**BACKGROUND INFORMATION**

**City**

Population: 13,300,000

(UN World Urbanization Prospects)

<table>
<thead>
<tr>
<th>Country</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>1 yr change</th>
</tr>
</thead>
<tbody>
<tr>
<td>HDI</td>
<td>0.749</td>
<td>0.753</td>
<td>0.758</td>
<td>0.761</td>
<td>+0.003</td>
</tr>
<tr>
<td>Life expectancy at Birth</td>
<td>76.2</td>
<td>76.5</td>
<td>76.7</td>
<td>76.9</td>
<td>+0.2</td>
</tr>
<tr>
<td>Expected years of schooling</td>
<td>13.9</td>
<td>13.9</td>
<td>13.9</td>
<td>14.0</td>
<td>+0.1</td>
</tr>
<tr>
<td>Mean years of schooling</td>
<td>7.8</td>
<td>7.8</td>
<td>7.9</td>
<td>8.1</td>
<td>+0.2</td>
</tr>
<tr>
<td>GNI per capita (PPP $)</td>
<td>14,311</td>
<td>15,212</td>
<td>16,127</td>
<td>16,057</td>
<td>-70</td>
</tr>
</tbody>
</table>

**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)

**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.

**TECHNOLOGIES**

- Online reporting of city maintenance problems provides a speedy solution
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- A website or App allows residents to effectively monitor air pollution
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- Arranging medical appointments online has improved access
- Car-sharing Apps have reduced congestion
- Apps that direct you to an available parking space have reduced journey time
- Bicycle hiring has reduced congestion
- Online scheduling and ticket sales has made public transport easier to use
- The city provides information on traffic congestion through mobile phones

**HEALTH & SAFETY**

- 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

**MOBILITY**

- Traffic congestion is not a problem
- Public transport is satisfactory

**ACTIVITIES**

- Green spaces are satisfactory
- Cultural activities (shows, bars, and museums) are satisfactory

**OPPORTUNITIES (WORK & SCHOOL)**

- Employment finding services are readily available
- Most children have access to a good school
- Lifelong learning opportunities are provided by local institutions
- Businesses are creating new jobs
- Minorities feel welcome

**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
- Residents provide feedback on local government projects

**RANKING**

**SMART CITY RANKING**

68 out of 118

68 in 2020

68 in 2020

**SMART CITY RATING**

CCC in 2020

CCC in 2020

**FACTOR RATINGS**

CCC

CCC in 2020

CCC

CCC

CCC

CCC

**GROUP**

4

4

4

4

All ratings range

from AAA to D