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.

**PRIORITY AREAS**

<table>
<thead>
<tr>
<th>Priority Area</th>
<th>% of respondents who chose the Priority Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air pollution</td>
<td>57.1%</td>
</tr>
<tr>
<td>Affordable housing</td>
<td>54.2%</td>
</tr>
<tr>
<td>Security</td>
<td>53.8%</td>
</tr>
<tr>
<td>Unemployment</td>
<td>50.0%</td>
</tr>
<tr>
<td>Load congestion</td>
<td>45.0%</td>
</tr>
<tr>
<td>Fulfilling employment</td>
<td>42.4%</td>
</tr>
<tr>
<td>Public transport</td>
<td>28.2%</td>
</tr>
<tr>
<td>Recyling</td>
<td>25.6%</td>
</tr>
<tr>
<td>Corruption</td>
<td>23.1%</td>
</tr>
<tr>
<td>Social mobility</td>
<td>19.5%</td>
</tr>
<tr>
<td>Citizen engagement</td>
<td>18.3%</td>
</tr>
<tr>
<td>Health services</td>
<td>17.5%</td>
</tr>
<tr>
<td>Green spaces</td>
<td>16.0%</td>
</tr>
<tr>
<td>Basic amenities</td>
<td>14.7%</td>
</tr>
<tr>
<td>School education</td>
<td>8.4%</td>
</tr>
</tbody>
</table>

**BACKGROUND INFORMATION**

City: Bologna
Population: 784,000

**SMART CITY RANKING**

70 Out of 109
CCC in 2019

**ATTITUDES**

- You are willing to concede personal data in order to improve traffic congestion: 64.7%
- You feel the availability of online information has increased your trust in authorities: 70.2%
- The proportion of your day-to-day payment transactions that are non-cash (% of transactions): 67.3%

**SUMMARY**

- Employment finding services are readily available: 42.6%
- Most children have access to a good school: 71.8%
- IT skills are taught well in schools: 56.0%
- Online services provided by the city has made it easier to start a new business: 48.3%
- The current internet speed and reliability meet connectivity needs: 59.2%

- Online reporting of city maintenance problems provides a speedy solution: 75.5%
- A website or App allows residents to easily give away unwanted items: 69.4%
- Free public WiFi has improved access to city services: 62.5%
- CCTV cameras have made residents feel safer: 57.3%
- A website or App allows residents to effectively monitor air pollution: 48.2%
- Arranging medical appointments online has improved access: 72.3%
- Car-sharing Apps have reduced congestion: 47.2%
- Apps that direct you to an available parking space have reduced journey time: 47.0%
- Bicycle hiring has reduced congestion: 56.8%
- Online scheduling and ticket sales has made public transport easier to use: 64.8%
- The city provides information on traffic congestion through mobile phones: 50.0%
- Online purchasing of tickets to shows and museums has made it easier to attend: 82.3%
- Online access to job listings has made it easier to find work: 65.3%
- IT skills are taught well in schools: 56.0%
- Online services provided by the city has made it easier to start a new business: 48.3%
- The current internet speed and reliability meet connectivity needs: 59.2%

- Information on local government decisions are easily accessible: 63.6%
- Corruption of city officials is not an issue of concern: 49.7%
- Online public access to city finances has reduced corruption: 47.9%
- Online voting has increased participation: 39.8%
- An online platform where residents can propose ideas has improved city life: 47.6%
- Processing Identification Documents online has reduced waiting times: 59.7%

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