**Background Information**

**City**
- Population: 3,911,000

**UN World Cities Report**

**SMART CITY RANKING**
- 72
- Out of 109
- 91 in 2019

**SMART CITY RATING**
- C in 2019

**FACTOR RATINGS**
- CCC

**GROUP RATINGS**
- B

**TECHNOLOGIES**

**GROUP** 3

All ratings range from AAA to D

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**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.

- **Air Pollution (70.4%)**
- **Security (67.2%)**
- **Health Services (53.1%)**
- **Affordable Housing (47.7%)**
- **Corruption (46.8%)**
- **Fulfilling Employment (46.5%)**
- **Unemployment (41.6%)**
- **Road Congestion (36.4%)**
- **Basic Amenities (22.2%)**
- **Social Mobility (16.8%)**
- **Public Transport (15.2%)**
- **Green Spaces (14.8%)**
- **School Education (14.4%)**
- **Recycling (12.0%)**
- **Citizen Engagement (9.2%)**

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**Attitudes**

You are willing to concede personal data in order to improve traffic congestion
- 73.2%

You are comfortable with face recognition technologies to lower crime
- 85.6%

You feel the availability of online information has increased your trust in authorities
- 66.6%

The proportion of your day-to-day payment transactions that are non-cash (% of transactions)
- 66.7%

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**Structures**

- **Health & Safety**
  - Basic sanitation meets the needs of the poorest areas (54.2)
  - Recycling services are satisfactory (67.0)
  - Public safety is not a problem (75.6)
  - Air pollution is not a problem (64.0)
  - Medical services provision is satisfactory (64.6)
  - Finding housing with rent equal to 30% or less of a monthly salary is not a problem (70.1)

- **Mobility**
  - Traffic congestion is not a problem (67.3)
  - Public transport is satisfactory (67.2)

- **Activities**
  - Green spaces are satisfactory (75.1)
  - Cultural activities (shows, bars, and museums) are satisfactory (82.6)

- **Opportunities (Work & School)**
  - Employment finding services are readily available (65.0)
  - Most children have access to a good school (60.0)
  - Lifelong learning opportunities are provided by local institutions (66.6)
  - Businesses are creating new jobs (50.5)
  - Minorities feel welcome (45.2)

- **Governance**
  - Information on local government decisions are easily accessible (57.5)
  - Corruption of city officials is not an issue of concern (28.1)
  - Residents contribute to decision making of local government (37.5)
  - Residents provide feedback on local government projects (48.9)

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**Technologies**

- **Health & Safety**
  - Online reporting of city maintenance problems provides a speedy solution (57.2)
  - A website or App allows residents to easily give away unwanted items (51.7)
  - Free public wifi has improved access to city services (75.6)
  - CCTV cameras has made residents feel safer (64.0)
  - A website or App allows residents to effectively monitor air pollution (64.6)
  - Arranging medical appointments online has improved access (70.1)

- **Mobility**
  - Car-sharing Apps have reduced congestion (51.0)
  - Apps that direct you to an available parking space have reduced journey time (53.8)
  - Bicycle hiring has reduced congestion (67.2)
  - Online scheduling and ticket sales has made public transport easier to use (63.7)
  - The city provides information on traffic congestion through mobile phones (72.3)

- **Activities**
  - Online purchasing of tickets to shows and museums has made it easier to attend (75.5)

- **Opportunities (Work & School)**
  - Online access to job listings has made it easier to find work (66.5)
  - IT skills are taught well in schools (64.5)
  - Online services provided by the city has made it easier to start a new business (64.9)
  - The current internet speed and reliability meet connectivity needs (70.2)

- **Governance**
  - Online public access to city finances has reduced corruption (37.4)
  - Online voting has increased participation (41.0)
  - An online platform where residents can propose ideas has improved city life (50.3)
  - Processing identification documents online has reduced waiting times (66.9)

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**Legend:**
- Group Mean
- City Mean
- Group Max