

**SPD Ratsfraktion  
Ratsfraktion BÜNDNIS 90/DIE GRÜNEN  
FDP Ratsfraktion**

March 07, 2019

**To the Chairman of the Council  
Lord Mayor Thomas Geisel**

**Proposal of the parliamentary groups of SPD, The Greens and FDP  
here: "International Website - Welcome to Dusseldorf!"**

Dear Lord Mayor Geisel,

the groups of SPD, Alliance 90 / The Greens and FDP request that you take the following motion on the agenda of the Council meeting on 07.03.2019 and put it to the vote:

The City Council of Düsseldorf instructs the administration to present a concept for the internationalization of [www.duesseldorf.de](http://www.duesseldorf.de) and [www.duesseldorf.com](http://www.duesseldorf.com) by the summer of 2019 as part of eGovernment.

The purpose of this concept is to provide a sound explanation of how, from the end of 2019 and in the future, translations and publications of information or services will be offered in one or more languages.

This concept is to be developed in cooperation with highly frequented offices (in particular the registration office and the Office for Migration and Integration (AMI)) as well as in exchange with other municipalities (best practice) and with the Expat Service Desk of the city of Düsseldorf. Special consideration should be found here:

- Online Appointments
- Online forms
- Information on services and concerns of the different offices for educational opportunities
- Contact person and help (international glossary for fast navigation)
- Sighting, consideration and summary of the previous multilingual pages
- Consider translations in tenders for concepts or printed matter

### **Reasons**

More than 6 years after the start of the concept and more than 2.5 years after the relaunch of the website [www.duesseldorf.de](http://www.duesseldorf.de), the foreign language offer of the internet pages is only rudimentary. To this day it is not clear which areas are expanded and when which services are available in which languages.

With a motion of the traffic light, it was decided in 2015 to identify "relevant administrative areas for improved language proficiency as a contribution to diversity in administration and at least to make English as a complementary language of communication a standard".

The state capital Düsseldorf is a growing city of high international importance and many international citizens. As part of digitization, the Internet platform [www.duesseldorf.de](http://www.duesseldorf.de) or [www.duesseldorf.com](http://www.duesseldorf.com) will play an increasingly important role in terms of products, structures and processes.

In addition to the international economy, trade and tourism, it particularly affects citizens with a migration biography. The advantages of a multi-lingual or at least one English offer are therefore obvious: it enables the broader information of the city society and, in the context of fundamental

digitization, also simplifies services and will thus make numerous office calls possible online - so the citizens can but also companies, regardless of the opening hours communicate electronically with the city.

The more multilingual services and information are digitally and proactively available, the more the offices are also relieved in the consultation. The further qualification of administrative staff in their foreign language skills must also be speedily pursued - especially in such an international capital as Düsseldorf, where people from around 180 nations live together. There is still a lack of systematic recording and evaluation of existing foreign language competences among the administrative staff.

As part of the internationalization of the still-growing state capital Düsseldorf, the Internet presence is the central information and service platform. This requires products, structures and processes that make access barriers for people as low-threshold as possible, even without knowledge of German.

The multi-lingual glossary in the population registration system, which was already announced in 2016, on the better findability of existing foreign-language offers as well as the "integration of further foreign language offers of urban organizational units" is still missing today. The updated version of the Publicity Procedure Notice (in force since August 2018) has neither supplemented nor mentions the area of foreign languages, translations, interpreters or the already adopted amendment to the supplemented working language "English".

Yours sincerely

Markus Raub (SPD)

Angela Hebler (GREENS)

Norbert Czerwinski (GREENS)

Manfred Neuenhaus (FDP)

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German Weblinks with further information – Political Inquiries and proposals on the topic since 2015 (retrieved on 14.01.2019)

**POA Antworten Internationalisierung der Verwaltung (09/2018)**

<https://www.gruene-duesseldorf.de/poa-internationalisierung-der-verwaltung/>

**RAT Anfrage**

**Antworten Internet International – Digitale Informationen der Stadt Düsseldorf durch Mehrsprachigkeit unterstützen (02/2016)**

<https://ratsinfo.duesseldorf.de/ratsinfo/duesseldorf/65605/QW50d29ydCBJbnRlcm5ldCBJbnRlcm5hdGlvbmFsIC0gQnVIOTAtR3J1ZS5wZGY=/12/n/260658.doc>

**Ratsantrag „Herzlich willkommen in Düsseldorf - A warm welcome to Düsseldorf“ (04/2015)**

[https://ratsinfo.duesseldorf.de/ratsinfo/duesseldorf\\_m/62275/Vm9ybGFnZW5kb2t1bWVudCAob2VmZmVudGxpY2gp/14/n/238958.doc](https://ratsinfo.duesseldorf.de/ratsinfo/duesseldorf_m/62275/Vm9ybGFnZW5kb2t1bWVudCAob2VmZmVudGxpY2gp/14/n/238958.doc)