**Background Information**

City: Milan

- Population: 3,099,000

**SMART City Ranking**

- Rank: 74
- Out of: 109
- 2019

**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.

- 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: 75.6%

- You feel the availability of online information has increased your trust in authorities: 73.5%

**Structures**

- Health & Safety: 64.6
  - Basic sanitation meets the needs of the poorest areas: 62.5
  - Recycling services are satisfactory: 81.2
  - Public safety is not a problem: 47.8
  - Air pollution is not a problem: 29.4
  - Medical services provision is satisfactory: 64.6
  - Finding housing with rent equal to 30% or less of a monthly salary is not a problem: 63.7

- Mobility: 59.0
  - Traffic congestion is not a problem: 23.8
  - Public transport is satisfactory: 59.0

- Activities: 59.7
  - Green spaces are satisfactory: 59.7
  - Cultural activities (shows, bars, and museums) are satisfactory: 81.0

- Opportunities (Work & School): 42.7
  - Most children have access to a good school: 65.3
  - Lifelong learning opportunities are provided by local institutions: 59.2
  - Businesses are creating new jobs: 42.7

- Governance: 46.5
  - Information on key government decisions are easily accessible: 57.4
  - Corruption of city officials is not an issue of concern: 38.3
  - Residents contribute to decision making of local government: 35.4

**Technologies**

- Health & Safety: 53.7
  - Online reporting of city maintenance problems provides a speedy solution: 50.0
  - A website or App allows residents to easily give away unwanted items: 48.7
  - Free public wifi has improved access to city services: 44.5
  - CCTV cameras have made residents feel safer: 43.7
  - A website or App allows residents to effectively monitor air pollution: 39.5
  - Arranging medical appointments online has improved access: 38.3

- Mobility: 47.8
  - Car-sharing Apps have reduced congestion: 23.5
  - Apps that direct you to an available parking space have reduced journey time: 21.4
  - Bicycle hiring has reduced congestion: 19.7
  - The city provides information on traffic congestion through mobile phones: 18.6

- Activities: 51.5
  - Online purchasing of tickets to shows and museums has made it easier to attend: 50.0
  - Online access to job listings has made it easier to find work: 48.7
  - IT skills are taught well in schools: 46.5
  - Online services provided by the city has made it easier to start a new business: 45.5

- Opportunities (Work & School): 54.6
  - Online access to job listings has made it easier to find work: 68.1
  - IT skills are taught well in schools: 50.3
  - Online services provided by the city has made it easier to start a new business: 54.8
  - The current internet speed and reliability meet connectivity needs: 54.6

- Governance: 53.2
  - Online public access to city finances has reduced corruption: 42.7
  - Online voting has increased participation: 40.9
  - An online platform where residents can propose ideas has improved city life: 38.3
  - Processing Identification Documents online has reduced waiting times: 35.4