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IN AUSTRIA, COUNCIL USES APP TO CROWDSOURCE COMMUNITY ISSUES

TELECOMMUNICATIONS

The Bürgerforum Vorarlberg mobile app is enabling citizens to flag community problems that need addressing by sending photos and text direct to the council.

Civic authorities can't be everywhere at once and often rely on citizens to inform them of the improvements that need making. The [NYPD](#) already launched its own crowdsourcing crime reports app, and now the [Bürgerforum Vorarlberg](#) mobile app is enabling citizens to flag community issues that need addressing by sending photos and text direct to the council.

Available for all residents to download from the [App Store](#) and [Google Play](#), the app has been developed by Vorarlberg news outlets [VN](#) and [Vol.at](#). Users who have found a problem on the streets of the Austrian province can take a photo and add a caption, while the app automatically adds a geolocation tag. The issue is then added to a map of complaints and concerns filed by other residents. The idea is that local authorities can then easily see the issues that need to be dealt with.

Are there other ways governments and local authorities can use crowdsourcing to get a better idea of what the public really want?

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