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.

**Background Information**

Population 1,722,000

*UN World Cities Report*

**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.
- 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).

**Structures**

- 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

**Technologies**

- Online reporting of city maintenance problems provides a speedy solution
- A website or App allows residents to easily give away unwanted items
- 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

**Opportunities (Work & School)**

- Most children have access to a good school
- Lifelong learning opportunities are provided by local institutions
- Businesses are creating new jobs
- IT skills are taught well in schools

**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
- Processing Identification Documents online has reduced waiting times

**Factor Ratings**

- Health & Safety
- Mobility
- Activities
- Technologies
- Structures

**Group**

3

All ratings range from AAA to D