**BACKGROUND INFORMATION**

**City**
- Population: 20,384,000
- (UN World Cities Report)

**SMART CITY RANKING**
- 82 out of 109
- B in 2019

**FACTOR RATINGS**
- SMART CITY RATING: CC
- STRUCTURES: CC
- TECHNOLOGIES: CCC
- GROUP: 4

All ratings range from AAA to D

**PRIORITY AREAS**

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. This is the total bar. The higher the percentage of responses per area, the greater the priority for the city.

The left hand section of each bar shows the Alignment—the proportion of those respondents who also answered the corresponding survey questions low. A strong Alignment implies that these areas also demand priority attention.

**ATTITUDES**

You are willing to concede personal data in order to improve traffic congestion.
- 84.1%

You feel the availability of online information has increased your trust in authorities.
- 79.6%

The proportion of your day-to-day payment transactions that are non-cash.
- 85.4%

**Health & Safety**
- Basic sanitation meets the needs of the poorest areas
- Recycling services are satisfactory
- Public safety is not a problem
- Air pollution is not a problem
- Medical services provision is satisfactory
- Finding housing with rent equal to 30% or less of a monthly salary is not a problem

**Mobility**
- Traffic congestion is not a problem
- Public transport is satisfactory

**Activities**
- Green spaces are satisfactory
- Cultural activities (shows, bars, and museums) are satisfactory

**Opportunities (Work & School)**
- Employment finding services are readily available
- Most children have access to a good school
- Lifelong learning opportunities are provided by local institutions
- Businesses are creating new jobs
- Minorities feel welcome

**Goverance**
- Information on local government decisions are easily accessible
- Corruption of city officials is not an issue of concern
- Residents contribute to decision making of local government
- Residents provide feedback on local government projects

**RATINGS**
- Score
- % of respondents who chose the Priority Area

**LEGEND**
- GROUP MEAN
- CITY MEAN
- GROUP MAX