Sag's Wien

The citizen engagement app for direct communication with the city

Sag's Wien provides the citizens of Vienna with a digital tool to report issues, hazards, or disturbances in public spaces quickly, easily, and from anywhere. Whether on the go via smartphone or from home, the app enables a low-threshold, direct connection to the city administration and represents a key component of Vienna's digital, service-oriented city strategy. Developed within the framework of the Digital Agenda Vienna in collaboration with engaged citizens, Sag's Wien embodies a modern culture of administration that actively promotes dialogue, transparency, and citizen participation. The app transforms everyday observations of urban life into structured, actionable information for the administration. This allows individual input to contribute directly to the ongoing improvement of infrastructure and overall quality of life in the city.

Quick Facts

- Solution area: **Processes, Social participation and engagement, Technological innovation**
- Administrative level: **Municipality**
- Solution process: **Digitization and technology, Public service, Smart City**
- Technology: **Information technology, Networks, Platform technology**

How it works

Sag's Wien is designed for maximum usability and intuitive operation. Users can report an issue without mandatory registration by taking a new photo, uploading an existing one, or submitting a text description. The built-in "Sag's Wien Smart Check" automatically checks whether an issue has already been reported at the location, preventing duplicate submissions. Existing reports can be supported or followed with a single click, making their relevance visible. If a new issue is identified, it can be submitted as a new report with up to three photos attached. The location is automatically determined via GPS or can be manually entered. Finally, the issue is assigned to a relevant category – such as street sign, construction site, or traffic light – and forwarded to the responsible city department. All reports are clearly displayed in list or map view. Filter options such as "Near Me," "Observed by Me," or "Followed by Me" help users navigate the information. In the detailed view, users can see status updates, processing steps, and background information. Push notifications keep users continuously informed about progress. An integrated comment feature also enables direct communication with the administration until the issue is resolved.

The Big Picture

Sag's Wien is more than just a reporting platform – it is a tool for modern, participatory urban development. The app combines digital technology with active citizen engagement and creates a transparent, traceable process between administration and residents. For the city, this means more efficient workflows, more accurate information from the urban environment, and better prioritization of measures. For citizens, it fosters a sense of being heard and actively contributing to the development of their surroundings. At the same time, Sag's Wien strengthens trust in public administration: processing status is always visible, responsibilities are clearly defined, and feedback is reliable. The app demonstrates how digitalization can create tangible benefits for administration, the city, and society alike.

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