**BACKGROUND INFORMATION**

<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>0.757</td>
<td>0.760</td>
<td>0.761</td>
<td>0.765</td>
<td>+0.004</td>
</tr>
<tr>
<td>Life expectancy at Birth</td>
<td>75.2</td>
<td>75.5</td>
<td>75.7</td>
<td>75.9</td>
<td>+0.2</td>
</tr>
<tr>
<td>Expected years of schooling</td>
<td>15.4</td>
<td>15.4</td>
<td>15.4</td>
<td>15.4</td>
<td>+0.0</td>
</tr>
<tr>
<td>Mean years of schooling</td>
<td>7.7</td>
<td>7.8</td>
<td>7.8</td>
<td>8.0</td>
<td>+0.2</td>
</tr>
<tr>
<td>GNI per capita (PPP $)</td>
<td>13,907</td>
<td>13,975</td>
<td>14,068</td>
<td>14,263</td>
<td>+195</td>
</tr>
</tbody>
</table>

**TECHNOLOGIES**

**Health & Safety**
- Online reporting of city maintenance problems provides a speedy solution
- A website or App allows residents to easily give away unwanted items
- Online purchasing of tickets to shows and museums has made it easier to attend
- Online public access to city finances has reduced corruption
- The city provides information on traffic congestion through mobile phones
- The city offers fast and reliable public transport
- Online reporting of city maintenance problems provides a speedy solution
- A website or App allows residents to effectively monitor air pollution
- The city offers fast and reliable public transport
- The city provides information on traffic congestion through mobile phones
- The city offers fast and reliable public transport

**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 offers fast and reliable public transport

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

**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

**SMART CITY RANKING**

117
Out of 118

100 in 2020

**FACTOR RATINGS**

D
C in 2020

D

D

D

D

GROUP 4

All ratings range from AAA to D