BACKGROUND INFORMATION

City

Population: 9,765,000

(UN World Cities Report)

SMART CITY RANKING

92

Out of 109

98 in 2019

SMART CITY RATING

CC

D in 2019

FACTOR RATINGS

CC

STRUCTURES

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

Governance
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

TECHNOLOGIES

Health & Safety
Online reporting of city maintenance problems provides a speedy solution
Free public wifi has improved access to city services
CCTV cameras has made residents feel safer
A website or App allows residents to effectively monitor air pollution
Arranging medical appointments online has improved access

Mobility
Car-sharing Apps has reduced congestion
Apps that direct you to an available parking space has reduced journey time
Bicycle hiring has reduced congestion
Online scheduling and ticket sales has made public transport easier to use
The city provides information on traffic congestion through mobile phones

Activities
Online purchasing of tickets to shows and museums has made it easier to attend

Opportunities (Work & School)
Online access to job listings has made it easier to find work
IT skills are taught well in schools
Online services provided by the city has made it easier to start a new business
The current internet speed and reliability meet connectivity needs

Governance
Online public access to city finances has reduced corruption
Online voting has increased participation
An online platform where residents can propose ideas has improved city life
Processing Identification Documents online has reduced waiting times

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.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>1 yr change</th>
</tr>
</thead>
<tbody>
<tr>
<td>HDI</td>
<td>0.753</td>
<td>0.759</td>
<td>0.760</td>
<td>0.761</td>
<td>+0.001</td>
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<tr>
<td>Life expectancy at Birth</td>
<td>76.5</td>
<td>76.7</td>
<td>76.9</td>
<td>77.1</td>
<td>+0.2</td>
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<tr>
<td>Expected years of schooling</td>
<td>14.4</td>
<td>14.6</td>
<td>14.6</td>
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<tr>
<td>Mean years of schooling</td>
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<td>8.3</td>
<td>8.3</td>
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<tr>
<td>GNI per capita (PPP $)</td>
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<td>13,087</td>
<td>12,963</td>
<td>12,896</td>
<td>-67.0</td>
</tr>
</tbody>
</table>

ATTITUDES

0% 20% 40% 60% 80% 100%

You are willing to concede personal data in order to improve traffic congestion
You are comfortable with face recognition technologies to lower crime
You feel the availability of online information has increased your trust in authorities

The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

0.753 0.759 0.760 0.761 +0.001

9,765,000 (UN World Cities Report)

98 in 2019

All ratings range from AAA to D