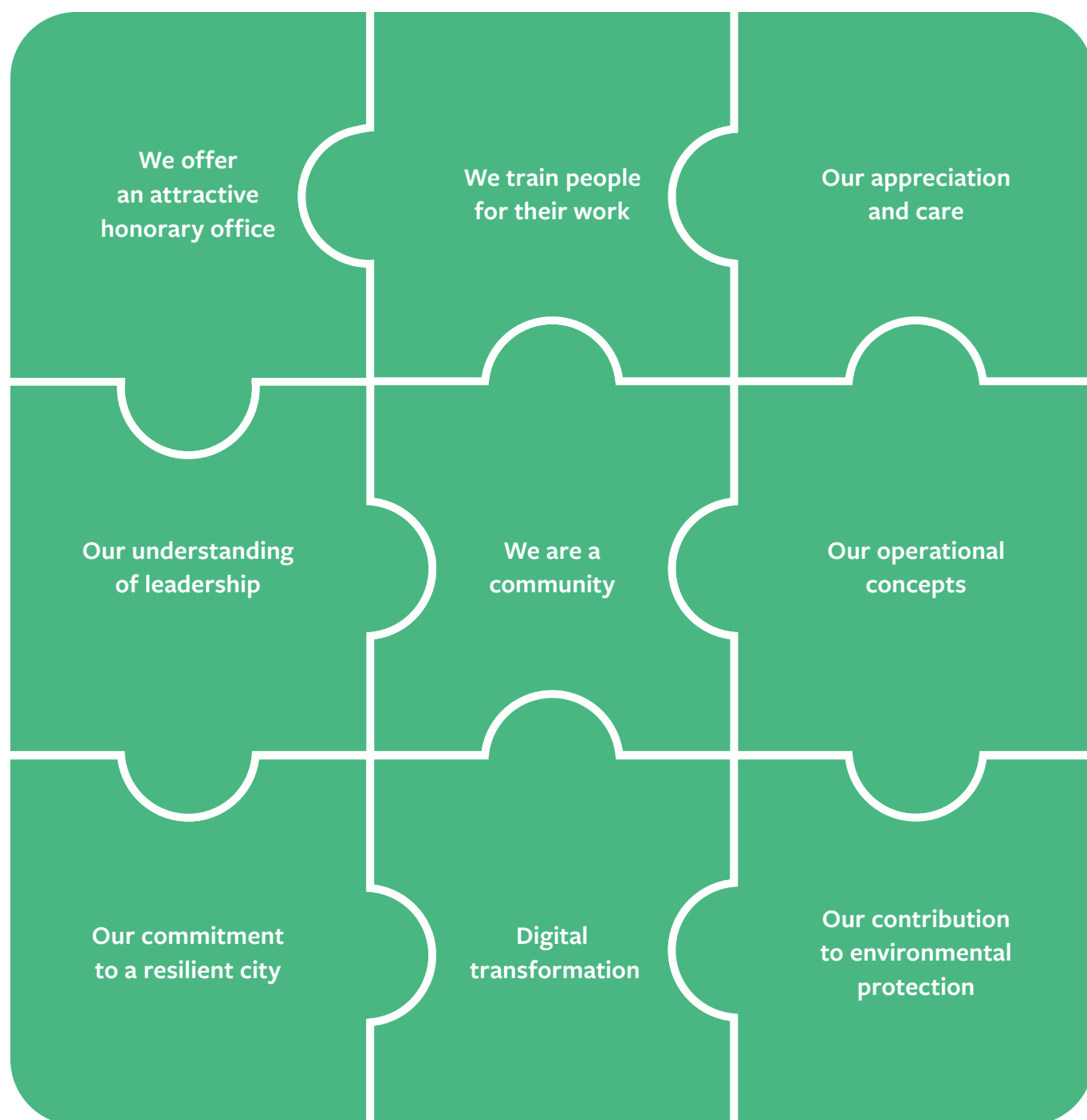
way. Active participation is required in the development of solutions to reduce its environmental impact, particularly regarding the resources used but also through its own infrastructure.

Finally, a Look at Other Interdisciplinary Issues

A strategy must set priorities. In this sense, there are other topics of an overarching nature that are of particular relevance to the future development of the Berlin Fire and Rescue Service. These include, for example, internal and external communication but

also the shift toward a process-oriented organization. We have refrained from explicitly including these areas, because they are consistently important in all action areas and are dealt with accordingly.

Linking the Strategic Action Areas



“We are able to continually adjust our resources to meet the actual needs of day-to-day operations.”

Goals of the Strategic Action Areas

Our Commitment to a Resilient City

We are a resilient fire service.

- We are able to continuously adapt our resources to the actual requirements of daily operations.
- We protect our systems against internal and external disruptions, for example, by setting up a business continuity management system.
- IT security is an essential part of what we do and ensures the operational capability of the Berlin Fire and Rescue Service.
- A growing volunteer fire service increases our efficiency and supports us with its special competencies.
- We are building volunteer service programs to help us fulfill our mission.
- We adapt internal rules and regulations in a way that enables simplified procedures in the event of a crisis.

We are part of a network of preclinical emergency and acute medical care services in Berlin.

- We are the most important service provider in preclinical emergency and acute medical care.
- We assume central and cross-resource responsibility for emergency rescue services.
- We are creating a powerful network of partners for healthcare in the city of Berlin. The entire chain of our emergency medical services is closely interlinked.
- Together with our partners, we use common digital tools to, for instance, exchange patient information, for telemetry, or to carry out collaborative work between different control centers.
- Through telemedicine systems, we bring specialist expertise to preclinical use.
- Together with our partners, we are developing alternative forms of care so psychosocial and nursing emergencies can be sustainably dealt with in the long run.

We strengthen Berlin's resilience.

- Together with everyone responsible, we regularly draw up and evaluate development concepts for public safety and order.
- We create a platform for networking amongst the relevant stakeholders (administration, private and public companies) in relation to the interdisciplinary topic "Resilient City Berlin."
- We contribute our structures and experiences to help with successful crisis management in situations of acute danger.

We strengthen the population's ability to help themselves.

- We strengthen the resilience of the population by creating anchors and an interconnectedness at the district, neighborhood, and community levels.
- We effectively inform and warn the public through a variety of channels, enabling them to respond appropriately to any given situation.
- We see ourselves as a driving force for prevention and education of the population, such as in the areas of fire protection and life-saving emergency measures.
- By deploying qualified first responders, we make a significant contribution to bridging the time until professional help arrives with effective first aid measures. KATRETTET, for example, is an app that provides a system for first aid volunteers: If they are in the vicinity of an emergency location, we can ask for their help directly via the app.
- In the event of major emergencies, we deploy people who are ready to help in accordance with their skills.

“By deploying qualified first responders, we make a significant contribution to bridging the time until professional help arrives with effective first aid measures.”



We Offer an Attractive Honorary Office

The Berlin Fire and Rescue Service creates a broad platform for volunteerism.

- In addition to active duty as the core of the volunteer fire service, we are expanding the range of tasks from youth work to mission support and prevention.
- When identifying suitable areas of responsibility and activities, we specifically take into account personal potential and individual availability.
- We actively promote the employment of volunteer firefighters in companies and public institutions.
- For the future of volunteering, we are focusing on low-threshold involvement within a manageable framework. People will be able to get involved with us without a making a long-term commitment or going through an extensive educational process.

The Berlin Fire and Rescue Service recognizes the diversity of the volunteer fire service in its tasks, operations, and team as a resource and is expanding it in a focused manner.

- We define the tasks in such a way that they can be performed by people with a wide variety of backgrounds and individual capabilities.
- We are paying greater attention to diversity in hiring.
- We use individual technical know-how and professional expertise to enhance the performance of the Berlin Fire and Rescue Service.

“We are paying more attention to diversity in hiring.”

We create a culture of recognition for employers who support volunteerism in our fire service.

- We recognize the willingness of employers who work with us, including through honors and awards.
- We support our members by strengthening our cooperation with organizations of employers.
- We create opportunities for mutual recognition of training, education, and advanced training, such as in the cases of in-house fire safety officers.

We are securing our future by expanding the junior fire service.

- We are building a junior fire service in every volunteer fire service.
- We are increasing the percentage of young people who transfer from the junior fire service to the volunteer fire service or the professional fire service.
- We are developing support services for the supervision of junior fire services to further improve the quality of youth work.

Our Operational Concepts

We arrange the right help for every emergency call.

- We give everyone easy and fast access to emergency services at all times. To do this, we use different channels and innovative technical systems.
- Based on validated information and an integrated situational awareness, we alert and deploy resources in an efficient manner. In the decision-making process, we are increasingly supported by artificial intelligence.
- Through our control center, we will network even more closely with everyone involved in preclinical emergency and acute medical care as well as in danger prevention.
- To be able to arrive quickly at the scene of an emergency, we will work with forecasting models in the future and will keep our emergency personnel available throughout the city in line with demand. We also use intelligent traffic guidance technologies and other innovative solutions to ensure a rapid response.

“We give everyone easy and fast access to emergency services at all times. To do this, we use different channels and innovative technical systems.”

Our operations take place in accordance with evidence-based methods and the latest technical and organizational standards.

- We evaluate existing operational concepts and continuously develop them further.
- We actively seek out new technologies, evaluate them, and bring them into use in a timely manner.
- We regularly develop new concepts for the operations of the future.
- We support the emergency services in dealing with complex operational situations through our specialized IT units.
- We are increasingly evaluating operations systematically in order to derive preventive measures.
- We will use new job profiles alongside existing competency profiles in order to meet changing assistance needs in all their diversity in a more sustainable way.

We are continuously developing our performance and efficiency.

- We continuously create validated demand planning and derive reliable resource management from it.
- We are expanding structures in order to be able to react to new hazardous situations in an agile manner.
- We have our own IT implementation resources and can develop our tools together with the industry on equal footing.
- We are strengthening our competencies for supra-local assistance.
- We are represented in all relevant organizations who set the standards and incorporate the needs of the fire service.

Digital Transformation

The Berlin Fire and Rescue Service uses digitization to adapt quickly and efficiently to changing conditions.

- When faced with new challenges, we first look for digital solutions.
- Innovation is part of who we are.
- IT competence at management level strengthens our digital identity.

We support and promote the further development of our work culture through digital tools.

- We create a foundation for the formation of changing, task-related teams.
- Our digital tools follow our way of working, not the other way around.
- Through flat hierarchies, we integrate process knowledge into our decision-making.

Our IT infrastructure is an important pillar of the Berlin Fire and Rescue Service.

- In addition to using various IT systems, we are actively involved in the development of specific firefighting and rescue applications. This makes us an attractive employer for IT experts.
- Our IT infrastructure is modern, innovative, and flexible.
- IT security is an essential part of our culture and ensures the operational abilities of the Berlin Fire and Rescue Service.
- We keep mission-critical IT systems ready around the clock, from hosting to support.



We Train People for Their Work

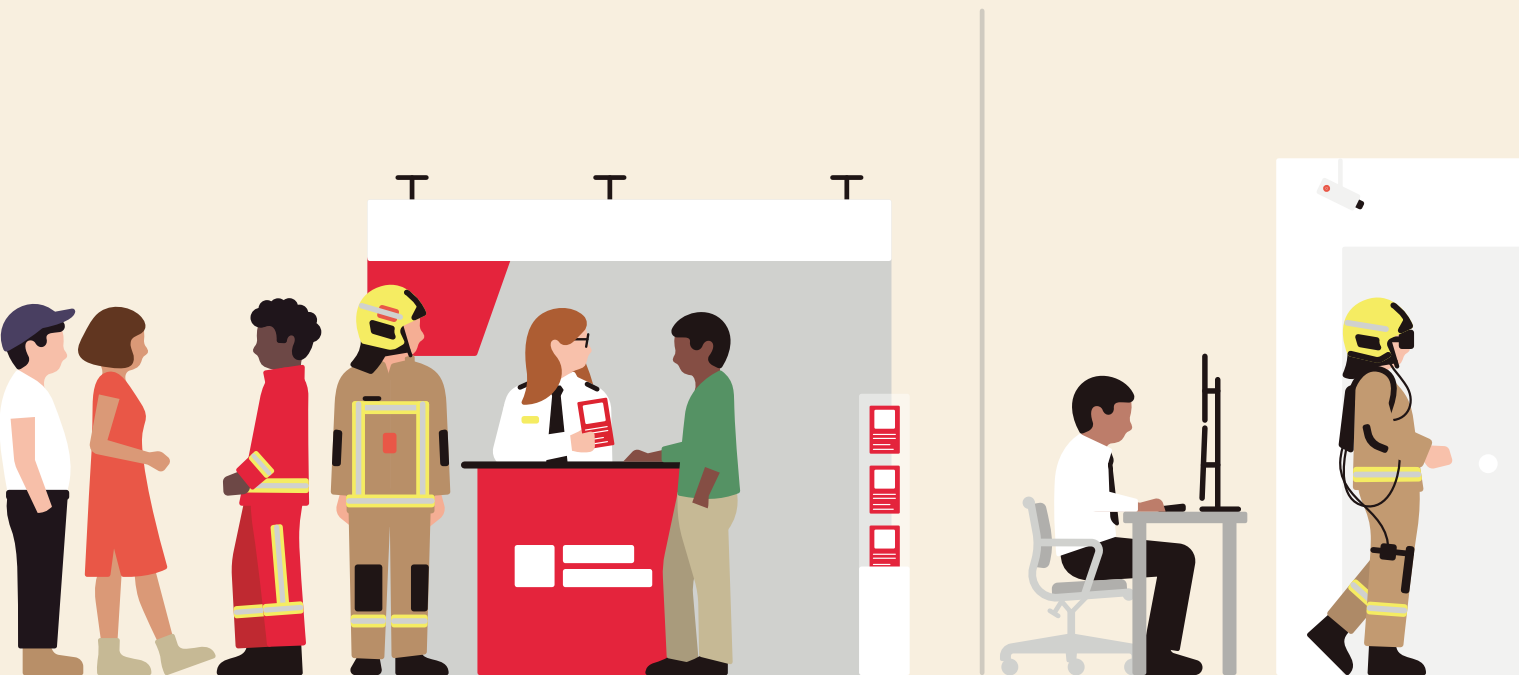
We take a forward-looking approach to securing our staffing needs.

- We actively approach potential applicants and provide them with a transparent and positive image of our fire service and our values.
- Our human resources department and personnel selection center pay greater attention to diversity in applications and take individual skills and potential into account.
- We use the latest scientific and technical standards, such as artificial intelligence and virtual realities, to support staff recruitment and to identify appropriate career paths.
- By arranging temporary housing for our future employees, we increase our attractiveness as an employer and show we care right from the start.
- We are developing programs for the deployment of trained specialists in the Berlin Fire and Rescue Service during their studies.

“We actively approach potential applicants and provide them with a transparent and positive image of our fire service and our values.”

We transform potential into competence.

- Managers look for and recognize the potential of their employees and promote it proactively.
- Our future personnel development center will provide support in identifying potential and in the targeted development of competencies.



Training, education, and advanced training are the foundations of our performance.

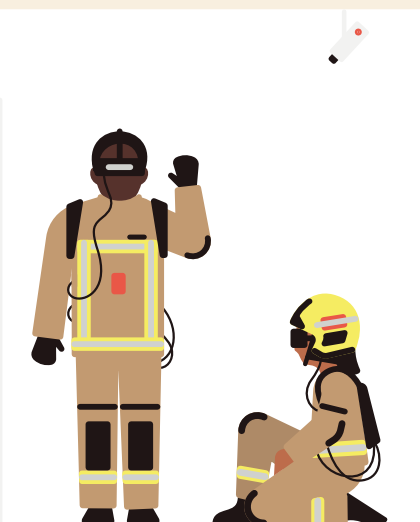
- The Berlin Fire and Rescue Service Academy (BFRA), as a central training and continuing education institution, sets new standards with regard to its offerings and the quality thereof.
- Our qualified teaching and training staff are always up to date with the latest knowledge and use the most modern teaching aids and methods.
- Under the leadership of the BFRA, a common standard is being developed for the training and continuing education of emergency personnel in particular.
- Operational experience is systematically incorporated into basic, advanced, and continuing education.

We create individualized personnel development concepts.

- We offer training and continuing education models that fit employees at different stages of life.
- We offer career paths for both specialists and people with generalized training.
- We use internal and validated external training opportunities as part of staff development.

We research and develop for the safety of our city.

- We participate in research projects and cooperate with scientific institutions.
- We use collaborations with university institutions for the transfer of knowledge.
- We initiate development projects with partner companies from the private sector.



We Are a Community

We maintain and strengthen our special cohesion.

- We give ourselves every reason to be proud of our performance.
- We see differences and complementary competencies and skills as assets and support.
- Professional and volunteer firefighters live and breathe the understanding of their strengths as a unit.

“We see differences and complementary competencies and skills as assets and support.”

Across all management levels, we foster a vibrant community culture.

- All hierarchical levels work actively and together on team building.
- Leaders shape the organization of services and work in a way that fosters and strengthens community.
- New firefighters are assisted in joining the department or a new duty station
- through onboarding activities that go beyond the scope of the service and help build social connections.
- Our building designs facilitate community.
- We promote a lively culture of shared activities outside everyday service.



Our Understanding of Leadership

Through our leadership culture, we create mutual trust and appreciation.

- Employees feel they are being noticed.
- Managers develop their team members by challenging and encouraging them.
- Leaders act on the basis of a unified understanding of leadership that is oriented equally toward the well-being of employees and the organization.

Our managers are provided with a framework within which they can perform at their best.

- Managers know what is expected of them and act accordingly.
- Managers are selected on the basis of their individual leadership skills and personality and should be employed in line with their expertise.
- The training and continuing education of our managers takes place both at the BFRA and other first-class management academies. This guarantees the best possible networking.



Our Appreciation and Care

We live a culture of recognition and appreciation.

- A personal commitment to the company is recognized.
- All members of the Berlin Fire and Rescue Service experience appreciation through modern equipment and a wide range of training opportunities.
- Our work with the volunteer fire service takes place on equal footing.

We strengthen our health.

- We protect the members of the Berlin Fire and Rescue Service against physical and mental stress by offering preventive measures.
- Everyone has the opportunity at regular intervals to take advantage of offers to maintain physical and mental health.
- We offer sports and health programs, as well as nutritional and social counseling, both on and off duty.

“We protect the members of the Berlin Fire and Rescue Service against physical and mental stress by offering preventive measures.”

We are responsive to the needs of our staff.

- We are increasingly focusing our professional life on the responsible and caring treatment of our staff.
- We take into account the life-phase-dependent and individual performance capabilities of our staff. Examples of this
- are partial retirement models and age-appropriate deployment.
- We develop life-phase-oriented personnel deployment concepts, e.g. considering parental leave or the care of relatives.

We actively promote opportunities for work-life balance.

- We take personal circumstances into account when assigning the place of work.
- We provide reliable childcare.
- We offer many different models for working hours and on-duty rotations.
- We allow remote working for back-of-house operations.
- We support private and academic development through studies, courses, and training.

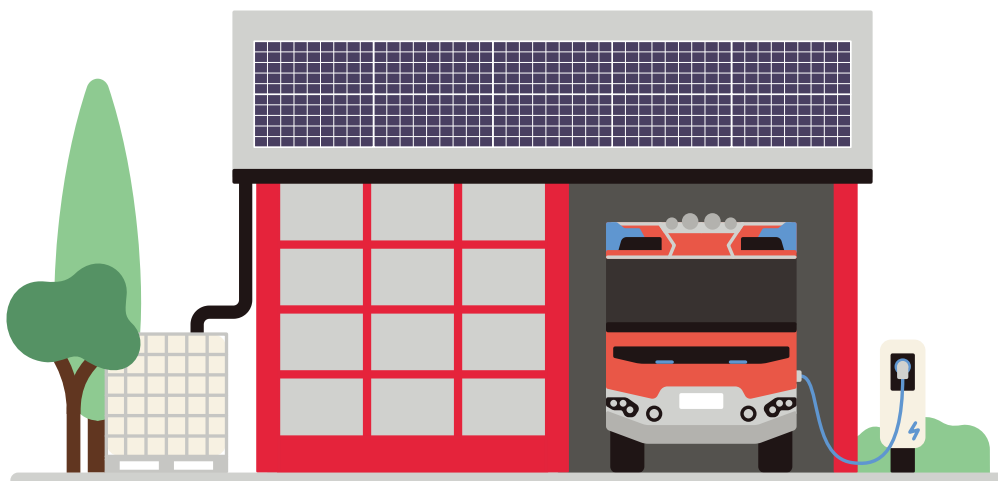
Our Contribution to Environmental Protection

We are improving the quality of life in our fire stations and service buildings.

- We will use the latest knowledge in interior design, from air circulation to interior landscaping, to ensure a high quality of stay.
- We are stepping up our efforts to create high-quality green spaces at our facilities.

In operational service, we are reducing emissions and the consumption of energy and water.

- We use various types of drive technologies and thus participate in research about suitable technologies for the mobility of the future.
- We make rainwater usable as a resource.
- We are researching environmentally sound alternatives to chemical extinguishers and binders and making them widely available for our operations.



We are developing a sustainability code.

- The recycling of waste is our ecological standard, and the development of a sustainable waste management system is our goal.
- We are developing an intelligent mobility concept for both back-of-house operations and the emergency service.
- We initiate projects for regenerative energy production.
- Having a paperless office will significantly reduce the Berlin Fire and Rescue Service's CO₂ footprint.
- We are reducing microplastic emissions through changes in, for example, the production and washing processes of our uniforms.
- We are building an emergency power system that reconciles environmental protection with the tasks of a disaster control authority.
- We select our service providers based on ecological considerations and regional options

“In addition to setting the course for the long term, strategy work must support the achievement of goals with accompanying measures and remove obstacles in the short term.”

Outlook

Implementation of Strategy 2030

To implement Strategy 2030, we will devote the next phase of the development process to operationalizing the strategic goals. Depending on the action areas and topics, this will take place both within the specialist departments as well as across departments at the managerial level. The basis for this is the new organizational structure of the Berlin Fire and Rescue Service with clear

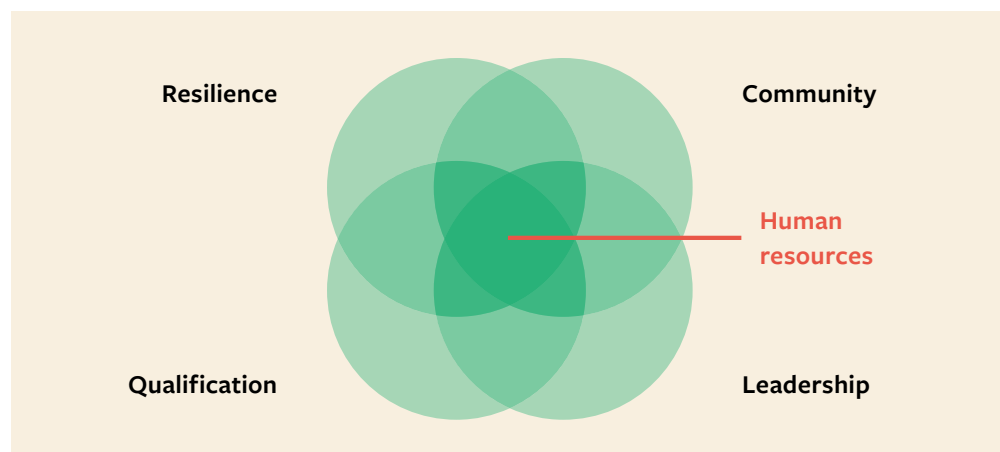
procedural responsibilities. The departments are given the task of evaluating the strategic action areas in accordance with their responsibilities. A uniform methodical approach will ensure the quality of the results. The operationalized goals should be precisely formulated, achievable, and measurable.

First Focal Points in the Coming Years

In addition to setting the course for the long term, strategy work must support the achievement of goals with accompanying measures and remove obstacles in the short term. Therefore, over the next two years, work will begin at the intersection of several

action areas to address the bottleneck that currently has the greatest impact on the resilience of the Berlin Fire and Rescue Service: insufficient human and material resources.

Focus: Human Resources



Increase Training Capacities

A major bottleneck in the recruitment of new firefighters is training capacity. In order to meet the demand and fill vacancies in a timely manner, the capacity of training programs must be increased in the short term to up to 500 trainees per year from all entry

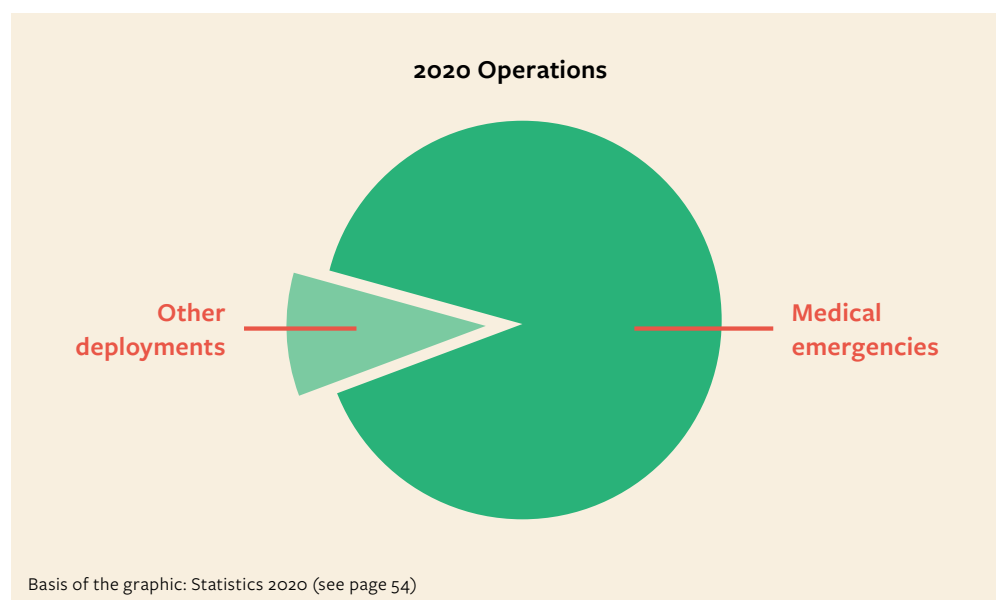
routes. To create the necessary conditions for a modern and appropriate training and continuing education program, the new BFRA building at the site of the former Tegel Airport must be realized as quickly as possible.

Increase Diversity

The topic of diversity is of particular importance in recruiting activities. The diversity of society should be reflected in the Berlin Fire and Rescue Service. In the coming years, we would like to take it for granted that women will make up a significant proportion of the fire service's technical staff and will also

be represented accordingly in managerial positions. It must also be possible to employ more people with migratory backgrounds in line with Berlin's cultural diversity. Recruitment strategies must be geared accordingly and flanked by other activities, from structural measures to team building.

Focus: Emergency Medical Service



Fulfillment of Demand

The number of medical emergencies has been increasing for years. This requires continuous identification and subsequent resource coverage of our needs. The focus here should be not only on the volume of regular operations but also on particularly resource-intensive operations and harmful

situations. To ensure optimal patient care, we will work to create the best possible legal and organizational framework. Our goal is to ensure long-term efficiency and to be able to react flexibly and on short notice to different scenarios at all times.

Process Optimization

Against the backdrop of scarce resources and persistently high workloads, process optimization in rescue services is of particular importance. From the preventive approach to the planning and execution of operations and quality assurance, processes must be coordinated in the best possible ways to increase efficiency. Digital support

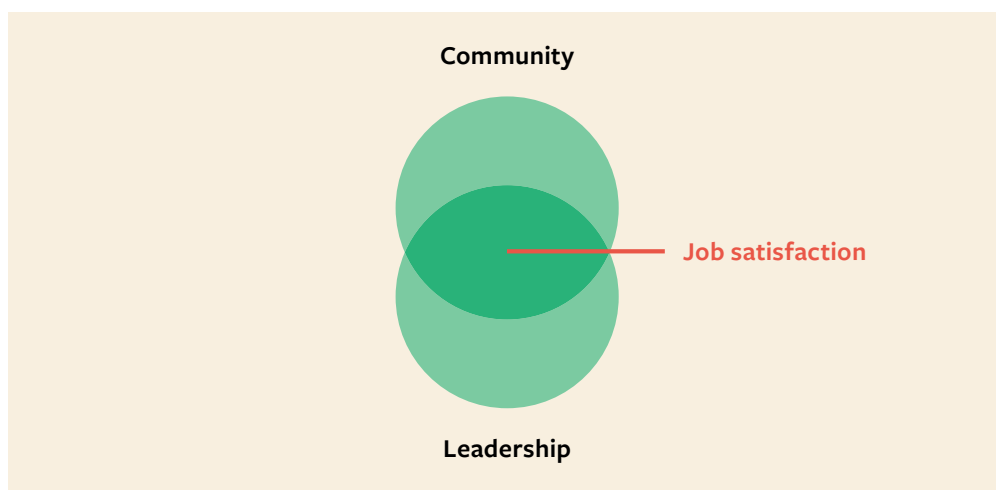
is a key factor for us, but we will also make use of increased connections and interdisciplinary cooperation with other service providers in the social and healthcare sectors. This is the only way we can provide patients with the best possible care and, where possible, relieve the pressure on our emergency rescue resources.

Performance and Quality Assurance

Social developments will lead to an increase in the number of rescue operations in the coming years. This will increase the demands on the personnel deployed. It is therefore all the more important to increase the performance of Berlin's emergency rescue service in line with demand in the short term and to safeguard it in the long term. To this end, the rescue service's organization is to be

analyzed and evaluated comprehensively with the support of external expertise. Our goal is to create an organizational framework for emergency rescue as a core task of the Berlin Fire and Rescue Service, with the support of our partners, that will meet the challenges of the future and ensure a consistently high standard of quality.

Focus: Job Satisfaction



Strengthening the Community

Working on Strategy 2030 has shown how important a sense of community is to members of the Berlin Fire and Rescue Service across all roles and hierarchical levels. It is the outstanding characteristic of an attractive employer. In addition to qualification and recruitment measures, a sense of community serves to further increase the loyalty of new employees and their willingness to

volunteer. Initiatives are therefore being launched with the aim of strengthening the community. We're working on this:

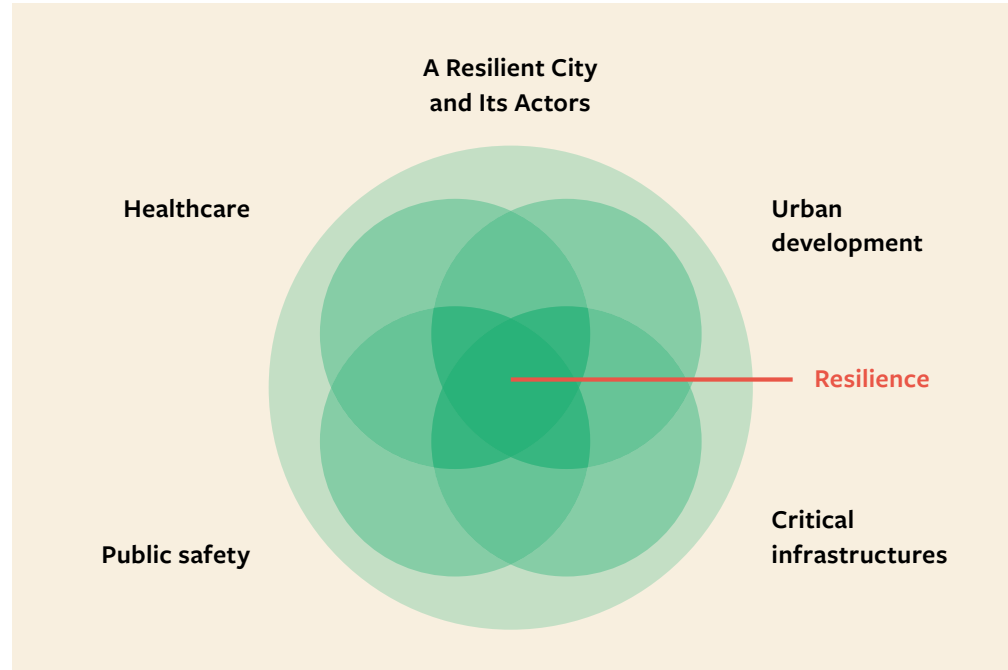
- contrary to relevant megatrends (individualization),
- within the current labor law framework,
- and across hierarchical, organizational, and regional boundaries.

Increase Leadership Skills

According to recent studies, the person who has the greatest influence on an employee's job satisfaction is their direct manager. He or she is particularly important in terms of individual job satisfaction and plays a key role in creating a sense of community. Last but not least, managers create a framework

that enables personal initiative and individual responsibility. For this reason, initiatives are being launched to develop a common understanding of leadership in the Berlin Fire and Rescue Service and to enable managers at various levels to fulfill their roles accordingly.

Focus: Resilience Through Prevention and Networking



Prevention and Networking

Prevention is a demonstrably effective risk minimization measure that is now taken for granted, especially in fire protection. It strengthens resilience and prevents an unnecessary build-up of resources. Making it sustainable across the entire spectrum of tasks for the Berlin Fire and Rescue Service requires staying power and the cooperation of many different actors from the city's administration. On the one hand, existing activities in the area of fire prevention must be realigned to meet the new requirements of the changing, growing, and densely

populated city. On the other hand, the idea of prevention, with the aim of strengthening the population's ability to help itself, must be enshrined in law—especially in fire protection, rescue services, and disaster prevention—in order to be able to mobilize the necessary resources. Against this backdrop, the Berlin Fire and Rescue Service will play an active role in the formulation and design of a state prevention law and will launch initiatives to interconnect the various players and jointly develop prevention solutions from different perspectives.

Climate Change as a Central Challenge

Few forecasts have been as clear and reliable for years as those on global warming and its consequences. Climate change is one of the greatest global challenges of the 21st century. Even for the Berlin region, this means more extreme weather conditions in the coming years and decades: Storms and heavy rainfalls with local flooding as well as heat waves, droughts, and the resulting wildfires will increase in frequency, severity,

and size. This will be accompanied by an increased risk for the vulnerability of critical infrastructures (CRITIS). In order to prepare appropriately for these situations, it is first and foremost necessary to strength social resilience. In addition to the preventive measures already mentioned, a focus must also be placed on increasing the ability of those potentially affected to help themselves. The Berlin Fire Department will contribute

its expertise in this area and work actively with the Senate Department for the Interior to ensure that civil protection is optimally geared toward the expected scenarios.

In this context, the authorities and organizations with safety and security responsibilities (BOS) must also be prepared for a higher demand to be placed on resources, to have a longer endurance, and to establish greater coordination efforts to cope with such incidents.

With the aim of achieving broad interdisciplinary resilience, the Berlin Fire and Rescue Service will consolidate and expand the networking already established in many fields

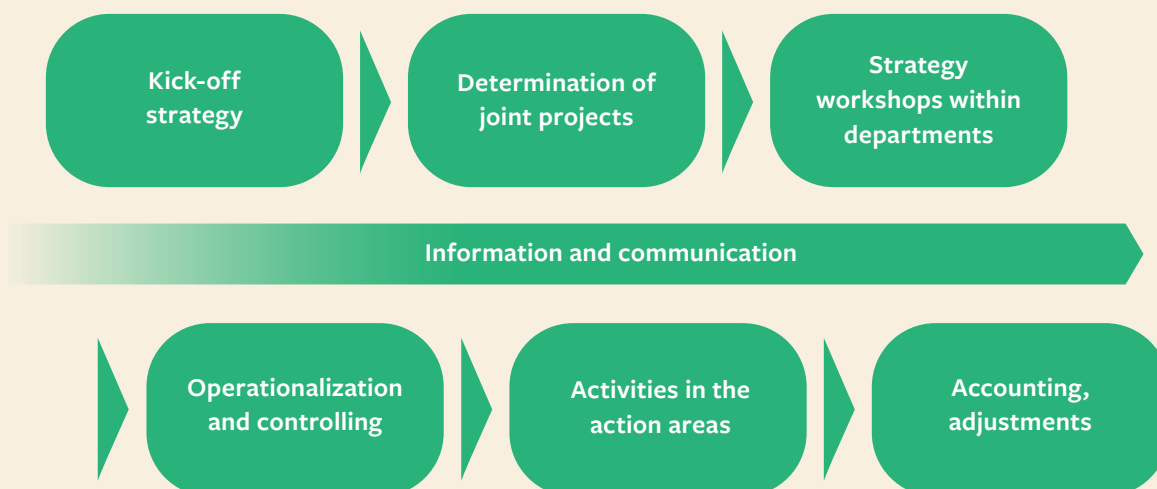
of work with other players in public safety. In addition to the BOS and CRITIS operators, this networking will also consider the local levels of Berlin's districts and the central administrations with their subordinate authorities and offices of the state, as well as the neighboring state of Brandenburg and the Federal Office for Civil Protection and Disaster Assistance. Well-coordinated planning and preparation for the expected scenarios amongst all parties involved will create the foundation for successful hazard prevention. Bundling competencies at the state level is intended to ensure that all technical and local responsibilities can be coordinated centrally in the event of a large-scale and complex situation.

Development and Implementation of Concrete Measures

The specific measures for achieving the targets in the key areas described here are essentially tracked along the lines of the organizational structure and monitored by central controlling. Using a uniform methodology, the departments define their goals, develop corresponding measures, and describe the status quo and the targeted

changes. In regular review workshops, the activities to date and their results are examined, evaluated, and, if necessary, adjusted. After a period of 2–3 years, a balance sheet will be drawn up and the strategy as a whole will be reviewed. In particular, it will be necessary to examine which new developments necessitate which adjustments or changes.

Implementation of Strategy 2030



“We see our statutory task of hazard prevention as an essential contribution to making Berlin a city worth living in.”

Our Responsibility for the City

Conclusion

We see our statutory task of hazard prevention as an essential contribution to making Berlin a city worth living in. Reliability, speed, and quality are the hallmarks of our core services—from day-to-day assistance and the management of major emergencies to local crisis management and beyond.

In doing so, we bear responsibility for the city. Responsibility for social security. Responsibility for sustainability and environmental protection. Responsibility for economic stability. Responsibility for ensuring individual freedom. Through our commitment, we increase the quality of life in our city, both day and night.

We help people of all backgrounds, regardless of age, gender, skin color, ethnicity, religion or worldview, social background, sexual orientation and identity. This creates trust and ensures diversity in our city.

In performing our tasks, we act with a clear ecological responsibility. We protect the environment through planning and deployment. We ensure that disruptions in operational processes remain as short as possible

and that consequential damage is kept to a minimum. In this way, we also help keep the economy running.

We contribute to the security of our freedom by not only maintaining a constant supply of rescue personnel and resources for all conceivable emergencies and hazardous situations in our city but also through prevention and preparation, advice and education, communication and information.

In the future, we want to contribute our expertise even more to the development of our city and actively help shape the growing metropolis. With our commitment to research, prevention, and digital transformation, we are increasing Berlin's resilience to crises.

We recognize the opportunities and strengths of diversity in our society and want this to be reflected in our staff. Our volunteer structures in particular ensure strong social networking and a living understanding of democratic values. This is another way in which we set an example and bear responsibility—for a city of cohesion.

The Berlin Fire and Rescue Service

Numbers, Data, Facts

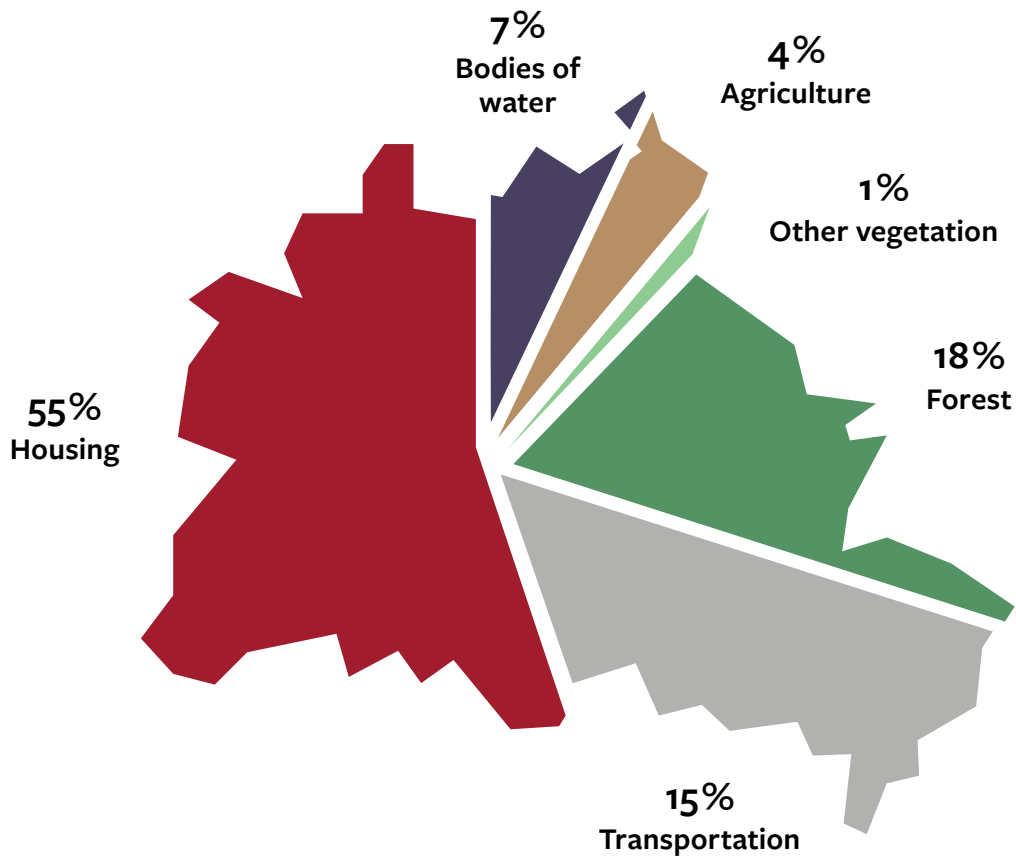
The Metropolis of Berlin

Increasing density, growing commuter flows, and a tourist magnet—Berlin, a growing city full of challenges.

Berlin in Numbers

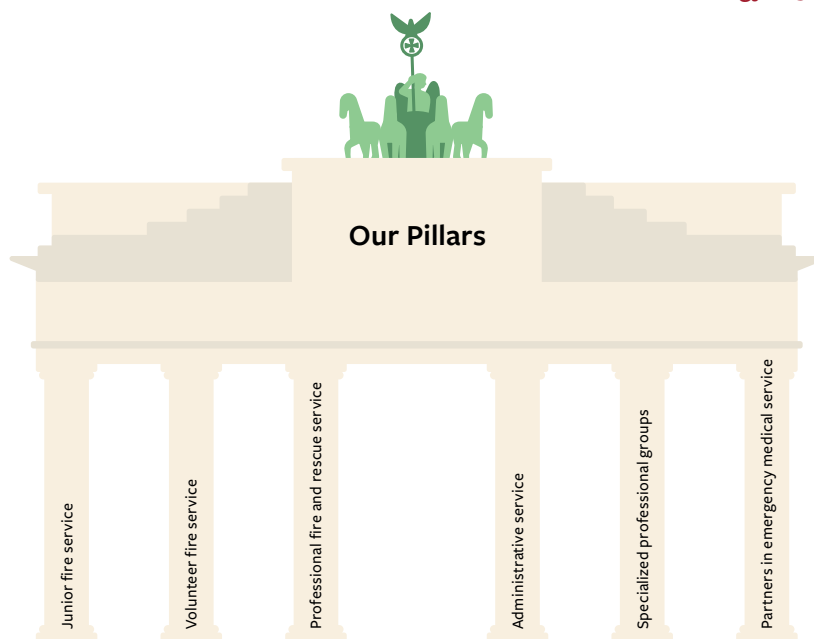
Population	3.769.962
Commuters	222.766
Tourists	4.947.600
Inhabitants per km ²	4.230
Area	892 km ²
Public roads	5.481 km
Rail network (subway, suburban train, tram)	1.165 km

Source: Berlin-Brandenburg Statistics Office



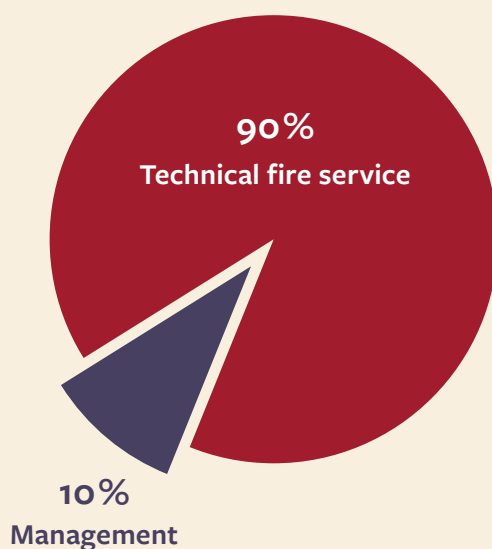
Together for Berlin

We work together with our
partners on a voluntary
and full-time basis—
we save Berlin!



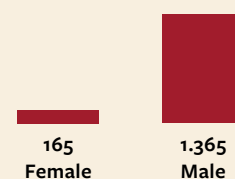
Staff	2010	2020
Fire and rescue service personnel	3,583	4,282
Administrative service and specialized groups	317	431
Trainees	250	579

Honorary Office	2010	2020
Volunteer fire service personnel	1,399	1,530
Junior fire service personnel	844	1,176



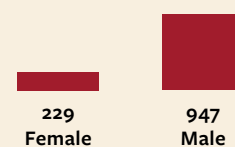
59 units

Volunteer fire service
and 1 fire brigade marching band



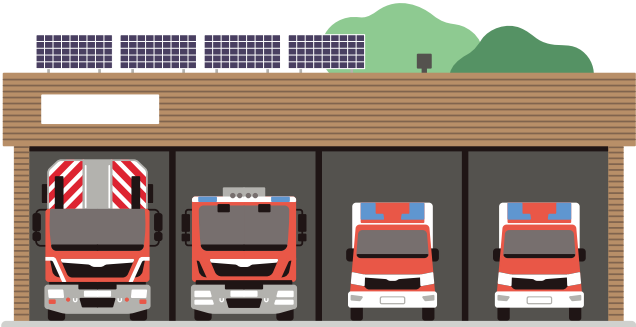
48 units

Junior fire service



Around the Clock
for Berlin

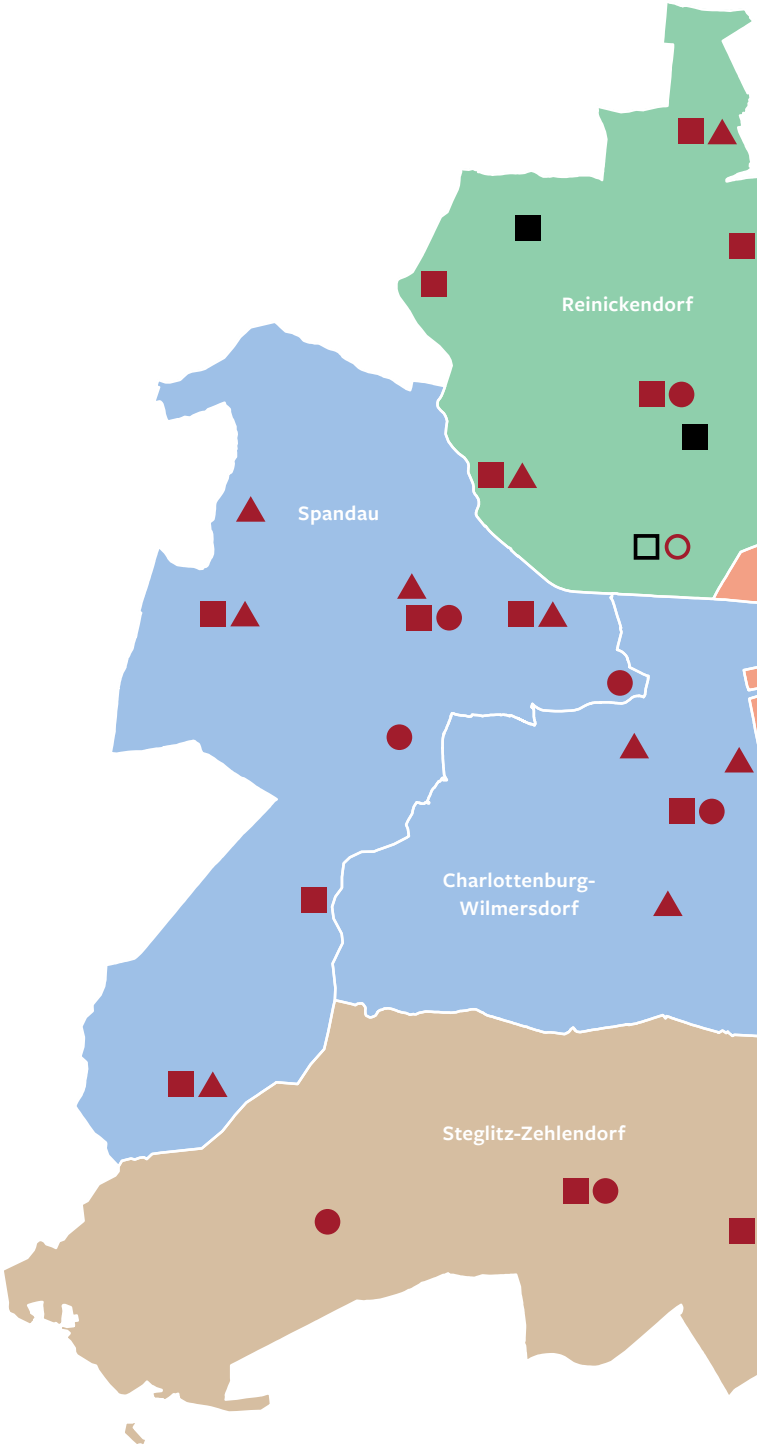
As the city’s central crisis manager, we are ready to help around the clock at fire and rescue stations.

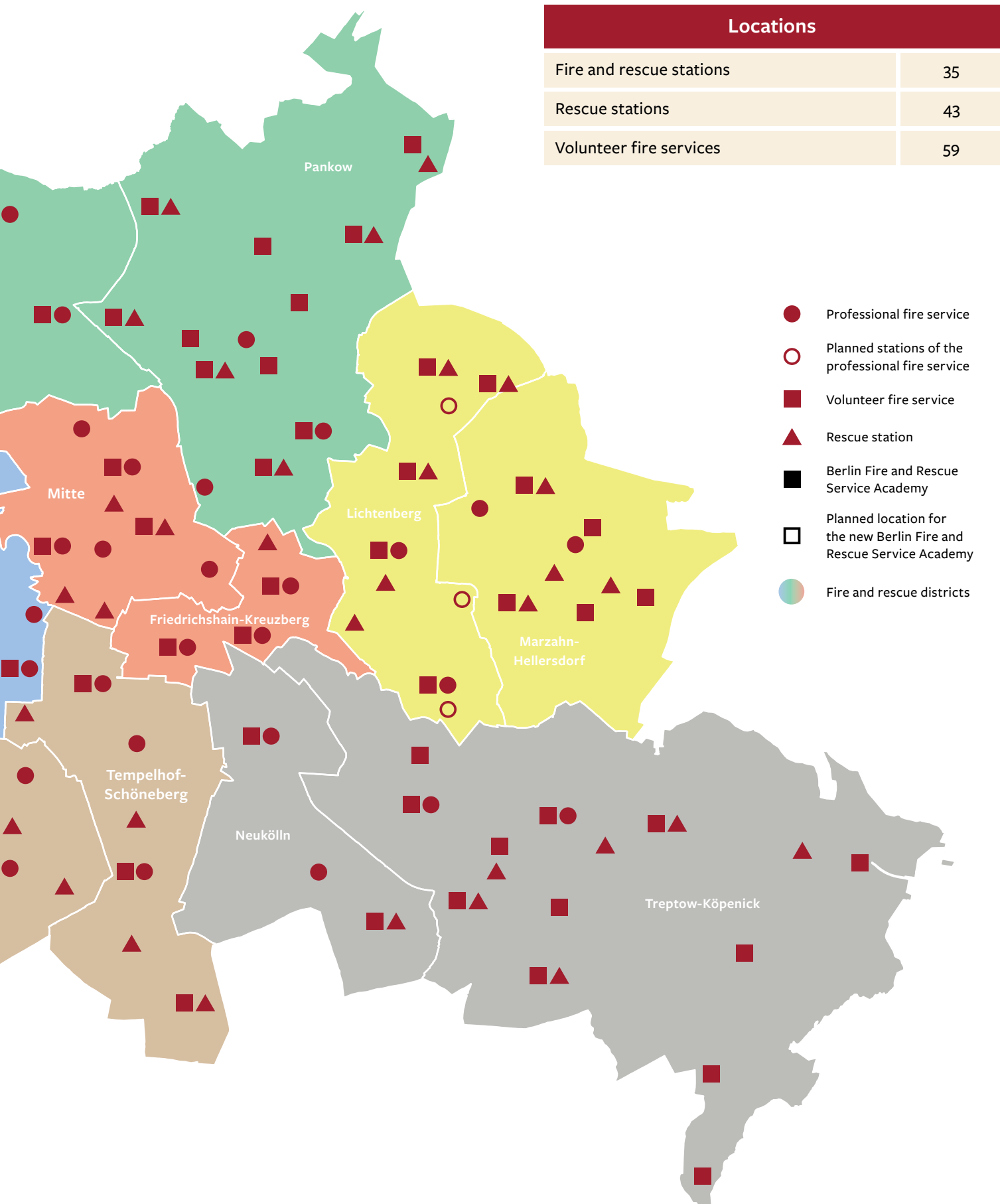


Emergency Personnel and Resources*	
Emergency personnel (day)	549
Emergency personnel (night)	479
Incident command staff	17
Fire and rescue vehicles, professional fire service	44
Aerial ladders	28
Ambulances (day)	139
Ambulances (night)	107
Emergency physician vehicles** (day)	24
Emergency physician vehicles (night)	22

* Operational functions and resources of the professional fire service and partner agencies in emergency response.

** Small van that brings an emergency physician to the scene of the incident when required.





Ready for the Future of Berlin?

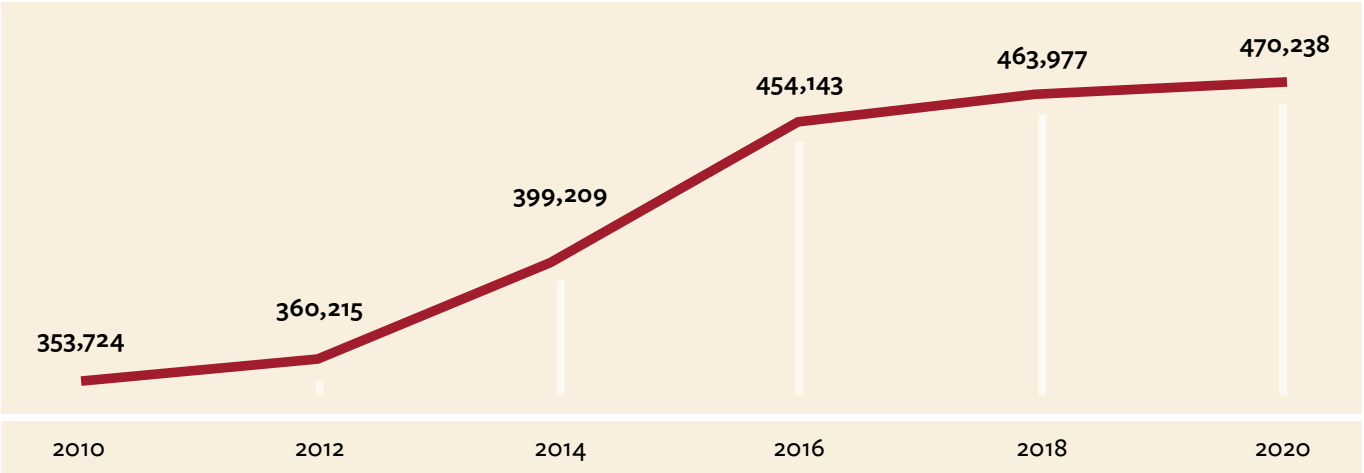
Urbanization and demographic change are already having an impact on deployment figures, especially in the emergency services. Through prevention, strengthening resilience, and growing with the city, we can master these challenges.

Deployment Figures	2010	2020
Total	353,724	470,238
Fires	8,114	8,493
Technical rescues	21,017	21,197
Medical emergencies	279,599	396,949
Ø operations in 24 hours	969	1,288
Other*	44,994	43,599

*Reconnaissance, false alarms



Development of Deployment Figures (total)



The Berlin Fire and Rescue Service as a Partner in Research

We combine practical experience with innovations from science and research to be prepared for future challenges.



Detailed information can be found online at:
www.berliner-feuerwehr.de/forschung
 Please note that this website is only available in German.

Our Main Areas of Research

- Safety of the population
- Operations
- Medical emergency service
- Disaster management
- Honorary office and civic participation



Example project

eLHF

We are testing an electrically powered fire engine and rescue vehicle in the field to contribute to our responsibility towards environmental protection and to promote alternative drive systems.

The Berlin Fire and Rescue Service's Research Topics in Recent Years

- We conduct research for the safety and associated physical and mental health of emergency personnel.
- We conduct research for the rapid deployment of volunteers in emergencies and crises.
- We conduct research for the optimal management of large-scale emergencies and extraordinary crises and emergency situations, such as blackouts.
- We conduct research for the safety of the population, for example at major, crowded events.
- We conduct research on more efficient, safer, and environmentally friendly operational appliances.
- We conduct research to improve emergency rescue services.

Example project

CharlyBOS

Together with partners, we are developing CharlyBOS, an interactive training platform for firefighters and other emergency personnel to prevent stress-related illnesses and trauma-related disorders.

Example project

KATRETTET App

In the event of cardiac arrest, we use this app to alert volunteer first responders in the immediate vicinity of the scene of the emergency in parallel with the rescue service, thereby increasing the chance of survival for those affected.



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Safety for Our City

Hardly any other city has changed as fundamentally as Berlin. We, the Berlin Fire and Rescue Service, have been there for the people of Berlin since 1851, in both small and large Berlin, in both East and West. We have had to deal with all the changes and continuously adapt to developments in our work. We have shown that we can do this. We can reunify, we can be the capital, we can be Berlin. Change is our strength.

Today, Berlin is once again a metropolis. We are the capital, we are cosmopolitan and international—and the changes continue. As the Berlin Fire and Rescue Service, we face new challenges in the process. Scientific innovations, formative urban developments, alternative mobility concepts, and numerous major events are drawing attention to the city. Berlin is growing and becoming more diverse but also older and more anonymous. At the same time, the city is becoming smarter with the help of new technologies. We are facing these changes and shaping the future with our Strategy 2030.

With this, we anticipate future developments to prepare for new challenges at an early stage, to take advantage of opportunities and thus “get ahead of the situation.” This means always being prepared for the events we encounter and have to deal with, and Strategy 2030 sets out the guidelines that will help us do so. Our mission, vision, and values shape our actions. Our goals give us direction.

Our contribution is safety. Safety for the population. Safety for our city.

This is how we save Berlin.