KAI — Brandenburg's AI Assistant for Air-Passenger Mass Claims at the BER Court, With No Measured Relief Yet

AI in the Public Sector · Good practice · Germany

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

Brandenburg is building KAI (≈€140,000 by Dec 2024) to extract arguments and give judges decision aids for flight-compensation claims at the BER airport court. No impact data has been published, and the court's claims still rose 24% to 19,239 in 2025.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-14

Ministry of Justice Brandenburg / Amtsgericht Königs Wusterhausen — accessed 2026-11-14

beck-aktuell — Richterbund: air-passenger claims per court in 2025 (2026) — accessed 2026-11-14

LTO — Brandenburg to use AI for air-passenger claims, FRAUKE pilot (2023) — accessed 2026-11-14

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