Since the second state of the second state of

In partnership with







"I have never felt salvation in nature. I love cities above all."

"The mark of a great city isn't how it treats its special places -everybody does that right-but how it treats its ordinary ones."

Michelangelo

Aaron M. Renn (The Urban State of Mind: Meditations on the City)

Introduction A New Beginning: A More Precise, Relevant and Impactful Smart City Index



Introduction: A More Precise, Relevant and Impactful Smart City Index

Welcome to the 2023 edition of the IMD Smart City Index Report (SCI Report).

This edition marks a significant step in the history of this report, which has now acquired global recognition and respect. After a break in 2022, three major changes have been brought to the Index and accompanying report.

1	The World Smart Sustainable Cities Organization (WeGO) has joined us as a knowledge partner;							
2	The number of cities in the SCI has significantly increased; and							
3	The SCI's methodology has been improved thanks to the acquisition of new data.							

Each of these changes has significant consequences. They make us even more enthusiastic about the impact and relevance of the Index, and about its future. Here's why:

A New Knowledge Partner

WeGO The World Smart Sustainable Cities Organization (WeGO), is a membership-based international association of local governments, smart tech solution providers, and institutions committed to the transformation of cities into smart, sustainable cities through facilitating public-private partnerships (PPP). It was founded by 50 member cities in 2010 as the World e-Governments Organization, hence the acronym. However, as the concept of "smart cities" continued evolving, during the 4th General Assembly (2017) WeGO expanded its mandate and changed its name to the World Smart Sustainable Cities Organization.

For its members, WeGO serves as an international platform to improve the quality of life, innovate in the delivery of public services, and strengthen regional competitiveness. The WeGO network currently includes over 200 cities, 26 are covered by this edition of the SCI index and report.

WeGO as a partner strives to support the development of humancentered cities and progress in seeking solutions to smart city challenges. WeGO's vision is set in the direction of mitigating the digital divide by providing smart cities with a guideline through the smart city index.

From 118 to 141 Cities

The coverage of the SCI and SCI Report has increased by 20 per cent to include 141 cities (previously 118 were measured), distributed across the world. This reflects the SCI's ongoing efforts to be a global index, and to facilitate the benchmarking of all kinds of cities, whatever their size or level of development. This year, we have made a concerted effort to include more capital cities from all continents, while keeping an eye on 'second-tier cities' showing signs of dynamism, and an appetite for designing and implementing innovative solutions to their key problems.

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The SCI's methodology has been improved thanks to the acquisition of new data at the city level.

The SCI was designed as a tool for action. Since it is based on people's perceptions (surveys), it is critically important that the answers collected are calibrated to the specific context of the cities studied.

For the 2021 Index and all prior editions, we relied on country-level Human Development Index (HDI) data provided by the United Nations Development Programme (UNDP). Throughout the course of 2022, we explored the possibility of using city-level HDI data that could provide a more granular (and realistic) vision of the socio-economic environment of specific cities. The new SCI methodology is described in detail below. We believe that time invested in furthering our methodological approach was incredibly well spent and are excited by the applicability of the results obtained.



Introduction: A More Precise, Relevant and Impactful Smart City Index

> The SCI's value rests greatly on its ability to generate time 畾 series, and this is where citizens and decision makers can track the evolution of their city's performance over time, and compare it with that of other cities around the world. It follows that deciding to change an index's methodology isn't easy and often comes at the cost of breaking the continuity necessary to build such a series. We are proud to announce that in the case of the SCI, we have been able to not only improve the methodology but also to preserve our users' ability to work on time series. We did so by 'building back' the data and rankings that would have been those of the cities covered if the new methodology had been applied at the time. This means that the rankings of the SCI 2023 should not be compared to those published in previous SCI reports as they are the result of different approaches. However, comparisons across time can be made and used with recourse to the tables included in this report that reflect the 2019-2023 rankings of the cities covered using the most recent methodology. See pages 39-40 of this report.

Against the background of these three significant changes, what key messages emerge from this revamped 2023 Index and Report? They can be summarized as follows:

2

The global landscape of smart cities is changing, and lessons can be learned from the experience of "SCI champions"-the top 20.

Globally, a new world is shaping up, and **changes at the city level are a precious indicator** of what the future may hold.

Introduction: A More Precise, Relevant and Impactful Smart City Index

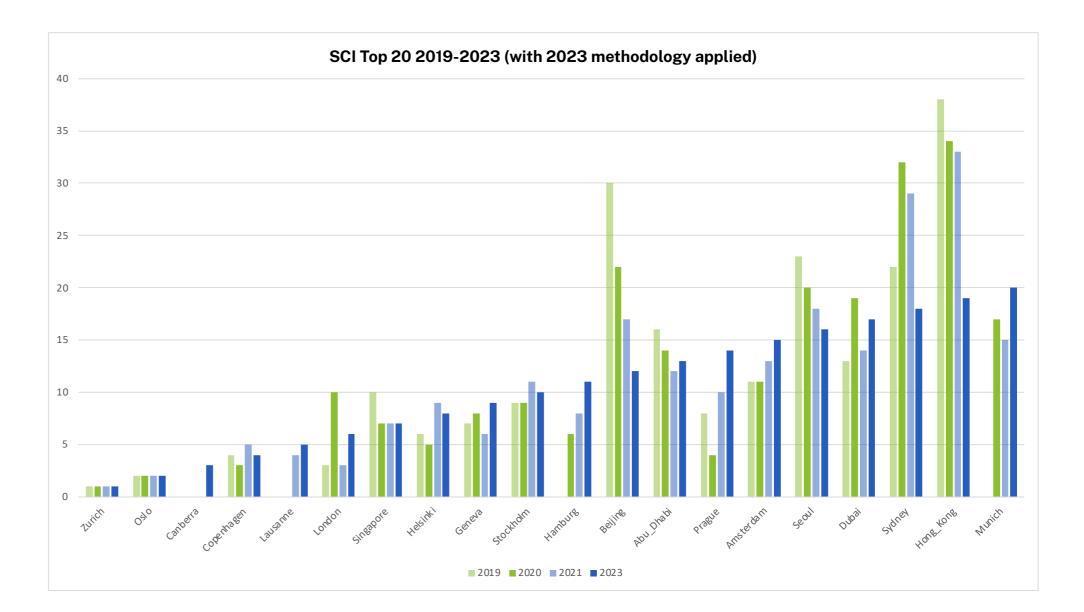
Lessons from the champions: who is in the top 20, and how did they do it?

In 2023, the upper echelons of the SCI comprise the 20 cities in the table below. Rankings prior to 2023 have been adjusted according to the new methodology for the purposes of homogeneity and to allow comparison.

City	Rank 2023	Rank 2021	Rank 2020	Rank 2019
Zurich	1	1	1	1
Oslo	2	2	2	2
Canberra	3			
Copenhagen	4	5	3	4
Lausanne	5	4		_
London	6	3	10	3
Singapore	7	7	7	10
Helsinki	8	9	5	6
Geneva	9	6	8	7
Stockholm	10	11	9	9
Hamburg	11	8	6	_
Beijing	12	17	22	30
Abu Dhabi	13	12	14	16
Prague	14	10	4	8
Amsterdam	15	13	11	11
Seoul	16	18	20	23
Dubai	17	14	19	13
Sydney	18	29	32	22
Hong Kong	19	33	34	38

Introduction: A More Precise, Relevant and Impactful Smart City Index

Several observations can be made by analyzing this list. Most strikingly, out of the top 20, 17 cities have been part of the SCI since its creation. Among those 17, six cities show either a continuous improvement or stability, year-upon-year. These 'super-champions' are: Zurich, Oslo, Singapore, Beijing, Seoul, and Hong Kong.)



Introduction: A More Precise, Relevant and Impactful Smart City Index

A New World is Shaping Up. Cities Tell Us Where to Look

- 1. Asia and Europe ahead of the pack? Apart from Abu Dhabi and Dubai, all of the cities occupying the top 20 are either in Europe or in Asia-Pacific. The absence of American or African cities is notable. New York ranks 22nd while Cairo (108th) is the leading African city. Medellin (118th) is the leading South American one. The 2023 rankings reflect a growing interest and higher levels of concern about the quality of life that residents are expecting to enjoy in their respective cities. Size is often a handicap rather than an advantage in this regard. This explains why most large metropolises such as Boston (34th) or Paris (46th) rank relatively low in the index, in spite of remarkable progress in a number of key areas such as sustainability and mobility.
- 2. 'Second tier' cities continue to do better than the rest. Although the SCI's top 20 include 12 capital cities (such as Oslo and Canberra), and several 'economic capitals' (like Zurich and Dubai), the picture is different when one looks at the top half of the rankings (1 to 70); a significant number of mediumsized cities show both solid positions and a continuous ability to move up. In Europe, this is the case for Lausanne, Munich and Bilbao, for example, and elsewhere in the world it rings true for Montreal, Mecca and Denver.
- 3. Smart city strategies are undergoing deep changes. The basic principle that led to the creation of the Smart City Index in 2019 was that if cities wanted to be smarter, they needed to be less technology-centric, and more human-focused. Since then, this way of conceiving the nature and purpose of smart cities has moved closer to being mainstream. Many city officials are now routinely using a variety of different expressions in lieu of 'smart cities': 'open and innovative cities',' inclusive and diverse cities', 'sustainable cities' and 'citizencentric cities' are becoming part of the new labelling of 'smart cities' that were. But this is not merely a semantic change; it reflects deep changes in the way smart cities (and cities in general) will be designed and managed. Thanks to its initial design and philosophy, the Smart City Index is emerging as a critical tool to benchmark progress along those new lines. The SCI's updated methodology will further enhance its relevance as these changes gather momentum.
- 4. Inclusion and diversity are emerging as key benchmarks for success. An increasing number of cities are deploying new efforts to encourage diversity and inclusion as part of their smart strategies, variously linked to strategies to attract or retain talent, or to pre-existing conditions. Higher levels of tolerance for immigrants and minorities are becoming a marker in the 'quality of life' category, and in 'leaving no one behind' - a key phrase in defining the future of smart cities. Moreover, cities continue to accept (and, sometimes, seek) new roles, as central governments strive to become more agile through decentralization. Even at the international level, at a time in which many multilateral efforts seem to be losing momentum at the nation-states level, cities and their leaders are becoming more visible. Openness and inter-city collaboration may very well become key components of the next wave of globalization.

Continuing to Improve the SCI

There are different ways to improve the quality of the SCI. Expanding the number of cities studied will always extend the scope of the index. Employing more focused data will improve the accuracy of the index and allow for a meaningful comparison among different qualities of cities. Finally, fine tuning the construction of the ranking improves its relevance as an action tool, and allows for better comparisons between cities. The 2023 SCI makes advances in all three dimensions.

As flagged earlier, the city coverage of the SCI index and report has increased by almost 20 per cent, bringing the total number of smart cities to 141. Using city-specific data for the construction of the Index was the focus of our research in 2022. In its new design, the SCI employs a city-specific measure of the HDI initially produced by the United Nations Development Program (UNDP).

HDI is a composite index that combines information about life expectancy, expected years of schooling and the mean years of education completed, as well as the per capita income of a country's citizens. Until this year, the SCI used country-level HDI information as a proxy to evaluate the dimensions of health, knowledge and standard of living in each city. The 2023 SCI features city-level HDI, provided by the Global Data Lab. This allows for a more accurate ranking of each city, whilst also allowing readers to compare the performance of any given city to that of the country in which it is found.

Finally, city-level HDI facilitates a more academically rigorous comparison among cities. The 2023 SCI standardizes the performance of a city with the average of the city-HDI and the average of the surveys. This allows for a meaningful classification of a city relative to all other cities covered by the Index.

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The IMD World Competitiveness Center

For over thirty years, the IMD World Competitiveness Center has pioneered research on how countries and companies compete to lay the foundations for sustainable value creation. The competitiveness of nations is probably one of the most significant developments in modern management and IMD is committed to leading the field.

The IMD World Competitiveness Center Team:

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Alice Tozer Content Manager

A Series of Tables Showcasing the Results in Different Ways



				Rankings								Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023	Country	Country HDI	City	City HDI	2019	2020	2021	2023
Switzerland	0.962	Zurich	0.989	1	1	1	1	New Zealand	0.937	Wellington	0.958				23
Norway	0.961	Oslo	0.98	2	2	2	2	Australia	0.951	Brisbane	0.944	42	27	40	24
Australia	0.951	Canberra	0.98				3	China	0.768	Shanghai	0.88	37	42	32	25
Denmark	0.948	Copenhagen	0.967	4	3	5	4	Iceland	0.959	Reykjavik	0.959				26
Switzerland	0.962	Lausanne	0.966			4	5	Spain	0.905	Bilbao	0.932	18	25	23	27
United Kingdom	0.929	London	0.973	3	10	3	6	Austria	0.916	Vienna	0.942	12	18	20	28
Singapore	0.939	Singapore	0.939	10	7	7	7	Taiwan	0.916	Taipei City	0.916	24	23	25	29
Finland	0.94	Helsinki	0.96	6	5	9	8	Saudi Arabia	0.875	Riyadh	0.9	55	44	39	30
Switzerland	0.962	Geneva	0.966	7	8	6	9	Australia	0.951	Melbourne	0.948	35	33	36	31
Sweden	0.947	Stockholm	0.972	9	9	11	10	Estonia	0.89	Tallinn	0.932		39	24	32
Germany	0.942	Hamburg	0.972		6	8	11	Germany	0.942	Berlin	0.959	19	21	21	33
China	0.768	Beijing	0.907	30	22	17	12	USA	0.921	Boston	0.949	15	24	22	34
United Arab Emirates	0.911	Abu Dhabi	0.911	16	14	12	13	Belgium	0.937	Brussels	0.953	51	16	45	35
Czech Rep.	0.889	Prague	0.96	8	4	10	14	Sweden	0.947	Gothenburg	0.944	33	43	46	36
Netherlands	0.941	Amsterdam	0.962	11	11	13	15	Spain	0.905	Madrid	0.94	25	30	37	37
Korea South	0.925	Seoul	0.952	23	20	18	16	Germany	0.942	Dusseldorf	0.939	17	37	27	38
United Arab Emirates	0.911	Dubai	0.911	13	19	14	17	USA	0.921	Washington D.C.	0.94	26	13	26	39
Australia	0.951	Sydney	0.952	22	32	29	18	Canada	0.936	Ottawa	0.943				40
Hong Kong	0.949	Hong Kong	0.946	38	34	33	19	Netherlands	0.941	Rotterdam	0.941	40	35	43	41
Germany	0.942	Munich	0.95		17	15	20	Canada	0.936	Vancouver	0.944	20	40	28	42
USA	0.921	New York	0.938	34	12	19	21	Netherlands	0.941	The Hague	0.941	36	38	35	43
New Zealand	0.937	Auckland	0.951	5	15	16	22	Poland	0.876	Warsaw	0.926	14	48	41	44

				Rankings								Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023	Country	Country HDI	City	City HDI	2019	2020	2021	202
Luxembourg	0.93	Luxembourg	0.93				45	China	0.768	Tianjin	0.844	48	45	50	67
France	0.903	Paris	0.949	39	47	49	46	USA	0.921	San Francisco	0.931	28	49	54	68
Slovenia	0.918	Ljubljana	0.953				47	Canada	0.936	Montreal	0.923	50	52	55	69
Canada	0.936	Toronto	0.943	29	46	31	48	China	0.768	Hangzhou	0.801	66	60	63	70
Korea South	0.925	Busan	0.936	45	29	47	49	China	0.768	Guangzhou	0.799	67	64	66	71
USA	0.921	Los Angeles	0.931	44	36	30	50	Japan	0.925	Tokyo	0.951	46	73	67	72
Italy	0.895	Bologna	0.924	41	50	48	51	United Kingdom	0.929	Manchester	0.915		57	58	73
Saudi Arabia	0.875	Месса	0.871				52	United Kingdom	0.929	Birmingham	0.913	63	68	73	74
USA	0.921	Denver	0.942	27	31	34	53	Spain	0.905	Barcelona	0.916	56	58	70	75
Spain	0.905	Zaragoza	0.912	58	53	51	54	United Kingdom	0.929	Leeds	0.908			64	76
USA	0.921	Seattle	0.94	31	41	38	55	United Kingdom	0.929	Newcastle	0.901		62	61	77
Saudi Arabia	0.875	Jeddah	0.871				56	France	0.903	Bordeaux	0.9			68	78
Germany	0.942	Hanover	0.93	43	51	53	57	Poland	0.876	Krakow	0.888	47	69	76	79
China	0.768	Nanjing	0.81	65	59	57	58	United Kingdom	0.929	Glasgow	0.921			65	80
Qatar	0.855	Doha	0.855				59	Germany	0.942	Kiel	0.921			72	81
China	0.768	Zhuhai	0.799	53	56	52	60	Italy	0.895	Milan	0.915	52	70	69	82
USA	0.921	Chicago	0.929	57	54	56	61	Latvia	0.863	Riga	0.929				83
Slovakia	0.848	Bratislava	0.944	32	26	42	62	France	0.903	Lille	0.88			82	84
Ireland	0.945	Dublin	0.95	21	28	44	63	Saudi Arabia	0.875	Medina	0.871			79	85
France	0.903	Lyon	0.914	54	61	62	64	China	0.768	Chongqing	0.774	69	65	74	86
Lithuania	0.875	Vilnius	0.913				65	Hungary	0.846	Budapest	0.922	64	63	78	87
China	0.768	Shenzhen	0.799	61	66	60	66	Thailand	0.8	Bangkok	0.839	75	78	86	88

				Rankings								Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023	Country	Country HDI	City	City HDI	2019	2020	2021	2023
Malaysia	0.803	Kuala Lumpur	0.858	59	71	80	89	Bulgaria	0.795	Sofia	0.856	87	87	103	111
Turkey	0.838	Ankara	0.854	73	74	75	90	Indonesia	0.705	Medan	0.711	89	94	96	112
Israel	0.919	Tel Aviv	0.919	49	55	59	91	Greece	0.887	Athens	0.909	94	98	108	113
USA	0.921	Philadelphia	0.923	71	79	85	92	Indonesia	0.705	Makassar	0.699	86	90	102	114
USA	0.921	Phoenix	0.908		72	77	93	Philippines	0.699	Manila	0.76	93	95	100	115
Wales	0.929	Cardiff	0.898				94	India	0.633	Hyderabad	0.647	81	91	101	116
Northern Ireland	0.929	Belfast	0.896				95	Cyprus	0.896	Nicosia	0.896				117
Oman	0.816	Muscat	0.816				96	Colombia	0.752	Medellin	0.757	82	88	99	118
China	0.768	Chengdu	0.74	74	77	84	97	Chile	0.855	Santiago	0.886	79	102	107	119
Japan	0.925	Osaka	0.928	68	84	90	98	Pakistan	0.544	Islamabad	0.659				120
Portugal	0.866	Lisbon	0.9	62	75	81	99	Mexico	0.758	Mexico City	0.815	90	103	110	121
Vietnam	0.703	Hanoi	0.744	77	82	89	100	Italy	0.895	Rome	0.917	97	97	111	122
France	0.903	Marseille	0.899		83	91	101	Algeria	0.745	Algiers	0.767				123
Indonesia	0.705	Jakarta	0.759	80	81	92	102	Argentina	0.842	Buenos Aires	0.812	88	93	104	124
Vietnam	0.703	Ho Chi Minh City	0.714	76	86	93	103	South Africa	0.713	Cape Town	0.751	92	99	106	125
Romania	0.821	Bucharest	0.926	60	76	87	104	Morocco	0.683	Rabat	0.702	99	101	109	126
India	0.633	Delhi	0.73	78	85	94	105	Costa Rica	0.809	San José	0.826			112	127
Croatia	0.858	Zagreb	0.916				106	Brazil	0.754	Brasilia	0.816				128
Turkey	0.838	Istanbul	0.867			88	107	Colombia	0.752	Bogota	0.797	91	104	113	129
Egypt	0.731	Cairo	0.779	96	100	105	108	Brazil	0.754	Sao Paulo	0.78	95	108	117	130
India	0.633	Mumbai	0.688	83	89	95	109	Kenya	0.575	Nairobi	0.636	100	107	115	131
India	0.633	Bengaluru	0.667	85	96	97	110	Nigeria	0.535	Lagos	0.681	101	105	116	132

				Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023
Nigeria	0.535	Abuja	0.646	98	106	114	133
Peru	0.762	Lima	0.82				134
Jordan	0.72	Amman	0.737				135
Brazil	0.754	Rio de Janeiro	0.783	102	109	118	136
Tunisia	0.731	Tunis	0.775				137
Ghana	0.632	Accra	0.707				138
Lebanon	0.706	Beirut	0.677				139
Yemen	0.455	Sana'a	0.521				140
Guatemala	0.627	Guatemala City	0.722				141

City	Smart City Rank 2023	Smart City Rating 2023	Structure 2023	Technology 2023	Smart City Rank 2021	Change	City	Smart City Rank 2023	Smart City Rating 2023	Structure 2023	Technology 2023	Smart City Rank 2021	Change
Abu Dhabi	13	BB	BB	BB	12	▼ -1	Brasilia	128	С	С	С	NEW	-
Abuja	133	D	С	D	114	▼ -19	Bratislava	62	BB	BB	BBB	42	▼ -20
Accra	138	D	D	D	NEW	_	Brisbane	24	AA	А	А	40	▲ 16
Algiers	123	С	С	С	NEW	_	Brussels	35	BBB	BB	А	45	▲ 10
Amman	135	D	D	D	NEW	_	Bucharest	104	CCC	CCC	В	87	▼ -17
Amsterdam	15	А	BBB	А	13	▼ -2	Budapest	87	В	В	BB	78	▼ -9
Ankara	90	CCC	В	CCC	75	▼ -15	Buenos Aires	124	С	С	С	104	▼ -20
Athens	113	С	С	С	108	▼ -5	Busan	49	BB	BB	BBB	47	▼ -2
Auckland	22	А	А	А	16	▼ -6	Cairo	108	CC	С	CC	105	▼ -3
Bangkok	88	В	CCC	В	86	▼ -2	Canberra	3	AA	AA	А	NEW	-
Barcelona	75	BB	BB	BB	70	▼ -5	Cape Town	125	С	С	С	106	▼ -19
Beijing	12	BB	BB	BB	17	▲ 5	Cardiff	94	CC	CCC	CC	NEW	-
Beirut	139	D	D	D	NEW	_	Chengdu	97	CCC	CCC	CCC	84	▼ -13
Belfast	95	CC	CCC	CC	NEW	_	Chicago	61	BB	BB	BB	56	▼ -5
Bengaluru	110	CC	CC	CC	97	▼ -13	Chongqing	86	CCC	CCC	CCC	74	▼ -12
Berlin	33	BBB	BBB	BBB	21	▼ -12	Copenhagen	4	AA	AAA	А	5	▲ 1
Bilbao	27	BBB	BBB	BBB	23	▼ -4	Delhi	105	CC	CC	CC	94	▼ -11
Birmingham	74	BB	BB	BB	73	▼ -1	Denver	53	BBB	BBB	BBB	34	▼ -19
Bogota	129	D	D	С	113	▼ -16	Doha	59	BB	BB	В	NEW	_
Bologna	51	BB	BBB	BB	48	▼ -3	Dubai	17	BB	BB	В	14	▼ -3
Bordeaux	78	CCC	CCC	CC	68	▼ -10	Dublin	63	BB	BB	BBB	44	▼ -19
Boston	34	А	А	А	22	▼ -12	Dusseldorf	38	BB	BBB	BB	27	▼ -11

City	Smart City Rank 2023	Smart City Rating 2023	Structure 2023	Technology 2023	Smart City Rank 2021	Change	City	Smart City Rank 2023	Smart City Rating 2023	Structure 2023	Technology 2023	Smart City Rank 2021	Change
Geneva	9	AA	AA	А	6	▼ -3	Leeds	76	CCC	CCC	СС	64	▼ -12
Glasgow	80	BB	BB	В	65	▼ -15	Lille	84	CCC	CCC	CCC	82	▼ -2
Gothenburg	36	А	А	А	46	▲ 10	Lima	134	С	С	С	NEW	
Guangzhou	71	CCC	CCC	CCC	66	▼ -5	Lisbon	99	CC	CC	CC	81	▼ -18
Guatemala City	141	D	D	D	NEW	_	Ljubljana	47	BBB	BB	BBB	NEW	
Hamburg	11	А	А	BBB	8	▼ -3	London	6	А	BBB	AA	3	▼ -3
Hangzhou	70	CCC	CCC	CCC	63	▼ -7	Los Angeles	50	BB	BB	BBB	30	▼ -20
Hanoi	100	CCC	CCC	CCC	89	▼ -11	Luxembourg	45	BB	BBB	В	NEW	
Hanover	57	BB	BBB	В	53	▼ -4	Lyon	64	BB	BB	BB	62	▼ -2
Helsinki	8	AAA	AA	А	9	▲ 1	Madrid	37	BB	BB	BBB	37	
Ho Chi Minh City	103	CCC	CCC	CCC	93	▼ -10	Makassar	114	CC	CC	CC	102	▼ -12
Hong Kong	19	AA	BBB	AAA	33	▲ 14	Manchester	73	BB	BB	BB	58	▼ -15
Hyderabad	116	CC	CC	CC	101	▼ -15	Manila	115	С	С	CC	100	▼ -15
Islamabad	120	CC	CC	CC	NEW	_	Marseille	101	CC	CC	CC	91	▼ -10
Istanbul	107	CC	CC	CC	88	▼ -19	Месса	52	В	В	В	NEW	
Jakarta	102	CC	CC	CC	92	▼ -10	Medan	112	CC	CC	CC	96	▼ -16
Jeddah	56	В	В	В	NEW		Medellin	118	С	С	С	99	▼ -19
Kiel	81	BB	BBB	CCC	72	▼ -9	Medina	85	CCC	CCC	CCC	79	▼ -6
Krakow	79	CCC	В	CCC	76	▼ -3	Melbourne	31	А	BBB	А	36	▲ 5
Kuala Lumpur	89	CCC	В	CCC	80	▼ -9	Mexico City	121	С	С	CC	110	▼ -11
Lagos	132	D	D	С	116	▼ -16	Milan	82	BB	BB	BB	69	▼ -13
Lausanne	5	AA	AA	А	4	▼ -1	Montreal	69	BB	BBB	В	55	▼ -14

City	Smart City Rank 2023	Smart City Rating 2023	Structure 2023	Technology 2023	Smart City Rank 2021	Change	City	Smart City Rank 2023	Smart City Rating 2023	Structure 2023	Technology 2023	Smart City Rank 2021	Change
Mumbai	109	СС	CC	CCC	95	▼ -14	San Francisco	68	BB	BB	BB	54	▼ -14
Munich	20	AA	AA	А	15	▼ -5	San José	127	С	CC	С	112	▼ -15
Muscat	96	В	В	CCC	NEW	_	Sana'a	140	D	D	D	NEW	
Nairobi	131	С	С	С	115	▼ -16	Santiago	119	С	С	С	107	▼ -12
Nanjing	58	CCC	CCC	CCC	57	▼ -1	Sao Paulo	130	D	D	С	117	▼ -13
New York	21	BBB	BBB	А	19	▼ -2	Seattle	55	BB	BB	В	38	▼ -17
Newcastle	77	CCC	В	CC	61	▼ -16	Seoul	16	AA	BBB	AAA	18	▲ 2
Nicosia	117	С	CC	С	NEW	_	Shanghai	25	BB	BB	BB	32	▲ 7
Osaka	98	В	BB	CCC	90	▼ -8	Shenzhen	66	CCC	CCC	CCC	60	▼ -6
Oslo	2	AAA	AAA	А	2	_	Singapore	7	А	A	А	7	
Ottawa	40	А	AA	BBB	NEW	_	Sofia	111	CC	CC	CC	103	▼ -8
Paris	46	BBB	BB	А	49	▲ 3	Stockholm	10	А	A	А	11	▲ 1
Philadelphia	92	В	В	В	85	▼ -7	Sydney	18	AA	А	AA	29	▲ 11
Phoenix	93	СС	CCC	CC	77	▼ -16	Taipei City	29	А	BBB	А	25	▼ -4
Prague	14	AA	А	А	10	▼ -4	Tallinn	32	BBB	BBB	BB	24	▼ -8
Rabat	126	С	С	С	109	▼ -17	Tel Aviv	91	В	В	BB	59	▼ -32
Reykjavik	26	BBB	А	BBB	NEW	_	The Hague	43	А	A	А	35	▼ -8
Riga	83	В	В	В	NEW	_	Tianjin	67	BB	В	BB	50	▼ -17
Rio de Janeiro	136	D	D	D	118	▼ -18	Tokyo	72	BB	BB	BB	67	▼ -5
Riyadh	30	BB	В	BB	39	▲ 9	Toronto	48	BBB	BBB	BBB	31	▼ -17
Rome	122	CCC	CCC	CCC	111	▼ -11	Tunis	137	D	D	D	NEW	_
Rotterdam	41	А	BBB	А	43	▲ 2	Vancouver	42	А	А	BBB	28	▼ -14

City	Smart City Rank 2023	Smart City Rating 2023	Structure 2023	Technology 2023	Smart City Rank 2021	Change
Vienna	28	AA	AA	А	20	▼ -8
Vilnius	65	BB	BB	BBB	NEW	_
Warsaw	44	BBB	BBB	BBB	41	▼ -3
Washington D.C.	39	BB	BB	BB	26	▼ -13
Wellington	23	А	А	BBB	NEW	_
Zagreb	106	000	В	000	NEW	—
Zaragoza	54	222	В	CC	51	▼ -3
Zhuhai	60	CCC	CCC	CCC	52	▼ -8
Zurich	1	AAA	AAA	А	1	

				Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023
United Arab Emirates	0.911	Abu Dhabi	0.911	16	14	12	13
Nigeria	0.535	Abuja	0.646	98	106	114	133
Ghana	0.632	Accra	0.707				138
Algeria	0.745	Algiers	0.767				123
Jordan	0.72	Amman	0.737				135
Netherlands	0.941	Amsterdam	0.962	11	11	13	15
Turkey	0.838	Ankara	0.854	73	74	75	90
Greece	0.887	Athens	0.909	94	98	108	113
New Zealand	0.937	Auckland	0.951	5	15	16	22
Thailand	0.8	Bangkok	0.839	75	78	86	88
Spain	0.905	Barcelona	0.916	56	58	70	75
China	0.768	Beijing	0.907	30	22	17	12
Lebanon	0.706	Beirut	0.677				139
Northern Ireland	0.929	Belfast	0.896				95
India	0.633	Bengaluru	0.667	85	96	97	110
Germany	0.942	Berlin	0.959	19	21	21	33
Spain	0.905	Bilbao	0.932	18	25	23	27
United Kingdom	0.929	Birmingham	0.913	63	68	73	74
Colombia	0.752	Bogota	0.797	91	104	113	129
Italy	0.895	Bologna	0.924	41	50	48	51
France	0.903	Bordeaux	0.9			68	78
Usa	0.921	Boston	0.949	15	24	22	34

				Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023
Brazil	0.754	Brasilia	0.816				128
Slovakia	0.848	Bratislava	0.944	32	26	42	62
Australia	0.951	Brisbane	0.944	42	27	40	24
Belgium	0.937	Brussels	0.953	51	16	45	35
Romania	0.821	Bucharest	0.926	60	76	87	104
Hungary	0.846	Budapest	0.922	64	63	78	87
Argentina	0.842	Buenos Aires	0.812	88	93	104	124
Korea South	0.925	Busan	0.936	45	29	47	49
Egypt	0.731	Cairo	0.779	96	100	105	108
Australia	0.951	Canberra	0.98				3
South Africa	0.713	Cape Town	0.751	92	99	106	125
Wales	0.929	Cardiff	0.898				94
China	0.768	Chengdu	0.74	74	77	84	97
Usa	0.921	Chicago	0.929	57	54	56	61
China	0.768	Chongqing	0.774	69	65	74	86
Denmark	0.948	Copenhagen	0.967	4	3	5	4
India	0.633	Delhi	0.73	78	85	94	105
Usa	0.921	Denver	0.942	27	31	34	53
Qatar	0.855	Doha	0.855				59
United Arab Emirates	0.911	Dubai	0.911	13	19	14	17
Ireland	0.945	Dublin	0.95	21	28	44	63
Germany	0.942	Dusseldorf	0.939	17	37	27	38

				Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023
Switzerland	0.962	Geneva	0.966	7	8	6	9
United Kingdom	0.929	Glasgow	0.921			65	80
Sweden	0.947	Gothenburg	0.944	33	43	46	36
China	0.768	Guangzhou	0.799	67	64	66	71
Guatemala	0.627	Guatemala City	0.722				141
Germany	0.942	Hamburg	0.972		6	8	11
China	0.768	Hangzhou	0.801	66	60	63	70
Vietnam	0.703	Hanoi	0.744	77	82	89	100
Germany	0.942	Hanover	0.93	43	51	53	57
Finland	0.94	Helsinki	0.96	6	5	9	8
Vietnam	0.703	Ho Chi Minh City	0.714	76	86	93	103
Hong Kong	0.949	Hong Kong	0.946	38	34	33	19
India	0.633	Hyderabad	0.647	81	91	101	116
Pakistan	0.544	Islamabad	0.659				120
Turkey	0.838	Istanbul	0.867			88	107
Indonesia	0.705	Jakarta	0.759	80	81	92	102
Saudi Arabia	0.875	Jeddah	0.871				56
Germany	0.942	Kiel	0.921			72	81
Poland	0.876	Krakow	0.888	47	69	76	79
Malaysia	0.803	Kuala Lumpur	0.858	59	71	80	89
Nigeria	0.535	Lagos	0.681	101	105	116	132
Switzerland	0.962	Lausanne	0.966			4	5

				Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023
United Kingdom	0.929	Leeds	0.908			64	76
France	0.903	Lille	0.88			82	84
Peru	0.762	Lima	0.82				134
Portugal	0.866	Lisbon	0.9	62	75	81	99
Slovenia	0.918	Ljubljana	0.953				47
United Kingdom	0.929	London	0.973	3	10	3	6
Usa	0.921	Los Angeles	0.931	44	36	30	50
Luxembourg	0.93	Luxembourg	0.93				45
France	0.903	Lyon	0.914	54	61	62	64
Spain	0.905	Madrid	0.94	25	30	37	37
Indonesia	0.705	Makassar	0.699	86	90	102	114
United Kingdom	0.929	Manchester	0.915		57	58	73
Philippines	0.699	Manila	0.76	93	95	100	115
France	0.903	Marseille	0.899		83	91	101
Saudi Arabia	0.875	Месса	0.871				52
Indonesia	0.705	Medan	0.711	89	94	96	112
Colombia	0.752	Medellin	0.757	82	88	99	118
Saudi Arabia	0.875	Medina	0.871			79	85
Australia	0.951	Melbourne	0.948	35	33	36	31
Mexico	0.758	Mexico City	0.815	90	103	110	121
Italy	0.895	Milan	0.915	52	70	69	82
Canada	0.936	Montreal	0.923	50	52	55	69

				Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023
India	0.633	Mumbai	0.688	83	89	95	109
Germany	0.942	Munich	0.95		17	15	20
Oman	0.816	Muscat	0.816				96
Kenya	0.575	Nairobi	0.636	100	107	115	131
China	0.768	Nanjing	0.81	65	59	57	58
Usa	0.921	New York	0.938	34	12	19	21
United Kingdom	0.929	Newcastle	0.901		62	61	77
Cyprus	0.896	Nicosia	0.896				117
Japan	0.925	Osaka	0.928	68	84	90	98
Norway	0.961	Oslo	0.98	2	2	2	2
Canada	0.936	Ottawa	0.943				40
France	0.903	Paris	0.949	39	47	49	46
Usa	0.921	Philadelphia	0.923	71	79	85	92
Usa	0.921	Phoenix	0.908		72	77	93
Czech Rep.	0.889	Prague	0.96	8	4	10	14
Morocco	0.683	Rabat	0.702	99	101	109	126
Iceland	0.959	Reykjavik	0.959				26
Latvia	0.863	Riga	0.929				83
Brazil	0.754	Rio De Janeiro	0.783	102	109	118	136
Saudi Arabia	0.875	Riyadh	0.9	55	44	39	30
Italy	0.895	Rome	0.917	97	97	111	122
Netherlands	0.941	Rotterdam	0.941	40	35	43	41

				Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023
Usa	0.921	San Francisco	0.931	28	49	54	68
Costa Rica	0.809	San José	0.826			112	127
Yemen	0.455	Sana'a	0.521				140
Chile	0.855	Santiago	0.886	79	102	107	119
Brazil	0.754	Sao Paulo	0.78	95	108	117	130
Usa	0.921	Seattle	0.94	31	41	38	55
Korea South	0.925	Seoul	0.952	23	20	18	16
China	0.768	Shanghai	0.88	37	42	32	25
China	0.768	Shenzhen	0.799	61	66	60	66
Singapore	0.939	Singapore	0.939	10	7	7	7
Bulgaria	0.795	Sofia	0.856	87	87	103	111
Sweden	0.947	Stockholm	0.972	9	9	11	10
Australia	0.951	Sydney	0.952	22	32	29	18
Taiwan	0.916	Taipei City	0.916	24	23	25	29
Estonia	0.89	Tallinn	0.932		39	24	32
Israel	0.919	Tel Aviv	0.919	49	55	59	91
Netherlands	0.941	The Hague	0.941	36	38	35	43
China	0.768	Tianjin	0.844	48	45	50	67
Japan	0.925	Tokyo	0.951	46	73	67	72
Canada	0.936	Toronto	0.943	29	46	31	48
Tunisia	0.731	Tunis	0.775				137
Canada	0.936	Vancouver	0.944	20	40	28	42

				Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023
Austria	0.916	Vienna	0.942	12	18	20	28
Lithuania	0.875	Vilnius	0.913				65
Poland	0.876	Warsaw	0.926	14	48	41	44
Usa	0.921	Washington D.c.	0.94	26	13	26	39
New Zealand	0.937	Wellington	0.958				23
Croatia	0.858	Zagreb	0.916				106
Spain	0.905	Zaragoza	0.912	58	53	51	54
China	0.768	Zhuhai	0.799	53	56	52	60
Switzerland	0.962	Zurich	0.989	1	1	1	1

				Rankings								Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023	Country	Country HDI	City	City HDI	2019	2020	2021	202
Algeria	0.745	Algiers	0.767				123	China	0.768	Nanjing	0.81	65	59	57	58
Argentina	0.842	Buenos Aires	0.812	88	93	104	124	China	0.768	Shanghai	0.88	37	42	32	2
Australia	0.951	Brisbane	0.944	42	27	40	24	China	0.768	Shenzhen	0.799	61	66	60	6
Australia	0.951	Canberra	0.98				3	China	0.768	Tianjin	0.844	48	45	50	6
Australia	0.951	Melbourne	0.948	35	33	36	31	China	0.768	Zhuhai	0.799	53	56	52	6
Australia	0.951	Sydney	0.952	22	32	29	18	Colombia	0.752	Bogota	0.797	91	104	113	12
Austria	0.916	Vienna	0.942	12	18	20	28	Colombia	0.752	Medellin	0.757	82	88	99	11
Belgium	0.937	Brussels	0.953	51	16	45	35	Costa Rica	0.809	San José	0.826			112	12
Brazil	0.754	Brasilia	0.816				128	Croatia	0.858	Zagreb	0.916				10
Brazil	0.754	Rio de Janeiro	0.783	102	109	118	136	Cyprus	0.896	Nicosia	0.896				11
Brazil	0.754	Sao Paulo	0.78	95	108	117	130	Czech Rep.	0.889	Prague	0.96	8	4	10	1
Bulgaria	0.795	Sofia	0.856	87	87	103	111	Denmark	0.948	Copenhagen	0.967	4	3	5	4
Canada	0.936	Montreal	0.923	50	52	55	69	Egypt	0.731	Cairo	0.779	96	100	105	1
Canada	0.936	Ottawa	0.943				40	Estonia	0.89	Tallinn	0.932		39	24	3
Canada	0.936	Toronto	0.943	29	46	31	48	Finland	0.94	Helsinki	0.96	6	5	9	8
Canada	0.936	Vancouver	0.944	20	40	28	42	France	0.903	Bordeaux	0.9			68	7
Chile	0.855	Santiago	0.886	79	102	107	119	France	0.903	Lille	0.88			82	8
China	0.768	Beijing	0.907	30	22	17	12	France	0.903	Lyon	0.914	54	61	62	6
China	0.768	Chengdu	0.74	74	77	84	97	France	0.903	Marseille	0.899		83	91	1
China	0.768	Chongqing	0.774	69	65	74	86	France	0.903	Paris	0.949	39	47	49	4
China	0.768	Guangzhou	0.799	67	64	66	71	Germany	0.942	Berlin	0.959	19	21	21	Э
China	0.768	Hangzhou	0.801	66	60	63	70	Germany	0.942	Dusseldorf	0.939	17	37	27	3

				Rankings								Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023	Country	Country HDI	City	City HDI	2019	2020	2021	2023
Germany	0.942	Hamburg	0.972		6	8	11	Japan	0.925	Osaka	0.928	68	84	90	98
Germany	0.942	Hanover	0.93	43	51	53	57	Japan	0.925	Tokyo	0.951	46	73	67	72
Germany	0.942	Kiel	0.921			72	81	Jordan	0.72	Amman	0.737				135
Germany	0.942	Munich	0.95		17	15	20	Kenya	0.575	Nairobi	0.636	100	107	115	131
Ghana	0.632	Accra	0.707				138	Korea South	0.925	Busan	0.936	45	29	47	49
Greece	0.887	Athens	0.909	94	98	108	113	Korea South	0.925	Seoul	0.952	23	20	18	16
Guatemala	0.627	Guatemala City	0.722				141	Latvia	0.863	Riga	0.929				83
Hong Kong	0.949	Hong Kong	0.946	38	34	33	19	Lebanon	0.706	Beirut	0.677				139
Hungary	0.846	Budapest	0.922	64	63	78	87	Lithuania	0.875	Vilnius	0.913				65
Iceland	0.959	Reykjavik	0.959				26	Luxembourg	0.93	Luxembourg	0.93				45
India	0.633	Bengaluru	0.667	85	96	97	110	Malaysia	0.803	Kuala Lumpur	0.858	59	71	80	89
India	0.633	Delhi	0.73	78	85	94	105	Mexico	0.758	Mexico City	0.815	90	103	110	121
India	0.633	Hyderabad	0.647	81	91	101	116	Morocco	0.683	Rabat	0.702	99	101	109	126
India	0.633	Mumbai	0.688	83	89	95	109	Netherlands	0.941	Amsterdam	0.962	11	11	13	15
Indonesia	0.705	Jakarta	0.759	80	81	92	102	Netherlands	0.941	Rotterdam	0.941	40	35	43	41
Indonesia	0.705	Makassar	0.699	86	90	102	114	Netherlands	0.941	The Hague	0.941	36	38	35	43
Indonesia	0.705	Medan	0.711	89	94	96	112	New Zealand	0.937	Auckland	0.951	5	15	16	22
Ireland	0.945	Dublin	0.95	21	28	44	63	New Zealand	0.937	Wellington	0.958				23
Israel	0.919	Tel Aviv	0.919	49	55	59	91	Nigeria	0.535	Abuja	0.646	98	106	114	133
Italy	0.895	Bologna	0.924	41	50	48	51	Nigeria	0.535	Lagos	0.681	101	105	116	132
Italy	0.895	Milan	0.915	52	70	69	82	Northern Ireland	0.929	Belfast	0.896				95
Italy	0.895	Rome	0.917	97	97	111	122	Norway	0.961	Oslo	0.98	2	2	2	2

				Rankings								Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023	Country	Country HDI	City	City HDI	2019	2020	2021	2023
Oman	0.816	Muscat	0.816				96	Sweden	0.947	Stockholm	0.972	9	9	11	10
Pakistan	0.544	Islamabad	0.659				120	Switzerland	0.962	Geneva	0.966	7	8	6	9
Peru	0.762	Lima	0.82				134	Switzerland	0.962	Lausanne	0.966			4	5
Philippines	0.699	Manila	0.76	93	95	100	115	Switzerland	0.962	Zurich	0.989	1	1	1	1
Poland	0.876	Krakow	0.888	47	69	76	79	Taiwan	0.916	Taipei City	0.916	24	23	25	29
Poland	0.876	Warsaw	0.926	14	48	41	44	Thailand	0.8	Bangkok	0.839	75	78	86	88
Portugal	0.866	Lisbon	0.9	62	75	81	99	Tunisia	0.731	Tunis	0.775				137
Qatar	0.855	Doha	0.855				59	Turkey	0.838	Ankara	0.854	73	74	75	90
Romania	0.821	Bucharest	0.926	60	76	87	104	Turkey	0.838	Istanbul	0.867			88	107
Saudi Arabia	0.875	Jeddah	0.871				56	United Arab Emirates	0.911	Abu Dhabi	0.911	16	14	12	13
Saudi Arabia	0.875	Месса	0.871				52	United Arab Emirates	0.911	Dubai	0.911	13	19	14	17
Saudi Arabia	0.875	Medina	0.871			79	85	United Kingdom	0.929	Birmingham	0.913	63	68	73	74
Saudi Arabia	0.875	Riyadh	0.9	55	44	39	30	United Kingdom	0.929	Glasgow	0.921			65	80
Singapore	0.939	Singapore	0.939	10	7	7	7	United Kingdom	0.929	Leeds	0.908			64	76
Slovakia	0.848	Bratislava	0.944	32	26	42	62	United Kingdom	0.929	London	0.973	3	10	3	6
Slovenia	0.918	Ljubljana	0.953				47	United Kingdom	0.929	Manchester	0.915		57	58	73
South Africa	0.713	Cape Town	0.751	92	99	106	125	United Kingdom	0.929	Newcastle	0.901		62	61	77
Spain	0.905	Barcelona	0.916	56	58	70	75	USA	0.921	Boston	0.949	15	24	22	34
Spain	0.905	Bilbao	0.932	18	25	23	27	USA	0.921	Chicago	0.929	57	54	56	61
Spain	0.905	Madrid	0.94	25	30	37	37	USA	0.921	Denver	0.942	27	31	34	53
Spain	0.905	Zaragoza	0.912	58	53	51	54	USA	0.921	Los Angeles	0.931	44	36	30	50
Sweden	0.947	Gothenburg	0.944	33	43	46	36	USA	0.921	New York	0.938	34	12	19	21

				Rankings			
Country	Country HDI	City	City HDI	2019	2020	2021	2023
USA	0.921	Philadelphia	0.923	71	79	85	92
USA	0.921	Phoenix	0.908		72	77	93
USA	0.921	San Francisco	0.931	28	49	54	68
USA	0.921	Seattle	0.94	31	41	38	55
USA	0.921	Washington D.C.	0.94	26	13	26	39
Vietnam	0.703	Hanoi	0.744	77	82	89	100
Vietnam	0.703	Ho Chi Minh City	0.714	76	86	93	103
Wales	0.929	Cardiff	0.898				94
Yemen	0.455	Sana'a	0.521				140

IMD Smart City Index 2023 A User's Guide



IMD Smart City Index 2023 A User's Guide



Smart City Ranking

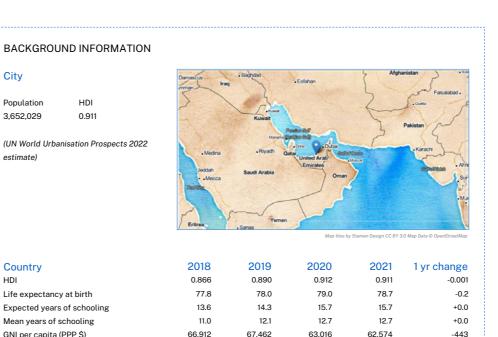
Smart City Ranking: The Ranking position of the city amongst the 141 cities measured, based upon the Rating and its components.

Group: Each city is assigned to one of four groups, based upon its HDI values.

Smart City Rating and Factor Ratings: The Ratings for each city are calculated from the city's performance relative to the other cities within the group.

The Methodology section provides the exact procedure for these calculations.

The 2021 Ranking and Rating are also shown for the 118 cities included in in the last edition's index (2021).

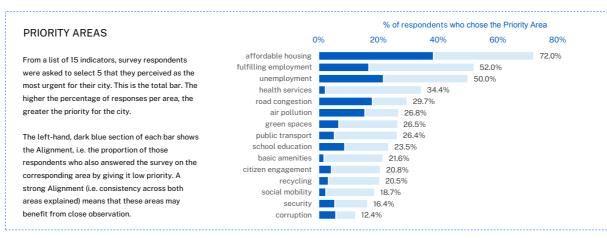


Background Information

This section presents the Human Development Index (HDI) at the city level taken from the Global Data Lab, and the population of the city as defined through the United Nations World Urbanization Prospects for the majority of cities, or Eurostat for some of European cities.

Priority Areas

Summarizes the areas that the respondents perceive as the priority area for their city. From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The total bar indicates the percentage of the respondents that included a given area as one of their five choices. 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 low. A strong Alignment implies that these areas also demand priority attention.



It also presents the United Nations HDI (country-level - for the parent economy of a given city) and its four components, as well as the city's position on the map. Please note: for Taipei City only, the data is calculated using the same methodology and comparable data.



IMD Smart City Index 2023 A User's Guide

Attitudes

Shows and compares the responses to three key privacy aspects (willingness to concede personal data, comfort vis-à-vis face recognition, and whether online information has increased trust in authorities) and the percentage of day-to-day transactions that are non-cash. The city is represented by the blue bar, while the group average is shown by the light red bar.

ATTITUDES

LEGEND:

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 authoritie The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

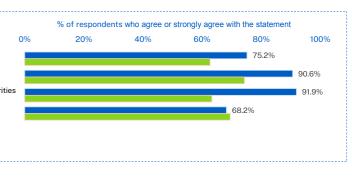
Structures and Technologies

Key survey data collected on Structures (left side) and Technologies (right side), under five key areas: health and safety, mobility, activities, opportunities, and governance.

Each indicator presents the Score for the city and a comparison with its Group (1-4). Showing the Group's Minimum, Mean, and Maximum Scores (light red bar) alongside with the city (blue circle) allows a clear comparison of the city's performance in this indicator. The Methodology section provides the exact calculation of the Score.

This table can be read in two ways: down to examine all Structures or Technologies indicators, or across to examine a key area in both Structures and Technologies.

•	STRUCTURES		Score			TECHNOLOGIES —	Score	
Health & Safety	0	20	40	60 80	100	Health & Safety 0 20	40 60 80	100
Basic sanitation meets the needs of the poorest areas					84.9	Online reporting of city maintenance problems provides a speedy solution		
Recycling services are satisfactory					86.4	A website or App allows residents to easily give away unwanted items		
Public safety is not a problem					70.7	Free public wifi has improved access to city services		
Air pollution is not a problem					56.8	CCTV cameras has made residents feel safer		
Medical services provision is satisfactory					88.2	A website or App allows residents to effectively monitor air pollution		
Finding housing with rent equal to $30\% or less of a monthly satisfies the set of the set o$	alary is not a problem				51.7	Arranging medical appointments online has improved access		
Mobility						Mobility		
Traffic congestion is not a problem					59.9	Car-sharing Apps have reduced congestion		
Public transport is satisfactory					83.2	Apps that direct you to an available parking space have reduced journey time		
				<u> </u>		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						Activities		
Green spaces are satisfactory					82.6	Online purchasing of tickets to shows and museums has made it easier to attend		
Cultural activities (shows, bars, and museums) are satisfactory	у				84.8			
Opportunities (Work & School)						Opportunities (Work & School)		
Employment finding services are readily available					64.1	Online access to job listings has made it easier to find work		
Most children have access to a good school					76.0	IT skills are taught well in schools		
Lifelong learning opportunities are provided by local institutio	ons				70.7	Online services provided by the city has made it easier to start a new business		
Businesses are creating new jobs					67.1	The current internet speed and reliability meet connectivity needs		\bigcirc
Minorities feel welcome					81.2			
Governance						Governance		
Information on local government decisions are easily accessib	ole				84.2	Online public access to city finances has reduced corruption		
Corruption of city officials is not an issue of concern					66.0	Online voting has increased participation		
Residents contribute to decision making of local government					65.5	An online platform where residents can propose ideas has improved city life		
Residents provide feedback on local government projects					71.9	Processing Identification Documents online has reduced waiting times		



IMD Smart City Index 2023 Methodology



IMD Smart City Index 2023 **Methodology**

1	The IMD Smart City Index 2023 assesses the perceptions of residents on issues related to structures and technology applications available to them in their city.
2	This edition of the SCI ranks 141 cities worldwide by capturing the perceptions of 120 residents in each city. The final score for each city is computed by using the perceptions of the last three years of the survey, with the weight of 3:2:1 for 2023:2021:2020.
3	There are two pillars for which perceptions from residents are solicited: The Structures pillar referring to the existing infrastructure of the cities, and the Technology pillar describing the technological provisions and services available to the inhabitants.
4	Each pillar is evaluated over five key areas: health and safety, mobility, activities, opportunities, and governance.

The cities are distributed into four groups based on the Global Data Lab's Human Development Index (HDI) score of the city they are part of.

6

Within each HDI group, cities are assigned a 'rating scale' (AAA to D) based on the perceptions-score of a given city compared to the scores of all other cities within the same group.

For group 1 (highest HDI quartile), scale

AAA-AA-A-BBB-BB

For group 2 (second HDI quartile), scale

A-BBB-BB-B-CCC

For group 3 (third HDI quartile), scale

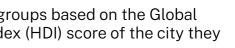
BB-B-CCC-CC-C

For group 4 (lowest HDI quartile), scale

CCC-CC-C-D

Rankings are then presented in two formats:

- an overall ranking (1 to 141)
- a rating for each pillar and overall









IMD Smart City Index 2023 **City Profiles**



Abu Dhabi



BACKGROUND INFORMATION



estimate)

3,652,029 0.911 (UN World Urbanisation Prospects 2022 - Esfahar

)	tiles by	Stamen	Design	СС	ΒY	3.0	Мар	Data	C	OpenStreetMa

Country	2018	2019	2020	2021	1 yr change
HDI	0.866	0.890	0.912	0.911	-0.001
Life expectancy at birth	77.8	78.0	79.0	78.7	-0.2
Expected years of schooling	13.6	14.3	15.7	15.7	+0.0
Mean years of schooling	11.0	12.1	12.7	12.7	+0.0
GNI per capita (PPP \$)	66,912	67,462	63,016	62,574	-443

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% affordable housing fulfilling employment unemployment health services road congestion air pollution green spaces public transport school education basic amenities citizen engagement recycling social mobility security corruption

0%

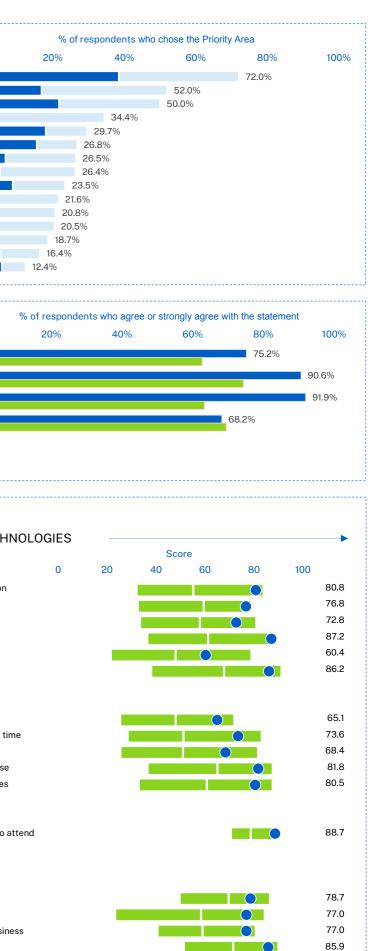
ATTITUDES

LEGEND:

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)

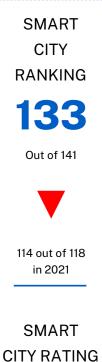
CITY

BR	· · · · · · · · · · · · · · · · · · ·					L	
					LEGEND	: MIN	CITY MEAN GROUP MAX
A in 2021	STRI	JCTURES					TECHNOL
	Lipsith & Cofety	0	20	Score 40 60	80	100	Lingth & Cofety
	Health & Safety	0	20	40 00	00	84.9	Health & Safety
	Basic sanitation meets the needs of the poorest areas					86.4	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory					70.7	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem		_			56.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					56.8 88.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						A website or App allows residents to effectively monitor air pollution
DD	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem				51.7	Arranging medical appointments online has improved access
BB	Mobility						Mobility
	Traffic congestion is not a problem					59.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					83.2	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
BB							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					82.6	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory					84.8	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					64.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					76.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					70.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					67.1	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome		_			81.2	
	Willoffles feet welcome					01.2	
	Governance						Governance
	Information on local government decisions are easily accessible				\bigcirc	84.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					66.0	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					65.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				\bigcirc	71.9	Processing Identification Documents online has reduced waiting times





Abuja



D

BACKGROUND INFORMATION

HDI

0.646



(UN World Urbanisation Prospects 2022 estimate)

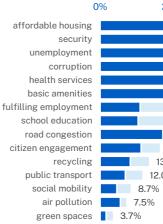


Country	2018	2019	2020	2021	1 yr change
HDI	0.534	0.539	0.535	0.535	+0.000
Life expectancy at birth	54.3	54.7	52.9	52.7	-0.2
Expected years of schooling	9.7	10.0	10.1	10.1	+0.0
Mean years of schooling	6.5	8.1	8.6	8.6	+0.0
GNI per capita (PPP \$)	24,905	27,701	28,317	31,033	+2,715

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

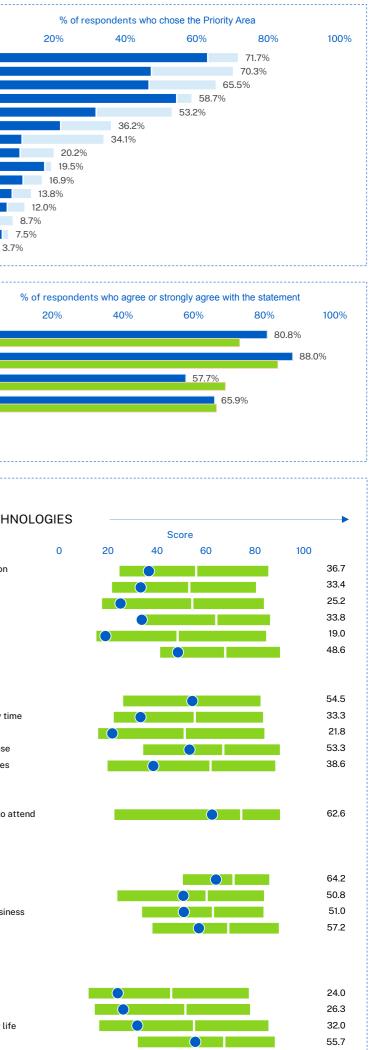


ATTITUDES

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) LEGEND: CITY

ν				LEGEN	ND: MIN	MEAN GROUP MAX
D in 2021	STRUCTURES					TECHNOL
			Score			
	Health & Safety 0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				47.0	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory				43.1	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				38.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				36.9	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				48.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem				21.5	Arranging medical appointments online has improved access
C	Mobility					Mobility
	Traffic congestion is not a problem				42.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				52.3	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
D						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				62.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				70.4	
	Opportunities (Work & School)					Opportunities (Work & School)
00010	Employment finding services are readily available				34.3	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				53.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				43.4	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs				64.1	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome				51.0	
	Governance					Governance
	Information on local government decisions are easily accessible	_			42.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				14.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				25.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			-	35.6	Processing Identification Documents online has reduced waiting times
					00.0	

0%



Accra

SMART CITY RANKING 138 Out of 141 not out of 118 in 2021 SMART

CITY RATING

D

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)

.Kano . Kaduna

Map tiles by St

Country	2018	2019	2020	2021	1 yr change
HDI	0.620	0.631	0.632	0.632	+0.000
Life expectancy at birth	64.1	64.7	64.1	63.8	-0.3
Expected years of schooling	11.5	11.9	12.1	12.1	+0.0
Mean years of schooling	8.2	8.3	8.3	8.3	+0.0
GNI per capita (PPP \$)	5,072	5,307	5,601	5,745	+143

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.

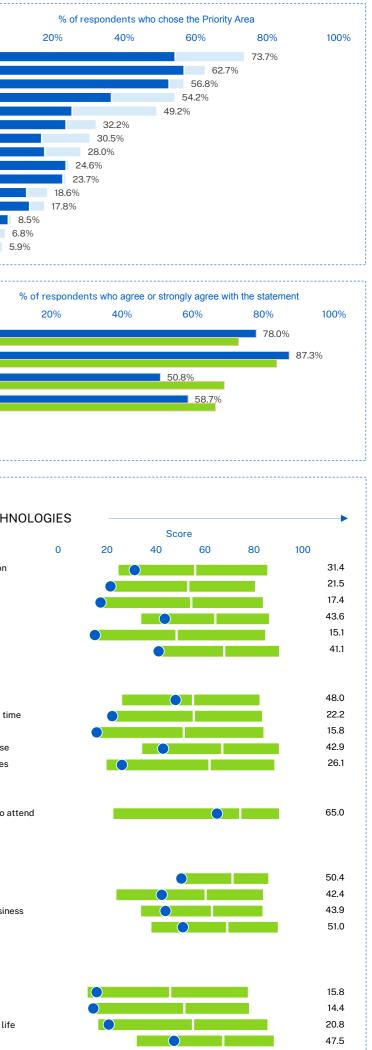
The left-hand, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% unemployment affordable housing corruption basic amenities health services security fulfilling employment school education road congestion air pollution recycling public transport citizen engagement 8.5% green spaces 6.8% social mobility 5.9%

0%

ATTITUDES

					LEGEN	D: MIN	CITY MEAN GROUP MAX
in 2021	STRUC	CTURES					TECHNO
				core			
	Health & Safety	0 20) 40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					37.6	Online reporting of city maintenance problems provides a speedy solution
CTOR	Recycling services are satisfactory		\bigcirc			40.4	A website or App allows residents to easily give away unwanted items
CIUR	Public safety is not a problem		\bigcirc			37.3	Free public wifi has improved access to city services
TINGS	Air pollution is not a problem)			19.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					50.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pr	oblem 📃				18.2	Arranging medical appointments online has improved access
D	Mobility						Mobility
	Traffic congestion is not a problem					12.4	Car-sharing Apps have reduced congestion
JCTURES	Public transport is satisfactory					38.8	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
D							The city provides information on traffic congestion through mobile phones
	Activities						Activities
NOLOGIES	Green spaces are satisfactory					38.0	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory			\bigcirc		63.7	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					29.2	Online access to job listings has made it easier to find work
ROUP	Most children have access to a good school)		46.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		\bigcirc			34.5	Online services provided by the city has made it easier to start a new business
A	Businesses are creating new jobs					44.1	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome					46.6	
	Governance						Governance
	Information on local government decisions are easily accessible					40.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					11.9	Online voting has increased participation
ings range	Residents contribute to decision making of local government					26.0	An online platform where residents can propose ideas has improved city life



Algiers



not out of 118

in 2021

SMART

CITY RATING

С

BACKGROUND INFORMATION

HDI

0.767



(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change
HDI	0.745	0.748	0.736	0.745	+0.009
Life expectancy at birth	76.1	76.5	74.5	76.4	+1.9
Expected years of schooling	14.6	14.6	14.6	14.6	+0.0
Mean years of schooling	8.0	8.1	8.1	8.1	+0.0
GNI per capita (PPP \$)	11,344	11,242	10,530	10,800	+270

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.

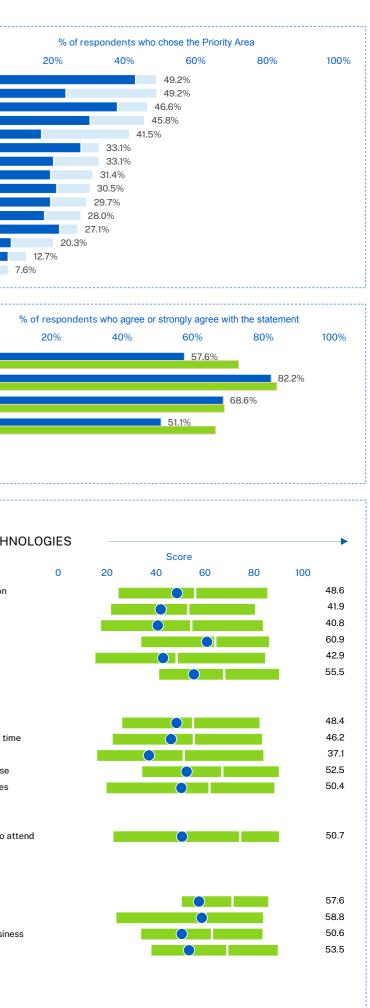
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0% road congestion health services affordable housing unemployment basic amenities corruption green spaces security fulfilling employment air pollution recycling public transport school education citizen engagement 12.7% social mobility 7.6%

0%

ATTITUDES

G		LEGEND: MIN	CITY MEAN GROUP MAX
not in 2021	STRUCTURES		TECHNOLO
	Scor		
	Health & Safety 0 20 40	60 80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	53.0	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	41.2	A website or App allows residents to easily give away unwanted items
TACTOR	Public safety is not a problem	52.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	32.1	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	55.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	32.3	Arranging medical appointments online has improved access
C	Mobility		Mobility
	Traffic congestion is not a problem	17.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	35.6	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
С			The city provides information on traffic congestion through mobile phones
$\mathbf{\vee}$	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	52.5	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	49.4	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	37.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	64.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	64.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	39.5	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome	55.4	
	Governance		Governance
	Information on local government decisions are easily accessible	50.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	27.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	35.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	41.9	Processing Identification Documents online has reduced waiting times





Amman



BACKGROUND INFORMATION



(UN Data)



Country	2018	2019	2020	2021	1 yr change
HDI	0.723	0.727	0.723	0.720	-0.003
Life expectancy at birth	75.8	76.0	75.2	74.3	-0.9
Expected years of schooling	10.4	10.6	10.7	10.7	+0.0
Mean years of schooling	10.4	10.4	10.5	10.5	+0.0
GNI per capita (PPP \$)	9,967	10,073	9,789	9,924	+135

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.

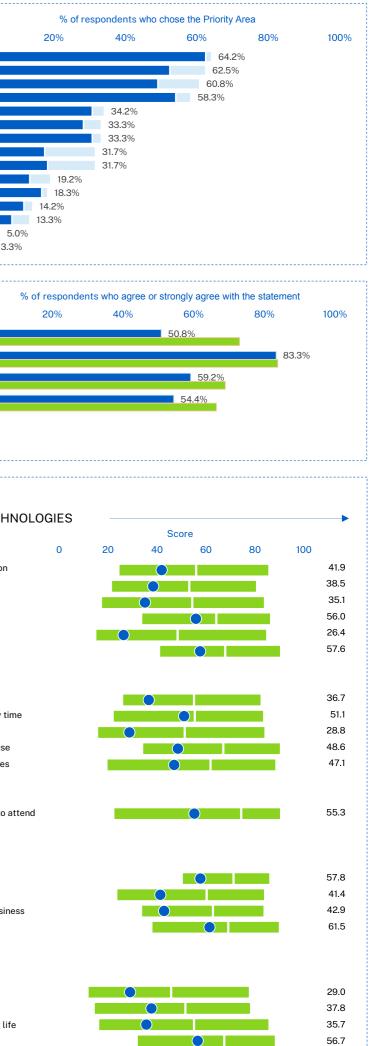
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0% road congestion unemployment affordable housing corruption fulfilling employment green spaces public transport health services basic amenities air pollution school education security recycling citizen engagement 5.0% social mobility 3.3%

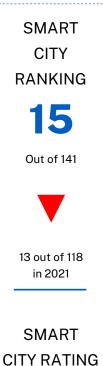
0%

ATTITUDES

D				Y MEAN GROUP MAX
not in 2021	STRUCTURES		•	TECHNOLO
	Health & Safety 0	Score 20 40 60	80 100	
	neatting Galety	20 40 60		Health & Safety
	Basic sanitation meets the needs of the poorest areas		40.8	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		23.1	A website or App allows residents to easily give away unwanted items
TACTON	Public safety is not a problem		33.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		29.0	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		51.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		22.5	Arranging medical appointments online has improved access
D	Mobility			Mobility
_	Traffic congestion is not a problem		8.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		30.4	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
D				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		27.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		45.6	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		22.9	Online access to job listings has made it easier to find work
anoor	Most children have access to a good school		34.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		27.8	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		24.0	The current internet speed and reliability meet connectivity needs
-	Minorities feel welcome		47.4	
	Governance			Governance
	Information on local government decisions are easily accessible		53.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern)	12.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		15.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		26.3	Processing Identification Documents online has reduced waiting times



Amsterdam



BACKGROUND INFORMATION



(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.934	0.944	0.939	0.941	+0.002
Life expectancy at birth	82.1	82.3	81.6	81.7	+0.0
Expected years of schooling	18.0	18.5	18.0	18.0	+0.0
Mean years of schooling	12.2	12.4	12.6	12.6	+0.0
GNI per capita (PPP \$)	50,013	57,707	53,504	55,979	+2,476

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.

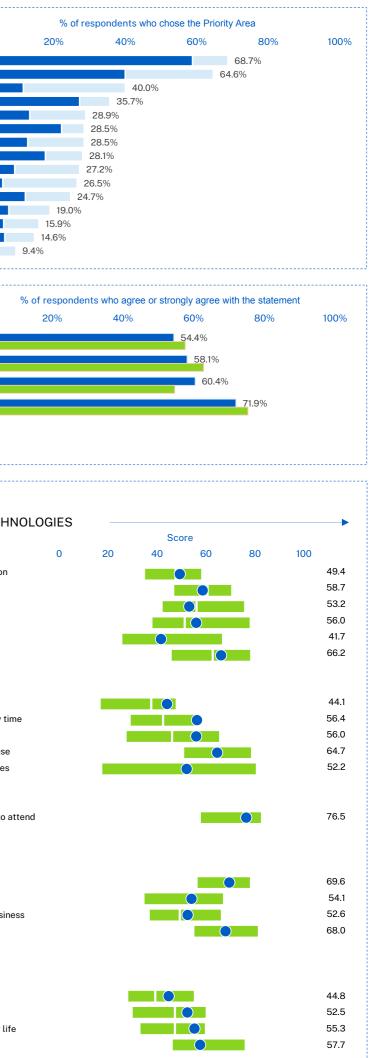
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0% affordable housing security health services air pollution public transport road congestion basic amenities green spaces unemployment school education citizen engagement recycling fulfilling employment social mobility corruption 9.4%

0%

ATTITUDES

Λ									
~						LEGEN	D: MIN C	TY MEAN GROUP MAX	
A in 2021	STRUCT	TURES						•	TECHNO
		0	00	Scor			100		
	Health & Safety	0	20	40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas				\bigcirc		58.8	Online reporting of city maintenance p	
FACTOR	Recycling services are satisfactory				\bigcirc		60.5	A website or App allows residents to e	
	Public safety is not a problem			\bigcirc			46.5	Free public wifi has improved access to	-
RATINGS	Air pollution is not a problem						32.1	CCTV cameras has made residents fee	
	Medical services provision is satisfactory						71.7	A website or App allows residents to e	
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	lem	\bigcirc				24.9	Arranging medical appointments online	e has improved access
BBB	Mobility							Mobility	
	Traffic congestion is not a problem						33.7	Car-sharing Apps have reduced conge	stion
STRUCTURES	Public transport is satisfactory						62.9	Apps that direct you to an available pa	king space have reduced journey time
								Bicycle hiring has reduced congestion	
								Online scheduling and ticket sales has	made public transport easier to use
Δ								The city provides information on traffic	congestion through mobile phones
~	Activities							Activities	
TECHNOLOGIES	Green spaces are satisfactory						56.0	Online purchasing of tickets to shows a	and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory						78.7		
									D.
	Opportunities (Work & School)						22 <i>1</i>	Opportunities (Work & Scho	
GROUP	Employment finding services are readily available						68.1	Online access to job listings has made	t easier to find work
	Most children have access to a good school						72.8	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions			_			61.9	Online services provided by the city ha	
	Businesses are creating new jobs						62.6	The current internet speed and reliabil	ty meet connectivity needs
	Minorities feel welcome						57.0		
	Governance							Governance	
	Information on local government decisions are easily accessible				\bigcirc		61.2	Online public access to city finances ha	as reduced corruption
	Corruption of city officials is not an issue of concern						53.4	Online voting has increased participati	n
All ratings range	Residents contribute to decision making of local government						52.6	An online platform where residents ca	n propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						59.2	Processing Identification Documents o	nline has reduced waiting times
[]									



Ankara



CITY RATING

BACKGROUND INFORMATION



(Eurostat)

Turk Syria

Country	2018	2019	2020	2021	1 yr change
HDI	0.807	0.820	0.833	0.838	+0.005
Life expectancy at birth	77.4	77.7	75.9	76.0	+0.2
Expected years of schooling	16.4	16.6	18.0	18.0	+0.0
Mean years of schooling	7.7	8.1	8.6	8.6	+0.0
GNI per capita (PPP \$)	24,905	27,701	28,317	31,033	+2,715

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, dark blue section of each bar shows

the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

affordable housing unemployment green spaces road congestion fulfilling employment air pollution basic amenities corruption recycling school education public transport security health services citizen engagement 10.0% social mobility 8.7%

0%

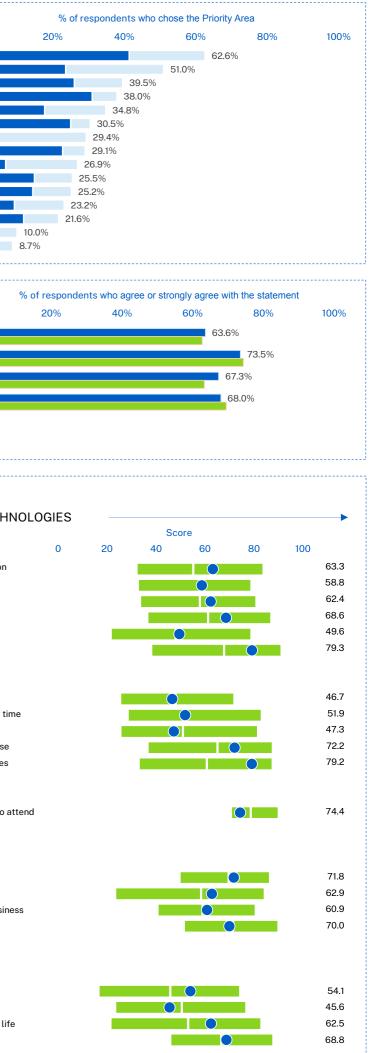
0%

ATTITUDES

LEGEND:

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)

CCC					i	·		
					LEGEN	ID: MIN	1	CITY MEAN GROUP MAX
CCC in 2021	STRUCTURES		Scor					TECHNOLO
	Health & Safety 0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas						75.5	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						64.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			\bigcirc			64.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						37.9	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	1					66.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem						37.5	Arranging medical appointments online has improved access
B	Mobility							Mobility
	Traffic congestion is not a problem						36.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			\bigcirc			57.5	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
CCC								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						57.8	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						68.0	
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available			\bigcirc			62.2	Online access to job listings has made it easier to find work
GROOP	Most children have access to a good school						55.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						67.5	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs						55.0	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome						62.3	
	Governance							Governance
	Information on local government decisions are easily accessible				\bigcirc		74.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		\bigcirc				41.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			\bigcirc			56.9	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			\bigcirc			61.4	Processing Identification Documents online has reduced waiting times



Athens



BACKGROUND INFORMATION

Residents provide feedback on local government projects

City	
Population	HDI
3,736,737	0.909

(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.872	0.888	0.886	0.887	+0.001
Life expectancy at birth	82.1	82.2	80.9	80.1	-0.8
Expected years of schooling	17.3	17.9	18.0	18.0	+0.0
Mean years of schooling	10.5	10.6	11.4	11.4	+0.0
GNI per capita (PPP \$)	24,909	30,155	26,681	29,002	+2,322

PRIORITY AREAS

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security unemployment road congestion health services affordable housing green spaces corruption fulfilling employment air pollution basic amenities public transport recycling school education citizen engagement 9.0% social mobility 8.0%

0%

0%

ATTITUDES

LEGEND:

38.1

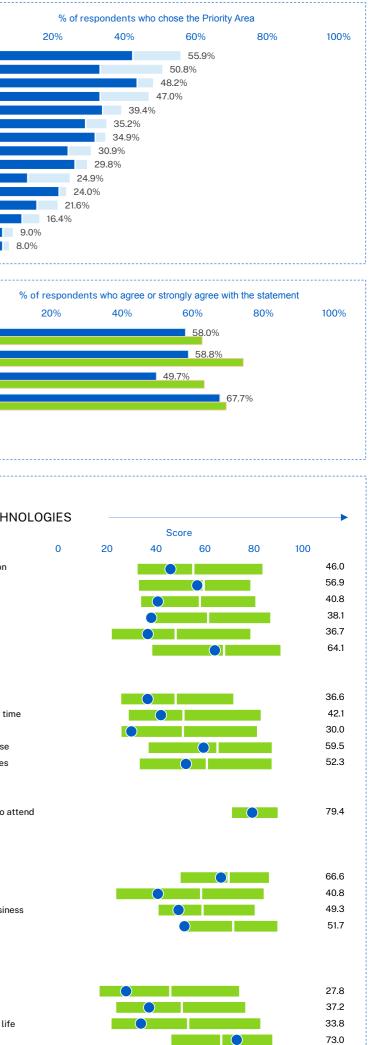
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

Processing Identification Documents online has reduced waiting times

CITY

					LEGEN	ND: MIN	CITY MEAN GROUP MAX
C in 2021	STRUCTURE	S ·					TECHNO
			S	core			
	Health & Safety	0 20	0 40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					:	57.8 Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						39.1 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		\bigcirc				31.4 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						22.2 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					:	38.6 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	(22.8 Arranging medical appointments online has improved access
C	Mobility						Mobility
	Traffic congestion is not a problem						14.6 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						28.1 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
С							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory		\bigcirc			:	30.8 Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory						69.2
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					:	37.3 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		\bigcirc			:	39.7 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						40.3 Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					:	32.3 The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome						32.1
	Governance						Governance
	Information on local government decisions are easily accessible					:	39.0 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						19.0 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					:	23.0 An online platform where residents can propose ideas has improved city life
					_		

All ratings rang from AAA to D



Auckland



BACKGROUND INFORMATION

City	
Population	
1,346,091	

(UN Data)

A

AA in 2021

FACTOR RATINGS

A STRUCTURES

A **TECHNOLOGIES**

GROUP



BACKGROUND	D INFORMATION	

opulation	HDI
346,091	0.951



Country	2018	2019	2020	2021	1 yr change
HDI	0.936	0.937	0.936	0.937	+0.001
Life expectancy at birth	82.4	82.6	82.7	82.5	-0.3
Expected years of schooling	18.0	18.0	18.0	18.0	+0.0
Mean years of schooling	13.1	7.9	8.7	8.7	+0.0
GNI per capita (PPP \$)	16,129	17,781	16,804	17,030	+226

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.

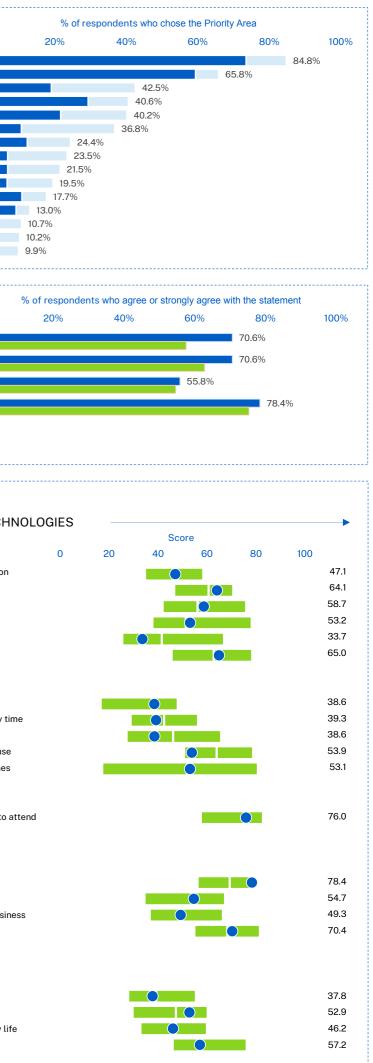
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0% affordable housing road congestion health services public transport security unemployment fulfilling employment basic amenities school education recycling air pollution corruption green spaces 10.7% citizen engagement 10.2% social mobility

0%

ATTITUDES

(STRUCTURES						TECHNO
			Sco	re			
Health & Safety	0	20	40	60 80) 1	00	Health & Safety
Basic sanitation meets the needs of the poorest areas						72.2	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						75.9	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						49.3	Free public wifi has improved access to city services
Air pollution is not a problem						58.4	CCTV cameras has made residents feel safer
Nedical services provision is satisfactory				\bigcirc		65.4	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is	not a problem					20.9	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						17.2	Car-sharing Apps have reduced congestion
Public transport is satisfactory			\bigcirc			43.5	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							Activities
Green spaces are satisfactory						70.0	Online purchasing of tickets to shows and museums has made it easier to atte
ultural activities (shows, bars, and museums) are satisfactory						79.6	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						69.9	Online access to job listings has made it easier to find work
Most children have access to a good school						74.0	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						68.5	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs						60.9	The current internet speed and reliability meet connectivity needs
Minorities feel welcome				\bigcirc		61.1	
Governance							Governance
Information on local government decisions are easily accessible						59.4	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						55.7	Online voting has increased participation
Residents contribute to decision making of local government						54.3	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						61.9	Processing Identification Documents online has reduced waiting times



Bangkok



CITY RATING

B

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)

Country	2018	2019	2020	2021	1 yr change
HDI	0.765	0.777	0.802	0.800	-0.002
Life expectancy at birth	76.9	77.2	79.3	78.7	-0.5
Expected years of schooling	14.7	15.0	15.9	15.9	+0.0
Mean years of schooling	7.7	13.3	13.4	13.4	+0.0
GNI per capita (PPP \$)	46,226	47,252	42,375	45,225	+2,850

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.

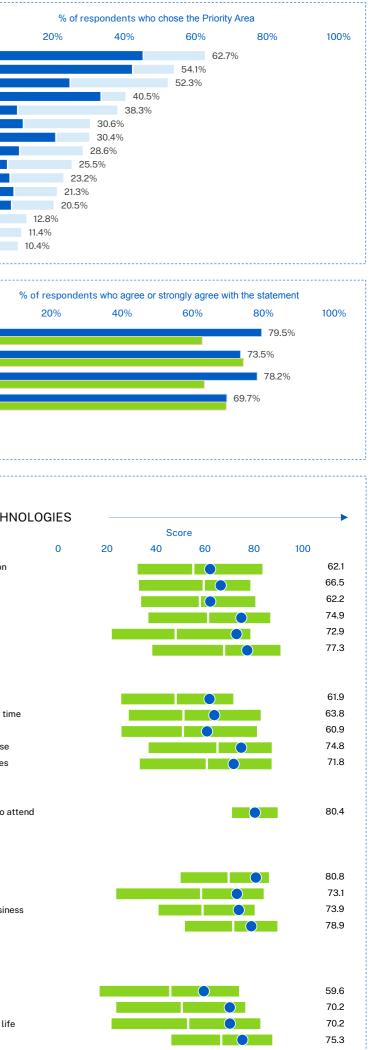
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0% air pollution corruption security road congestion basic amenities health services public transport unemployment fulfilling employment green spaces affordable housing social mobility school education recycling 11.4% citizen engagement 10.4%

0%

ATTITUDES

	,					
D				LEGEN	ND: MIN	MEAN GROUP MAX
CCC in 2021	STRU	CTURES				TECHNOL
			Score			
	Health & Safety	0 20) 40 6	60 80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				71.8	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory			\bigcirc	62.8	A website or App allows residents to easily give away unwanted items
TACTON	Public safety is not a problem				50.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				35.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			\bigcirc	65.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a p	roblem			51.8	Arranging medical appointments online has improved access
CCC	Mobility					Mobility
	Traffic congestion is not a problem	_			26.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				43.4	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
B						The city provides information on traffic congestion through mobile phones
D	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				61.5	Online purchasing of tickets to shows and museums has made it easier to attend
TECHNOLOGIES	Cultural activities (shows, bars, and museums) are satisfactory		_		65.4	Unline purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				00.4	
	Opportunities (Work & School)					Opportunities (Work & School)
GROUP	Employment finding services are readily available				63.6	Online access to job listings has made it easier to find work
UNOUF	Most children have access to a good school				60.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				61.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs				68.4	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome				57.3	
	Governance					Governance
	Information on local government decisions are easily accessible				53.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				36.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				53.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects)	57.6	Processing Identification Documents online has reduced waiting times



Barcelona



BACKGROUND INFORMATION

HDI

0.916

City	
Population	
7,671,252	

(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.893	0.904	0.899	0.905	+0.006
Life expectancy at birth	83.4	83.6	82.3	83.0	+0.7
Expected years of schooling	17.9	17.6	17.9	17.9	+0.0
Mean years of schooling	9.8	10.3	10.6	10.6	+0.0
GNI per capita (PPP \$)	35,041	40,975	36,516	38,354	+1,838

PRIORITY AREAS

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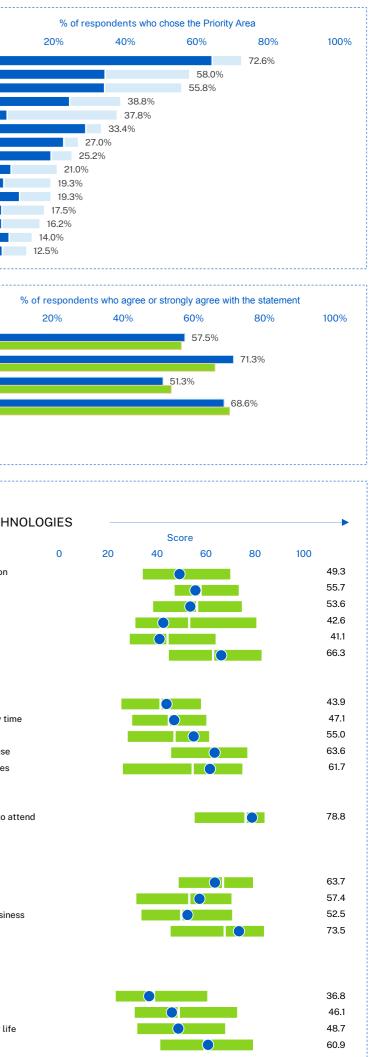
affordable housing security fulfilling employment health services unemployment air pollution road congestion corruption school education green spaces public transport recycling basic amenities citizen engagement social mobility

0%

0%

ATTITUDES

BB	,						
DD					LEGEN	ND: MIN	CITY MEAN GROUP MAX
BB in 2021	STRUCT	URES		Score		•	TECHNOL
	Health & Safety	0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas)	65.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					61.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					49.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					26.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					53.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a probl	em	\bigcirc			18.8	Arranging medical appointments online has improved access
BB	Mobility						Mobility
	Traffic congestion is not a problem					27.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					64.1	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
BB							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					62.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					76.0	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available					73.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					61.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					67.1	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					45.3	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome					51.1	
	Governance						Governance
	Information on local government decisions are easily accessible					50.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					34.4	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		(35.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					42.5	Processing Identification Documents online has reduced waiting times



Beijing



SMART

CITY RATING

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change
HDI	0.758	0.761	0.764	0.768	+0.004
Life expectancy at birth	76.7	76.9	78.1	78.2	+0.1
Expected years of schooling	13.9	14.0	14.2	14.2	+0.0
Mean years of schooling	7.9	12.6	13.0	13.0	+0.0
GNI per capita (PPP \$)	48,836	58,662	58,144	60,365	+2,221

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% road congestion air pollution affordable housing corruption health services fulfilling employment basic amenities social mobility school education public transport unemployment security recycling green spaces citizen engagement

0%

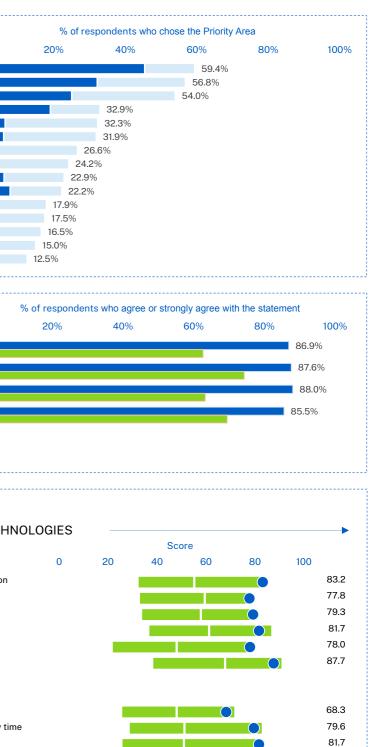
ATTITUDES

LEGEND: GR

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)

CITY

BB	· · · · · · · · · · · · · · · · · · ·					·	
					LEGEND:	: MIN OC	MEAN GROUP MAX
BB in 2021	st ها	TRUCTURES					TECHNOL
	Health & Safety	0	20	Score 40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		_			82.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					80.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					78.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					52.0	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory					79.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is no	ot a problem		\bigcirc		56.2	Arranging medical appointments online has improved access
BB	Mobility						Mobility
	Traffic congestion is not a problem					35.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					67.2	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
BB							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory				\bigcirc	79.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					86.0	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available					80.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					78.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					69.9	Online services provided by the city has made it easier to start a new business
2	Businesses are creating new jobs					79.9	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome					80.2	
	Governance						Governance
	Information on local government decisions are easily accessible				\bigcirc	79.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					58.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					66.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					76.6	Processing Identification Documents online has reduced waiting times















87.7

86.7

90.1

84.3

81.6 79.8 88.5

74.4 76.9

82.3 83.9

Beirut

CITY RANKING 139 Out of 141

not out of 118

in 2021

SMART

CITY RATING

D

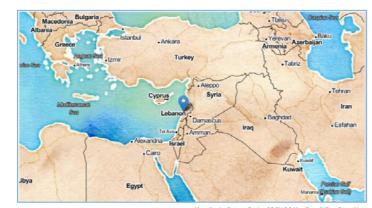
SMART

BACKGROUND INFORMATION



HDI 2,433,155 0.677

(UN World Urbanisation Prospects 2022 estimate)

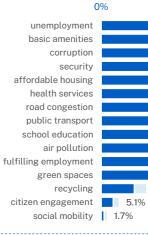


Country	2018	2019	2020	2021	1 yr change
HDI	0.750	0.745	0.726	0.706	-0.020
Life expectancy at birth	79.7	79.2	77.8	75.1	-2.8
Expected years of schooling	11.3	11.3	11.3	11.3	+0.0
Mean years of schooling	8.7	8.7	8.7	8.7	+0.0
GNI per capita (PPP \$)	15,586	14,378	11,201	9,526	-1,676

PRIORITY AREAS

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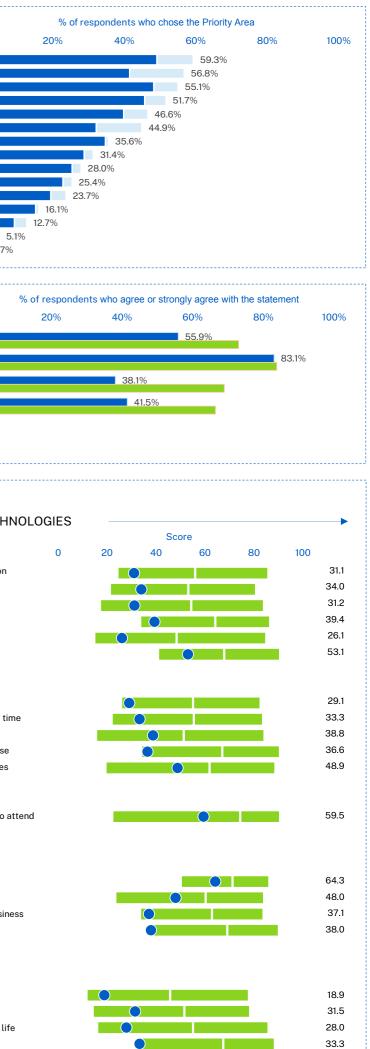
The left-hand, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



0%

ATTITUDES

	,							
						LEGEN	ND: MIN	CITY MEAN GROUP MAX
not in 2021		RES						TECHNOL
				Scor	re			
	Health & Safety	0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas						28	3.1 Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory						24	.9 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						24	.7 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						14	.0 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						31	.9 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	l					20	0.2 Arranging medical appointments online has improved access
D	Mobility							Mobility
	Traffic congestion is not a problem						11	.2 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						17	.5 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
D								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						25	0.0 Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						55	.4
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available						25	0.4 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						21	I.2 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						24	.0 Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs						25	.0 The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome			\bigcirc			42	.8
	Governance							Governance
	Information on local government decisions are easily accessible			\bigcirc			38	3.1 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		\bigcirc				13	3.3 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						17	.5 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		\bigcirc				21	.5 Processing Identification Documents online has reduced waiting times
1								



Belfast



SMART

BACKGROUND INFORMATION

City	
Population	HDI
341,506	0.896

(Eurostat)

SMART **CITY RATING**

> CC not in 2021

FACTOR RATINGS CCC STRUCTURES

CC TECHNOLOGIES

GROUP



All ratings range from AAA to D

Country	2018	2019	2020	2021	1 yr change
HDI	0.929	0.935	0.924	0.929	+0.005
Life expectancy at birth	81.1	81.7	80.4	80.7	+0.3
Expected years of schooling	17.3	17.3	17.3	17.3	+0.0
Mean years of schooling	13.2	13.3	13.4	13.4	+0.0
GNI per capita (PPP \$)	46,226	47,252	42,375	45,225	+2,850

PRIORITY AREAS

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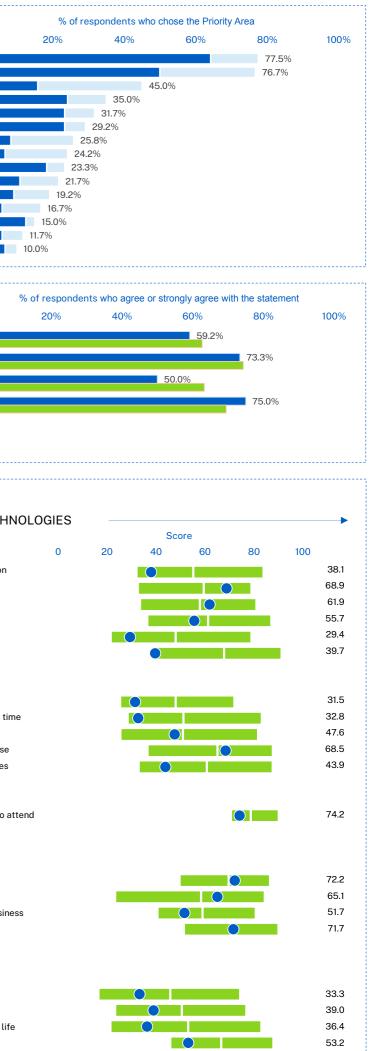
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0% affordable housing health services unemployment public transport security road congestion fulfilling employment school education corruption recycling social mobility green spaces air pollution basic amenities 11.7% citizen engagement 10.0%

0%

ATTITUDES

STRUCT	TIRES					>	TE
311001	UNEO		Sci	ore		-	
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						60.8	Online reporting of city maintenance problems provides a speedy solu
Recycling services are satisfactory						65.0	A website or App allows residents to easily give away unwanted item
Public safety is not a problem						43.6	Free public wifi has improved access to city services
Air pollution is not a problem			\bigcirc			39.6	CCTV cameras has made residents feel safer
Medical services provision is satisfactory			\bigcirc			42.5	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a prob	lem)			27.6	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						27.1	Car-sharing Apps have reduced congestion
Public transport is satisfactory			(49.9	Apps that direct you to an available parking space have reduced jour
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier t
							The city provides information on traffic congestion through mobile ph
Activities							Activities
Green spaces are satisfactory						61.3	Online purchasing of tickets to shows and museums has made it easi
Cultural activities (shows, bars, and museums) are satisfactory						75.8	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						69.0	Online access to job listings has made it easier to find work
Most children have access to a good school					\bigcirc	75.4	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						67.4	Online services provided by the city has made it easier to start a new
Businesses are creating new jobs						64.0	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						53.6	
Governance							Governance
Information on local government decisions are easily accessible						49.3	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern			\bigcirc			38.1	Online voting has increased participation
Residents contribute to decision making of local government						38.6	An online platform where residents can propose ideas has improved of
Residents provide feedback on local government projects						46.1	Processing Identification Documents online has reduced waiting time



Bengaluru



CITY RATING

CC

CC in 2021

FACTOR

RATINGS

CC

STRUCTURES

CC

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

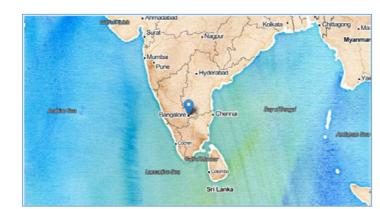
BACKGROUND INFORMATION

HDI

City	
Population	

13,193,035 0.667

(UN World Urbanisation Prospects 2022 estimate)



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreet

Country	2018	2019	2020	2021	1 yr change
HDI	0.647	0.645	0.642	0.633	-0.009
Life expectancy at birth	69.4	69.7	70.2	67.2	-2.9
Expected years of schooling	12.3	12.2	11.9	11.9	+0.0
Mean years of schooling	6.5	6.5	6.7	6.7	+0.0
GNI per capita (PPP \$)	6,829	6,681	6,107	6,590	+482

PRIORITY AREAS

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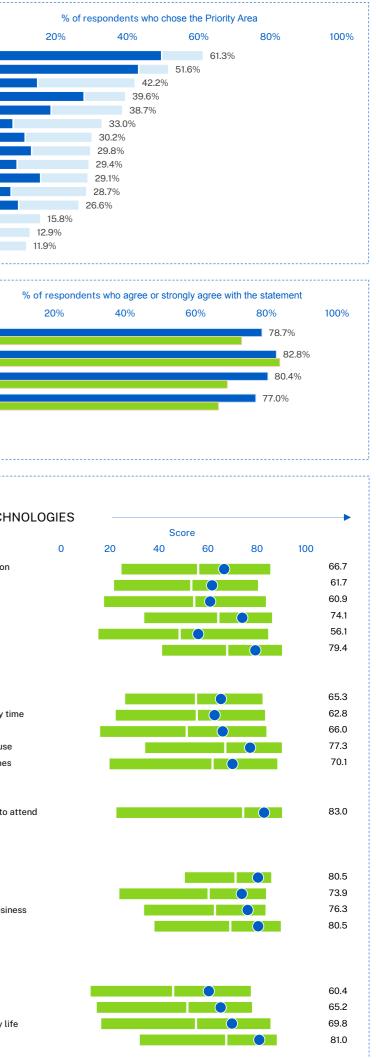
The left-hand, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation. air pollution road congestion basic amenities corruption affordable housing fulfilling employment recycling green spaces health services security unemployment public transport social mobility citizen engagement school education

0%

0%

ATTITUDES

				LEGEND		CITY MEAN GROUP MAX
STRUCTURES					•	TECH
		Sc	ore			
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					66.3	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					64.7	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					50.1	Free public wifi has improved access to city services
Air pollution is not a problem		\bigcirc			31.6	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					72.7	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem			\bigcirc		52.1	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem)			26.2	Car-sharing Apps have reduced congestion
Public transport is satisfactory			\bigcirc		64.9	Apps that direct you to an available parking space have reduced journey
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to us
						The city provides information on traffic congestion through mobile phone
Activities						Activities
Green spaces are satisfactory			(70.5	Online purchasing of tickets to shows and museums has made it easier to
Cultural activities (shows, bars, and museums) are satisfactory					78.3	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					74.9	Online access to job listings has made it easier to find work
Most children have access to a good school					74.6	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					68.4	Online services provided by the city has made it easier to start a new busi
Businesses are creating new jobs					78.1	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					70.8	
Governance						Governance
Information on local government decisions are easily accessible					71.2	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern					40.8	Online voting has increased participation
Residents contribute to decision making of local government					60.1	An online platform where residents can propose ideas has improved city
				_		



Berlin



BACKGROUND INFORMATION



(Eurostat)

GNI per capita (PPP \$)



53,078

54,534

Country	2018	2019	2020	2021	1 yr change
HDI	0.939	0.947	0.944	0.942	-0.002
Life expectancy at birth	81.2	81.3	81.2	80.6	-0.5
Expected years of schooling	17.1	17.0	17.0	17.0	+0.0
Mean years of schooling	14.1	14.2	14.1	14.1	+0.0

55,314

46,946

PRIORITY AREAS

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0% affordable housing security road congestion unemployment air pollution school education basic amenities health services public transport recycling green spaces citizen engagement corruption social mobility 12.4% fulfilling employment

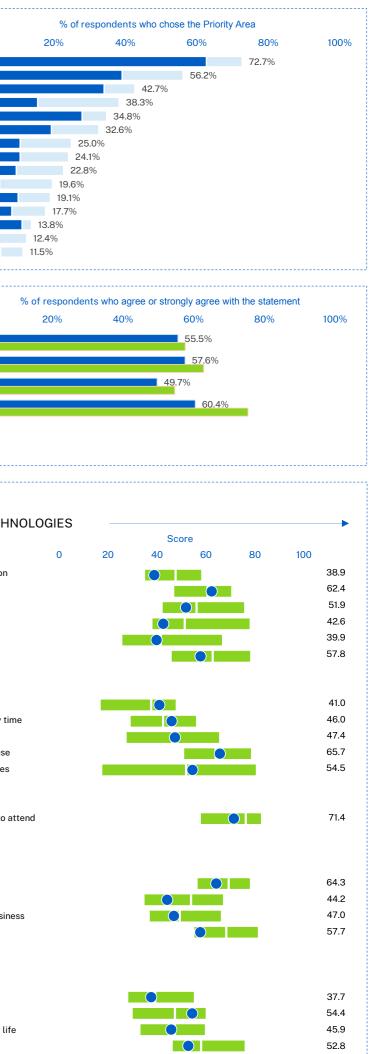
0%

ATTITUDES

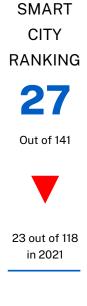
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions) LEGEND: CITY

BBB	L						L.		
						LEGEN	D: MIN	1	CITY MEAN GROUP MAX
BBB in 2021		CTURES		Sco	re				TECHNOL
	Health & Safety	0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							64.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			i				67.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem							44.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem							35.2	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory							67.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pr	oblem	\bigcirc					25.7	Arranging medical appointments online has improved access
BBB	Mobility								Mobility
	Traffic congestion is not a problem							33.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			~				60.7	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
BBB									The city provides information on traffic congestion through mobile phones
	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory							60.9	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory							72.9	
	Opportunities (Work & School)								Opportunities (Work & School)
GROUP	Employment finding services are readily available							58.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school							53.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions							53.6	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs							57.1	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				\bigcirc			55.3	
	Governance								Governance
	Information on local government decisions are easily accessible							50.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			\bigcirc				47.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government							44.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							50.5	Processing Identification Documents online has reduced waiting times

+1,457



Bilbao



BACKGROUND INFORMATION

City	
Population	HD
2,185,908	0.9

(Eurostat)

SMART **CITY RATING**



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BBB in 2021
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FACTOR RATINGS BBB STRUCTURES

BBB TECHNOLOGIES

GROUP



All ratings range from AAA to D





Country	2018	2019	2020	2021	1 yr change
HDI	0.893	0.904	0.899	0.905	+0.006
Life expectancy at birth	83.4	83.6	82.3	83.0	+0.7
Expected years of schooling	17.9	17.6	17.9	17.9	+0.0
Mean years of schooling	9.8	10.3	10.6	10.6	+0.0
GNI per capita (PPP \$)	35,041	40,975	36,516	38,354	+1,838

PRIORITY AREAS

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0% affordable housing fulfilling employment unemployment security health services citizen engagement corruption road congestion air pollution school education social mobility green spaces public transport recycling basic amenities

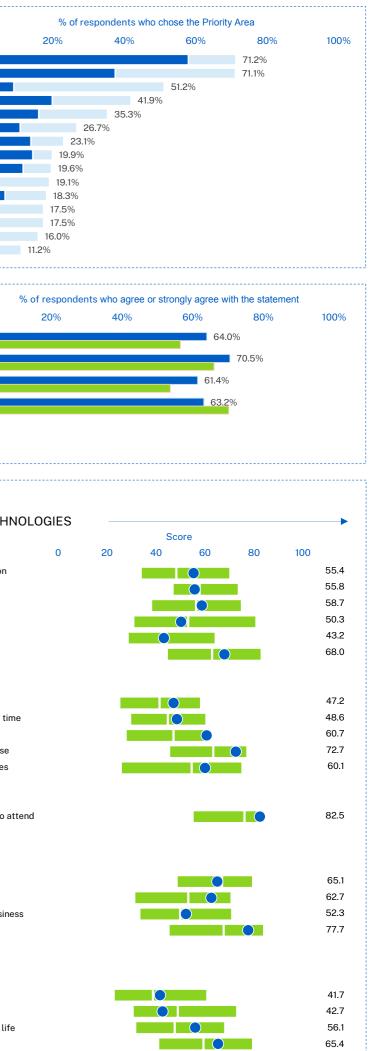
0%

ATTITUDES

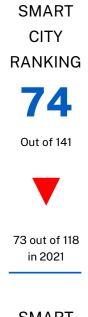
LEGEND:

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)

					LEGEN	D: MIN		
	DEC				LEGEN			
3160104	NL3		Sco	re				TECHNOLOGI
Health & Safety	0	20	40	60	80	100		Health & Safety
Basic sanitation meets the needs of the poorest areas						7	76.4	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						7	76.0	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						6	62.2	Free public wifi has improved access to city services
Air pollution is not a problem)		5	50.2	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						6	69.0	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem						2	25.4	Arranging medical appointments online has improved access
Mobility								Mobility
Traffic congestion is not a problem			\bigcirc			4	47.0	Car-sharing Apps have reduced congestion
Public transport is satisfactory						8	32.8	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								Activities
Green spaces are satisfactory						7	78.9	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory						8	34.0	
Opportunities (Work & School)								Opportunities (Work & School)
Employment finding services are readily available						7	75.4	Online access to job listings has made it easier to find work
Most children have access to a good school						7	76.2	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						7	76.2	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs						5	50.9	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						6	63.8	
Governance								Governance
Information on local government decisions are easily accessible						6	61.9	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						Ę	51.6	Online voting has increased participation
Residents contribute to decision making of local government						4	18.4	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects				\bigcirc		5	54.9	Processing Identification Documents online has reduced waiting times



Birmingham



BACKGROUND INFORMATION



(Eurostat)

SMART CITY RATING



B in 2021

FACTOR RATINGS

STRUCTURES

BB

GROUP



All ratings range from AAA to D





						÷.
Country	2018	2019	2020	2021	1 yr change	į.
HDI	0.920	0.932	0.924	0.929	+0.005	
Life expectancy at birth	81.2	81.3	80.4	80.7	+0.3	Ŀ
Expected years of schooling	17.4	17.5	17.3	17.3	+0.0	
Mean years of schooling	13.0	13.2	13.4	13.4	+0.0	
GNI per capita (PPP \$)	39,507	46,071	42,375	45,225	+2,850	l

PRIORITY AREAS

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0% affordable housing security health services road congestion unemployment air pollution fulfilling employment green spaces recycling school education public transport basic amenities social mobility corruption 11.8% citizen engagement 7.3%

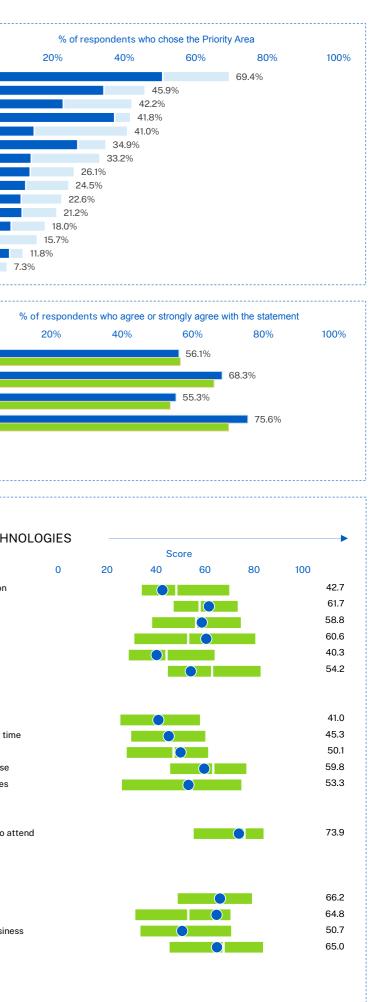
0%

ATTITUDES

LEGEND:

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				•	TECHNOI	OGIES				
•	OTROOTOREO		Score						Score		
Health & Safety	0	20	40	60 80	100	Health & Safety	0	20	40 60	80	100
Basic sanitation meets the needs of the poorest areas					56.1	Online reporting of city maintenance problems provides a speedy solution					
Recycling services are satisfactory					63.3	A website or App allows residents to easily give away unwanted items					
Public safety is not a problem					35.9	Free public wifi has improved access to city services					
Air pollution is not a problem					32.3	CCTV cameras has made residents feel safer					
Medical services provision is satisfactory					55.2	A website or App allows residents to effectively monitor air pollution					
inding housing with rent equal to 30% or less of a monthly sa	alary is not a problem				36.3	Arranging medical appointments online has improved access					
Mobility						Mobility					
raffic congestion is not a problem					25.3	Car-sharing Apps have reduced congestion					
Public transport is satisfactory					49.9	Apps that direct you to an available parking space have reduced journey time					
						Bicycle hiring has reduced congestion		1			
						Online scheduling and ticket sales has made public transport easier to use					
						The city provides information on traffic congestion through mobile phones					
Activities						Activities					
Green spaces are satisfactory					61.3	Online purchasing of tickets to shows and museums has made it easier to atten	d				
Cultural activities (shows, bars, and museums) are satisfactor	у				72.4						
Opportunities (Work & School)						Opportunities (Work & School)					
mployment finding services are readily available					63.4	Online access to job listings has made it easier to find work					
Nost children have access to a good school					60.2	IT skills are taught well in schools					
ifelong learning opportunities are provided by local institutio	ons				57.6	Online services provided by the city has made it easier to start a new business					
Businesses are creating new jobs					60.4	The current internet speed and reliability meet connectivity needs					
/linorities feel welcome					66.1						
Governance						Governance					
nformation on local government decisions are easily accessib	ble				58.8	Online public access to city finances has reduced corruption					
Corruption of city officials is not an issue of concern					44.9	Online voting has increased participation					
Residents contribute to decision making of local government					48.8	An online platform where residents can propose ideas has improved city life					
Residents provide feedback on local government projects					54.8	Processing Identification Documents online has reduced waiting times					



Bogota



D

BACKGROUND INFORMATION



(UN Data)

. Manaus C BY 3.0 Map Data

Country	2018	2019	2020	2021	1 yr change
HDI	0.761	0.767	0.756	0.752	-0.004
Life expectancy at birth	77.1	77.3	74.8	72.8	-1.9
Expected years of schooling	14.6	14.4	14.4	14.4	+0.0
Mean years of schooling	8.3	8.5	8.9	8.9	+0.0
GNI per capita (PPP \$)	12,896	14,257	13,185	14,384	+1,199

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.

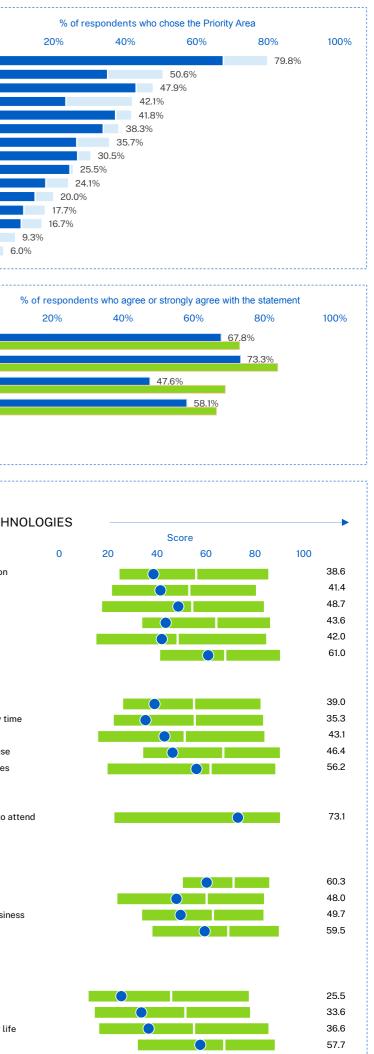
The left-hand, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% security health services corruption unemployment public transport air pollution fulfilling employment affordable housing road congestion basic amenities social mobility school education recycling green spaces 9.3% citizen engagement 6.0%

0%

ATTITUDES

ν				MEAN GROUP MAX
D in 2021	STRUCTURES		•	TECHNOL
		Score		
	Health & Safety 0 20	0 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		32.3	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory		41.9	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		17.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		17.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		40.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		24.7	Arranging medical appointments online has improved access
D	Mobility			Mobility
	Traffic congestion is not a problem		14.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		22.0	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
С				The city provides information on traffic congestion through mobile phones
•	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		64.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		70.5	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		51.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		38.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		41.2	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		37.2	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome		29.9	
	Governance			Governance
	Information on local government decisions are easily accessible		43.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		16.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		25.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		35.4	Processing Identification Documents online has reduced waiting times



Bologna



CITY RATING

BB

BACKGROUND INFORMATION



(Eurostat)



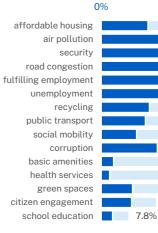
Country	2018	2019	2020	2021	1 yr change
HDI	0.883	0.892	0.889	0.895	+0.006
Life expectancy at birth	83.4	83.5	82.4	82.9	+0.4
Expected years of schooling	16.2	16.1	16.2	16.2	+0.0
Mean years of schooling	10.2	10.4	10.7	10.7	+0.0
GNI per capita (PPP \$)	36,141	42,776	39,901	42,840	+2,939

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both

areas explained) means that these areas may

benefit from close observation.



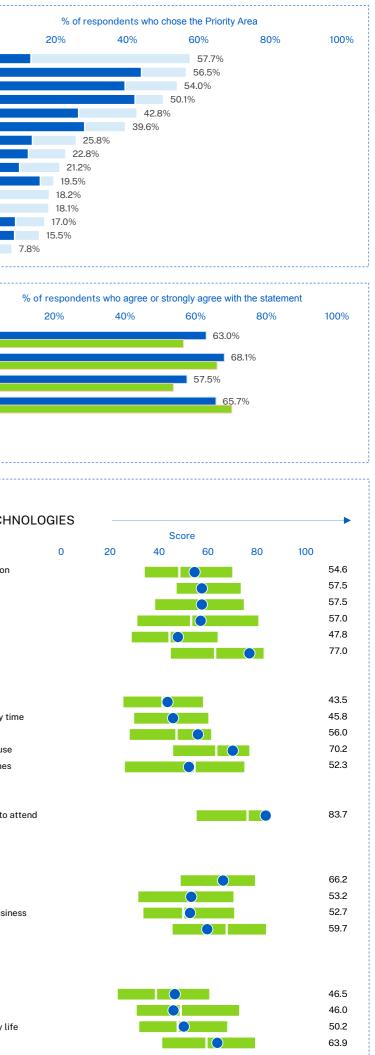
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ATTITUDES

LEGEND:

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)

DD						LEGEN	D: MIN	1	CITY MEAN GROUP MAX
BB in 2021		JRES						-	TECHNOLO
				Sco	ore				
	Health & Safety	0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							72.5	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory							70.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem							44.9	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem)				29.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					\bigcirc		74.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	m						73.0	Arranging medical appointments online has improved access
BBB	N.AInitian								Mark III.
	Mobility							29.6	Mobility
STRUCTURES	Traffic congestion is not a problem)				29.0 62.7	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory							02.7	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
BB									The city provides information on traffic congestion through mobile phones
	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory							72.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			1				79.9	
	Opportunities (Work & School)								Opportunities (Work & School)
	Employment finding services are readily available							41.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school							70.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions							66.4	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs			(51.4	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome				\bigcirc			54.9	
	Governance								Governance
	Information on local government decisions are easily accessible							62.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern							43.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government							44.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							51.6	Processing Identification Documents online has reduced waiting times
	·····								



Bordeaux



CITY RATING

BACKGROUND INFORMATION

City	
Population	HDI
3,511,921	0.900

(Eurostat)



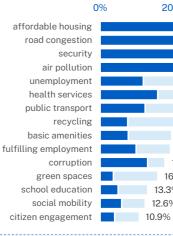
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

Country	2018	2019	2020	2021	1 yr change
HDI	0.891	0.901	0.898	0.903	+0.005
Life expectancy at birth	82.5	82.7	82.2	82.5	+0.3
Expected years of schooling	15.5	15.6	15.8	15.8	+0.0
Mean years of schooling	11.4	11.5	11.6	11.6	+0.0
GNI per capita (PPP \$)	40,511	47,173	43,048	45,937	+2,889

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.

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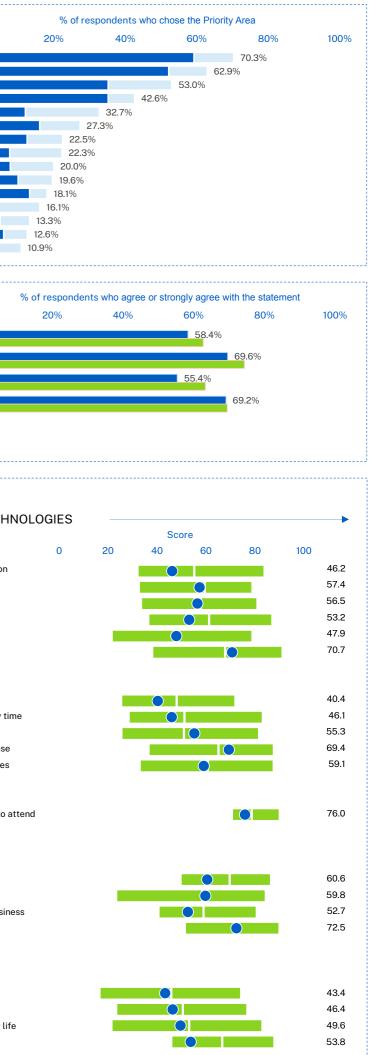


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ATTITUDES

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)

CCC	L				i i	·	
					LEGEND	: MIN OC	ITY MEAN GROUP MAX
CCC in 2021	STRUC	CTURES		Score			TECHNOL
	Health & Safety	0	20 40) 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					57.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					64.5	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					43.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					31.1	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					63.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pr	oblem				22.7	Arranging medical appointments online has improved access
CCC	Mobility						Mobility
	Traffic congestion is not a problem					22.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					61.9	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
CC							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory				\bigcirc	79.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					85.0	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available					64.1	Online access to job listings has made it easier to find work
GRUUP	Most children have access to a good school					70.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					64.0	Online services provided by the city has made it easier to start a new business
つ	Businesses are creating new jobs					60.5	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome					59.4	
	Governance						Governance
	Information on local government decisions are easily accessible					61.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	l i i i i i i i i i i i i i i i i i i i				47.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					45.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					51.8	Processing Identification Documents online has reduced waiting times



Boston



A

BACKGROUND INFORMATION



(UN Data)



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Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.926	0.920	0.921	+0.001
Life expectancy at birth	78.9	78.9	77.4	77.2	-0.2
Expected years of schooling	16.3	16.3	16.3	16.3	+0.0
Mean years of schooling	13.4	13.4	13.7	13.7	+0.0
GNI per capita (PPP \$)	56,140	63,826	61,462	64,765	+3,304

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.

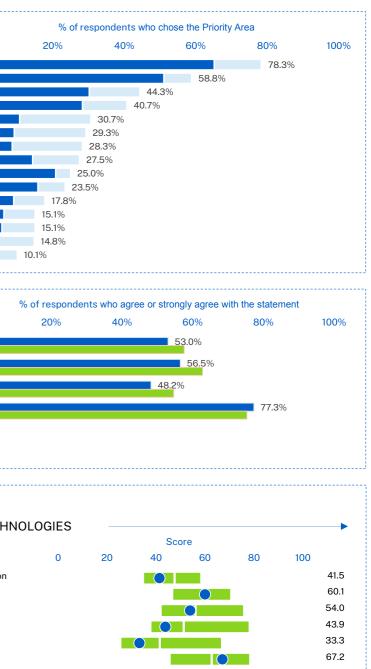
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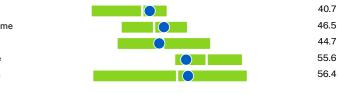
0% affordable housing road congestion public transport security unemployment fulfilling employment health services school education corruption air pollution social mobility recycling basic amenities green spaces citizen engagement 10.1%

0%

ATTITUDES

	,						
A					LEGEN	ID: MIN	MEAN GROUP MAX
BBB in 2021	STR	RUCTURES					TECHNOLC
			:	Score			
	Health & Safety	0 2	0 40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					59.8	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory)	68.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					41.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					46.1	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				\bigcirc	74.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	a problem				27.6	Arranging medical appointments online has improved access
A	Mobility						Mobility
	Traffic congestion is not a problem					21.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					43.4	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
Δ							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					67.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					81.5	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					67.6	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					61.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			\bigcirc		66.4	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs					70.1	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome					60.9	
	Governance						Governance
	Information on local government decisions are easily accessible					67.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					43.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					52.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					62.1	Processing Identification Documents online has reduced waiting times







69.7
50.9
47.9
67.4

41.1
52.1
47.2
54.9

Brasilia



SMART

CITY RATING

C

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



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Country	2018	2019	2020	2021	1 yr change
HDI	0.764	0.766	0.758	0.754	-0.004
Life expectancy at birth	75.1	75.3	74.0	72.8	-1.3
Expected years of schooling	15.7	15.6	15.6	15.6	+0.0
Mean years of schooling	8.0	10.6	10.9	10.9	+0.0
GNI per capita (PPP \$)	21,972	23,261	22,286	24,563	+2,277

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.

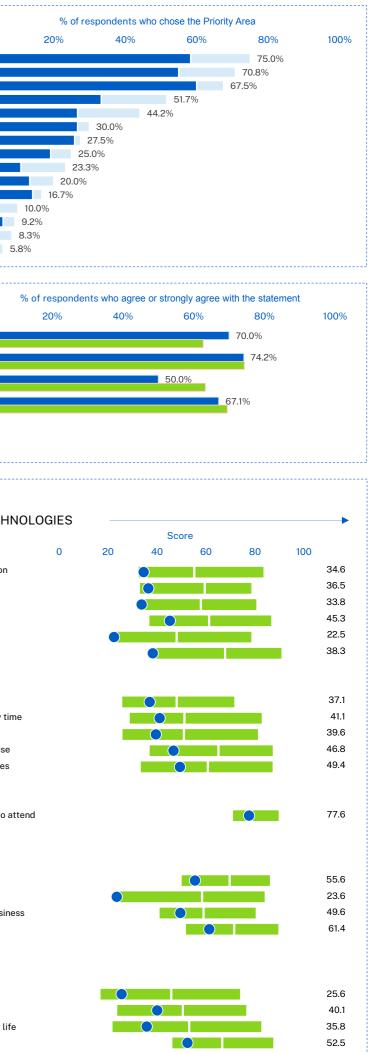
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0% health services security public transport unemployment school education corruption affordable housing social mobility fulfilling employment basic amenities road congestion citizen engagement recycling 9.2% green spaces 8.3% air pollution 5.8%

0%

ATTITUDES

C					LEGEN	D: MIN	MEAN GROUP MAX
not in 2021	STRUC	TURES					TECHNO
				Score			
	Health & Safety	0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					46.4	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory					52.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	1	\bigcirc			28.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					41.7	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					31.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pro	oblem				19.3	Arranging medical appointments online has improved access
C	Mobility						Mobility
	Traffic congestion is not a problem		\bigcirc			25.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		\bigcirc			19.9	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
С							The city provides information on traffic congestion through mobile phones
•	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory				\bigcirc	73.2	Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory					66.3	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					47.6	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					43.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					52.4	Online services provided by the city has made it easier to start a new business
9	Businesses are creating new jobs					43.2	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome					31.3	
	Governance						Governance
	Information on local government decisions are easily accessible					40.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					17.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					23.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					30.3	Processing Identification Documents online has reduced waiting times



Bratislava



CITY RATING

BACKGROUND INFORMATION



(Eurostat)



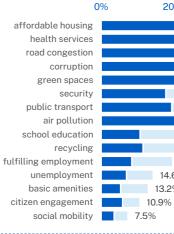
fap tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

						۰.
Country	2018	2019	2020	2021	1 yr change	
HDI	0.857	0.860	0.857	0.848	-0.009	
Life expectancy at birth	77.4	77.5	77.0	74.9	-2.1	
Expected years of schooling	14.5	14.5	14.5	14.5	+0.0	ł.
Mean years of schooling	12.6	12.7	12.9	12.9	+0.0	ł.
GNI per capita (PPP \$)	30,672	32,113	29,801	30,690	+889	l

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



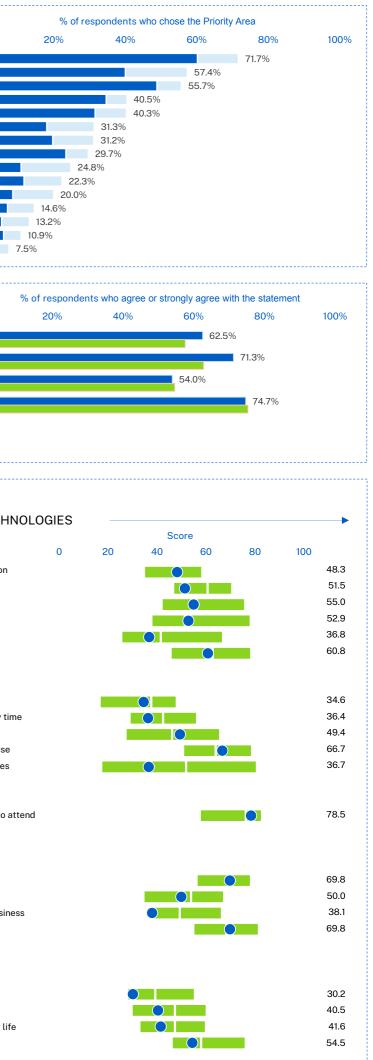
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ATTITUDES

LEGEND:

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)

BB						·		
					LEGEND:	MIN OC	ITY MEAN GROUP MAX	
BB in 2021	STRU	JCTURES		Score		•	•	TECHNO
	Health & Safety	0	20 40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas					57.6	Online reporting of city maintenance pro	blems provides a speedy solution
	Recycling services are satisfactory					57.4	A website or App allows residents to eas	ily give away unwanted items
FACTOR	Public safety is not a problem					58.2	Free public wifi has improved access to o	city services
RATINGS	Air pollution is not a problem					37.5	CCTV cameras has made residents feel s	safer
10/111000	Medical services provision is satisfactory					42.4	A website or App allows residents to eff	ectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a p	problem				25.2	Arranging medical appointments online	nas improved access
BB	Mobility						Mobility	
	Traffic congestion is not a problem					22.2	Car-sharing Apps have reduced congest	ion
STRUCTURES	Public transport is satisfactory					48.0	Apps that direct you to an available park	ing space have reduced journey time
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has m	ade public transport easier to use
BBB							The city provides information on traffic of	ongestion through mobile phones
	Activities						Activities	
TECHNOLOGIES	Green spaces are satisfactory					40.5	Online purchasing of tickets to shows an	d museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory					67.8		
	Opportunities (Work & School)						Opportunities (Work & Schoo	l)
GROUP	Employment finding services are readily available			\bigcirc		67.0	Online access to job listings has made it	easier to find work
GILOOI	Most children have access to a good school					64.2	IT skills are taught well in schools	
_	Lifelong learning opportunities are provided by local institutions					61.0	Online services provided by the city has	made it easier to start a new business
1	Businesses are creating new jobs			\bigcirc		62.4	The current internet speed and reliability	/ meet connectivity needs
	Minorities feel welcome					46.3		
	Governance						Governance	
	Information on local government decisions are easily accessible					61.0	Online public access to city finances has	reduced corruption
	Corruption of city officials is not an issue of concern					28.8	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government					40.1	An online platform where residents can	propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					50.7	Processing Identification Documents onl	ine has reduced waiting times



Brisbane



SMART

CITY RATING

BACKGROUND INFORMATION

City	
Population	HDI
2,054,614	0.944

(UN Data)



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Country	2018	2019	2020	2021	1 yr change
HDI	0.941	0.941	0.947	0.951	+0.004
Life expectancy at birth	83.4	83.1	84.3	84.5	+0.2
Expected years of schooling	18.0	18.0	18.0	18.0	+0.0
Mean years of schooling	12.6	12.1	12.4	12.4	+0.0
GNI per capita (PPP \$)	43,821	52,085	49,392	52,293	+2,901

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, dark blue section of each bar shows

the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% affordable housing road congestion health services unemployment security public transport fulfilling employment corruption recycling school education basic amenities social mobility green spaces 15.2% air pollution 14.7% citizen engagement 8.9%

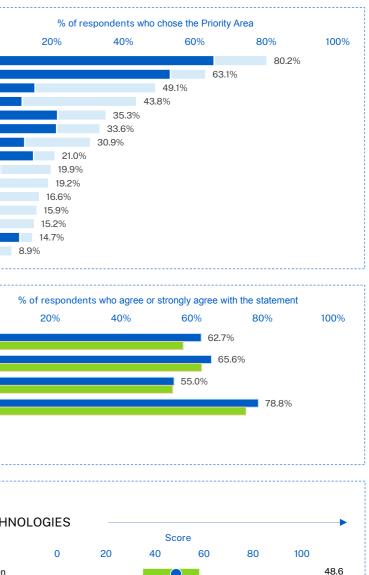
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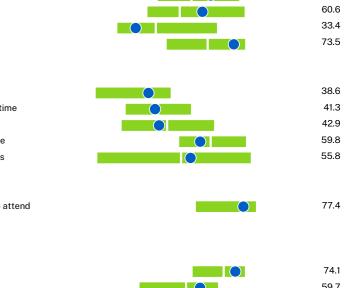
ATTITUDES

LEGEND:

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)

-					LEGEN	ID: MIN	CITY MEAN GROUP MAX				
:1		STRUCTURES		Score			•	TECHNOLOGIES		Score	•
_	Health & Safety	0	20	40	60 80	100	Health & Safety	0	20 4	0 60	80 100
	Basic sanitation meets the needs of the poorest areas					71.5	Online reporting of city maintenance problems provides a s	peedy solution			48.6
	Recycling services are satisfactory					74.6	A website or App allows residents to easily give away unwa	anted items			62.8
	Public safety is not a problem					52.4	Free public wifi has improved access to city services				64.0
	Air pollution is not a problem					52.9	CCTV cameras has made residents feel safer				60.6
	Medical services provision is satisfactory					69.4	A website or App allows residents to effectively monitor air	r pollution			33.4
	Finding housing with rent equal to 30% or less of a monthly salar	ry is not a problem)		28.3	Arranging medical appointments online has improved acces	SS			73.5
	Mobility						Mobility				
	Traffic congestion is not a problem					26.1	Car-sharing Apps have reduced congestion				38.6
	Public transport is satisfactory					54.5	Apps that direct you to an available parking space have red	luced journey time			41.3
				Ŭ			Bicycle hiring has reduced congestion				42.9
							Online scheduling and ticket sales has made public transpo	ort easier to use			59.8
							The city provides information on traffic congestion through	n mobile phones			55.8
	Activities						Activities				
	Green spaces are satisfactory					70.2	Online purchasing of tickets to shows and museums has ma	ade it easier to attend			77.4
	Cultural activities (shows, bars, and museums) are satisfactory					79.3					
	Opportunities (Work & School)						Opportunities (Work & School)				
	Employment finding services are readily available					70.8	Online access to job listings has made it easier to find work	(74.1
	Most children have access to a good school					77.5	IT skills are taught well in schools		_		59.7
	Lifelong learning opportunities are provided by local institutions					72.0	Online services provided by the city has made it easier to st	tart a new business			53.7
	Businesses are creating new jobs					63.0	The current internet speed and reliability meet connectivity	/ needs			63.8
	Minorities feel welcome					65.3					
	Governance						Governance				
_	Information on local government decisions are easily accessible					59.6	Online public access to city finances has reduced corruptio	'n			39.1
	Corruption of city officials is not an issue of concern					47.9	Online voting has increased participation				47.7
	Residents contribute to decision making of local government					51.0	An online platform where residents can propose ideas has i	improved city life			45.7
•	Residents provide feedback on local government projects					63.0	Processing Identification Documents online has reduced wa				62.6





/4.1
59.7
53.7
63.8

Brussels



SMART

CITY RATING

BACKGROUND INFORMATION

City	
Population	HDI
1,226,329	0.953

(Eurostat)



Country HDI	2018 0.919	2019 0.931	2020 0.928	2021 0.937	1 yr change +0.009
Life expectancy at birth	81.5	81.6	80.8	81.9	+1.1
Expected years of schooling	19.7	19.8	18.0	18.0	+0.0
Mean years of schooling	11.8	12.1	12.4	12.4	+0.0
GNI per capita (PPP \$)	43,821	52,085	49,392	52,293	+2,901

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

affordable housing security road congestion air pollution unemployment health services public transport corruption fulfilling employment green spaces school education basic amenities recycling social mobility citizen engagement

ATTITUDES

LEGEND:

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)

CITY

B								
D					LEGEND:	MIN	CITY MEAN GROUP MAX	
021	STR	UCTURES		ore			•	TECHNOL
_	Health & Safety	0 2	.0 40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas					54.3	-	speedy solution
	Recycling services are satisfactory					59.9	A website or App allows residents to easily give away unv	vanted items
DR	Public safety is not a problem					46.4	Free public wifi has improved access to city services	
GS	Air pollution is not a problem	_				28.3	CCTV cameras has made residents feel safer	
35	Medical services provision is satisfactory				-	66.5	A website or App allows residents to effectively monitor a	air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem				32.3	Arranging medical appointments online has improved acc	ess
3	Mobility						Mobility	
_	Traffic congestion is not a problem					28.6	-	
IRES	Public transport is satisfactory					58.2	Apps that direct you to an available parking space have re	educed journey time
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has made public transp	port easier to use
							The city provides information on traffic congestion throug	gh mobile phones
	Activities						Activities	
DGIES	Green spaces are satisfactory					65.6	Online purchasing of tickets to shows and museums has n	nade it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					73.8		
_	Opportunities (Work & School)						Opportunities (Work & School)	
п	Employment finding services are readily available					64.2	Online access to job listings has made it easier to find wo	rk
JP	Most children have access to a good school					58.3	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions					62.5	Online services provided by the city has made it easier to	start a new business
	Businesses are creating new jobs					53.0	The current internet speed and reliability meet connectivi	ty needs
	Minorities feel welcome					49.0		
	Governance						Governance	
—	Information on local government decisions are easily accessible					55.5	Online public access to city finances has reduced corrupt	ion
	Corruption of city officials is not an issue of concern					42.5	Online voting has increased participation	
range	Residents contribute to decision making of local government					40.6	An online platform where residents can propose ideas has	s improved city life

0%

0%



43.7
50.9
48.1
62.4

Bucharest



CITY RATING

BACKGROUND INFORMATION



(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.816	0.828	0.824	0.821	-0.003
Life expectancy at birth	75.9	76.1	75.4	74.2	-1.2
Expected years of schooling	14.3	14.3	14.2	14.2	+0.0
Mean years of schooling	11.0	11.1	11.3	11.3	+0.0
GNI per capita (PPP \$)	23,906	29,497	28,359	30,027	+1,669

PRIORITY AREAS

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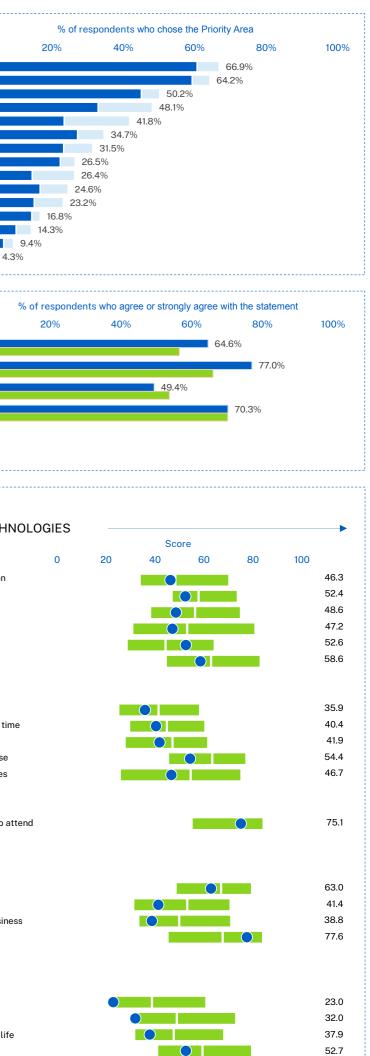
0% air pollution road congestion corruption health services basic amenities recycling green spaces public transport school education security fulfilling employment affordable housing citizen engagement unemployment 9.4% social mobility 4.3%

0%

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) LEGEND: CITY

CCC								
					LEGE	END: M	IN 🔵	CITY MEAN GROUP MAX
CCC in 2021	STRUCTURE	JRES		Score				TECHNOLO
	Health & Safety	0	20	40 60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas						42.8	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						30.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						44.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						15.2	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory						39.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	ŧm					26.9	Arranging medical appointments online has improved access
CCC	Mobility							Mobility
\sim \sim \sim	Traffic congestion is not a problem	7					12.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory)			32.2	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
B								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						45.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						63.1	
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available			\bigcirc			52.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						48.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						45.2	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs						49.6	The current internet speed and reliability meet connectivity needs
∠	Minorities feel welcome						53.7	
	Governance							Governance
	Information on local government decisions are easily accessible						37.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						18.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						20.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		(33.6	Processing Identification Documents online has reduced waiting times



Budapest



CITY RATING

B

BACKGROUND INFORMATION



(Eurostat)

. Hamburg Ukraine

Мар	tiles	by	Stamen	Design	СС	ΒY	3.0	Мар	Data	C	OpenStreetMap

ange
-0.003
-1.2
+0.0
+0.0
+2,302

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.

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affordable housing health services security corruption fulfilling employment air pollution road congestion green spaces unemployment basic amenities school education public transport recycling social mobility 10.4% citizen engagement 7.1%

ATTITUDES

LEGEND:

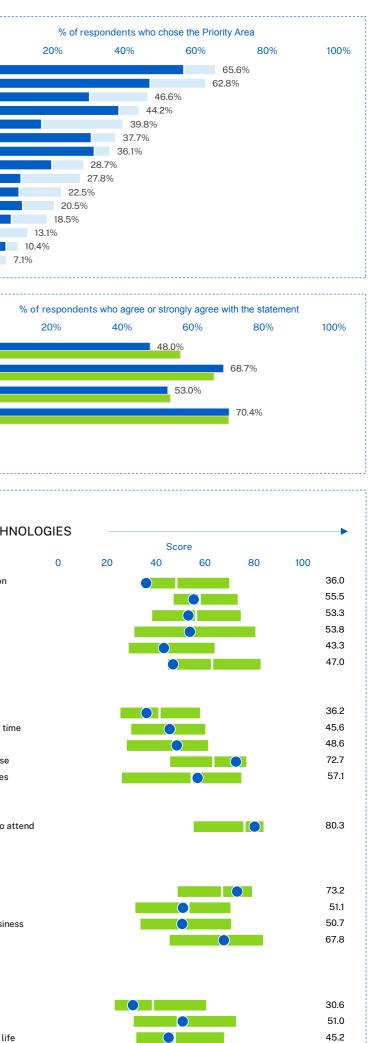
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

D			LEGEND: MIN CIT	Y MEAN GROUP MAX
B in 2021	STRUCTURES	0	•	TECHNOL
	Health & Safety 0	Score 20 40 60	80 100	Health & Safety
	Health & Safety 0 Basic sanitation meets the needs of the poorest areas	20 40 00	47.7	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		56.1	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		46.7	Free public wifi has improved access to city services
	Air pollution is not a problem		27.7	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory		35.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		18.0	Arranging medical appointments online has improved access
B	Mobility			Mobility
	Traffic congestion is not a problem		23.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		49.8	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
BB				
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		47.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		74.0	
	Opportunities (Work & School)			Opportunities (Work & School)
	Employment finding services are readily available		62.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		53.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		60.6	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		62.3	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome		30.7	
	Governance			Governance
	Information on local government decisions are easily accessible		50.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		30.4	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		34.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		43.9	Processing Identification Documents online has reduced waiting times
t	i			

0%

0%



 \bigcirc

65.7

Buenos Aires



CITY RATING

C

BACKGROUND INFORMATION



(UN Data)



sign CC BY 3.0 Map Data © Op

Country	2018	2019	2020	2021	1 yr change
HDI	0.830	0.845	0.840	0.842	+0.002
Life expectancy at birth	76.5	76.7	75.9	75.4	-0.5
Expected years of schooling	17.6	17.7	17.9	17.9	+0.0
Mean years of schooling	10.6	10.9	11.2	11.2	+0.0
GNI per capita (PPP \$)	17,611	21,190	19,178	20,925	+1,747

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.

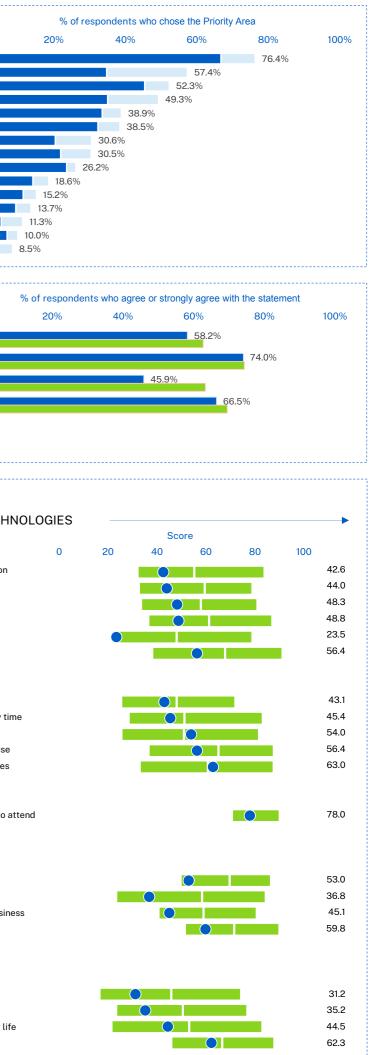
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0% security unemployment corruption health services affordable housing school education basic amenities fulfilling employment road congestion air pollution public transport recycling citizen engagement 11.3% social mobility 10.0% green spaces 8.5%

0%

ATTITUDES

C									
-						LEGEN	ID: MI	N 🌔	CITY MEAN GROUP MAX
D in 2021	STRUCT	URES							TECHNOL
				Sco	ore				
	Health & Safety	0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							39.4	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory							43.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem							18.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem							24.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			\bigcirc				41.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	lem						22.6	Arranging medical appointments online has improved access
C	Mobility								Mobility
	Traffic congestion is not a problem							22.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory							45.2	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
С									The city provides information on traffic congestion through mobile phones
•	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory							70.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory							75.9	
	Opportunities (Work & School)								Opportunities (Work & School)
	Employment finding services are readily available			\bigcirc				39.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school			\bigcirc				31.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions							46.0	Online services provided by the city has made it easier to start a new business
_	Businesses are creating new jobs							31.4	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome			\bigcirc				41.6	
	Governance								Governance
	Information on local government decisions are easily accessible			\bigcirc				46.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		\bigcirc					22.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government							28.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							40.4	Processing Identification Documents online has reduced waiting times



Busan



BB in 2021

FACTOR

RATINGS

BB

STRUCTURES

BBB

TECHNOLOGIES

GROUP

2

All ratings range

from AAA to D

BACKGROUND INFORMATION

City	
Population	HDI
3,343,528	0.936

(UN Data)



n Design CC BY 3.0 Map Data © Op

2018	2019	2020	2021	1 yr change
0.906	0.916	0.922	0.925	+0.003
82.8	83.0	83.6	83.7	+0.1
16.4	16.5	16.5	16.5	+0.0
12.2	12.2	12.5	12.5	+0.0
36,757	43,044	42,698	44,501	+1,803
	0.906 82.8 16.4 12.2	0.906 0.916 82.8 83.0 16.4 16.5 12.2 12.2	0.906 0.916 0.922 82.8 83.0 83.6 16.4 16.5 16.5 12.2 12.2 12.5	0.9060.9160.9220.92582.883.083.683.716.416.516.516.512.212.212.512.5

PRIORITY AREAS

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fulfilling employment unemployment road congestion affordable housing air pollution corruption basic amenities green spaces security public transport citizen engagement health services recycling social mobility school education

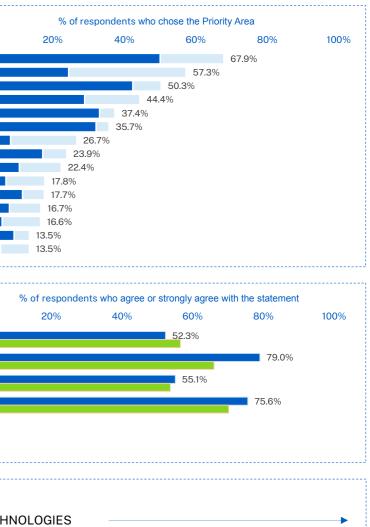
ATTITUDES

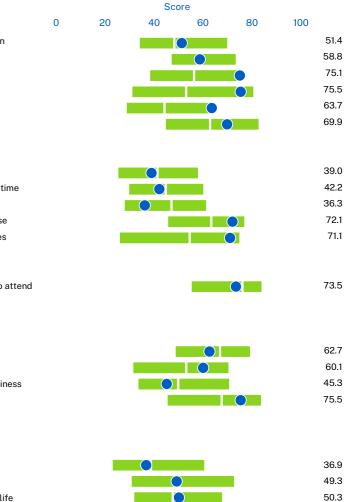
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions) LEGEND: CITY

STRUCTURES						TECHNO
		Sco	re			
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas)	73.2	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					70.1	A website or App allows residents to easily give away unwanted items
Public safety is not a problem			\bigcirc		67.9	Free public wifi has improved access to city services
Air pollution is not a problem					23.8	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					72.7	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem					42.6	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem)			27.9	Car-sharing Apps have reduced congestion
Public transport is satisfactory					65.3	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						Activities
Green spaces are satisfactory					51.6	Online purchasing of tickets to shows and museums has made it easier to atte
Cultural activities (shows, bars, and museums) are satisfactory)		49.2	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					55.5	Online access to job listings has made it easier to find work
Most children have access to a good school			\bigcirc		60.4	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					63.1	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs					34.9	The current internet speed and reliability meet connectivity needs
Minorities feel welcome	(31.7	
Governance						Governance
Information on local government decisions are easily accessible			\bigcirc		54.1	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern)			27.9	Online voting has increased participation
Residents contribute to decision making of local government					46.1	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					44.9	Processing Identification Documents online has reduced waiting times

0%

0%





76.1

Cairo



CC

C in 2021

FACTOR

RATINGS

С

STRUCTURES

CC

TECHNOLOGIES

GROUP

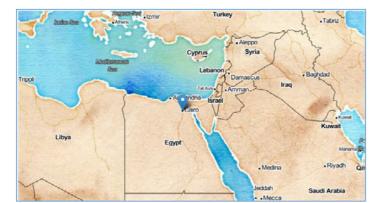
All ratings range

from AAA to D

BACKGROUND INFORMATION



(UN Data)



lap tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

Country	2018	2019	2020	2021	1 yr change
HDI	0.700	0.707	0.734	0.731	-0.003
Life expectancy at birth	71.8	72.0	71.0	70.2	-0.8
Expected years of schooling	13.1	13.3	13.8	13.8	+0.0
Mean years of schooling	7.3	7.4	9.6	9.6	+0.0
GNI per capita (PPP \$)	10,744	11,466	11,581	11,732	+151

PRIORITY AREAS

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health servicesunemploymentroad congestionaffordable housingair pollutionbasic amenitiescorruptionsecurityschool educationfulfilling employmentpublic transportrecyclinggreen spacescitizen engagementsocial mobility6.5%

0%

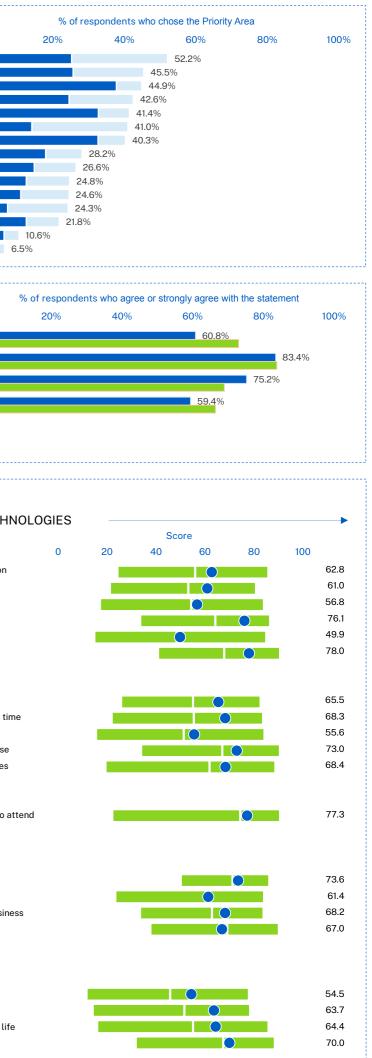
0%

ATTITUDES

LEGEND:

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)

				LEGEND		MEAN GROUP MAX
STRUCTURES	S —				•	TECHNOLO
Health & Safety 0	20	40	core 60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas	_				68.4	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory	_				57.0	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					37.4	Free public wifi has improved access to city services
Air pollution is not a problem					20.0	CCTV cameras has made residents feel safer
Iedical services provision is satisfactory					58.6	A website or App allows residents to effectively monitor air pollution
nding housing with rent equal to 30% or less of a monthly salary is not a problem					45.6	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem					19.5	Car-sharing Apps have reduced congestion
ublic transport is satisfactory					54.3	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						Activities
Green spaces are satisfactory					53.2	Online purchasing of tickets to shows and museums has made it easier to attend
ultural activities (shows, bars, and museums) are satisfactory					67.4	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					45.7	Online access to job listings has made it easier to find work
Nost children have access to a good school			\bigcirc		55.1	IT skills are taught well in schools
ifelong learning opportunities are provided by local institutions					51.0	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs			\bigcirc		49.8	The current internet speed and reliability meet connectivity needs
Vinorities feel welcome					64.5	
Governance						Governance
nformation on local government decisions are easily accessible					69.4	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern					28.6	Online voting has increased participation
Residents contribute to decision making of local government					46.7	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					51.8	Processing Identification Documents online has reduced waiting times



Canberra



ΔΔ

BACKGROUND INFORMATION



(UN Data)



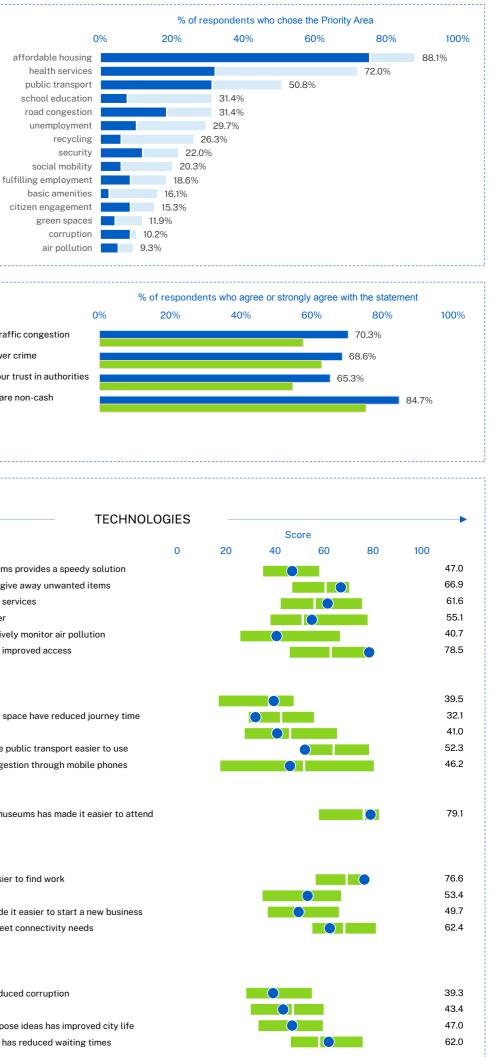
Map tiles by Stamen Design CC BY 3.0 Map Data © Op

Country	2018	2019	2020	2021	1 yr change
HDI	0.941	0.941	0.947	0.951	+0.004
Life expectancy at birth	83.4	83.1	84.3	84.5	+0.2
Expected years of schooling	18.0	18.0	18.0	18.0	+0.0
Mean years of schooling	12.6	12.1	12.4	12.4	+0.0
GNI per capita (PPP \$)	43,821	52,085	49,392	52,293	+2,901

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



ATTITUDES

AA					LEGEN		MEAN GROUP MAX
not in 2021	STRU	CTURES					TECHNOL
			Sc	ore			
	Health & Safety	0 20) 40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				\bigcirc	77.4	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory					75.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					62.9	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					74.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					58.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a p	roblem				23.7	Arranging medical appointments online has improved access
AA	Mobility						Mobility
	Traffic congestion is not a problem	-				63.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					51.3	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
Δ							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					80.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					78.0	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available				\bigcirc	71.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					78.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					78.7	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs)	66.8	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				\bigcirc	72.2	
	Governance						Governance
	Information on local government decisions are easily accessible					62.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			\bigcirc		56.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					56.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					63.4	Processing Identification Documents online has reduced waiting times

Cape Town



SMART

CITY RATING

C

BACKGROUND INFORMATION



Population	HDI
4,800,954	0.751

(UN World Urbanisation Prospects 2022 estimate)



Map tiles by Stamen Design CC BY 3.0 Map Data © Op

Country	2018	2019	2020	2021	1 yr change
HDI	0.705	0.709	0.727	0.713	-0.014
Life expectancy at birth	63.9	64.1	65.3	62.3	-2.9
Expected years of schooling	13.7	13.8	13.6	13.6	+0.0
Mean years of schooling	10.2	10.2	11.4	11.4	+0.0
GNI per capita (PPP \$)	11,756	12,129	12,450	12,948	+499

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.

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0% unemployment affordable housing security corruption health services basic amenities fulfilling employment school education public transport road congestion recycling air pollution green spaces 8.6% citizen engagement 7.8% social mobility 6.0%

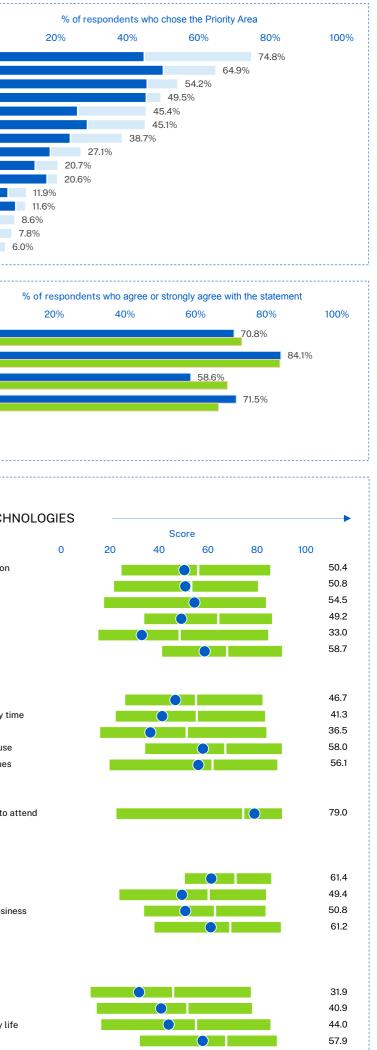
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ATTITUDES

LEGEND:

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)

		LEGEND: MIN	TY MEAN GROUP MAX
C in 2021	STRUCTURES	•	TECHNOLO
	Health & Safety 0 20 40 60 Basic sanitation meets the needs of the poorest areas Image: Comparison of the poorest areas Image: Comparison of the poorest areas	80 100 40.9	Health & Safety Online reporting of city maintenance problems provides a speedy solution
FACTOR RATINGS	Recycling services are satisfactory Public safety is not a problem Air pollution is not a problem	55.6 23.3 35.1	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
C	Medical services provision is satisfactory Finding housing with rent equal to 30% or less of a monthly salary is not a problem	51.0 26.7	A website or App allows residents to effectively monitor air pollution Arranging medical appointments online has improved access
\mathbf{V}	Mobility Traffic congestion is not a problem	29.2	Mobility Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	43.5	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		Activities
TECHNOLOGIES	Green spaces are satisfactory Cultural activities (shows, bars, and museums) are satisfactory	58.4 72.5	Online purchasing of tickets to shows and museums has made it easier to attend
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	42.3	Online access to job listings has made it easier to find work IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	46.6	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	45.0	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome	43.2	
	Governance		Governance
	Information on local government decisions are easily accessible	53.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	20.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	34.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	43.0	Processing Identification Documents online has reduced waiting times



Cardiff



BACKGROUND INFORMATION



(Eurostat)

in 2021

SMART **CITY RATING**

> CC not in 2021

FACTOR RATINGS CCC STRUCTURES

CC TECHNOLOGIES





All ratings range from AAA to D

HDI 0.898

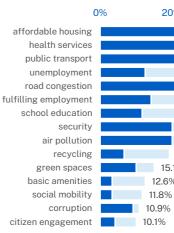


Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.932	0.924	0.929	+0.005
Life expectancy at birth	81.2	81.3	80.4	80.7	+0.3
Expected years of schooling	17.4	17.5	17.3	17.3	+0.0
Mean years of schooling	13.0	13.2	13.4	13.4	+0.0
GNI per capita (PPP \$)	39,507	46,071	42,375	45,225	+2,850

PRIORITY AREAS

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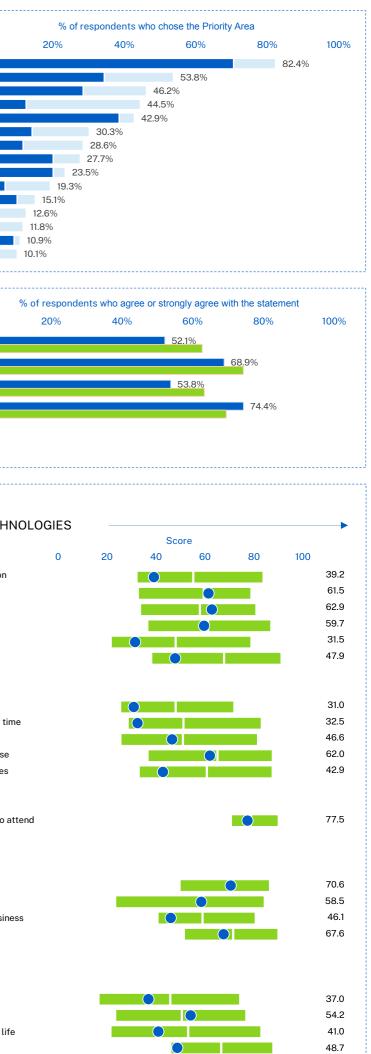
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ATTITUDES

LEGEND:

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)

					LEGEN	D: MIN	CITY MEAN GROUP MAX
SIRU	JCTURES		Sco	ore		•	TECHNOLOG
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						59.4	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						66.8	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						40.1	Free public wifi has improved access to city services
Air pollution is not a problem						33.9	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						50.1	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a \ensuremath{p}	problem					22.1	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						23.5	Car-sharing Apps have reduced congestion
Public transport is satisfactory						45.1	Apps that direct you to an available parking space have reduced journey time
			Ŭ				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							Activities
Green spaces are satisfactory				\bigcirc		66.2	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory						77.5	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available				\bigcirc		61.9	Online access to job listings has made it easier to find work
Most children have access to a good school)	68.8	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						64.6	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs						54.8	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						66.5	
Governance							Governance
Information on local government decisions are easily accessible						56.2	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						44.0	Online voting has increased participation
Residents contribute to decision making of local government						42.3	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						52.0	Processing Identification Documents online has reduced waiting times



Chengdu



SMART

CITY RATING

BACKGROUND INFORMATION

City	
Population	HDI
9,478,521	0.740

(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change
HDI	0.758	0.761	0.764	0.768	+0.004
Life expectancy at birth	76.7	76.9	78.1	78.2	+0.1
Expected years of schooling	13.9	14.0	14.2	14.2	+0.0
Mean years of schooling	7.9	8.1	7.6	7.6	+0.0
GNI per capita (PPP \$)	16,127	16,057	16,201	17,504	+1,303

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.

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road congestion air pollution fulfilling employment affordable housing corruption health services basic amenities school education unemployment social mobility recycling citizen engagement security public transport green spaces

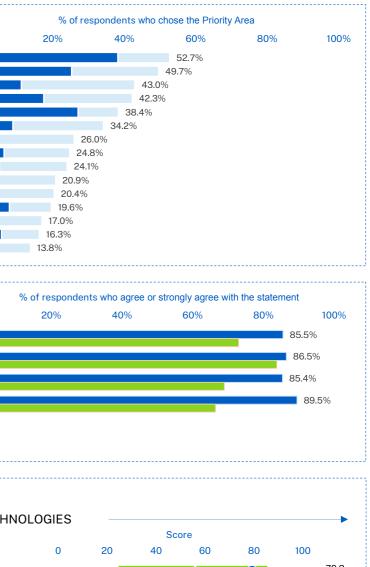
ATTITUDES

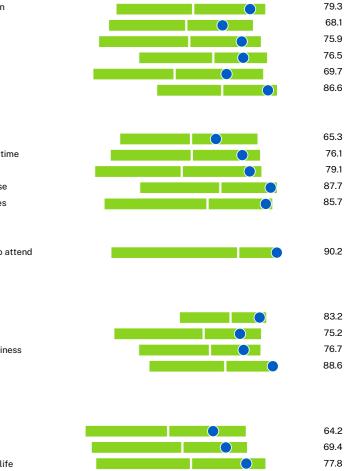
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions) LEGEND: CITY

CCC				·	
			LEGEN	D: MIN C	ITY MEAN GROUP MAX
CCC in 2021	STRUCTURES -	Score		•	TECHNOLO
	Health & Safety 0 20		80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			82.4	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			75.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			73.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			54.6	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory			75.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			63.2	Arranging medical appointments online has improved access
CCC	Mobility				Mobility
	Traffic congestion is not a problem		_	40.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			69.4	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
CCC					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			82.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			82.0	
	Opportunities (Work & School)				Opportunities (Work & School)
	Employment finding services are readily available			78.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school			75.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		\bigcirc	65.1	Online services provided by the city has made it easier to start a new business
Λ	Businesses are creating new jobs			73.9	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome			79.3	
	Governance				Governance
	Information on local government decisions are easily accessible			73.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			48.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			58.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			69.4	Processing Identification Documents online has reduced waiting times

0%

0%





79.8

 \bigcirc

Chicago



SMART

CITY RATING

BB

B in 2021

FACTOR

RATINGS

BB

STRUCTURES

BB

TECHNOLOGIES

GROUP

2

All ratings range

from AAA to D

BACKGROUND INFORMATION



(UN Data)



o tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMa

Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.926	0.920	0.921	+0.001
Life expectancy at birth	78.9	78.9	77.4	77.2	-0.2
Expected years of schooling	16.3	16.3	16.3	16.3	+0.0
Mean years of schooling	13.4	13.4	13.7	13.7	+0.0
GNI per capita (PPP \$)	56,140	63,826	61,462	64,765	+3,304

PRIORITY AREAS

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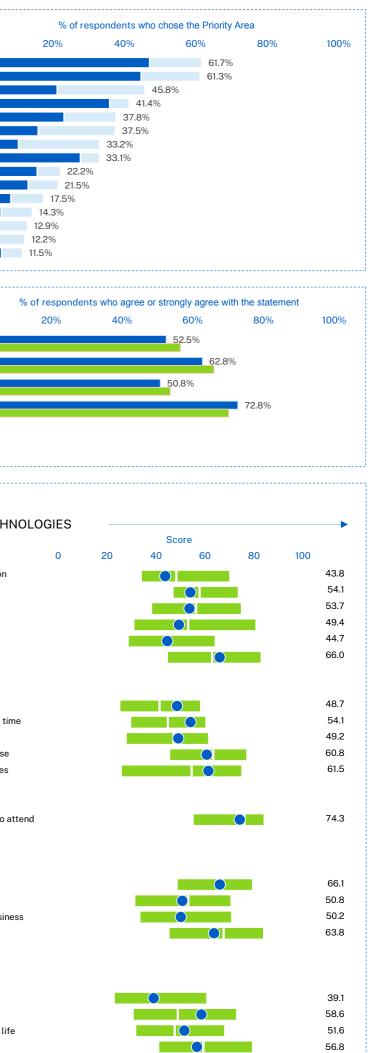
0% security affordable housing health services corruption school education unemployment fulfilling employment road congestion air pollution public transport basic amenities social mobility recycling green spaces 12.2% citizen engagement

0%

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				LEGEN		
		Sco	ore			
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas		(51.3	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					60.5	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					28.7	Free public wifi has improved access to city services
Air pollution is not a problem		\bigcirc			34.8	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					55.6	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem				l -	36.3	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem)			27.9	Car-sharing Apps have reduced congestion
Public transport is satisfactory					54.0	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						Activities
Green spaces are satisfactory					63.0	Online purchasing of tickets to shows and museums has made it easier to atten
Cultural activities (shows, bars, and museums) are satisfactory					77.1	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available			\bigcirc		63.6	Online access to job listings has made it easier to find work
Most children have access to a good school					50.1	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					54.5	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs					62.8	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					60.4	
Governance						Governance
Information on local government decisions are easily accessible			\bigcirc		60.1	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern					28.1	Online voting has increased participation
Residents contribute to decision making of local government					49.3	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					55.3	Processing Identification Documents online has reduced waiting times



Chongqing



SMART

CITY RATING

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change
HDI	0.758	0.761	0.764	0.768	+0.004
Life expectancy at birth	76.7	76.9	78.1	78.2	+0.1
Expected years of schooling	13.9	14.0	14.2	14.2	+0.0
Mean years of schooling	7.9	8.1	7.6	7.6	+0.0
GNI per capita (PPP \$)	16,127	16,057	16,201	17,504	+1,303

PRIORITY AREAS

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ATTITUDES

LEGEND:

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)

CITY

CCC			
		GEND: MIN CIT	Y MEAN GROUP MAX
CCC in 2021	STRUCTURES Score		TECHNOLO
	Health & Safety 0 20 40 60 80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	82.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	73.9	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	73.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	63.7	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	76.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	66.0	Arranging medical appointments online has improved access
CCC	Mobility		Mobility
	Traffic congestion is not a problem	43.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	66.9	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
CCC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	79.1	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	79.3	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	74.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	74.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	64.3	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	75.6	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome	82.2	
	Governance		Governance
	Information on local government decisions are easily accessible	73.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	56.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	57.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	69.1	Processing Identification Documents online has reduced waiting times

78.9

Copenhagen



in 2021

SMART

CITY RATING

BACKGROUND INFORMATION

HD
0.9



967 1

(Eurostat)

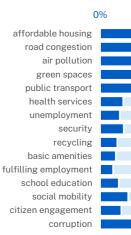


Country	2018	2019	2020	2021	1 yr change
HDI	0.930	0.940	0.947	0.948	+0.001
Life expectancy at birth	80.8	80.9	81.6	81.4	-0.2
Expected years of schooling	19.1	18.9	18.0	18.0	+0.0
Mean years of schooling	12.6	12.6	13.0	13.0	+0.0
GNI per capita (PPP \$)	48,836	58,662	58,144	60,365	+2,221

PRIORITY AREAS

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0%

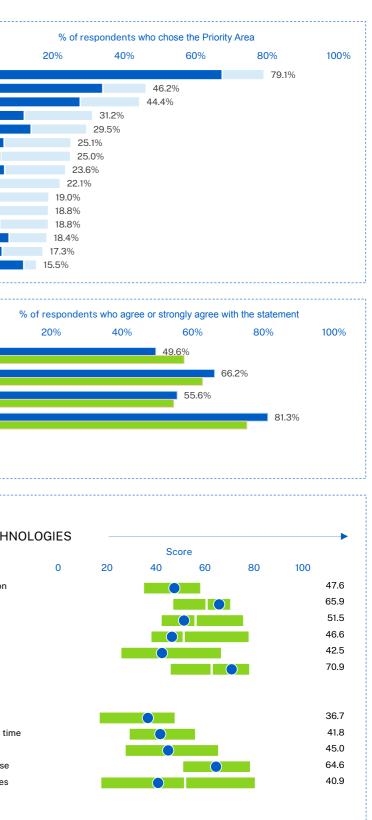
ATTITUDES

LEGEND:

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)

CITY

ΛΛ						,	·	
						LEGEN	ID: MIN	CITY MEAN GROUP MAX
AAA in 2021		RES		Scor				TECHNOLO
	Health & Safety	0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas						78.4	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					\bigcirc	79.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						73.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						49.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						79.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	n 📃	\bigcirc				24.7	Arranging medical appointments online has improved access
AAA	Mobility							Mobility
	Traffic congestion is not a problem			\bigcirc			38.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						67.9	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
Δ								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						74.8	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						84.2	
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available						78.4	Online access to job listings has made it easier to find work
GRUUP	Most children have access to a good school					\bigcirc	80.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					\bigcirc	73.9	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs						73.9	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				\bigcirc		61.5	
	Governance							Governance
	Information on local government decisions are easily accessible						63.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						64.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				\bigcirc		60.9	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						66.3	Processing Identification Documents online has reduced waiting times



ttend

72.2
62.5
47.3
69.8

78.3

40.8
45.0
50.1
52.7

Delhi

SMART CITY RANKING 105 Out of 141 94 out of 118 in 2021 SMART

CITY RATING

CC

BACKGROUND INFORMATION





(UN World Urbanisation Prospects 2022 estimate)

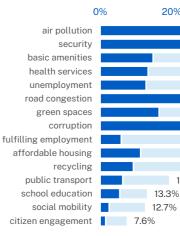


Country	2018	2019	2020	2021	1 yr change
HDI	0.647	0.645	0.642	0.633	-0.009
Life expectancy at birth	69.4	69.7	70.2	67.2	-2.9
Expected years of schooling	12.3	12.2	11.9	11.9	+0.0
Mean years of schooling	6.5	5.6	5.9	5.9	+0.0
GNI per capita (PPP \$)	7,480	7,368	6,882	7,303	+421

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

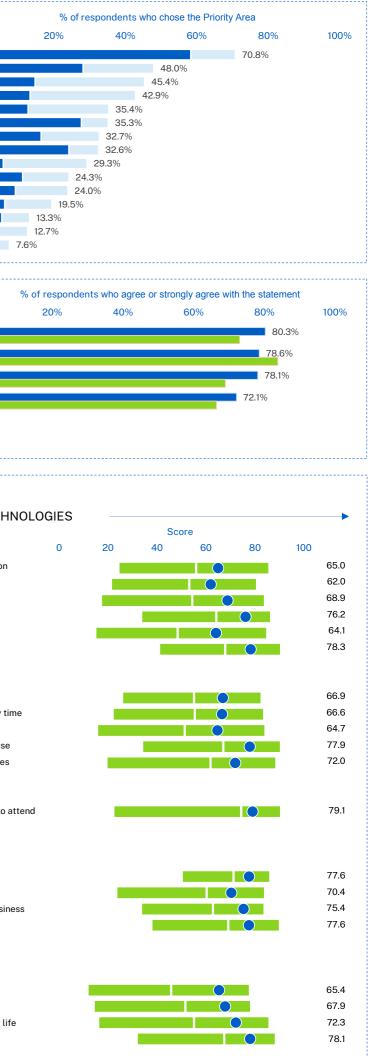


0%

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) LEGEND: CITY

				LEGE	ND: MIN	
CC in 2021	STRUCTURES					TECHNOL
			Score			
	Health & Safety 0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				67.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory				66.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				44.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				22.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			\bigcirc	68.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem				52.0	Arranging medical appointments online has improved access
CC	Mobility					Mobility
	Traffic congestion is not a problem				26.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				65.7	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
CC						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				63.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				71.0	
	Opportunities (Work & School)					Opportunities (Work & School)
	Employment finding services are readily available				66.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				67.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions)	63.4	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs				74.7	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome			\bigcirc	67.9	
	Governance					Governance
	Information on local government decisions are easily accessible			\bigcirc	71.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				40.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				61.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				65.2	Processing Identification Documents online has reduced waiting times



Denver



CITY RATING

BACKGROUND INFORMATION



(UN Data)



18 2019 020 0.926 8.9 78.9	6 0.920	0.921	1 yr change +0.001
			+0.001
3.9 78.9			
10.0	9 77.4	77.2	-0.2
6.3 16.3	3 16.3	16.3	+0.0
3.4 13.4	4 13.7	13.7	+0.0
40 63,826	6 61,462	64,765	+3,304
	3.4 13.4	3.4 13.4 13.7	3.4 13.4 13.7 13.7

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

affordable housing road congestion air pollution security school education unemployment health services fulfilling employment public transport corruption basic amenities recycling social mobility green spaces citizen engagement 7.8%

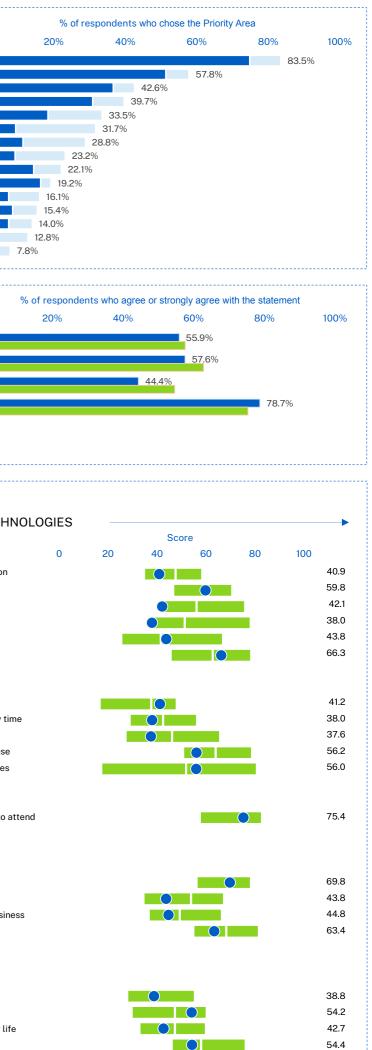
ATTITUDES

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) LEGEND: CITY

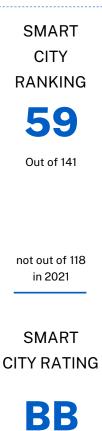
BBB	· · · · · · · · · · · · · · · · · · ·					}	L	
					[LEGEND:	MIN	CITY MEAN GROUP MAX
BBB in 2021	STRUC	TURES		Score				TECHNO
	Health & Safety	0	20	40 60	8	30	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas						49.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						62.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						36.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						30.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						61.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prol	olem					17.2	Arranging medical appointments online has improved access
BBB	Mobility							Mobility
	Traffic congestion is not a problem		\bigcirc				20.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						49.1	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
BBB								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory				\bigcirc		66.8	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory						78.9	
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available						69.0	Online access to job listings has made it easier to find work
UNOUF	Most children have access to a good school						57.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						61.8	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs						64.2	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome						58.4	
	Governance							Governance
	Information on local government decisions are easily accessible)		59.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			\bigcirc			42.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						53.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						62.4	Processing Identification Documents online has reduced waiting times

0%

0%



Doha



BACKGROUND INFORMATION



(UN Data)



Map tiles by St sign CC BY 3.0 Map Data © O

Country	2018	2019	2020	2021	1 yr change
HDI	0.853	0.859	0.854	0.855	+0.001
Life expectancy at birth	80.9	81.0	79.1	79.3	+0.2
Expected years of schooling	12.0	12.3	12.6	12.6	+0.0
Mean years of schooling	9.9	10.0	10.0	10.0	+0.0
GNI per capita (PPP \$)	89,089	87,792	83,721	87,134	+3,413

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.

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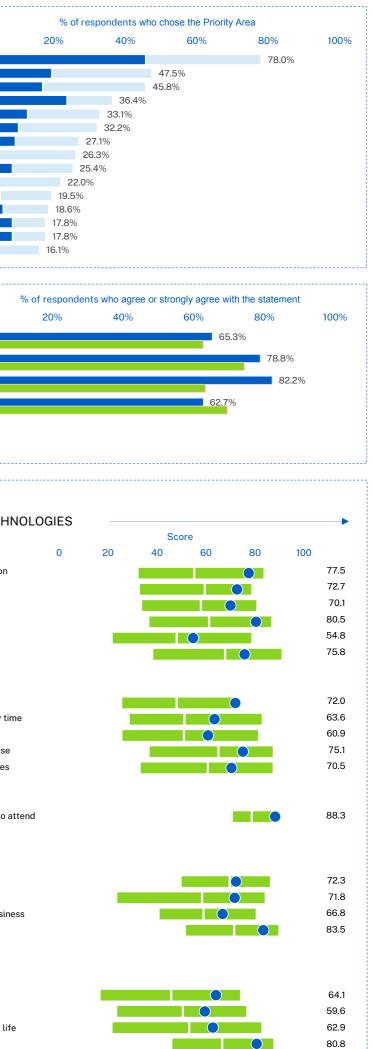
0% affordable housing road congestion fulfilling employment unemployment air pollution green spaces recycling health services public transport basic amenities social mobility school education citizen engagement corruption security

0%

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) LEGEND: CITY

BB						
		JCTURES -		LEGE	END: MIN	
not in 2021		JUTURES	Score			TECHNOI
	Health & Safety	0 20	40 (60 80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				85.7	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory				76.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				79.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				60.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				85.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem		l	47.0	Arranging medical appointments online has improved access
BB	Mobility					Mobility
	Traffic congestion is not a problem				59.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				75.8	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
B						The city provides information on traffic congestion through mobile phones
	Activities					Activities
FECHNOLOGIES	Green spaces are satisfactory				75.4	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory				75.7	
	Opportunities (Work & School)					Opportunities (Work & School)
GROUP	Employment finding services are readily available				50.6	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				67.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				61.3	Online services provided by the city has made it easier to start a new business
9	Businesses are creating new jobs				63.6	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome				68.9	
	Governance					Governance
	Information on local government decisions are easily accessible				76.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				70.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				50.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				53.5	Processing Identification Documents online has reduced waiting times



Dubai



BB

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)

Residents contribute to decision making of local government

Residents provide feedback on local government projects



gn CC BY 3.0 Map Data ©

Country	2018	2019	2020	2021	1 yr change
HDI	0.866	0.890	0.912	0.911	-0.001
Life expectancy at birth	77.8	78.0	79.0	78.7	-0.2
Expected years of schooling	13.6	14.3	15.7	15.7	+0.0
Mean years of schooling	11.0	12.1	12.7	12.7	+0.0
GNI per capita (PPP \$)	66,912	67,462	63,016	62,574	-443

PRIORITY AREAS

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0% affordable housing fulfilling employment unemployment road congestion health services air pollution recycling green spaces school education citizen engagement public transport social mobility security basic amenities 13.3% corruption

0%

ATTITUDES

LEGEND:

57.7

67.3

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)

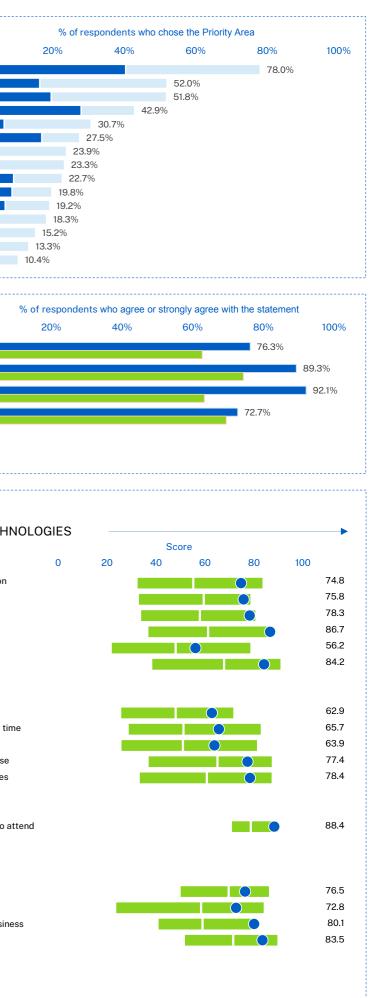
CITY

Processing Identification Documents online has reduced waiting times

	,								
DD						LEGEN	ND: MIN	1	CITY MEAN GROUP MAX
A in 2021	STRUCTURE STR	URES							TECHNOL
				Sco	re				
	Health & Safety	0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							81.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory							80.9	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem							76.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem							60.7	CCTV cameras has made residents feel safer
i with the	Medical services provision is satisfactory					\bigcirc		83.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	em		(52.3	Arranging medical appointments online has improved access
BB	Mobility								Mobility
	Traffic congestion is not a problem							48.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			Ŭ				80.3	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
B									The city provides information on traffic congestion through mobile phones
	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory							80.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory							85.6	
	Opportunities (Work & School)								Opportunities (Work & School)
	Employment finding services are readily available							66.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school							73.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions							66.6	Online services provided by the city has made it easier to start a new business
_	Businesses are creating new jobs							68.3	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome							79.5	
	Governance								Governance
	Information on local government decisions are easily accessible		1					87.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern							75.9	Online voting has increased participation

 \bigcirc

All ratings range from AAA to D





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

Dublin



BACKGROUND INFORMATION

City	
Population	HDI
1,423,957	0.950

(Eurostat)



Country	2018	2019	2020	2021	1 yr change	
HDI	0.942	0.955	0.943	0.945	+0.002	
Life expectancy at birth	82.1	82.3	82.5	82.0	-0.5	
Expected years of schooling	18.8	18.7	18.0	18.0	+0.0	
Mean years of schooling	12.5	12.7	11.6	11.6	+0.0	
GNI per capita (PPP \$)	55,660	68,371	67,736	76,169	+8,433	

PRIORITY AREAS

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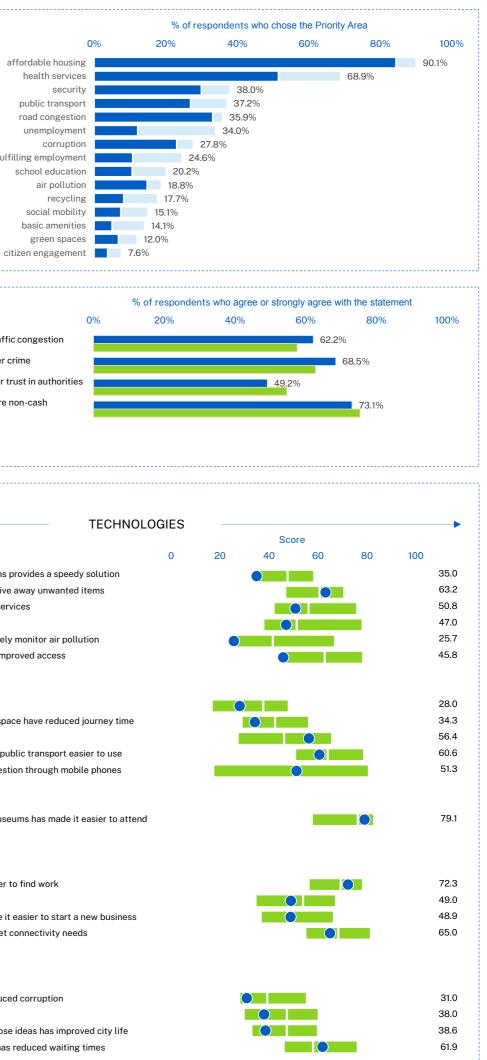
0% affordable housing health services security public transport road congestion unemployment corruption fulfilling employment school education air pollution recycling social mobility basic amenities green spaces 12.0%

0%

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) LEGEND: CITY

BB	·				·	
DD				LEGEND	D: MIN	CITY MEAN GROUP MAX
BBB in 2021	STR	UCTURES -	Score			TECHNO
	Health & Safety	0 20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				55.1	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory				61.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				31.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				39.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				36.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	i problem			10.5	Arranging medical appointments online has improved access
BB	Mobility					Mobility
	Traffic congestion is not a problem				19.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				42.7	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
BBB						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				55.7	Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory				68.4	
	Opportunities (Work & School)					Opportunities (Work & School)
GROUP	Employment finding services are readily available				67.0	Online access to job listings has made it easier to find work
	Most children have access to a good school				65.3	IT skills are taught well in schools
_	Lifelong learning opportunities are provided by local institutions				60.2	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs				61.1	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				54.6	
	Governance					Governance
	Information on local government decisions are easily accessible				51.3	Online public access to city finances has reduced corruption
AU .:	Corruption of city officials is not an issue of concern				33.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				37.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				51.1	Processing Identification Documents online has reduced waiting times



Dusseldorf



BB

A in 2021

FACTOR

RATINGS

BBB

STRUCTURES

BB

TECHNOLOGIES

GROUP

2

All ratings range

from AAA to D

BACKGROUND INFORMATION



(Eurostat)



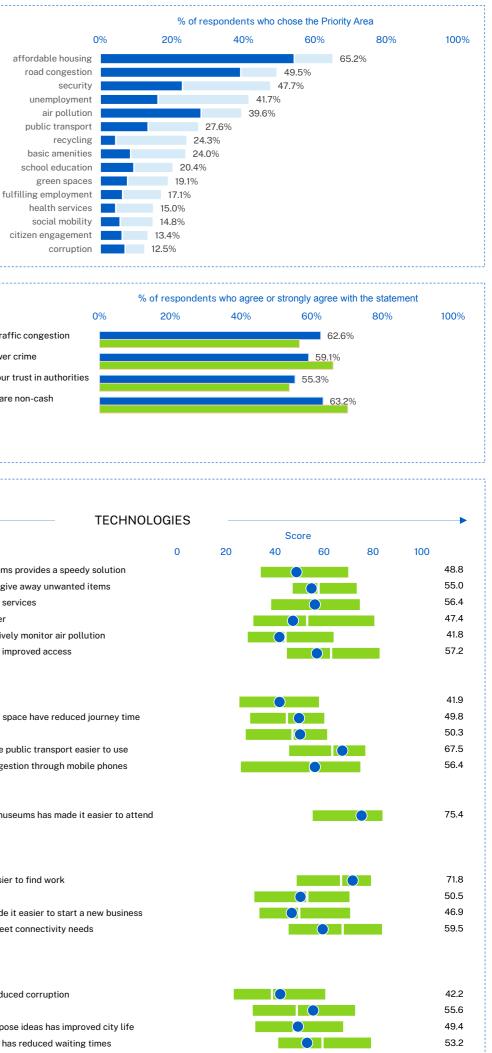
ep tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

Country	2018	2019	2020	2021	1 yr change
HDI	0.939	0.947	0.944	0.942	-0.002
Life expectancy at birth	81.2	81.3	81.2	80.6	-0.5
Expected years of schooling	17.1	17.0	17.0	17.0	+0.0
Mean years of schooling	14.1	13.0	13.4	13.4	+0.0
GNI per capita (PPP \$)	33,650	40,187	39,015	41,524	+2,509

PRIORITY AREAS

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ATTITUDES

LEGEND:

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)

CITY

	STRUCTURES					•		HNOLO
	STRUCTURES		Sco	ore			TEC	HNULU
Health & Safety	0	20	40	60	80	100	Health & Safety	
Basic sanitation meets the needs of the poorest areas						68.5	Online reporting of city maintenance problems provides a speedy solution	on
Recycling services are satisfactory						75.1	A website or App allows residents to easily give away unwanted items	
Public safety is not a problem						60.8	Free public wifi has improved access to city services	
Air pollution is not a problem						43.3	CCTV cameras has made residents feel safer	
Medical services provision is satisfactory						76.8	A website or App allows residents to effectively monitor air pollution	
Finding housing with rent equal to 30% or less of a monthly sal	ary is not a problem					28.8	Arranging medical appointments online has improved access	
Mobility							Mobility	
Traffic congestion is not a problem			\bigcirc			34.7	Car-sharing Apps have reduced congestion	
Public transport is satisfactory						60.5	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 u	se
							The city provides information on traffic congestion through mobile phon-	es
Activities							Activities	
Green spaces are satisfactory						65.3	Online purchasing of tickets to shows and museums has made it easier t	o attend
Cultural activities (shows, bars, and museums) are satisfactory						77.4		
Opportunities (Work & School)							Opportunities (Work & School)	
Employment finding services are readily available				\bigcirc		61.8	Online access to job listings has made it easier to find work	
Most children have access to a good school						66.0	IT skills are taught well in schools	
Lifelong learning opportunities are provided by local institution	s					59.2	Online services provided by the city has made it easier to start a new bus	siness
Businesses are creating new jobs						61.0	The current internet speed and reliability meet connectivity needs	
Minorities feel welcome		1				59.7		
Governance							Governance	
Information on local government decisions are easily accessible	9					56.3	Online public access to city finances has reduced corruption	
Corruption of city officials is not an issue of concern				\bigcirc		55.0	Online voting has increased participation	
Residents contribute to decision making of local government						52.3	An online platform where residents can propose ideas has improved city	life
Residents provide feedback on local government projects						57.8	Processing Identification Documents online has reduced waiting times	

Geneva



BACKGROUND INFORMATION



(Eurostat)

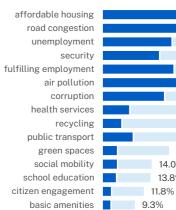


Country	2018	2019	2020	2021	1 yr change
HDI	0.946	0.955	0.956	0.962	+0.006
Life expectancy at birth	83.6	83.8	83.1	84.0	+0.9
Expected years of schooling	16.2	16.3	16.5	16.5	+0.0
Mean years of schooling	13.4	13.4	13.9	13.9	+0.0
GNI per capita (PPP \$)	59,375	69,394	65,011	66,933	+1,922

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those

respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



ATTITUDES

LEGEND:

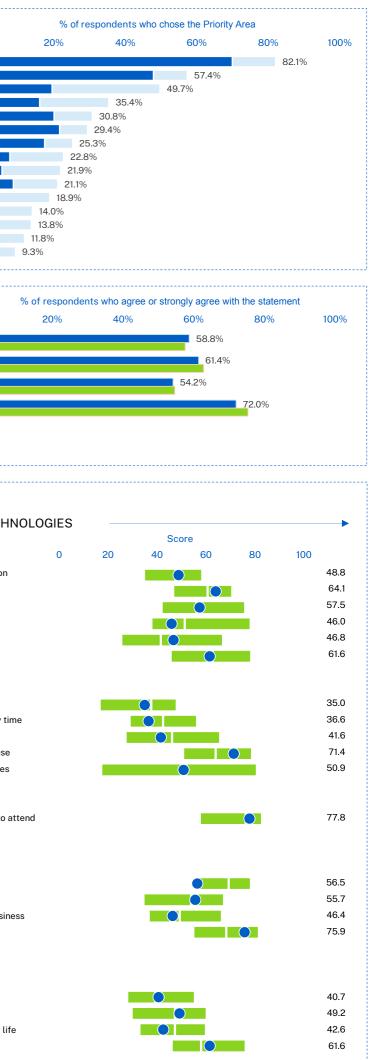
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

ΔΔ										
						LEGEN	D: MIN	CIT	Y MEAN GROUP MAX	
AA in 2021	STRUCT	URES		Score				•	•	TECHNO
	Health & Safety	0	20		60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas						71	1.8	Online reporting of city maintenance problems p	rovides a speedy solution
	Recycling services are satisfactory						73	3.6	A website or App allows residents to easily give	away unwanted items
FACTOR	Public safety is not a problem						67	7.9	Free public wifi has improved access to city serv	ices
RATINGS	Air pollution is not a problem						51	1.4	CCTV cameras has made residents feel safer	
NATINGS	Medical services provision is satisfactory						77	7.6	A website or App allows residents to effectively	monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a probl	em					21	1.8	Arranging medical appointments online has impr	roved access
AA	Mobility								Mobility	
	Traffic congestion is not a problem						29	9.2	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory						69	9.6	Apps that direct you to an available parking space	ce have reduced journey time
									Bicycle hiring has reduced congestion	
									Online scheduling and ticket sales has made pub	olic transport easier to use
Δ									The city provides information on traffic congestion	on through mobile phones
	Activities								Activities	
TECHNOLOGIES	Green spaces are satisfactory						81	1.5	Online purchasing of tickets to shows and muse	ums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory				(78	3.3		
	Opportunities (Work & School)								Opportunities (Work & School)	
GROUP	Employment finding services are readily available						63	3.0	Online access to job listings has made it easier to	o find work
	Most children have access to a good school					\bigcirc	81	1.2	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions				\bigcirc		71	1.2	Online services provided by the city has made it	easier to start a new busines
1	Businesses are creating new jobs						46	6.6	The current internet speed and reliability meet c	onnectivity needs
	Minorities feel welcome						60	0.3		
	Governance								Governance	
	Information on local government decisions are easily accessible						67	7.2	Online public access to city finances has reduced	d corruption
	Corruption of city officials is not an issue of concern			\bigcirc			51	1.3	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government				\bigcirc		64	1.5	An online platform where residents can propose	ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						65	5.6	Processing Identification Documents online has	reduced waiting times

0%

0%



Glasgow



BACKGROUND INFORMATION



(Eurostat)

SMART **CITY RATING**



B in 2021

FACTOR RATINGS BB

STRUCTURES

B TECHNOLOGIES

GROUP



All ratings range from AAA to D

HDI 0.921



Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.932	0.924	0.929	+0.005
Life expectancy at birth	81.2	81.3	80.4	80.7	+0.3
Expected years of schooling	17.4	17.5	17.3	17.3	+0.0
Mean years of schooling	13.0	13.2	13.4	13.4	+0.0
GNI per capita (PPP \$)	39,507	46,071	42,375	45,225	+2,850

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% affordable housing health services unemployment fulfilling employment road congestion public transport school education recycling security air pollution social mobility green spaces basic amenities corruption citizen engagement 10.3%

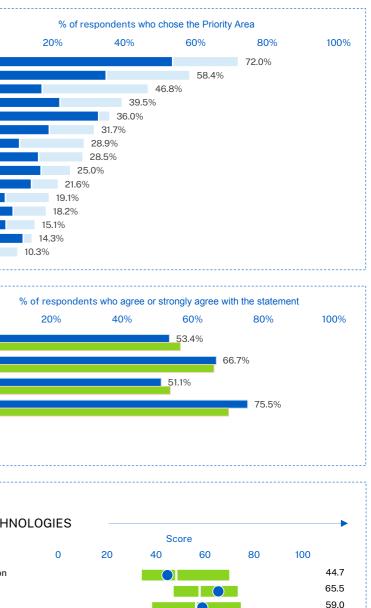
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ATTITUDES

LEGEND:

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)

					LEGEND		CITT MEAN GROUP MAX						
<	STRUCTURES					•	▲ TE	CHNOLOGIES					
			Sco			100		2		Sco		~~	100
Health & Safety	0	20	40	60	80	100	Health & Safety	0	20	40	60	80	100
Basic sanitation meets the needs of the poorest areas						57.4	Online reporting of city maintenance problems provides a speedy solu	ion					44
Recycling services are satisfactory				\bigcirc		56.1	A website or App allows residents to easily give away unwanted items						65
Public safety is not a problem						44.3	Free public wifi has improved access to city services				\bigcirc		59
Air pollution is not a problem			\bigcirc			37.5	CCTV cameras has made residents feel safer						59
Medical services provision is satisfactory						51.4	A website or App allows residents to effectively monitor air pollution						29
Finding housing with rent equal to 30% or less of a monthly salary is	not a problem		\bigcirc			32.8	Arranging medical appointments online has improved access						44
Mobility							Mobility						
Traffic congestion is not a problem		\bigcirc				26.5	Car-sharing Apps have reduced congestion			\bigcirc			32
Public transport is satisfactory						52.5	Apps that direct you to an available parking space have reduced journ	ey time					34
							Bicycle hiring has reduced congestion						4
							Online scheduling and ticket sales has made public transport easier to	use					59
							The city provides information on traffic congestion through mobile pho-	nes					46
Activities							Activities						
Green spaces are satisfactory						67.7	Online purchasing of tickets to shows and museums has made it easie	to attend					72
Cultural activities (shows, bars, and museums) are satisfactory						76.2							
Opportunities (Work & School)							Opportunities (Work & School)						
Employment finding services are readily available				\bigcirc		63.0	Online access to job listings has made it easier to find work						64
Most children have access to a good school						63.3	IT skills are taught well in schools						58
Lifelong learning opportunities are provided by local institutions				\bigcirc		60.9	Online services provided by the city has made it easier to start a new b	usiness					4
Businesses are creating new jobs			(52.5	The current internet speed and reliability meet connectivity needs						69
Minorities feel welcome						63.2							
Governance							Governance						
Information on local government decisions are easily accessible						55.0	Online public access to city finances has reduced corruption						34
Corruption of city officials is not an issue of concern						41.0	Online voting has increased participation				\bigcirc		54
Residents contribute to decision making of local government						40.2	An online platform where residents can propose ideas has improved ci	y life					39



55.0
59.3
29.0
44.7

Gothenburg



BACKGROUND INFORMATION



(Eurostat)

SMART CITY RATING



BBB in 2021

FACTOR RATINGS

A

A TECHNOLOGIES

GROUP



NG	Expected year Mean years of GNI per capita
	L



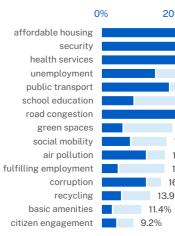
ap tiles by Stamen Design CC BY 3.0 Map Data © OpenStreet

	0010	0010	0000	0001	
Country	2018	2019	2020	2021	1 yr change
HDI	0.937	0.945	0.942	0.947	+0.005
Life expectancy at birth	82.7	82.8	82.4	83.0	+0.5
Expected years of schooling	18.8	19.5	18.0	18.0	+0.0
Mean years of schooling	12.4	12.5	12.6	12.6	+0.0
GNI per capita (PPP \$)	47,955	54,508	52,359	54,489	+2,130

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.

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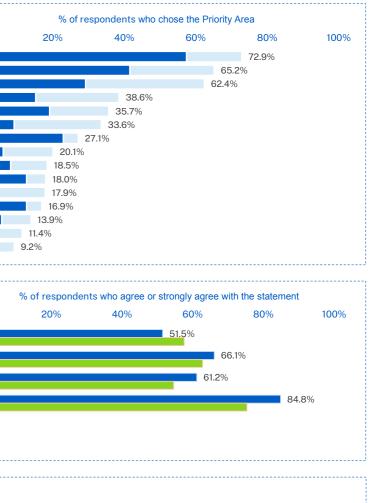
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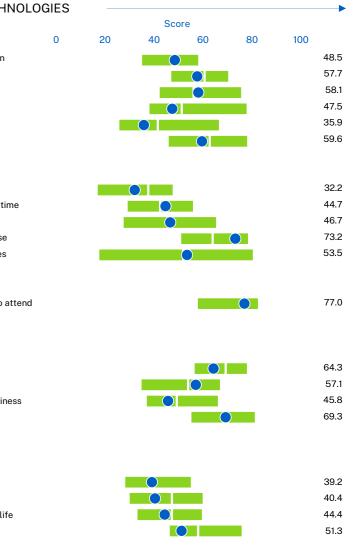
ATTITUDES

LEGEND:

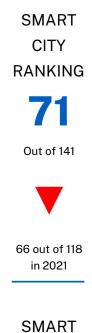
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

•	STRUCTURES						• •	TECHNOLO
			Sc	ore				
Health & Safety	0	20	40	60	80	100	Health & Safety	
Basic sanitation meets the needs of the poorest areas						63.9	Online reporting of city maintenance problems provides a speedy	solution
Recycling services are satisfactory						68.0	A website or App allows residents to easily give away unwanted in	tems
Public safety is not a problem						44.2	Free public wifi has improved access to city services	
Air pollution is not a problem			(50.5	CCTV cameras has made residents feel safer	
Medical services provision is satisfactory						59.0	A website or App allows residents to effectively monitor air pollut	tion
Finding housing with rent equal to 30% or less of a monthly sala	ary is not a problem					29.2	Arranging medical appointments online has improved access	
Mobility							Mobility	
Traffic congestion is not a problem						31.5	Car-sharing Apps have reduced congestion	
Public transport is satisfactory						56.6	Apps that direct you to an available parking space have reduced j	journey time
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has made public transport easi	ier to use
							The city provides information on traffic congestion through mobile	e phones.
Activities							Activities	
Green spaces are satisfactory					O	79.0	Online purchasing of tickets to shows and museums has made it e	easier to attend
Cultural activities (shows, bars, and museums) are satisfactory						77.8		
Opportunities (Work & School)							Opportunities (Work & School)	
Employment finding services are readily available						66.0	Online access to job listings has made it easier to find work	
Most children have access to a good school						70.4	IT skills are taught well in schools	
Lifelong learning opportunities are provided by local institutions	6			\bigcirc		66.9	Online services provided by the city has made it easier to start a n	new business
Businesses are creating new jobs)	68.5	The current internet speed and reliability meet connectivity needs	.S
Minorities feel welcome						58.9		
Governance							Governance	
Information on local government decisions are easily accessible	•					63.8	Online public access to city finances has reduced corruption	
Corruption of city officials is not an issue of concern						52.6	Online voting has increased participation	
Residents contribute to decision making of local government						46.5	An online platform where residents can propose ideas has improv	/ed city life
Residents provide feedback on local government projects						51.1	Processing Identification Documents online has reduced waiting t	times





Guangzhou



CITY RATING

BACKGROUND INFORMATION



13,964,637 0.799

(UN World Urbanisation Prospects 2022 estimate)

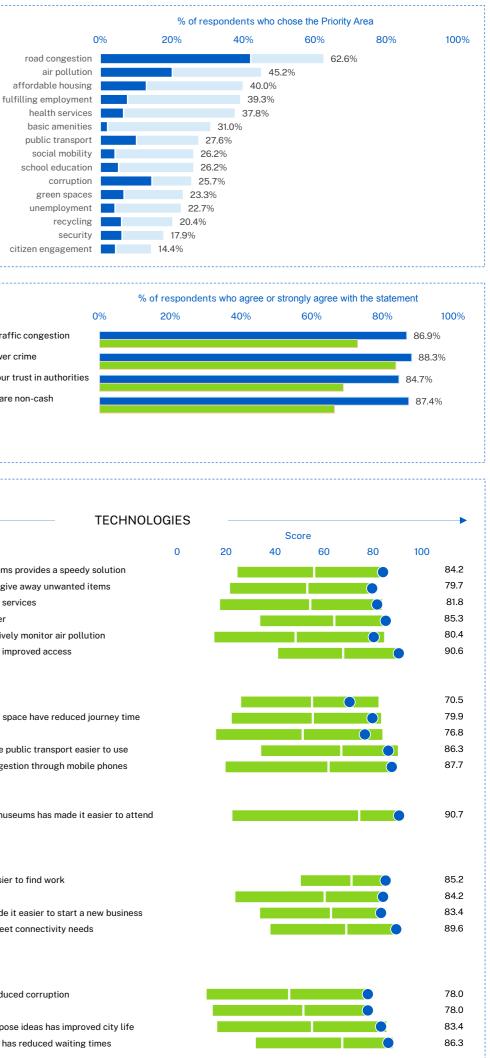


Country	2018	2019	2020	2021	1 yr change
HDI	0.758	0.761	0.764	0.768	+0.004
Life expectancy at birth	76.7	76.9	78.1	78.2	+0.1
Expected years of schooling	13.9	14.0	14.2	14.2	+0.0
Mean years of schooling	7.9	8.1	7.6	7.6	+0.0
GNI per capita (PPP \$)	16,127	16,057	16,201	17,504	+1,303

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.

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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) LEGEND: CITY

CCC			
		LEGEND: MIN CITY MEA	N GROUP MAX
CCC in 2021	STRUCTURES Score		TECHNOLO
	Health & Safety 0 20 40 60	80 100 He	alth & Safety
	Basic sanitation meets the needs of the poorest areas		ne reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	77.1 A we	ebsite or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	69.6 Free	e public wifi has improved access to city services
RATINGS	Air pollution is not a problem	60.3 CCT	V cameras has made residents feel safer
in the second	Medical services provision is satisfactory	80.5 A we	ebsite or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	61.6 Arra	anging medical appointments online has improved access
CCC	Mobility	Mc	bility
	Traffic congestion is not a problem		-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	70.0 App	s that direct you to an available parking space have reduced journey time
		Bicy	cle hiring has reduced congestion
		Onli	ne scheduling and ticket sales has made public transport easier to use
CCC		The	city provides information on traffic congestion through mobile phones
	Activities	Ac	tivities
TECHNOLOGIES	Green spaces are satisfactory	76.6 Onli	ne purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	84.6	
	Opportunities (Work & School)	Ор	portunities (Work & School)
GROUP	Employment finding services are readily available	80.0 Onli	ne access to job listings has made it easier to find work
GROUP	Most children have access to a good school	76.6 IT sk	kills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	68.5 Onli	ne services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	78.9 The	current internet speed and reliability meet connectivity needs
-	Minorities feel welcome	82.2	
	Governance	Go	vernance
	Information on local government decisions are easily accessible	78.5 Onli	ne public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	62.9 Onli	ne voting has increased participation
All ratings range	Residents contribute to decision making of local government	69.9 An o	online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	78.5 Proc	cessing Identification Documents online has reduced waiting times

Guatemala City



BACKGROUND INFORMATION





Population HDI 3,036,405 0.722

(UN World Urbanisation Prospects 2022 estimate)

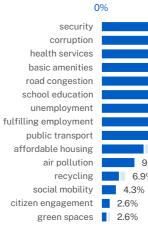


Country	2018	2019	2020	2021	1 yr change
HDI	0.640	0.642	0.635	0.627	-0.008
Life expectancy at birth	72.7	73.1	71.8	69.2	-2.6
Expected years of schooling	10.6	10.6	10.6	10.6	+0.0
Mean years of schooling	5.7	5.7	5.7	5.7	+0.0
GNI per capita (PPP \$)	8,289	8,494	8,241	8,723	+482

PRIORITY AREAS

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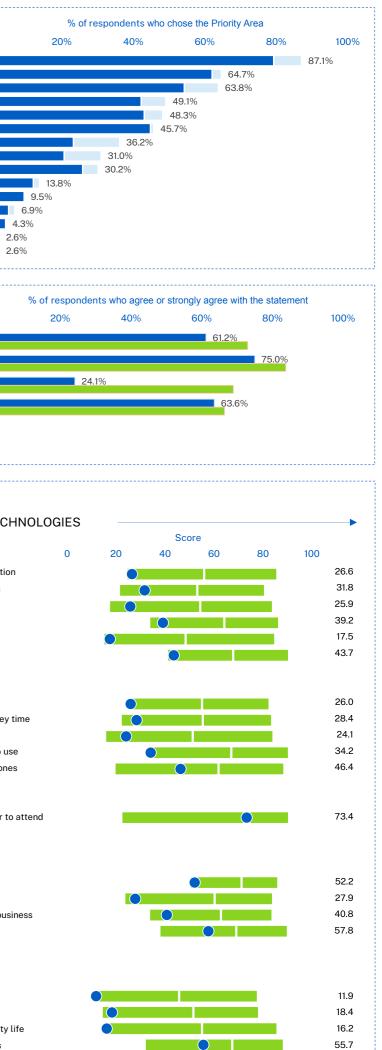


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ATTITUDES

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) LEGEND: CITY

	,			
ν		I	LEGEND: MIN CIT	Y MEAN GROUP MAX
not in 2021	STRUCTURES —		•	TECHNOLO
		Score		
	Health & Safety 0 20	40 60 8	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		21.3	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		20.5	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		11.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		30.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		22.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		26.0	Arranging medical appointments online has improved access
D	Mobility			Mobility
	Traffic congestion is not a problem		12.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		18.0	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
D				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		55.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		58.2	
	Opportunities (Work & School)			Opportunities (Work & School)
	Employment finding services are readily available		46.3	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		10.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		24.1	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		39.1	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome		23.9	
	Governance			Governance
	Information on local government decisions are easily accessible		23.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		8.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		11.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		15.5	Processing Identification Documents online has reduced waiting times



Hamburg



CITY RATING

Α

BACKGROUND INFORMATION



(Eurostat)

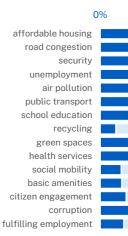


Country	2018	2019	2020	2021	1 yr change
HDI	0.939	0.947	0.944	0.942	-0.002
Life expectancy at birth	81.2	81.3	81.2	80.6	-0.5
Expected years of schooling	17.1	17.0	17.0	17.0	+0.0
Mean years of schooling	14.1	14.2	14.1	14.1	+0.0
GNI per capita (PPP \$)	46,946	55,314	53,078	54,534	+1,457

PRIORITY AREAS

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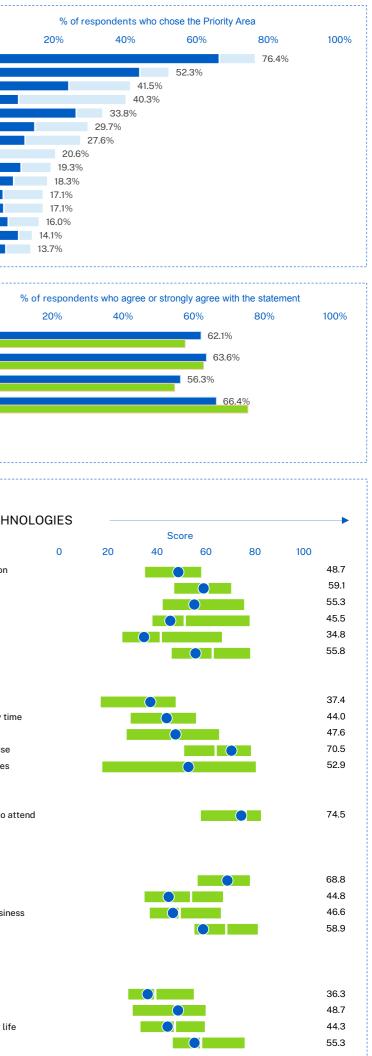
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ATTITUDES

LEGEND:

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)

A			LEGEN	D: MIN 🔵 C	MEAN GROUP MAX
A in 2021	STRUCTURES				TECHNOL
		Score			
	Health & Safety ⁰	20 40 60	0 80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			70.0	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory			73.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			56.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			42.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			72.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			23.0	Arranging medical appointments online has improved access
A	Mobility				Mobility
	Traffic congestion is not a problem			30.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			62.8	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
BBB					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			69.5	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			80.9	
	Opportunities (Work & School)				Opportunities (Work & School)
	Employment finding services are readily available	_		68.4	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	_		66.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			61.7	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs			62.0	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			61.4	
	Governance				Governance
	Information on local government decisions are easily accessible			56.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			54.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			54.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			55.9	Processing Identification Documents online has reduced waiting times



Hangzhou



SMART

CITY RATING

CCC

CCC in 2021

FACTOR

RATINGS

CCC

STRUCTURES

CCC

TECHNOLOGIES

GROUP

BACKGROUND INFORMATION



Population	HDI
8,044,878	0.801

(UN World Urbanisation Prospects 2022 estimate)



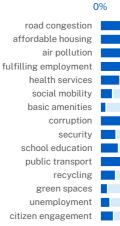
ap tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetM

Country	2018	2019	2020	2021	1 yr change
HDI	0.758	0.761	0.764	0.768	+0.004
Life expectancy at birth	76.7	76.9	78.1	78.2	+0.1
Expected years of schooling	13.9	14.0	14.2	14.2	+0.0
Mean years of schooling	7.9	8.1	7.6	7.6	+0.0
GNI per capita (PPP \$)	16,127	16,057	16,201	17,504	+1,303

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those

the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



0%

ATTITUDES

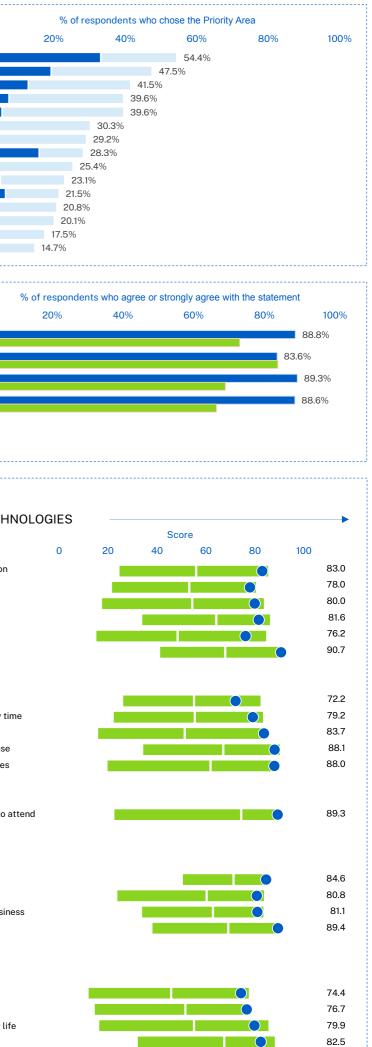
LEGEND:

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)

CITY

STRUCTURES						TECHNOL
Sinderones		Sco	ore			
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					84.9	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					79.4	A website or App allows residents to easily give away unwanted items
Public safety is not a problem				\bigcirc	77.2	Free public wifi has improved access to city services
Air pollution is not a problem					67.9	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					81.0	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem			\bigcirc		63.3	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem					50.3	Car-sharing Apps have reduced congestion
Public transport is satisfactory					72.2	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						Activities
Green spaces are satisfactory					82.8	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory					80.5	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					81.6	Online access to job listings has made it easier to find work
Most children have access to a good school				\bigcirc	77.8	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					73.7	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs					78.8	The current internet speed and reliability meet connectivity needs
Minorities feel welcome				\bigcirc	82.7	
Governance						Governance
nformation on local government decisions are easily accessible					75.6	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern			\bigcirc		58.3	Online voting has increased participation
Residents contribute to decision making of local government			\bigcirc		65.5	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					71.8	Processing Identification Documents online has reduced waiting times

All ratings range from AAA to D



Hanoi



SMART

CITY RATING

BACKGROUND INFORMATION



HDI 5,067,352 0.744

(UN World Urbanisation Prospects 2022 estimate)

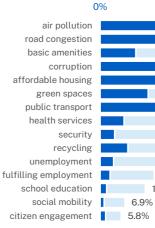


Country	2018	2019	2020	2021	1 yr change
HDI	0.693	0.704	0.710	0.703	-0.007
Life expectancy at birth	75.3	75.4	75.4	73.6	-1.8
Expected years of schooling	12.7	12.7	13.0	13.0	+0.0
Mean years of schooling	8.2	8.3	8.4	8.4	+0.0
GNI per capita (PPP \$)	6,220	7,433	7,742	7,867	+125

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, dark blue section of each bar shows

the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



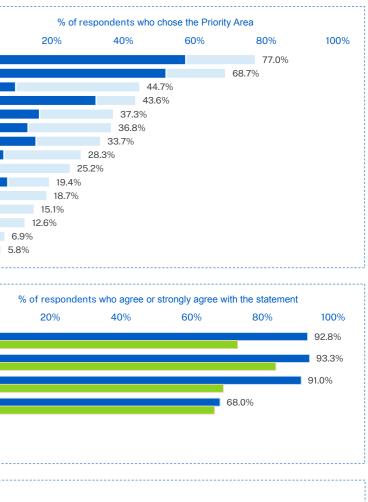
0%

ATTITUDES

LEGEND:

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)

CCC							
00 := 0001					LEGEND	: MIN OC	MEAN GROUP MAX
CC in 2021		JCTURES		Score			TECHNOL
	Health & Safety	0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				\bigcirc	72.9	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory					66.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					82.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					31.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					77.0	A website or App allows residents to effectively monitor air pollution
000	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem				58.1	Arranging medical appointments online has improved access
CCC	Mobility						Mobility
	Traffic congestion is not a problem					27.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					54.0	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
CCC							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					66.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					77.7	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available				\bigcirc	80.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					83.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					67.1	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					83.1	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome					74.9	
	Governance						Governance
	Information on local government decisions are easily accessible					79.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		(38.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					67.9	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				\bigcirc	74.2	Processing Identification Documents online has reduced waiting times



OLOGIES Score 100 0 20 40 60 80 75.9 70.3 70.2 80.2 \bigcirc 69.0 \bigcirc 81.7 \bigcirc 74.0 78.2 57.3 \bigcirc 76.7 \bigcirc 70.3 84.8 end 84.8 79.4 79.7 83.1 64.0 70.4 73.0 \bigcirc 81.6

Hanover



CITY RATING

BB

BACKGROUND INFORMATION



(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.939	0.947	0.944	0.942	-0.002
Life expectancy at birth	81.2	81.3	81.2	80.6	-0.5
Expected years of schooling	17.1	17.0	17.0	17.0	+0.0
Mean years of schooling	14.1	14.2	14.1	14.1	+0.0
GNI per capita (PPP \$)	46,946	55,314	53,078	54,534	+1,457

PRIORITY AREAS

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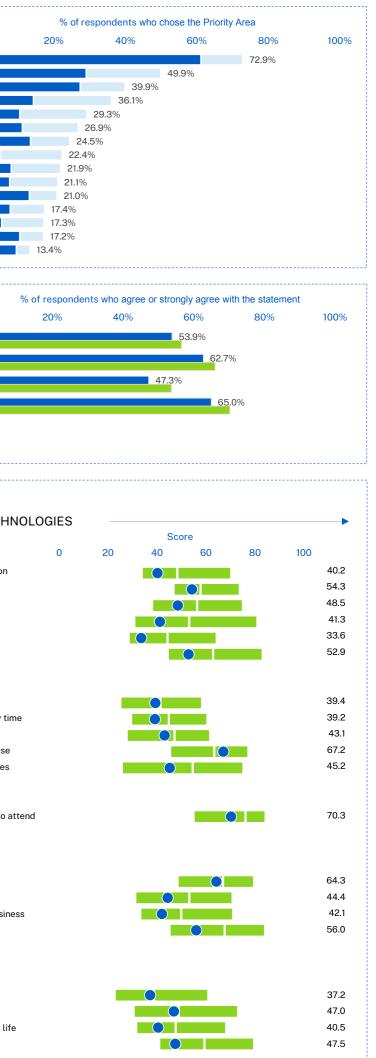
0% affordable housing security road congestion unemployment school education public transport citizen engagement recycling health services social mobility air pollution green spaces basic amenities fulfilling employment corruption

0%

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) LEGEND: GR CITY

DD						LEGEN	ID: MIN	CITY MEAN GROUP MAX
BB in 2021	STRUCT	URES						TECHNOLO
				Sco				
	Health & Safety	0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas						70.	
FACTOR	Recycling services are satisfactory					\bigcirc	74.	
	Public safety is not a problem			(52.	
RATINGS	Air pollution is not a problem						51.	
	Medical services provision is satisfactory						72.	· · · · · · · · · · · · · · · · · · ·
DDD	Finding housing with rent equal to 30% or less of a monthly salary is not a probl	em					25.	.2 Arranging medical appointments online has improved access
BBB	Mobility							Mobility
	Traffic congestion is not a problem			\bigcirc			42.	.3 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						67	7.1 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
B								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						70.	
	Cultural activities (shows, bars, and museums) are satisfactory						77.	3
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available						62.	
GROUP	Most children have access to a good school						67	
	Lifelong learning opportunities are provided by local institutions						58.	-
	Businesses are creating new jobs						57.	
2	Minorities feel welcome						59.	
	Governance							Governance
	Information on local government decisions are easily accessible						53.	
	Corruption of city officials is not an issue of concern						55.	
All ratings range	Residents contribute to decision making of local government						48.	
from AAA to D	Residents provide feedback on local government projects						49.	



Helsinki



BACKGROUND INFORMATION



(Eurostat)

in 2021

SMART **CITY RATING**



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AAA in 202
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FACTO RATING AA

STRUCTUR

Α TECHNOLOG

GROUF



from AAA to

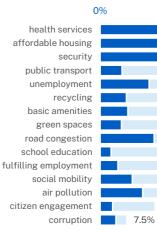
Norway

Country	2018	2019	2020	2021	1 yr change
HDI	0.925	0.938	0.938	0.940	+0.002
Life expectancy at birth	81.7	81.9	81.9	82.0	+0.2
Expected years of schooling	19.3	19.4	18.0	18.0	+0.0
Mean years of schooling	12.4	12.8	12.9	12.9	+0.0
GNI per capita (PPP \$)	41,779	48,511	47,946	49,452	+1,506

PRIORITY AREAS

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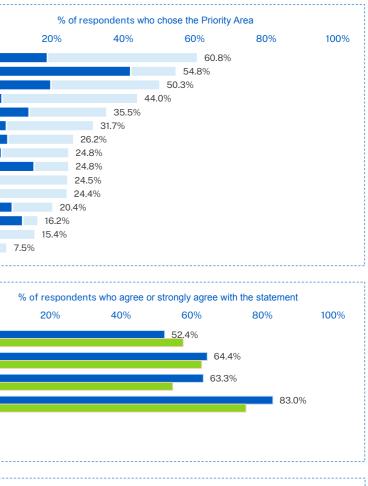
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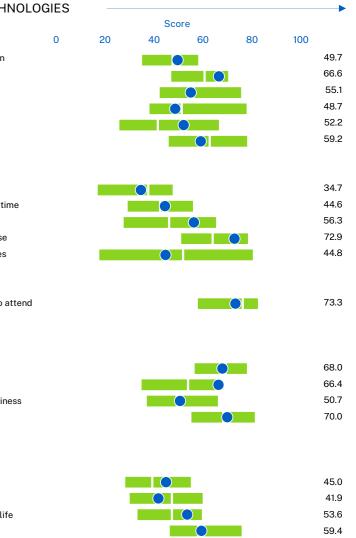
ATTITUDES

LEGEND:

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)

					LEGEN	D: MIN	CITY MEAN GROUP MAX	
2021	STRUCTURES					•	4	TECHNO
		20	Sco	ore	00	100		
	Health & Safety 0	20	40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas					70.2	Online reporting of city maintenance p	
OR	Recycling services are satisfactory				\bigcirc	76.7	A website or App allows residents to ea	asily give away unwanted items
UК	Public safety is not a problem					62.4	Free public wifi has improved access to	o city services
IGS	Air pollution is not a problem			\bigcirc		59.6	CCTV cameras has made residents fee	safer
	Medical services provision is satisfactory			\bigcirc		65.1	A website or App allows residents to e	ffectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					32.2	Arranging medical appointments online	e has improved access
Λ								
	Mobility						Mobility	
	Traffic congestion is not a problem					50.9	Car-sharing Apps have reduced conges	stion
URES	Public transport is satisfactory					78.3	Apps that direct you to an available part	king 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						Activities	
OGIES	Green spaces are satisfactory					75.9	Online purchasing of tickets to shows a	and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory				\bigcirc	76.9		
	Opportunities (Work & School)						Opportunities (Work & Scho	ol)
	Employment finding services are readily available					66.5	Online access to job listings has made	
JP	Most children have access to a good school					80.7	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions					74.6	Online services provided by the city has	s made it easier to start a new business
	Businesses are creating new jobs					74.4	The current internet speed and reliabili	
	Minorities feel welcome					56.1		
	Governance						Governance	
	Information on local government decisions are easily accessible					64.6	Online public access to city finances ha	as reduced corruption
	Corruption of city officials is not an issue of concern					59.5	Online voting has increased participation	-
range	Residents contribute to decision making of local government					54.3	An online platform where residents car	
A to D	Residents provide feedback on local government projects					65.1	Processing Identification Documents o	





Ho Chi Minh City



SMART

CITY RATING

BACKGROUND INFORMATION

City

Population HDI 9,077,158 0.714

(UN World Urbanisation Prospects 2022 estimate)

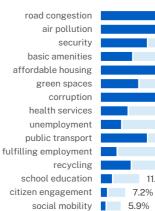


Country	2018	2019	2020	2021	1 yr change
HDI	0.693	0.704	0.710	0.703	-0.007
Life expectancy at birth	75.3	75.4	75.4	73.6	-1.8
Expected years of schooling	12.7	12.7	13.0	13.0	+0.0
Mean years of schooling	8.2	8.3	8.4	8.4	+0.0
GNI per capita (PPP \$)	6,220	7,433	7,742	7,867	+125

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.

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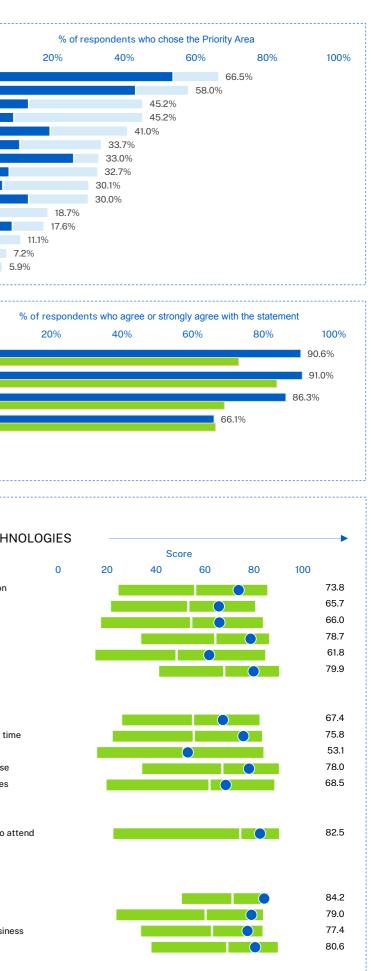
ATTITUDES

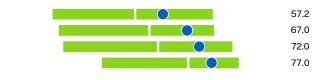
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions) LEGEND: CITY

					i	·	
					LEGEN	ID: MIN	CITY MEAN GROUP MAX
CC in 2021	STRU	ICTURES		Score			TECHNOL
	Health & Safety	0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					71.5	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					63.9	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					72.9	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					36.2	CCTV cameras has made residents feel safer
10/111000	Medical services provision is satisfactory					75.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a p	oroblem				56.1	Arranging medical appointments online has improved access
CCC	Mobility						Mobility
	Traffic congestion is not a problem					26.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					53.2	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
CCC							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					65.3	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory					76.1	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available					82.4	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					83.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					66.5	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs				\bigcirc	79.6	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome					72.9	
	Governance						Governance
	Information on local government decisions are easily accessible					75.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	I		\bigcirc		37.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			\bigcirc		63.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					70.8	Processing Identification Documents online has reduced waiting times

0%

0%





Hong Kong



SMART

CITY RATING

ΔΔ

BACKGROUND INFORMATION

City	
Population	HDI (2019)
7,413,070	0.949

(UN Data)



2018	2019	2020	2021	1 yr change
0.939	0.949	NA	NA	NA
84.7	84.9	NA	NA	NA
16.5	16.9	NA	NA	NA
12.0	12.3	NA	NA	NA
60,221	62,985	58,644	62,607	+3,963
	0.939 84.7 16.5 12.0	0.939 0.949 84.7 84.9 16.5 16.9 12.0 12.3	0.939 0.949 NA 84.7 84.9 NA 16.5 16.9 NA 12.0 12.3 NA	0.939 0.949 NA NA 84.7 84.9 NA NA 16.5 16.9 NA NA 12.0 12.3 NA NA

PRIORITY AREAS

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0% affordable housing health services corruption citizen engagement air pollution unemployment fulfilling employment road congestion security school education social mobility recycling basic amenities public transport green spaces

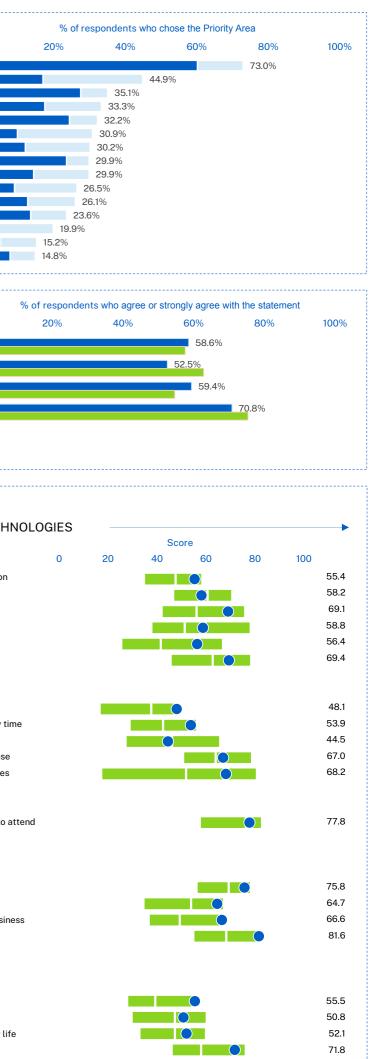
0%

ATTITUDES

LEGEND:

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)

AA		LEGEND: MIN	CITY MEAN GROUP MAX
A in 2021	STRUCTURES	>	TECHNOL
	Score		
	Health & Safety 0 20 40	60 80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	74.9	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory	50.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	59.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	30.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	63.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	26.0	Arranging medical appointments online has improved access
BBB	Mobility		Mobility
	Traffic congestion is not a problem	30.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	65.7	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
AAA			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	53.8	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	59.7	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	69.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	65.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	67.3	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs	59.9	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	50.9	
	Governance		Governance
	Information on local government decisions are easily accessible	60.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	40.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	43.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	56.1	Processing Identification Documents online has reduced waiting times



Hyderabad



CC

CC in 2021

FACTOR

RATINGS

CC

STRUCTURES

CC

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

BACKGROUND INFORMATION



Population HDI 10,534,418 0.647

(UN World Urbanisation Prospects 2022 estimate)



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStree

Country	2018	2019	2020	2021	1 yr change
HDI	0.647	0.645	0.642	0.633	-0.009
Life expectancy at birth	69.4	69.7	70.2	67.2	-2.9
Expected years of schooling	12.3	12.2	11.9	11.9	+0.0
Mean years of schooling	6.5	6.5	6.7	6.7	+0.0
GNI per capita (PPP \$)	6,829	6,681	6,107	6,590	+482

PRIORITY AREAS

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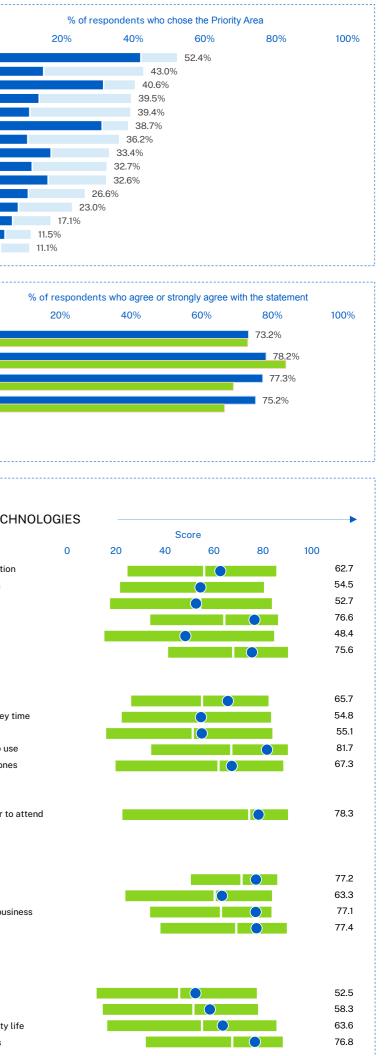
0% air pollution basic amenities corruption health services unemployment road congestion fulfilling employment security green spaces affordable housing recycling public transport school education citizen engagement 11.5% social mobility

0%

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)

 ▲ S[*] 	TRUCTURES						-	←	TECH
			Sco	ore					
Health & Safety	0	20	40	60	80	100		Health & Safety	
Basic sanitation meets the needs of the poorest areas						6	6.3	Online reporting of city maintenance problems provides a speedy s	solution
Recycling services are satisfactory						6	64.8	A website or App allows residents to easily give away unwanted ite	ems
Public safety is not a problem						4	46.9	Free public wifi has improved access to city services	
Air pollution is not a problem						2	29.3	CCTV cameras has made residents feel safer	
Medical services provision is satisfactory						7	70.8	A website or App allows residents to effectively monitor air polluti	ion
Finding housing with rent equal to 30% or less of a monthly salary is no	ot a problem			\bigcirc		5	53.9	Arranging medical appointments online has improved access	
Mobility								Mobility	
Traffic congestion is not a problem						2	29.8	Car-sharing Apps have reduced congestion	
Public transport is satisfactory						6	68.7	Apps that direct you to an available parking space have reduced jo	ourney
								Bicycle hiring has reduced congestion	
								Online scheduling and ticket sales has made public transport easie	er to us
								The city provides information on traffic congestion through mobile	e phone
Activities								Activities	
Green spaces are satisfactory						6	69.1	Online purchasing of tickets to shows and museums has made it ea	asier to
Cultural activities (shows, bars, and museums) are satisfactory						7	77.3		
Opportunities (Work & School)								Opportunities (Work & School)	
Employment finding services are readily available						6	68.1	Online access to job listings has made it easier to find work	
Most children have access to a good school						7	70.9	IT skills are taught well in schools	
Lifelong learning opportunities are provided by local institutions						6	60.9	Online services provided by the city has made it easier to start a ne	ew bus
Businesses are creating new jobs						7	75.6	The current internet speed and reliability meet connectivity needs	\$
Minorities feel welcome					\bigcirc	7	73.1		
Governance								Governance	
Information on local government decisions are easily accessible						7	70.2	Online public access to city finances has reduced corruption	
Corruption of city officials is not an issue of concern						3	35.9	Online voting has increased participation	
Residents contribute to decision making of local government				\bigcirc		5	55.8	An online platform where residents can propose ideas has improve	ed city
Residents provide feedback on local government projects						5	59.8	Processing Identification Documents online has reduced waiting ti	imes



Islamabad



in 2021

SMART

CITY RATING

CC

not in 2021

FACTOR

RATINGS

CC

STRUCTURES

CC

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

BACKGROUND INFORMATION



(UN Data)

Turkmenistan - unquer - Mashhad - Mash

ap tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap	D
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Country	2018	2019	2020	2021	1 yr change
HDI	0.545	0.546	0.543	0.544	+0.001
Life expectancy at birth	66.5	66.8	66.3	66.1	-0.2
Expected years of schooling	8.3	8.7	8.7	8.7	+0.0
Mean years of schooling	4.8	4.5	4.5	4.5	+0.0
GNI per capita (PPP \$)	4,658	4,604	4,467	4,624	+156

PRIORITY AREAS

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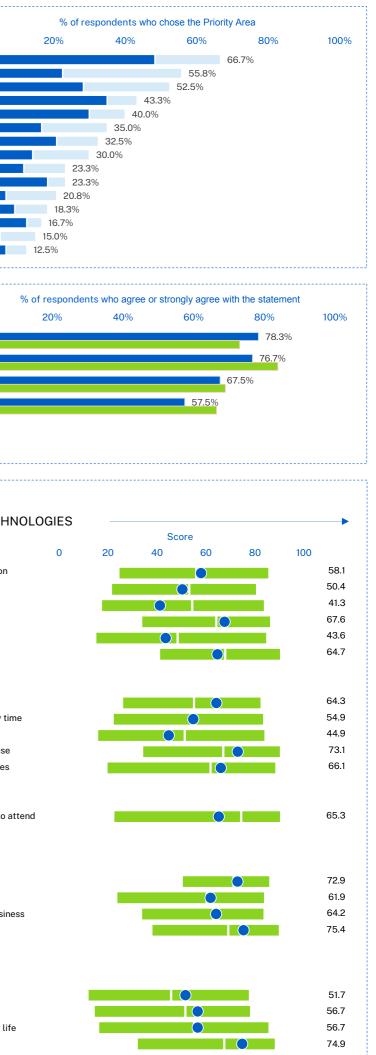
ATTITUDES

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					•	
	STRUCTURES		S	core			
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						57.8	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						56.3	A website or App allows residents to easily give away unwanted items
Public safety is not a problem			\bigcirc			32.2	Free public wifi has improved access to city services
Air pollution is not a problem						37.8	CCTV cameras has made residents feel safer
Medical services provision is satisfactory				\bigcirc		57.9	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly sale	ary is not a problem					29.2	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						43.3	Car-sharing Apps have reduced congestion
Public transport is satisfactory						56.5	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							Activities
Green spaces are satisfactory		1				82.1	Online purchasing of tickets to shows and museums has made it easier to atte
Cultural activities (shows, bars, and museums) are satisfactory					\bigcirc	73.5	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available			(46.8	Online access to job listings has made it easier to find work
Most children have access to a good school				\bigcirc		59.4	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions	S			\bigcirc		52.8	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs				\bigcirc		56.5	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						65.4	
Governance							Governance
Information on local government decisions are easily accessible				\bigcirc		57.9	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern			\bigcirc			31.1	Online voting has increased participation
Residents contribute to decision making of local government						38.8	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						43.6	Processing Identification Documents online has reduced waiting times

0%

0%



Istanbul



SMART

CITY RATING

CC

BACKGROUND INFORMATION



(Eurostat)

Ankara

Country	2018	2019	2020	2021	1 yr change
HDI	0.807	0.820	0.833	0.838	+0.005
Life expectancy at birth	77.4	77.7	75.9	76.0	+0.2
Expected years of schooling	16.4	16.6	18.0	18.0	+0.0
Mean years of schooling	7.7	8.1	8.6	8.6	+0.0
GNI per capita (PPP \$)	24,905	27,701	28,317	31,033	+2,715

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

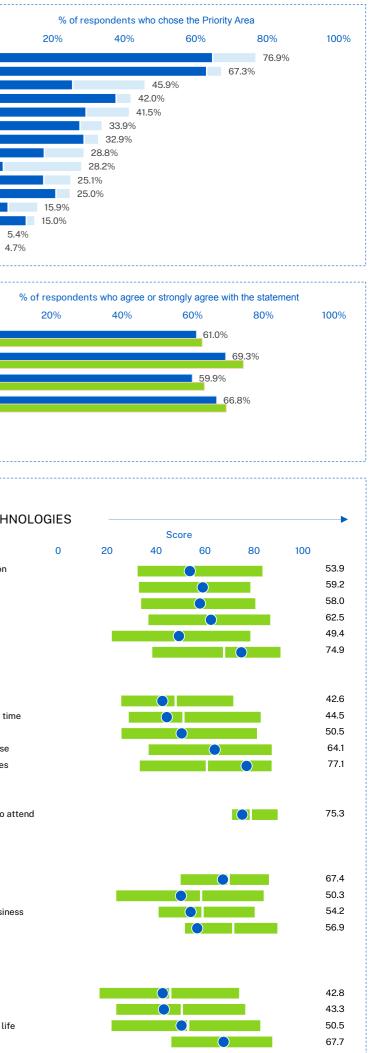
0% affordable housing road congestion unemployment green spaces security corruption air pollution fulfilling employment basic amenities health services public transport recycling school education social mobility 5.4% citizen engagement 4.7%

0%

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) LEGEND: CITY

			MEAN GROUP MAX
CC in 2021	STRUCTURES		TECHNOLO
	Score		
	Health & Safety 0 20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	65.6	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory	47.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	42.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	23.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	50.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	20.5	Arranging medical appointments online has improved access
CC	Mobility		Mobility
	Traffic congestion is not a problem	11.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	32.3	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
CC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	23.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	51.8	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	50.6	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	37.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	51.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	43.1	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome	46.6	
	Governance		Governance
	Information on local government decisions are easily accessible	54.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	28.0	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	37.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	41.5	Processing Identification Documents online has reduced waiting times



Jakarta



CC

CC in 2021

FACTOR

RATINGS

CC

STRUCTURES

CC

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

BACKGROUND INFORMATION

City	
Population	HDI
10,562,088	0.759

(UN Data)



lap tiles by Stamen Design CC BY 3.0 Map Data © OpenStreet

Country	2018	2019	2020	2021	1 yr change
HDI	0.707	0.718	0.709	0.705	-0.004
Life expectancy at birth	71.5	71.7	68.8	67.6	-1.2
Expected years of schooling	12.9	13.6	13.8	13.8	+0.0
Mean years of schooling	8.0	8.2	8.6	8.6	+0.0
GNI per capita (PPP \$)	11,256	11,459	11,142	11,466	+325

PRIORITY AREAS

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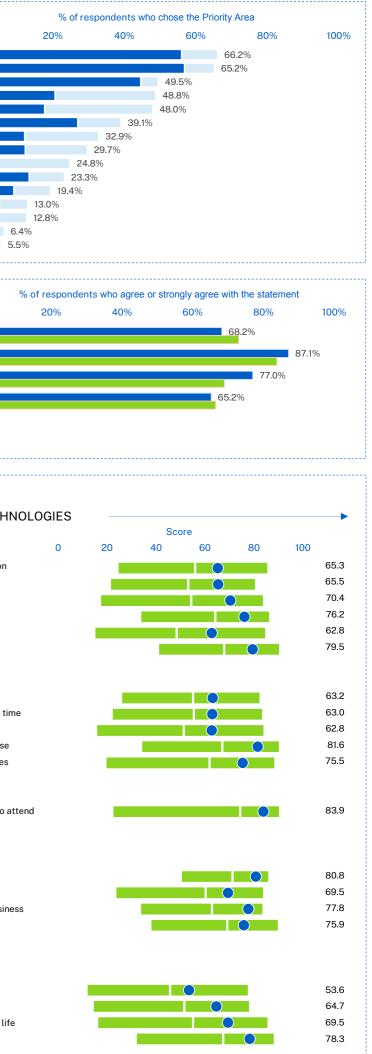
0% air pollution road congestion corruption basic amenities unemployment security health services green spaces fulfilling employment affordable housing public transport recycling school education 12.8% social mobility 6.4% citizen engagement 5.5%

0%

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)

STF	RUCTURES						<pre>TECHI</pre>
			Sc	ore			
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						61.6	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						59.1	A website or App allows residents to easily give away unwanted items
Public safety is not a problem			\bigcirc			44.1	Free public wifi has improved access to city services
Air pollution is not a problem						23.1	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						67.4	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a	a problem		(50.6	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						18.2	Car-sharing Apps have reduced congestion
Public transport is satisfactory						60.9	Apps that direct you to an available parking space have reduced journey ti
							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							Activities
Green spaces are satisfactory						63.8	Online purchasing of tickets to shows and museums has made it easier to
Cultural activities (shows, bars, and museums) are satisfactory						72.6	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						62.9	Online access to job listings has made it easier to find work
Most children have access to a good school						67.0	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						58.2	Online services provided by the city has made it easier to start a new busin
Businesses are creating new jobs						80.8	The current internet speed and reliability meet connectivity needs
Minorities feel welcome)	68.3	
Governance							Governance
Information on local government decisions are easily accessible						70.4	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						18.8	Online voting has increased participation
Residents contribute to decision making of local government						63.2	An online platform where residents can propose ideas has improved city li
Residents provide feedback on local government projects						63.1	Processing Identification Documents online has reduced waiting times



Jeddah



SMART

CITY RATING

BACKGROUND INFORMATION



4,780,740

,		
ulation	HDI	

(UN World Urbanisation Prospects 2022 estimate)

0.871



sign CC BY 3.0 Map Da

Country	2018	2019	2020	2021	1 yr change
HDI	0.865	0.873	0.870	0.875	+0.005
Life expectancy at birth	77.2	77.3	76.2	76.9	+0.7
Expected years of schooling	15.7	16.0	16.1	16.1	+0.0
Mean years of schooling	10.6	8.3	8.3	8.3	+0.0
GNI per capita (PPP \$)	5,072	5,307	5,601	5,745	+143

PRIORITY AREAS

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0% affordable housing road congestion unemployment green spaces air pollution basic amenities fulfilling employment public transport health services security corruption recycling school education social mobility 10.4% citizen engagement 7.8%

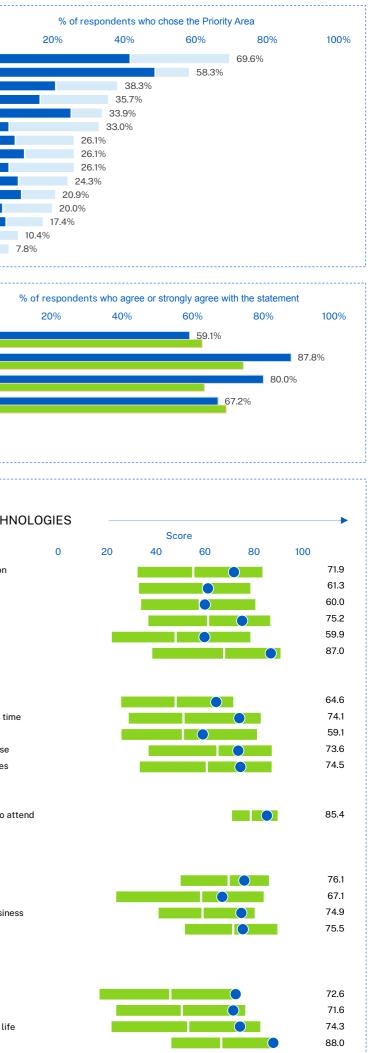
0%

ATTITUDES

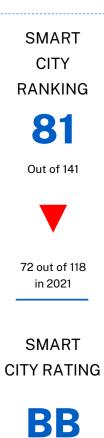
LEGEND:

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)

	STRUCT				LEGEND	: MIN	MEAN GROUP MAX	TEOLINO
not in 2021		URES		Score			•	TECHNO
	Health & Safety	0	20 4		80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas					76.8	Online reporting of city maintenance problems	provides a speedy solution
	Recycling services are satisfactory					70.6	A website or App allows residents to easily give	e away unwanted items
FACTOR	Public safety is not a problem					51.2	Free public wifi has improved access to city ser	vices
RATINGS	Air pollution is not a problem					31.7	CCTV cameras has made residents feel safer	
	Medical services provision is satisfactory					73.3	A website or App allows residents to effectively	y monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	lem				44.9	Arranging medical appointments online has imp	proved access
B	Mobility						Mobility	
	Traffic congestion is not a problem					25.4	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory					60.1	Apps that direct you to an available parking spa	ace have reduced journey time
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has made pu	Iblic transport easier to use
B							The city provides information on traffic congest	tion through mobile phones
	Activities						Activities	
TECHNOLOGIES	Green spaces are satisfactory					66.1	Online purchasing of tickets to shows and muse	eums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory					77.2		
	Opportunities (Work & School)						Opportunities (Work & School)	
GROUP	Employment finding services are readily available					55.1	Online access to job listings has made it easier	to find work
UNOUF	Most children have access to a good school					74.8	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions					68.3	Online services provided by the city has made it	t easier to start a new business
2	Businesses are creating new jobs					63.2	The current internet speed and reliability meet	connectivity needs
•	Minorities feel welcome			(69.6		
	Governance						Governance	
	Information on local government decisions are easily accessible				\bigcirc	77.4	Online public access to city finances has reduce	ed corruption
	Corruption of city officials is not an issue of concern	I		\bigcirc		48.6	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government					57.7	An online platform where residents can propos	e ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					63.6	Processing Identification Documents online has	reduced waiting times



Kiel



BACKGROUND INFORMATION

City	
Population	HDI
2,910,875	0.921

(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.939	0.947	0.944	0.942	-0.002
Life expectancy at birth	81.2	81.3	81.2	80.6	-0.5
Expected years of schooling	17.1	17.0	17.0	17.0	+0.0
Mean years of schooling	14.1	14.2	14.1	14.1	+0.0
GNI per capita (PPP \$)	46,946	55,314	53,078	54,534	+1,457

PRIORITY AREAS

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affordable housing road congestion security air pollution unemployment school education public transport citizen engagement social mobility green spaces recycling health services fulfilling employment basic amenities corruption

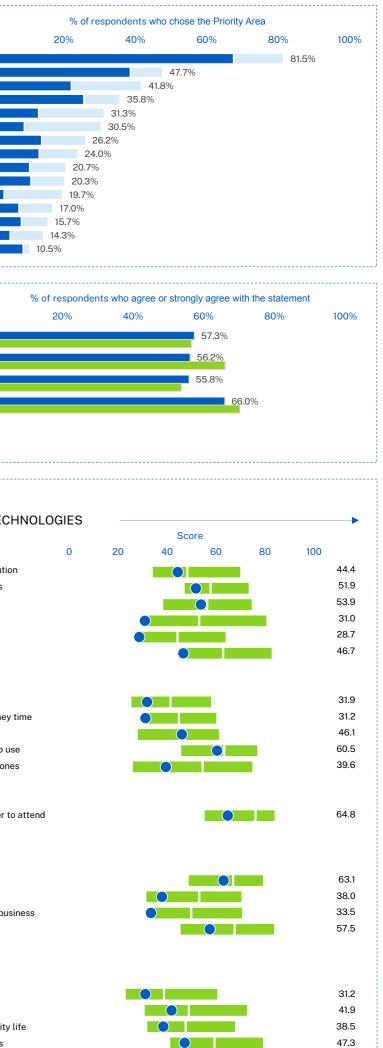
ATTITUDES

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) LEGEND: CITY

BB		Ŀ	.EGEND: MIN C	ITY MEAN GROUP MAX
B in 2021	STRUCTURES		•	TECHNOLO
		Score		
	Health & Safety 0 20	40 60 80		Health & Safety
	Basic sanitation meets the needs of the poorest areas		70.0	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		74.5	A website or App allows residents to easily give away unwanted items
TACTOR	Public safety is not a problem		56.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		47.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		78.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		24.1	Arranging medical appointments online has improved access
BBB	Mobility			Mobility
	Traffic congestion is not a problem		37.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		64.4	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
CCC				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		66.1	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		69.6	
	Opportunities (Work & School)			Opportunities (Work & School)
	Employment finding services are readily available		61.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		67.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		58.4	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		58.3	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome	O	58.0	
	Governance			Governance
	Information on local government decisions are easily accessible		57.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		62.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		48.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		55.1	Processing Identification Documents online has reduced waiting times

0%

0%



Krakow



CITY RATING

BACKGROUND INFORMATION



(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.872	0.880	0.876	0.876	+0.000
Life expectancy at birth	78.5	78.7	76.9	76.5	-0.5
Expected years of schooling	16.4	16.3	16.0	16.0	+0.0
Mean years of schooling	12.3	12.5	13.2	13.2	+0.0
GNI per capita (PPP \$)	27,626	31,623	31,164	33,034	+1,869

PRIORITY AREAS

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air pollution affordable housing road congestion security green spaces fulfilling employment health services basic amenities public transport recycling corruption school education unemployment social mobility 13.3% citizen engagement

ATTITUDES

LEGEND:

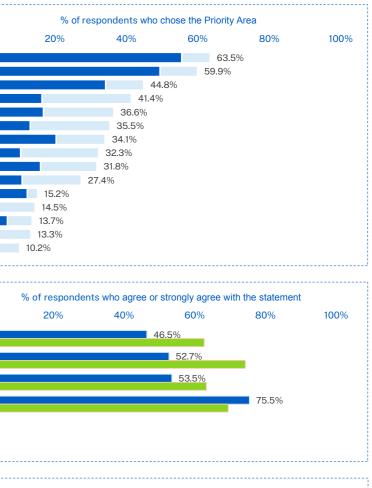
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

CCC			
		LEGEND: MIN CI	TY MEAN GROUP MAX
CCC in 2021	STRUCTURES		TECHNOL
		80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	63.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	63.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	62.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	22.8	CCTV cameras has made residents feel safer
NATING S	Medical services provision is satisfactory	53.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	26.9	Arranging medical appointments online has improved access
B	Mobility		Mobility
_	Traffic congestion is not a problem	29.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	59.1	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
CCC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	63.5	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	80.1	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	62.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	70.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	70.0	Online services provided by the city has made it easier to start a new business
2	Businesses are creating new jobs	64.5	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome	60.6	
	Governance		Governance
	Information on local government decisions are easily accessible	64.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	42.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	53.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	63.6	Processing Identification Documents online has reduced waiting times

0%

0%



DLOGIES Score 0 20 60 100 40 80 51.2 57.3 60.2 57.4 \bigcirc 70.7 \bigcirc 64.2 \bigcirc 43.6 51.0 55.6 72.3 46.7 78.8 nd 75.6 \bigcirc 53.2 58.2 68.6 \bigcirc





Kuala Lumpur



BACKGROUND INFORMATION

HD
0.8

(UN Data)

SMART CITY RATING

CCC in 2021

FACTOR

RATINGS

B

CCC TECHNOLOGIES

GROUP



All ratings range from AAA to D

HDI 0.858

Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreet

Country	2018	2019	2020	2021	1 yr change	
HDI	0.804	0.810	0.806	0.803	-0.003	
Life expectancy at birth	76.0	76.2	75.9	74.9	-1.1	
Expected years of schooling	13.5	13.7	13.3	13.3	+0.0	
Mean years of schooling	10.2	10.4	10.7	10.7	+0.0	
GNI per capita (PPP \$)	27,227	27,534	25,940	26,658	+717	

PRIORITY AREAS

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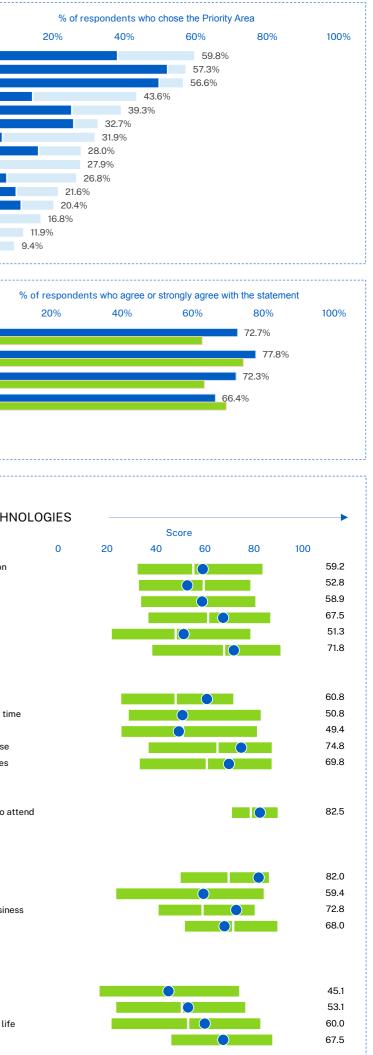
0% affordable housing road congestion corruption unemployment security air pollution health services public transport fulfilling employment basic amenities recycling green spaces school education social mobility 11.9% citizen engagement 9.4%

0%

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)

STRUCT	URES					•	▲ TE
			Sc	ore			
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas				\bigcirc		67.2	Online reporting of city maintenance problems provides a speedy sol
Recycling services are satisfactory						56.1	A website or App allows residents to easily give away unwanted item
Public safety is not a problem			\bigcirc			45.8	Free public wifi has improved access to city services
Air pollution is not a problem						33.7	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					\bigcirc	75.1	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a probl	lem					43.9	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						21.0	Car-sharing Apps have reduced congestion
Public transport is satisfactory						57.4	Apps that direct you to an available parking space have reduced jour
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier
							The city provides information on traffic congestion through mobile pl
Activities							Activities
Green spaces are satisfactory						55.8	Online purchasing of tickets to shows and museums has made it easi
Cultural activities (shows, bars, and museums) are satisfactory						69.4	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						67.5	Online access to job listings has made it easier to find work
Most children have access to a good school					\bigcirc	72.7	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						69.0	Online services provided by the city has made it easier to start a new
Businesses are creating new jobs					\bigcirc	73.3	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						62.4	
Governance							Governance
Information on local government decisions are easily accessible				\bigcirc		63.1	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						22.1	Online voting has increased participation
Residents contribute to decision making of local government				\bigcirc		53.1	An online platform where residents can propose ideas has improved
Residents provide feedback on local government projects						62.0	Processing Identification Documents online has reduced waiting time



Lagos



D

D in 2021

FACTOR

RATINGS

D

STRUCTURES

С

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change
HDI	0.534	0.539	0.535	0.535	+0.000
Life expectancy at birth	54.3	54.7	52.9	52.7	-0.2
Expected years of schooling	9.7	10.0	10.1	10.1	+0.0
Mean years of schooling	6.5	6.7	7.2	7.2	+0.0
GNI per capita (PPP \$)	5,086	4,910	4,740	4,790	+51

PRIORITY AREAS

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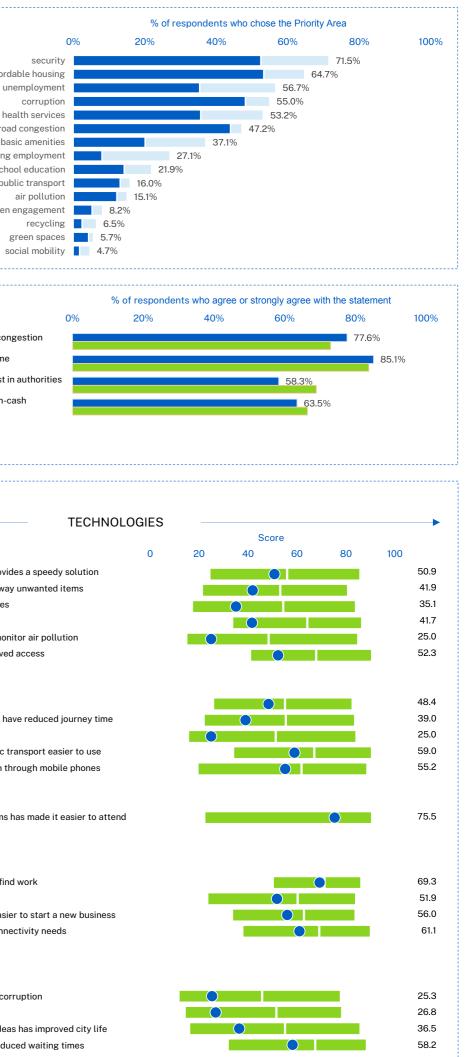
0% security affordable housing unemployment corruption health services road congestion basic amenities fulfilling employment school education public transport air pollution citizen engagement recycling 6.5% green spaces 5.7%

0%

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) LEGEND: GR CITY

•	STRUCTURES						•	TECHN
			Sc	ore				
Health & Safety	0	20	40	60	80	100	Health & Safety	
Basic sanitation meets the needs of the poorest areas						47.2	Online reporting of city maintenance problems provides	s a speedy solution
Recycling services are satisfactory			\bigcirc			46.8	A website or App allows residents to easily give away u	inwanted items
Public safety is not a problem						33.4	Free public wifi has improved access to city services	
Air pollution is not a problem						21.7	CCTV cameras has made residents feel safer	
Medical services provision is satisfactory			\bigcirc			41.5	A website or App allows residents to effectively monitor	or air pollution
Finding housing with rent equal to 30% or less of a monthly salary is	not a problem	\bigcirc				21.3	Arranging medical appointments online has improved a	ICCESS
Mobility							Mobility	
Traffic congestion is not a problem		\bigcirc				10.6	Car-sharing Apps have reduced congestion	
Public transport is satisfactory			\bigcirc			35.5	Apps that direct you to an available parking space have	e reduced journey ti
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has made public tran	nsport easier to use
							The city provides information on traffic congestion thro	ough mobile phones
Activities							Activities	
Green spaces are satisfactory			\bigcirc			45.4	Online purchasing of tickets to shows and museums ha	s made it easier to
Cultural activities (shows, bars, and museums) are satisfactory						71.7		
Opportunities (Work & School)							Opportunities (Work & School)	
Employment finding services are readily available			\bigcirc			44.0	Online access to job listings has made it easier to find v	work
Most children have access to a good school			\bigcirc			40.0	IT skills are taught well in schools	
Lifelong learning opportunities are provided by local institutions			\bigcirc			37.1	Online services provided by the city has made it easier	to start a new busir
Businesses are creating new jobs				\bigcirc		60.9	The current internet speed and reliability meet connect	tivity needs
Minorities feel welcome			\bigcirc			46.5		
Governance							Governance	
Information on local government decisions are easily accessible			\bigcirc			40.4	Online public access to city finances has reduced corru	iption
Corruption of city officials is not an issue of concern						15.8	Online voting has increased participation	
Residents contribute to decision making of local government						23.8	An online platform where residents can propose ideas l	has improved city li
Residents provide feedback on local government projects						36.6	Processing Identification Documents online has reduce	



Lausanne



CITY RATING

ΔΔ

BACKGROUND INFORMATION



(Eurostat)

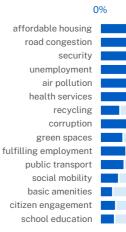


Country	2018	2019	2020	2021	1 yr change
HDI	0.946	0.955	0.956	0.962	+0.006
Life expectancy at birth	83.6	83.8	83.1	84.0	+0.9
Expected years of schooling	16.2	16.3	16.5	16.5	+0.0
Mean years of schooling	13.4	13.4	13.9	13.9	+0.0
GNI per capita (PPP \$)	59,375	69,394	65,011	66,933	+1,922

PRIORITY AREAS

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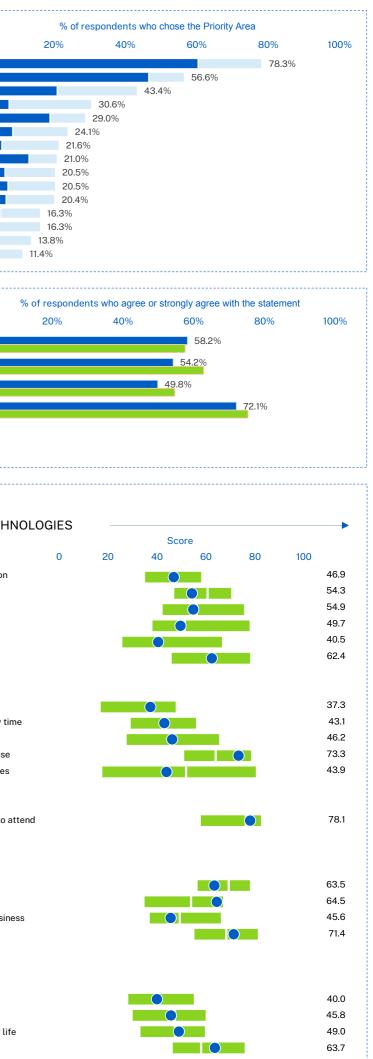


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ATTITUDES

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) LEGEND: GR CITY

AA				LEGEN	ND: MIN O	MEAN GROUP MAX
AAA in 2021	 ▲ STR 	UCTURES				TECHNOL
			Score			
	Health & Safety	0 20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				71.7	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory				75.4	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem				64.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				53.0	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				79.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem			31.6	Arranging medical appointments online has improved access
AA	Mobility					Mobility
	Traffic congestion is not a problem				31.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				68.7	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
Δ						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				79.4	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory				85.2	
	Opportunities (Work & School)					Opportunities (Work & School)
	Employment finding services are readily available				73.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				81.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				72.7	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs				61.4	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome)	62.3	
	Governance					Governance
	Information on local government decisions are easily accessible				66.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				59.4	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				60.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects)	62.7	Processing Identification Documents online has reduced waiting times



Leeds



SMART

CITY RATING

BACKGROUND INFORMATION

City	
Population	HDI
2,324,560	0.908

(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.932	0.924	0.929	+0.005
Life expectancy at birth	81.2	81.3	80.4	80.7	+0.3
Expected years of schooling	17.4	17.5	17.3	17.3	+0.0
Mean years of schooling	13.0	13.2	13.4	13.4	+0.0
GNI per capita (PPP \$)	39,507	46,071	42,375	45,225	+2,850

PRIORITY AREAS

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0% affordable housing road congestion health services unemployment air pollution public transport security fulfilling employment green spaces recycling school education social mobility citizen engagement corruption basic amenities 9.1%

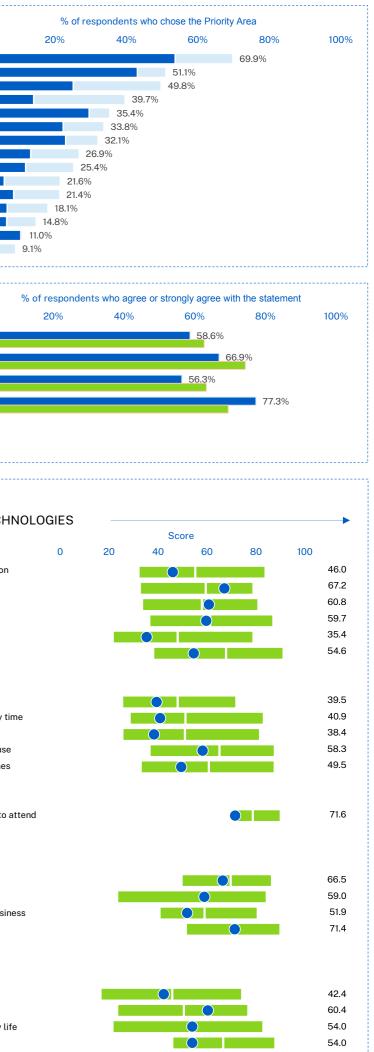
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ATTITUDES

LEGEND: GR

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)

CCC	· · · · · · · · · · · · · · · · · · ·			
			LEGEND: MIN	ITY MEAN GROUP MAX
CCC in 2021	STRUCTURES –			TECHNOL
	Health & Safety 0 20	Score 0 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		62.4	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		67.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		44.3	Free public wifi has improved access to city services
	Air pollution is not a problem		35.8	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory		59.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		32.1	Arranging medical appointments online has improved access
CCC	Mobility			Mobility
	Traffic congestion is not a problem		26.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		48.2	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
CC				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		60.2	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		72.1	
	Opportunities (Work & School)			Opportunities (Work & School)
	Employment finding services are readily available		66.4	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		62.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		62.7	Online services provided by the city has made it easier to start a new business
_	Businesses are creating new jobs		63.0	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome		61.6	
	Governance			Governance
	Information on local government decisions are easily accessible		57.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		53.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		47.9	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		53.5	Processing Identification Documents online has reduced waiting times



Lille



BACKGROUND INFORMATION



(Eurostat)

Slovakia

Country	2018	2019	2020	2021	1 yr change
HDI	0.891	0.901	0.898	0.903	+0.005
Life expectancy at birth	82.5	82.7	82.2	82.5	+0.3
Expected years of schooling	15.5	15.6	15.8	15.8	+0.0
Mean years of schooling	11.4	11.5	11.6	11.6	+0.0
GNI per capita (PPP \$)	40,511	47,173	43,048	45,937	+2,889

PRIORITY AREAS

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affordable housing air pollution security road congestion unemployment health services recycling green spaces fulfilling employment public transport basic amenities corruption school education citizen engagement

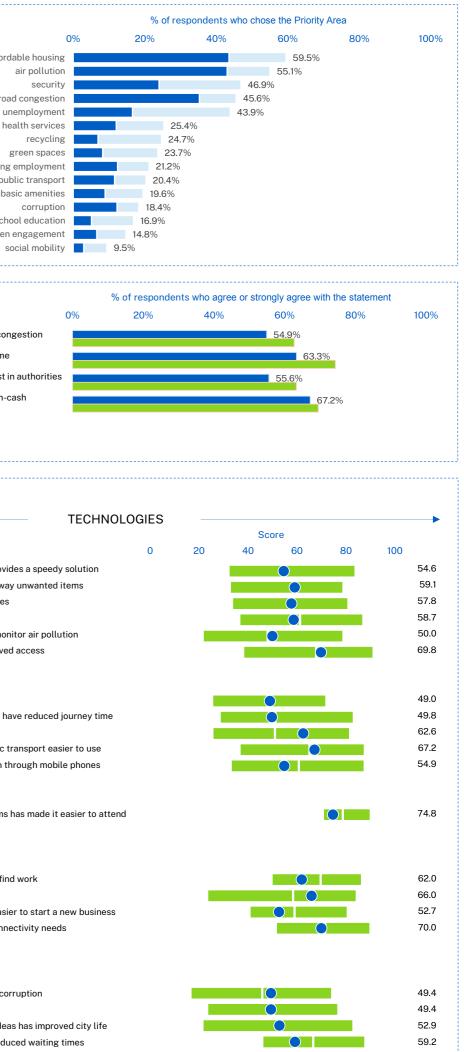
ATTITUDES

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) LEGEND: CITY

CCC	· · · · · · · · · · · · · · · · · · ·					·	
					LEGEN	D: MIN	CITY MEAN GROUP MAX
CC in 2021	 ▲ STR 	UCTURES		Cases			<pre>TECHNOL</pre>
	Health & Safety	0	20	Score 40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					59.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					68.1	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					53.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					30.2	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory					62.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem				34.5	Arranging medical appointments online has improved access
CCC	Mobility						Mobility
	Traffic congestion is not a problem					31.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					62.3	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
CCC							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					71.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					75.8	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					63.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					67.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					65.6	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					51.7	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome					52.2	
	Governance						Governance
	Information on local government decisions are easily accessible					56.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					45.9	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					50.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					51.4	Processing Identification Documents online has reduced waiting times

0%

0%



₋ima



BACKGROUND INFORMATION

City	
Population	HDI
9,562,280	0.820

(UN Data)

- Manau Peru 9 Bolivia Santa Cruz

Map tiles b

Country	2018	2019	2020	2021	1 yr change
HDI	0.776	0.780	0.762	0.762	+0.000
Life expectancy at birth	76.0	76.2	73.7	72.4	-1.3
Expected years of schooling	15.2	15.4	15.4	15.4	+0.0
Mean years of schooling	9.8	9.9	9.9	9.9	+0.0
GNI per capita (PPP \$)	12,143	12,304	10,917	12,246	+1,329

PRIORITY AREAS

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0% security corruption health services basic amenities road congestion unemployment school education air pollution public transport fulfilling employment green spaces affordable housing citizen engagement 7.7% social mobility 6.0% recycling 3.4%

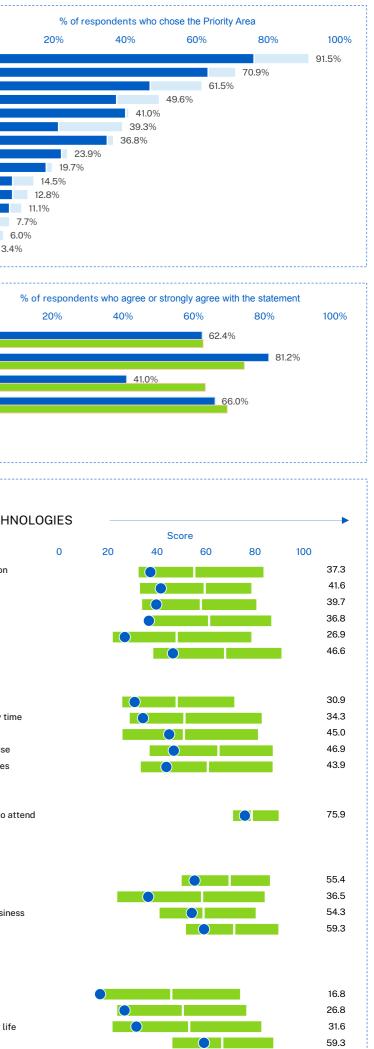
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ATTITUDES

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) LEGEND: CITY

$\mathbf{\vee}$						LEGEN	ID: MIN	v 🌔	CTTY MEAN GROUP MAX
not in 2021	<str< th=""><th>UCTURES</th><th></th><th></th><th></th><th></th><th></th><th></th><th>TECHNOL</th></str<>	UCTURES							TECHNOL
				Score	9				
	Health & Safety	0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas		(32.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory							37.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem							19.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		\bigcirc					19.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory							25.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem						34.6	Arranging medical appointments online has improved access
C	Mobility								Mobility
	Traffic congestion is not a problem							10.7	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory							19.7	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
C									The city provides information on traffic congestion through mobile phones
•	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory			(54.8	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				\bigcirc			59.8	
	Opportunities (Work & School)								Opportunities (Work & School)
GROUP	Employment finding services are readily available							52.8	Online access to job listings has made it easier to find work
GROOP	Most children have access to a good school							18.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions							32.9	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs							43.7	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome							26.9	
	Governance								Governance
	Information on local government decisions are easily accessible							30.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern							11.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government							21.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects)				29.3	Processing Identification Documents online has reduced waiting times





Lisbon



BACKGROUND INFORMATION

City	
Population	HDI
2,869,033	0.900

(Eurostat)

SMART **CITY RATING**

> CC CC in 2021

FACTOR RATINGS CC STRUCTURES

CC TECHNOLOGIES

GROUP



All ratings range from AAA to D

Country	2018	2019	2020	2021	1 yr change
HDI	0.850	0.864	0.863	0.866	+0.003
Life expectancy at birth	81.9	82.1	81.1	81.0	-0.0
Expected years of schooling	16.3	16.5	16.9	16.9	+0.0
Mean years of schooling	9.2	9.3	9.6	9.6	+0.0
GNI per capita (PPP \$)	27,935	33,967	31,637	33,155	+1,518

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0% affordable housing road congestion corruption health services public transport unemployment fulfilling employment air pollution security social mobility citizen engagement recycling school education green spaces 10.3%

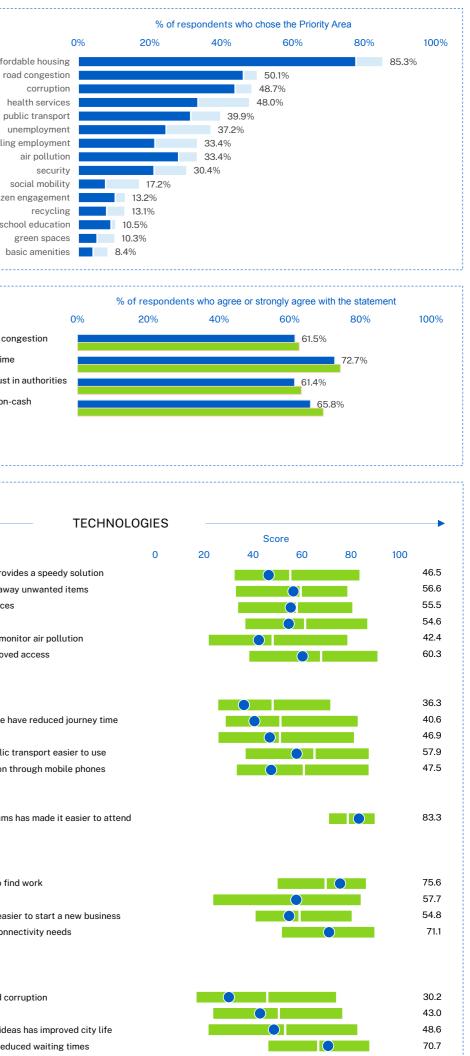
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ATTITUDES

LEGEND:

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)

Score Score Score Halth & Safety Halth & Safety description 0 20 40 60 80 100 Online reporting of city maintenance problems provides as part and problems provides and part of the porter of city maintenance problems provides as part and problem in provide or App allows residents to easily pive away unward free public with has improved access to city services 0100 Precupition of the porter of city maintenance problems provides as part and provides or App allows residents to effectively monitor air provides is provident as and free public with the improved access 000 A website or App allows residents to effectively monitor air provides Vobility Infinic compatibility is not a problem 12.0 Arranging medical appointments online has improved access Vobility Infinic compatibility is not a problem 17.7 Car-shaing App have reduced congestion Vability is not a problem 17.7 Car-shaing App have reduced congestion Bicycle hiring has reduced congestion Vability is not a problem 17.7 Car-shaing App have reduced congestion Bicycle hiring has reduced congestion Bicycle hiring has reduced congestion Vability 17.7 Car-shaing App have reduced congestion Bicycle hiring has reduced congestio	STRUCT	TURES						TECH
Inclusion control In		TONEO		Sco	re			
exycling services are satisfactory duble services provision is satisfactory duble services provision is satisfactory dolled services provides information on traffic congestion through m devices provide provide information on traffic congestion through m devices provide provide provide information on traffic congestion through m devices provide provide provide information on traffic congestion through m devices provide provide provide provide information on traffic congestion through m devices provide	Safety	0	20	40	60	80	100	Health & Safety
bill safety is not a problem 51.6 Free public with has improved access to city services rpollution is not a problem 32.8 CCTV comerse has made residents feel safer edical services provision is satisfactory 50.1 A vebsite or App allows residents to effectively monitor air p file 40.1 30% or less of a monthly salary is not a problem 12.0 Arranging medical appointments online has improved access. foliatity 51.6 Free public with has improved access to city services 50.1 A vebsite or App allows residents to effectively monitor air p foliatity 51.6 Composition is not a problem 12.0 Arranging medical appointments online has improved access foliatity 51.6 Composition is not a problem 17.7 Car-sharing Apps have reduced congestion habit cransport is satisfactory 37.8 Apps that direct you to an available parking space have reduce Bicycle hiring has reduced congestion Online sceletable and appointments on traffic congestion through m ctivities 65.1 Online purchasing of tickets to shows and museums has made it easier to find work in the access to a good school 65.1 Online purchasing of tickets to shows and museums has made it easier to find work intertive to good school reportunities (Work & School) 0nline access to a job bitings has made it easier to	in meets the needs of the poorest areas						62.3	Online reporting of city maintenance problems provides a speedy solution
rpolution is not a problem 32.8 CCTV cameras has made residents feel safer defeat services provision is satisfactory 50.1 A website or App allows residents to effectively monitor air p nobility 12.0 Arranging medical appointments online has improved access tobility 17.7 Car-sharing Apps have reduced congestion affic congestion is not a problem 17.7 Car-sharing Apps have reduced congestion bib ic transport is satisfactory 37.8 Apps that firet you to an available parking space have reduce Bicycle hiring has reduced congestion Apps that firet you to an available parking space have reduce Bicycle hiring has reduced congestion Online scheduling and ticket sales has made public transport traitil activities 65.1 Online purchasing of tickets to shows and museums has made poptunities (Work & School) 00 00 00 notivities are readily available 42.2 Online purchasing of tickets to shows and museums has made part minities are provided by local institutions 49.0 Online services provided by the city has made it easier to fird work subsesses are creating new jobs 61.1 The current internet speed and reliability met connectivity nortivity nortivity nortivity nortivity nortivity nortivity fincids is not an issue of concern	vices are satisfactory						61.9	A website or App allows residents to easily give away unwanted items
dial arrives provision is satisfactory 50.1 A website or App allows residents to effectively monitor air p dial arrives provision is satisfactory 12.0 Arranging medical appointments online has improved access dobility arranging medical appointments online has improved access Mobility affice congestion is not a problem 17.7 Car-sharing Apps have reduced congestion bibli transport is satisfactory 37.8 Apps that direct you to an available parking space have reduced civities 65.1 Online purchasing of tickets to shows and museums has medic een spaces are satisfactory 65.1 Online purchasing of tickets to shows and museums has medic atchivities 42.2 Online purchasing of tickets to shows and museums has medic poportunities (Work & School) 00 00 npoyment finding services are readity available 42.2 Online access to job listings has made it easier to find work sintenses are creating new jobs 41.1 The current internet speed and reliability meet connectivity nonities released by the city has made it easier to star ontiles develore 65.1 Online access to job listings has made it easier to star internet speed and reliability meet connectivity nonities released and reliability meet connectivity nonithies released no reliability meet connectivit	s not a problem						51.6	Free public wifi has improved access to city services
adding housing with rent equal to 30% or less of a monthly salary is not a problem 12.0 Arranging medical appointments online has improved access ability 17.7 Car-sharing Apps have reduced congestion Apps that direct you to an available parking space have reduced Bicycle hiring has reduced congestion Online scheduling and ticket sales has made public transport ctivities 37.8 Apps that direct you to an available parking space have reduced congestion Online scheduling and ticket sales has made public transport ctivities 65.1 Online purchasing of tickets to shows and museums has made Activities poptunities (Work & School) 00 in exclusion of tickets to shows and museums has made 42.2 Online access to job listings has made it easier to find work as inseases are creatily available sticklidren have access to a good school 49.0 Online scrices provided by the city has made it easier to star monthly selected on the salier to star monthly selected and reliability meet connectivity in ontifies fel welcome 9.0 Online scrices provided by the city has made it easier to star monthly selected on the salier to star monthly selected and reliability meet connectivity in ontifies fel welcome 9.0 Online public access to city finances has reduced corruption on traffic congestion in the salier to star monthly selected and reliability meet connectivity in ontifies fel welcome<	not a problem						32.8	CCTV cameras has made residents feel safer
Indicative the set of th	es provision is satisfactory						50.1	A website or App allows residents to effectively monitor air pollution
affic congestion is not a problem 17.7 Car-sharing Apps have reduced congestion ublic transport is satisfactory 37.8 Apps that direct you to an available parking space have reduce bill transport is satisfactory 37.8 Apps that direct you to an available parking space have reduce ctivities 0 Online scheduling and ticket sales has made public transport reen spaces are satisfactory 65.1 Online purchasing of tickets to shows and museums has made poptunities (Work & School) 0 Opportunities (Work & School) poptunities (work & School) 0 0 poptunities of a good school 52.9 17 lefong learning opportunities are provided by local institutions 65.1 0 usinesses are creating new jobs 41.1 The current intermet speed and reliability meet connectivity no norrities feel welcome 51.7 0 0 overnance 9.0	g with rent equal to 30% or less of a monthly salary is not a prob	blem					12.0	Arranging medical appointments online has improved access
blic transport is satisfactory 37.8 Apps that direct you to an available parking space have reduce Bicycle hiring has reduced congestion Online scheduling and ticket sales has made public transport The city provides information on traffic congestion through m ctivities een spaces are satisfactory itural activities (shows, bars, and museums) are satisfactory itural activities (shows, bars, and museums) are satisfactory itural activities (shows, bars, and museums) are satisfactory poptunities (Work & School) poptunities (Work & School) poptunities (Work & School) poptunities are readily available								Mobility
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Online scheduling and ticket sales has made public transport The city provides information on traffic congestion through m Ctivities een spaces are satisfactory iltural activities (shows, bars, and museums) are satisfactory iltural activities (shows, bars, and museums) are satisfactory pportunities (Work & School) mployment finding services are readily available ast children have access to a good school telong tearning opportunities are provided by local institutions sinesses are creating new jobs norrities feel welcome overnance formation on local government decisions are easily accessible orruption of city officials is not an issue of concern	rt is satisfactory			\bigcirc			37.8	Apps that direct you to an available parking space have reduced journey
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nployment finding services are readily available 42.2 Online access to job listings has made it easier to find work obst children have access to a good school 52.9 IT skills are taught well in schools ielong learning opportunities are provided by local institutions 49.0 Online services provided by the city has made it easier to star isinesses are creating new jobs 41.1 The current internet speed and reliability meet connectivity n norities feel welcome 51.7 Governance formation on local government decisions are easily accessible 49.0 Online public access to city finances has reduced corruption of city officials is not an issue of concern	ties (shows, bars, and museums) are satisfactory						78.5	
ost children have access to a good school 52.9 IT skills are taught well in schools felong learning opportunities are provided by local institutions 49.0 Online services provided by the city has made it easier to star usinesses are creating new jobs 41.1 The current internet speed and reliability meet connectivity n inorities feel welcome 51.7 51.7 overnance Governance Governance formation on local government decisions are easily accessible 49.0 Online public access to city finances has reduced corruption of city officials is not an issue of concern	ties (Work & School)							Opportunities (Work & School)
relong learning opportunities are provided by local institutions 49.0 Online services provided by the city has made it easier to star star star star star star star star	nding services are readily available						42.2	Online access to job listings has made it easier to find work
And the second s	have access to a good school			(52.9	IT skills are taught well in schools
norities feel welcome 51.7 OVERNANCE formation on local government decisions are easily accessible formation on local government decisions are easily acce	ng opportunities are provided by local institutions)		49.0	Online services provided by the city has made it easier to start a new bus
overnance Governance formation on local government decisions are easily accessible 49.0 Online public access to city finances has reduced corruption orruption of city officials is not an issue of concern 19.3 Online voting has increased participation	e creating new jobs						41.1	The current internet speed and reliability meet connectivity needs
formation on local government decisions are easily accessible 0 0nline public access to city finances has reduced corruption of city officials is not an issue of concern 19.3 0nline voting has increased participation	welcome			(51.7	
orruption of city officials is not an issue of concern 19.3 Online voting has increased participation	ce							Governance
	local government decisions are easily accessible)		49.0	Online public access to city finances has reduced corruption
sidents contribute to decision making of local government	city officials is not an issue of concern						19.3	Online voting has increased participation
	tribute to decision making of local government		(31.7	An online platform where residents can propose ideas has improved city



Ljubljana



in 2021

SMART

CITY RATING

BACKGROUND INFORMATION

City	
Population	HDI
555,948	0.953

(Eurostat)

Ukraine

2018	2019	2020	2021	1 yr change
0.917	0.921	0.913	0.918	+0.005
81.4	81.6	80.4	80.7	+0.3
17.6	17.7	17.7	17.7	+0.0
12.8	12.8	12.8	12.8	+0.0
37,411	38,440	36,993	39,746	+2,753
	0.917 81.4 17.6 12.8	0.917 0.921 81.4 81.6 17.6 17.7 12.8 12.8	0.9170.9210.91381.481.680.417.617.717.712.812.812.8	0.9170.9210.9130.91881.481.680.480.717.617.717.717.712.812.812.812.8

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

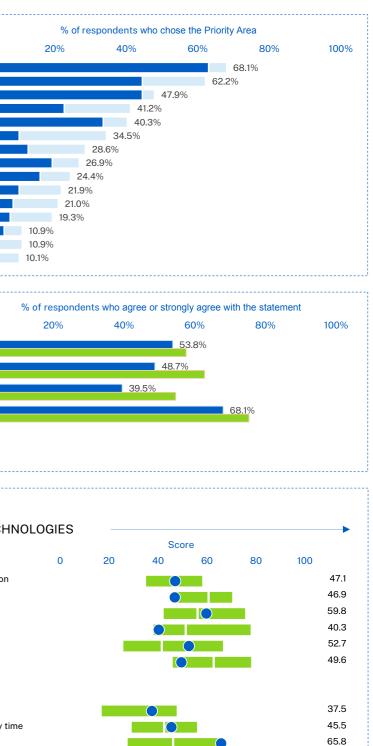
0% affordable housing health services road congestion public transport corruption basic amenities unemployment air pollution fulfilling employment recycling security green spaces citizen engagement school education 10.9% social mobility

0%

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) LEGEND: CITY

BBB		······	
DDD		LEGEND: MIN OT	Y MEAN GROUP MAX
not in 2021	STRUCTURES		TECHNOLO
	Score		
	Health & Safety0204060	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	71.3	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	68.5	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem	66.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	40.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	38.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	15.5	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	19.7	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	49.4	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
BBB			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	71.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	71.7	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	53.4	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	69.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	59.7	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs	49.7	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	56.6	
	Governance		Governance
	Information on local government decisions are easily accessible	51.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	31.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	35.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	40.6	Processing Identification Documents online has reduced waiting times







67.6
49.6
50.8
70.2

 \bigcirc

67.4

44.5

29.8
36.3
43.0
47.5

London



CITY RATING

Α

BACKGROUND INFORMATION



(Eurostat)

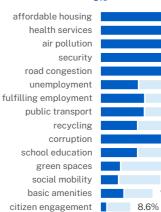


Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.932	0.924	0.929	+0.005
Life expectancy at birth	81.2	81.3	80.4	80.7	+0.3
Expected years of schooling	17.4	17.5	17.3	17.3	+0.0
Mean years of schooling	13.0	13.2	13.4	13.4	+0.0
GNI per capita (PPP \$)	39,507	46,071	42,375	45,225	+2,850

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, dark blue section of each bar shows

the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



ATTITUDES

LEGEND:

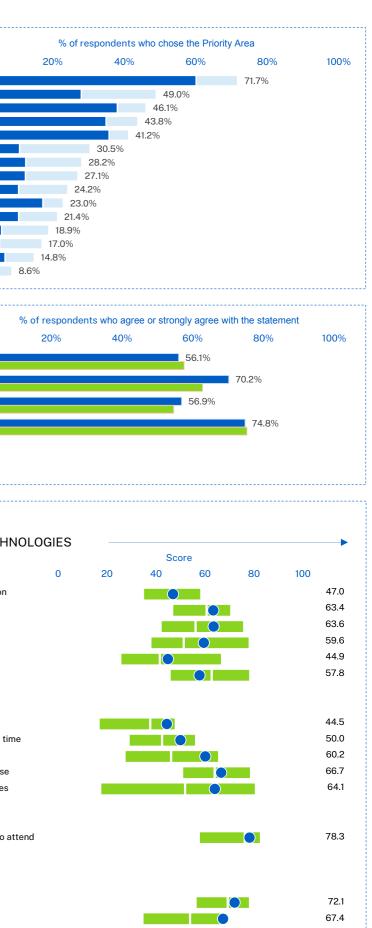
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

	,					
A				LEGEN	ND: MIN OC	ITY MEAN GROUP MAX
A in 2021	STRUCTURES					TECHNOL
			Score			
	Health & Safety 0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				61.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory				62.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				31.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				29.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				53.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem				26.5	Arranging medical appointments online has improved access
BBB	Mobility					Mobility
	Traffic congestion is not a problem				24.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				61.2	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
ΔΔ						The city provides information on traffic congestion through mobile phones
	Activities					Activities
ECHNOLOGIES	Green spaces are satisfactory				71.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				77.6	
	Opportunities (Work & School)					Opportunities (Work & School)
	Employment finding services are readily available			_	65.3	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				62.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				62.2	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs				61.7	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				60.1	The current internet speed and reliability meet connectivity needs
•	Minorities reet welcome				00.1	
	Governance					Governance
	Information on local government decisions are easily accessible				63.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				40.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				44.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				52.8	Processing Identification Documents online has reduced waiting times

0%

0%





45.6
56.9
52.0
62.8

Los Angeles



CITY RATING

BACKGROUND INFORMATION

City	
Population	HDI
3,898,747	0.931

(UN Data)

S. Sall .Denve 00 AZ · Aburnet NM

Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.926	0.920	0.921	+0.001
Life expectancy at birth	78.9	78.9	77.4	77.2	-0.2
Expected years of schooling	16.3	16.3	16.3	16.3	+0.0
Mean years of schooling	13.4	13.4	13.7	13.7	+0.0
GNI per capita (PPP \$)	56,140	63,826	61,462	64,765	+3,304

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

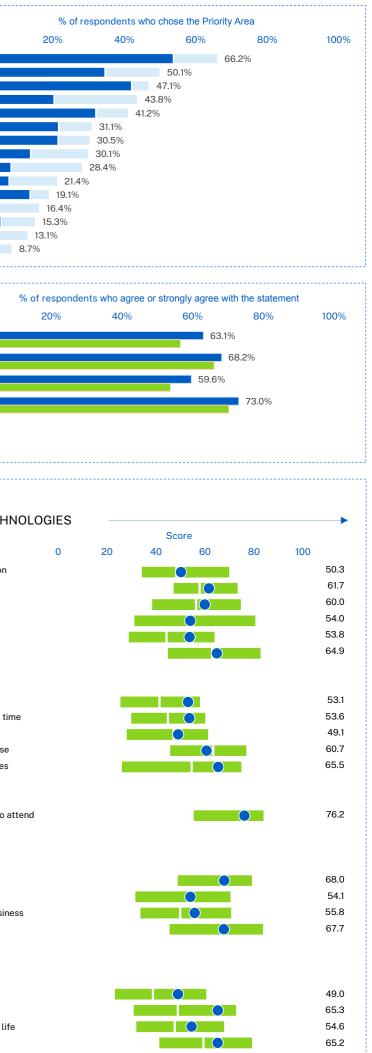
0% affordable housing security road congestion health services air pollution school education corruption unemployment fulfilling employment basic amenities public transport green spaces recycling social mobility citizen engagement 8.7%

0%

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) LEGEND: CITY

BB	·				,	·	
DD					LEGEN	D: MIN	CITY MEAN GROUP MAX
BB in 2021	STRUCT	URES				•	TECHNOLO
	Health & Safety	0	20	Score 40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					54.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					64.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					36.5	Free public wifi has improved access to city services
	Air pollution is not a problem					32.7	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory					56.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a probl	em				32.8	Arranging medical appointments online has improved access
BB	Mobility						Mobility
	Traffic congestion is not a problem					25.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					47.7	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
BBB							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					60.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					75.4	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available			\bigcirc		63.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					52.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					58.2	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					64.7	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome					58.3	
	Governance						Governance
	Information on local government decisions are easily accessible					65.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			\bigcirc		35.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					56.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		1			59.7	Processing Identification Documents online has reduced waiting times



Luxembourg



SMART

CITY RATING

BACKGROUND INFORMATION

City	
Population 634,730	HDI 0.930

(Eurostat)

Country	2018	2019	2020	2021	1 yr change
HDI	0.922	0.927	0.924	0.930	+0.006
Life expectancy at birth	81.8	82.1	81.4	82.6	+1.2
Expected years of schooling	14.3	14.4	14.4	14.4	+0.0
Mean years of schooling	12.8	13.0	13.0	13.0	+0.0
GNI per capita (PPP \$)	81,399	76,019	80,286	84,649	+4,364

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.

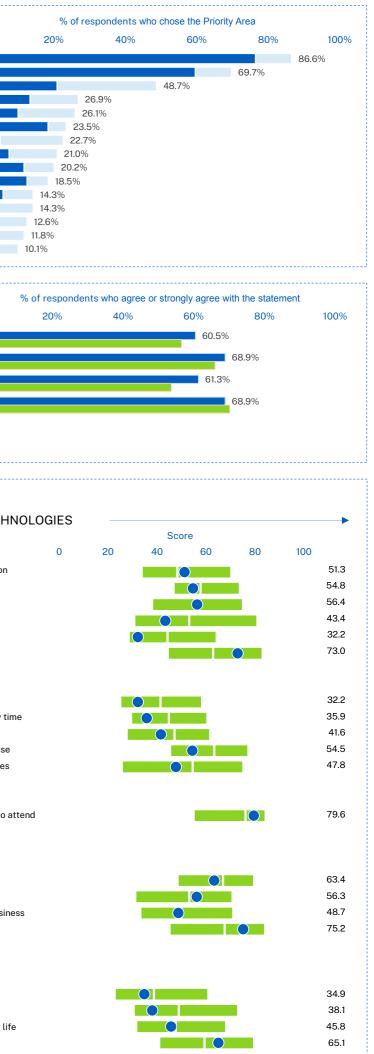
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0% affordable housing road congestion security fulfilling employment unemployment air pollution health services citizen engagement public transport corruption green spaces school education recycling social mobility basic amenities

0%

ATTITUDES

BB	·					L		
DD					LEGEN	D: MIN		MEAN GROUP MAX
not in 2021	STRUCTION STRUCTION STRUCTION STRUCTION STRUCTION STRUCTION STRUCTION STRUCTURE STR	JRES					-	TECHNOL
		0	20	Score 40 60	80	100		
	Health & Safety	0	20	40 00	00			Health & Safety
	Basic sanitation meets the needs of the poorest areas						78.4	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory						84.3	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem						64.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			\bigcirc			51.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		I		\bigcirc		78.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	em					16.2	Arranging medical appointments online has improved access
BBB	Mobility							Mobility
	Traffic congestion is not a problem					2	26.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					-	70.3	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
B								The city provides information on traffic congestion through mobile phones
Ľ	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						81.1	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						77.9	
	Opportunities (Work & School)							Opportunities (Work & School)
			_				67.9	Online access to job listings has made it easier to find work
GROUP	Employment finding services are readily available						80.7	
	Most children have access to a good school						71.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		_				60.1	Online services provided by the city has made it easier to start a new business
2	Businesses are creating new jobs							The current internet speed and reliability meet connectivity needs
	Minorities feel welcome					(64.7	
	Governance							Governance
	Information on local government decisions are easily accessible		I			-	70.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					ţ	54.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					4	44.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					4	48.6	Processing Identification Documents online has reduced waiting times



Lyon



CITY RATING

BACKGROUND INFORMATION



(Eurostat)

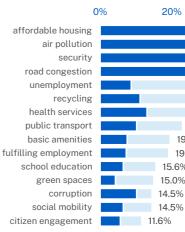


Country	2018	2019	2020	2021	1 yr change
HDI	0.891	0.901	0.898	0.903	+0.005
Life expectancy at birth	82.5	82.7	82.2	82.5	+0.3
Expected years of schooling	15.5	15.6	15.8	15.8	+0.0
Mean years of schooling	11.4	11.5	11.6	11.6	+0.0
GNI per capita (PPP \$)	40,511	47,173	43,048	45,937	+2,889

PRIORITY AREAS

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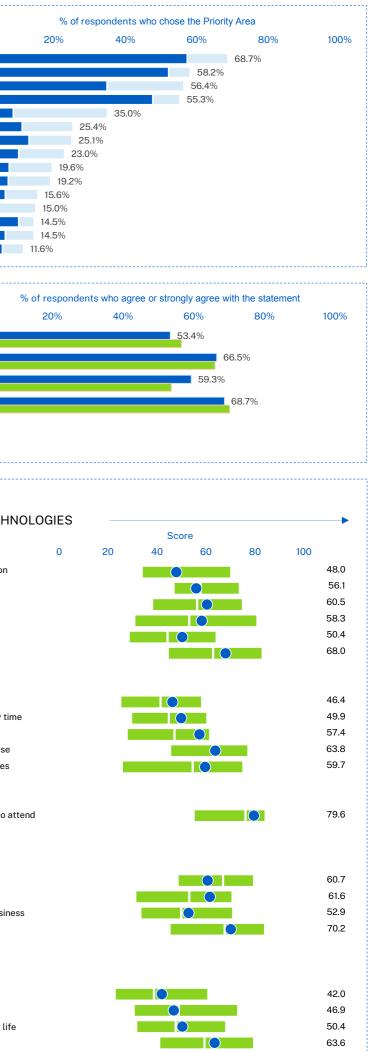
0%

ATTITUDES

LEGEND:

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)

BB					;	····		
					LEGEND	: MIN		CITY MEAN GROUP MAX
CCC in 2021	STRUCTURES		0				-	TECHNOL
	Health & Safety 0	20	Score 40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas					ţ	58.9	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	_					63.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						45.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						19.5	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory					(60.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem)			:	26.2	Arranging medical appointments online has improved access
BB	Mobility							Mobility
	Traffic congestion is not a problem						23.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						65.4	Apps that direct you to an available parking space have reduced journey time
STRUCTURES							00.4	Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
BB								The city provides information on traffic congestion through mobile phones
DD	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory		_			-	78.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						82.1	
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available	_					69.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						67.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						61.6	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		_				61.4	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome						53.0	
	Governance							Governance
	Information on local government decisions are easily accessible						56.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						46.0	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						45.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents commistre to decision making of tocal government Residents provide feedback on local government projects						50.6	Processing Identification Documents online has reduced waiting times
			_					



Madrid



BB

BACKGROUND INFORMATION

City	
Population	HDI
6,755,828	0.940

(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.893	0.904	0.899	0.905	+0.006
Life expectancy at birth	83.4	83.6	82.3	83.0	+0.7
Expected years of schooling	17.9	17.6	17.9	17.9	+0.0
Mean years of schooling	9.8	10.3	10.6	10.6	+0.0
GNI per capita (PPP \$)	35,041	40,975	36,516	38,354	+1,838

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.

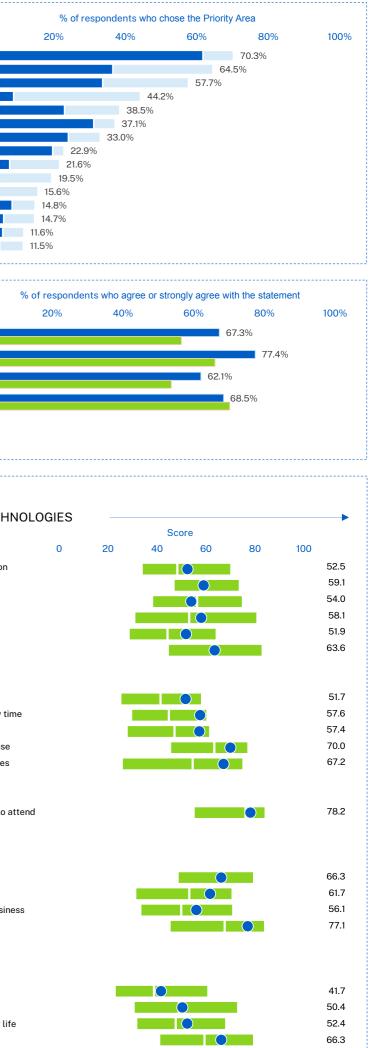
The left-hand, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% affordable housing fulfilling employment health services unemployment security air pollution corruption road congestion school education basic amenities green spaces public transport recycling citizen engagement 11.6% social mobility

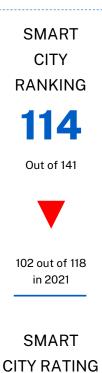
0%

ATTITUDES

DD						LEGEN	D: MIN		CITY MEAN GROUP MAX
BB in 2021	STRUC	TURES							TECHNOLC
		0	20	Scor 40		00	100		
	Health & Safety	0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							63.9	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory				\bigcirc			64.1	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem							53.9	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem)				29.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory							50.6	A website or App allows residents to effectively monitor air pollution
DD	Finding housing with rent equal to 30% or less of a monthly salary is not a pro	blem						20.9	Arranging medical appointments online has improved access
BB	Mobility								Mobility
	Traffic congestion is not a problem							23.7	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory							62.5	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
BBB									The city provides information on traffic congestion through mobile phones
	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory			_				74.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory							80.1	
	Opportunities (Work & School)							74.0	Opportunities (Work & School)
GROUP	Employment finding services are readily available							74.6	Online access to job listings has made it easier to find work
	Most children have access to a good school							61.8 67.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		_						Online services provided by the city has made it easier to start a new business
2	Businesses are creating new jobs		_					49.0	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			(54.6	
	Governance								Governance
	Information on local government decisions are easily accessible				\bigcirc			56.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		(33.0	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government							39.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							44.2	Processing Identification Documents online has reduced waiting times



Makassar



CC

C in 2021

FACTOR

RATINGS

CC

STRUCTURES

CC

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

BACKGROUND INFORMATION



Population	HDI
1,642,129	0.699

(UN World Urbanisation Prospects 2022 estimate)

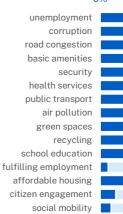


Country	2018	2019	2020	2021	1 yr change
HDI	0.707	0.718	0.709	0.705	-0.004
Life expectancy at birth	71.5	71.7	68.8	67.6	-1.2
Expected years of schooling	12.9	13.6	13.8	13.8	+0.0
Mean years of schooling	8.0	8.2	8.6	8.6	+0.0
GNI per capita (PPP \$)	11,256	11,459	11,142	11,466	+325

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



ATTITUDES

LEGEND: GR

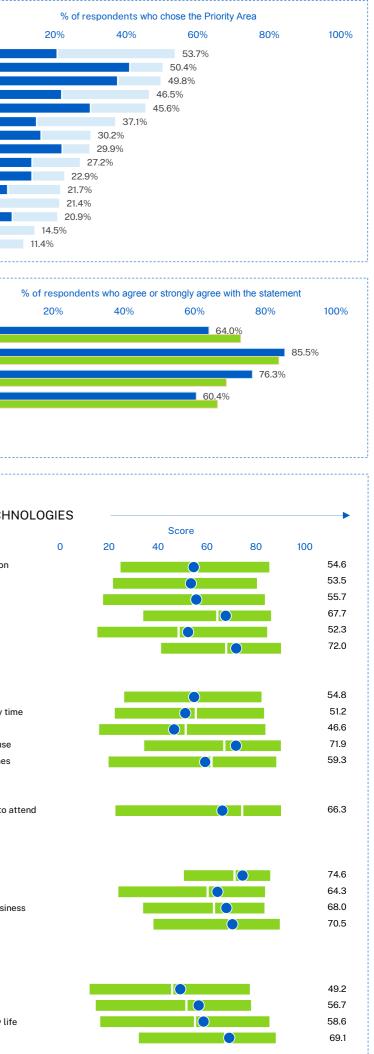
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

STRUCTURES				LEGEND		
STRUCTURES		S	core			
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					57.3	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					52.2	A website or App allows residents to easily give away unwanted items
Public safety is not a problem		(48.3	Free public wifi has improved access to city services
Air pollution is not a problem					42.9	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					66.5	A website or App allows residents to effectively monitor air pollution
inding housing with rent equal to 30% or less of a monthly salary is not a problem			\bigcirc		61.2	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem		\bigcirc			36.3	Car-sharing Apps have reduced congestion
Public transport is satisfactory					57.9	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						Activities
Green spaces are satisfactory					64.1	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory			\bigcirc		65.4	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					62.8	Online access to job listings has made it easier to find work
Most children have access to a good school					69.8	IT skills are taught well in schools
ifelong learning opportunities are provided by local institutions					60.3	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs					78.6	The current internet speed and reliability meet connectivity needs
Vinorities feel welcome					74.1	
Governance						Governance
nformation on local government decisions are easily accessible					64.8	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern	\bigcirc				26.5	Online voting has increased participation
Residents contribute to decision making of local government					61.9	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					61.4	Processing Identification Documents online has reduced waiting times

0%

0%



Manchester



BACKGROUND INFORMATION

City	
Population	F
553,230	0

(Eurostat)

CITY RATING



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BB in 2021
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FACTOR RATINGS

BB STRUCTURES

BB TECHNOLOGIES

GROUP



All ratings range from AAA to D

on	HDI	
	0.915	
t)		
		ž



Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.932	0.924	0.929	+0.005
Life expectancy at birth	81.2	81.3	80.4	80.7	+0.3
Expected years of schooling	17.4	17.5	17.3	17.3	+0.0
Mean years of schooling	13.0	13.2	13.4	13.4	+0.0
GNI per capita (PPP \$)	39,507	46,071	42,375	45,225	+2,850

PRIORITY AREAS

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0% affordable housing health services road congestion unemployment security air pollution public transport green spaces fulfilling employment recycling school education corruption social mobility basic amenities citizen engagement

0%

ATTITUDES

LEGEND:

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)

CITY

• · · · · · · · · · · · · · · · · · · ·	STRUCTURES						TECH
			Sco	ore			
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						66.8	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						69.0	A website or App allows residents to easily give away unwanted items
Public safety is not a problem			\bigcirc			40.8	Free public wifi has improved access to city services
Air pollution is not a problem						36.8	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						57.7	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is	not a problem				•	34.8	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem		\bigcirc				25.8	Car-sharing Apps have reduced congestion
Public transport is satisfactory				\bigcirc		58.0	Apps that direct you to an available parking space have reduced journey tir
							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							Activities
Green spaces are satisfactory						59.9	Online purchasing of tickets to shows and museums has made it easier to a
Cultural activities (shows, bars, and museums) are satisfactory						76.4	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						69.2	Online access to job listings has made it easier to find work
Most children have access to a good school						67.6	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions				\bigcirc		63.3	Online services provided by the city has made it easier to start a new busin
Businesses are creating new jobs						60.3	The current internet speed and reliability meet connectivity needs
Minorities feel welcome		I				66.8	
Governance							Governance
Information on local government decisions are easily accessible						59.9	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						49.4	Online voting has increased participation
Residents contribute to decision making of local government						48.5	An online platform where residents can propose ideas has improved city lit
Residents provide feedback on local government projects						54.4	Processing Identification Documents online has reduced waiting times



44.3

54.7

Manila



C

C in 2021

FACTOR

RATINGS

С

STRUCTURES

CC

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

BACKGROUND INFORMATION



(UN Data)



lap tiles by Stamen Design CC BY 3.0 Map Data © OpenStre

Country	2018	2019	2020	2021	1 yr change
HDI	0.712	0.718	0.710	0.699	-0.011
Life expectancy at birth	71.1	71.2	72.1	69.3	-2.9
Expected years of schooling	12.7	13.1	13.1	13.1	+0.0
Mean years of schooling	9.4	9.4	9.0	9.0	+0.0
GNI per capita (PPP \$)	9,540	9,778	8,559	8,920	+362

PRIORITY AREAS

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ATTITUDES

LEGEND:

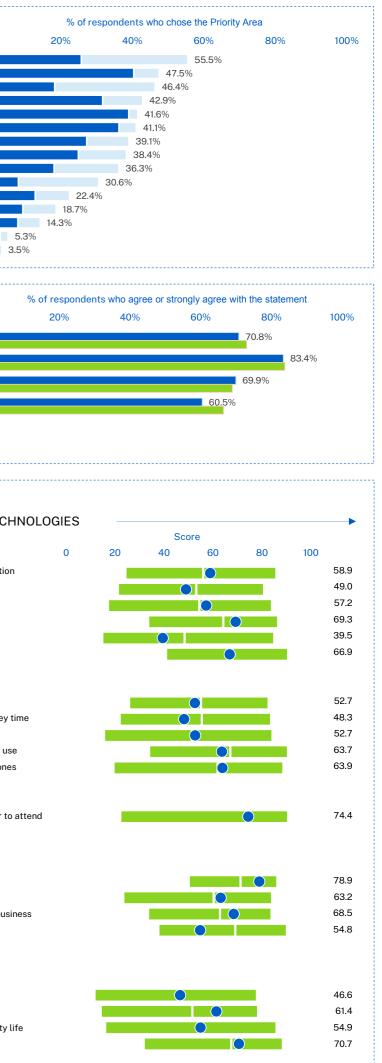
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

					LEGEN	D: MIN	CITY MEAN GROUP MAX	
STRUCTUR	RES		S	core			•	TECHNOL
Health & Safety	0	20	40	60	80	100	Health & Safety	
Basic sanitation meets the needs of the poorest areas			(49.2	Online reporting of city maintena	ance problems provides a speedy solution
Recycling services are satisfactory						54.0	A website or App allows resident	ts to easily give away unwanted items
Public safety is not a problem						36.8	Free public wifi has improved acc	cess to city services
Air pollution is not a problem						21.8	CCTV cameras has made residen	ts feel safer
Medical services provision is satisfactory						53.2	A website or App allows resident	ts to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem	ı		\bigcirc			38.7	Arranging medical appointments	online has improved access
Mobility							Mobility	
Traffic congestion is not a problem						15.5	Car-sharing Apps have reduced of	congestion
Public transport is satisfactory			\bigcirc			35.8	Apps that direct you to an availal	ble parking space have reduced journey time
							Bicycle hiring has reduced conge	estion
							Online scheduling and ticket sale	es has made public transport easier to use
							The city provides information on	traffic congestion through mobile phones
Activities							Activities	
Green spaces are satisfactory						52.6	Online purchasing of tickets to sl	hows and museums has made it easier to atten
Cultural activities (shows, bars, and museums) are satisfactory)	68.2		
Opportunities (Work & School)							Opportunities (Work & S	School)
Employment finding services are readily available				\bigcirc		59.0	Online access to job listings has	made it easier to find work
Most children have access to a good school				\bigcirc		50.5	IT skills are taught well in school	s
Lifelong learning opportunities are provided by local institutions						54.7	Online services provided by the c	ity has made it easier to start a new business
Businesses are creating new jobs						72.3	The current internet speed and re	eliability meet connectivity needs
Minorities feel welcome				\bigcirc		59.3		
Governance							Governance	
Information on local government decisions are easily accessible						62.2	Online public access to city finan	nces has reduced corruption
Corruption of city officials is not an issue of concern						21.1	Online voting has increased parti	cipation
Residents contribute to decision making of local government						46.8	An online platform where resider	nts can propose ideas has improved city life
Residents provide feedback on local government projects						60.7	Processing Identification Docume	anta anlina haa wadu aaduu sitin a timaa

0%

0%



Marseille



BACKGROUND INFORMATION

City	
Population	HDI
5,116,360	0.899

(Eurostat)

Day althoug . Madri

Country	2018	2019	2020	2021	1 yr change
HDI	0.891	0.901	0.898	0.903	+0.005
Life expectancy at birth	82.5	82.7	82.2	82.5	+0.3
Expected years of schooling	15.5	15.6	15.8	15.8	+0.0
Mean years of schooling	11.4	11.5	11.6	11.6	+0.0
GNI per capita (PPP \$)	40,511	47,173	43,048	45,937	+2,889

PRIORITY AREAS

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security affordable housing road congestion air pollution unemployment corruption recycling basic amenities public transport health services green spaces school education fulfilling employment social mobility 10.4% citizen engagement 9.3%

ATTITUDES

LEGEND:

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)

CITY

CC				;		
				LEGEN	D: MIN	CITY MEAN GROUP MAX
CC in 2021	 ▲ ST 	RUCTURES	Score		•	TECHNO
	Health & Safety	0 20		80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				46.1	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory				39.5	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				33.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	-			23.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				59.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not	a problem			29.1	Arranging medical appointments online has improved access
CC	Mobility					Mobility
	Traffic congestion is not a problem				21.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				51.2	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
CC						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				54.2	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory				68.5	
	Opportunities (Work & School)					Opportunities (Work & School)
GROUP	Employment finding services are readily available				54.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	•			52.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				48.8	Online services provided by the city has made it easier to start a new business
2	Businesses are creating new jobs				48.9	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome				46.2	
	Governance					Governance
	Information on local government decisions are easily accessible				51.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				34.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				35.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				39.7	Processing Identification Documents online has reduced waiting times

0%

0%



Mecca



SMART

CITY RATING

B

SMART

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



sign CC BY 3.0 Map Data (

Country	2018	2019	2020	2021	1 yr change
HDI	0.865	0.873	0.870	0.875	+0.005
Life expectancy at birth	77.2	77.3	76.2	76.9	+0.7
Expected years of schooling	15.7	16.0	16.1	16.1	+0.0
Mean years of schooling	10.6	8.3	8.3	8.3	+0.0
GNI per capita (PPP \$)	5,072	5,307	5,601	5,745	+143

PRIORITY AREAS

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0% affordable housing unemployment road congestion green spaces fulfilling employment basic amenities health services air pollution recycling corruption security citizen engagement public transport social mobility school education

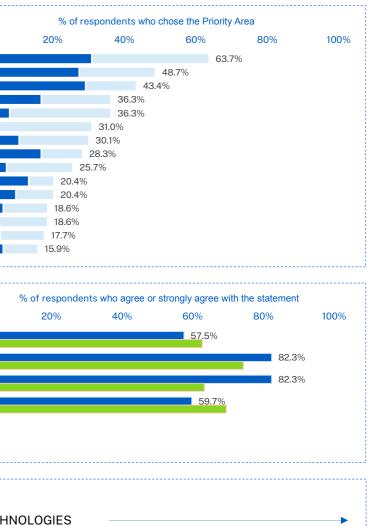
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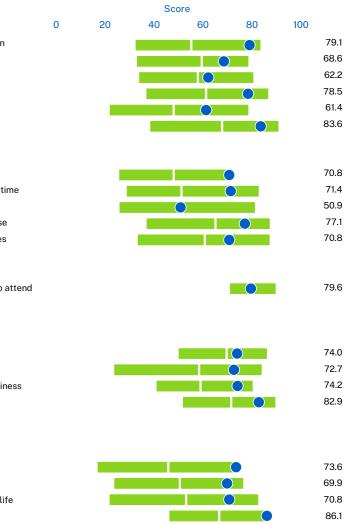
ATTITUDES

LEGEND:

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)

D			LEGEN		MEAN GROUP MAX
not in 2021	STRUCTURES				TECHNOL
		Score			
	Health & Safety 0	20 40 6	0 80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			82.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			66.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			54.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			38.9	CCTV cameras has made residents feel safer
in thirds	Medical services provision is satisfactory			70.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			55.6	Arranging medical appointments online has improved access
B	Mobility				Mobility
	Traffic congestion is not a problem			42.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			74.9	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
B					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			68.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	-		68.3	
	Opportunities (Work & School)				Opportunities (Work & School)
GROUP	Employment finding services are readily available			57.5	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school			75.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			67.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs			67.7	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome			68.6	
	Governance				Governance
	Information on local government decisions are easily accessible			79.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			53.4	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			54.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			60.0	Processing Identification Documents online has reduced waiting times





Medan



CITY RATING

BACKGROUND INFORMATION

City	
Population 2,435,252	HDI 0.711

(UN Data)

Map tiles by Stame esign CC BY 3.0 Map

Country	2018	2019	2020	2021	1 yr change
HDI	0.707	0.718	0.709	0.705	-0.004
Life expectancy at birth	71.5	71.7	68.8	67.6	-1.2
Expected years of schooling	12.9	13.6	13.8	13.8	+0.0
Mean years of schooling	8.0	8.2	8.6	8.6	+0.0
GNI per capita (PPP \$)	11,256	11,459	11,142	11,466	+325

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.

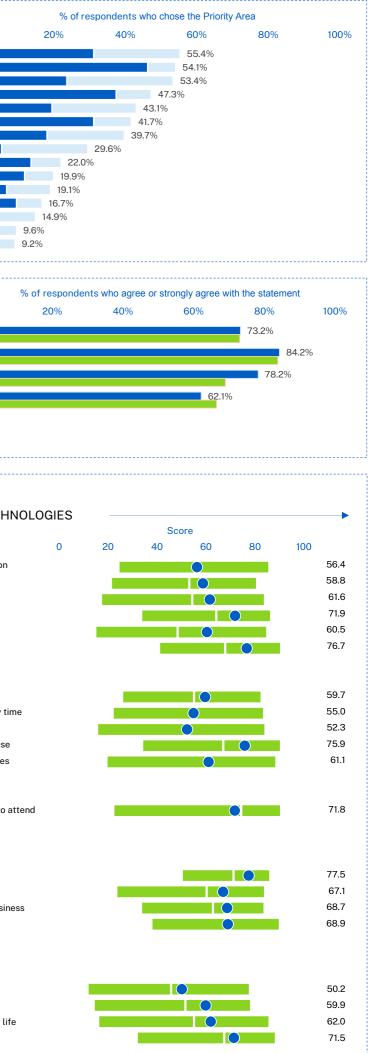
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0% security corruption unemployment road congestion basic amenities air pollution health services fulfilling employment green spaces public transport school education recycling affordable housing social mobility 9.6% citizen engagement 9.2%

0%

ATTITUDES

CC							·		
						LEGEND:	MIN		MEAN GROUP MAX
C in 2021	STRUC	TURES		Score				-	TECHNOL
	Health & Safety	0	20	40 60)	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas						į	57.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						Ę	53.4	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						4	48.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						:	32.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			(\bigcirc		6	63.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pro	blem					(62.0	Arranging medical appointments online has improved access
CC	Mobility								Mobility
	Traffic congestion is not a problem)			;	32.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						Ę	54.3	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
CC									The city provides information on traffic congestion through mobile phones
	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory						Ę	58.8	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				\bigcirc		(66.5	
	Opportunities (Work & School)								Opportunities (Work & School)
GROUP	Employment finding services are readily available			\bigcirc			Ę	58.3	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				\bigcirc		6	68.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						ţ	57.0	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs				(-	76.6	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				\bigcirc		-	70.2	
	Governance								Governance
	Information on local government decisions are easily accessible			(\bigcirc			63.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern							24.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						į	54.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						į	56.6	Processing Identification Documents online has reduced waiting times



Medellin



CITY RATING

BACKGROUND INFORMATION



(UN Data)



Country	2018	2019	2020	2021	1 yr change
HDI	0.761	0.767	0.756	0.752	-0.004
Life expectancy at birth	77.1	77.3	74.8	72.8	-1.9
Expected years of schooling	14.6	14.4	14.4	14.4	+0.0
Mean years of schooling	8.3	8.5	8.9	8.9	+0.0
GNI per capita (PPP \$)	12,896	14,257	13,185	14,384	+1,199

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.

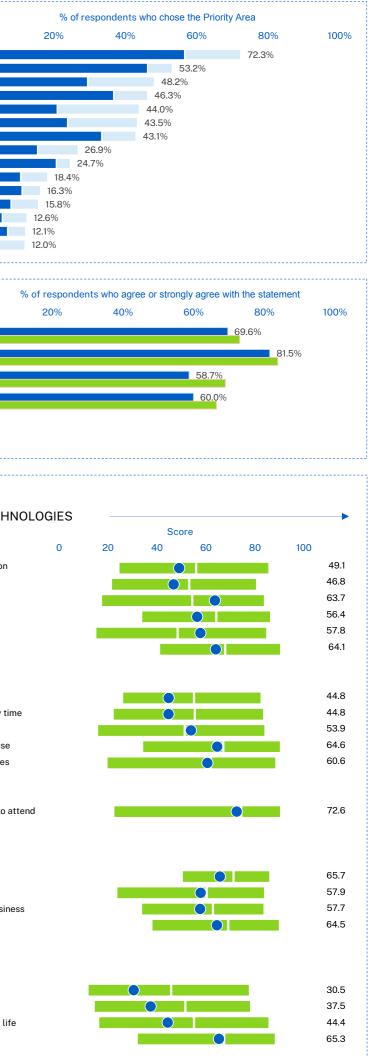
The left-hand, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% security corruption health services air pollution unemployment fulfilling employment affordable housing basic amenities road congestion school education public transport social mobility recycling citizen engagement 12.1% green spaces

0%

ATTITUDES

C					,		
					LEGEND	D: MIN	CITY MEAN GROUP MAX
C in 2021	STRUCTUF	RES		Score			TECHNO
	Health & Safety	0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					49.1	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					64.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					30.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					27.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					50.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					29.6	Arranging medical appointments online has improved access
C	Mobility						Mobility
	Traffic congestion is not a problem		\bigcirc			27.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					60.7	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
С							The city provides information on traffic congestion through mobile phones
•	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory				\bigcirc	73.1	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory					75.0	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available					57.6	Online access to job listings has made it easier to find work
	Most children have access to a good school					53.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					54.6	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					48.5	The current internet speed and reliability meet connectivity needs
-	Minorities feel welcome					41.9	
	Governance						Governance
	Information on local government decisions are easily accessible					47.7	
	Corruption of city officials is not an issue of concern		\bigcirc			22.3	
All ratings range	Residents contribute to decision making of local government	I				31.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					43.4	Processing Identification Documents online has reduced waiting times



Medina



SMART

CITY RATING

BACKGROUND INFORMATION





(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change
HDI	0.865	0.873	0.870	0.875	+0.005
Life expectancy at birth	77.2	77.3	76.2	76.9	+0.7
Expected years of schooling	15.7	16.0	16.1	16.1	+0.0
Mean years of schooling	10.6	8.3	8.3	8.3	+0.0
GNI per capita (PPP \$)	5,072	5,307	5,601	5,745	+143

PRIORITY AREAS

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unemployment affordable housing road congestion green spaces fulfilling employment public transport recycling basic amenities health services corruption air pollution school education citizen engagement

ATTITUDES

LEGEND:

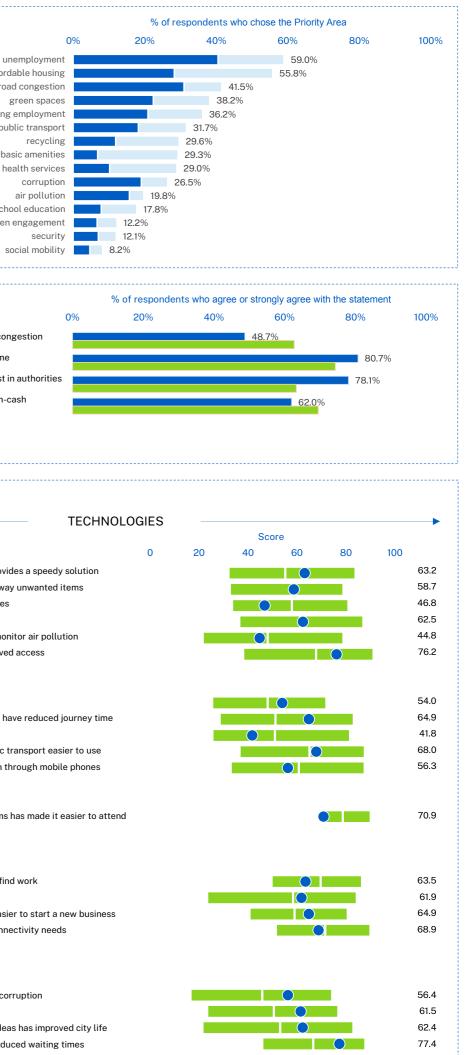
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

CCC	L	
		LEGEND: MIN GROUP MAX
CCC in 2021	STRUCTURES	TECHN
	Score Health & Safety 0 20 40 60	80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	72.9 Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	63.8 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	46.8 Free public wifi has improved access to city services
	Air pollution is not a problem	29.8 CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory	71.7 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	51.3 Arranging medical appointments online has improved access
CCC	Mability	Mability
	Mobility Traffic congestion is not a problem	39.0 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	58.6 Apps that direct you to an available parking space have reduced journey time
STRUCTURES		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
CCC		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	56.6 Online purchasing of tickets to shows and museums has made it easier to att
	Cultural activities (shows, bars, and museums) are satisfactory	62.3
	Opportunities (Work & School)	Opportunities (Work & School)
	Employment finding services are readily available	39.1 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	70.8 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	60.7 Online services provided by the city has made it easier to start a new busines
	Businesses are creating new jobs	51.5 The current internet speed and reliability meet connectivity needs
5	Minorities feel welcome	63.4
	Governance	Governance
	Information on local government decisions are easily accessible	72.0 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	47.0 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	47.5 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	55.0 Processing Identification Documents online has reduced waiting times

0%

0%



Melbourne



BACKGROUND INFORMATION

City	
Population	HDI
4,196,198	0.948

(UN Data)

SMART **CITY RATING**



BB in 2021

FACTOR RATINGS BBB

STRUCTURES

A TECHNOLOGIES

GROUP



i	
	Country
	HDI
	Life expectancy at birth
	Expected years of schooling
	Mean years of schooling



Map tiles by Stamen Design CC BY 3.0 Map Data © Oper

Country	2018	2019	2020	2021	1 yr change	
HDI	0.941	0.941	0.947	0.951	+0.004	
Life expectancy at birth	83.4	83.1	84.3	84.5	+0.2	
Expected years of schooling	18.0	18.0	18.0	18.0	+0.0	
Mean years of schooling	12.6	12.1	12.4	12.4	+0.0	
GNI per capita (PPP \$)	43,821	52,085	49,392	52,293	+2,901	

PRIORITY AREAS

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0% affordable housing road congestion health services unemployment security recycling fulfilling employment public transport corruption school education air pollution social mobility green spaces basic amenities citizen engagement 9.6%

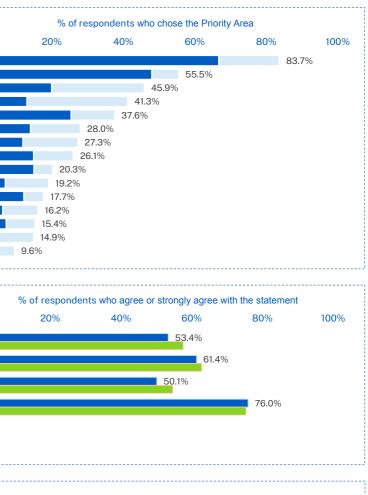
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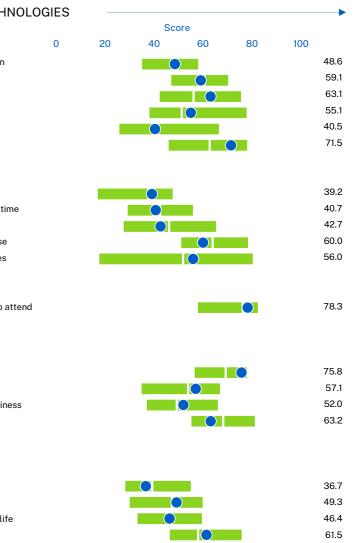
ATTITUDES

LEGEND:

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)

ST	RUCTURES					•	TECHNO
				ore			
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						65.7	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						63.2	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						43.4	Free public wifi has improved access to city services
Air pollution is not a problem)		47.0	CCTV cameras has made residents feel safer
Medical services provision is satisfactory				\bigcirc		63.4	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not	a problem)			27.2	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						23.1	Car-sharing Apps have reduced congestion
Public transport is satisfactory						56.2	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							Activities
Green spaces are satisfactory						70.3	Online purchasing of tickets to shows and museums has made it easier to atte
Cultural activities (shows, bars, and museums) are satisfactory						78.5	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						70.5	Online access to job listings has made it easier to find work
Most children have access to a good school						71.2	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						68.3	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs						59.3	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						61.3	
Governance							Governance
Information on local government decisions are easily accessible						58.1	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						41.7	Online voting has increased participation
Residents contribute to decision making of local government)		47.0	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					-	59.0	Processing Identification Documents online has reduced waiting times





Mexico City



С

C in 2021

FACTOR

RATINGS

С

STRUCTURES

CC

TECHNOLOGIES

GROUP

BACKGROUND INFORMATION





Population HDI 22,085,139 0.815

(UN World Urbanisation Prospects 2022 estimate)

Residents provide feedback on local government projects

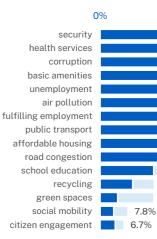


Country	2018	2019	2020	2021	1 yr change
HDI	0.767	0.779	0.756	0.758	+0.002
Life expectancy at birth	75.0	75.1	70.1	70.2	+0.1
Expected years of schooling	14.3	14.8	14.9	14.9	+0.0
Mean years of schooling	8.6	8.8	9.2	9.2	+0.0
GNI per capita (PPP \$)	17,628	19,160	17,235	17,896	+662

PRIORITY AREAS

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0%

ATTITUDES

LEGEND:

37.6

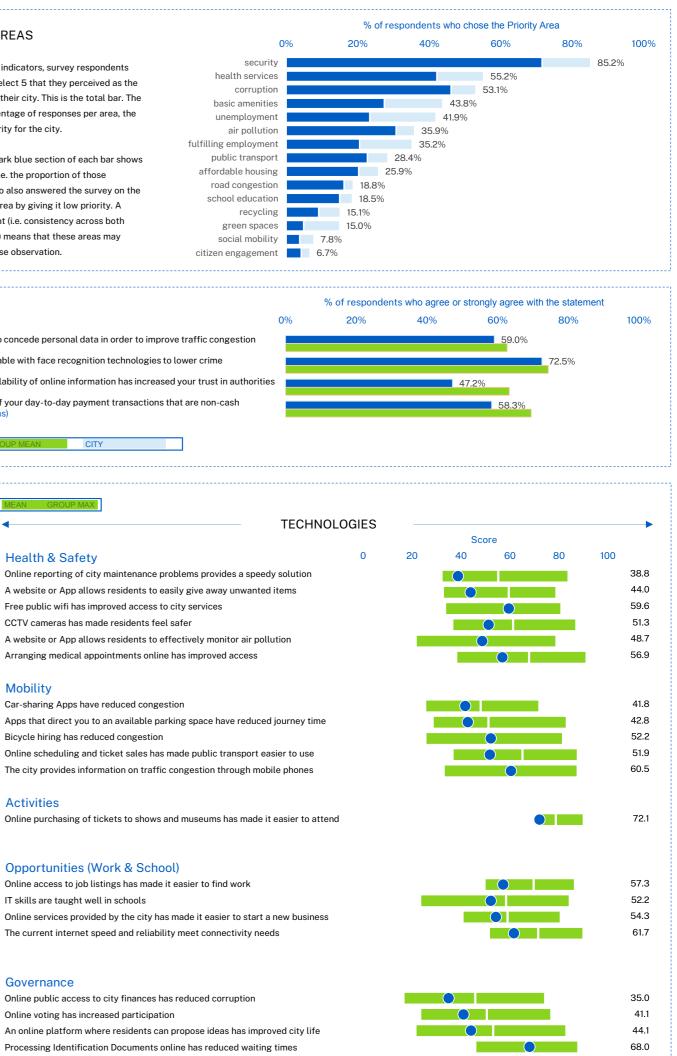
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

Processing Identification Documents online has reduced waiting times

CITY

					LEGEND	: MIN 🔵	CITY MEAN GROUP MAX
STRUCTURE	S						TECHNO
			Score				
Health & Safety	0 2	0	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						38.8	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						41.9	A website or App allows residents to easily give away unwanted items
Public safety is not a problem	(20.6	Free public wifi has improved access to city services
Air pollution is not a problem						18.5	CCTV cameras has made residents feel safer
Medical services provision is satisfactory)			35.6	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem						26.1	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						20.1	Car-sharing Apps have reduced congestion
Public transport is satisfactory						28.9	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							Activities
Green spaces are satisfactory			(57.1	Online purchasing of tickets to shows and museums has made it easier to atter
Cultural activities (shows, bars, and museums) are satisfactory						70.4	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available		1	\bigcirc			46.8	Online access to job listings has made it easier to find work
Most children have access to a good school		\bigcirc				35.5	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions)			35.9	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs			\bigcirc			46.7	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						36.6	
Governance							Governance
Information on local government decisions are easily accessible						49.3	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						16.2	Online voting has increased participation
Residents contribute to decision making of local government						36.3	An online platform where residents can propose ideas has improved city life

All ratings range
from AAA to D



Milan



BB

BACKGROUND INFORMATION



(Eurostat)

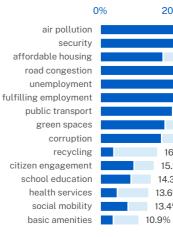


Country	2018	2019	2020	2021	1 yr change
HDI	0.883	0.892	0.889	0.895	+0.006
Life expectancy at birth	83.4	83.5	82.4	82.9	+0.4
Expected years of schooling	16.2	16.1	16.2	16.2	+0.0
Mean years of schooling	10.2	10.4	10.7	10.7	+0.0
GNI per capita (PPP \$)	36,141	42,776	39,901	42,840	+2,939

PRIORITY AREAS

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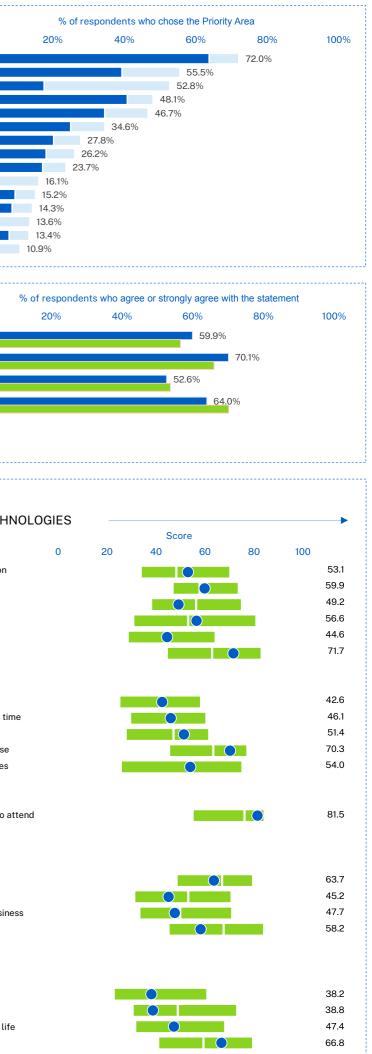
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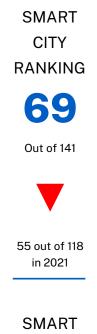
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ATTITUDES

BB		LE	EGEND: MIN CI	TY MEAN GROUP MAX
CC in 2021	STRUCTURES			TECHNOLC
	S	Score		
	Health & Safety 0 20 40	60 80) 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		64.7	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		78.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		41.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		18.7	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		60.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		60.8	Arranging medical appointments online has improved access
BB	Mobility			Mobility
	Traffic congestion is not a problem		20.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		54.9	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
BB				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		56.1	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		81.0	
	Opportunities (Work & School)			Opportunities (Work & School)
	Employment finding services are readily available		43.4	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		62.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		55.1	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		45.6	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome		43.1	
	Governance			Governance
	Information on local government decisions are easily accessible		54.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		35.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		32.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		42.0	Processing Identification Documents online has reduced waiting times
			-	



Montreal



CITY RATING

BB

BB in 2021

FACTOR

RATINGS

BBB

STRUCTURES

B

TECHNOLOGIES

GROUP

2

All ratings range

from AAA to D

BACKGROUND INFORMATION



(UN Data)



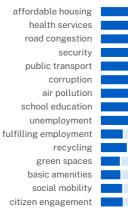
tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetN

Country	2018	2019	2020	2021	1 yr change
HDI	0.933	0.937	0.931	0.936	+0.005
Life expectancy at birth	82.1	82.4	82.1	82.7	+0.6
Expected years of schooling	16.2	16.4	16.4	16.4	+0.0
Mean years of schooling	13.8	8.7	8.8	8.8	+0.0
GNI per capita (PPP \$)	18,371	18,486	18,754	19,974	+1,220

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, dark blue section of each bar shows

the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



ATTITUDES

LEGEND:

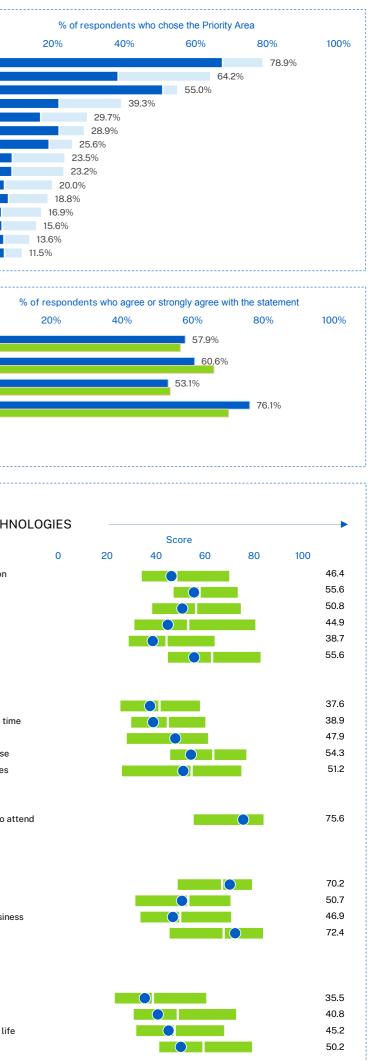
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

STRUCTUR	RES						TECH
	NLO		Sco	ore			
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						63.8	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory)	69.3	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						56.4	Free public wifi has improved access to city services
Air pollution is not a problem						42.5	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						47.6	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem	n	\bigcirc				24.6	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						18.2	Car-sharing Apps have reduced congestion
Public transport is satisfactory						59.2	Apps that direct you to an available parking space have reduced journey
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to us
							The city provides information on traffic congestion through mobile phone
Activities							Activities
Green spaces are satisfactory				(72.3	Online purchasing of tickets to shows and museums has made it easier to
Cultural activities (shows, bars, and museums) are satisfactory			1			80.6	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						70.7	Online access to job listings has made it easier to find work
Most children have access to a good school						69.5	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						70.5	Online services provided by the city has made it easier to start a new bus
Businesses are creating new jobs						67.1	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						61.8	
Governance							Governance
Information on local government decisions are easily accessible				\bigcirc		60.3	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						40.8	Online voting has increased participation
Residents contribute to decision making of local government			\bigcirc			44.5	An online platform where residents can propose ideas has improved city
Residents provide feedback on local government projects						54.1	Processing Identification Documents online has reduced waiting times

0%

0%



Mumbai



SMART

CITY RATING

CC

CC in 2021

FACTOR

RATINGS

CC

STRUCTURES

CCC

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

BACKGROUND INFORMATION



20,961,473

(UN World Urbanisation Prospects 2022 estimate)

0.688



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStree

Country	2018	2019	2020	2021	1 yr change
HDI	0.647	0.645	0.642	0.633	-0.009
Life expectancy at birth	69.4	69.7	70.2	67.2	-2.9
Expected years of schooling	12.3	12.2	11.9	11.9	+0.0
Mean years of schooling	6.5	6.5	6.7	6.7	+0.0
GNI per capita (PPP \$)	6,829	6,681	6,107	6,590	+482

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

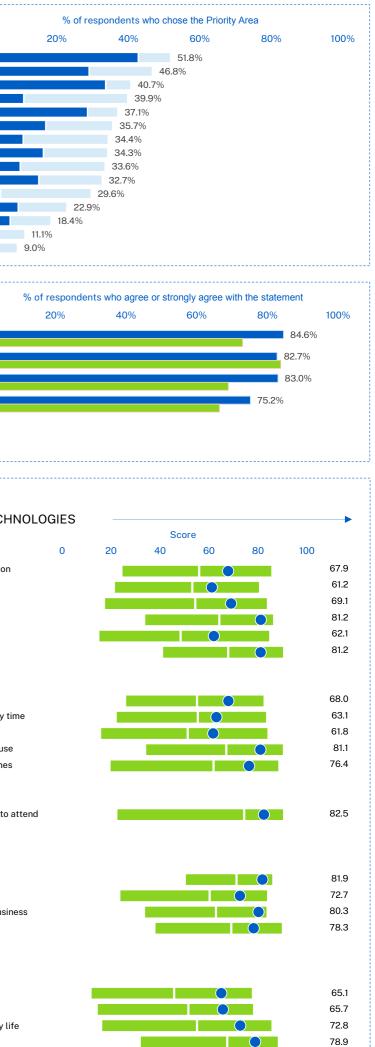
0% air pollution affordable housing road congestion basic amenities corruption security unemployment green spaces health services public transport fulfilling employment recycling school education social mobility 11.1% citizen engagement 9.0%

0%

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)

• • • • • • • • • • • • • • • • • • •	TRUCTURES						4	TECHN
			Sco	ore		-		
Health & Safety	0	20	40	60	80	100	Health & Safety	
Basic sanitation meets the needs of the poorest areas						67.6	Online reporting of city mainten	ance problems provides a speedy solution
Recycling services are satisfactory						66.4	A website or App allows resider	nts to easily give away unwanted items
Public safety is not a problem)		48.6	Free public wifi has improved ac	ccess to city services
Air pollution is not a problem						25.6	CCTV cameras has made reside	nts feel safer
Medical services provision is satisfactory				(72.2	A website or App allows resider	its to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is θ	not a problem		\bigcirc			45.5	Arranging medical appointment	s online has improved access
Mobility							Mobility	
Traffic congestion is not a problem		\bigcirc				25.0	Car-sharing Apps have reduced	congestion
Public transport is satisfactory						65.8	Apps that direct you to an availa	able parking space have reduced journey ti
							Bicycle hiring has reduced cong	restion
							Online scheduling and ticket sal	es has made public transport easier to use
							The city provides information or	traffic congestion through mobile phones
Activities							Activities	
Green spaces are satisfactory				\bigcirc		61.5	Online purchasing of tickets to s	shows and museums has made it easier to a
Cultural activities (shows, bars, and museums) are satisfactory						74.5		
Opportunities (Work & School)							Opportunities (Work &	School)
Employment finding services are readily available					\bigcirc	74.0	Online access to job listings has	made it easier to find work
Most children have access to a good school						70.1	IT skills are taught well in schoo	ols
Lifelong learning opportunities are provided by local institutions)	68.8	Online services provided by the	city has made it easier to start a new busin
Businesses are creating new jobs					\bigcirc	77.4	The current internet speed and	reliability meet connectivity needs
Minorities feel welcome					\bigcirc	73.8		
Governance							Governance	
Information on local government decisions are easily accessible					\bigcirc	75.8	Online public access to city fina	nces has reduced corruption
Corruption of city officials is not an issue of concern			\bigcirc			39.9	Online voting has increased par	ticipation
Residents contribute to decision making of local government				\bigcirc		62.8	An online platform where reside	ents can propose ideas has improved city li
Residents provide feedback on local government projects		_				66.8	Processing Identification Docun	



Munich



CITY RATING

ΔΔ

BACKGROUND INFORMATION



(Eurostat)

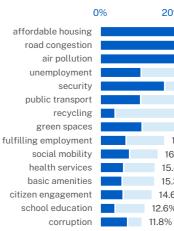
Hambur Belarus Poland

2018	2019	2020	2021	1 yr change
0.939	0.947	0.944	0.942	-0.002
81.2	81.3	81.2	80.6	-0.5
17.1	17.0	17.0	17.0	+0.0
14.1	14.2	14.1	14.1	+0.0
46,946	55,314	53,078	54,534	+1,457
	0.939 81.2 17.1 14.1	0.939 0.947 81.2 81.3 17.1 17.0 14.1 14.2	0.9390.9470.94481.281.381.217.117.017.014.114.214.1	0.9390.9470.9440.94281.281.381.280.617.117.017.017.014.114.214.114.1

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.

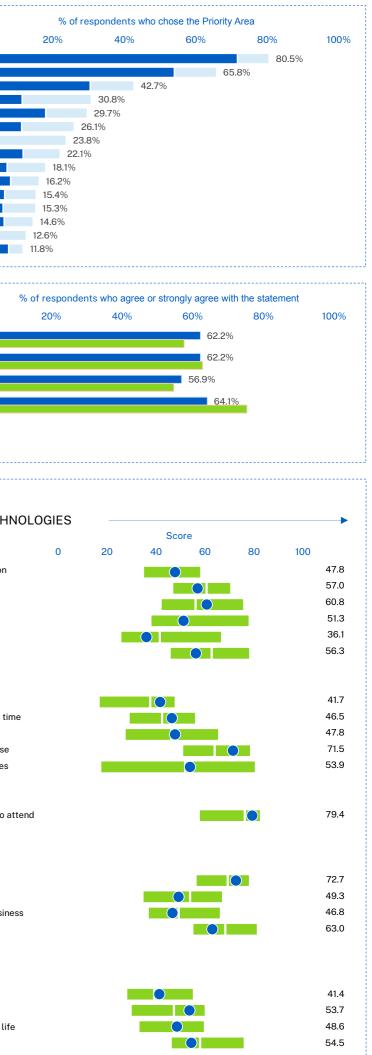
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0%

ATTITUDES

AA				LEGE	ND: MIN	MEAN GROUP MAX
AA in 2021		RUCTURES -			•	TECHNO
			Score			
	Health & Safety	0 20	40 6	0 80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				73.2	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory				78.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			\bigcirc	63.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				42.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				76.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	a problem			19.9	Arranging medical appointments online has improved access
AA	Mobility					Mobility
	Traffic congestion is not a problem				28.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				66.9	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
Δ						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				71.9	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory				84.3	
	Opportunities (Work & School)					Opportunities (Work & School)
	Employment finding services are readily available		_		64.4	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				71.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				63.6	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs				68.7	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				57.8	
	Governance					Governance
	Information on local government decisions are easily accessible				62.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				62.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				54.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				57.6	Processing Identification Documents online has reduced waiting times



Muscat



SMART

CITY RATING

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)

Esfahar

en Design CC BY 3.0 Map Data (

Country	2018	2019	2020	2021	1 yr change
HDI	0.834	0.839	0.827	0.816	-0.011
Life expectancy at birth	78.0	78.0	74.8	72.5	-2.2
Expected years of schooling	14.1	14.3	14.6	14.6	+0.0
Mean years of schooling	10.8	13.2	13.4	13.4	+0.0
GNI per capita (PPP \$)	39,507	46,071	42,375	45,225	+2,850

PRIORITY AREAS

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0% affordable housing unemployment road congestion fulfilling employment green spaces public transport recycling health services citizen engagement corruption basic amenities air pollution school education social mobility 13.7% security

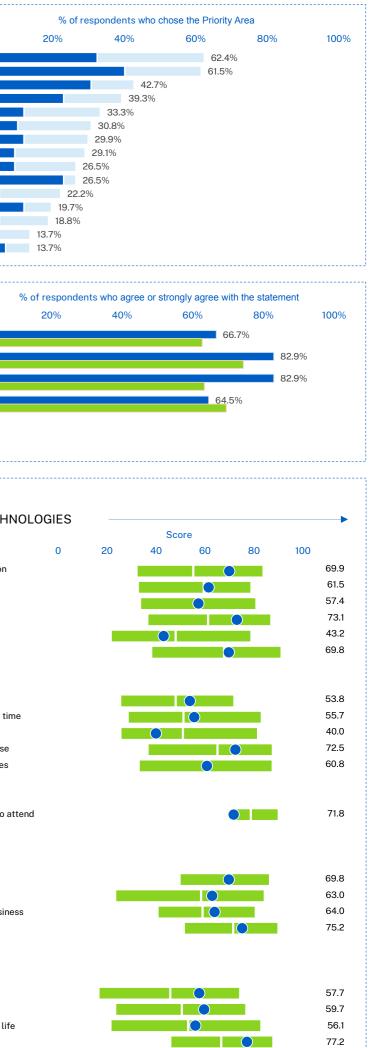
0%

ATTITUDES

LEGEND:

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)

B	L					L	
D					LEGEN	D: MIN	MEAN GROUP MAX
not in 2021	 S⁻ 	TRUCTURES					TECHNOI
		0	20	Score	00	100	
	Health & Safety	U	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				\bigcirc	75.6	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory					68.1	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem					70.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					61.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				\bigcirc	78.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is no	ot a problem				53.1	Arranging medical appointments online has improved access
B	Mobility						Mobility
	Traffic congestion is not a problem					52.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					68.7	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
CCC							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					72.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			(68.8	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					44.6	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					78.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					63.1	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		_			59.5	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome					70.5	
	Governance						Governance
	Information on local government decisions are easily accessible					73.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					50.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					50.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					55.6	Processing Identification Documents online has reduced waiting times



Nairobi

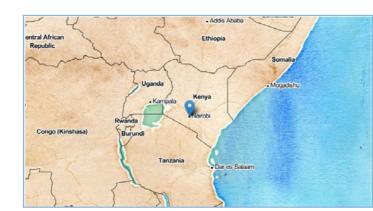


С

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



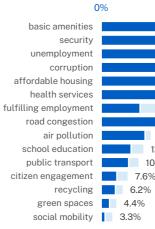
esign CC BY 3.0 Map Data © Ope

Country	2018	2019	2020	2021	1 yr change
HDI	0.579	0.601	0.578	0.575	-0.003
Life expectancy at birth	66.3	66.7	62.7	61.4	-1.3
Expected years of schooling	11.1	11.3	10.7	10.7	+0.0
Mean years of schooling	6.6	6.6	6.7	6.7	+0.0
GNI per capita (PPP \$)	3,052	4,244	4,267	4,474	+207

PRIORITY AREAS

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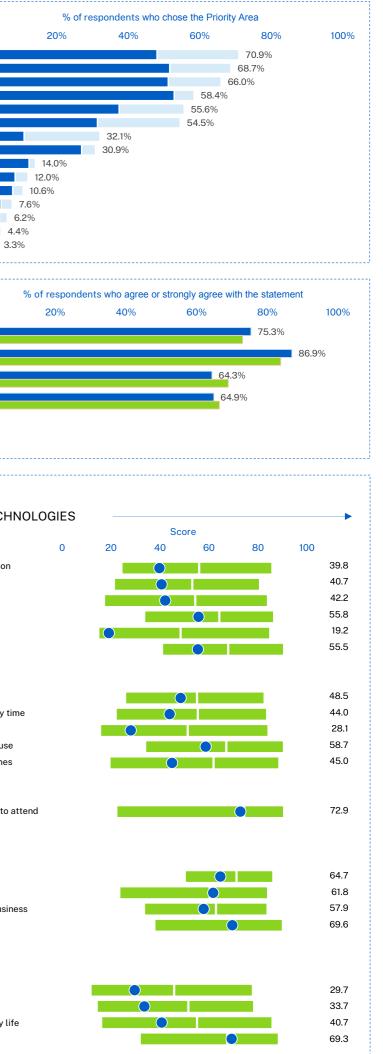
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0%

ATTITUDES

					LEGEND	D: MIN	MEAN GROUP MAX
D in 2021	STRUCTURES						TECHNO
			Scor				
	Health & Safety 0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		\bigcirc			36.8	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		\bigcirc			43.2	A website or App allows residents to easily give away unwanted items
ACTOR	Public safety is not a problem					29.2	Free public wifi has improved access to city services
ATINGS	Air pollution is not a problem					19.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		\bigcirc			46.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					37.8	Arranging medical appointments online has improved access
C	Mobility						Mobility
	Traffic congestion is not a problem					14.3	Car-sharing Apps have reduced congestion
TRUCTURES	Public transport is satisfactory					42.1	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
C							The city provides information on traffic congestion through mobile phones
	Activities						Activities
CHNOLOGIES	Green spaces are satisfactory					48.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory)	74.9	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					26.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					38.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				_	43.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					64.1	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome		\bigcirc			49.1	···· · · · · · · · · · · · · · · · · ·
	Governance						Governance
	Information on local government decisions are easily accessible					52.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				-	12.8	Online voting has increased participation
ratings range	Residents contribute to decision making of local government					30.4	An online platform where residents can propose ideas has improved city life
rom AAA to D	Residents provide feedback on local government projects					43.6	Processing Identification Documents online has reduced waiting times
	hostachts provide reeuback on tocal government projects					-0.0	i rocessing recitition pocuments online has reduced walting times



Nanjing



CITY RATING

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change
HDI	0.758	0.761	0.764	0.768	+0.004
Life expectancy at birth	76.7	76.9	78.1	78.2	+0.1
Expected years of schooling	13.9	14.0	14.2	14.2	+0.0
Mean years of schooling	7.9	8.1	7.6	7.6	+0.0
GNI per capita (PPP \$)	16,127	16,057	16,201	17,504	+1,303

PRIORITY AREAS

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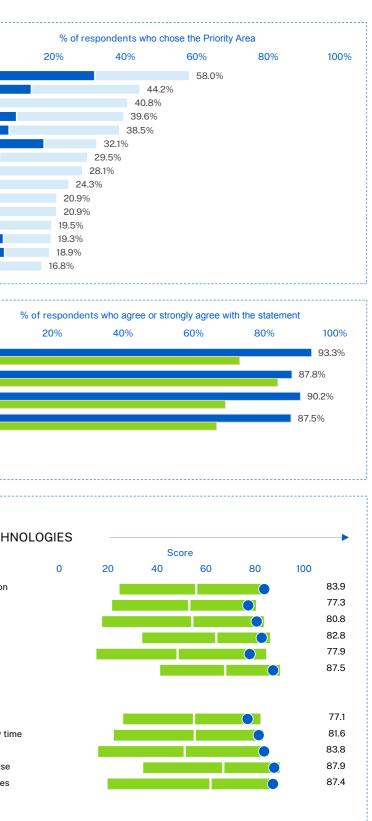
0% road congestion air pollution health services affordable housing fulfilling employment corruption school education basic amenities social mobility recycling security green spaces public transport citizen engagement unemployment

0%

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) LEGEND: CITY

CCC		; i	
CCC in 2021	STRUCTURES		MEAN GROUP MAX
000 11 2021	Striceronics		
	Health & Safety 0 20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	87.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	81.5	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	82.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	67.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	83.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	71.7	Arranging medical appointments online has improved access
CCC	Mobility		Mobility
	Traffic congestion is not a problem	54.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	77.7	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
CCC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	85.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	83.3	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	83.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	80.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	76.5	Online services provided by the city has made it easier to start a new business
Λ	Businesses are creating new jobs	79.2	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome	81.9	
	Governance		Governance
	Information on local government decisions are easily accessible	76.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	60.9	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	63.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	74.7	Processing Identification Documents online has reduced waiting times







89.0



New York



SMART

CITY RATING

BACKGROUND INFORMATION

City	
Population	HDI
8,804,190	0.938

(UN Data)



esign CC BY 3.0 Map Data © O

Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.926	0.920	0.921	+0.001
Life expectancy at birth	78.9	78.9	77.4	77.2	-0.2
Expected years of schooling	16.3	16.3	16.3	16.3	+0.0
Mean years of schooling	13.4	13.4	13.7	13.7	+0.0
GNI per capita (PPP \$)	56,140	63,826	61,462	64,765	+3,304

PRIORITY AREAS

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0% affordable housing security road congestion health services air pollution unemployment corruption public transport fulfilling employment basic amenities school education green spaces social mobility recycling citizen engagement 8.8%

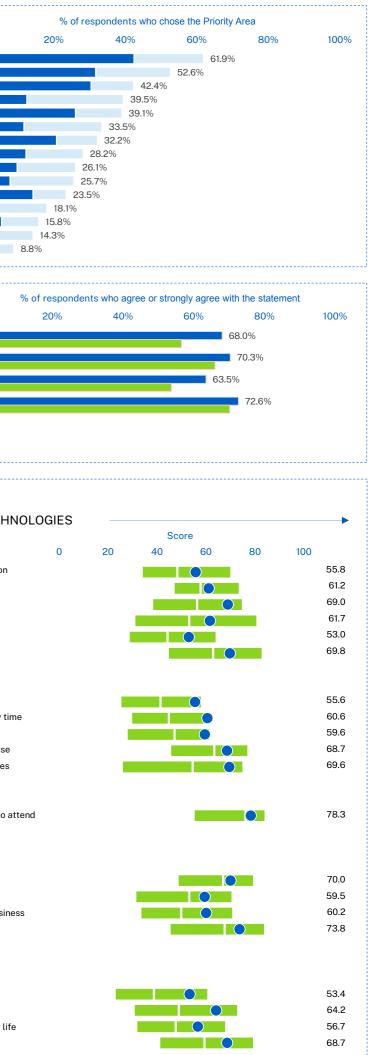
0%

ATTITUDES

LEGEND:

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)

BBB	L					L		
DDD					LEGEN	ND: MIN		CITY MEAN GROUP MAX
AA in 2021	STRUCT	URES					-	TECHNOLO
	Health & Safety	0	20	Score 40 60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas						62.8	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						69.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						42.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						38.8	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory		_				68.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	em					43.4	Arranging medical appointments online has improved access
BBB	Mobility							Mobility
	Traffic congestion is not a problem						35.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						56.4	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
Λ								The city provides information on traffic congestion through mobile phones
~	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						69.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						77.5	
	Opportunities (Work & School)							Opportunities (Work & School)
000110	Employment finding services are readily available						69.5	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						61.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						64.2	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs						65.0	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome						64.0	
	Governance							Governance
	Information on local government decisions are easily accessible						67.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						42.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						56.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				I		63.6	Processing Identification Documents online has reduced waiting times



Newcastle



BACKGROUND INFORMATION

City	
Population	HDI
2,656,980	0.901

(Eurostat)

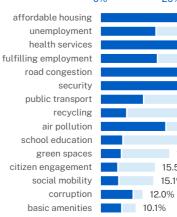


Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.932	0.924	0.929	+0.005
Life expectancy at birth	81.2	81.3	80.4	80.7	+0.3
Expected years of schooling	17.4	17.5	17.3	17.3	+0.0
Mean years of schooling	13.0	13.2	13.4	13.4	+0.0
GNI per capita (PPP \$)	39,507	46,071	42,375	45,225	+2,850

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.

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ATTITUDES

LEGEND: GR

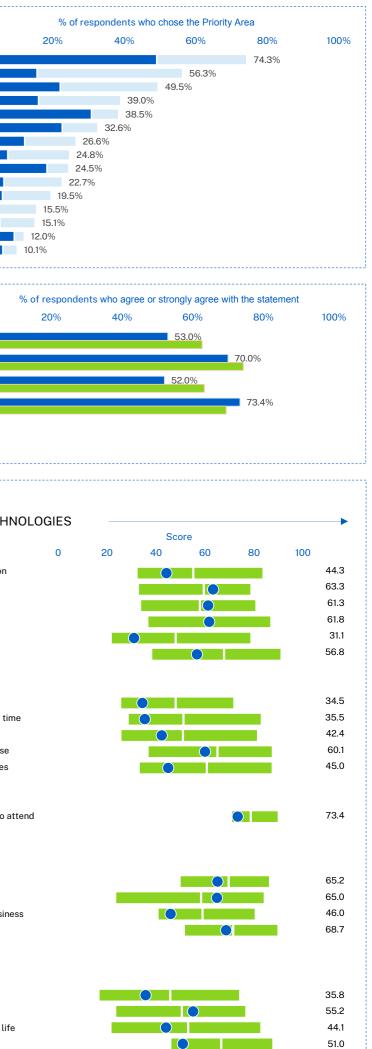
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

CCC	· · · · · · · · · · · · · · · · · · ·					i		
					LEGEND:	MIN	CITY MEAN GROUP MAX	
CCC in 2021	▲ STR	UCTURES		Score		•	TECHN	101
	Health & Safety	0	20 40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas					66.6	Online reporting of city maintenance problems provides a speedy solution	
	Recycling services are satisfactory					72.2	A website or App allows residents to easily give away unwanted items	
FACTOR	Public safety is not a problem					48.8	Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem					44.7	CCTV cameras has made residents feel safer	
NATINGS	Medical services provision is satisfactory					64.8	A website or App allows residents to effectively monitor air pollution	
	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem				40.0	Arranging medical appointments online has improved access	
B	Mobility						Mobility	
_	Traffic congestion is not a problem					33.0	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory					65.4	Apps that direct you to an available parking space have reduced journey tin	ıe
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has made public transport easier to use	
CC							The city provides information on traffic congestion through mobile phones	
	Activities						Activities	
TECHNOLOGIES	Green spaces are satisfactory					67.0	Online purchasing of tickets to shows and museums has made it easier to a	ttend
	Cultural activities (shows, bars, and museums) are satisfactory					80.6		
	Opportunities (Work & School)						Opportunities (Work & School)	
GROUP	Employment finding services are readily available					66.4	Online access to job listings has made it easier to find work	
UNOUF	Most children have access to a good school					72.4	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions					64.6	Online services provided by the city has made it easier to start a new busine	SS
2	Businesses are creating new jobs			\bigcirc		59.8	The current internet speed and reliability meet connectivity needs	
•	Minorities feel welcome					67.6		
	Governance						Governance	
	Information on local government decisions are easily accessible					55.2	Online public access to city finances has reduced corruption	
	Corruption of city officials is not an issue of concern			\bigcirc		54.3	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government					46.2	An online platform where residents can propose ideas has improved city life)
from AAA to D	Residents provide feedback on local government projects			\bigcirc		54.5	Processing Identification Documents online has reduced waiting times	

0%

0%



Nicosia



FACTOR

RATINGS

CC

STRUCTURES

С

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

BACKGROUND INFORMATION



(Eurostat)

Solia Naccolonia Albania Greece Second Albania Greece Second Albania Greece Second Second Second Second Albania Greece Second Second

Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStro	etl	И
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Country	2018	2019	2020	2021	1 yr change
HDI	0.892	0.897	0.894	0.896	+0.002
Life expectancy at birth	81.4	81.4	81.4	81.2	-0.2
Expected years of schooling	15.4	15.7	15.7	15.7	+0.0
Mean years of schooling	12.3	12.4	12.4	12.4	+0.0
GNI per capita (PPP \$)	38,544	39,568	36,519	38,188	+1,669

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation. road congestion affordable housing corruption security public transport green spaces school education health services fulfilling employment unemployment recycling citizen engagement air pollution basic amenities social mobility

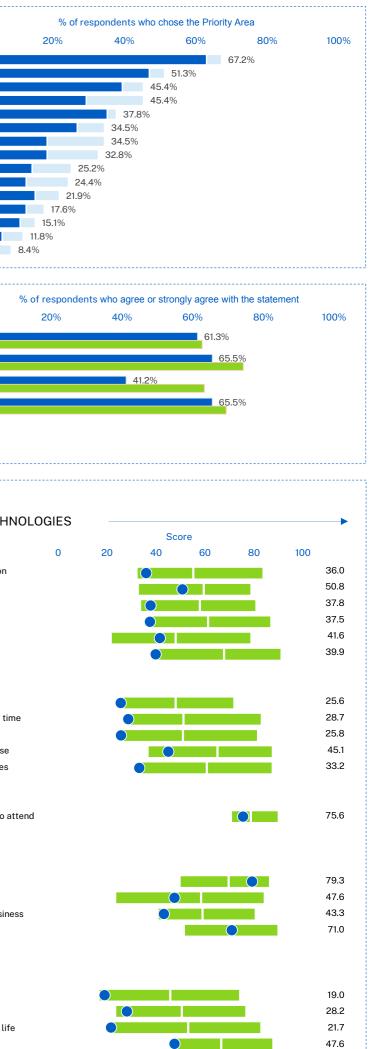
ATTITUDES

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						TECHNOL
		Sco	ore			
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					69.5	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					47.1	A website or App allows residents to easily give away unwanted items
Public safety is not a problem)		48.3	Free public wifi has improved access to city services
Air pollution is not a problem					33.6	CCTV cameras has made residents feel safer
Medical services provision is satisfactory			\bigcirc		57.8	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem	\bigcirc				16.2	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem					13.0	Car-sharing Apps have reduced congestion
Public transport is satisfactory					15.3	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						Activities
Green spaces are satisfactory					42.4	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory					53.8	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					54.1	Online access to job listings has made it easier to find work
Most children have access to a good school					57.7	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					44.5	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs)		48.6	The current internet speed and reliability meet connectivity needs
Minorities feel welcome		\bigcirc			38.7	
Governance						Governance
Information on local government decisions are easily accessible					40.8	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern					18.8	Online voting has increased participation
Residents contribute to decision making of local government					19.2	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					31.9	Processing Identification Documents online has reduced waiting times

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Osaka

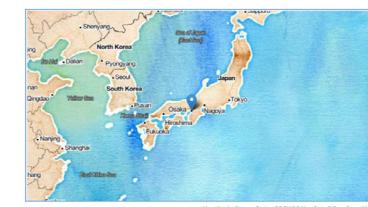


B

BACKGROUND INFORMATION

HDI
0.928

(UN Data)



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenSt

						÷
Country	2018	2019	2020	2021	1 yr change	ł
HDI	0.915	0.919	0.923	0.925	+0.002	
Life expectancy at birth	84.5	84.6	84.7	84.8	+0.1	ł
Expected years of schooling	15.2	15.2	15.2	15.2	+0.0	
Mean years of schooling	12.8	12.9	13.4	13.4	+0.0	ł.
GNI per capita (PPP \$)	40,799	42,932	41,487	42,274	+787	

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.

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0% health services basic amenities affordable housing security fulfilling employment road congestion school education unemployment public transport air pollution corruption green spaces citizen engagement recycling social mobility

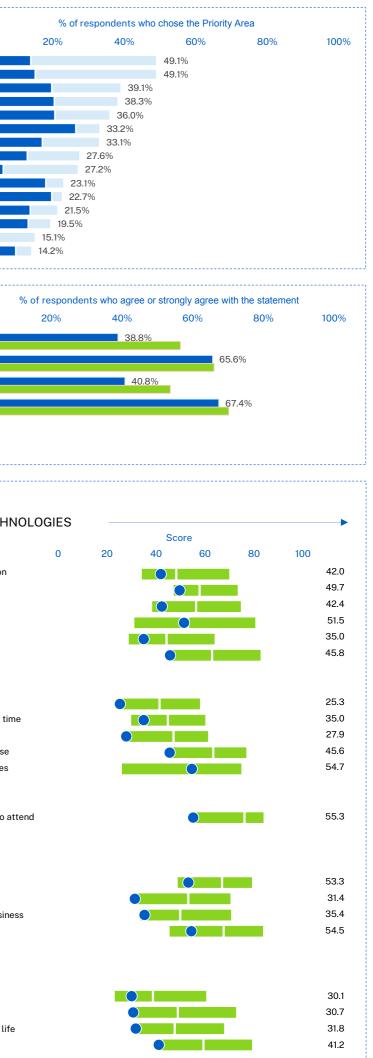
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ATTITUDES

LEGEND:

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)

	,							
D						LEGEN	ID: MIN	GITY MEAN GROUP MAX
CCC in 2021	STRUC	TURES					•	TECHNOL
				Score	9			
	Health & Safety	0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				\bigcirc		65.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory				\bigcirc		64.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			\bigcirc			47.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			\bigcirc			39.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						67.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pro	blem		\bigcirc			50.4	Arranging medical appointments online has improved access
BB	Mobility							Mobility
	Traffic congestion is not a problem						34.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						70.9	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
CCC								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						47.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						56.3	
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available						53.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						50.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						54.8	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs						45.1	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome						35.6	
	Governance							Governance
	Information on local government decisions are easily accessible						53.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						33.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						46.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						44.3	Processing Identification Documents online has reduced waiting times



Oslo



ΑΑΑ

BACKGROUND INFORMATION



(Eurostat)

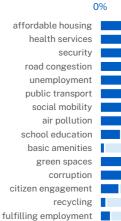


Country	2018	2019	2020	2021	1 yr change
HDI	0.954	0.957	0.959	0.961	+0.002
Life expectancy at birth	82.3	82.4	83.2	83.2	+0.0
Expected years of schooling	18.1	18.1	18.0	18.0	+0.0
Mean years of schooling	12.6	12.9	13.0	13.0	+0.0
GNI per capita (PPP \$)	68,059	66,494	62,573	64,660	+2,087

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.

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ATTITUDES

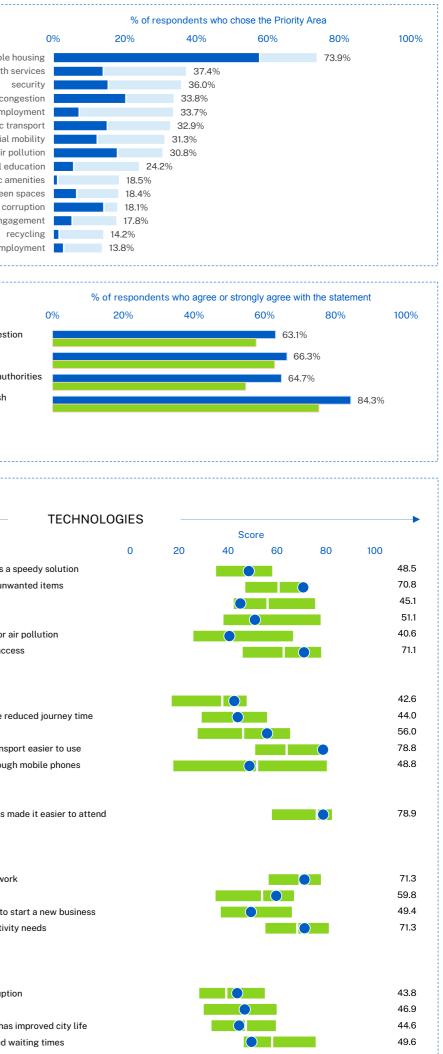
LEGEND:

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)

CITY

AAA					LEGEN	D: MIN O	MEAN GROUP MAX
AAA in 2021	۲۱ STI	RUCTURES				•	TECHNO
				Score			
	Health & Safety	0 2	20 40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				\bigcirc	77.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					78.5	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					69.9	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	-				61.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					73.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not	a problem				31.5	Arranging medical appointments online has improved access
AAA	Mobility						Mobility
	Traffic congestion is not a problem					50.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			(68.7	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
Δ							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					79.6	Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory					80.7	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					75.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					81.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					70.4	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs					72.2	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome					64.5	
	Governance						Governance
	Information on local government decisions are easily accessible					64.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					59.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					57.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				I .	64.7	Processing Identification Documents online has reduced waiting times

0%



Ottawa



SMART

CITY RATING

A

BACKGROUND INFORMATION



(UN Data)

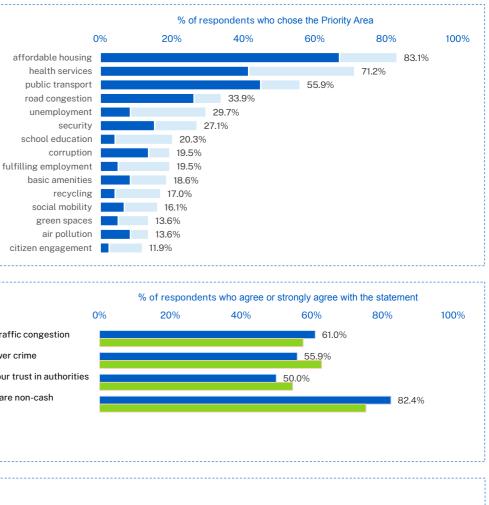
Мар	tiles	by	Stamen	Design	СС	ΒY	3.0	Мар	Data	C	OpenStreetMa

Country	2018	2019	2020	2021	1 yr change
HDI	0.933	0.937	0.931	0.936	+0.005
Life expectancy at birth	82.1	82.4	82.1	82.7	+0.6
Expected years of schooling	16.2	16.4	16.4	16.4	+0.0
Mean years of schooling	13.8	8.7	8.8	8.8	+0.0
GNI per capita (PPP \$)	18,371	18,486	18,754	19,974	+1,220

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.

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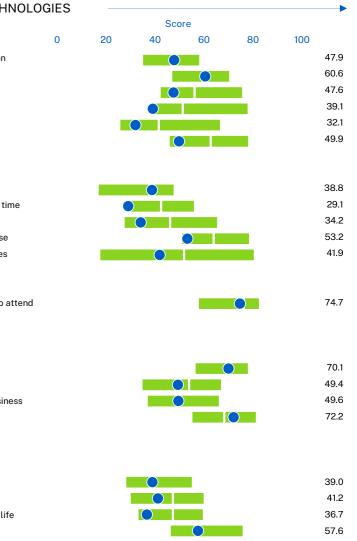


ATTITUDES

LEGEND:

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)

A				LEGE	ND: MIN	MEAN GROUP MAX
not in 2021	▲ ST	RUCTURES				TECHNO
			Score			
	Health & Safety	0 20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				69.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory				77.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				59.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				59.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				48.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not	t a problem			24.9	Arranging medical appointments online has improved access
AA	Mobility					Mobility
	Traffic congestion is not a problem	_			37.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				37.6	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
BBB						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				81.4	Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory				77.5	
	Opportunities (Work & School)					Opportunities (Work & School)
	Employment finding services are readily available				66.5	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				79.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				75.4	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs				69.5	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				77.0	
	Governance					Governance
	Information on local government decisions are easily accessible				65.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				50.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				52.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				64.4	Processing Identification Documents online has reduced waiting times
	I Contraction of the second					



Paris



SMART

CITY RATING

BACKGROUND INFORMATION



(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.891	0.901	0.898	0.903	+0.005
Life expectancy at birth	82.5	82.7	82.2	82.5	+0.3
Expected years of schooling	15.5	15.6	15.8	15.8	+0.0
Mean years of schooling	11.4	11.5	11.6	11.6	+0.0
GNI per capita (PPP \$)	40,511	47,173	43,048	45,937	+2,889

PRIORITY AREAS

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0% affordable housing security air pollution road congestion public transport unemployment health services recycling green spaces basic amenities fulfilling employment corruption school education social mobility 10.2% citizen engagement 10.0%

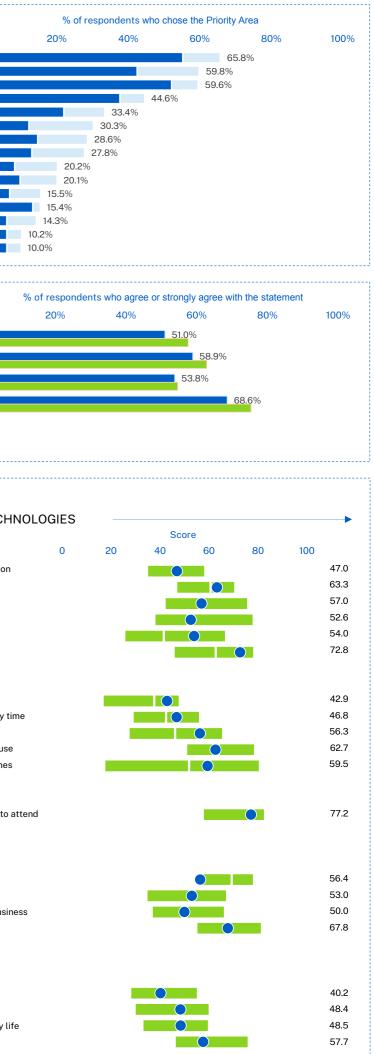
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ATTITUDES

LEGEND:

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)

BBB	·				i		
DDD				LE	EGEND: M		CITY MEAN GROUP MAX
BBB in 2021	STRUCTURES						TECHNOL
			Score				
	Health & Safety 0	20	40 60	0 80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas					49.9	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		\bigcirc			52.9	A website or App allows residents to easily give away unwanted items
FACIUR	Public safety is not a problem					37.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					18.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					57.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					24.4	Arranging medical appointments online has improved access
BB	Mobility						Mobility
	Traffic congestion is not a problem					23.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					51.1	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
Δ							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					66.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				•	79.1	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					58.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					59.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					57.7	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs					52.3	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome					44.7	
	Governance						Governance
	Information on local government decisions are easily accessible					58.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	1				39.9	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					42.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					46.6	Processing Identification Documents online has reduced waiting times



Philadelphia



BACKGROUND INFORMATION

City	
Population	HDI
1,603,797	0.923

(UN Data)



esign CC BY 3.0 Map Data © O

Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.926	0.920	0.921	+0.001
Life expectancy at birth	78.9	78.9	77.4	77.2	-0.2
Expected years of schooling	16.3	16.3	16.3	16.3	+0.0
Mean years of schooling	13.4	13.4	13.7	13.7	+0.0
GNI per capita (PPP \$)	56,140	63,826	61,462	64,765	+3,304

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.

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affordable housing security school education road congestion unemployment health services corruption fulfilling employment air pollution basic amenities green spaces public transport recycling citizen engagement social mobility 8.4%

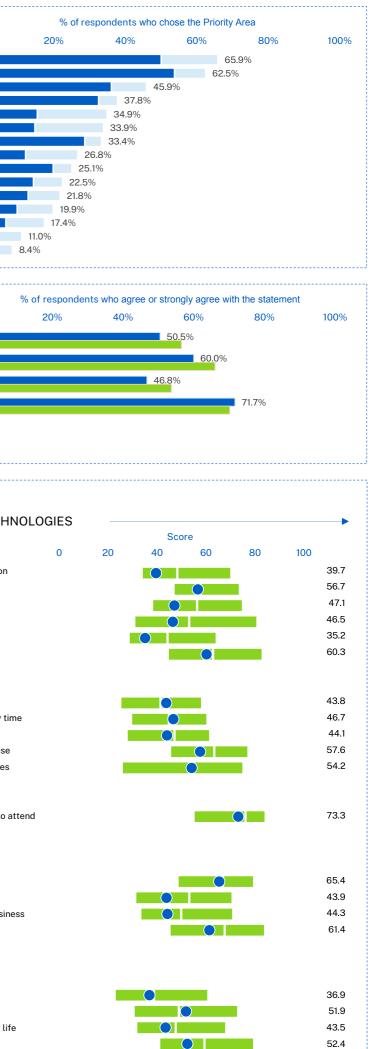
ATTITUDES

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) LEGEND: CITY

D			LEGEND: MIN	ITY MEAN GROUP MAX
B in 2021	STRUCTURES	Score	•	TECHNOL
	Health & Safety 0	20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		45.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		54.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		23.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		29.9	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory		60.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		32.1	Arranging medical appointments online has improved access
B			_	
D	Mobility			Mobility
	Traffic congestion is not a problem		22.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		49.8	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
B				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		51.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		74.8	
	Opportunities (Mark & Cales)			Opportunities (Mark & Cahaal)
	Opportunities (Work & School)		58.3	Opportunities (Work & School)
GROUP	Employment finding services are readily available		38.6	Online access to job listings has made it easier to find work
	Most children have access to a good school		50.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		54.4	Online services provided by the city has made it easier to start a new business
2	Businesses are creating new jobs Minorities feel welcome		54.4	The current internet speed and reliability meet connectivity needs
			51.1	
	Governance			Governance
	Information on local government decisions are easily accessible		55.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		34.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		45.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		51.3	Processing Identification Documents online has reduced waiting times
L	L			

0%

0%



Phoenix



SMART

CITY RATING

BACKGROUND INFORMATION



(UN Data)



2018	2019	2020	2021	1 yr change
0.920	0.926	0.920	0.921	+0.001
78.9	78.9	77.4	77.2	-0.2
16.3	16.3	16.3	16.3	+0.0
13.4	13.4	13.7	13.7	+0.0
56,140	63,826	61,462	64,765	+3,304
	0.920 78.9 16.3 13.4	0.920 0.926 78.9 78.9 16.3 16.3 13.4 13.4	0.9200.9260.92078.978.977.416.316.316.313.413.413.7	0.9200.9260.9200.92178.978.977.477.216.316.316.316.313.413.413.713.7

PRIORITY AREAS

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0% affordable housing road congestion air pollution school education unemployment security health services fulfilling employment basic amenities corruption recycling public transport citizen engagement green spaces 9.7% social mobility 8.3%

0%

ATTITUDES

CC				i	L	
				LEGEN	D: MIN	CITY MEAN GROUP MAX
CC in 2021	▲ ST	RUCTURES	Score			TECHN
	Health & Safety	0 20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				51.8	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory				63.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				38.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				30.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				65.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not	t a problem			27.6	Arranging medical appointments online has improved access
CCC	Mobility					Mobility
	Traffic congestion is not a problem				21.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				44.6	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
CC						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				52.7	Online purchasing of tickets to shows and museums has made it easier to att
	Cultural activities (shows, bars, and museums) are satisfactory				72.8	
	Opportunities (Work & School)					Opportunities (Work & School)
GROUP	Employment finding services are readily available			\bigcirc	69.5	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				57.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				59.3	Online services provided by the city has made it easier to start a new busines
_	Businesses are creating new jobs				64.6	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome				57.2	
	Governance					Governance
	Information on local government decisions are easily accessible				59.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				37.9	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				47.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				56.6	Processing Identification Documents online has reduced waiting times



Prague



CITY RATING

ΔΔ

BACKGROUND INFORMATION



(Eurostat)

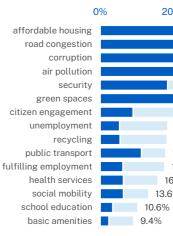


						i.
Country	2018	2019	2020	2021	1 yr change	l
HDI	0.891	0.900	0.892	0.889	-0.003	ł
Life expectancy at birth	79.2	79.4	78.6	77.7	-0.8	ł
Expected years of schooling	16.8	16.8	16.2	16.2	+0.0	ł
Mean years of schooling	12.7	12.7	12.9	12.9	+0.0	ł.
GNI per capita (PPP \$)	31,597	38,109	37,551	38,745	+1,194	ł

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



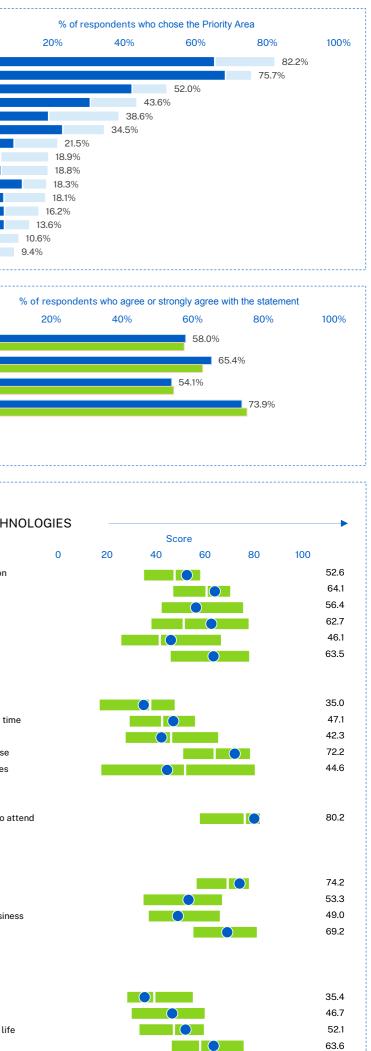
0%

ATTITUDES

LEGEND:

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)

	,						
AA					LEGEN	ND: MIN	MEAN GROUP MAX
A in 2021	STRUC	CTURES					TECHNOL
				Score			
	Health & Safety	0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					68.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					69.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					61.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					43.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				\bigcirc	75.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pr	oblem	\bigcirc			27.4	Arranging medical appointments online has improved access
A	Mobility						Mobility
	Traffic congestion is not a problem					19.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					68.5	Apps that direct you to an available parking space have reduced journey time
					Ŭ		Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
Δ							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					49.3	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory					81.8	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					75.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					74.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					70.0	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs					69.8	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome					58.4	
	Governance						Governance
	Information on local government decisions are easily accessible					63.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					36.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					50.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					58.4	Processing Identification Documents online has reduced waiting times
L							



Rabat



SMART

CITY RATING

С

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



sign CC BY 3.0 Map D

Country	2018	2019	2020	2021	1 yr change
HDI	0.676	0.686	0.679	0.683	+0.004
Life expectancy at birth	76.5	76.7	73.9	74.0	+0.1
Expected years of schooling	13.1	13.7	14.2	14.2	+0.0
Mean years of schooling	5.5	5.6	5.9	5.9	+0.0
GNI per capita (PPP \$)	7,480	7,368	6,882	7,303	+421

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.

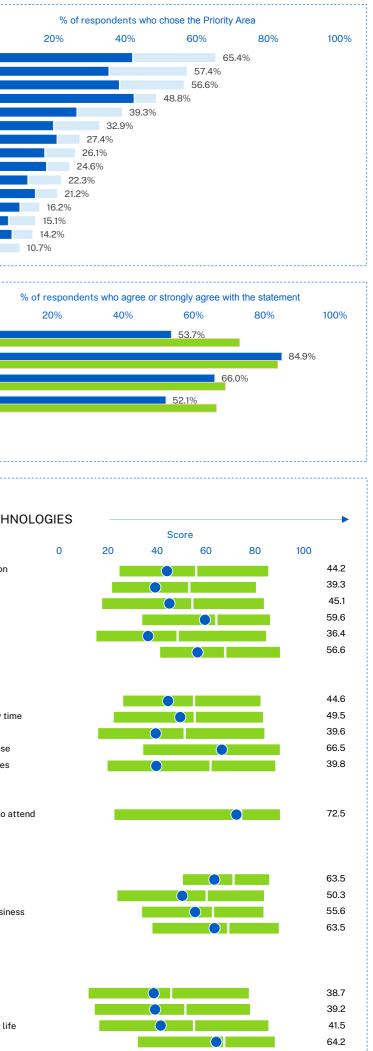
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0% unemployment health services affordable housing corruption school education security road congestion fulfilling employment air pollution basic amenities public transport recycling green spaces citizen engagement 14.2% social mobility 10.7%

0%

ATTITUDES

C				LEGEN	ID: MIN 🚺	CITY MEAN GROUP MAX
C in 2021	STRUCTURES				•	TECHNOL
		00	Score	00	100	
	Health & Safety 0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				45.8	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory				44.8	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem				42.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				34.9	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				44.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem				38.5	Arranging medical appointments online has improved access
C	Mobility					Mobility
	Traffic congestion is not a problem				29.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				53.1	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
C						The city provides information on traffic congestion through mobile phones
	Activities					Activities
ECHNOLOGIES	Green spaces are satisfactory				70.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				69.5	
	Opportunities (Work & School)					Opportunities (Work & School)
	Employment finding services are readily available				38.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				44.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				46.3	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs				42.0	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome				60.9	
	Governance					Governance
	Information on local government decisions are easily accessible				52.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				24.0	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				29.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				42.0	Processing Identification Documents online has reduced waiting times



Reykjavik



SMART

CITY RATING

BACKGROUND INFORMATION



(Eurostat)

Map tiles by Stamen Design CC BY 3.0 Map Data © Open

Country	2018	2019	2020	2021	1 yr change
HDI	0.959	0.960	0.957	0.959	+0.002
Life expectancy at birth	82.8	82.4	82.6	82.7	+0.1
Expected years of schooling	18.0	18.0	18.0	18.0	+0.0
Mean years of schooling	13.6	13.7	13.8	13.8	+0.0
GNI per capita (PPP \$)	56,492	58,055	54,141	55,782	+1,641

PRIORITY AREAS

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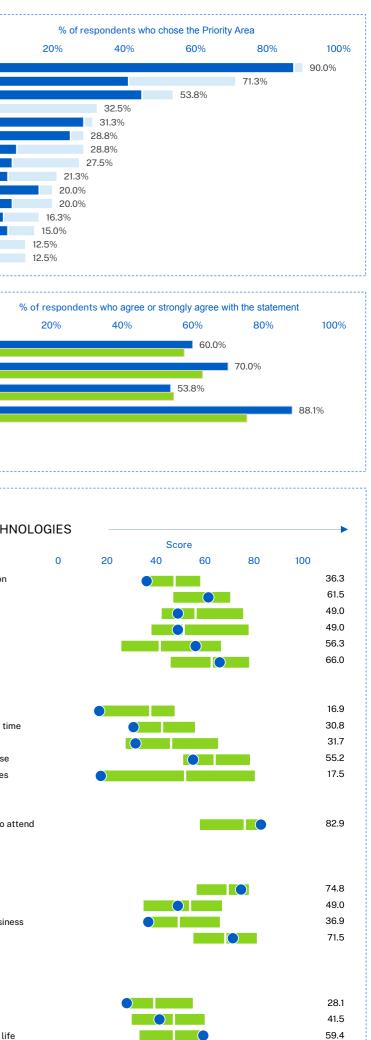
0% affordable housing health services public transport school education corruption road congestion basic amenities security recycling green spaces air pollution social mobility fulfilling employment citizen engagement 12.5% unemployment

0%

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) LEGEND: CITY

BBB	L						·		
DDD						LEGEND	: MIN		ITY MEAN GROUP MAX
not in 2021	STRUC	TURES		Score				-	TECHNO
	Health & Safety	0	20		60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							72.9	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory				\bigcirc			68.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem							77.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				\bigcirc			60.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory							49.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	olem 🔵						4.8	Arranging medical appointments online has improved access
Α	Mobility								Mobility
	Traffic congestion is not a problem							34.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory							28.3	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
BBB									The city provides information on traffic congestion through mobile phones
	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory							61.7	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory							80.8	
	Opportunities (Work & School)								Opportunities (Work & School)
GROUP	Employment finding services are readily available							77.5	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					\bigcirc		81.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions							77.5	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs				\bigcirc			64.0	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				ightarrow			59.2	
	Governance								Governance
	Information on local government decisions are easily accessible			\bigcirc				53.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern)				33.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government							46.9	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							54.4	Processing Identification Documents online has reduced waiting times



63.8

Riga



B





(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.866	0.871	0.871	0.863	-0.008
Life expectancy at birth	75.0	75.5	75.5	73.6	-1.9
Expected years of schooling	16.2	16.2	16.2	16.2	+0.0
Mean years of schooling	13.2	13.3	13.3	13.3	+0.0
GNI per capita (PPP \$)	29,895	31,059	31,102	32,803	+1,701

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.

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0% affordable housing corruption road congestion unemployment school education public transport security citizen engagement air pollution basic amenities green spaces social mobility fulfilling employment health services 11.7%

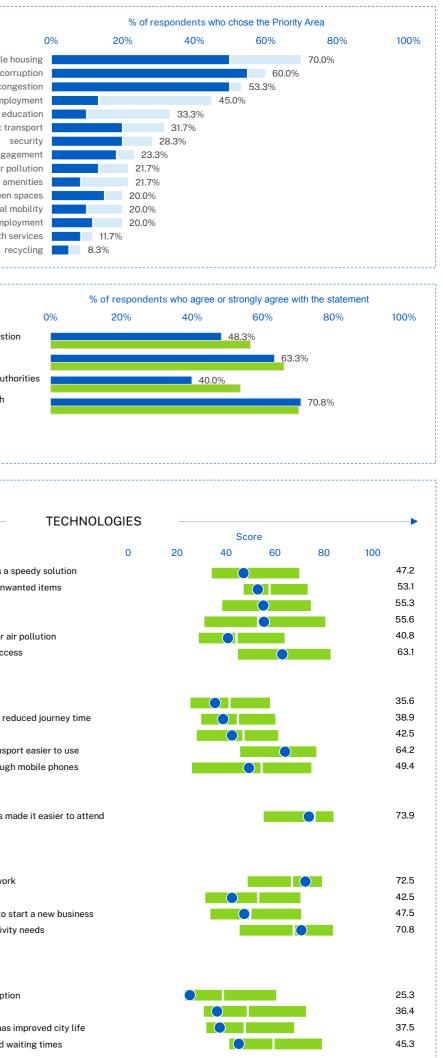
0%

ATTITUDES

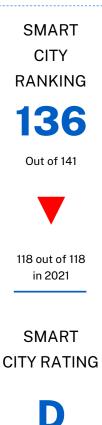
LEGEND:

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)

STRUC h & Safety initation meets the needs of the poorest areas ag services are satisfactory afety is not a problem ition is not a problem services provision is satisfactory housing with rent equal to 30% or less of a monthly salary is not a pro- ity congestion is not a problem ransport is satisfactory	CTURES 0 oblem	20	Score 40 60	80	100	50.0 62.2 58.9 48.1 46.4 34.2	TECHNO MEAN GROUP MAX CITY MEAN GROUP MAX Mealth & 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
h & Safety nitation meets the needs of the poorest areas ag services are satisfactory afety is not a problem ution is not a problem services provision is satisfactory housing with rent equal to 30% or less of a monthly salary is not a pro ity	0	20		80		62.2 58.9 48.1 46.4	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
nitation meets the needs of the poorest areas ng services are satisfactory afety is not a problem ition is not a problem services provision is satisfactory housing with rent equal to 30% or less of a monthly salary is not a pro ity congestion is not a problem	Ţ	20		80		62.2 58.9 48.1 46.4	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
nitation meets the needs of the poorest areas ng services are satisfactory afety is not a problem ition is not a problem services provision is satisfactory housing with rent equal to 30% or less of a monthly salary is not a pro ity congestion is not a problem	Ţ	20				62.2 58.9 48.1 46.4	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
ng services are satisfactory afety is not a problem ition is not a problem services provision is satisfactory housing with rent equal to 30% or less of a monthly salary is not a pro ity congestion is not a problem	oblem	-				62.2 58.9 48.1 46.4	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
afety is not a problem ition is not a problem services provision is satisfactory housing with rent equal to 30% or less of a monthly salary is not a pro ity congestion is not a problem	oblem					58.9 48.1 46.4	Free public wifi has improved access to city services CCTV cameras has made residents feel safer
ition is not a problem services provision is satisfactory housing with rent equal to 30% or less of a monthly salary is not a pro ity congestion is not a problem	oblem					48.1 46.4	CCTV cameras has made residents feel safer
services provision is satisfactory housing with rent equal to 30% or less of a monthly salary is not a pro ity congestion is not a problem	oblem					46.4	
housing with rent equal to 30% or less of a monthly salary is not a pro ity congestion is not a problem	oblem						A website or App allows residents to effectively monitor air pollution
ity congestion is not a problem	oblem					34.2	
ongestion is not a problem							Arranging medical appointments online has improved access
							Mobility
ransport is satisfactory)			29.2	Car-sharing Apps have reduced congestion
						54.2	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
ties							Activities
paces are satisfactory						58.3	Online purchasing of tickets to shows and museums has made it easier to atte
activities (shows, bars, and museums) are satisfactory						66.4	
rtunities (Work & School)							Opportunities (Work & School)
nent finding services are readily available			(66.1	Online access to job listings has made it easier to find work
ildren have access to a good school						60.3	IT skills are taught well in schools
learning opportunities are provided by local institutions						57.8	Online services provided by the city has made it easier to start a new business
ses are creating new jobs						50.0	The current internet speed and reliability meet connectivity needs
es feel welcome						41.7	
nance							Governance
tion on local government decisions are easily accessible						44.4	Online public access to city finances has reduced corruption
ion of city officials is not an issue of concern						19.4	Online voting has increased participation
ts contribute to decision making of local government						25.8	An online platform where residents can propose ideas has improved city life
						34.4	Processing Identification Documents online has reduced waiting times
	nent finding services are readily available ildren have access to a good school learning opportunities are provided by local institutions ses are creating new jobs as feel welcome nance tion on local government decisions are easily accessible ion of city officials is not an issue of concern	nent finding services are readily available ildren have access to a good school learning opportunities are provided by local institutions ses are creating new jobs es feel welcome nance tion on local government decisions are easily accessible on of city officials is not an issue of concern ts contribute to decision making of local government	ment finding services are readily available ildren have access to a good school learning opportunities are provided by local institutions ses are creating new jobs es feel welcome nance tion on local government decisions are easily accessible on of city officials is not an issue of concern ts contribute to decision making of local government	nent finding services are readily available ildren have access to a good school learning opportunities are provided by local institutions ses are creating new jobs as feel welcome nance tion on local government decisions are easily accessible on of city officials is not an issue of concern ts contribute to decision making of local government	nent finding services are readily available ildren have access to a good school learning opportunities are provided by local institutions ses are creating new jobs as feel welcome nance tion on local government decisions are easily accessible on of city officials is not an issue of concern ts contribute to decision making of local government	nent finding services are readily available ildren have access to a good school learning opportunities are provided by local institutions ses are creating new jobs es feel welcome nance tion on local government decisions are easily accessible on of city officials is not an issue of concern ts contribute to decision making of local government	nent finding services are readily available 66.1 ildren have access to a good school 60.3 ildren have access to a good school 67.8 ildren have access to a good school 57.8 is sea are creating new jobs 50.0 as feel welcome 41.7 The first school is not an issue of concern ts contribute to decision making of local government The first school is not an issue of concern State school is not an issue of local government State school is not an issue of local government State school is not an issue of local government



Rio de Janeiro



BACKGROUND INFORMATION



-	
Population	HDI
13,634,274	0.783

(UN World Urbanisation Prospects 2022 estimate)

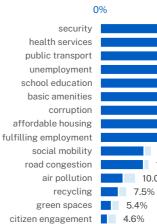


Country	2018	2019	2020	2021	1 yr change
HDI	0.764	0.766	0.758	0.754	-0.004
Life expectancy at birth	75.1	75.3	74.0	72.8	-1.3
Expected years of schooling	15.7	15.6	15.6	15.6	+0.0
Mean years of schooling	8.0	10.6	10.9	10.9	+0.0
GNI per capita (PPP \$)	21,972	23,261	22,286	24,563	+2,277

PRIORITY AREAS

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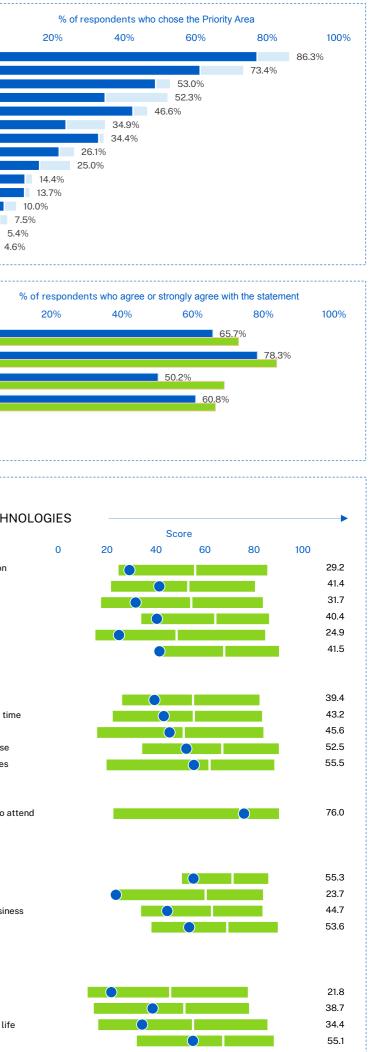
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0%

ATTITUDES

ν		LEGEND: MIN CI	TY MEAN GROUP MAX	
D in 2021	STRUCTURES		TECHNOI	
	Score			
	Health & Safety 0 20 40 60	80 100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas	30.1	Online reporting of city maintenance problems provides a speedy solution	
	Recycling services are satisfactory	36.1	A website or App allows residents to easily give away unwanted items	
FACTOR	Public safety is not a problem	12.8	Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem	26.2	CCTV cameras has made residents feel safer	
	Medical services provision is satisfactory	25.8	A website or App allows residents to effectively monitor air pollution	
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	21.0	Arranging medical appointments online has improved access	
D	Mobility		Mobility	
	Traffic congestion is not a problem	12.7	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory	14.9	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	
D			The city provides information on traffic congestion through mobile phones	
	Activities		Activities	
TECHNOLOGIES	Green spaces are satisfactory	54.9	Online purchasing of tickets to shows and museums has made it easier to attend	
	Cultural activities (shows, bars, and museums) are satisfactory	61.8		
	Opportunities (Work & School)		Opportunities (Work & School)	
	Employment finding services are readily available	41.4	Online access to job listings has made it easier to find work	
GROUP	Most children have access to a good school	18.7	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions	31.5	Online services provided by the city has made it easier to start a new business	
	Businesses are creating new jobs	35.9	The current internet speed and reliability meet connectivity needs	
4	Minorities feel welcome	21.4		
	Governance		Governance	
	Information on local government decisions are easily accessible	37.6	Online public access to city finances has reduced corruption	
	Corruption of city officials is not an issue of concern	12.7	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government	18.7	An online platform where residents can propose ideas has improved city life	
from AAA to D	Residents provide feedback on local government projects	24.8	Processing Identification Documents online has reduced waiting times	



Riyadh



SMART

CITY RATING

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



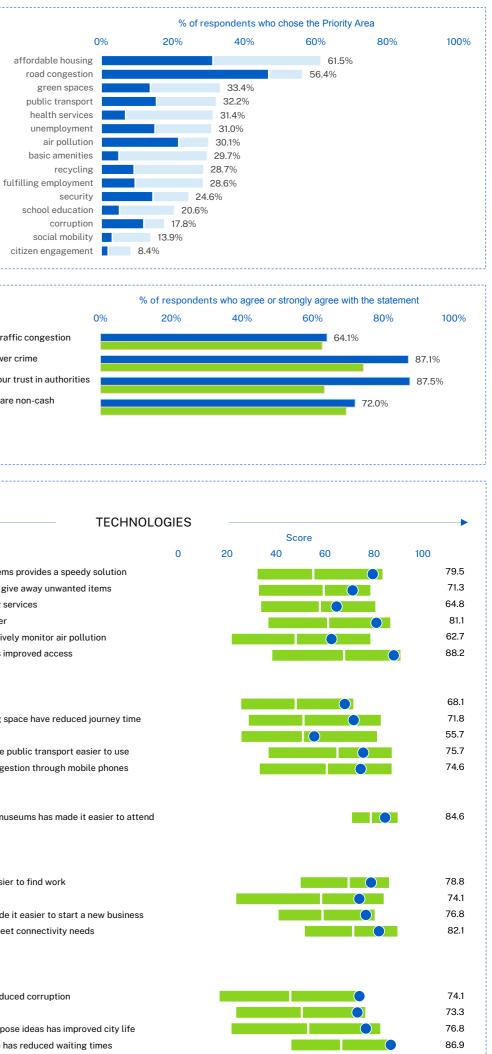
n CC BY 3.0 Map Data © O

2018	2019	2020	2021	1 yr change
0.865	0.873	0.870	0.875	+0.005
77.2	77.3	76.2	76.9	+0.7
15.7	16.0	16.1	16.1	+0.0
10.6	8.3	8.3	8.3	+0.0
5,072	5,307	5,601	5,745	+143
	0.865 77.2 15.7 10.6	0.865 0.873 77.2 77.3 15.7 16.0 10.6 8.3	0.865 0.873 0.870 77.2 77.3 76.2 15.7 16.0 16.1 10.6 8.3 8.3	0.865 0.873 0.870 0.875 77.2 77.3 76.2 76.9 15.7 16.0 16.1 16.1 10.6 8.3 8.3 8.3

PRIORITY AREAS

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ATTITUDES

LEGEND:

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)

BB	L				i	·	
					LEGEND	D: MIN	CITY MEAN GROUP MAX
B in 2021	STF	UCTURES				•	TECHNOL
	Health & Safety	0	20	Score 40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	Ŭ		10 00		84.9	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					72.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					49.4	
						36.0	Free public wifi has improved access to city services CCTV cameras has made residents feel safer
RATINGS	Air pollution is not a problem)		81.4	
	Medical services provision is satisfactory				\bigcirc		A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	a problem				56.3	Arranging medical appointments online has improved access
B	Mobility						Mobility
	Traffic congestion is not a problem					27.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					60.8	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
BB							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					69.2	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					77.2	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					61.3	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					78.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		_			72.8	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		_			68.6	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome)	68.6	
	Courses						Courses
	Governance		_			007	Governance
	Information on local government decisions are easily accessible		_			82.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					53.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				_	60.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					63.0	Processing Identification Documents online has reduced waiting times

Rome



SMART

CITY RATING

BACKGROUND INFORMATION

Residents provide feedback on local government projects



(Eurostat)



ap tiles by Stamen Design CC BY 3.0 Map Data © OpenStreet

Country	2018	2019	2020	2021	1 yr change
HDI	0.883	0.892	0.889	0.895	+0.006
Life expectancy at birth	83.4	83.5	82.4	82.9	+0.4
Expected years of schooling	16.2	16.1	16.2	16.2	+0.0
Mean years of schooling	10.2	10.4	10.7	10.7	+0.0
GNI per capita (PPP \$)	36,141	42,776	39,901	42,840	+2,939

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% recycling public transport road congestion basic amenities air pollution security unemployment fulfilling employment corruption affordable housing social mobility green spaces school education 10.1% health services 9.8% citizen engagement 7.6%

0%

ATTITUDES

LEGEND:

31.3

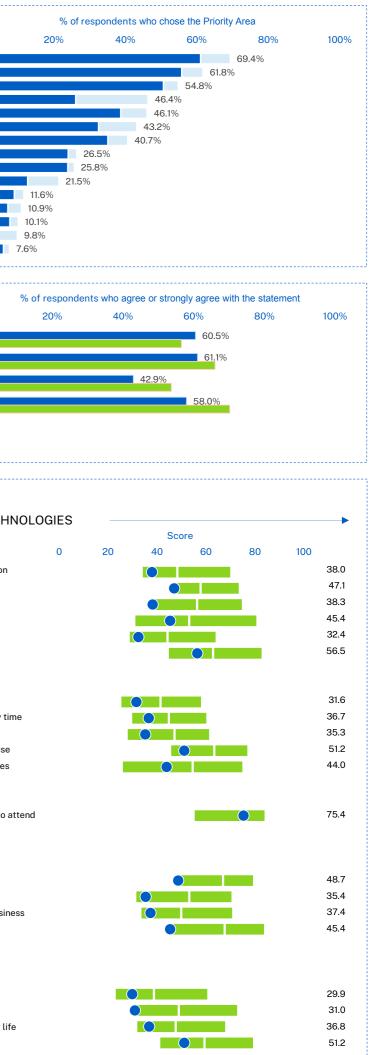
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

Processing Identification Documents online has reduced waiting times

CITY

CCC	·				i	L	
					LEGEND	: MIN	CITY MEAN GROUP MAX
CCC in 2021		RES				•	TECHNOL
	Health & Safety	0	20 40	Score 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	Ŭ				41.5	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					21.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					33.2	Free public wifi has improved access to city services
	Air pollution is not a problem					22.9	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory					42.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem)		41.2	Arranging medical appointments online has improved access
CCC	Mobility						Mobility
	Traffic congestion is not a problem			-		13.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					18.7	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
000							The city provides information on traffic congestion through mobile phones
CCC							
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					54.2	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					69.2	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					20.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					44.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					36.6	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					24.4	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome					28.4	
	Governance						Governance
	Information on local government decisions are easily accessible					35.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					22.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					22.0	An online platform where residents can propose ideas has improved city life

All ratings range from AAA to D



Rotterdam



BACKGROUND INFORMATION

City	
Population 3,726,050	

SMART CITY RATING



BB in 2021

FACTOR RATINGS

STRUCTURES

A

GROUP



Population HDI 3,726,050 0.941 (Eurostat)



Country HDI	2018 0.934	2019 0.944	2020 0.939	2021 0.941	1 yr change +0.002
Life expectancy at birth	82.1	82.3	81.6	81.7	+0.0
Expected years of schooling	18.0	18.5	18.0	18.0	+0.0
Mean years of schooling	12.2	12.4	12.6	12.6	+0.0
GNI per capita (PPP \$)	50,013	57,707	53,504	55,979	+2,476

PRIORITY AREAS

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0% affordable housing security unemployment health services air pollution road congestion basic amenities school education green spaces public transport recycling citizen engagement fulfilling employment social mobility corruption

0%

ATTITUDES

LEGEND:

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)

CITY

STRUCT	TURES					>	TECHNO
311.00	IUNES		Sc	ore			TECHNO
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						60.6	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						64.8	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						47.6	Free public wifi has improved access to city services
Air pollution is not a problem						36.7	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						71.8	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a prob	olem					28.0	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						32.2	Car-sharing Apps have reduced congestion
Public transport is satisfactory		1				69.5	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							Activities
Green spaces are satisfactory						56.4	Online purchasing of tickets to shows and museums has made it easier to atter
Cultural activities (shows, bars, and museums) are satisfactory						75.3	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available)	68.3	Online access to job listings has made it easier to find work
Most children have access to a good school				(71.1	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						60.4	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs				\bigcirc		62.3	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						58.6	
Governance							Governance
Information on local government decisions are easily accessible						58.8	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern		1				49.0	Online voting has increased participation
Residents contribute to decision making of local government			(50.5	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						57.4	Processing Identification Documents online has reduced waiting times



San Francisco



CITY RATING

BACKGROUND INFORMATION



(UN Data)

.Denv N co CA . Abuquer AZ Los Angeles NM Tijuana Map tiles by Sta

Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.926	0.920	0.921	+0.001
Life expectancy at birth	78.9	78.9	77.4	77.2	-0.2
Expected years of schooling	16.3	16.3	16.3	16.3	+0.0
Mean years of schooling	13.4	13.4	13.7	13.7	+0.0
GNI per capita (PPP \$)	56,140	63,826	61,462	64,765	+3,304

PRIORITY AREAS

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0% affordable housing security road congestion health services unemployment school education corruption fulfilling employment air pollution public transport basic amenities social mobility recycling green spaces citizen engagement

0%

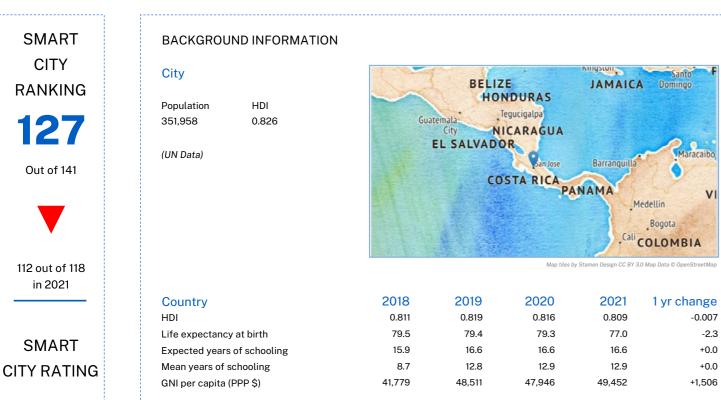
ATTITUDES

BB						,		
						LEGEND): MIN	CITY MEAN GROUP MAX
B in 2021	STRUCT	URES		Score				TECHNOLO
	Health & Safety	0	20		60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas						41.8	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						61.5	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						28.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						43.1	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory						58.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	em					21.7	Arranging medical appointments online has improved access
BB	Mobility							Mobility
	Traffic congestion is not a problem						20.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						49.1	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
BB								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory				\bigcirc		63.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						76.2	
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available			(59.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						52.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				\bigcirc		60.5	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs				\bigcirc		60.0	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome						59.3	
	Governance							Governance
	Information on local government decisions are easily accessible						63.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						38.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						52.9	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						62.1	Processing Identification Documents online has reduced waiting times



San José

C



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.

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security corruption unemployment road congestion affordable housing fulfilling employment health services basic amenities public transport air pollution citizen engagement recycling school education social mobility 12.0% green spaces 8.5%

0%

0%

ATTITUDES

LEGEND:

V

-2.3

+0.0

+0.0

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)

CITY

					LEGEN	ID: MIN	CITY MEAN GROUP MAX
2021	STRI	UCTURES					TECHN
				Score			
	Health & Safety	0 20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		(47.5	Online reporting of city maintenance problems provides a speedy solution
TOR	Recycling services are satisfactory					50.6	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem		\bigcirc			27.7	Free public wifi has improved access to city services
NGS	Air pollution is not a problem					38.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			\bigcirc		61.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem				29.2	Arranging medical appointments online has improved access
G	Mobility						Mobility
	Traffic congestion is not a problem					13.8	Car-sharing Apps have reduced congestion
TURES	Public transport is satisfactory		\bigcirc			30.8	Apps that direct you to an available parking space have reduced journey tin
							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						Activities
LOGIES	Green spaces are satisfactory					61.8	Online purchasing of tickets to shows and museums has made it easier to a
	Cultural activities (shows, bars, and museums) are satisfactory					65.2	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					53.4	Online access to job listings has made it easier to find work
UP	Most children have access to a good school					51.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					51.8	Online services provided by the city has made it easier to start a new busin
	Businesses are creating new jobs					40.8	The current internet speed and reliability meet connectivity needs
5	Minorities feel welcome					38.4	
	Governance						Governance
	Information on local government decisions are easily accessible					41.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					14.2	Online voting has increased participation
	Residents contribute to decision making of local government					23.7	An online platform where residents can propose ideas has improved city li
s range							



Sana'a



D

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change	
HDI	0.459	0.461	0.460	0.455	-0.005	
Life expectancy at birth	64.6	65.1	64.7	63.8	-0.9	
Expected years of schooling	9.1	9.1	9.1	9.1	+0.0	
Mean years of schooling	3.2	3.2	3.2	3.2	+0.0	
GNI per capita (PPP \$)	1,342	1,350	1,371	1,314	-56	

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.

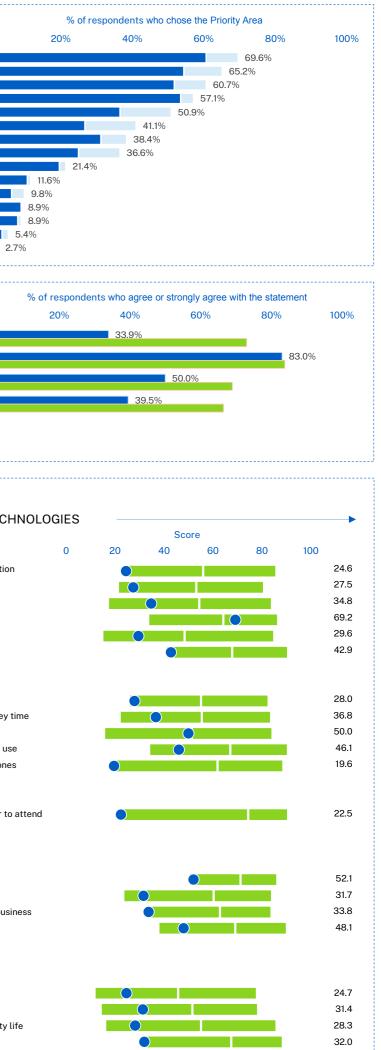
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0% unemployment school education health services corruption affordable housing basic amenities fulfilling employment security road congestion air pollution citizen engagement green spaces public transport 8.9% recycling 5.4% social mobility 2.7%

0%

ATTITUDES

ν					LEGEN	D: MIN	CITY MEAN GROUP MAX
not in 2021	STRUCT	URES					TECHNOLO
				Score			
	Health & Safety	0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					38.5	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory					34.4	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		\bigcirc			34.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					16.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					22.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a probl	em				28.1	Arranging medical appointments online has improved access
D	Mobility						Mobility
_	Traffic congestion is not a problem					19.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					35.7	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
D							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					29.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					33.6	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					19.6	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					25.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					19.3	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					23.2	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome					45.4	
	Governance						Governance
	Information on local government decisions are easily accessible					28.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		\bigcirc			16.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					23.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					22.6	Processing Identification Documents online has reduced waiting times



Santiago



CITY RATING

C

BACKGROUND INFORMATION



(UN Data)



Country	2018	2019	2020	2021	1 yr change
HDI	0.847	0.851	0.852	0.855	+0.003
Life expectancy at birth	80.0	80.2	79.4	78.9	-0.4
Expected years of schooling	16.5	16.4	16.7	16.7	+0.0
Mean years of schooling	10.4	12.7	12.9	12.9	+0.0
GNI per capita (PPP \$)	31,597	38,109	37,551	38,745	+1,194

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.

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security health services affordable housing unemployment fulfilling employment air pollution corruption school education public transport basic amenities recycling green spaces social mobility road congestion citizen engagement 9.5%

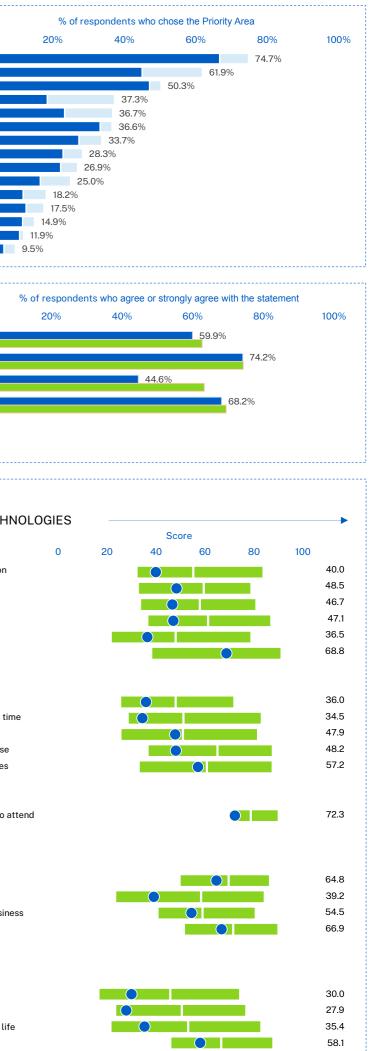
ATTITUDES

LEGEND:

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)

CITY

G								
C in 2021	▲ STRUCT					LEGEN	ID: MIN	
0 11 2021		URES		Score				TECHNOL
	Health & Safety	0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas						36.1	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			\bigcirc			40.9	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						17.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	(15.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			\bigcirc			36.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	lem 🤇					14.9	Arranging medical appointments online has improved access
C	Mobility							Mobility
_	Traffic congestion is not a problem						17.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				_		37.3	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
C								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory			\bigcirc			49.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						57.0	
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available						56.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						31.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			\bigcirc			35.4	Online services provided by the city has made it easier to start a new business
_	Businesses are creating new jobs						38.8	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome						29.2	
	Governance							Governance
	Information on local government decisions are easily accessible			\bigcirc			43.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		\bigcirc				29.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		\bigcirc				23.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						35.6	Processing Identification Documents online has reduced waiting times



Sao Paulo



SMART

CITY RATING

D

BACKGROUND INFORMATION





(UN World Urbanisation Prospects 2022 estimate)



sign CC BY 3.0 Map Data © Ope

Country	2018	2019	2020	2021	1 yr change
HDI	0.764	0.766	0.758	0.754	-0.004
Life expectancy at birth	75.1	75.3	74.0	72.8	-1.3
Expected years of schooling	15.7	15.6	15.6	15.6	+0.0
Mean years of schooling	8.0	10.6	10.9	10.9	+0.0
GNI per capita (PPP \$)	21,972	23,261	22,286	24,563	+2,277

PRIORITY AREAS

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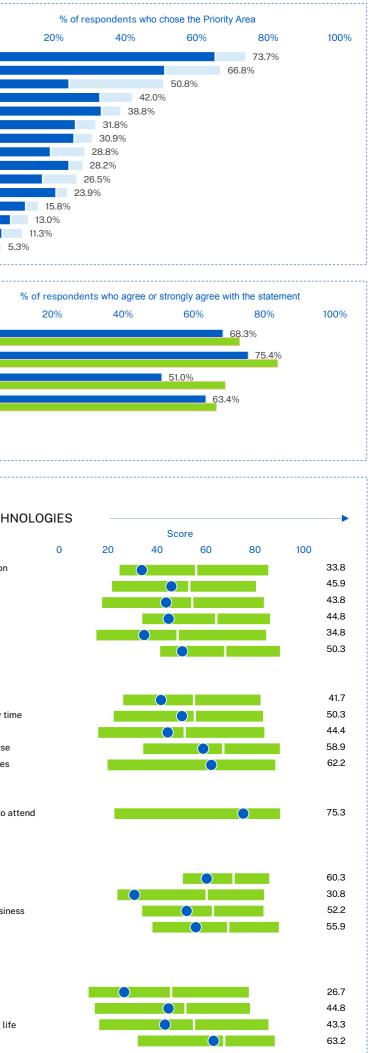
the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% security health services unemployment public transport school education corruption affordable housing basic amenities air pollution fulfilling employment road congestion social mobility green spaces recycling 11.3% citizen engagement 5.3%

0%

ATTITUDES

D								
D in 0001					LE	EGEND: N		
D in 2021	STRUCT	URES		Score				TECHNOL
	Health & Safety	0	20	40 60	80) 100		Health & Safety
	Basic sanitation meets the needs of the poorest areas						38.1	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						45.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						16.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		\bigcirc				17.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						33.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a probl	em					21.8	Arranging medical appointments online has improved access
D	Mobility							Mobility
	Traffic congestion is not a problem						13.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						25.1	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
С								The city provides information on traffic congestion through mobile phones
•	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						49.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						66.9	
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available						51.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		\bigcirc				26.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						41.6	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs						40.9	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome		\bigcirc				24.2	
	Governance							Governance
	Information on local government decisions are easily accessible						40.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						17.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	I					26.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						32.2	Processing Identification Documents online has reduced waiting times



Seattle



CITY RATING

BACKGROUND INFORMATION







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						÷.
Country	2018	2019	2020	2021	1 yr change	ł
HDI	0.920	0.926	0.920	0.921	+0.001	l
Life expectancy at birth	78.9	78.9	77.4	77.2	-0.2	ł
Expected years of schooling	16.3	16.3	16.3	16.3	+0.0	ł
Mean years of schooling	13.4	13.4	13.7	13.7	+0.0	ł
GNI per capita (PPP \$)	56,140	63,826	61,462	64,765	+3,304	ł

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.

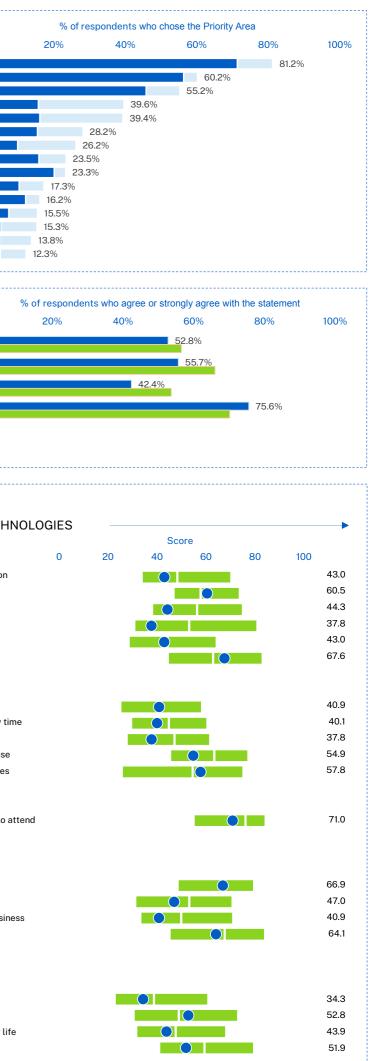
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0% affordable housing road congestion security unemployment health services school education fulfilling employment public transport corruption basic amenities air pollution green spaces recycling citizen engagement social mobility

0%

ATTITUDES

BB					· · · · · · · · · · · · · · · · · · ·	
				LEGEN	ND: MIN	MEAN GROUP MAX
BBB in 2021	STRUCTURES		Score			TECHNOLC
	Health & Safety 0	20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				43.1	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory				71.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				27.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				43.6	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory				64.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem				18.9	Arranging medical appointments online has improved access
BB	Mobility					Mobility
	Traffic congestion is not a problem				15.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				54.4	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
B						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				64.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			\bigcirc	78.1	
	Opportunities (Work & School)					Opportunities (Work & School)
GROUP	Employment finding services are readily available				64.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				61.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				63.1	Online services provided by the city has made it easier to start a new business
9	Businesses are creating new jobs				61.6	The current internet speed and reliability meet connectivity needs
_	Minorities feel welcome				61.2	
	Governance					Governance
	Information on local government decisions are easily accessible	1			63.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				41.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				49.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				61.1	Processing Identification Documents online has reduced waiting times



Seoul



SMART

CITY RATING

AA

BACKGROUND INFORMATION

HDI
0.952

(UN Data)



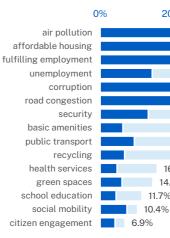
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Country	2018	2019	2020	2021	1 yr change
HDI	0.906	0.916	0.922	0.925	+0.003
Life expectancy at birth	82.8	83.0	83.6	83.7	+0.1
Expected years of schooling	16.4	16.5	16.5	16.5	+0.0
Mean years of schooling	12.2	12.2	12.5	12.5	+0.0
GNI per capita (PPP \$)	36,757	43,044	42,698	44,501	+1,803

PRIORITY AREAS

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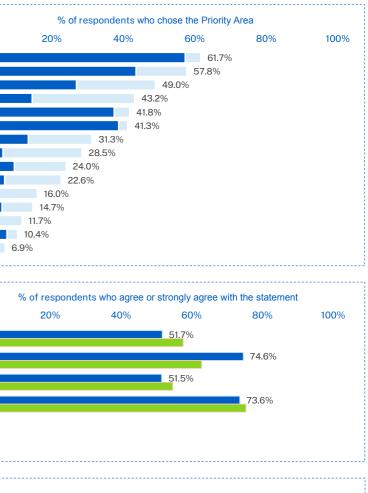
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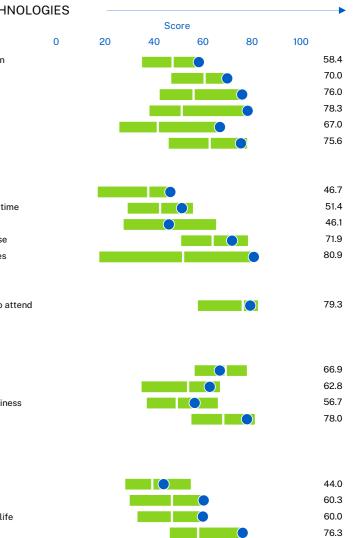


0%

ATTITUDES

AA				LEGEN	ND: MIN	MEAN GROUP MAX.
AA in 2021	STRU	ICTURES				TECHNOL
			Score		100	
	Health & Safety	0 20	0 40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				72.5	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory				70.4	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem				65.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				14.8 75.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	uchlose .			31.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a p	roblem			31.5	Arranging medical appointments online has improved access
BBB	Mobility					Mobility
	Traffic congestion is not a problem				21.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				71.8	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
AAA						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				56.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				69.3	
	Opportunities (Work & School)					Opportunities (Work & School)
GROUP	Employment finding services are readily available				63.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				57.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				63.5	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs				48.3	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				32.2	
	Governance					Governance
	Information on local government decisions are easily accessible				63.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				28.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				52.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				50.5	Processing Identification Documents online has reduced waiting times





Shanghai



SMART

CITY RATING

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



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Country	2018	2019	2020	2021	1 yr change
HDI	0.758	0.761	0.764	0.768	+0.004
Life expectancy at birth	76.7	76.9	78.1	78.2	+0.1
Expected years of schooling	13.9	14.0	14.2	14.2	+0.0
Mean years of schooling	7.9	8.1	7.6	7.6	+0.0
GNI per capita (PPP \$)	16,127	16,057	16,201	17,504	+1,303

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.

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0% road congestion affordable housing air pollution fulfilling employment basic amenities health services social mobility corruption public transport unemployment school education security recycling green spaces citizen engagement

0%

ATTITUDES

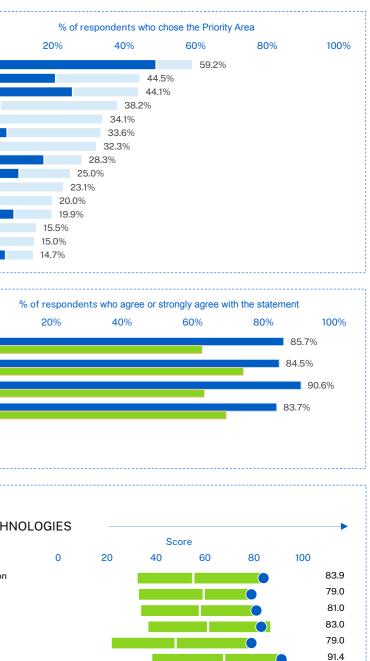
LEGEND:

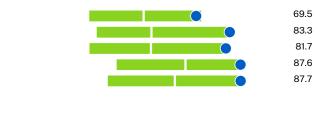
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions)

CITY

BB	· · · · · · · · · · · · · · · · · · ·		
DD		GEND: MIN	MEAN GROUP MAX
BB in 2021	STRUCTURES	•	TECHNOL
	Score Health & Safety 0 20 40 60 80	100	Lizzlith & Cofety
	Heatting Surety	81.6	Health & Safety
	Basic sanitation meets the needs of the poorest areas	79.9	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		A website or App allows residents to easily give away unwanted items
	Public safety is not a problem	69.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	49.7	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		A website or App allows residents to effectively monitor air pollution
DD	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	54.6	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	35.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	64.9	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
BB			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	78.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	85.2	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	83.3	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	76.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	73.8	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	80.4	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome	79.0	
	Governance		Governance
	Information on local government decisions are easily accessible	78.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	56.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	64.9	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	73.2	Processing Identification Documents online has reduced waiting times
		. 0.12	· · · · · · · · · · · · · · · · · · ·

All ratings from AAA to D











Shenzhen



CITY RATING

BACKGROUND INFORMATION



 Population
 HDI

 12,831,330
 0.799

(UN World Urbanisation Prospects 2022 estimate)



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2018	2019	2020	2021	1 yr change
0.758	0.761	0.764	0.768	+0.004
76.7	76.9	78.1	78.2	+0.1
13.9	14.0	14.2	14.2	+0.0
7.9	12.6	13.0	13.0	+0.0
48,836	58,662	58,144	60,365	+2,221
	0.758 76.7 13.9 7.9	0.758 0.761 76.7 76.9 13.9 14.0 7.9 12.6	0.758 0.761 0.764 76.7 76.9 78.1 13.9 14.0 14.2 7.9 12.6 13.0	0.7580.7610.7640.76876.776.978.178.213.914.014.214.27.912.613.013.0

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.

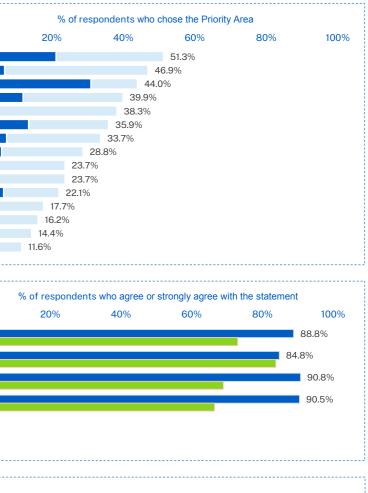
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0% affordable housing fulfilling employment road congestion air pollution social mobility corruption health services citizen engagement unemployment basic amenities school education public transport security recycling green spaces 11.6%

0%

ATTITUDES

CCC	·					i i			
						LEGEND	D: MIN	1	MEAN GROUP MAX
CCC in 2021	STRUCT	URES		Score					TECHNOL
	Health & Safety	0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							85.7	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory							82.4	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem							76.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				\bigcirc			68.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory							82.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	lem			\bigcirc			67.2	Arranging medical appointments online has improved access
CCC	Mobility								Mobility
	Traffic congestion is not a problem	1						53.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory							74.5	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
CCC									The city provides information on traffic congestion through mobile phones
	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory							83.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory							84.8	
	Opportunities (Work & School)								Opportunities (Work & School)
	Employment finding services are readily available							84.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school							77.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions							70.2	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs							82.5	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome							81.5	
	Governance								Governance
	Information on local government decisions are easily accessible							76.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	l I			\bigcirc			63.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				\bigcirc			67.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							74.0	Processing Identification Documents online has reduced waiting times



OLOGIES Score 100 0 20 40 60 80 84.1 80.4 84.1 83.5 80.4 90.0 72.9 83.8 82.9 90.7 88.8 90.1 end 86.3 83.5 83.9 90.2 75.0 77.6 83.4 86.5

Singapore



BACKGROUND INFORMATION



(UN Data)

CITY RATING



A in 2021

FACTOR RATINGS

A STRUCTURES

A TECHNOLOGIES

GROUP



All ratings range from AAA to D

0.939



Country	2018	2019	2020	2021	1 yr change	
HDI	0.935	0.938	0.939	0.939	+0.000	
Life expectancy at birth	83.5	83.6	82.9	82.8	-0.1	
Expected years of schooling	16.3	16.4	16.5	16.5	+0.0	
Mean years of schooling	11.5	11.6	11.9	11.9	+0.0	
GNI per capita (PPP \$)	83,793	88,155	81,035	90,919	+9,884	

PRIORITY AREAS

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0% affordable housing fulfilling employment unemployment health services recycling citizen engagement social mobility road congestion public transport security school education green spaces basic amenities corruption air pollution

0%

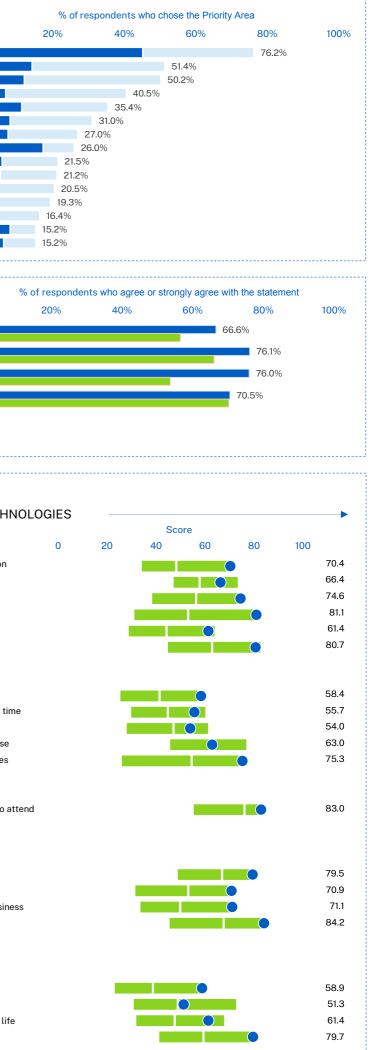
ATTITUDES

LEGEND:

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)

CITY

STRUCTURES						TECI
		Sco	ore			
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					85.0	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					68.3	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					80.4	Free public wifi has improved access to city services
Air pollution is not a problem					67.3	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					84.4	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem					45.8	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem					49.3	Car-sharing Apps have reduced congestion
Public transport is satisfactory					78.9	Apps that direct you to an available parking space have reduced journey
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to u
						The city provides information on traffic congestion through mobile phon
Activities						Activities
Green spaces are satisfactory				\bigcirc	78.0	Online purchasing of tickets to shows and museums has made it easier
Cultural activities (shows, bars, and museums) are satisfactory					76.7	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					74.8	Online access to job listings has made it easier to find work
Most children have access to a good school					80.1	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					81.1	Online services provided by the city has made it easier to start a new but
Businesses are creating new jobs			(70.5	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					70.6	
Governance						Governance
Information on local government decisions are easily accessible					78.3	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern					71.1	Online voting has increased participation
Residents contribute to decision making of local government					61.0	An online platform where residents can propose ideas has improved city
Residents provide feedback on local government projects					68.8	Processing Identification Documents online has reduced waiting times



Sofia



BACKGROUND INFORMATION



(Eurostat)

tanbul .Ankara

Country	2018	2019	2020	2021	1 yr change
HDI	0.816	0.816	0.802	0.795	-0.007
Life expectancy at birth	74.9	75.1	73.7	71.8	-1.9
Expected years of schooling	14.8	14.4	13.9	13.9	+0.0
Mean years of schooling	11.8	11.4	11.4	11.4	+0.0
GNI per capita (PPP \$)	19,646	23,325	22,020	23,079	+1,058

PRIORITY AREAS

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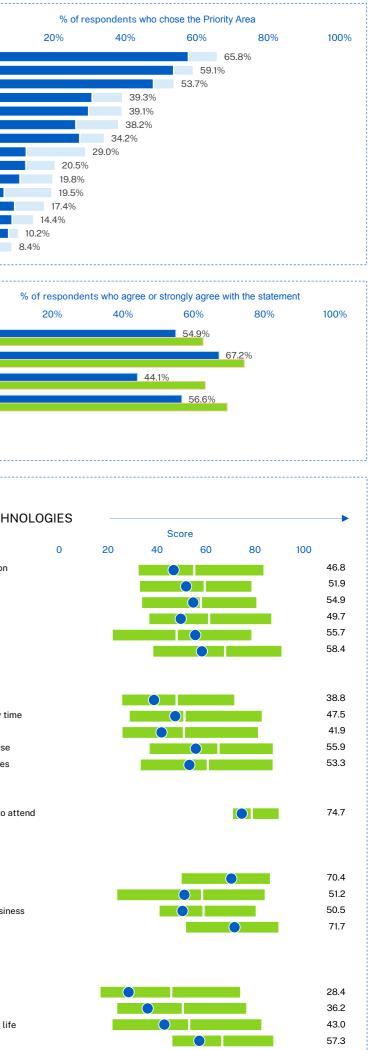
air pollution road congestion corruption security affordable housing health services green spaces unemployment recycling school education basic amenities fulfilling employment public transport citizen engagement 10.2% social mobility 8.4%

0%

0%

ATTITUDES

CC						·	
					LEGENI	D: MIN	CITY MEAN GROUP MAX
C in 2021	STRUCTUR	ES					TECHNOI
	Health & Safety	0 2	Sc 0 40	ore 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	0 2	0 4 0		00		54.0 Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						42.9 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						Results Results <t< td=""></t<>
	Air pollution is not a problem						20.4 CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory						45.7 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	-					28.8 Arranging medical appointments online has improved access
CC	Mobility						Mobility
	Traffic congestion is not a problem					16	16.6 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						51.6 Apps that direct you to an available parking space have reduced journey time
OTHOUTONEO							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						Activities
TECHNOLOGIES	Green spaces are satisfactory					42	42.7 Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory					67	57.9
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available					64	04.3 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	1				55	55.7 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					49	49.9 Online services provided by the city has made it easier to start a new business
_	Businesses are creating new jobs			\bigcirc		55	55.9 The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome					41	41.0
	Governance						Governance
	Information on local government decisions are easily accessible					41	41.3 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					18	18.8 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	1				28	28.3 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					36	36.0 Processing Identification Documents online has reduced waiting times



Stockholm



BACKGROUND INFORMATION



(Eurostat)

SMART **CITY RATING**



A in 2021

FACTOR RATINGS

A STRUCTURE

A TECHNOLOGI

GROUP



Population HDI 0.972 2,391,990



Country	2018	2019	2020	2021	1 yr change
HDI	0.937	0.945	0.942	0.947	+0.005
Life expectancy at birth	82.7	82.8	82.4	83.0	+0.5
Expected years of schooling	18.8	19.5	18.0	18.0	+0.0
Mean years of schooling	12.4	12.5	12.6	12.6	+0.0
GNI per capita (PPP \$)	47,955	54,508	52,359	54,489	+2,130

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.

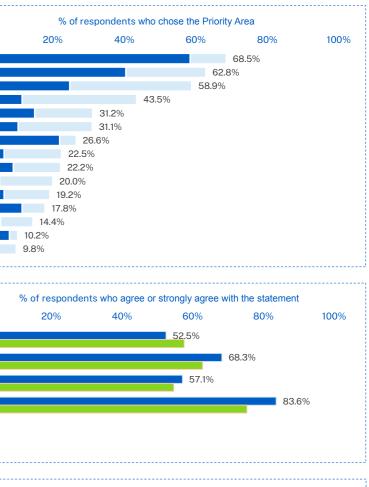
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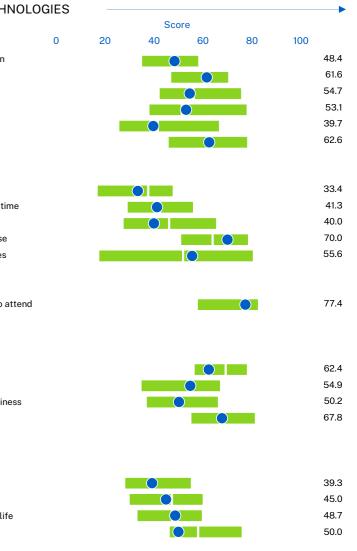
0% affordable housing security health services unemployment public transport school education road congestion recycling social mobility green spaces fulfilling employment air pollution basic amenities corruption 10.2% citizen engagement 9.8%

0%

ATTITUDES

4						LEGEN	ID: MIN	CITY MEAN GROUP MAX	
1	STRUCT	URES		Sc	ore				CHNO
_	Health & Safety	0	20	40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas						63.6	Online reporting of city maintenance problems provides a speedy solu	tion
_	Recycling services are satisfactory						70.4	A website or App allows residents to easily give away unwanted items	;
R	Public safety is not a problem						44.2	Free public wifi has improved access to city services	
iS	Air pollution is not a problem						53.0	CCTV cameras has made residents feel safer	
	Medical services provision is satisfactory						60.8	A website or App allows residents to effectively monitor air pollution	
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	em					26.2	Arranging medical appointments online has improved access	
	Mobility							Mobility	
	Traffic congestion is not a problem						29.6	Car-sharing Apps have reduced congestion	
RES	Public transport is satisfactory						56.2	Apps that direct you to an available parking space have reduced journ	ey 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 photon	ones
	Activities							Activities	
GIES	Green spaces are satisfactory					\bigcirc	73.6	Online purchasing of tickets to shows and museums has made it easie	r to atte
	Cultural activities (shows, bars, and museums) are satisfactory						78.8		
	Opportunities (Work & School)							Opportunities (Work & School)	
c	Employment finding services are readily available						69.4	Online access to job listings has made it easier to find work	
	Most children have access to a good school						72.2	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions				\bigcirc		67.1	Online services provided by the city has made it easier to start a new b	ousiness
	Businesses are creating new jobs						66.3	The current internet speed and reliability meet connectivity needs	
	Minorities feel welcome						54.7		
	Governance							Governance	
_	Information on local government decisions are easily accessible						65.0	Online public access to city finances has reduced corruption	
	Corruption of city officials is not an issue of concern				\bigcirc		52.9	Online voting has increased participation	
ange	Residents contribute to decision making of local government			(50.7	An online platform where residents can propose ideas has improved ci	ty life
o D	Residents provide feedback on local government projects						56.0	Processing Identification Documents online has reduced waiting times	,





Sydney



BACKGROUND INFORMATION



(UN Data)

in 2021

SMART **CITY RATING**

> ΔΔ BB in 2021

FACTOR RATINGS

A STRUCTURES

ΔΔ TECHNOLOGIES

GROUP



HDI 0.952



Map tiles by Stamen Design CC BY 3.0 Map Data © Oper

Country	2018	2019	2020	2021	1 yr change	
HDI	0.941	0.941	0.947	0.951	+0.004	
Life expectancy at birth	83.4	83.1	84.3	84.5	+0.2	ł
Expected years of schooling	18.0	18.0	18.0	18.0	+0.0	
Mean years of schooling	12.6	12.1	12.4	12.4	+0.0	ł
GNI per capita (PPP \$)	43,821	52,085	49,392	52,293	+2,901	

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% affordable housing road congestion health services unemployment public transport fulfilling employment recycling air pollution security school education corruption basic amenities social mobility green spaces 13.3% citizen engagement

0%

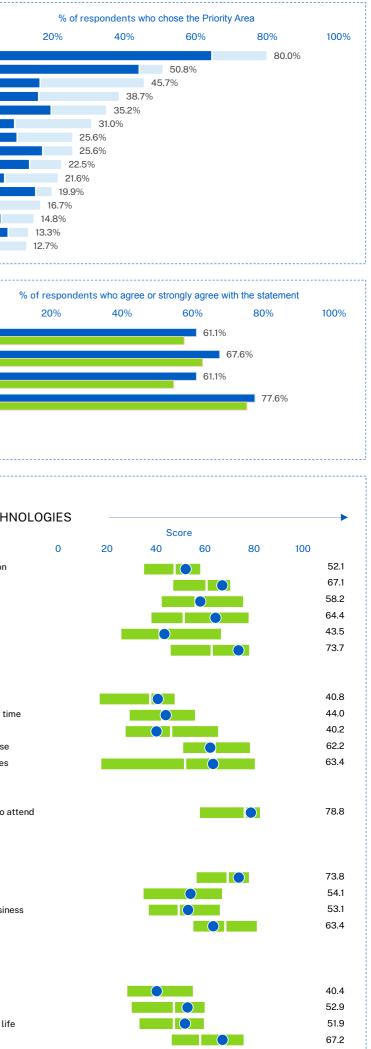
ATTITUDES

LEGEND:

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)

CITY

S	TRUCTURES					•	TECHNO
Health & Safety	0	20	Sco 40	ore 60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						67.1	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						71.8	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						53.2	Free public wifi has improved access to city services
Air pollution is not a problem						42.6	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						67.8	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is \ensuremath{n}	not a problem					27.3	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						25.7	Car-sharing Apps have reduced congestion
Public transport is satisfactory				\bigcirc		58.5	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							Activities
Green spaces are satisfactory				\bigcirc		67.1	Online purchasing of tickets to shows and museums has made it easier to atten
Cultural activities (shows, bars, and museums) are satisfactory				(74.7	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						69.8	Online access to job listings has made it easier to find work
Most children have access to a good school				(75.3	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						66.8	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs						64.1	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						63.0	
Governance							Governance
Information on local government decisions are easily accessible						61.6	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						40.5	Online voting has increased participation
Residents contribute to decision making of local government						53.2	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						62.7	Processing Identification Documents online has reduced waiting times



Taipei City



SMART

CITY RATING

A

BACKGROUND INFORMATION



Population	HDI (2019)
2,742,379	0.916

(UN World Urbanisation Prospects 2022 estimate)



esign CC BY 3.0 Map Data © O

Country	2018	2019	2020	2021	1 yr change
HDI	0.911	0.916	NA	NA	NA
Life expectancy at birth	80.7	80.9	NA	NA	NA
Expected years of schooling	16.5	16.5	NA	NA	NA
Mean years of schooling	12.2	12.3	NA	NA	NA
GNI per capita (PPP \$)	49,403	52,573	NA	NA	NA

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.

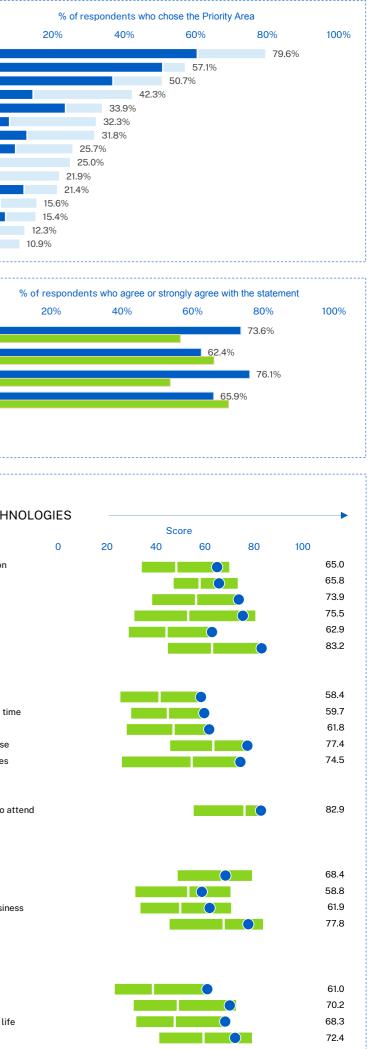
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0% affordable housing road congestion air pollution fulfilling employment corruption unemployment security public transport basic amenities health services green spaces school education citizen engagement social mobility recycling

0%

ATTITUDES

A							
D := 2021		-0			LEGEN	ID: MIN OC	TECHNOL
B in 2021		:5 -	Sc	ore			
	Health & Safety	0 20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		_			83.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	1				83.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					69.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					38.9	CCTV cameras has made residents feel safer
in this	Medical services provision is satisfactory					86.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	-	\bigcirc			31.1	Arranging medical appointments online has improved access
BBB	Mobility						Mobility
	Traffic congestion is not a problem					20.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					61.7	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
Λ							The city provides information on traffic congestion through mobile phones
~	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory		_			59.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					71.8	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					67.6	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					62.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					72.0	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					61.8	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome					62.6	
	Governance						Governance
	Information on local government decisions are easily accessible					68.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	-				40.4	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	- T				62.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					67.7	Processing Identification Documents online has reduced waiting times
							C



Tallinn



CITY RATING

BACKGROUND INFORMATION



(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.882	0.892	0.892	0.890	-0.002
Life expectancy at birth	78.6	78.8	78.3	77.1	-1.2
Expected years of schooling	16.1	16.0	15.9	15.9	+0.0
Mean years of schooling	13.0	13.1	13.6	13.6	+0.0
GNI per capita (PPP \$)	30,379	36,019	35,132	38,048	+2,916

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.

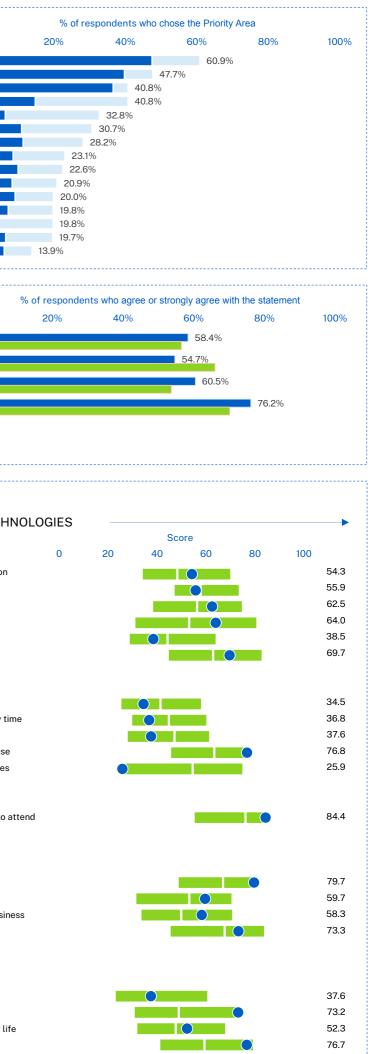
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0% affordable housing corruption road congestion health services unemployment fulfilling employment citizen engagement school education green spaces recycling social mobility security basic amenities public transport air pollution

0%

ATTITUDES

BBB	L				;	L	
DDD					LEGEND:	MIN	MEAN GROUP MAX
BBB in 2021	STRUCTURES						TECHNOL
	Health & Safety 0	20	Score	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					72.9	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	_				74.4	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					78.2	Free public wifi has improved access to city services
	Air pollution is not a problem	_				71.8	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory					73.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					32.4	Arranging medical appointments online has improved access
BBB	Mobility						Mobility
	Traffic congestion is not a problem					28.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					72.6	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
BB							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					75.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					85.1	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available					79.5	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school)	72.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					65.4	Online services provided by the city has made it easier to start a new business
2	Businesses are creating new jobs			\bigcirc		67.4	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome					52.5	
	Governance						Governance
	Information on local government decisions are easily accessible			\bigcirc		67.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					33.9	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					41.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					53.6	Processing Identification Documents online has reduced waiting times



Tel Aviv



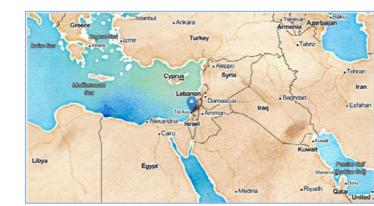
CITY RATING

B

BACKGROUND INFORMATION



(UN Data)



Country	2018	2019	2020	2021	1 yr change
HDI	0.906	0.919	0.917	0.919	+0.002
Life expectancy at birth	82.8	83.0	82.4	82.3	-0.1
Expected years of schooling	16.0	16.2	16.1	16.1	+0.0
Mean years of schooling	13.0	13.0	13.4	13.4	+0.0
GNI per capita (PPP \$)	33,650	40,187	39,015	41,524	+2,509

PRIORITY AREAS

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road congestion affordable housing public transport security air pollution green spaces school education health services corruption recycling fulfilling employment basic amenities unemployment citizen engagement 13.3% social mobility 6.7%

ATTITUDES

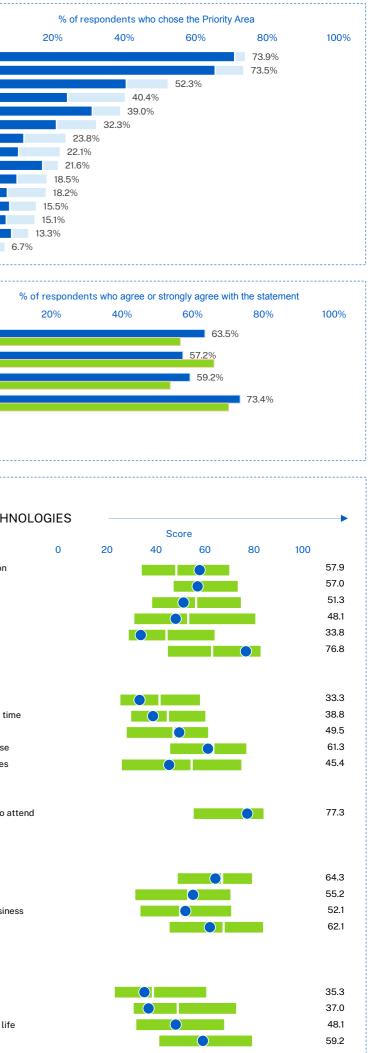
LEGEND:

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)

CITY

BB in 2021	STRUCTURES				LEGEN	ND: MIN	CITY MEAN GROUP MAX
			Scol	е			
	Health & Safety 0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					48.1	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory					55.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		\bigcirc			46.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					27.9	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					67.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					16.4	Arranging medical appointments online has improved access
B	Mobility						Mobility
	Traffic congestion is not a problem					10.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					33.7	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
BB							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory		\bigcirc			48.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					76.0	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available		(52.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					62.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			\bigcirc		57.0	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					60.7	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome	I				41.9	
	Governance						Governance
	Information on local government decisions are easily accessible					53.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					36.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					37.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		\bigcirc			48.6	Processing Identification Documents online has reduced waiting times

0%



The Hague



CITY RATING

A

BACKGROUND INFORMATION



(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.934	0.944	0.939	0.941	+0.002
Life expectancy at birth	82.1	82.3	81.6	81.7	+0.0
Expected years of schooling	18.0	18.5	18.0	18.0	+0.0
Mean years of schooling	12.2	12.4	12.6	12.6	+0.0
GNI per capita (PPP \$)	50,013	57,707	53,504	55,979	+2,476

PRIORITY AREAS

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affordable housing security health services road congestion basic amenities school education air pollution green spaces unemployment public transport recycling citizen engagement corruption social mobility fulfilling employment

0%

0%

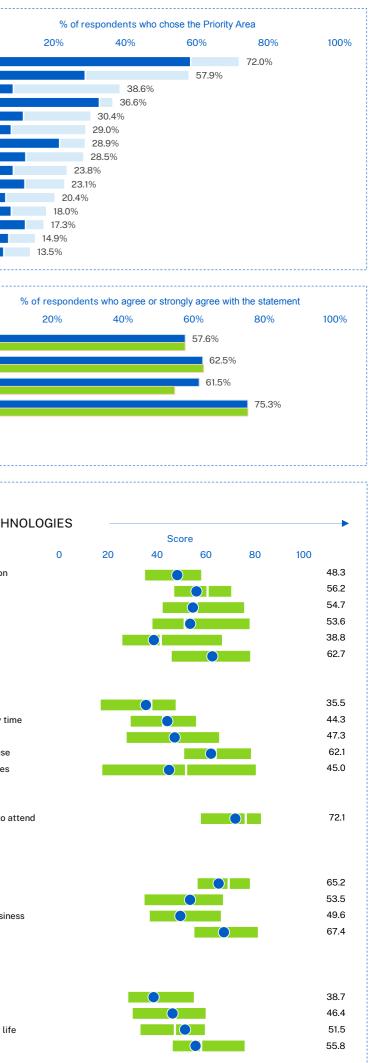
ATTITUDES

LEGEND:

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)

CITY

~						LEGEN	ND: MIN		CITY MEAN GROUP MAX
BB in 2021	STRUC	CTURES						•	TECHNO
				S	core				
	Health & Safety	0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							67.4	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory							67.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					<i></i>		52.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem							40.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory							74.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pro	oblem						28.4	Arranging medical appointments online has improved access
Α	Mobility								Mobility
	Traffic congestion is not a problem)				29.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory)		66.3	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
Δ									The city provides information on traffic congestion through mobile phones
~	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory				\bigcirc			63.5	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory							75.8	
	Opportunities (Work & School)								Opportunities (Work & School)
	Employment finding services are readily available)		66.3	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school							72.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions							63.1	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs				\bigcirc			62.4	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				\bigcirc			58.8	
	Governance								Governance
	Information on local government decisions are easily accessible							60.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern							48.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government							53.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							57.6	Processing Identification Documents online has reduced waiting times
L	· · · · · · · · · · · · · · · · · · ·								



Tianjin

SMART CITY RANKING 67 Out of 141 50 out of 118 in 2021

SMART

CITY RATING

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change
HDI	0.758	0.761	0.764	0.768	+0.004
Life expectancy at birth	76.7	76.9	78.1	78.2	+0.1
Expected years of schooling	13.9	14.0	14.2	14.2	+0.0
Mean years of schooling	7.9	8.1	7.6	7.6	+0.0
GNI per capita (PPP \$)	16,127	16,057	16,201	17,504	+1,303

PRIORITY AREAS

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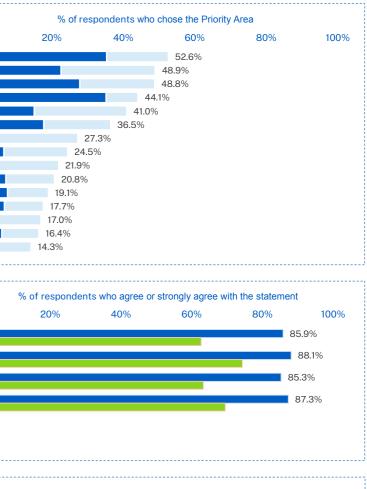
0% road congestion fulfilling employment air pollution corruption health services affordable housing basic amenities school education social mobility unemployment security citizen engagement green spaces recycling public transport

0%

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) LEGEND: CITY

BB	L				;	·		
DD					LEGEN	ID: MIN		MEAN GROUP MAX
BB in 2021	STRUCT	URES		Score			-	TECHNOL
	Health & Safety	0	20	40 60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas					-	78.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					-	70.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					-	72.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						51.2	CCTV cameras has made residents feel safer
10/111000	Medical services provision is satisfactory				\bigcirc	(68.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a probl	em				Ę	59.5	Arranging medical appointments online has improved access
B	Mobility							Mobility
	Traffic congestion is not a problem					4	42.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					(63.7	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
BB								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						73.1	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						76.7	
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available					-	72.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				\bigcirc	-	75.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			\bigcirc			62.1	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					(64.7	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome				\bigcirc	-	77.4	
	Governance							Governance
	Information on local government decisions are easily accessible					6	65.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			\bigcirc		4	42.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					4	48.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						59.1	Processing Identification Documents online has reduced waiting times



OLOGIES Score 20 60 100 0 40 80 78.5 71.2 74.7 \bigcirc 79.6 71.6 \bigcirc 87.4 68.7 74.2 76.4 83.9 \bigcirc 85.1 87.6 tend 80.5 \bigcirc 74.5 71.0 SS 84.8 60.7 62.7 71.3

74.7

Tokyo



SMART

CITY RATING

BB

BACKGROUND INFORMATION



(UN Data)



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenS

Country	2018	2019	2020	2021	1 yr change
HDI	0.915	0.919	0.923	0.925	+0.002
Life expectancy at birth	84.5	84.6	84.7	84.8	+0.1
Expected years of schooling	15.2	15.2	15.2	15.2	+0.0
Mean years of schooling	12.8	12.9	13.4	13.4	+0.0
GNI per capita (PPP \$)	40,799	42,932	41,487	42,274	+787

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

health services basic amenities affordable housing security road congestion public transport school education air pollution fulfilling employment unemployment citizen engagement corruption social mobility green spaces recycling

ATTITUDES

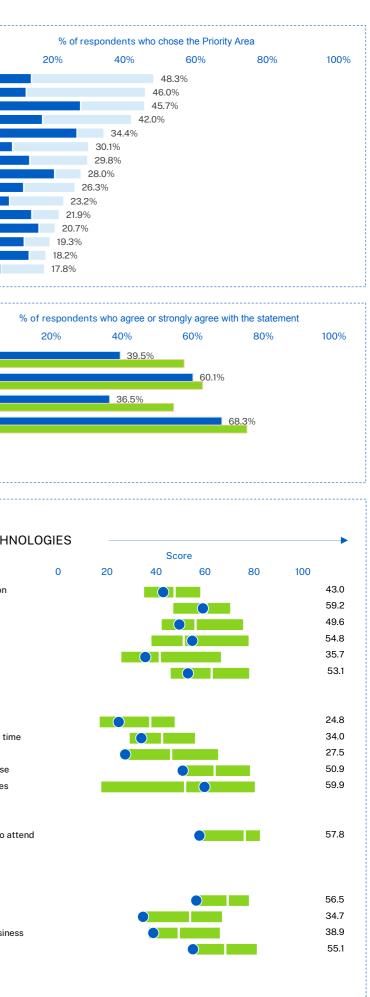
LEGEND:

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)

CITY

DD					LEGEND:	MIN	ITY MEAN GROUP MAX.
BB in 2021	 ST 	RUCTURES					TECHNOL
			Scol				
	Health & Safety	0 2	20 40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			\bigcirc		70.9	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory					64.0	A website or App allows residents to easily give away unwanted items
TACTOR	Public safety is not a problem					60.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		\bigcirc			40.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					67.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is no	t a problem				42.1	Arranging medical appointments online has improved access
BB	Mobility						Mobility
	Traffic congestion is not a problem					31.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					69.8	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
BB							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					39.4	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory					61.5	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					57.5	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					54.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					55.8	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs				-	49.2	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				I	37.7	
	Governance						Governance
	Information on local government decisions are easily accessible					51.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					32.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					40.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					37.6	Processing Identification Documents online has reduced waiting times

0%



28.1
29.9
33.1
46.3

Toronto



CITY RATING

BACKGROUND INFORMATION



(UN Data)



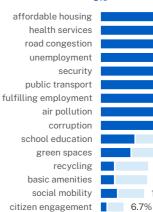
ign CC BY 3.0 Map Data © (

Country	2018	2019	2020	2021	1 yr change
HDI	0.933	0.937	0.931	0.936	+0.005
Life expectancy at birth	82.1	82.4	82.1	82.7	+0.6
Expected years of schooling	16.2	16.4	16.4	16.4	+0.0
Mean years of schooling	13.8	8.7	8.8	8.8	+0.0
GNI per capita (PPP \$)	18,371	18,486	18,754	19,974	+1,220

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, dark blue section of each bar shows

the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

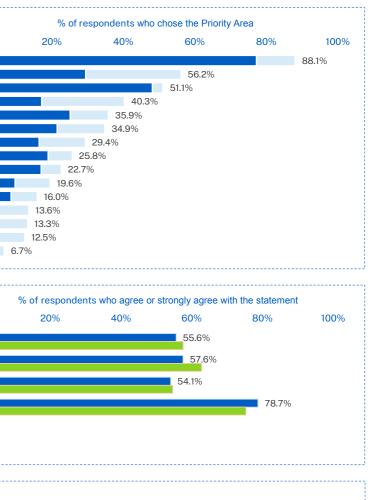


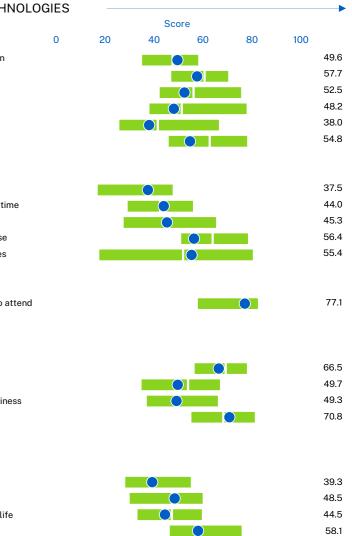
ATTITUDES

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) LEGEND: CITY

BBB	L					;	·		
						LEGEND:	MIN	C	TY MEAN GROUP MAX
A in 2021	STRUC	CTURES		Score					TECHNO
	Health & Safety	0	20		60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							63.5	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory							69.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem							42.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					-		44.0	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory)			56.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pr	oblem						18.7	Arranging medical appointments online has improved access
BBB	Mobility								Mobility
	Traffic congestion is not a problem							17.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory							47.8	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
BBB									The city provides information on traffic congestion through mobile phones
	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory							65.6	Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory							79.8	
	Opportunities (Work & School)								Opportunities (Work & School)
GROUP	Employment finding services are readily available							60.3	Online access to job listings has made it easier to find work
	Most children have access to a good school				\bigcirc			67.8	IT skills are taught well in schools
_	Lifelong learning opportunities are provided by local institutions				\bigcirc			65.9	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs)			56.5	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				\bigcirc			66.3	
	Governance								Governance
	Information on local government decisions are easily accessible		_		\bigcirc			61.0	Online public access to city finances has reduced corruption
A11	Corruption of city officials is not an issue of concern							48.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government							50.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							55.2	Processing Identification Documents online has reduced waiting times

0%





Tunis

SMART CITY RANKING 137 Out of 141 not out of 118

in 2021

SMART

CITY RATING

D

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



Country	2018	2019	2020	2021	1 yr change
HDI	0.743	0.745	0.737	0.731	-0.006
Life expectancy at birth	76.0	76.0	75.3	73.8	-1.5
Expected years of schooling	15.3	15.4	15.4	15.4	+0.0
Mean years of schooling	7.4	7.4	7.4	7.4	+0.0
GNI per capita (PPP \$)	11,027	10,910	10,046	10,258	+211

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.

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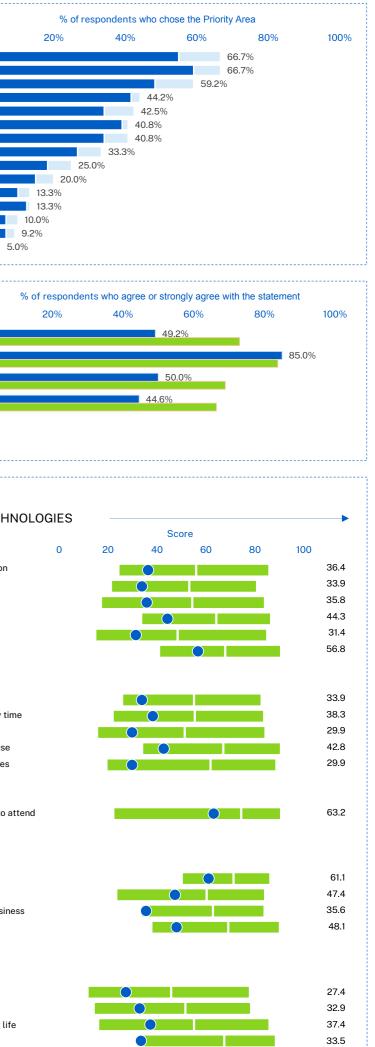
unemployment public transport health services corruption affordable housing road congestion security school education basic amenities fulfilling employment green spaces air pollution recycling citizen engagement 9.2% social mobility 5.0%

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) LEGEND: GR CITY

ν						LEGEN	ID: MIN	CITY	MEAN GROUP MAX	
not in 2021	STRUCTU	RES						•	TECH	NOLO
				Sco	ore					
	Health & Safety	0	20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas		(Online reporting of city maintenance problems provides a speedy solution	
FACTOR	Recycling services are satisfactory								A website or App allows residents to easily give away unwanted items	
FACTOR	Public safety is not a problem								Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem								CCTV cameras has made residents feel safer	
	Medical services provision is satisfactory			\bigcirc					A website or App allows residents to effectively monitor air pollution	
	Finding housing with rent equal to 30% or less of a monthly salary is not a probler	n					2	5.6	Arranging medical appointments online has improved access	
D	Mobility								Mobility	
	Traffic congestion is not a problem	I						2.1	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory							5.4	Apps that direct you to an available parking space have reduced journey ti	me
									Bicycle hiring has reduced congestion	
									Online scheduling and ticket sales has made public transport easier to use	÷
D									The city provides information on traffic congestion through mobile phones	i
	Activities								Activities	
TECHNOLOGIES	Green spaces are satisfactory			\bigcirc			3	9.3	Online purchasing of tickets to shows and museums has made it easier to a	attend
	Cultural activities (shows, bars, and museums) are satisfactory						Ę	2.9		
	Opportunities (Work & School)								Opportunities (Work & School)	
	Employment finding services are readily available						:	6.1	Online access to job listings has made it easier to find work	
GROUP	Most children have access to a good school						3	0.8	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions			\bigcirc			4	5.6	Online services provided by the city has made it easier to start a new busin	iess
	Businesses are creating new jobs		\bigcirc				2	7.4	The current internet speed and reliability meet connectivity needs	
4	Minorities feel welcome			\bigcirc			2	6.0		
	Governance								Governance	
	Information on local government decisions are easily accessible			\bigcirc			4	0.4	Online public access to city finances has reduced corruption	
	Corruption of city officials is not an issue of concern	1						3.6	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government)			2	9.4	An online platform where residents can propose ideas has improved city lif	fe
from AAA to D	Residents provide feedback on local government projects						:	1.7	Processing Identification Documents online has reduced waiting times	

0%



Vancouver



A

BACKGROUND INFORMATION

HDI

0.944

City	
Population	
631.490	

(UN Data)



Country	2018	2019	2020	2021	1 yr change
HDI	0.933	0.937	0.931	0.936	+0.005
Life expectancy at birth	82.1	82.4	82.1	82.7	+0.6
Expected years of schooling	16.2	16.4	16.4	16.4	+0.0
Mean years of schooling	13.8	8.7	8.8	8.8	+0.0
GNI per capita (PPP \$)	18,371	18,486	18,754	19,974	+1,220

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.

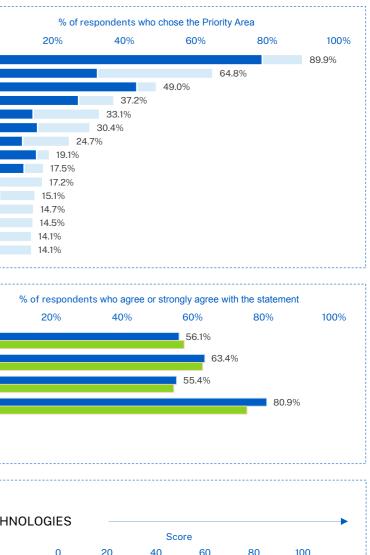
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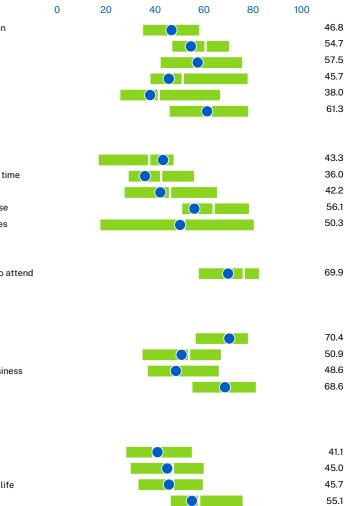
0% affordable housing health services road congestion security unemployment public transport fulfilling employment corruption air pollution school education basic amenities social mobility green spaces citizen engagement recycling

0%

ATTITUDES

A						
				LEGE	END: MIN OC	ITY MEAN GROUP MAX
A in 2021	STRUC	TURES			•	TECHNO
			Score			
	Health & Safety	0 20) 40 6	60 80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas				56.8	Online reporting of city maintenance problems provides a speedy solution
ГАСТОВ	Recycling services are satisfactory				80.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				47.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				53.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				56.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pro	oblem			16.9	Arranging medical appointments online has improved access
A	Mobility					Mobility
	Traffic congestion is not a problem	_			26.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				59.2	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
BBB						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				76.1	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory				74.8	
	Opportunities (Work & School)					Opportunities (Work & School)
	Employment finding services are readily available		_		62.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				73.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				67.6	Online services provided by the city has made it easier to start a new business
_	Businesses are creating new jobs				58.6	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				64.1	
	Governance					Governance
	Information on local government decisions are easily accessible		_		62.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				48.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				53.0	An online platform where residents can propose ideas has improved city life
0 0	Residents contribute to decision making of tocal government Residents provide feedback on local government projects				62.0	Processing Identification Documents online has reduced waiting times
from AAA to D	residents broude reginack on rocar Boveniment projects				02.0	Frocessing mentilication Documents online has reduced Walting times





Vienna



CITY RATING

ΔΔ

BACKGROUND INFORMATION

City	
Population	HDI
1,920,949	0.942

(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.914	0.922	0.913	0.916	+0.003
Life expectancy at birth	81.4	81.5	81.5	81.6	+0.1
Expected years of schooling	16.3	16.1	16.0	16.0	+0.0
Mean years of schooling	12.6	12.5	12.3	12.3	+0.0
GNI per capita (PPP \$)	46,231	56,197	51,574	53,619	+2,044

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.

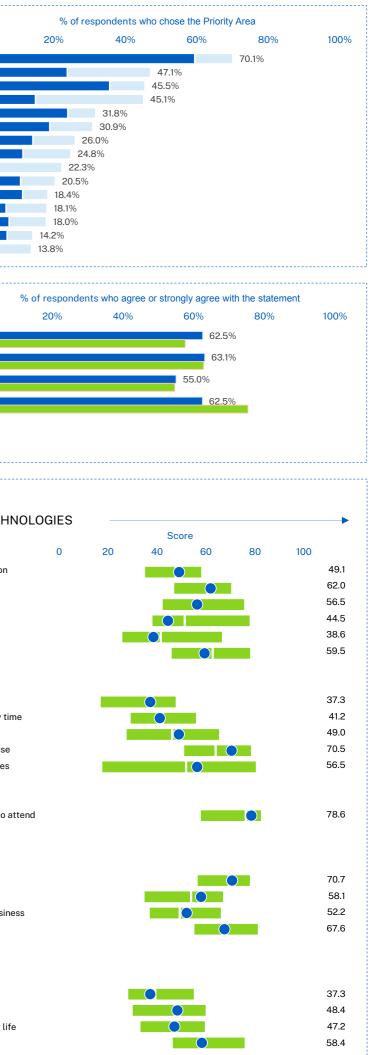
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0% affordable housing security road congestion unemployment corruption air pollution green spaces health services recycling school education citizen engagement fulfilling employment public transport social mobility basic amenities

0%

ATTITUDES

AA				LEGEND:	MIN	CITY MEAN GROUP MAX
AA in 2021	 STF 	RUCTURES -			`	TECHNOI
			Score			
	Health & Safety	0 20	40 60	80 10	0	Health & Safety
	Basic sanitation meets the needs of the poorest areas				78.9	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory				79.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				62.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem				52.1	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				76.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not	a problem			27.2	Arranging medical appointments online has improved access
AA	Mobility					Mobility
	Traffic congestion is not a problem				37.7	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				74.5	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
Δ						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				66.7	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory				84.9	
	Opportunities (Work & School)					Opportunities (Work & School)
	Employment finding services are readily available				65.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				67.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				69.4	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs				67.8	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				61.3	
	Governance					Governance
	Information on local government decisions are easily accessible				59.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				43.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				46.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				53.1	Processing Identification Documents online has reduced waiting times



Vilnius



CITY RATING

BB

BACKGROUND INFORMATION

City	
Population	HDI
829,983	0.913

(Eurostat)

Belarus Poland

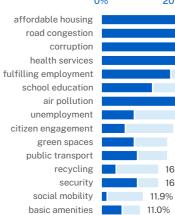
p tiles by Stamen Design CC BY 3.0 Map Data © OpenStree	:M	И	l	1	1	1	1	1	1	1	1																						1		l	l	l	l	1	l	l	1	1	l	1	1	1	1					ċ		t				3	2	ê	h	2	å	1	1			à	į	1	3	5		1	r	4	2	e	2	p)	C))	ŝ	6	1	9	a	ti	đ	а	ż);)	E		p	3)	2	1	l	l	l		J	(U	3	3		Y	2	3	B	1	2	2	1	2	5	(1		1	1	g	1	į	S	1	ā	h	D	C	l	4	1	1	n	21	а	ē	6
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Country	2018	2019	2020	2021	1 yr change
HDI	0.880	0.884	0.879	0.875	-0.004
Life expectancy at birth	75.7	76.2	75.1	73.7	-1.3
Expected years of schooling	16.6	16.3	16.3	16.3	+0.0
Mean years of schooling	13.3	13.4	13.5	13.5	+0.0
GNI per capita (PPP \$)	33,963	35,705	36,077	37,931	+1,855

PRIORITY AREAS

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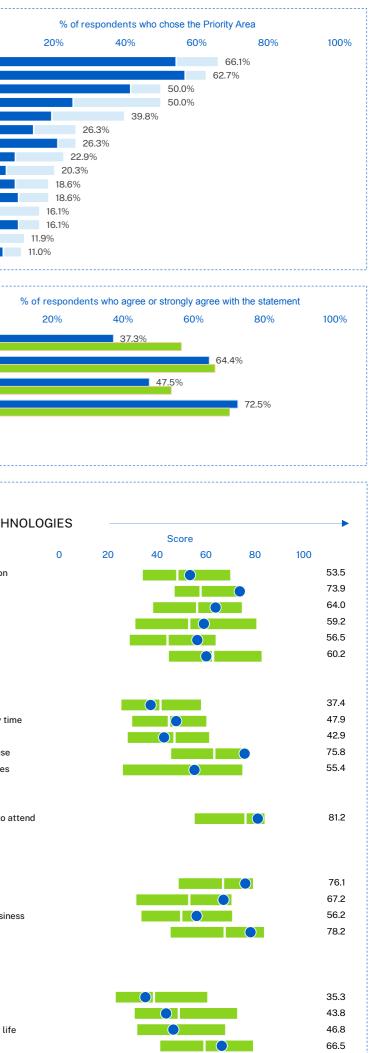


ATTITUDES

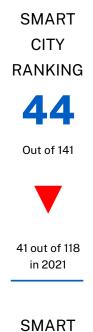
You are willing to concede personal data in order to improve traffic congestion You are comfortable with face recognition technologies to lower crime You feel the availability of online information has increased your trust in authorities The proportion of your day-to-day payment transactions that are non-cash (% of transactions) LEGEND: CITY

DD						LEGEN	ND: MIN	•	CITY MEAN GROUP MAX	
not in 2021	STRUCT	TURES						•	•	TECHNOLO
				Sco	ore					
	Health & Safety	0	20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas							71.8	Online reporting of city maintenance	problems provides a speedy solution
	Recycling services are satisfactory					\bigcirc		75.3	A website or App allows residents to	easily give away unwanted items
FACTOR	Public safety is not a problem				\bigcirc			59.5	Free public wifi has improved access	to city services
RATINGS	Air pollution is not a problem							46.6	CCTV cameras has made residents f	eel safer
	Medical services provision is satisfactory							57.2	A website or App allows residents to	effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	olem	\bigcirc					27.3	Arranging medical appointments onl	ine has improved access
BB	Mobility								Mobility	
	Traffic congestion is not a problem							18.4	Car-sharing Apps have reduced cong	gestion
STRUCTURES	Public transport is satisfactory							55.2	Apps that direct you to an available	parking space have reduced journey time
									Bicycle hiring has reduced congestion	n
									Online scheduling and ticket sales h	as made public transport easier to use
BBB									The city provides information on traf	fic congestion through mobile phones
	Activities								Activities	
TECHNOLOGIES	Green spaces are satisfactory			_				64.4		s and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			- 7				75.8		
	Opportunities (Work & School)								Opportunities (Work & Sch	
GROUP	Employment finding services are readily available							71.5	Online access to job listings has mad	le it easier to find work
	Most children have access to a good school							56.8	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions							54.1		has made it easier to start a new business
2	Businesses are creating new jobs							60.5	The current internet speed and relial	bility meet connectivity needs
_	Minorities feel welcome							47.9		
	Governance								Governance	
	Information on local government decisions are easily accessible			\bigcirc				48.3	Online public access to city finances	has reduced corruption
	Corruption of city officials is not an issue of concern							26.3	Online voting has increased participa	ation
All ratings range	Residents contribute to decision making of local government			\bigcirc				33.9	-	can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				\bigcirc			54.4	Processing Identification Documents	online has reduced waiting times

0%



Warsaw



CITY RATING

BBB

BB in 2021

FACTOR

RATINGS

BBB

STRUCTURES

BBB

TECHNOLOGIES

GROUP

2

All ratings range from AAA to D

BACKGROUND INFORMATION



(Eurostat)



Country	2018	2019	2020	2021	1 yr change
HDI	0.872	0.880	0.876	0.876	+0.000
Life expectancy at birth	78.5	78.7	76.9	76.5	-0.5
Expected years of schooling	16.4	16.3	16.0	16.0	+0.0
Mean years of schooling	12.3	12.5	13.2	13.2	+0.0
GNI per capita (PPP \$)	27,626	31,623	31,164	33,034	+1,869

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

affordable housing security health services fulfilling employment air pollution road congestion basic amenities green spaces public transport recycling school education unemployment corruption social mobility citizen engagement

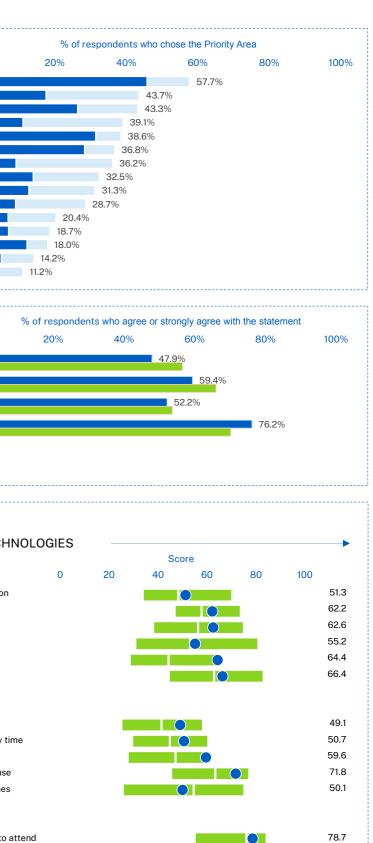
ATTITUDES

LEGEND:

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)

CITY

•	STRUCTURES				,	• •	TECHNOLO	GIES				
			Sco	ore						Score		
Health & Safety	0	20	40	60 80	100	H	lealth & Safety	0	20	40 60	80	10
Basic sanitation meets the needs of the poorest areas					64.1	I C	nline reporting of city maintenance problems provides a speedy solution					
Recycling services are satisfactory					61.3	в д	website or App allows residents to easily give away unwanted items					
Public safety is not a problem					61.1	I F	ree public wifi has improved access to city services					
Air pollution is not a problem					31.6	6 C	CTV cameras has made residents feel safer					
Medical services provision is satisfactory					46.3	в д	website or App allows residents to effectively monitor air pollution					
Finding housing with rent equal to 30% or less of a monthly sa	alary is not a problem				28.6	6 A	rranging medical appointments online has improved access					
Mobility						N	N obility					
Traffic congestion is not a problem					31.4	+ c	ar-sharing Apps have reduced congestion					
Public transport is satisfactory					63.0) A	pps that direct you to an available parking space have reduced journey time					
						E	icycle hiring has reduced congestion		1			
						C	nline scheduling and ticket sales has made public transport easier to use					
						т	he city provides information on traffic congestion through mobile phones					
Activities						ļ	Activities					
Green spaces are satisfactory					63.0) c	nline purchasing of tickets to shows and museums has made it easier to attend					
Cultural activities (shows, bars, and museums) are satisfactor	У		1	\bigcirc	77.6	6						
Opportunities (Work & School)						(Opportunities (Work & School)					
Employment finding services are readily available					65.4	+ c	nline access to job listings has made it easier to find work					
Most children have access to a good school					68.4	μ ľ	skills are taught well in schools					
Lifelong learning opportunities are provided by local institutio	ons				70.4	+ c	nline services provided by the city has made it easier to start a new business					
Businesses are creating new jobs					69.3	зт	he current internet speed and reliability meet connectivity needs					
Minorities feel welcome					58.3	3						
Governance						(Governance					
Information on local government decisions are easily accessib	ble				62.1	I C	nline public access to city finances has reduced corruption					
Corruption of city officials is not an issue of concern					40.7	, c	nline voting has increased participation					
Residents contribute to decision making of local government					54.7	, A	n online platform where residents can propose ideas has improved city life				1	



78.7
58.7
63.7
71.3

Washington D.C.



CITY RATING

BACKGROUND INFORMATION

HDI

0.940



(UN Data)



n CC BY 3.0 Map Data © (

Country	2018	2019	2020	2021	1 yr change
HDI	0.920	0.926	0.920	0.921	+0.001
Life expectancy at birth	78.9	78.9	77.4	77.2	-0.2
Expected years of schooling	16.3	16.3	16.3	16.3	+0.0
Mean years of schooling	13.4	13.4	13.7	13.7	+0.0
GNI per capita (PPP \$)	56,140	63,826	61,462	64,765	+3,304

PRIORITY AREAS

greater the priority for the city.

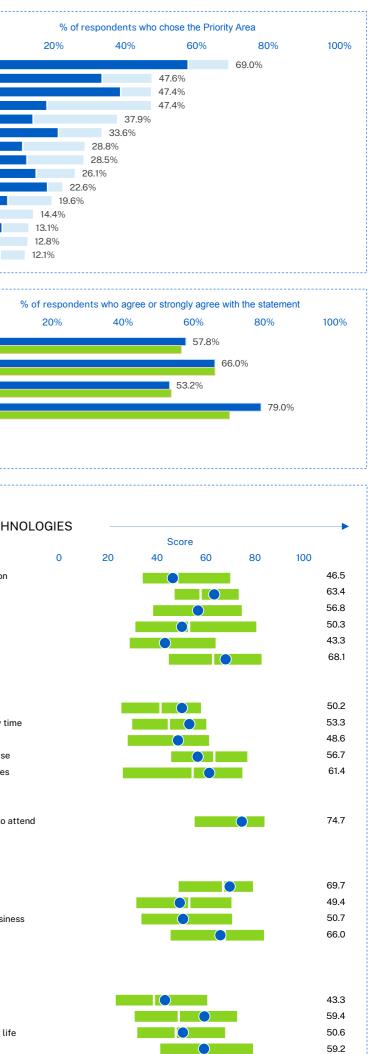
benefit from close observation.

0% affordable housing From a list of 15 indicators, survey respondents security were asked to select 5 that they perceived as the road congestion most urgent for their city. This is the total bar. The health services higher the percentage of responses per area, the unemployment school education fulfilling employment public transport The left-hand, dark blue section of each bar shows air pollution the Alignment, i.e. the proportion of those corruption respondents who also answered the survey on the basic amenities corresponding area by giving it low priority. A recycling strong Alignment (i.e. consistency across both social mobility areas explained) means that these areas may green spaces citizen engagement

0%

ATTITUDES

BB								
A in 2021	STR	UCTURES			LEGEN	ID: MIN	● →	TECHNOI
		0	20	Score 40 60	80	100		
	Health & Safety	0	20	+0 60	00			Health & Safety
	Basic sanitation meets the needs of the poorest areas						57.3	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory			\bigcirc			64.0	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem						39.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						46.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						59.0	A website or App allows residents to effectively monitor air pollution
DD	Finding housing with rent equal to 30% or less of a monthly salary is not a	problem					32.9	Arranging medical appointments online has improved access
BB	Mobility							Mobility
	Traffic congestion is not a problem						29.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						56.7	Apps that direct you to an available parking space have reduced journey time
				Ŭ				Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
BB								The city provides information on traffic congestion through mobile phones
DD	Activities							Activities
TECHNOLOGIES							64.8	Online purchasing of tickets to shows and museums has made it easier to atten
TECHNOLOGIES	Green spaces are satisfactory						81.7	Unline purchasing of lickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory						81.7	
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available						63.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						53.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			\bigcirc			61.5	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs						64.6	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome						62.9	
	Governance							Governance
	Information on local government decisions are easily accessible						66.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						38.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				-		54.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						60.5	Processing Identification Documents online has reduced waiting times



Wellington



CITY RATING

A

BACKGROUND INFORMATION

HDI

0.958

City	
Population	
201,786	

(UN Data)



Map tiles by Stamen Design CC BY 3.0 Map Data © Oper

Country	2018	2019	2020	2021	1 yr change
HDI	0.936	0.937	0.936	0.937	+0.001
Life expectancy at birth	82.4	82.6	82.7	82.5	-0.3
Expected years of schooling	18.0	18.0	18.0	18.0	+0.0
Mean years of schooling	13.1	7.9	8.7	8.7	+0.0
GNI per capita (PPP \$)	16,129	17,781	16,804	17,030	+226

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, dark blue section of each bar shows

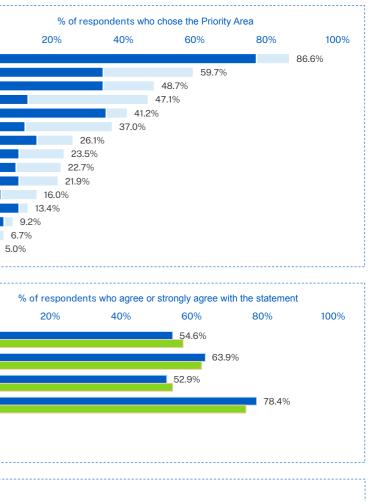
the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

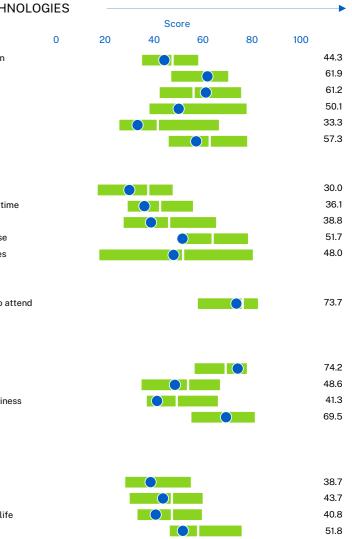
0% affordable housing health services public transport basic amenities road congestion unemployment security fulfilling employment school education recycling citizen engagement corruption air pollution 9.2% social mobility 6.7% green spaces 5.0%

0%

ATTITUDES

A				LEGEN	D: MIN 💽 C	ITY MEAN GROUP MAX
not in 2021		CTURES	Caara			TECHNOI
	Health & Safety Basic sanitation meets the needs of the poorest areas	0 20	Score) 40 60	80	100 68.3	Health & Safety Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory Public safety is not a problem				69.0 53.5	A website or App allows residents to easily give away unwanted items Free public wifi has improved access to city services
RATINGS	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 pr	oblem			63.3 52.9 19.2	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
Α	Mobility Traffic congestion is not a problem				32.5	Mobility Car-sharing Apps have reduced congestion
	Public transport is satisfactory				47.2	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
BBB TECHNOLOGIES	Activities Green spaces are satisfactory Cultural activities (shows, bars, and museums) are satisfactory		_		73.0 75.1	Activities Online purchasing of tickets to shows and museums has made it easier to atten
GROUP	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			0	68.6 69.7 69.6 60.4	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 current internet speed and reliability meet connectivity needs
I	Minorities feel welcome Governance Information on local government decisions are easily accessible				61.6	Governance Online public access to city finances has reduced corruption
All ratings range from AAA to D	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				53.2 51.8 59.8	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





Zagreb

SMART CITY RANKING 106 Out of 141

not out of 118

in 2021

SMART

CITY RATING

BACKGROUND INFORMATION



(Eurostat)

GKG Ukraine Slovaki . Ankara

map tites by	Stamen Design	UL BI 3	о мар ра	ta © Opensti	геецмар

Country	2018	2019	2020	2021	1 yr change
HDI	0.856	0.861	0.855	0.858	+0.003
Life expectancy at birth	78.3	78.7	78.0	77.6	-0.4
Expected years of schooling	15.2	15.1	15.1	15.1	+0.0
Mean years of schooling	12.1	12.2	12.2	12.2	+0.0
GNI per capita (PPP \$)	27,784	28,898	27,185	30,132	+2,947

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.

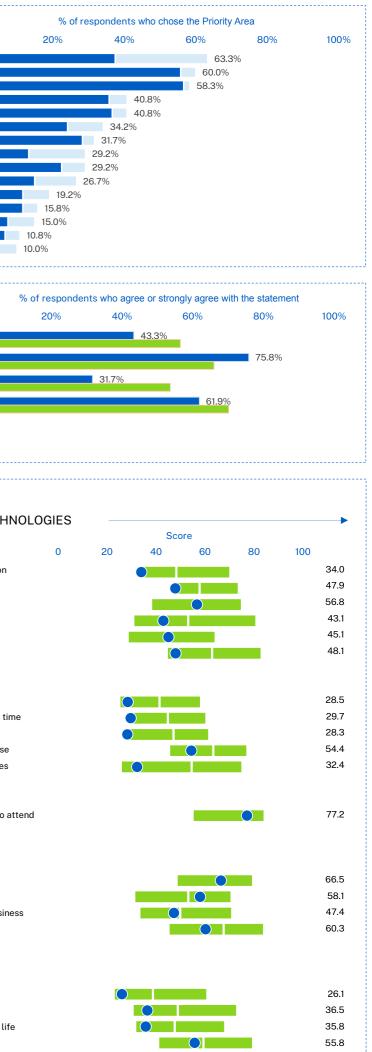
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0% basic amenities corruption road congestion affordable housing health services recycling public transport unemployment air pollution fulfilling employment security green spaces school education citizen engagement 10.8% social mobility 10.0%

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) LEGEND: CITY

CCC						L		
					LEGEN	ID: MIN 🧶	MEAN GROUP MAX	
not in 2021 🛛 🔸		STRUCTURES					•	TECHNOLO
	alth & Safety	0	20	Score 40 60	80	100	Health & Safety	
	c sanitation meets the needs of the poorest areas	· · ·	20			43.1	Online reporting of city maintenance problem	s provides a speedy solution
	cling services are satisfactory					40.0	A website or App allows residents to easily gi	
	ic safety is not a problem					64.3	Free public wifi has improved access to city s	-
	pollution is not a problem					35.8	CCTV cameras has made residents feel safer	ET VICES
RATINGS	ical services provision is satisfactory					38.6	A website or App allows residents to effective	aly monitor air pollution
	ing housing with rent equal to 30% or less of a monthly sala	rv is not a problem				17.9	Arranging medical appointments online has in	
		i j lo not a prostorii						
В	bility						Mobility	
	fic congestion is not a problem					12.5	Car-sharing Apps have reduced congestion	
	ic transport is satisfactory	i				32.1	Apps that direct you to an available parking s	pace have reduced journey time
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has made	public transport easier to use
000							The city provides information on traffic conge	
CCC								
	tivities						Activities	
	en spaces are satisfactory					50.3	Online purchasing of tickets to shows and mu	seums has made it easier to attend
Cult	ural activities (shows, bars, and museums) are satisfactory					70.0		
Ор	portunities (Work & School)						Opportunities (Work & School)	
	loyment finding services are readily available					58.9	Online access to job listings has made it easie	r to find work
GROUP	t children have access to a good school					56.7	IT skills are taught well in schools	
Lifel	ong learning opportunities are provided by local institutions	;				50.3	Online services provided by the city has made	it easier to start a new business
Busi	nesses are creating new jobs					48.2	The current internet speed and reliability mee	et connectivity needs
Minc	rities feel welcome					58.3		
Gov	vernance						Governance	
Infor	mation on local government decisions are easily accessible					44.9	Online public access to city finances has redu	ced corruption
Corr	uption of city officials is not an issue of concern					17.2	Online voting has increased participation	
All ratings range Resi	dents contribute to decision making of local government					25.6	An online platform where residents can propo	ose ideas has improved city life
from AAA to D Resi	dents provide feedback on local government projects					31.9	Processing Identification Documents online h	as reduced waiting times



Zaragoza



SMART

CITY RATING

BACKGROUND INFORMATION

City	
Population	HDI
1,331,133	0.912

(Eurostat)

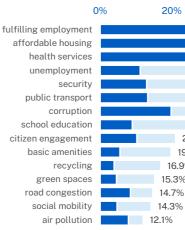


Country	2018	2019	2020	2021	1 yr change
HDI	0.893	0.904	0.899	0.905	+0.006
Life expectancy at birth	83.4	83.6	82.3	83.0	+0.7
Expected years of schooling	17.9	17.6	17.9	17.9	+0.0
Mean years of schooling	9.8	10.3	10.6	10.6	+0.0
GNI per capita (PPP \$)	35,041	40,975	36,516	38,354	+1,838

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.

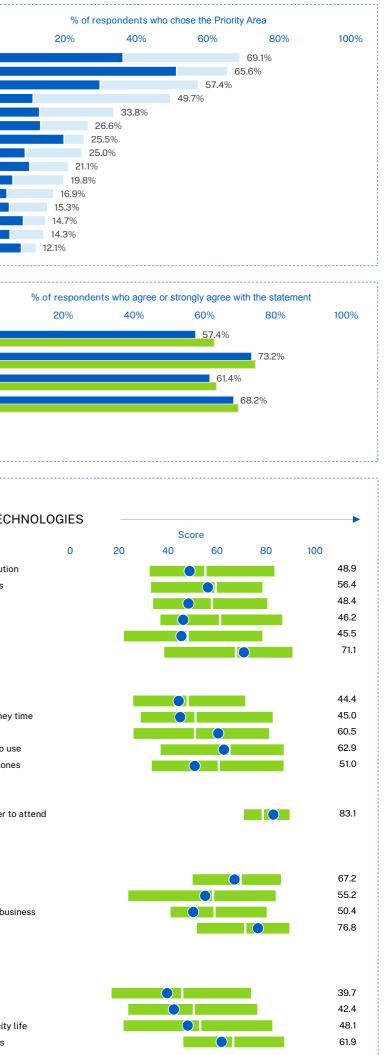
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0%

ATTITUDES

CCC	L		;;	
			LEGEND: MIN	TY MEAN GROUP MAX
CCC in 2021	STRUCTURES	Score	•	TECHNOL
	Health & Safety 0 20		80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		68.1	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		74.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		67.9	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		53.3	CCTV cameras has made residents feel safer
TO THINGO	Medical services provision is satisfactory		58.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		30.7	Arranging medical appointments online has improved access
B	Mobility			Mobility
	Traffic congestion is not a problem		49.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		67.0	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
CC				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		80.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		77.6	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		74.6	Online access to job listings has made it easier to find work
	Most children have access to a good school		73.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		73.7	Online services provided by the city has made it easier to start a new business
2	Businesses are creating new jobs		51.4	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome		63.0	
	Governance			Governance
	Information on local government decisions are easily accessible		61.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		44.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		44.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		49.0	Processing Identification Documents online has reduced waiting times



Zhuhai



CITY RATING

CCC

CCC in 2021

FACTOR

RATINGS

CCC

STRUCTURES

CCC

TECHNOLOGIES

GROUP

All ratings range

from AAA to D

BACKGROUND INFORMATION



(UN World Urbanisation Prospects 2022 estimate)



iles by Stamen Design CC BY 3.0 Map Data © OpenStre

2018	2019	2020	2021	1 yr change
0.758	0.761	0.764	0.768	+0.004
76.7	76.9	78.1	78.2	+0.1
13.9	14.0	14.2	14.2	+0.0
7.9	8.1	7.6	7.6	+0.0
16,127	16,057	16,201	17,504	+1,303
	0.758 76.7 13.9 7.9	0.758 0.761 76.7 76.9 13.9 14.0 7.9 8.1	0.758 0.761 0.764 76.7 76.9 78.1 13.9 14.0 14.2 7.9 8.1 7.6	0.7580.7610.7640.76876.776.978.178.213.914.014.214.27.98.17.67.6

PRIORITY AREAS

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The left-hand, dark blue section of each bar shows the Alignment, i.e. the proportion of those respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.

0% fulfilling employment health services air pollution security affordable housing social mobility road congestion corruption basic amenities green spaces public transport recycling citizen engagement school education 9.4% unemployment 8.5%

0%

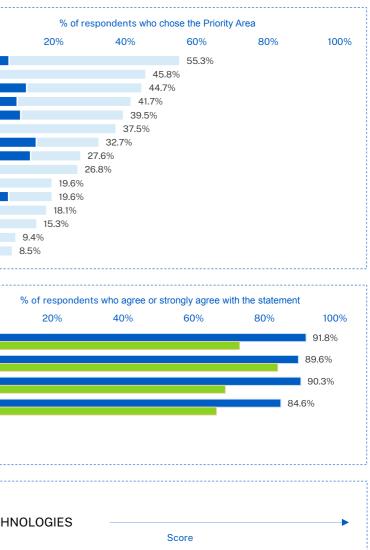
ATTITUDES

LEGEND:

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)

CITY

•	STRUCTURES		Sc	ore			TECHI	NOLO
Health & Safety	0	20	40	60	80	100	Health & Safety	
Basic sanitation meets the needs of the poo	rest areas	_				83.6	Online reporting of city maintenance problems provides a speedy solution	
Recycling services are satisfactory						80.0	A website or App allows residents to easily give away unwanted items	
Public safety is not a problem						71.4	Free public wifi has improved access to city services	
Air pollution is not a problem						73.8	CCTV cameras has made residents feel safer	
Medical services provision is satisfactory						84.4	A website or App allows residents to effectively monitor air pollution	
Finding housing with rent equal to 30% or le	ess of a monthly salary is not a problem					75.0	Arranging medical appointments online has improved access	
Mobility							Mobility	
Traffic congestion is not a problem						69.7	Car-sharing Apps have reduced congestion	
Public transport is satisfactory					75.5	Apps that direct you to an available parking space have reduced journey tir	me	
							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							Activities	
Green spaces are satisfactory						87.0	Online purchasing of tickets to shows and museums has made it easier to a	ttend
Cultural activities (shows, bars, and museun	ns) are satisfactory					83.6		
Opportunities (Work & School)							Opportunities (Work & School)	
Employment finding services are readily ava	ailable				\bigcirc	79.6	Online access to job listings has made it easier to find work	
Most children have access to a good school						74.2	IT skills are taught well in schools	
Lifelong learning opportunities are provided	by local institutions				\bigcirc	73.7	Online services provided by the city has made it easier to start a new busine	ess
Businesses are creating new jobs					\bigcirc	80.1	The current internet speed and reliability meet connectivity needs	
Minorities feel welcome						85.5		
Governance							Governance	
Information on local government decisions a	are easily accessible					77.6	Online public access to city finances has reduced corruption	
Corruption of city officials is not an issue of	concern					67.9	Online voting has increased participation	
Residents contribute to decision making of l	local government					70.7	An online platform where residents can propose ideas has improved city life	е
Residents provide feedback on local govern	ment projects					81.2	Processing Identification Documents online has reduced waiting times	





Zurich



BACKGROUND INFORMATION



(Eurostat)

 Dubin
 United Kingdom
 Netherlands
 +Hamburg
 Massaw

 Island
 +United Kingdom
 Netherlands
 -Barlin
 Warsaw

 Baded Otemail
 +United Kingdom
 -Brain
 Warsaw
 Belan.

 Baded Otemail
 +Daries
 -Prassat
 -Prassat
 -Prassat
 -Prassat

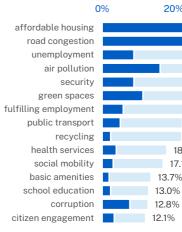
 Baged Otemail
 -Pranse
 -Prassat
 -Prassat

Country	2018	2019	2020	2021	1 yr change
HDI	0.946	0.955	0.956	0.962	+0.006
Life expectancy at birth	83.6	83.8	83.1	84.0	+0.9
Expected years of schooling	16.2	16.3	16.5	16.5	+0.0
Mean years of schooling	13.4	13.4	13.9	13.9	+0.0
GNI per capita (PPP \$)	59,375	69,394	65,011	66,933	+1,922

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, dark blue section of each bar shows the Alignment, i.e. the proportion of those

respondents who also answered the survey on the corresponding area by giving it low priority. A strong Alignment (i.e. consistency across both areas explained) means that these areas may benefit from close observation.



0%

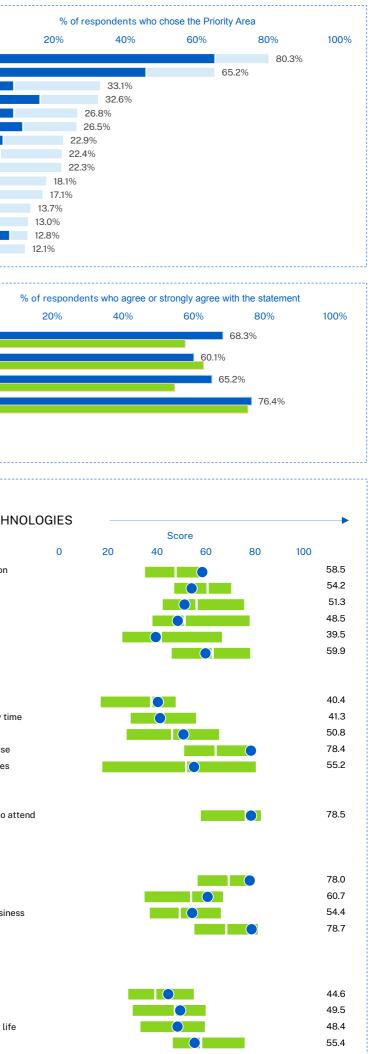
ATTITUDES

LEGEND:

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)

CITY

AAA						LEGEN	ID: MIN		CITY MEAN GROUP MAX	
AAA in 2021	STRUCTURES Score							-	TECHI	
	Health & Safety	0	20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas							85.0	Online reporting of city maintenance problems provides a speedy sol	ution
	Recycling services are satisfactory							87.1	A website or App allows residents to easily give away unwanted item	าร
FACTOR	Public safety is not a problem					\bigcirc		74.7	Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem				\bigcirc			59.2	CCTV cameras has made residents feel safer	
	Medical services provision is satisfactory							86.2	A website or App allows residents to effectively monitor air pollution	ı
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	olem	\bigcirc					26.4	Arranging medical appointments online has improved access	
AAA	Mobility								Mobility	
	Traffic congestion is not a problem			\bigcirc				39.2	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory							79.6	Apps that direct you to an available parking space have reduced jour	ney time
									Bicycle hiring has reduced congestion	
									Online scheduling and ticket sales has made public transport easier	to use
Δ									The city provides information on traffic congestion through mobile pl	hones
	Activities								Activities	
TECHNOLOGIES	Green spaces are satisfactory					\bigcirc		74.8	Online purchasing of tickets to shows and museums has made it easi	er to atte
	Cultural activities (shows, bars, and museums) are satisfactory							84.0		
	Opportunities (Work & School)								Opportunities (Work & School)	
GROUP	Employment finding services are readily available			- I				74.1	Online access to job listings has made it easier to find work	
GROUP	Most children have access to a good school			I				84.3	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions							74.1	Online services provided by the city has made it easier to start a new	business
1	Businesses are creating new jobs				(\bigcirc		72.0	The current internet speed and reliability meet connectivity needs	
	Minorities feel welcome)		67.8		
	Governance								Governance	
	Information on local government decisions are easily accessible							71.1	Online public access to city finances has reduced corruption	
	Corruption of city officials is not an issue of concern							65.0	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government							73.1	An online platform where residents can propose ideas has improved	city life
from AAA to D	Residents provide feedback on local government projects							69.5	Processing Identification Documents online has reduced waiting time	es



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