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

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.

#### ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

- 75.2%

You are comfortable with face recognition technologies to lower crime

- 63.5%

You feel the availability of online information has increased your trust in authorities

- 65.6%

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

- 66.7%

### BACKGROUND INFORMATION

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

#### SMART CITY RATING

**Krakow**

- **Population**: 760,000
- **UN World Cities Report**: 69 in 2019

### CITY

- **Country**: Poland
- **Population**: 760,000
- **(UN World Cities Report)**: 69 in 2019

### CITY MEAN

- **HDI**: 0.858
- **Life expectancy at Birth**: 77.1
- **Expected years of schooling**: 16.1
- **Mean years of schooling**: 12.2
- **GNI per capita (PPP $)**: 24,369

### 1 yr change

- **HDI**: +0.004
- **Life expectancy at Birth**: +0.2
- **Expected years of schooling**: +0.0
- **Mean years of schooling**: +0.0
- **GNI per capita (PPP $)**: +1,444.0

### SMART CITY RATING

**Krakow**

- **Score**: 58
- **Out of 109**: B

### FACTOR RATINGS

- **Bicycle hiring has reduced congestion**: 80.7
- **Online scheduling and ticket sales has made public transport easier to use**: 74.5
- **The city provides information on traffic congestion through mobile phones**: 66.7
- **Online reporting of city maintenance problems provides a speedy solution**: 65.6
- **CCTV cameras has made residents feel safer**: 62.9
- **A website or App allows residents to effectively monitor air pollution**: 62.0
- **Arranging medical appointments online has improved access**: 61.1

### STRUCTURES

- **Basic sanitation meets the needs of the poorest areas**: 65.6
- **Recycling services are satisfactory**: 62.5
- **Public safety is not a problem**: 62.5
- **Air pollution is not a problem**: 62.0
- **Medical services provision is satisfactory**: 51.2
- **Finding housing with rent equal to 30% or less of a monthly salary is not a problem**: 28.9

### Technologies

- **Online reporting of city maintenance problems provides a speedy solution**: 53.3
- **A website or App allows residents to easily give away unwanted items**: 57.7
- **Free public wll has improved access to city services**: 63.5
- **CCTV cameras has made residents feel safer**: 62.9
- **A website or App allows residents to effectively monitor air pollution**: 74.5
- **Arranging medical appointments online has improved access**: 63.9

### Opportunities (Work & School)

- **Online access to job listings has made it easier to find work**: 75.4
- **IT skills are taught well in schools**: 57.2
- **Online services provided by the city has made it easier to start a new business**: 66.2
- **The current internet speed and reliability meet connectivity needs**: 66.9

### Governance

- **Information on local government decisions are easily accessible**: 64.3
- **Corruption of city officials is not an issue of concern**: 73.8
- **Online services provided by the city has made it easier to start a new business**: 63.4
- **Minorities feel welcome**: 79.4

### Activities

- **Online purchasing of tickets to shows and museums has made it easier to attend**: 74.5
- **Online services provided by the city has made it easier to find work**: 66.9
- **The current internet speed and reliability meet connectivity needs**: 66.2
- **Processing Identification Documents online has reduced waiting times**: 58.7

### LEGEND:

- **GROUP MEAN**: B
- **CITY MEAN**: B
- **GROUP MAX**: B

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**58**

Out of 109

**69** in 2019

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**GROUP**

- **3**

All ratings range from AAA to D