Munich City Heroes

AI-Powered Citizen Report System

👥 Khalid & Med Saad

HackaTUM 2025 - City of Munich Challenge

The Challenge

Giving every citizen a superpower.

Introducing the Munich City Report System.

1. SPOT & REPORT → 2. AI ANALYZES → 3. COMMUNITY ACTS

How to report city issues easily?

✔ Community needs

✔ Safety concerns

✔ Environmental problems

✔ Broken infrastructure

Munich City Mobile App

Authentication Page

MUNICH.OS
NEW CITIZEN

IDENTITY

Khalid

COMMUNICATION
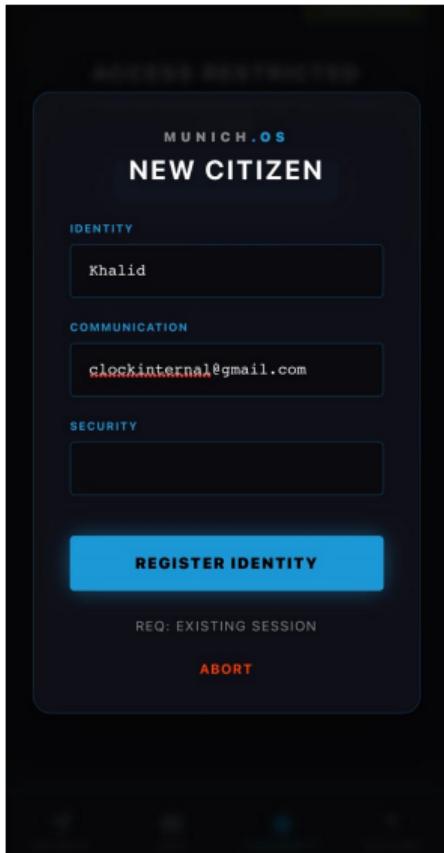
clockinternal@gmail.com

SECURITY

REGISTER IDENTITY

REQ: EXISTING SESSION

ABORT

Main Dashboard

MUNICH CITY
CITIZEN REPORT SYSTEM

ALL INFRASTRUCTURE SAFETY E

ⓘ INFRASTRUCTURE   PENDING

Broken bike rack near Informatik building.
Cannot lock bikes properly.

48m away   23/11/2025   ⊙ 3

ⓘ SAFETY   PENDING
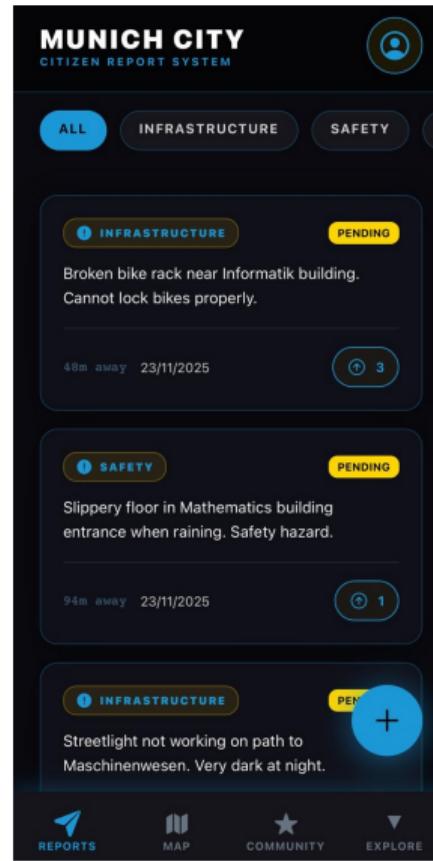
Slippery floor in Mathematics building
entrance when raining. Safety hazard.

94m away   23/11/2025   ⊙ 1

ⓘ INFRASTRUCTURE   PE

Streetlight not working on path to
Maschinenwesen. Very dark at night.

REPORTS   MAP   COMMUNITY   EXPLORE
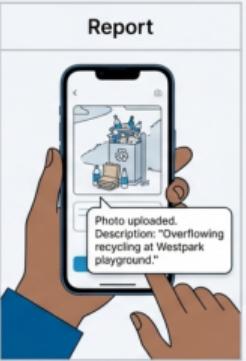
📋 Smart Reporting


From Problem Spotted to Problem Solved.
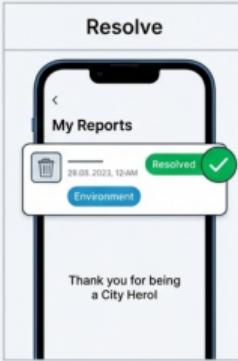
Spot	Report	Process	Resolve
A citizen spots an issue.	The citizen photographs and reports it via the app.	AI instantly analyzes and routes the report.	The issue is fixed, and the community is updated.

Report Features
- 📷 Upload photos
- Auto GPS location
- 🗒 Select category
- ⌨ Describe issue

AI Analysis
- 🤖 Auto-categorization
- 📈 Severity assessment
- Spam detection
- 📄 Find duplicates

AI-Powered Intelligence

Report Details ✕

ⓘ OTHER   MEDIUM

DESCRIPTION
Illegal bike parking

INFORMATION

Status:	PENDING
Reported:	23/11/2025
Upvotes:	0

ⓘ This is your report

⚠ **HIGH**
Urgent issues

❗ **MEDIUM**
Important

ⓘ **LOW**
Minor issues

Features
▼ Spam filtering
🔍 Duplicate detection
٪ Confidence scores

Spam Report
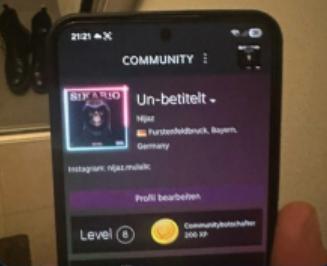

NEW INCIDENT

01 // DESCRIPTION

My name is Isac and i sell
used phones for cheap
prices, if you are
interested contact me on :
+49 6382847282
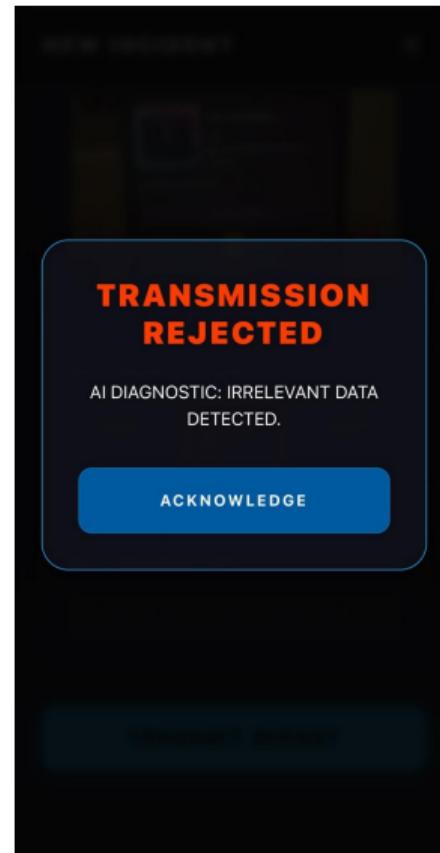
02 // VISUAL DATA

REPLACE DATA
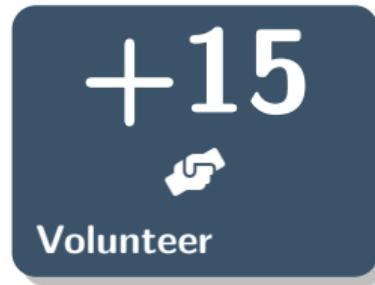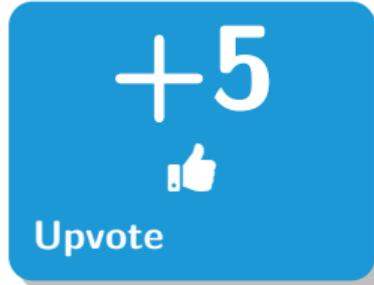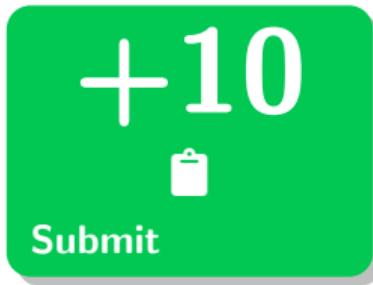
2121 ⚡ ✕
COMMUNITY ⋮
Un-betitelt ▾
hijaz
📍 Fürstenfeldbruck, Bayern,
Germany
Instagram: hijaz.malake
Profil bearbeiten
Level 8   Communitybotschafter
200 XP

Report Rejected

TRANSMISSION
REJECTED

AI DIAGNOSTIC: IRRELEVANT DATA
DETECTED.

ACKNOWLEDGE

🏆 Gamification System

+10
📋
Submit

+5
👍
Upvote

+15
🤝
Volunteer

📄 MY REPORTS | 🏆 LEADERBOARD

01	STEFAN MÜLLER	👑
	45 PTS	
02	LISA SCHMIDT	🥈
	38 PTS	
03	MICHAEL WEBER	🥉
	32 PTS	

Community Features
🏆 Top 10 Leaderboard
👥 Community engagement
🕓 Track contributions

Interactive Map

● High Severity
Urgent issues

**● Medium Priority**
Important issues
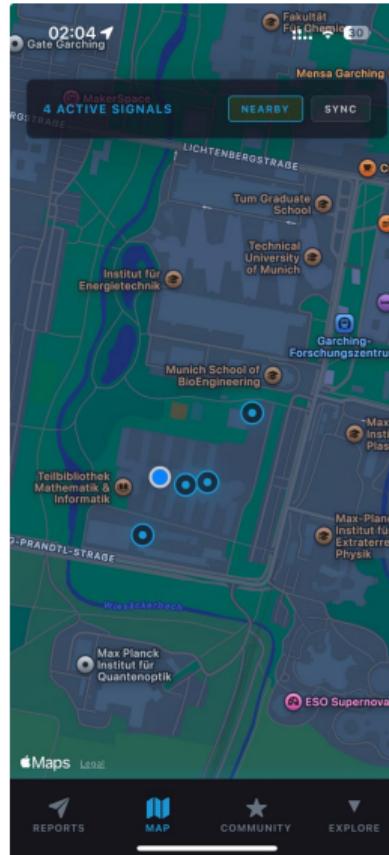
● Low Urgency
Minor concerns

Features
⊟ Clustered markers
▼ Category filtering
Real-time updates
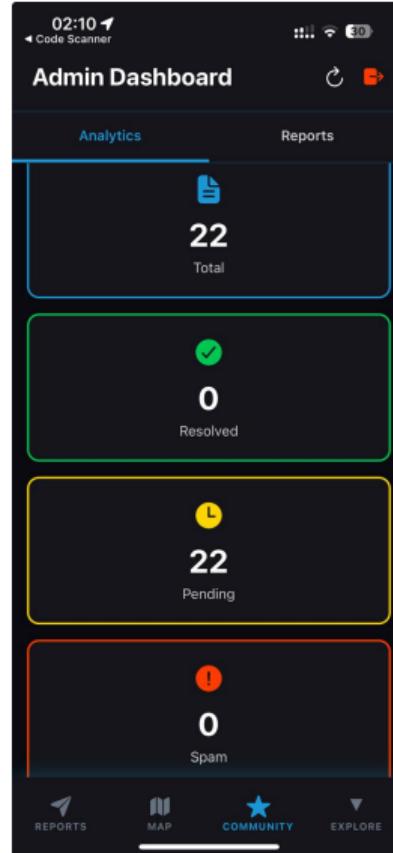
Admin Dashboard

Management
- 📊 Real-time analytics
- 📝 Status updates
- 🔻 Advanced filtering
- 🖼️ Photo review

Key Metrics
- 📈 Total reports
- 🕐 Pending issues
- ✅ Resolved cases
- 🚫 Spam detected

Volunteering Option

Volunteering Approved

Report Details ✕

DESCRIPTION
Homeless person needs assistance near Sendlinger Tor.

CATEGORY   SEVERITY
social   MEDIUM

STATUS
IN_PROGRESS

UPDATE STATUS
Pending   In Progress   Resolved

ALLOW VOLUNTEERING
Let users volunteer to help with this report

MUNICH CITY
CITIZEN REPORT SYSTEM

INFRASTRUCTURE   SAFETY   ENVIRONMENT

Report Details ✕

SOCIAL   MEDIUM

DESC
Hom
Sendl

Volunteer Confirmation
Are you sure you want to volunteer to help with this report? You'll earn 15 points!

Cancel   Yes, Volunteer

INFO

Status: IN_PROGRESS
Reported: 23/11/2025
Upvotes: 1

✓ UPVOTED

✋ Volunteer to Help

👉 Impact

👥 For Citizens

- ✔ Easy reporting
- ✔ Track progress
- ✔ Community engagement
- ✔ Gamified experience

🏢 Administration

- ✔ Auto-categorization
- ✔ Priority detection
- ✔ Spam reduction
- ✔ Data-driven insights

Strengthening Civic Participation

Thank You!

Join the Munich City Heroes

? Questions?