BACKGROUND INFORMATION

City

Population: 1,040,000

(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>0.951</td>
<td>0.953</td>
<td>0.954</td>
<td>0.957</td>
<td>+0.003</td>
</tr>
<tr>
<td>Life expectancy at Birth</td>
<td>82.0</td>
<td>82.1</td>
<td>82.3</td>
<td>82.4</td>
<td>+0.1</td>
</tr>
<tr>
<td>Expected years of schooling</td>
<td>18.0</td>
<td>18.1</td>
<td>18.1</td>
<td>18.1</td>
<td>+0.0</td>
</tr>
<tr>
<td>Mean years of schooling</td>
<td>12.6</td>
<td>12.6</td>
<td>12.6</td>
<td>12.9</td>
<td>+0.3</td>
</tr>
<tr>
<td>GNI per capita (PPP $)</td>
<td>66,746</td>
<td>67,529</td>
<td>68,059</td>
<td>66,494</td>
<td>-1,565</td>
</tr>
</tbody>
</table>

SMART CITY RANKING

3

Out of 118

5 in 2020

SMART CITY RATING

AA

AA in 2020

FACTOR RATINGS

AAA

STRUCTURES

A

TECHNOLOGIES

GROUP 1

All ratings range from AAA to D

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.

The left hand section of each bar shows the Alignment - the proportion of those respondents who also answered the corresponding survey questions. 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

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

Health & Safety

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

Making medical appointments online has improved access

Mobility

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

Activities

Online purchasing of tickets to shows and museums has made it easier to attend

The current internet speed and reliability meet connectivity needs

Opportunities (Work & School)

Online access to job listings has made it easier to find work

IT skills are taught well in schools

Online services provided by the city has made it easier to start a new business

The online platform where residents can propose ideas has improved city life

Goverance

Online public access to city finances has reduced corruption

Online voting has increased participation

An online platform where residents can propose ideas has improved city life

Processing identification documents online has reduced waiting times