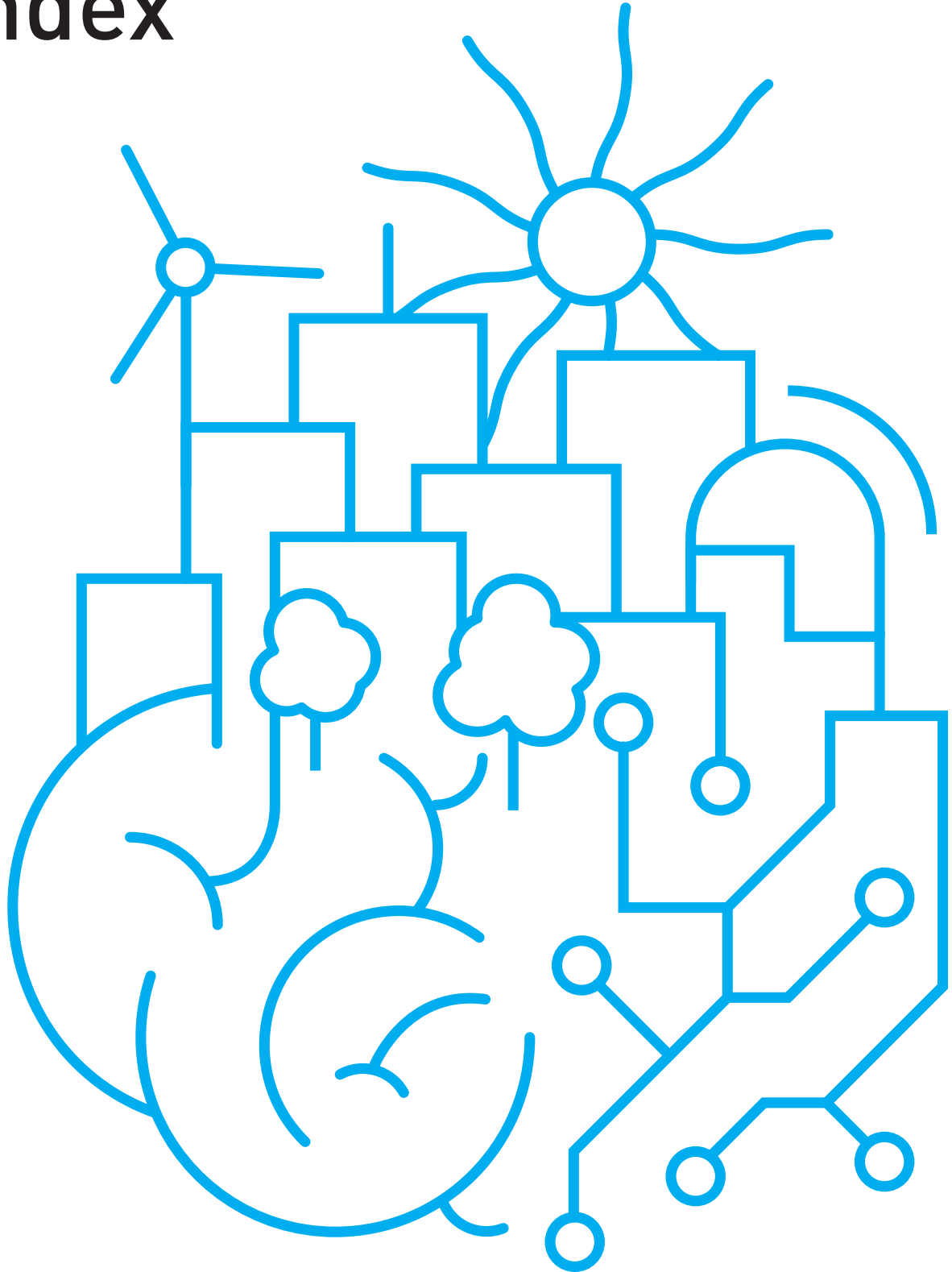


# Smart City Index





*« It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of Light, it was the season of Darkness, it was the spring of hope, it was the winter of despair... »*

*A Tale of Two Cities* - Charles Dickens, 1859



# Preface

Smart Cities today fit amazingly well the opening lines of Charles Dickens' novel. They embed some of the highest hopes of mankind through the promise of harnessing technology for better lives and social harmony; for some, however, they could incarnate the fears of 'controlled lives' in some kind of panopticons governed by artificial intelligence and automated devices.

The choices we need to make today about what makes a city smart matter for at least two reasons. First, because the momentum of technological innovation will continue to increase in the near future, giving us new ways to address pending global challenges, in areas such as climate change, inequalities, health or education. Second because the majority of the individuals whose lives will depend on such choices will be city dwellers. Yet, for city leaders, investors, and citizens, such choices often remain difficult to make because they are complex, and often rely on imperfect or asymmetrical information. Real estate tactics have often prevailed over transport, energy or waste management concerns. Quality of life seldom received priority over urbanistic, architectural or technological ambitions. And efficiency sometimes eclipses social harmony.

In all avenues of life, it remains extremely difficult to improve what you can not measure. It is hence no surprise that so many 'smart city indices' have blossomed over the past few years. Why would we need another one? The main reason is simple: the quasi-totality of existing indices remains technology-centric. They give little or no room to assessing the 'why?' which underpins (or should underpin) any strategy to make a city smarter, or to build one from scratch. In line with previous and on-going efforts initiated and carried out by IMD's World Competitiveness Centre, the Smart City Index presented here is a holistic attempt to capture the various dimensions of how citizens could consider that their respective cities are becoming better cities by becoming smarter ones. Part of its uniqueness is to rely first and foremost on the perceptions of those who live and work in the cities covered by the index, while providing a realistic recognition that not all cities start from the same level of development, not with the same set of endowments and advantages. This new index also rests on a clear working definition of smart cities: in SCI's context, 'smart city' describes an urban setting that apply technology to enhance the benefits and diminish the shortcomings of urbanization.

This first edition of the SCI Report is the result of two years of intense work, carried out through a close cooperation between IMD and SUTD (Singapore University for Technology and Design), and benefitted from inputs by numerous experts and city specialists around the world. The initial methodology (described in detail in subsequent pages) has been refined through a series of field assessment and city specific studies, published earlier in the IMD-SUTD book 'Sixteen Shades of Smart'. In the future, we intend to pursue that path of systematic 'fact checking' on the ground, and to continue giving priority importance to the views of citizens and local players. This index will remain a 'work in progress' as new data, issues and views continue to gather around it and around the questions it raises. Its coverage will also increase with time, going significantly beyond the 102 cities included in this first edition.

It is hence our hope that feedback and reactions from all parts of the world will enable us to steer this index as close as possible to what it aims to be: a tool for action, and an instrument for better lives for all citizens.



*Professor Arturo Bris  
Director - IMD World  
Competitiveness Center*



*Professor Chan Heng Chee  
President - Lee Kuan Yew  
Centre for Innovative Cities*



*Bruno Lanvin  
President - IMD Smart  
City Observatory*



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## City Profiles

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# The IMD World Competitiveness Center

For 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:**

Professor Arturo Bris	Director
Christos Cabolis	Chief Economist & Head of Operations
Bruno Lanvin	President, Smart City Observatory
José Caballero	Senior Economist
Maëlle Desard	Marketing Specialist
Madeleine Hediger	Data Research and Online Services Specialist
Catherine Jobin	Order and Sales Administrator
William Milner	Research Projects Associate Manager
Marco Pistis	Research Specialist
Maryam Zargari	Research Specialist



# City performance overview

## Alphabetical

City	Overall Rating	Overall ranking
Abu Dhabi	B	56
Abuja	D	97
Amsterdam	A	11
Ankara	C C C	74
Athens	C	95
Auckland	A	6
Bangkok	C C C	75
Barcelona	B B	48
Beijing	B	60
Bengaluru	C C	79
Berlin	B B B	39
Bilbao	A	9
Birmingham	B B	52
Bogota	D	98
Bologna	B B B	18
Boston	B B B	32
Bratislava	C C	84
Brisbane	B B B	27
Brussels	B	64
Bucharest	C C	85
Budapest	C C	83
Buenos Aires	C C	87
Busan	B B	50
Cairo	D	99
Cape Town	C	93
Chengdu	B	58

City	Overall Rating	Overall ranking
Chicago	B B	53
Chongqing	B B	42
Copenhagen	A A	5
Denver	B B B	33
Dubai	B B	45
Dublin	B B B	30
Dusseldorf	A	10
Geneva	A A	4
Gothenburg	B B B	28
Guangzhou	B	57
Hangzhou	B B	44
Hanoi	C C C	66
Hanover	B B B	26
Helsinki	A	8
Ho Chi Minh City	C C C	65
Hong Kong	B B B	37
Hyderabad	C C C	67
Jakarta	C C	81
Kiev	C	92
Krakow	C C C	69
Kuala Lumpur	C C C	70
Lagos	D	102
Lisbon	C C C	76
London	B B B	20
Los Angeles	B B B	35
Lyon	B B B	23

City	Overall Rating	Overall ranking
Madrid	B B B	21
Makassar	C C	80
Manila	C	94
Medan	C C	82
Medellin	C	91
Melbourne	B B B	24
Mexico City	C C	88
Milan	B B B	22
Montreal	A	16
Moscow	C C C	72
Mumbai	C C	78
Nairobi	D	100
Nanjing	B	55
New Delhi	C C C	68
New York	B B B	38
Osaka	B	63
Oslo	A A	3
Paris	B B	51
Philadelphia	B B	54
Prague	B B B	19
Rabat	D	101
Rio de Janeiro	C	96
Riyadh	C C C	71
Rome	C C C	77
Rotterdam	B B B	36
San Francisco	A	12

City	Overall Rating	Overall ranking
Santiago	C C	86
São Paulo	C C	90
Seattle	B B B	34
Seoul	B B	47
Shanghai	B	59
Shenzhen	B B	43
Singapore	A A A	1
Sofia	C C	89
St. Petersburg	C C C	73
Stockholm	B B B	25
Sydney	A	14
Taipei City	A	7
Tel Aviv	B B	46
The Hague	B B B	29
Tianjin	B B	41
Tokyo	B	62
Toronto	A	15
Vancouver	A	13
Vienna	B B B	17
Warsaw	B	61
Washington D.C.	B B B	31
Zaragoza	B B	49
Zhuhai	B B	40
Zurich	A A A	2

## By ranking

Overall ranking	City	Overall rating
1	Singapore	A A A
2	Zurich	A A A
3	Oslo	A A
4	Geneva	A A
5	Copenhagen	A A
6	Auckland	A
7	Taipei City	A
8	Helsinki	A
9	Bilbao	A
10	Dusseldorf	A
11	Amsterdam	A
12	San Francisco	A
13	Vancouver	A
14	Sydney	A
15	Toronto	A
16	Montreal	A
17	Vienna	B B B
18	Bologna	B B B
19	Prague	B B B
20	London	B B B
21	Madrid	B B B
22	Milan	B B B
23	Lyon	B B B
24	Melbourne	B B B
25	Stockholm	B B B
26	Hanover	B B B

Overall ranking	City	Overall rating
27	Brisbane	B B B
28	Gothenburg	B B B
29	The Hague	B B B
30	Dublin	B B B
31	Washington D.C.	B B B
32	Boston	B B B
33	Denver	B B B
34	Seattle	B B B
35	Los Angeles	B B B
36	Rotterdam	B B B
37	Hong Kong	B B B
38	New York	B B B
39	Berlin	B B B
40	Zhuhai	B B
41	Tianjin	B B
42	Chongqing	B B
43	Shenzhen	B B
44	Hangzhou	B B
45	Dubai	B B
46	Tel Aviv	B B
47	Seoul	B B
48	Barcelona	B B
49	Zaragoza	B B
50	Busan	B B
51	Paris	B B
52	Birmingham	B B

Overall ranking	City	Overall rating
53	Chicago	B B
54	Philadelphia	B B
55	Nanjing	B
56	Abu Dhabi	B
57	Guangzhou	B
58	Chengdu	B
59	Shanghai	B
60	Beijing	B
61	Warsaw	B
62	Tokyo	B
63	Osaka	B
64	Brussels	B
65	Ho Chi Minh City	C C C
66	Hanoi	C C C
67	Hyderabad	C C C
68	New Delhi	C C C
69	Krakow	C C C
70	Kuala Lumpur	C C C
71	Riyadh	C C C
72	Moscow	C C C
73	St. Petersburg	C C C
74	Ankara	C C C
75	Bangkok	C C C
76	Lisbon	C C C
77	Rome	C C C
78	Mumbai	C C

Overall ranking	City	Overall rating
79	Bengaluru	C C
80	Makassar	C C
81	Jakarta	C C
82	Medan	C C
83	Budapest	C C
84	Bratislava	C C
85	Bucharest	C C
86	Santiago	C C
87	Buenos Aires	C C
88	Mexico City	C C
89	Sofia	C C
90	São Paulo	C C
91	Medellin	C
92	Kiev	C
93	Cape Town	C
94	Manila	C
95	Athens	C
96	Rio de Janeiro	C
97	Abuja	D
98	Bogota	D
99	Cairo	D
100	Nairobi	D
101	Rabat	D
102	Lagos	D

# User's Guide to the Smart City Index

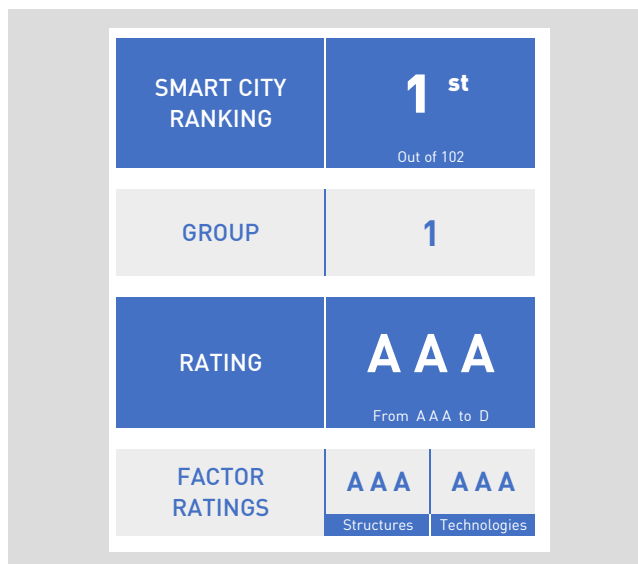
## Smart City Ranking

**Smart City Ranking:** The ranking position of the city amongst the 102 cities measured, based upon the Rating and its components.

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

**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.



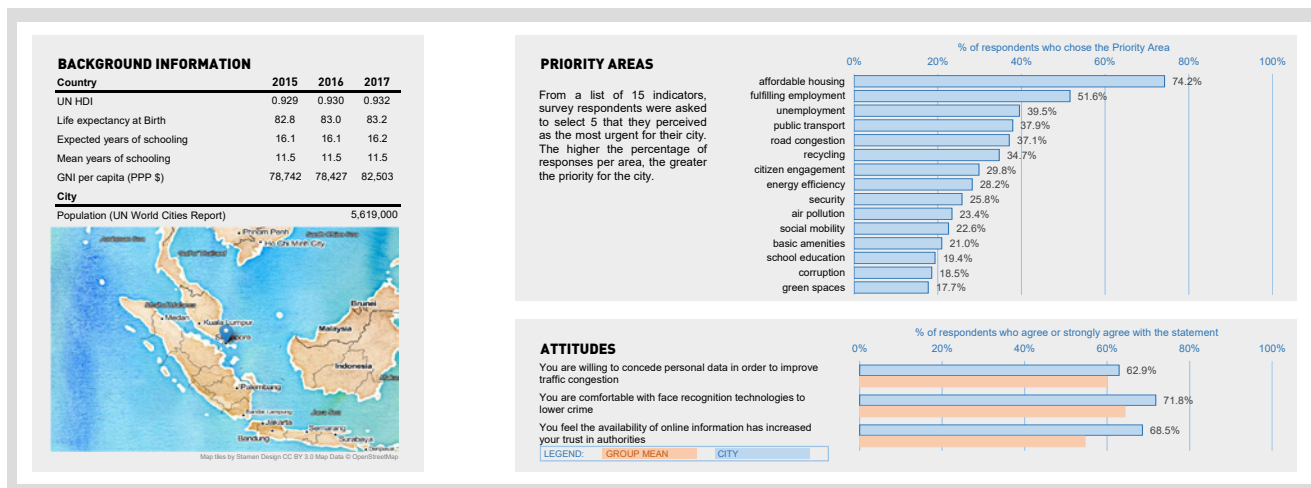
## Background Information

**Background Information:** This presents the UN Human Development Index and its four components of the parent economy of the city, as well as the city's position on the map. For Taipei City, the data is calculated using the same methodology and comparable data. This section also presents the population of the city as defined through the UN World Cities Report for 94 of the cities, or Eurostat for 8 small 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 response rates indicate the preferences of the respondents; however, they were not asked to prioritize their choices.

**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). The city is represented by the blue bar, while the group average is shown by the light red bar.



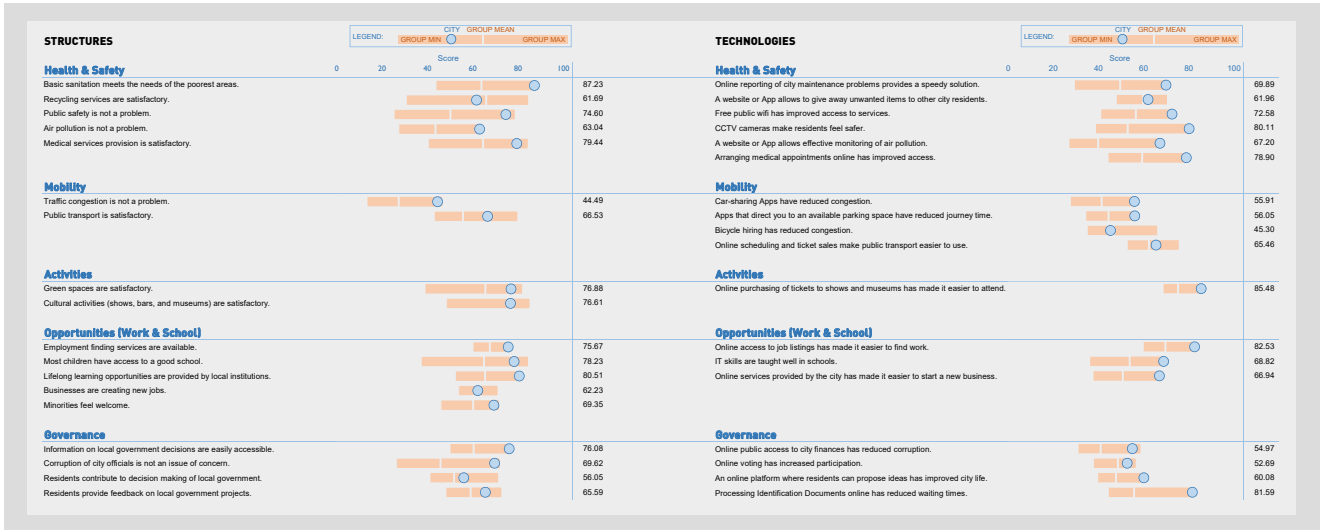
## Structures and Technologies

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 plus its 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.





# Methodology in a nutshell

1. The IMD-SUTD Smart City Index (SCI) assesses the perceptions of residents on issues related to structures and technology applications available to them in their city.
2. The first edition of the SCI ranks 102 cities worldwide by capturing the perceptions of 120 residents in each city.
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.
5. The cities are distributed into four groups based on the UN Human Development Index (HDI) score of the economy 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.
7. Rankings are then presented in two formats:
  - an overall ranking (1 to 102)
  - a rating for each pillar and overall



# CITY PROFILES





# Abu Dhabi

<b>SMART CITY RANKING</b>	<b>56<sup>th</sup></b> Out of 102
---------------------------	--------------------------------------

<b>GROUP</b>	<b>3</b>
--------------	----------

<b>RATING</b>	<b>B</b> From AAA to D
---------------	---------------------------

<b>FACTOR RATINGS</b>	<b>B B</b>	<b>B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.860	0.862	0.863
Life expectancy at Birth	77.1	77.3	77.4
Expected years of schooling	13.8	13.6	13.6
Mean years of schooling	10.6	10.8	10.8
GNI per capita (PPP \$)	66,923	68,121	67,805

City	Population (UN World Cities Report)
Abu Dhabi	1,145,000



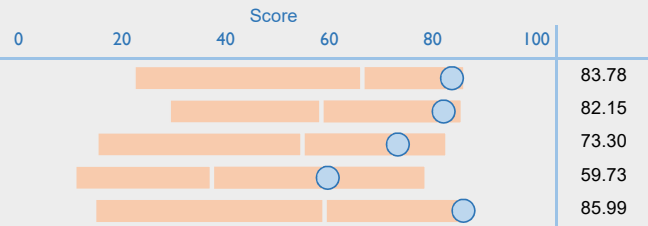
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



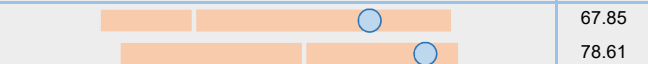
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



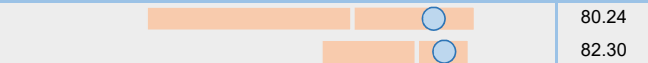
### Mobility

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



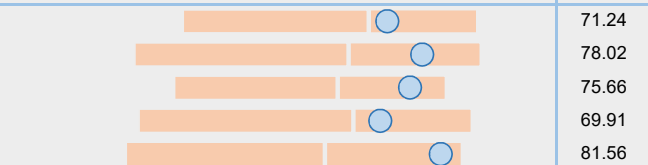
### Activities

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



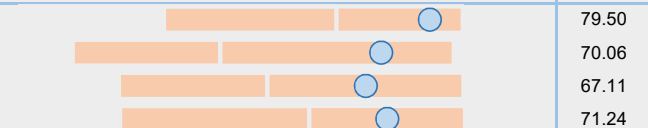
### Opportunities (Work & School)

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



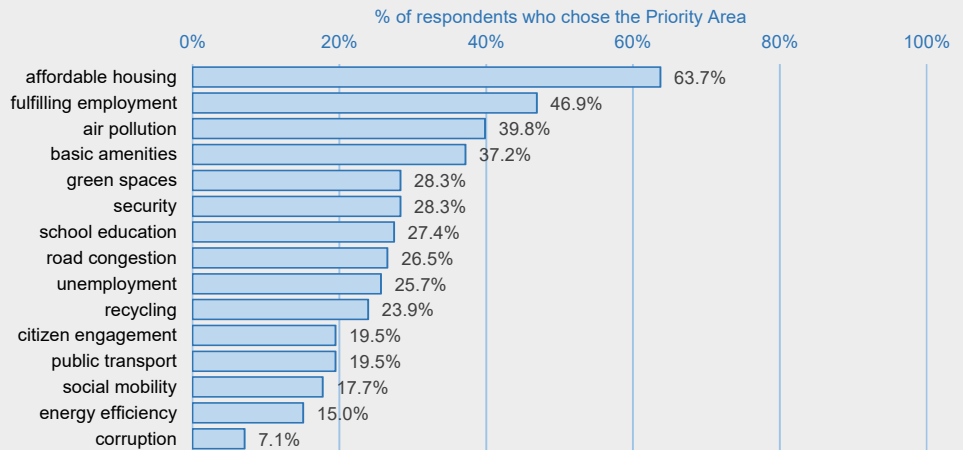
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

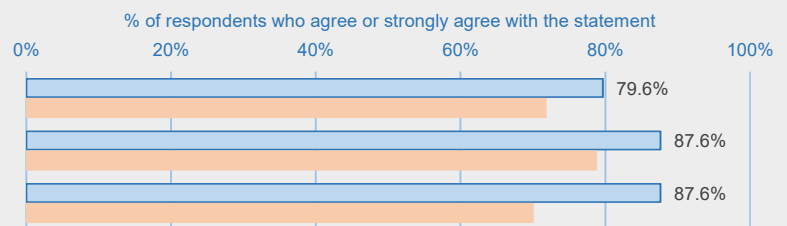


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	74.78
A website or App allows to give away unwanted items to other city residents.	71.09
Free public wifi has improved access to services.	75.22
CCTV cameras make residents feel safer.	84.51
A website or App allows effective monitoring of air pollution.	56.78
Arranging medical appointments online has improved access.	81.86

### Mobility

Car-sharing Apps have reduced congestion.	62.83
Apps that direct you to an available parking space have reduced journey time.	68.14
Bicycle hiring has reduced congestion.	66.37
Online scheduling and ticket sales make public transport easier to use.	78.91

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	84.22
---	-------

### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	77.73
IT skills are taught well in schools.	75.07
Online services provided by the city has made it easier to start a new business.	77.88

### Governance

Online public access to city finances has reduced corruption.	69.76
Online voting has increased participation.	69.91
An online platform where residents can propose ideas has improved city life.	70.21
Processing Identification Documents online has reduced waiting times.	81.56

# Abuja

<b>SMART CITY RANKING</b>	<b>97<sup>th</sup></b> Out of 102
---------------------------	--------------------------------------

<b>GROUP</b>	<b>4</b>
--------------	----------

<b>RATING</b>	<b>D</b> From AAA to D
---------------	---------------------------

<b>FACTOR RATINGS</b>	<b>C</b>	<b>D</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.527	0.530	0.532
Life expectancy at Birth	53.0	53.4	53.9
Expected years of schooling	10.0	10.0	10.0
Mean years of schooling	6.0	6.2	6.2
GNI per capita (PPP \$)	5,527	5,326	5,231

City	
Population (UN World Cities Report)	2,440,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

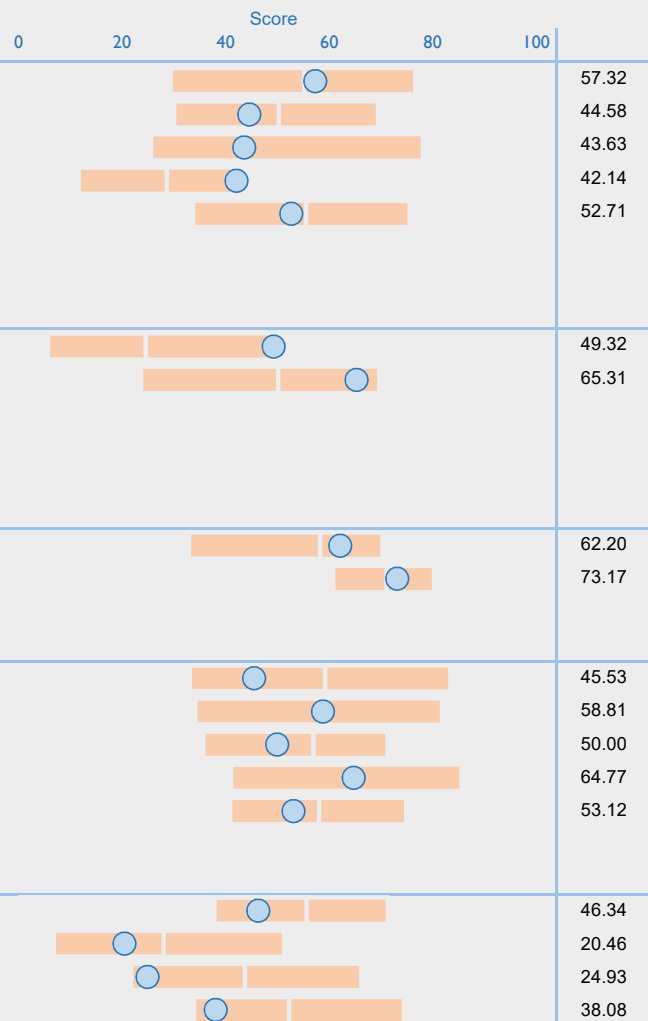
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

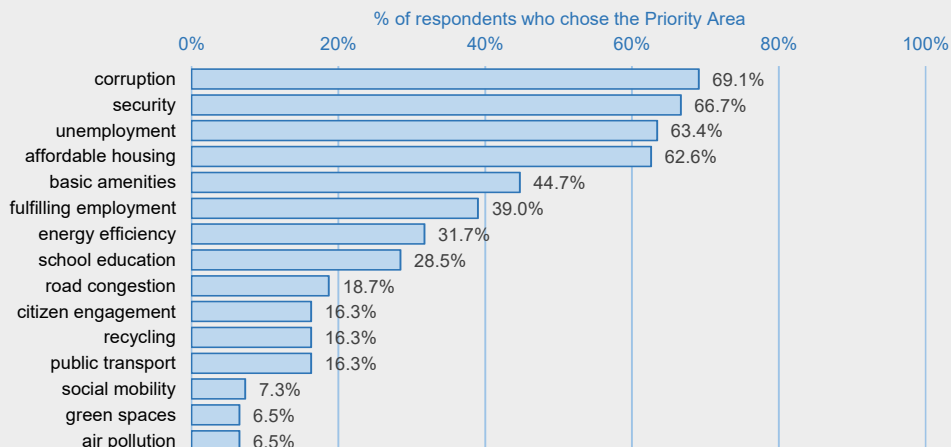
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



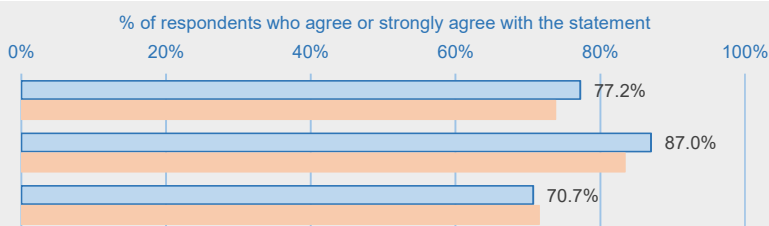
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	51.76
A website or App allows to give away unwanted items to other city residents.	39.02
Free public wifi has improved access to services.	40.51
CCTV cameras make residents feel safer.	43.09
A website or App allows effective monitoring of air pollution.	22.90
Arranging medical appointments online has improved access.	57.18

### Mobility

Car-sharing Apps have reduced congestion.	56.37
Apps that direct you to an available parking space have reduced journey time.	33.88
Bicycle hiring has reduced congestion.	23.04
Online scheduling and ticket sales make public transport easier to use.	64.23

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	72.63
---	-------

### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	71.82
IT skills are taught well in schools.	55.56
Online services provided by the city has made it easier to start a new business.	59.76

### Governance

Online public access to city finances has reduced corruption.	29.00
Online voting has increased participation.	22.09
An online platform where residents can propose ideas has improved city life.	31.17
Processing Identification Documents online has reduced waiting times.	50.41

# Amsterdam

**SMART CITY RANKING** **11<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **A**  
From AAA to D

**FACTOR RATINGS**

<b>A</b>	<b>A</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.926	0.928	0.931
Life expectancy at Birth	81.7	81.9	82.0
Expected years of schooling	18.1	18.0	18.0
Mean years of schooling	12.1	12.1	12.2
GNI per capita (PPP \$)	46,239	46,711	47,900

**City**

Population (UN World Cities Report)	1,091,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

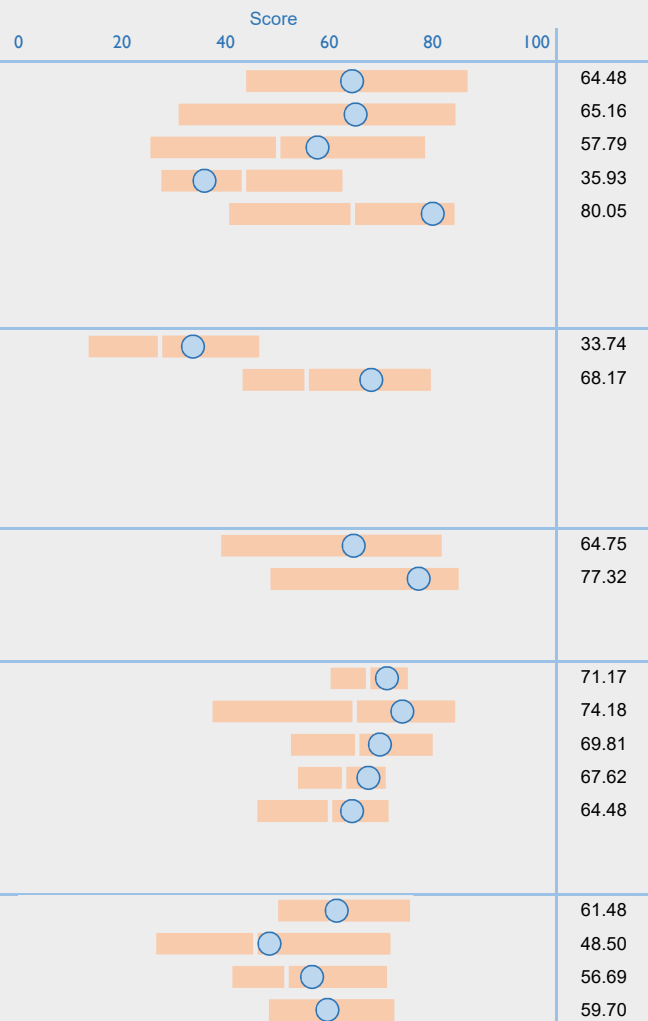
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

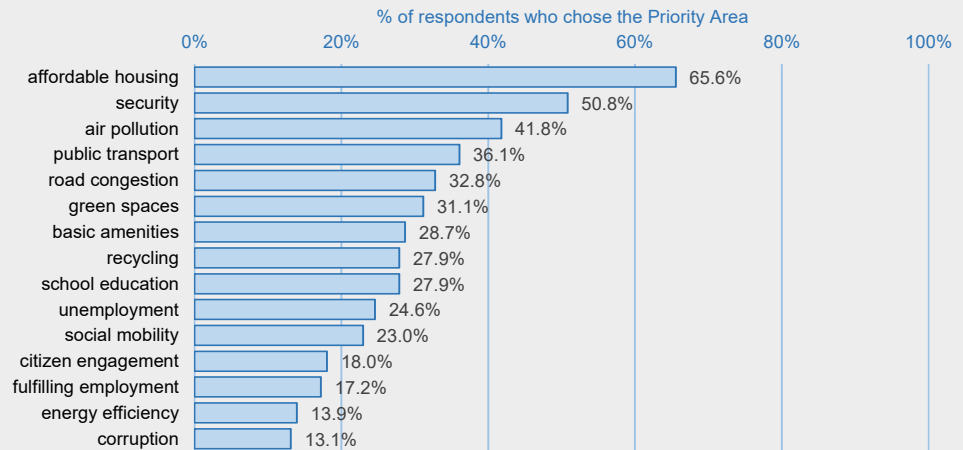
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



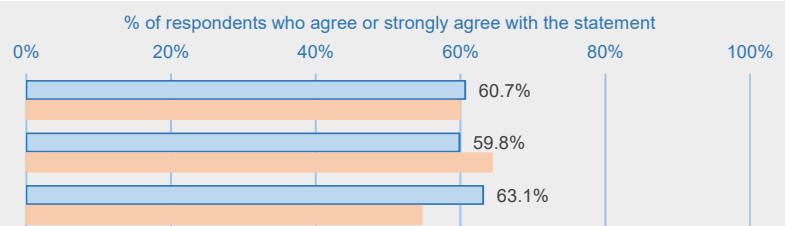
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	57.65
A website or App allows to give away unwanted items to other city residents.	59.70
Free public wifi has improved access to services.	51.09
CCTV cameras make residents feel safer.	61.75
A website or App allows effective monitoring of air pollution.	39.07
Arranging medical appointments online has improved access.	65.71

### Mobility

Car-sharing Apps have reduced congestion.	40.98
Apps that direct you to an available parking space have reduced journey time.	53.42
Bicycle hiring has reduced congestion.	54.92
Online scheduling and ticket sales make public transport easier to use.	58.74

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	70.08
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	65.44
IT skills are taught well in schools.	56.42
Online services provided by the city has made it easier to start a new business.	54.64

### Governance

Online public access to city finances has reduced corruption.	42.49
Online voting has increased participation.	47.27
An online platform where residents can propose ideas has improved city life.	47.81
Processing Identification Documents online has reduced waiting times.	56.69

# Ankara

**SMART CITY RANKING** **74<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS**

<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.783	0.787	0.791
Life expectancy at Birth	75.5	75.8	76.0
Expected years of schooling	15.2	15.2	15.2
Mean years of schooling	7.8	8.0	8.0
GNI per capita (PPP \$)	23,125	23,500	24,804

**City**  
Population (UN World Cities Report) 4,750,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

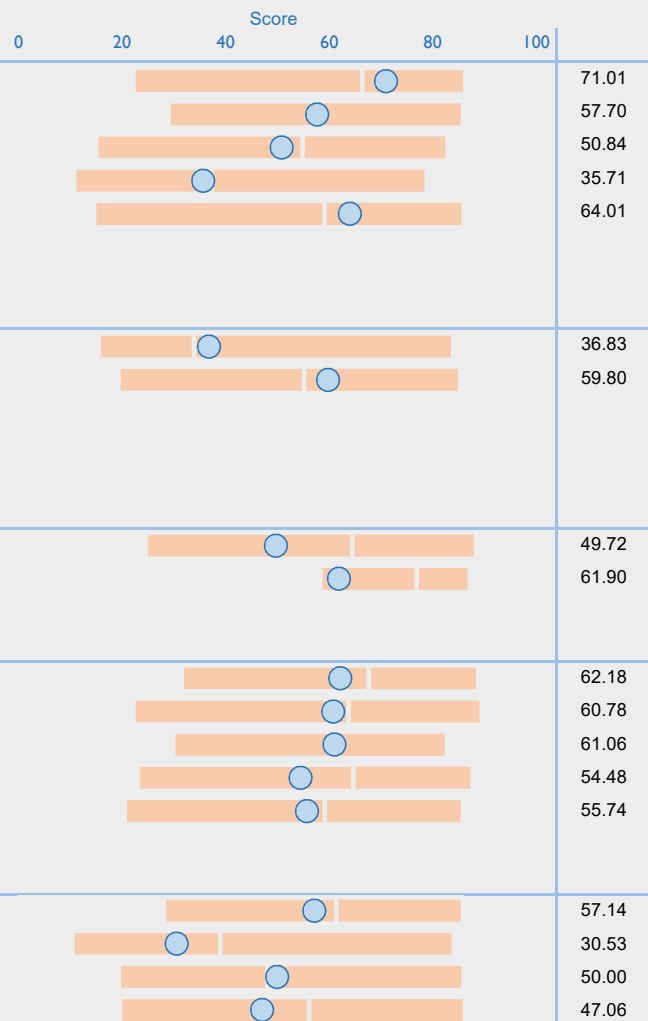
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

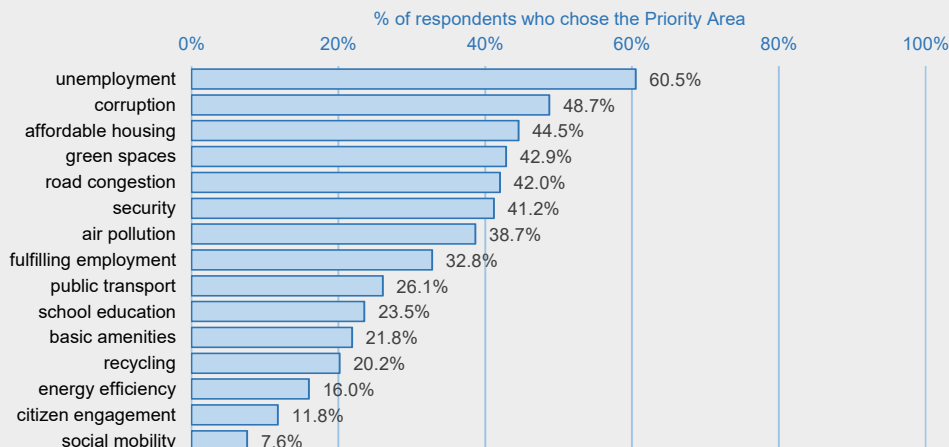
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



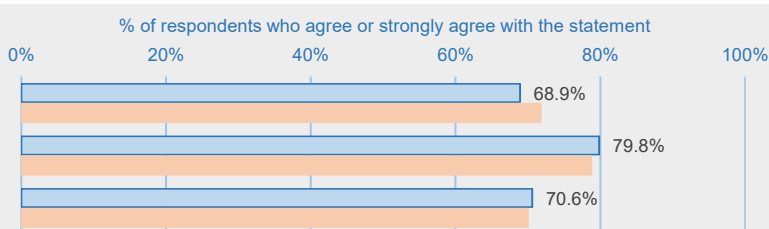
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	63.59
A website or App allows to give away unwanted items to other city residents.	65.55
Free public wifi has improved access to services.	57.98
CCTV cameras make residents feel safer.	68.49
A website or App allows effective monitoring of air pollution.	55.04
Arranging medical appointments online has improved access.	80.39

### Mobility

Car-sharing Apps have reduced congestion.	46.92
Apps that direct you to an available parking space have reduced journey time.	48.04
Bicycle hiring has reduced congestion.	42.44
Online scheduling and ticket sales make public transport easier to use.	63.87

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	67.79
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	73.11
IT skills are taught well in schools.	62.32
Online services provided by the city has made it easier to start a new business.	58.26

### Governance

Online public access to city finances has reduced corruption.	42.86
Online voting has increased participation.	43.28
An online platform where residents can propose ideas has improved city life.	53.50
Processing Identification Documents online has reduced waiting times.	67.65



# Athens

<b>SMART CITY RANKING</b>	<b>95<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>3</b>
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<b>RATING</b>	<b>C</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>C</b>	<b>C</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.866	0.868	0.870
Life expectancy at Birth	81.0	81.2	81.4
Expected years of schooling	17.3	17.3	17.3
Mean years of schooling	10.6	10.8	10.8
GNI per capita (PPP \$)	24,251	24,284	24,648

City	Population (UN World Cities Report)
Athens	3,052,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

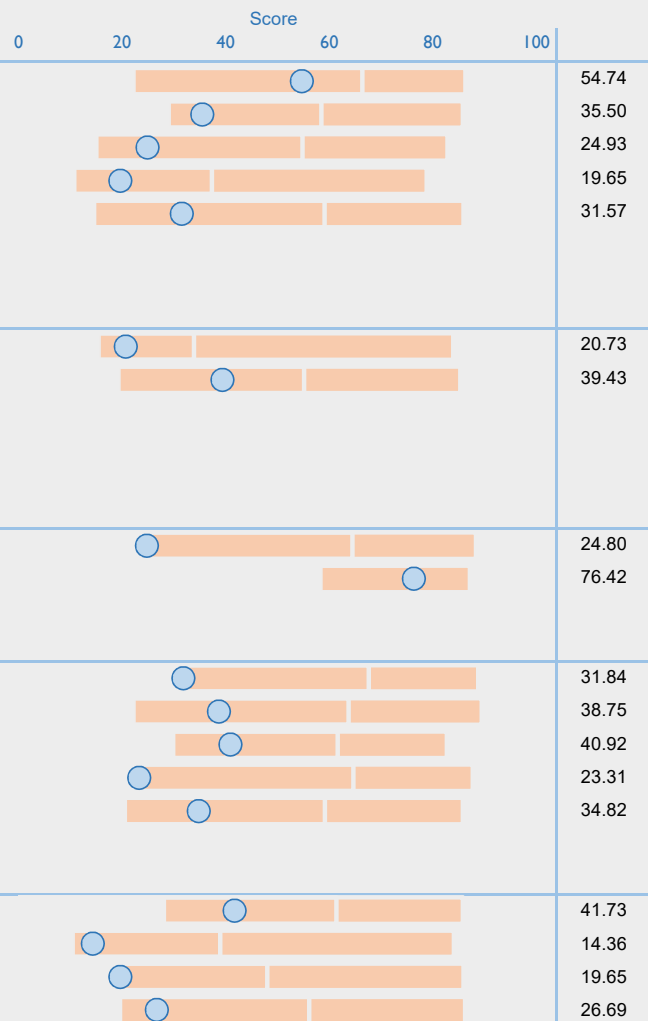
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

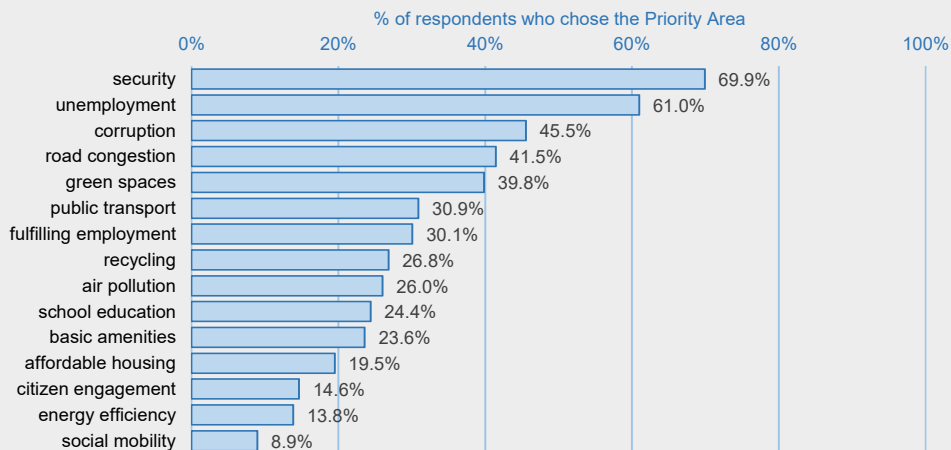
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



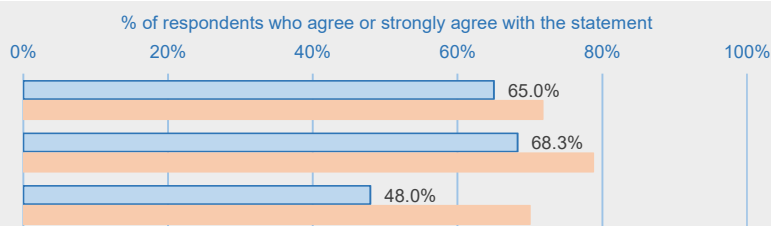
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	36.86
A website or App allows to give away unwanted items to other city residents.	55.15
Free public wifi has improved access to services.	32.38
CCTV cameras make residents feel safer.	30.49
A website or App allows effective monitoring of air pollution.	36.45
Arranging medical appointments online has improved access.	57.05

### Mobility

Car-sharing Apps have reduced congestion.	35.50
Apps that direct you to an available parking space have reduced journey time.	38.89
Bicycle hiring has reduced congestion.	32.11
Online scheduling and ticket sales make public transport easier to use.	53.93

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	84.01
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	68.70
IT skills are taught well in schools.	37.94
Online services provided by the city has made it easier to start a new business.	32.11

### Governance

Online public access to city finances has reduced corruption.	23.58
Online voting has increased participation.	31.03
An online platform where residents can propose ideas has improved city life.	32.52
Processing Identification Documents online has reduced waiting times.	56.37

# Auckland

**SMART CITY RANKING** **6<sup>th</sup>**  
Out of 102

**GROUP** **2**

**RATING** **A**  
From AAA to D

**FACTOR RATINGS**

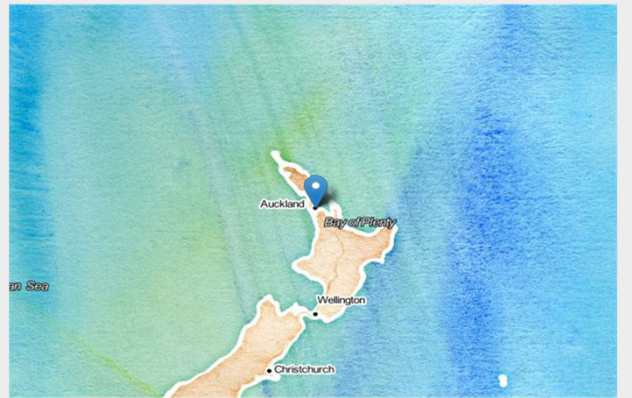
<b>A</b>	<b>A</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.914	0.915	0.917
Life expectancy at Birth	81.7	81.9	82.0
Expected years of schooling	18.9	18.9	18.9
Mean years of schooling	12.4	12.5	12.5
GNI per capita (PPP \$)	33,643	33,679	33,970

**City**

Population (UN World Cities Report)	1,344,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

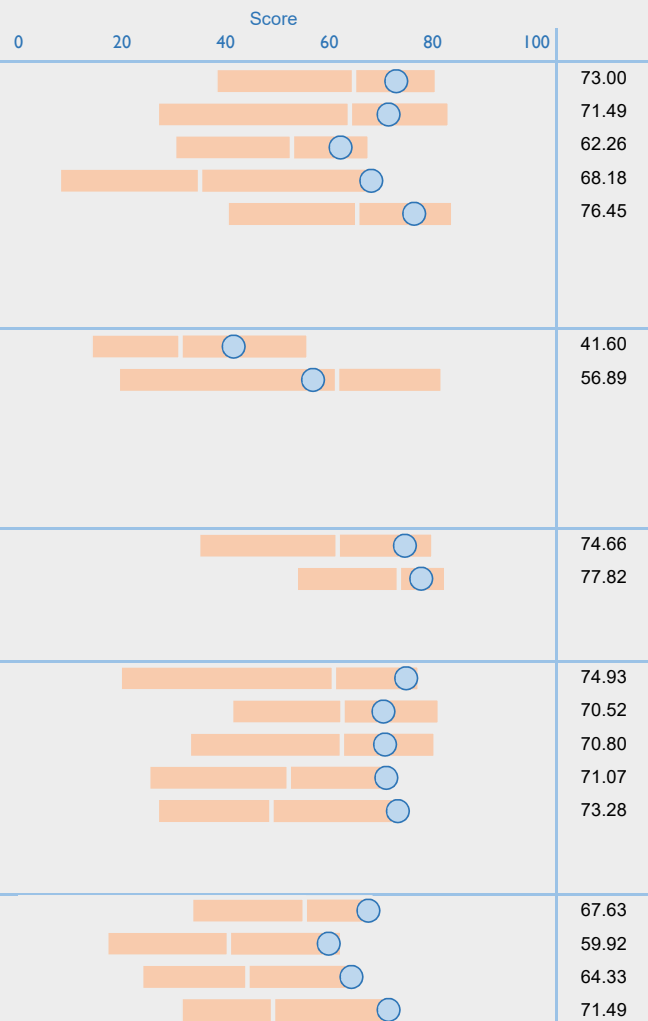
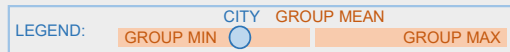
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

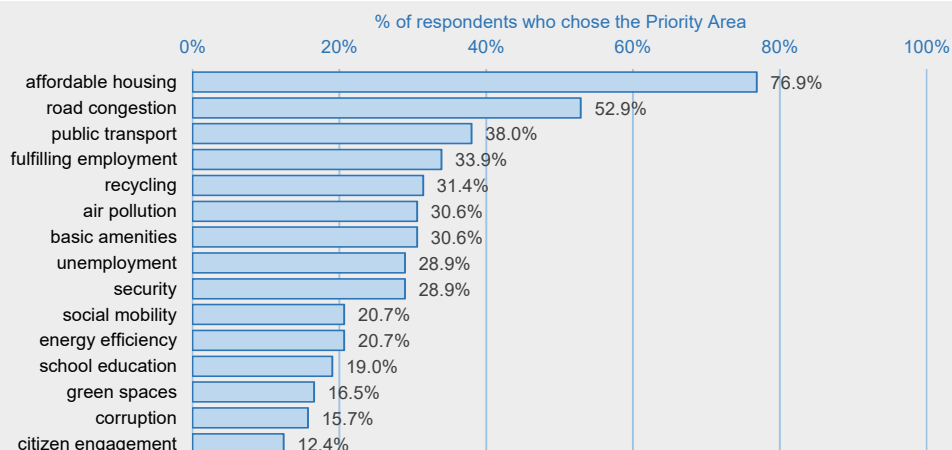
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

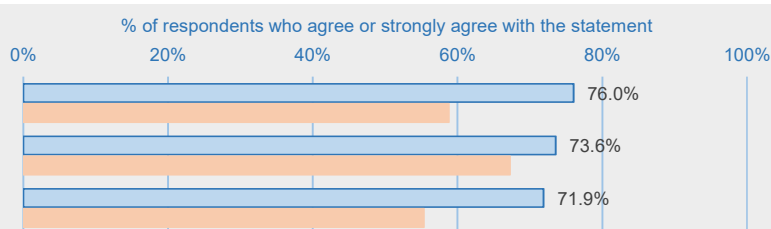


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	64.46
A website or App allows to give away unwanted items to other city residents.	75.48
Free public wifi has improved access to services.	75.76
CCTV cameras make residents feel safer.	68.18
A website or App allows effective monitoring of air pollution.	53.99
Arranging medical appointments online has improved access.	71.07

### Mobility

Car-sharing Apps have reduced congestion.	62.12
Apps that direct you to an available parking space have reduced journey time.	61.29
Bicycle hiring has reduced congestion.	61.02
Online scheduling and ticket sales make public transport easier to use.	76.58

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	81.82
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	82.78
IT skills are taught well in schools.	66.67
Online services provided by the city has made it easier to start a new business.	63.91

### Governance

Online public access to city finances has reduced corruption.	62.26
Online voting has increased participation.	70.25
An online platform where residents can propose ideas has improved city life.	64.33
Processing Identification Documents online has reduced waiting times.	74.79

# Bangkok

<b>SMART CITY RANKING</b>	<b>75<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>3</b>
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<b>RATING</b>	<b>CCC</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>CC</b>	<b>CCC</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.741	0.748	0.755
Life expectancy at Birth	75.1	75.3	75.5
Expected years of schooling	13.9	14.3	14.7
Mean years of schooling	7.6	7.6	7.6
GNI per capita (PPP \$)	14,455	14,971	15,516

City	Population (UN World Cities Report)
Bangkok	9,270,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

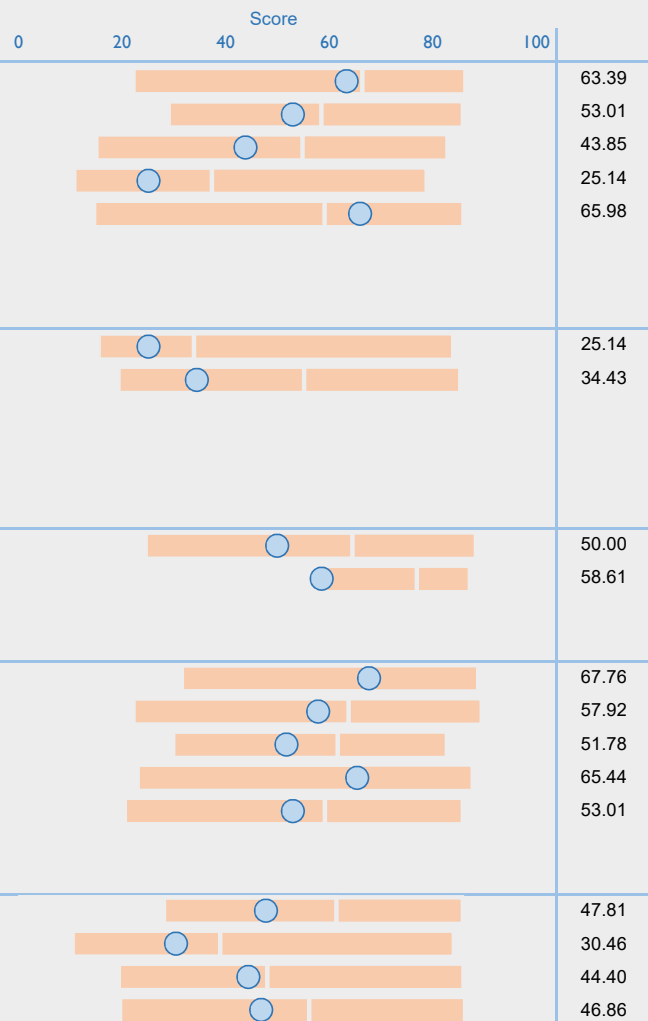
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

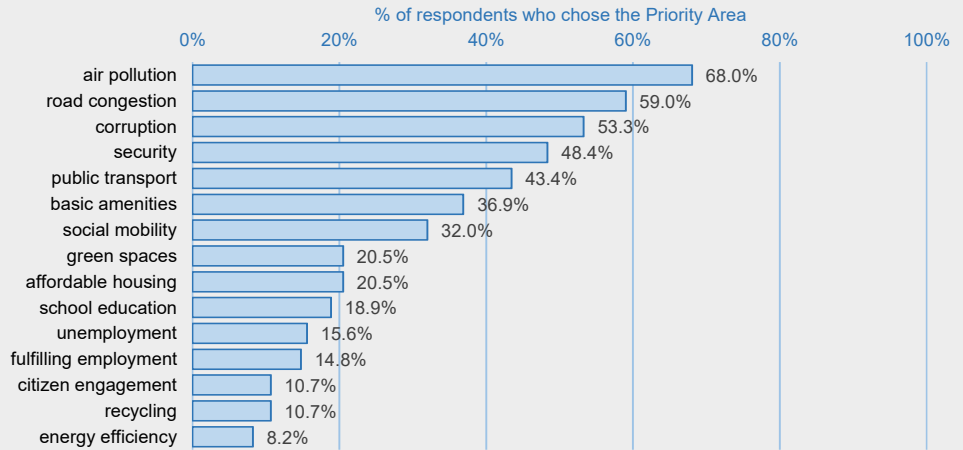
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

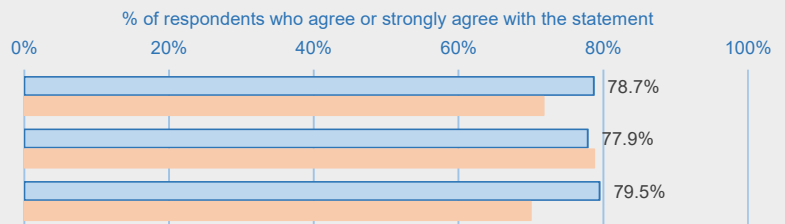


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	55.19
A website or App allows to give away unwanted items to other city residents.	58.88
Free public wifi has improved access to services.	54.92
CCTV cameras make residents feel safer.	61.20
A website or App allows effective monitoring of air pollution.	67.76
Arranging medical appointments online has improved access.	60.79

### Mobility

Car-sharing Apps have reduced congestion.	55.19
Apps that direct you to an available parking space have reduced journey time.	54.37
Bicycle hiring has reduced congestion.	53.55
Online scheduling and ticket sales make public transport easier to use.	72.27

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	76.23
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	78.83
IT skills are taught well in schools.	70.63
Online services provided by the city has made it easier to start a new business.	68.44

### Governance

Online public access to city finances has reduced corruption.	47.54
Online voting has increased participation.	63.11
An online platform where residents can propose ideas has improved city life.	62.57
Processing Identification Documents online has reduced waiting times.	65.71

# Barcelona

**SMART CITY RANKING** **48<sup>th</sup>**  
Out of 102

**GROUP** **2**

**RATING** **B B**  
From AAA to D

**FACTOR RATINGS**

<b>B B B</b>	<b>B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.885	0.889	0.891
Life expectancy at Birth	83.0	83.1	83.3
Expected years of schooling	17.8	17.9	17.9
Mean years of schooling	9.7	9.8	9.8
GNI per capita (PPP \$)	32,217	33,307	34,258

**City**  
Population (UN World Cities Report) 5,258,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

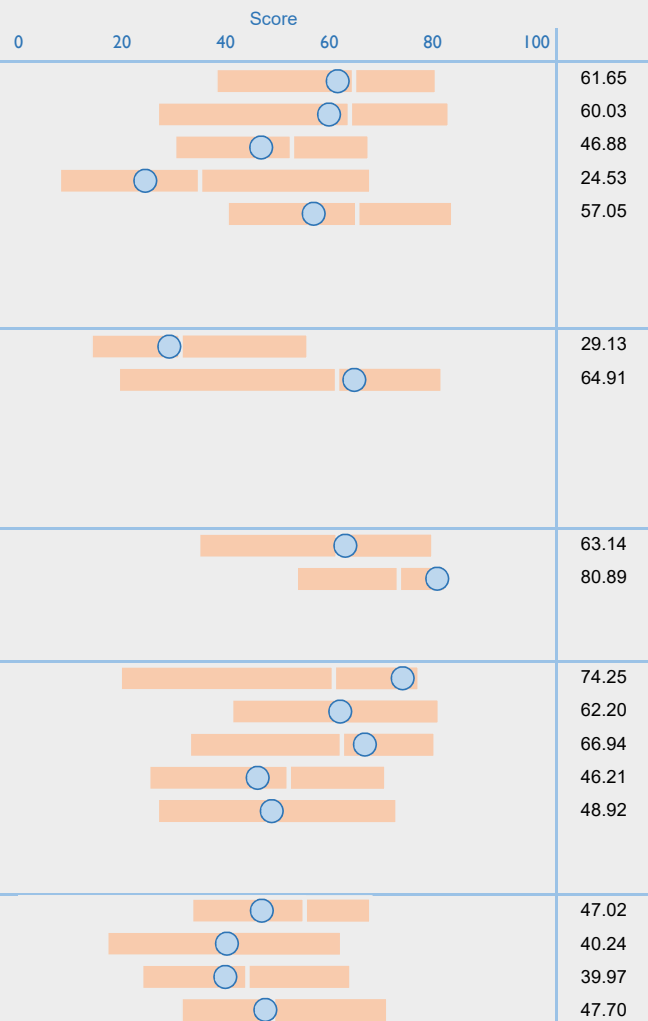
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

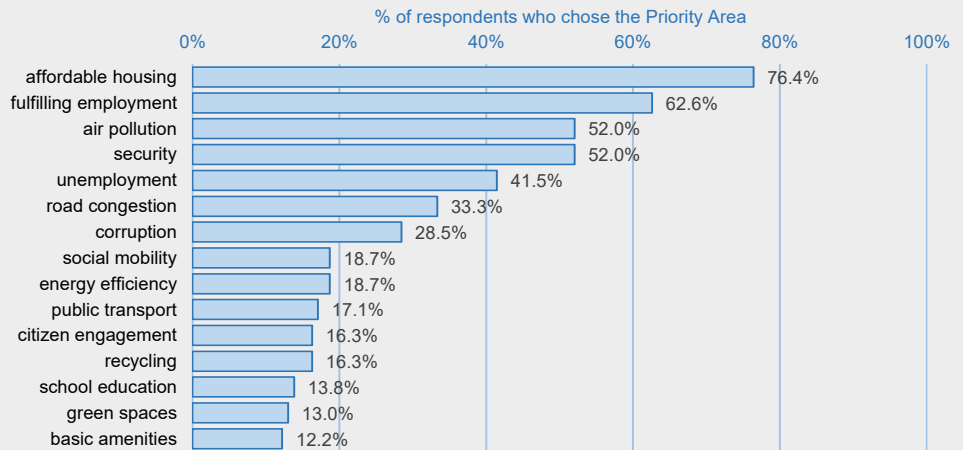
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



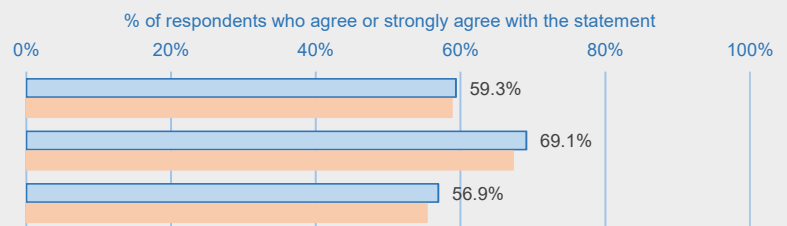
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: ■ GROUP MEAN ■ CITY



## TECHNOLOGIES

LEGEND: ■ GROUP MIN ● CITY ■ GROUP MEAN ■ GROUP MAX

### Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

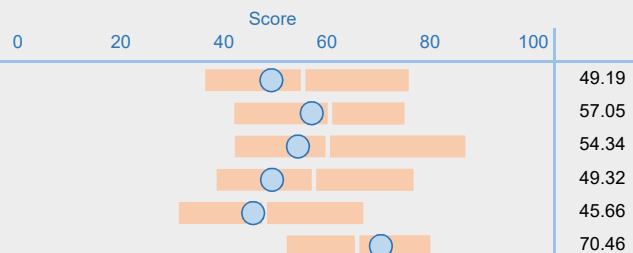
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



### Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

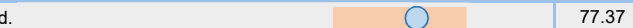
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



### Activities

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

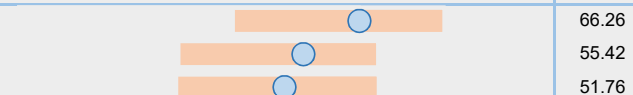


### Opportunities (Work & School)

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.



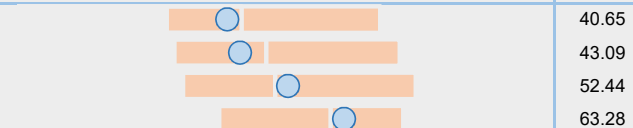
### Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

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

Processing Identification Documents online has reduced waiting times.





# Beijing

<b>SMART CITY RANKING</b>	<b>60<sup>th</sup></b> Out of 102				
<b>GROUP</b>	<b>3</b>				
<b>RATING</b>	<b>B</b> From AAA to D				
<b>FACTOR RATINGS</b>	<table border="1"> <tr> <td><b>B</b></td> <td><b>B B</b></td> </tr> <tr> <td>Structures</td> <td>Technologies</td> </tr> </table>	<b>B</b>	<b>B B</b>	Structures	Technologies
<b>B</b>	<b>B B</b>				
Structures	Technologies				

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

City	Population (UN World Cities Report)
Beijing	20,384,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

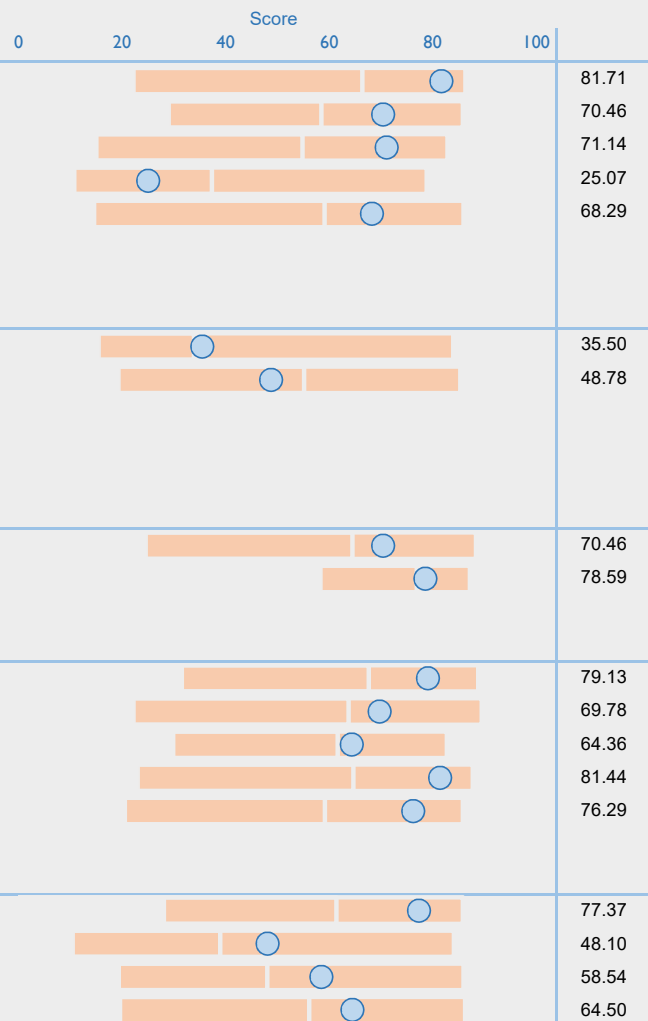
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

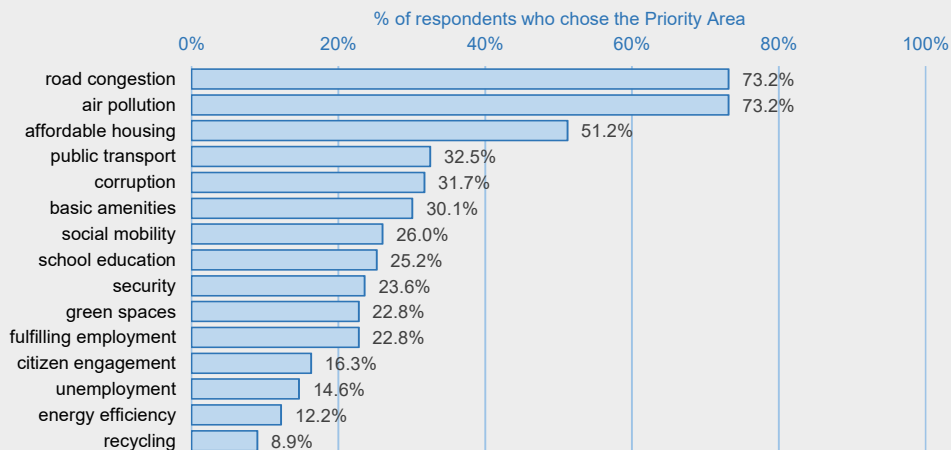
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

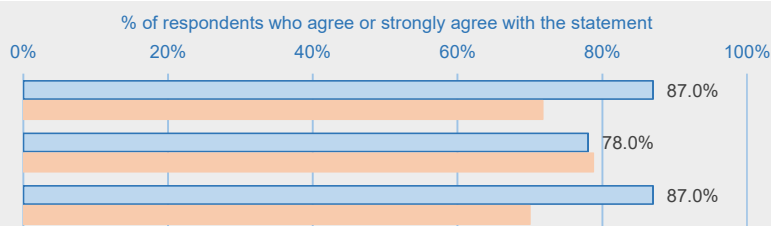


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	84.42
A website or App allows to give away unwanted items to other city residents.	65.85
Free public wifi has improved access to services.	80.62
CCTV cameras make residents feel safer.	81.03
A website or App allows effective monitoring of air pollution.	76.69
Arranging medical appointments online has improved access.	88.62

### Mobility

Car-sharing Apps have reduced congestion.	64.09
Apps that direct you to an available parking space have reduced journey time.	74.12
Bicycle hiring has reduced congestion.	72.90
Online scheduling and ticket sales make public transport easier to use.	88.21

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	92.28
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	89.02
IT skills are taught well in schools.	80.35
Online services provided by the city has made it easier to start a new business.	80.89

### Governance

Online public access to city finances has reduced corruption.	74.93
Online voting has increased participation.	67.75
An online platform where residents can propose ideas has improved city life.	80.22
Processing Identification Documents online has reduced waiting times.	79.27

# Bengaluru

**SMART CITY RANKING** **79<sup>th</sup>**  
Out of 102

**GROUP** **4**

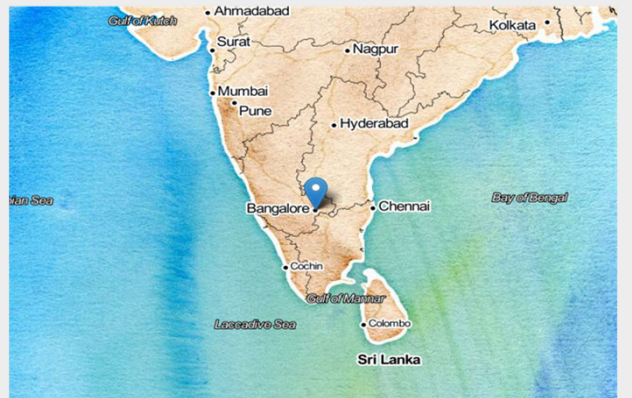
**RATING** **CC**  
From AAA to D

**FACTOR RATINGS** **CC** **CC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.627	0.636	0.640
Life expectancy at Birth	68.3	68.6	68.8
Expected years of schooling	12.0	12.3	12.3
Mean years of schooling	6.3	6.4	6.4
GNI per capita (PPP \$)	5,691	6,026	6,353

**City**  
Population (UN World Cities Report) 10,087,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

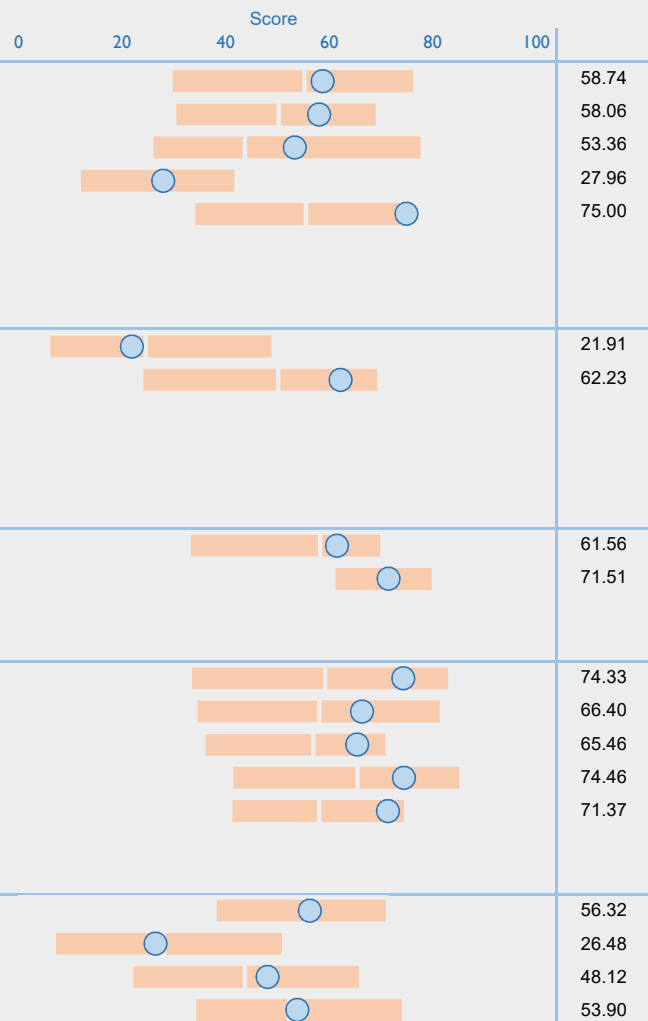
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

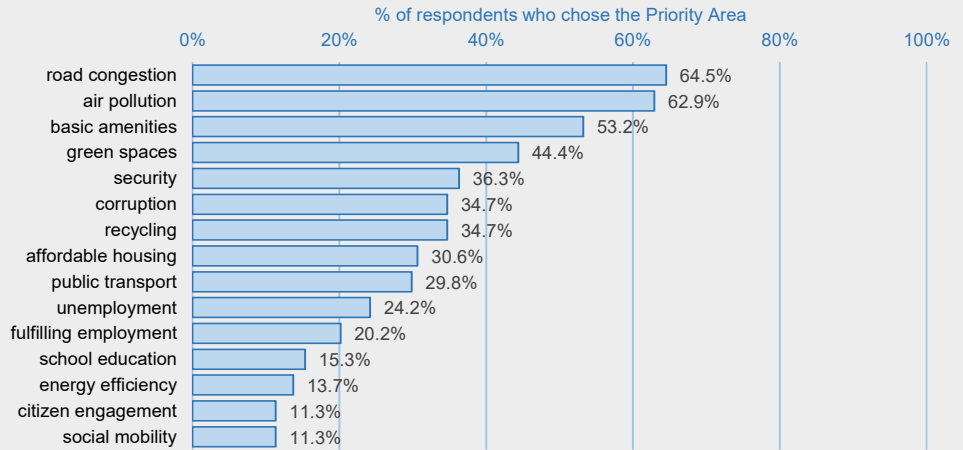
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

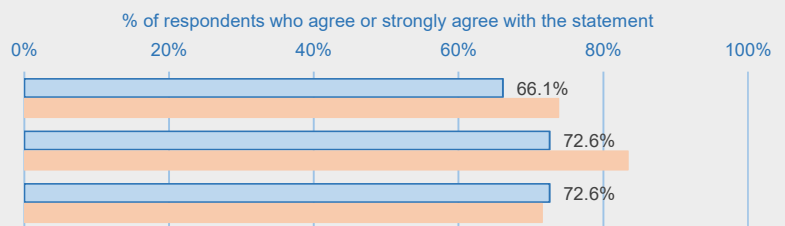


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	59.95
A website or App allows to give away unwanted items to other city residents.	54.17
Free public wifi has improved access to services.	53.09
CCTV cameras make residents feel safer.	73.92
A website or App allows effective monitoring of air pollution.	47.18
Arranging medical appointments online has improved access.	80.65

### Mobility

Car-sharing Apps have reduced congestion.	64.78
Apps that direct you to an available parking space have reduced journey time.	55.91
Bicycle hiring has reduced congestion.	59.01
Online scheduling and ticket sales make public transport easier to use.	76.34

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	79.57
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	79.70
IT skills are taught well in schools.	62.23
Online services provided by the city has made it easier to start a new business.	74.73

### Governance

Online public access to city finances has reduced corruption.	53.49
Online voting has increased participation.	52.42
An online platform where residents can propose ideas has improved city life.	60.08
Processing Identification Documents online has reduced waiting times.	73.39

# Berlin

<b>SMART CITY RANKING</b>	<b>39<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>A</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.933	0.934	0.936
Life expectancy at Birth	80.8	81.0	81.2
Expected years of schooling	17.0	17.0	17.0
Mean years of schooling	14.1	14.1	14.1
GNI per capita (PPP \$)	44,766	45,203	46,136

City	Population (UN World Cities Report)
Berlin	3,563,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

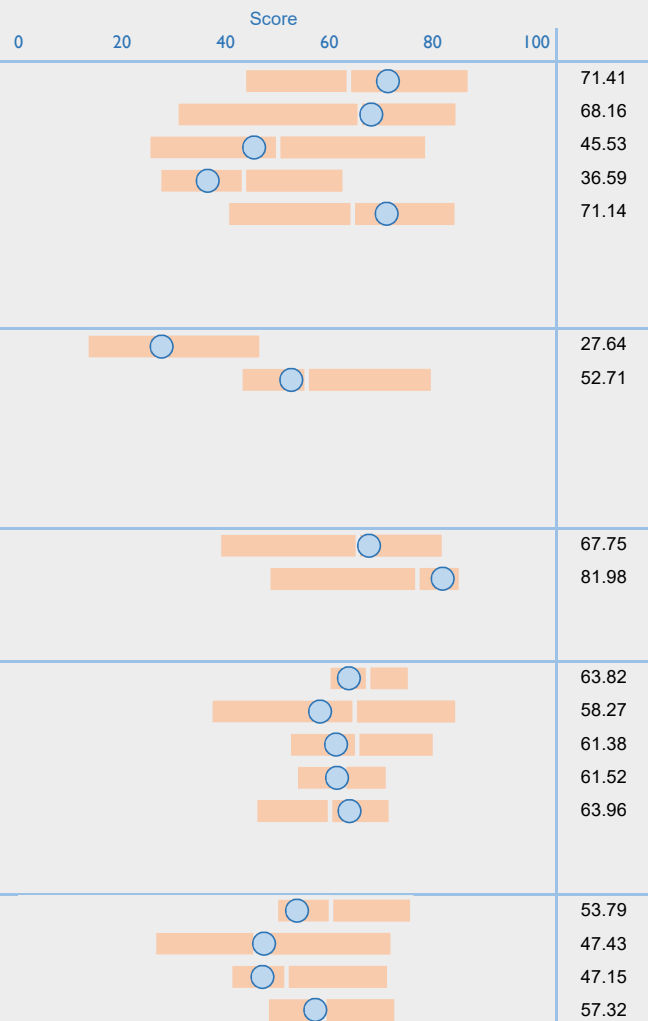
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

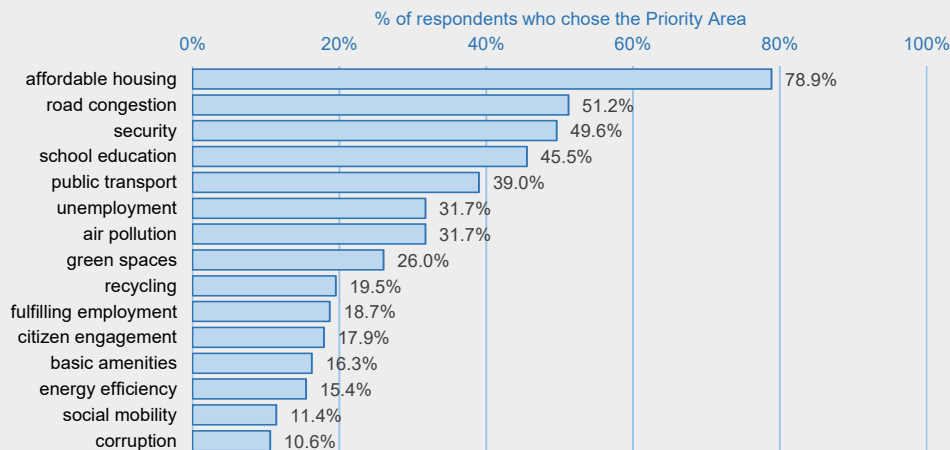
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

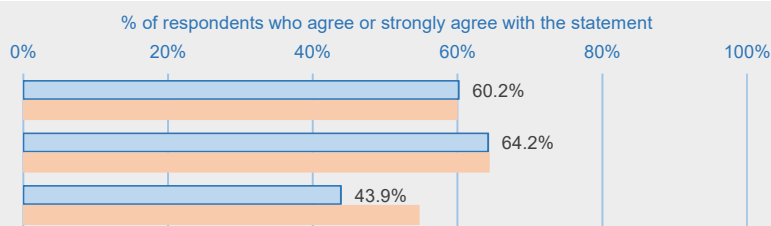


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	39.30
A website or App allows to give away unwanted items to other city residents.	55.69
Free public wifi has improved access to services.	41.19
CCTV cameras make residents feel safer.	50.95
A website or App allows effective monitoring of air pollution.	28.32
Arranging medical appointments online has improved access.	44.44

### Mobility

Car-sharing Apps have reduced congestion.	37.26
Apps that direct you to an available parking space have reduced journey time.	40.24
Bicycle hiring has reduced congestion.	45.53
Online scheduling and ticket sales make public transport easier to use.	67.89

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	74.80
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	67.75
IT skills are taught well in schools.	47.02
Online services provided by the city has made it easier to start a new business.	40.92

### Governance

Online public access to city finances has reduced corruption.	36.04
Online voting has increased participation.	44.72
An online platform where residents can propose ideas has improved city life.	43.77
Processing Identification Documents online has reduced waiting times.	44.58

# Bilbao

<b>SMART CITY RANKING</b>	<b>9<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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<b>RATING</b>	<b>A</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>A</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.885	0.889	0.891
Life expectancy at Birth	83.0	83.1	83.3
Expected years of schooling	17.8	17.9	17.9
Mean years of schooling	9.7	9.8	9.8
GNI per capita (PPP \$)	32,217	33,307	34,258

City	Population (Eurostat)
Bilbao	414,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

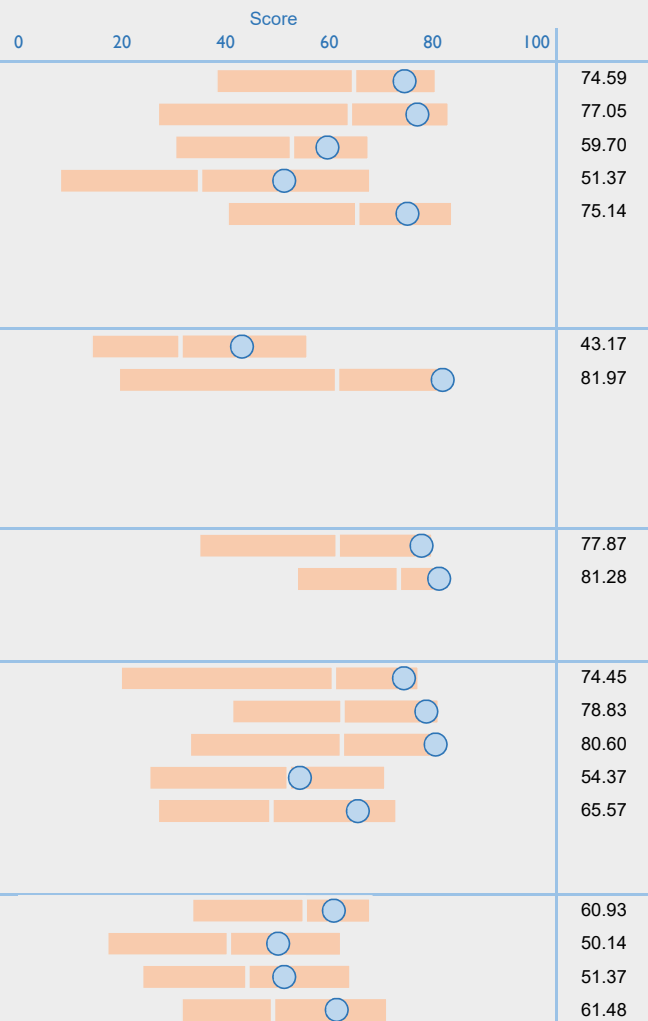
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

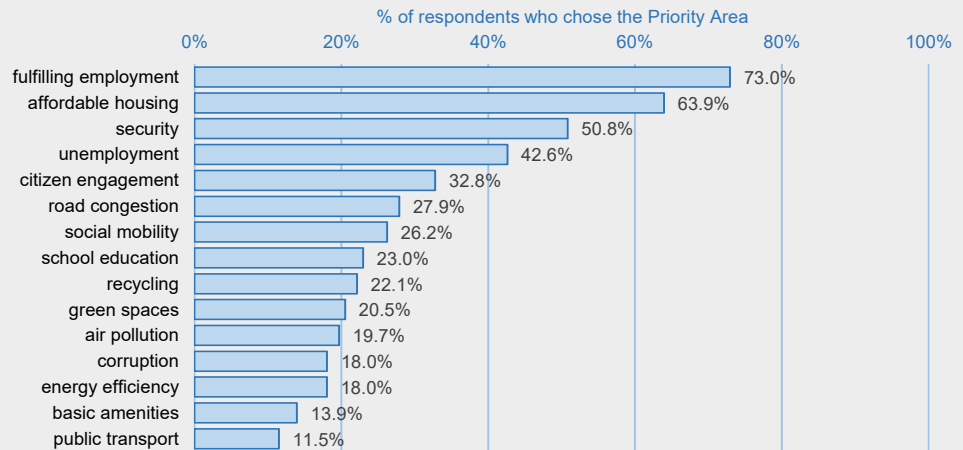
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



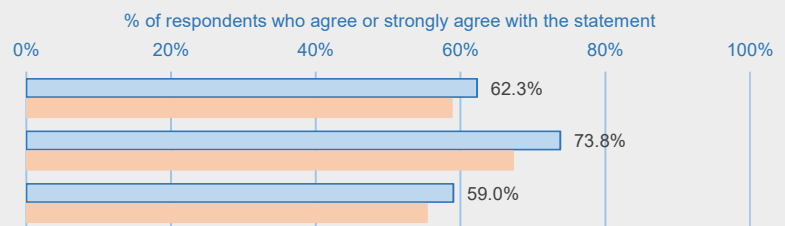
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	59.97
A website or App allows to give away unwanted items to other city residents.	53.83
Free public wifi has improved access to services.	62.16
CCTV cameras make residents feel safer.	51.09
A website or App allows effective monitoring of air pollution.	50.00
Arranging medical appointments online has improved access.	76.50

### Mobility

Car-sharing Apps have reduced congestion.	45.22
Apps that direct you to an available parking space have reduced journey time.	52.05
Bicycle hiring has reduced congestion.	58.47
Online scheduling and ticket sales make public transport easier to use.	74.73

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	83.33
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	69.67
IT skills are taught well in schools.	65.16
Online services provided by the city has made it easier to start a new business.	59.02

### Governance

Online public access to city finances has reduced corruption.	46.17
Online voting has increased participation.	43.85
An online platform where residents can propose ideas has improved city life.	58.33
Processing Identification Documents online has reduced waiting times.	63.66



# Birmingham

<b>SMART CITY RANKING</b>	<b>52<sup>nd</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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<b>RATING</b>	<b>B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>B B</b>	<b>B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.918	0.920	0.922
Life expectancy at Birth	81.4	81.6	81.7
Expected years of schooling	17.4	17.4	17.4
Mean years of schooling	12.8	12.9	12.9
GNI per capita (PPP \$)	38,146	38,680	39,116

City	Population (UN World Cities Report)
Birmingham	2,515,000



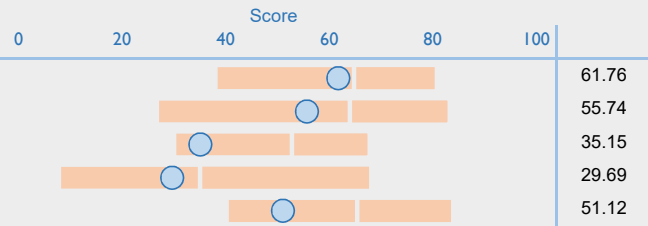
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



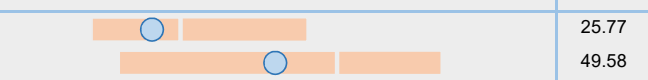
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



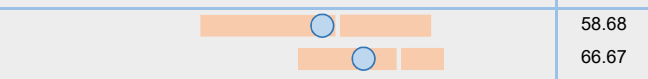
### Mobility

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



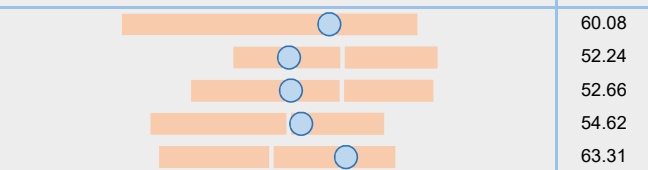
### Activities

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



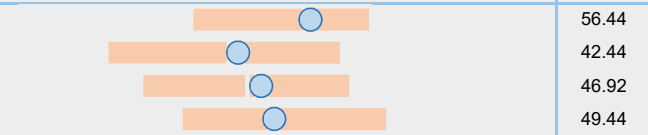
### Opportunities (Work & School)

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



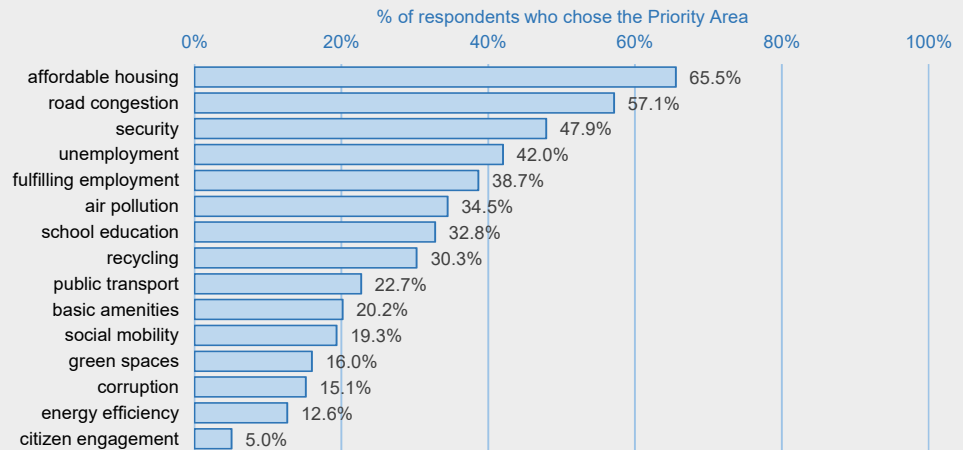
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



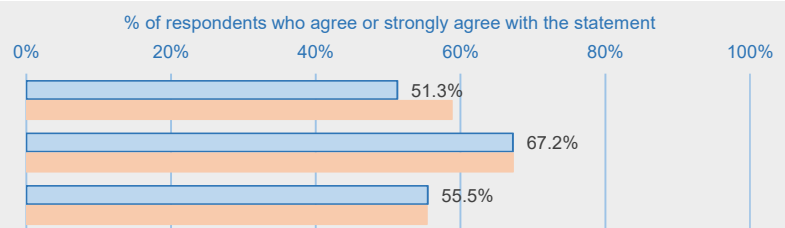
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	47.48
A website or App allows to give away unwanted items to other city residents.	61.90
Free public wifi has improved access to services.	59.80
CCTV cameras make residents feel safer.	56.02
A website or App allows effective monitoring of air pollution.	35.99
Arranging medical appointments online has improved access.	57.42

### Mobility

Car-sharing Apps have reduced congestion.	38.80
Apps that direct you to an available parking space have reduced journey time.	40.62
Bicycle hiring has reduced congestion.	38.66
Online scheduling and ticket sales make public transport easier to use.	59.66

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	64.43
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	62.18
IT skills are taught well in schools.	58.68
Online services provided by the city has made it easier to start a new business.	47.76

### Governance

Online public access to city finances has reduced corruption.	41.04
Online voting has increased participation.	56.44
An online platform where residents can propose ideas has improved city life.	44.40
Processing Identification Documents online has reduced waiting times.	51.54

# Bogota

<b>SMART CITY RANKING</b>	<b>98<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>4</b>
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<b>RATING</b>	<b>D</b> From AAA to D
---------------	---------------------------

<b>FACTOR RATINGS</b>	<b>D</b>	<b>C</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.742	0.747	0.747
Life expectancy at Birth	74.2	74.4	74.6
Expected years of schooling	14.4	14.4	14.4
Mean years of schooling	8.1	8.3	8.3
GNI per capita (PPP \$)	12,772	13,050	12,938

City	Population (UN World Cities Report)
Bogota	9,765,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

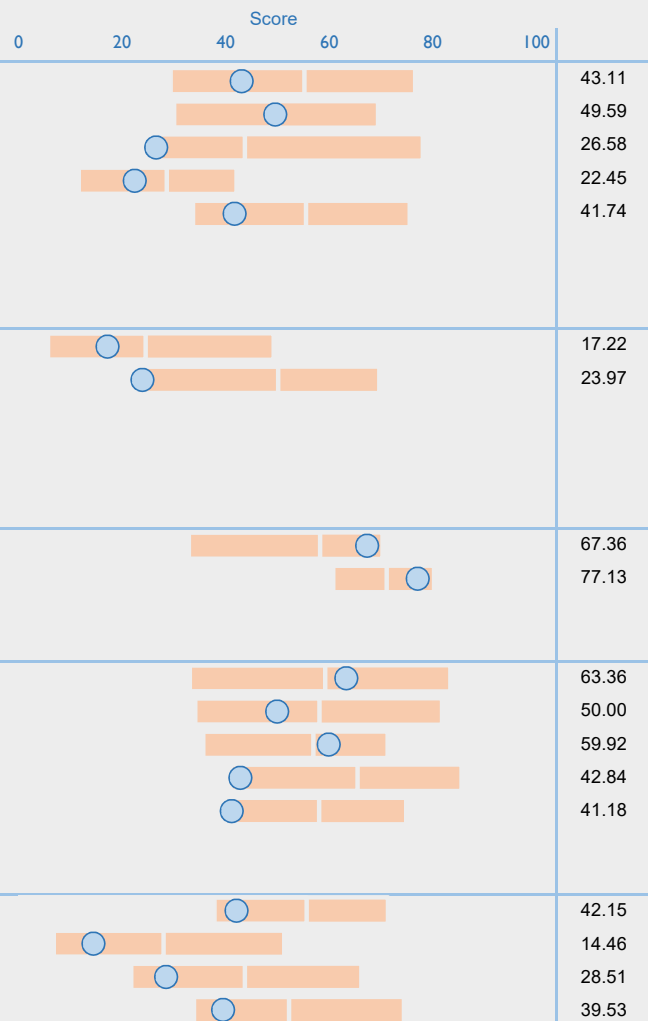
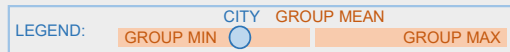
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

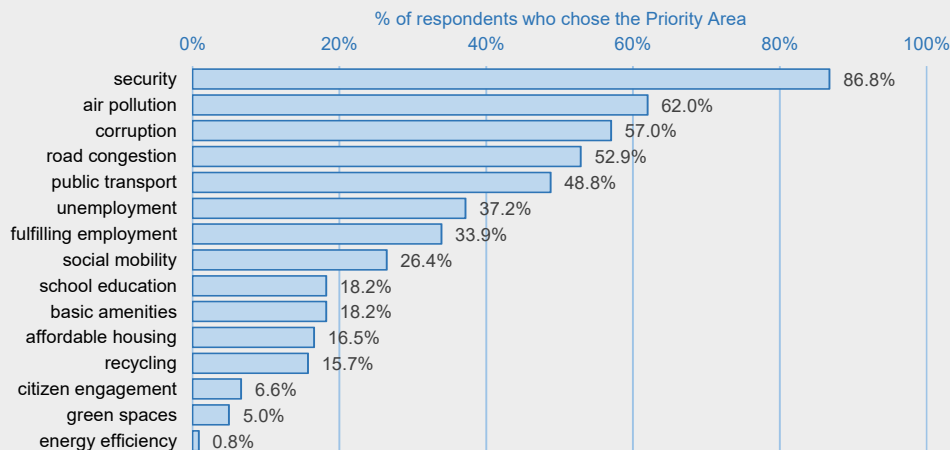
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



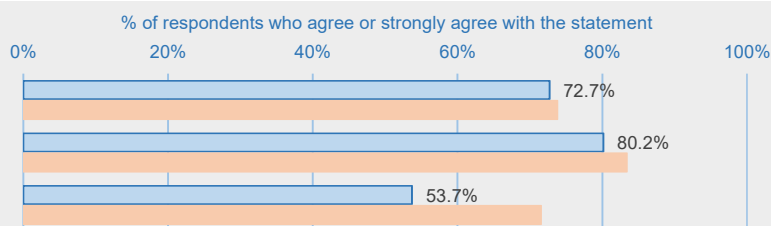
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	51.52
A website or App allows to give away unwanted items to other city residents.	41.60
Free public wifi has improved access to services.	65.98
CCTV cameras make residents feel safer.	55.23
A website or App allows effective monitoring of air pollution.	46.28
Arranging medical appointments online has improved access.	62.67

### Mobility

Car-sharing Apps have reduced congestion.	42.56
Apps that direct you to an available parking space have reduced journey time.	53.58
Bicycle hiring has reduced congestion.	59.09
Online scheduling and ticket sales make public transport easier to use.	52.07

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	79.20
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	63.09
IT skills are taught well in schools.	58.54
Online services provided by the city has made it easier to start a new business.	58.26

### Governance

Online public access to city finances has reduced corruption.	23.42
Online voting has increased participation.	31.27
An online platform where residents can propose ideas has improved city life.	39.53
Processing Identification Documents online has reduced waiting times.	60.74

# Bologna



## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.876	0.878	0.880
Life expectancy at Birth	82.8	83.0	83.2
Expected years of schooling	16.3	16.3	16.3
Mean years of schooling	10.2	10.2	10.2
GNI per capita (PPP \$)	34,115	34,733	35,299

### City

Population (UN World Cities Report) 784,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

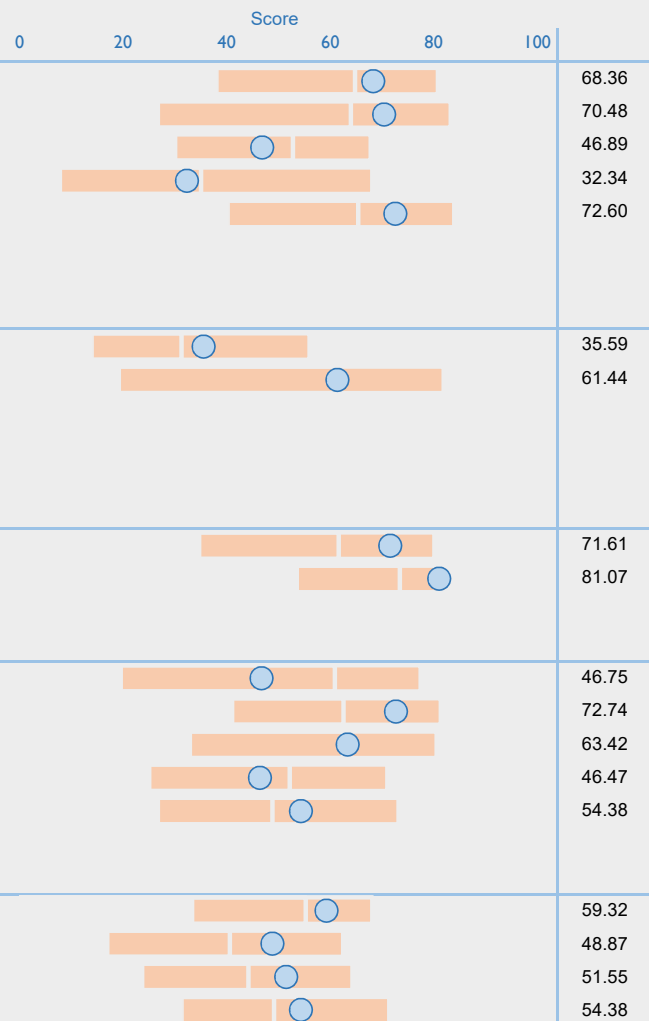
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

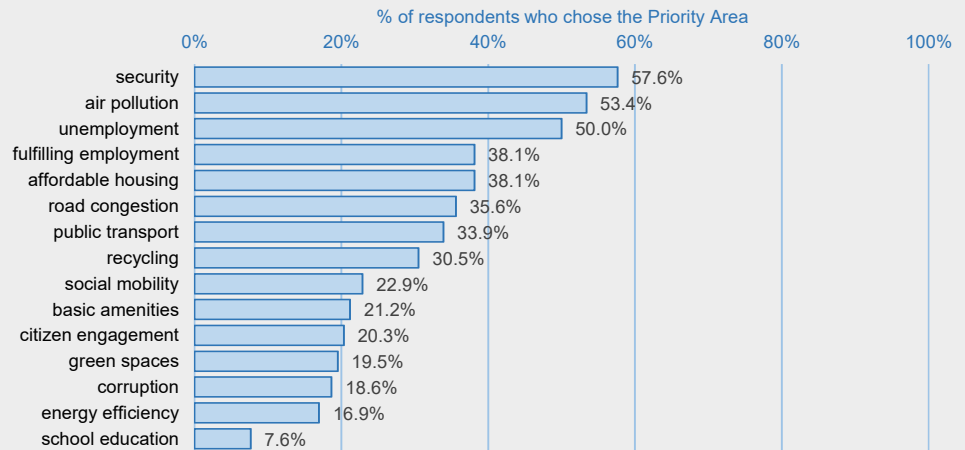
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



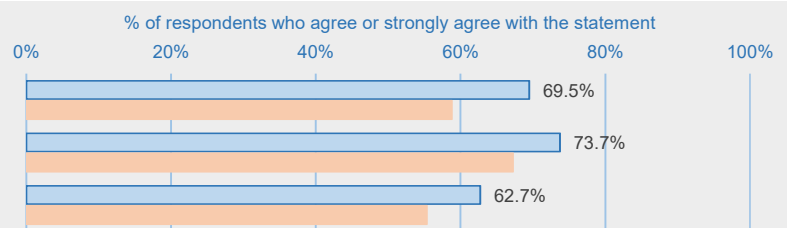
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	63.56
A website or App allows to give away unwanted items to other city residents.	64.69
Free public wifi has improved access to services.	65.40
CCTV cameras make residents feel safer.	58.62
A website or App allows effective monitoring of air pollution.	54.52
Arranging medical appointments online has improved access.	71.33

### Mobility

Car-sharing Apps have reduced congestion.	50.71
Apps that direct you to an available parking space have reduced journey time.	50.00
Bicycle hiring has reduced congestion.	55.65
Online scheduling and ticket sales make public transport easier to use.	65.82

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	81.50
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	66.10
IT skills are taught well in schools.	58.05
Online services provided by the city has made it easier to start a new business.	49.44

### Governance

Online public access to city finances has reduced corruption.	50.56
Online voting has increased participation.	44.63
An online platform where residents can propose ideas has improved city life.	52.82
Processing Identification Documents online has reduced waiting times.	59.46

# Boston

<b>SMART CITY RANKING</b>	<b>32<sup>nd</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>A</b>	<b>B B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.924
Life expectancy at Birth	79.2	79.4	79.5
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	13.3	13.4	13.4
GNI per capita (PPP \$)	53,741	54,104	54,941

City	Population (UN World Cities Report)
Boston	4,249,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

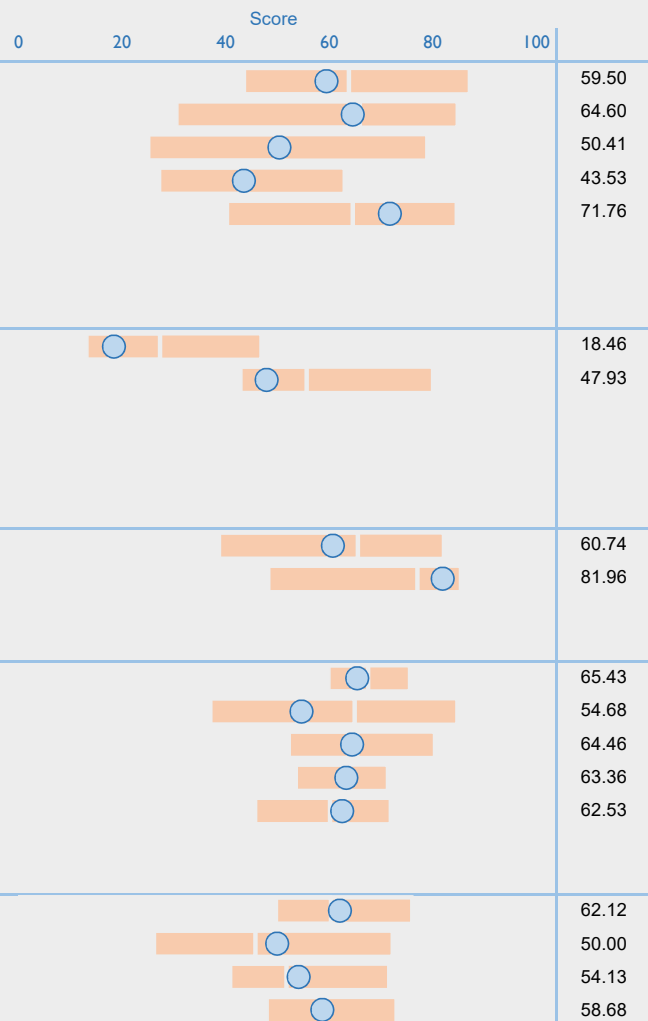
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

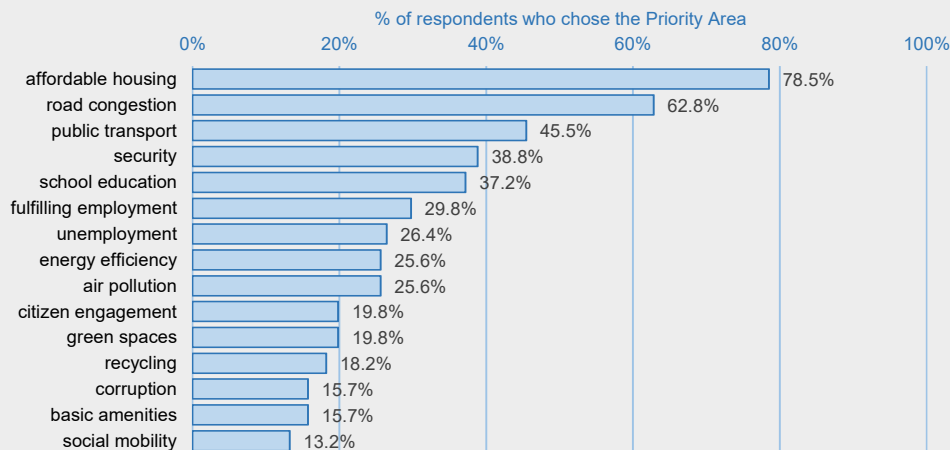
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



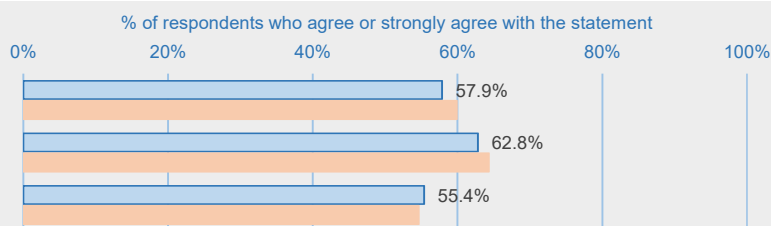
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	45.59
A website or App allows to give away unwanted items to other city residents.	58.95
Free public wifi has improved access to services.	53.31
CCTV cameras make residents feel safer.	43.53
A website or App allows effective monitoring of air pollution.	27.82
Arranging medical appointments online has improved access.	58.26

### Mobility

Car-sharing Apps have reduced congestion.	37.88
Apps that direct you to an available parking space have reduced journey time.	46.14
Bicycle hiring has reduced congestion.	42.42
Online scheduling and ticket sales make public transport easier to use.	58.13

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	74.93
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### Opportunities (Work & School)

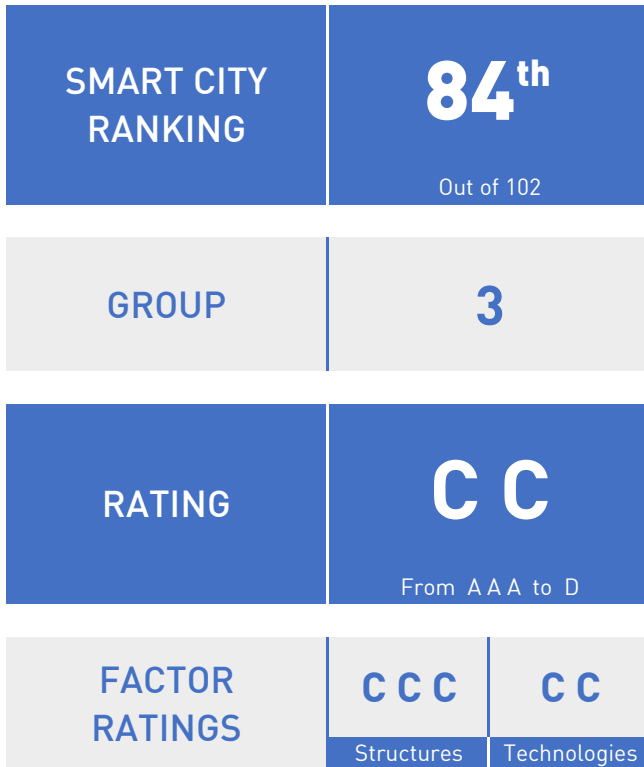
Online access to job listings has made it easier to find work.	70.66
IT skills are taught well in schools.	51.93
Online services provided by the city has made it easier to start a new business.	45.73

### Governance

Online public access to city finances has reduced corruption.	44.35
Online voting has increased participation.	42.84
An online platform where residents can propose ideas has improved city life.	44.35
Processing Identification Documents online has reduced waiting times.	50.55



# Bratislava



## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.851	0.853	0.855
Life expectancy at Birth	76.7	76.9	77.0
Expected years of schooling	15.0	15.0	15.0
Mean years of schooling	12.5	12.5	12.5
GNI per capita (PPP \$)	27,851	28,546	29,467

### City

Population (Eurostat) 433,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

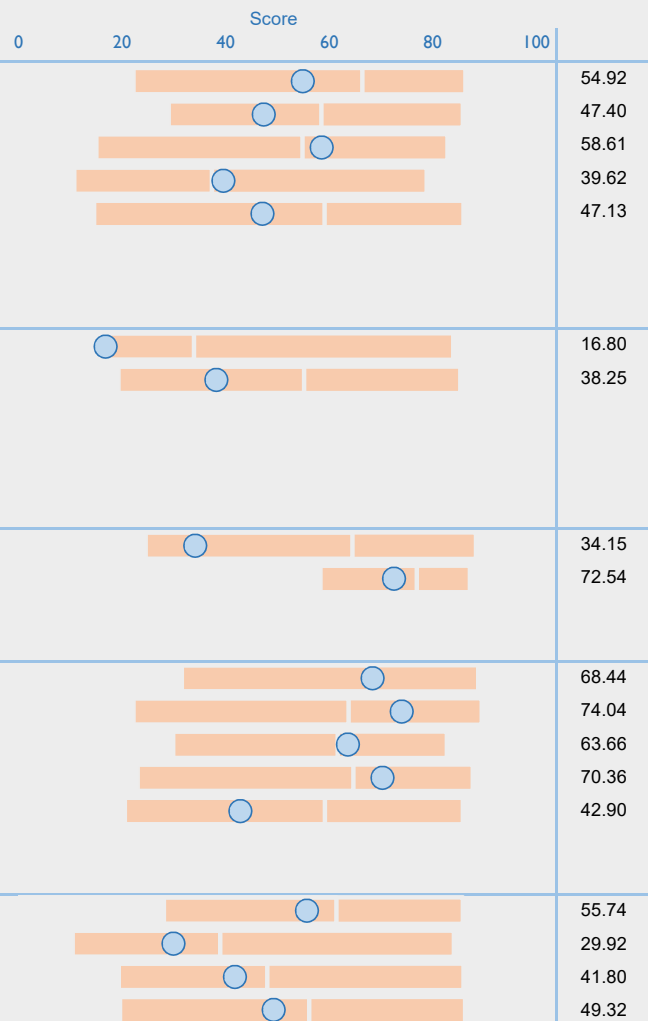
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

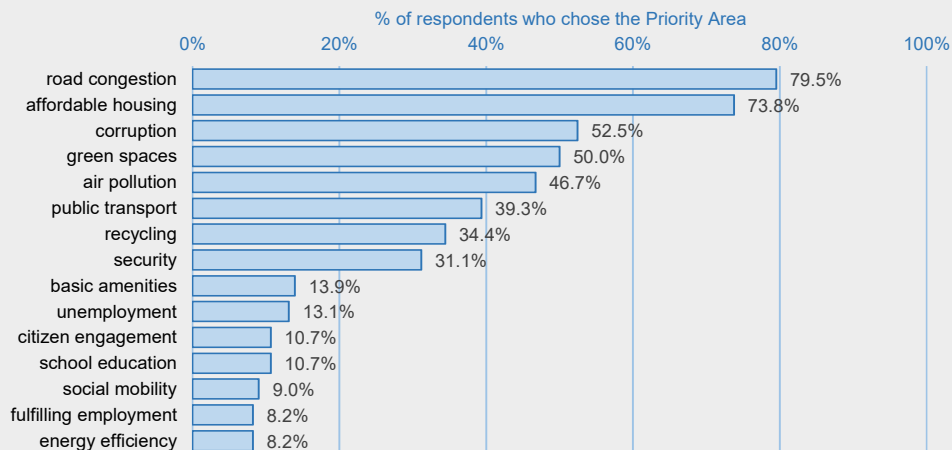
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

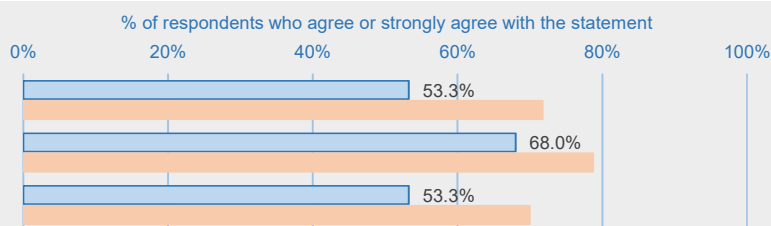


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	42.62
A website or App allows to give away unwanted items to other city residents.	48.77
Free public wifi has improved access to services.	60.79
CCTV cameras make residents feel safer.	56.56
A website or App allows effective monitoring of air pollution.	33.20
Arranging medical appointments online has improved access.	49.86

### Mobility

Car-sharing Apps have reduced congestion.	38.11
Apps that direct you to an available parking space have reduced journey time.	35.79
Bicycle hiring has reduced congestion.	44.40
Online scheduling and ticket sales make public transport easier to use.	67.08

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	74.45
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	73.77
IT skills are taught well in schools.	51.78
Online services provided by the city has made it easier to start a new business.	42.49

### Governance

Online public access to city finances has reduced corruption.	34.43
Online voting has increased participation.	37.43
An online platform where residents can propose ideas has improved city life.	45.63
Processing Identification Documents online has reduced waiting times.	57.10

# Brisbane

<b>SMART CITY RANKING</b>	<b>27<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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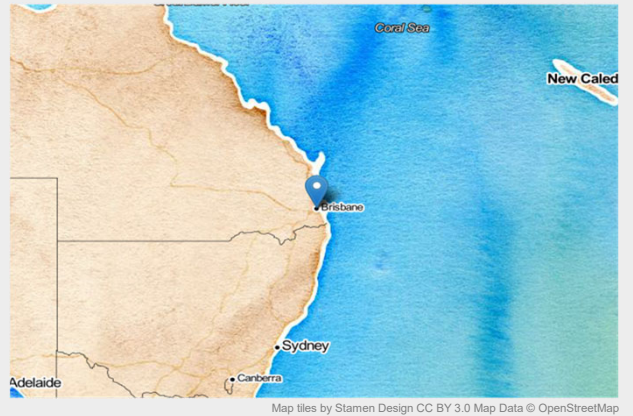
<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>A</b>	<b>B B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.936	0.938	0.939
Life expectancy at Birth	82.7	82.9	83.1
Expected years of schooling	23.3	22.9	22.9
Mean years of schooling	12.8	12.9	12.9
GNI per capita (PPP \$)	43,138	43,637	43,560

City	Population (UN World Cities Report)
Brisbane	2,202,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

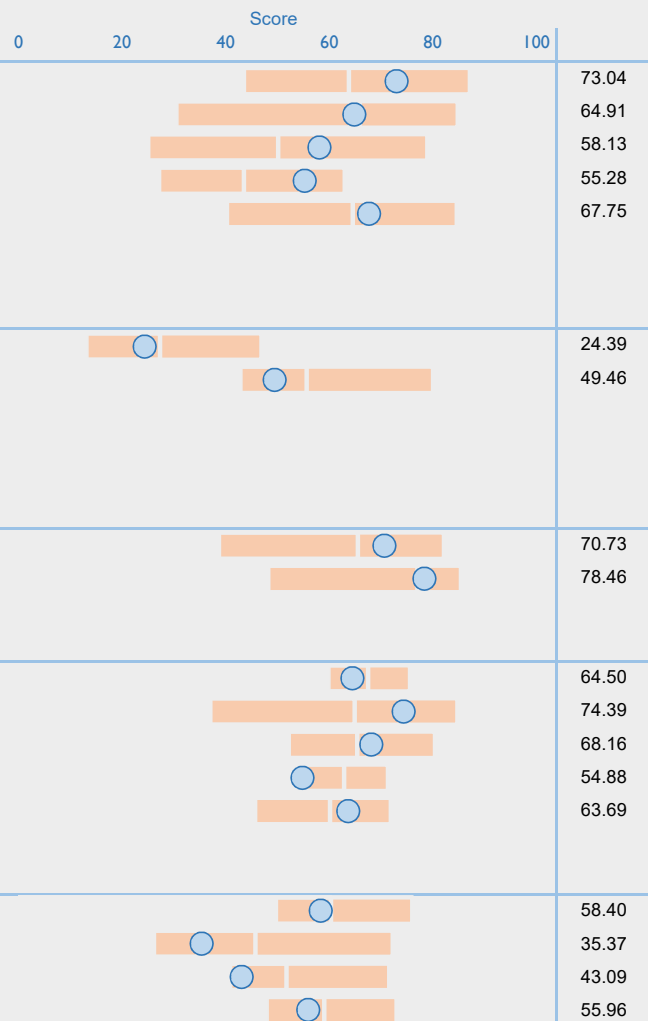
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

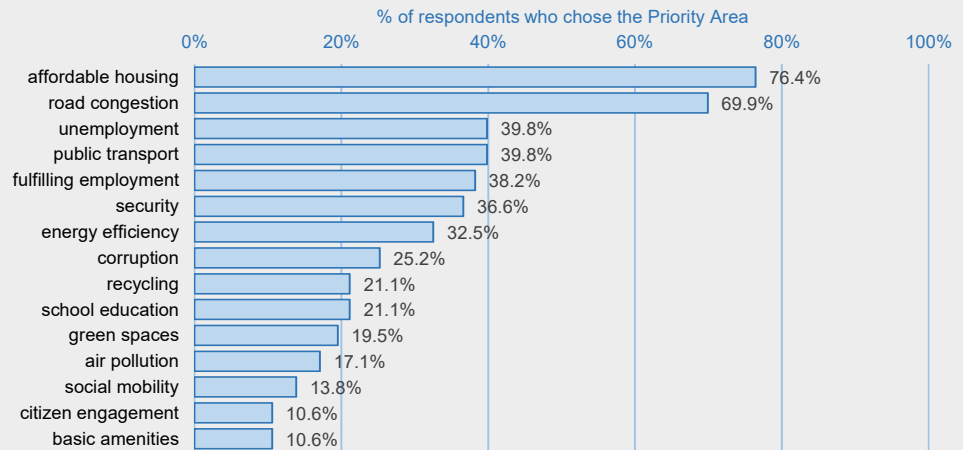
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

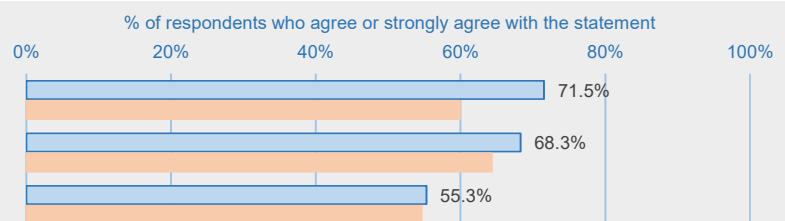


## ATTITUDES

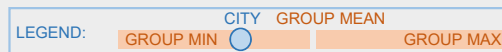
You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	49.46
A website or App allows to give away unwanted items to other city residents.	55.42
Free public wifi has improved access to services.	56.10
CCTV cameras make residents feel safer.	65.58
A website or App allows effective monitoring of air pollution.	28.86
Arranging medical appointments online has improved access.	62.47

### Mobility

Car-sharing Apps have reduced congestion.	37.26
Apps that direct you to an available parking space have reduced journey time.	34.55
Bicycle hiring has reduced congestion.	39.57
Online scheduling and ticket sales make public transport easier to use.	55.83

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	76.83
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	66.26
IT skills are taught well in schools.	57.32
Online services provided by the city has made it easier to start a new business.	43.22

### Governance

Online public access to city finances has reduced corruption.	34.82
Online voting has increased participation.	41.73
An online platform where residents can propose ideas has improved city life.	44.17
Processing Identification Documents online has reduced waiting times.	50.27

# Brussels

**SMART CITY RANKING** **64<sup>th</sup>**  
Out of 102

**GROUP** **2**

**RATING** **B**  
From AAA to D

**FACTOR RATINGS** **BB** **CCC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.913	0.915	0.916
Life expectancy at Birth	81.0	81.1	81.3
Expected years of schooling	19.8	19.8	19.8
Mean years of schooling	11.7	11.8	11.8
GNI per capita (PPP \$)	41,727	41,588	42,156

City	Population (Eurostat)
Brussels	1,205,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

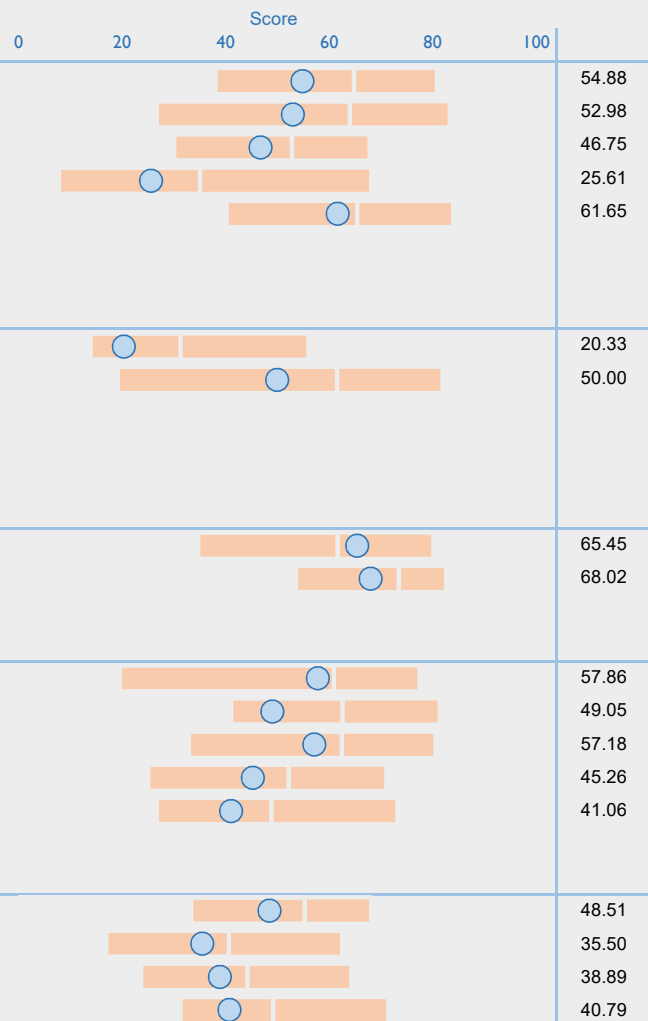
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

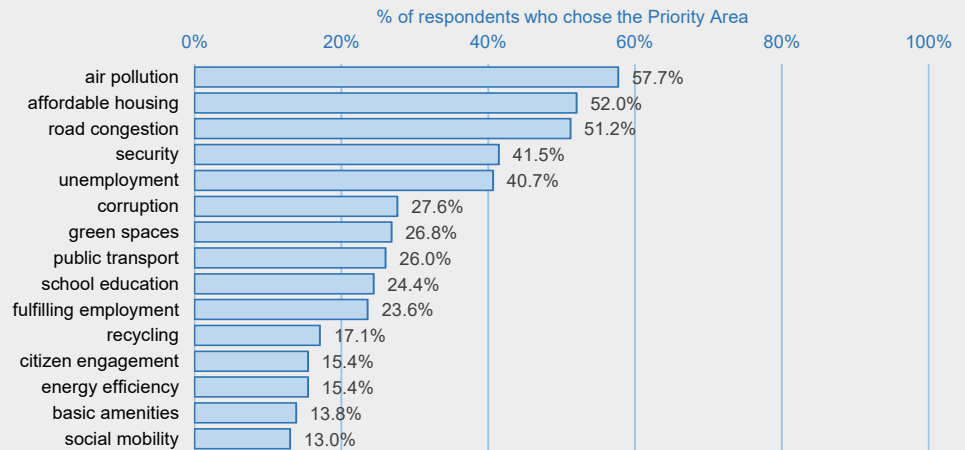
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



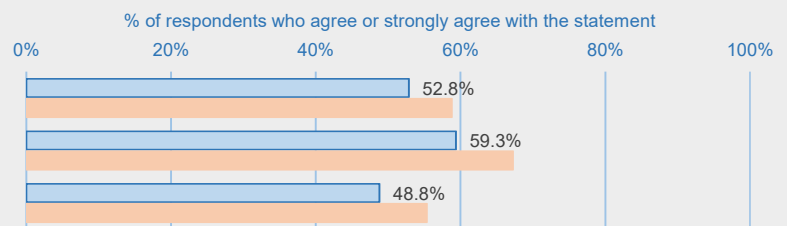
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	41.87
A website or App allows to give away unwanted items to other city residents.	55.69
Free public wifi has improved access to services.	52.17
CCTV cameras make residents feel safer.	47.70
A website or App allows effective monitoring of air pollution.	40.51
Arranging medical appointments online has improved access.	52.17

### Mobility

Car-sharing Apps have reduced congestion.	29.81
Apps that direct you to an available parking space have reduced journey time.	34.01
Bicycle hiring has reduced congestion.	48.92
Online scheduling and ticket sales make public transport easier to use.	60.30

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	73.04
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	51.36
IT skills are taught well in schools.	47.97
Online services provided by the city has made it easier to start a new business.	39.70

### Governance

Online public access to city finances has reduced corruption.	37.53
Online voting has increased participation.	34.82
An online platform where residents can propose ideas has improved city life.	34.69
Processing Identification Documents online has reduced waiting times.	56.50

# Bucharest

**SMART CITY RANKING** **85<sup>th</sup>**  
Out of 102

**GROUP** **3**

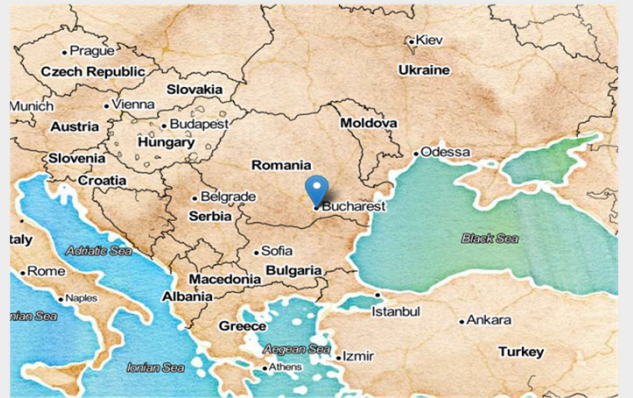
**RATING** **CC**  
From AAA to D

**FACTOR RATINGS** **CC** **CC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.805	0.807	0.811
Life expectancy at Birth	75.3	75.4	75.6
Expected years of schooling	14.5	14.3	14.3
Mean years of schooling	10.9	11.0	11.0
GNI per capita (PPP \$)	20,049	21,060	22,646

City	Population (UN World Cities Report)
Bucharest	1,868,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

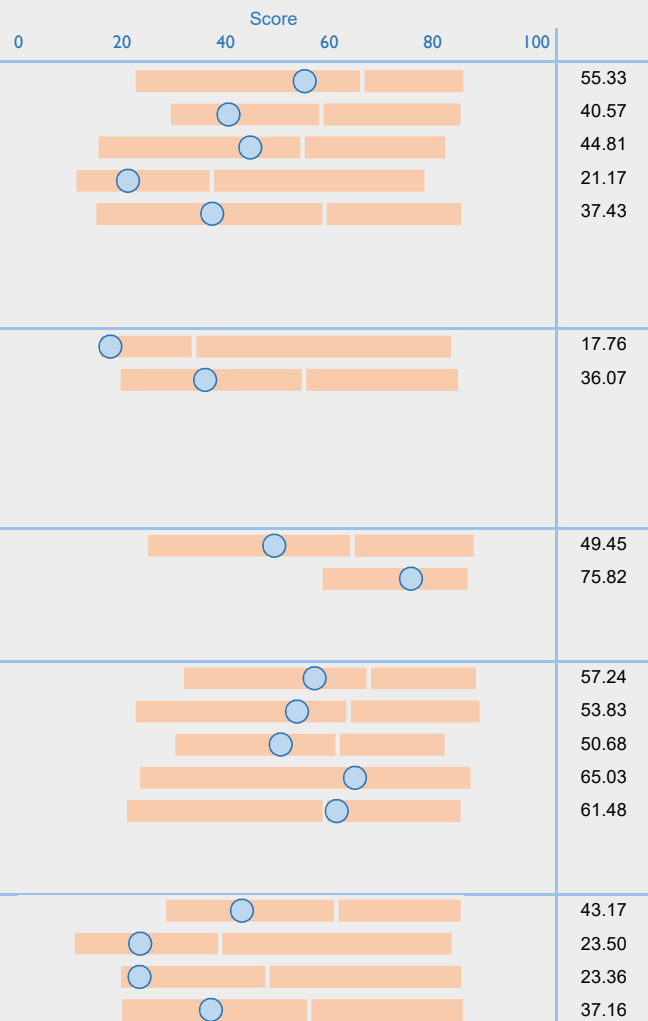
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

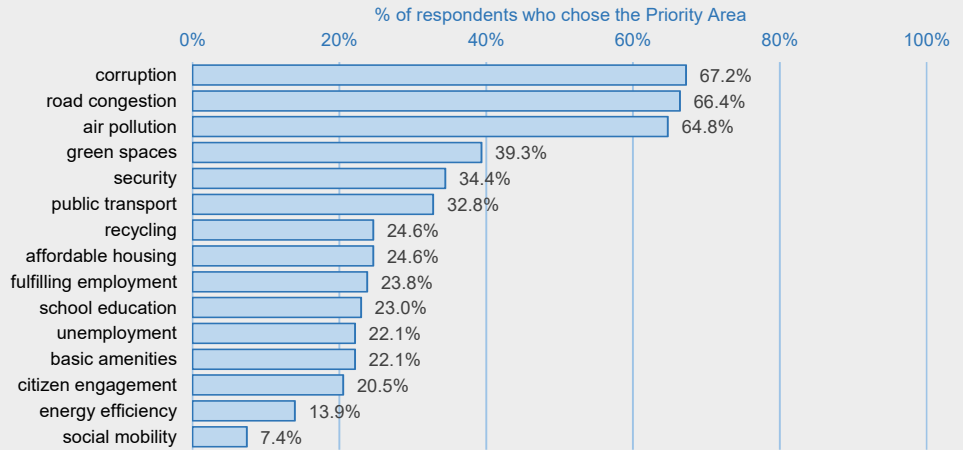
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



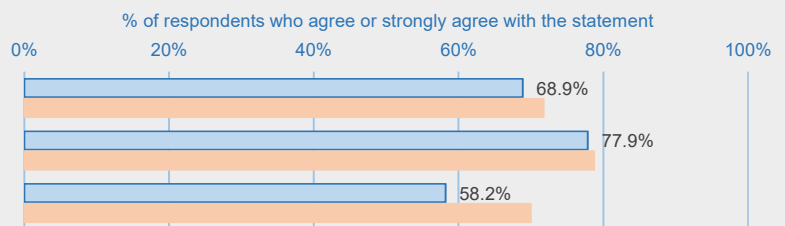
## PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion  
 You are comfortable with face recognition technologies to lower crime  
 You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	52.19
A website or App allows to give away unwanted items to other city residents.	55.74
Free public wifi has improved access to services.	62.02
CCTV cameras make residents feel safer.	52.32
A website or App allows effective monitoring of air pollution.	48.77
Arranging medical appointments online has improved access.	56.97

### Mobility

Car-sharing Apps have reduced congestion.	51.37
Apps that direct you to an available parking space have reduced journey time.	42.62
Bicycle hiring has reduced congestion.	46.72
Online scheduling and ticket sales make public transport easier to use.	59.43

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	82.38
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	72.68
IT skills are taught well in schools.	61.75
Online services provided by the city has made it easier to start a new business.	53.69

### Governance

Online public access to city finances has reduced corruption.	31.83
Online voting has increased participation.	33.33
An online platform where residents can propose ideas has improved city life.	45.77
Processing Identification Documents online has reduced waiting times.	51.09



# Budapest

**SMART CITY RANKING** **83<sup>rd</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CC**  
From AAA to D

**FACTOR RATINGS** **CC** **CC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.834	0.835	0.838
Life expectancy at Birth	75.8	75.9	76.1
Expected years of schooling	15.2	15.1	15.1
Mean years of schooling	11.8	11.9	11.9
GNI per capita (PPP \$)	23,740	24,337	25,393

City	Population (UN World Cities Report)
Budapest	1,714,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

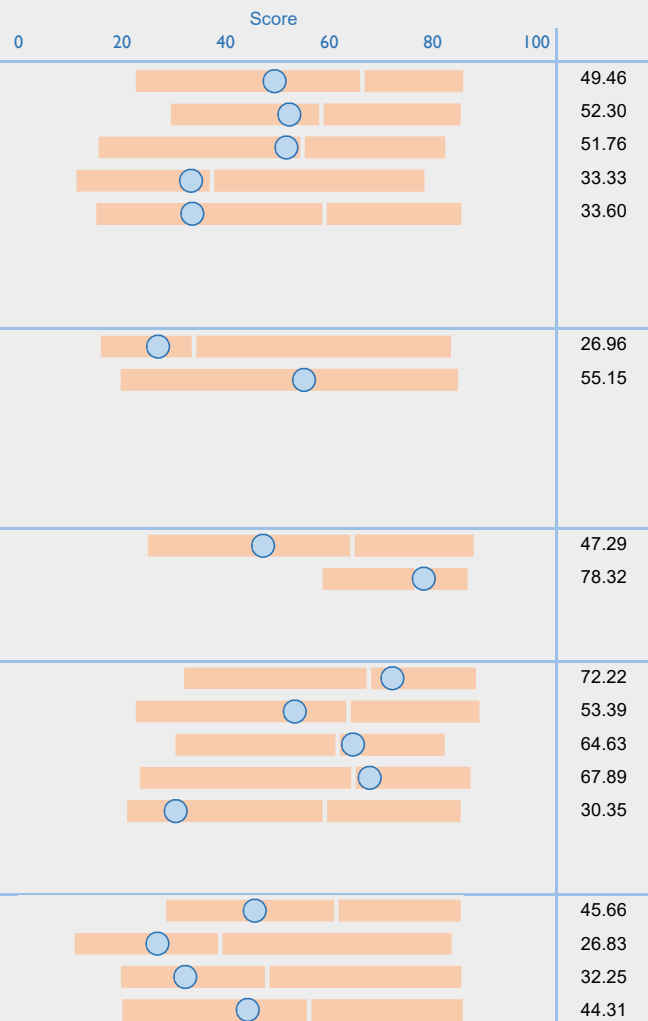
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

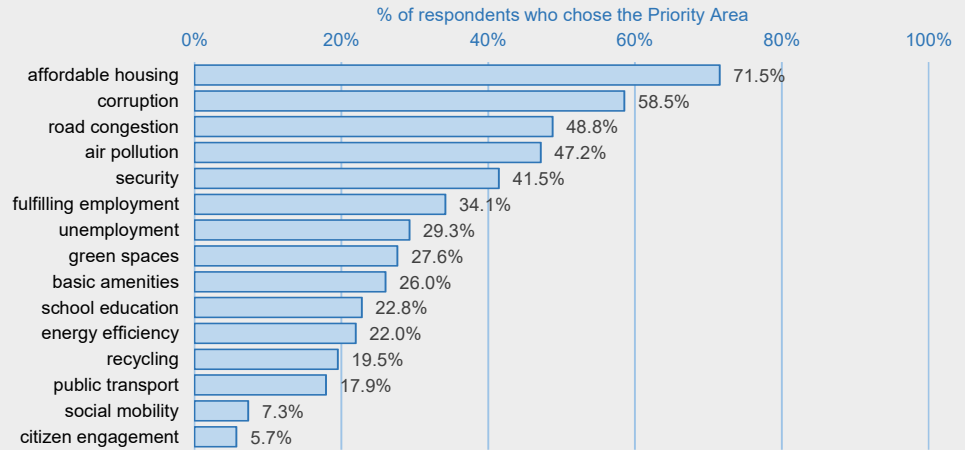
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

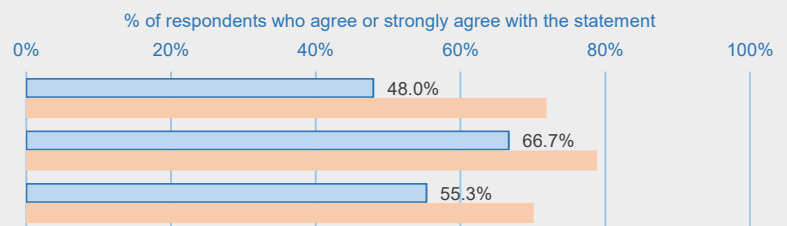


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	35.64
A website or App allows to give away unwanted items to other city residents.	58.94
Free public wifi has improved access to services.	54.61
CCTV cameras make residents feel safer.	66.12
A website or App allows effective monitoring of air pollution.	54.74
Arranging medical appointments online has improved access.	51.76

### Mobility

Car-sharing Apps have reduced congestion.	38.62
Apps that direct you to an available parking space have reduced journey time.	40.24
Bicycle hiring has reduced congestion.	50.41
Online scheduling and ticket sales make public transport easier to use.	72.09

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	63.82
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	76.69
IT skills are taught well in schools.	56.23
Online services provided by the city has made it easier to start a new business.	52.17

### Governance

Online public access to city finances has reduced corruption.	30.49
Online voting has increased participation.	41.73
An online platform where residents can propose ideas has improved city life.	39.97
Processing Identification Documents online has reduced waiting times.	56.64

# Buenos Aires

**SMART CITY RANKING** **87<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CC**  
From AAA to D

**FACTOR RATINGS** **CC** **CC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.822	0.822	0.825
Life expectancy at Birth	76.4	76.6	76.7
Expected years of schooling	17.4	17.4	17.4
Mean years of schooling	9.8	9.9	9.9
GNI per capita (PPP \$)	18,437	17,857	18,461

**City**  
Population (UN World Cities Report) 15,180,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

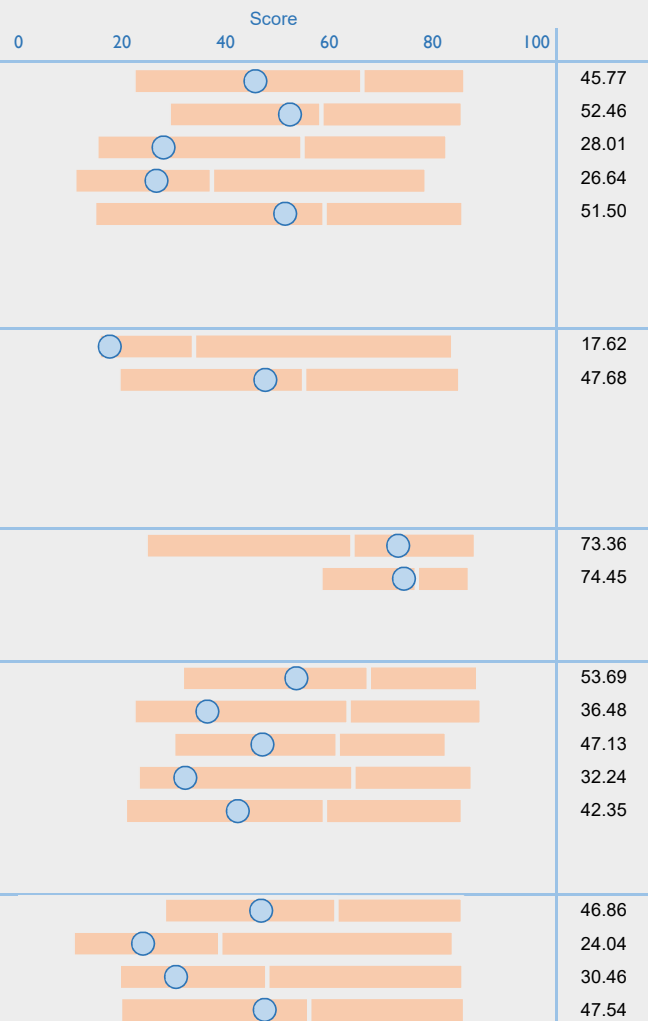
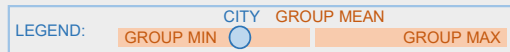
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

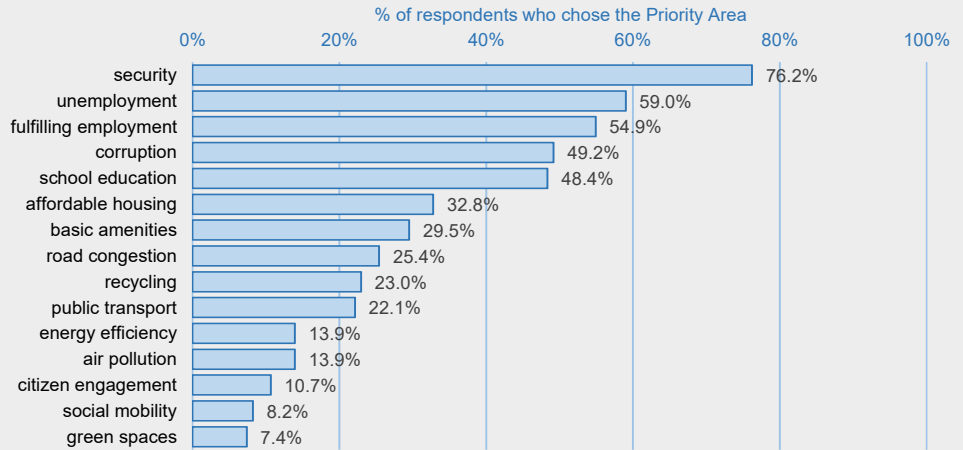
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



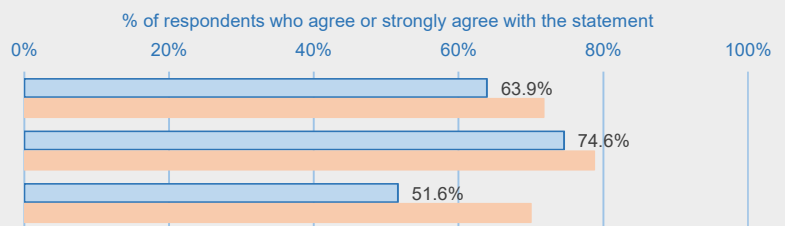
## PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion  
 You are comfortable with face recognition technologies to lower crime  
 You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	48.91
A website or App allows to give away unwanted items to other city residents.	51.91
Free public wifi has improved access to services.	61.20
CCTV cameras make residents feel safer.	48.09
A website or App allows effective monitoring of air pollution.	30.74
Arranging medical appointments online has improved access.	56.97

### Mobility

Car-sharing Apps have reduced congestion.	40.30
Apps that direct you to an available parking space have reduced journey time.	47.68
Bicycle hiring has reduced congestion.	52.60
Online scheduling and ticket sales make public transport easier to use.	53.14

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	78.55
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	51.64
IT skills are taught well in schools.	36.75
Online services provided by the city has made it easier to start a new business.	48.36

### Governance

Online public access to city finances has reduced corruption.	35.38
Online voting has increased participation.	36.20
An online platform where residents can propose ideas has improved city life.	45.36
Processing Identification Documents online has reduced waiting times.	69.81

# Busan

<b>SMART CITY RANKING</b>	<b>50<sup>th</sup></b> Out of 102				
<b>GROUP</b>	<b>2</b>				
<b>RATING</b>	<b>B B</b> From AAA to D				
<b>FACTOR RATINGS</b>	<table border="1"> <tr> <td><b>B B</b></td> <td><b>B B</b></td> </tr> <tr> <td>Structures</td> <td>Technologies</td> </tr> </table>	<b>B B</b>	<b>B B</b>	Structures	Technologies
<b>B B</b>	<b>B B</b>				
Structures	Technologies				

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.898	0.900	0.903
Life expectancy at Birth	81.9	82.2	82.4
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	12.1	12.1	12.1
GNI per capita (PPP \$)	34,276	35,122	35,945

### City

Population (UN World Cities Report)	3,216,000
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Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

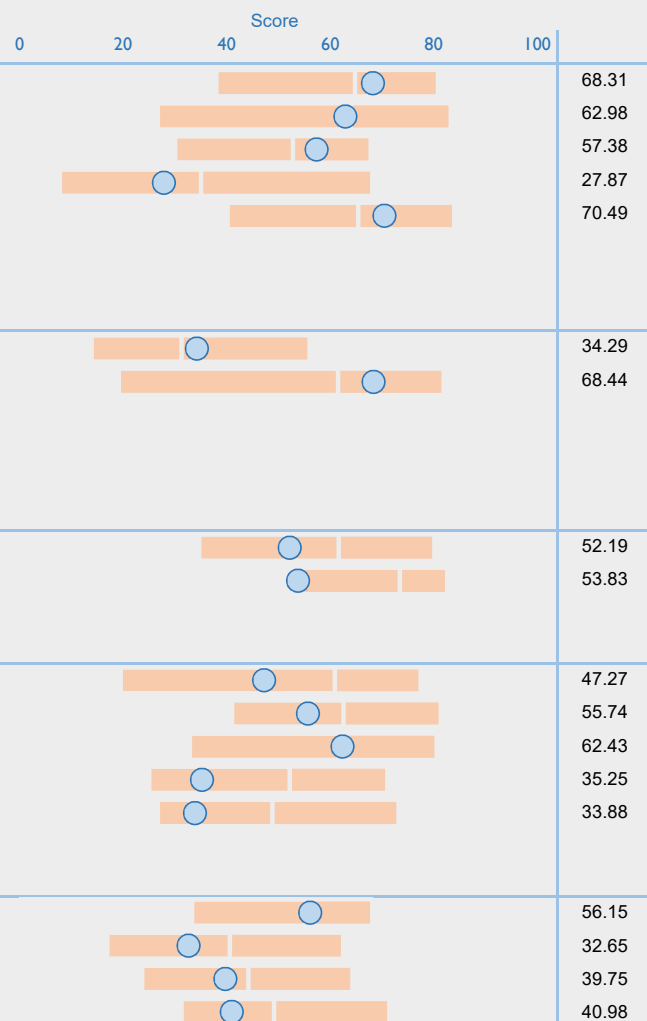
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

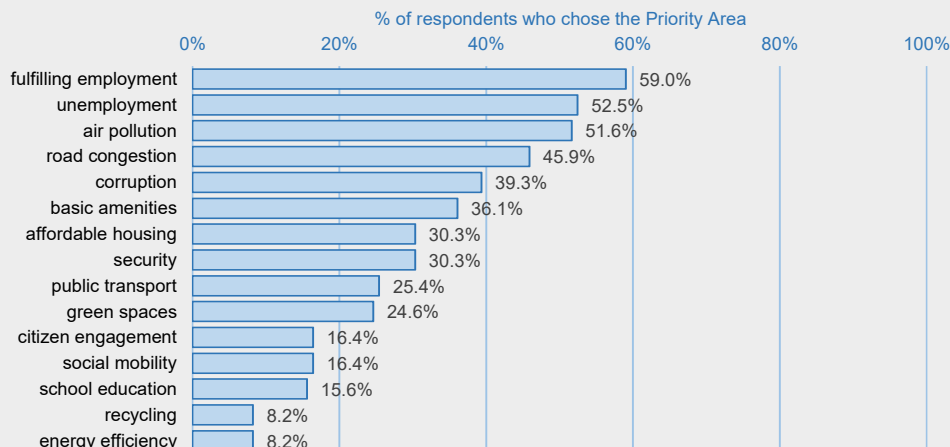
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



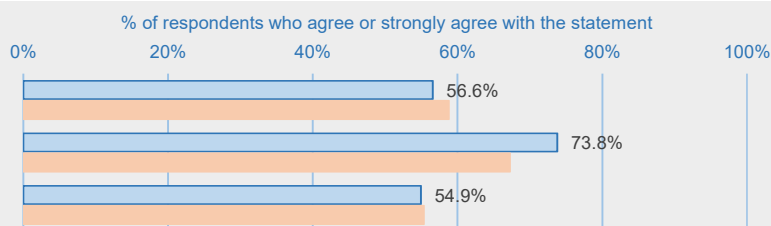
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	58.06
A website or App allows to give away unwanted items to other city residents.	55.46
Free public wifi has improved access to services.	68.31
CCTV cameras make residents feel safer.	77.19
A website or App allows effective monitoring of air pollution.	61.07
Arranging medical appointments online has improved access.	63.66

### Mobility

Car-sharing Apps have reduced congestion.	39.89
Apps that direct you to an available parking space have reduced journey time.	40.85
Bicycle hiring has reduced congestion.	38.11
Online scheduling and ticket sales make public transport easier to use.	66.80

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	68.58
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	63.25
IT skills are taught well in schools.	60.38
Online services provided by the city has made it easier to start a new business.	51.37

### Governance

Online public access to city finances has reduced corruption.	43.72
Online voting has increased participation.	52.46
An online platform where residents can propose ideas has improved city life.	52.32
Processing Identification Documents online has reduced waiting times.	67.08

# Cairo

**SMART CITY RANKING** **99<sup>th</sup>**  
Out of 102

**GROUP** **4**

**RATING** **D**  
From AAA to D

**FACTOR RATINGS**

<b>D</b>	<b>D</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.691	0.694	0.696
Life expectancy at Birth	71.3	71.5	71.7
Expected years of schooling	13.1	13.1	13.1
Mean years of schooling	7.1	7.2	7.2
GNI per capita (PPP \$)	9,923	10,185	10,355

**City**  
Population (UN World Cities Report) 18,772,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

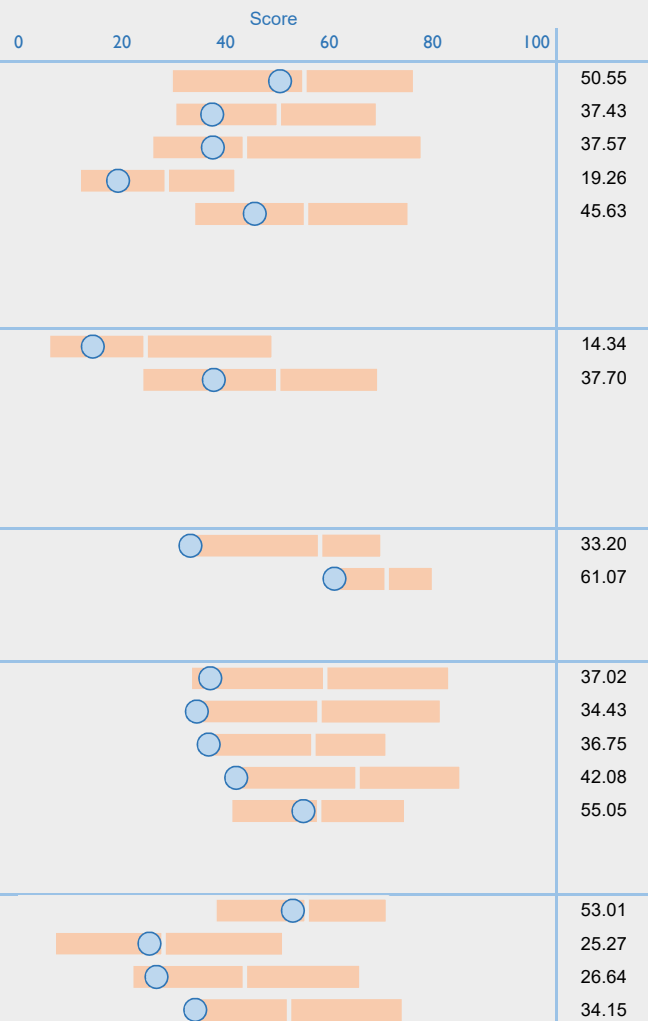
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

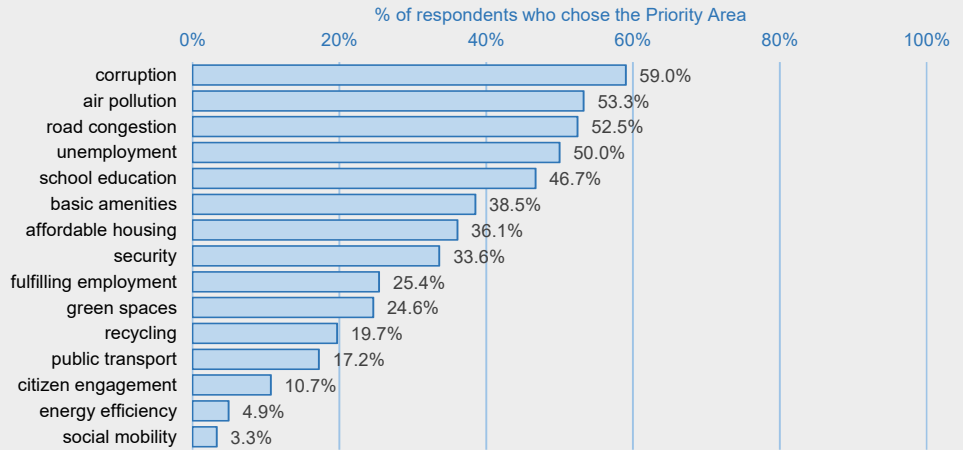
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

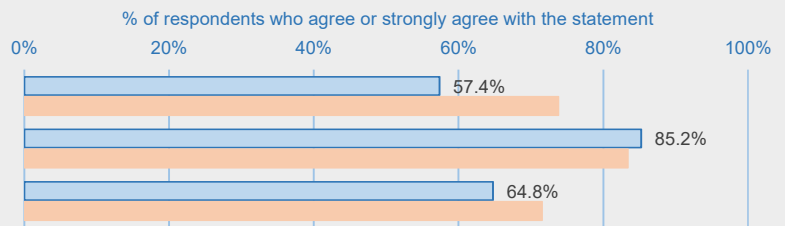


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	41.67
A website or App allows to give away unwanted items to other city residents.	41.94
Free public wifi has improved access to services.	43.99
CCTV cameras make residents feel safer.	58.06
A website or App allows effective monitoring of air pollution.	37.30
Arranging medical appointments online has improved access.	60.25

### Mobility

Car-sharing Apps have reduced congestion.	53.69
Apps that direct you to an available parking space have reduced journey time.	59.02
Bicycle hiring has reduced congestion.	45.90
Online scheduling and ticket sales make public transport easier to use.	57.51

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	65.98
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	65.44
IT skills are taught well in schools.	40.16
Online services provided by the city has made it easier to start a new business.	51.23

### Governance

Online public access to city finances has reduced corruption.	40.16
Online voting has increased participation.	41.26
An online platform where residents can propose ideas has improved city life.	42.08
Processing Identification Documents online has reduced waiting times.	51.23



# Cape Town

**SMART CITY RANKING** **93<sup>rd</sup>**  
Out of 102

**GROUP** **4**

**RATING** **C**  
From AAA to D

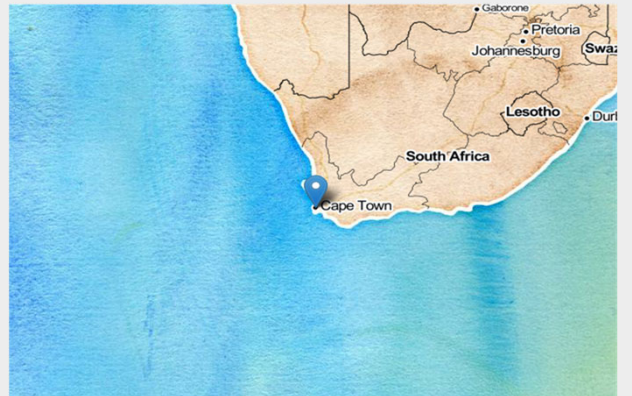
**FACTOR RATINGS**

<b>C</b>	<b>C</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.692	0.696	0.699
Life expectancy at Birth	62.0	62.8	63.4
Expected years of schooling	13.3	13.3	13.3
Mean years of schooling	10.1	10.1	10.1
GNI per capita (PPP \$)	12,073	11,948	11,923

**City**  
Population (UN World Cities Report) 3,660,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

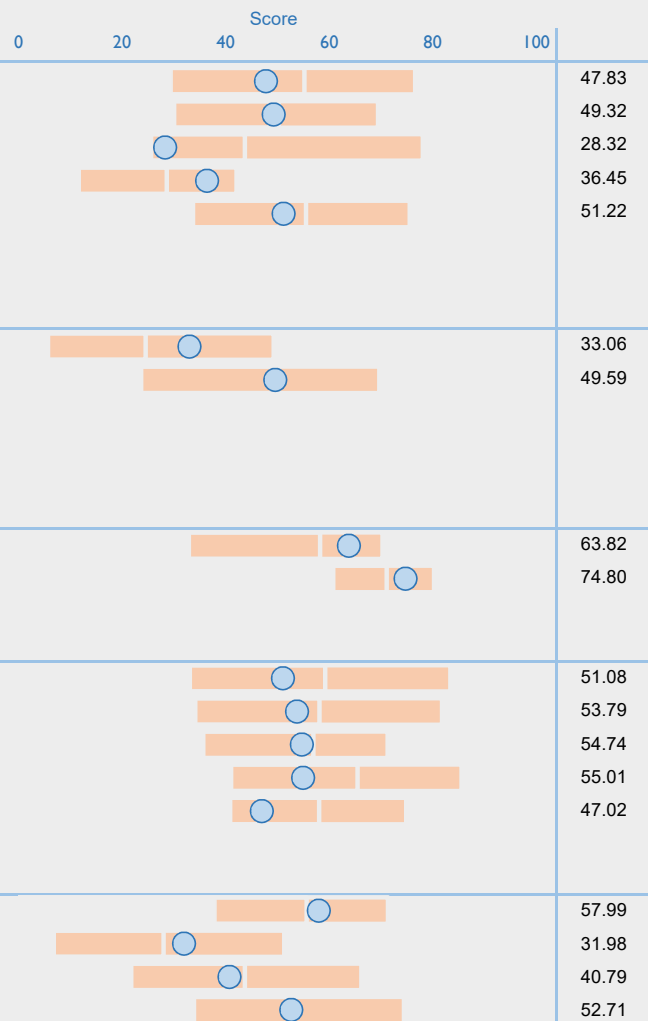
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

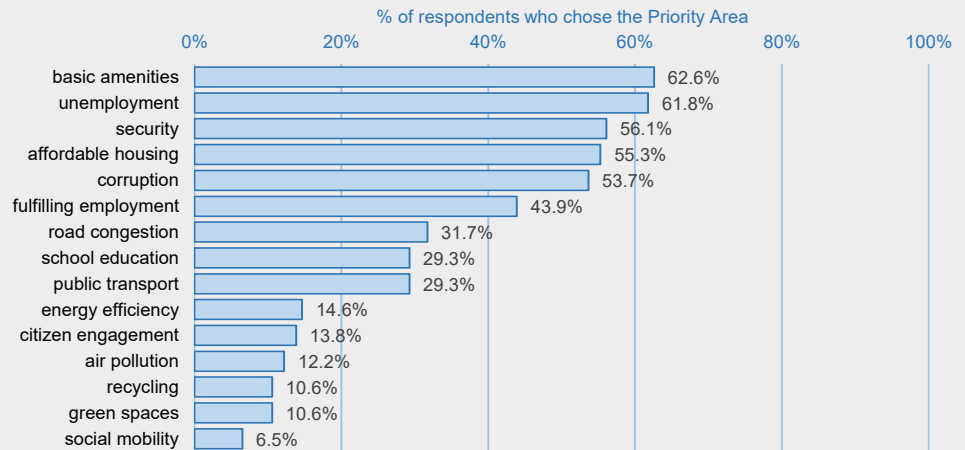
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



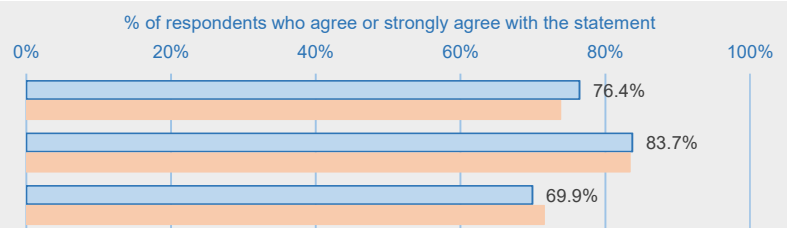
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	50.27
A website or App allows to give away unwanted items to other city residents.	53.93
Free public wifi has improved access to services.	52.03
CCTV cameras make residents feel safer.	53.79
A website or App allows effective monitoring of air pollution.	31.57
Arranging medical appointments online has improved access.	52.03

### Mobility

Car-sharing Apps have reduced congestion.	54.88
Apps that direct you to an available parking space have reduced journey time.	41.60
Bicycle hiring has reduced congestion.	39.84
Online scheduling and ticket sales make public transport easier to use.	58.94

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	80.76
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	71.82
IT skills are taught well in schools.	59.35
Online services provided by the city has made it easier to start a new business.	57.86

### Governance

Online public access to city finances has reduced corruption.	41.60
Online voting has increased participation.	46.75
An online platform where residents can propose ideas has improved city life.	45.26
Processing Identification Documents online has reduced waiting times.	59.62

# Chengdu

**SMART CITY RANKING** **58<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **B**  
From AAA to D

**FACTOR RATINGS**

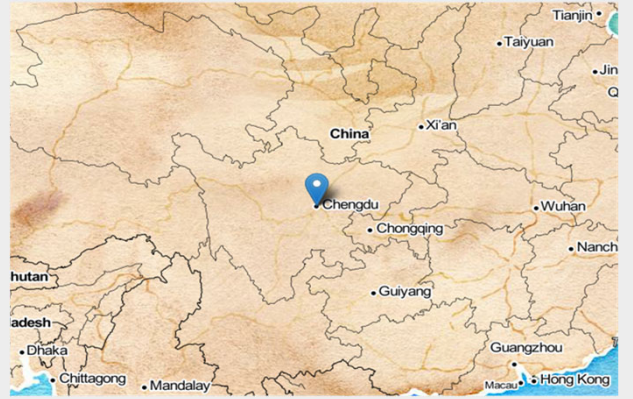
<b>B</b>	<b>B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

**City**

Population (UN World Cities Report)	7,556,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

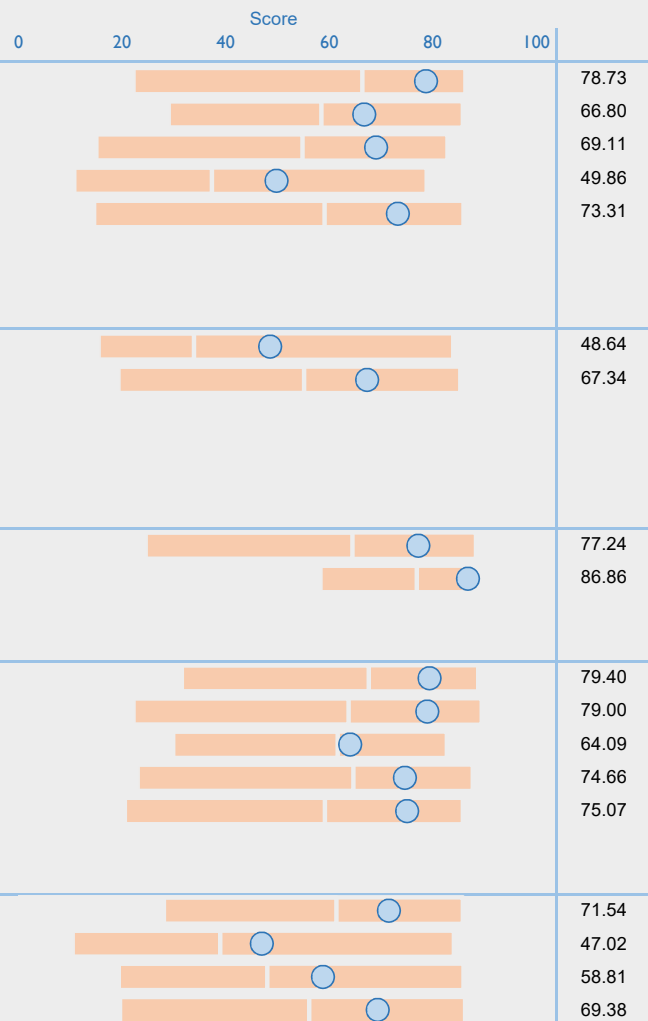
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

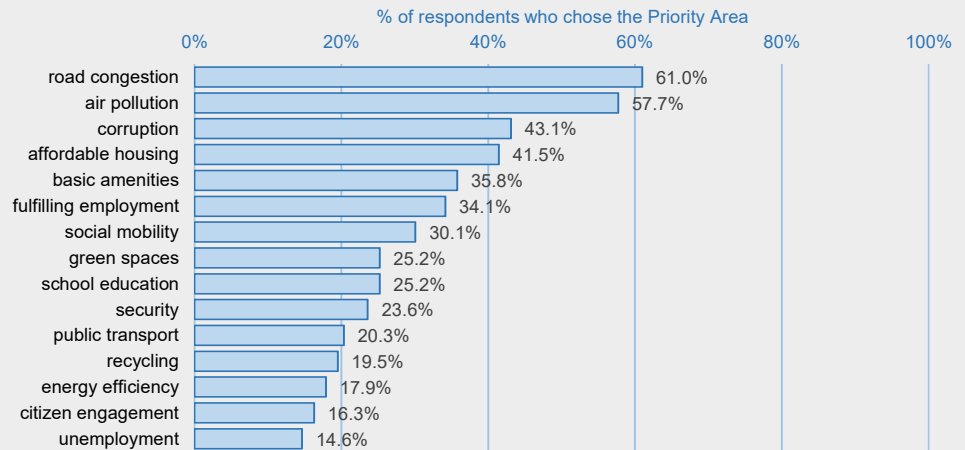
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

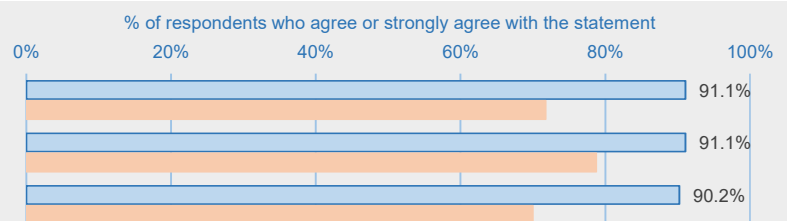


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	85.50
A website or App allows to give away unwanted items to other city residents.	70.05
Free public wifi has improved access to services.	79.81
CCTV cameras make residents feel safer.	79.13
A website or App allows effective monitoring of air pollution.	72.63
Arranging medical appointments online has improved access.	89.16

### Mobility

Car-sharing Apps have reduced congestion.	65.72
Apps that direct you to an available parking space have reduced journey time.	80.35
Bicycle hiring has reduced congestion.	78.32
Online scheduling and ticket sales make public transport easier to use.	90.51

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	90.79
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	87.67
IT skills are taught well in schools.	77.91
Online services provided by the city has made it easier to start a new business.	81.57

### Governance

Online public access to city finances has reduced corruption.	69.51
Online voting has increased participation.	72.09
An online platform where residents can propose ideas has improved city life.	82.25
Processing Identification Documents online has reduced waiting times.	72.36

# Chicago

**SMART CITY RANKING** **53<sup>rd</sup>**  
Out of 102

**GROUP** **1**

**RATING** **B B**  
From AAA to D

**FACTOR RATINGS**

<b>B B</b>	<b>B B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.924
Life expectancy at Birth	79.2	79.4	79.5
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	13.3	13.4	13.4
GNI per capita (PPP \$)	53,741	54,104	54,941

**City**

Population (UN World Cities Report)	8,745,000
-------------------------------------	-----------



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

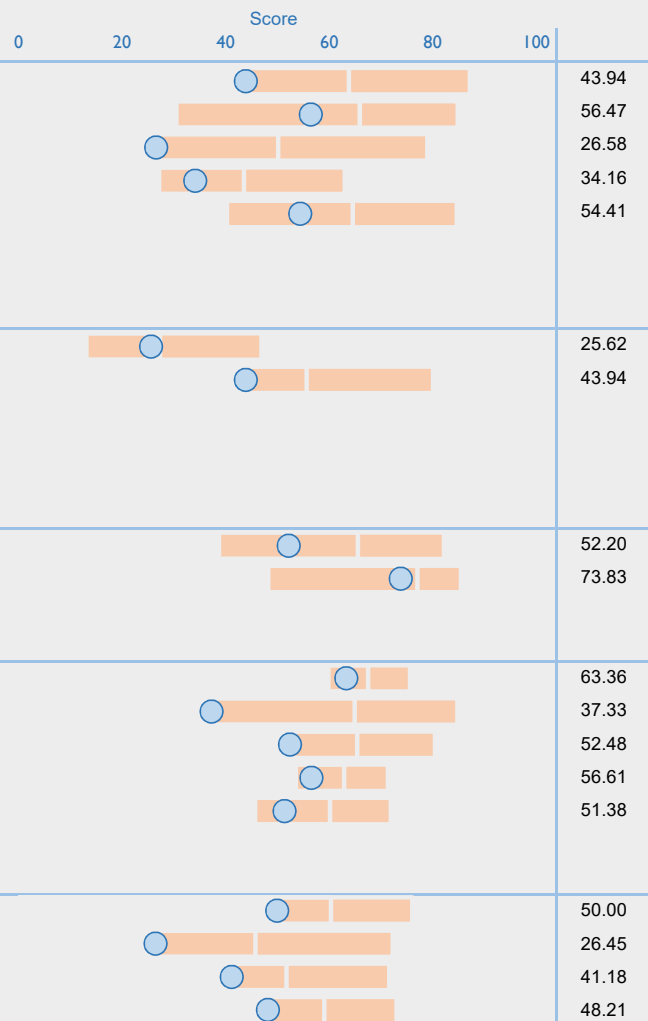
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

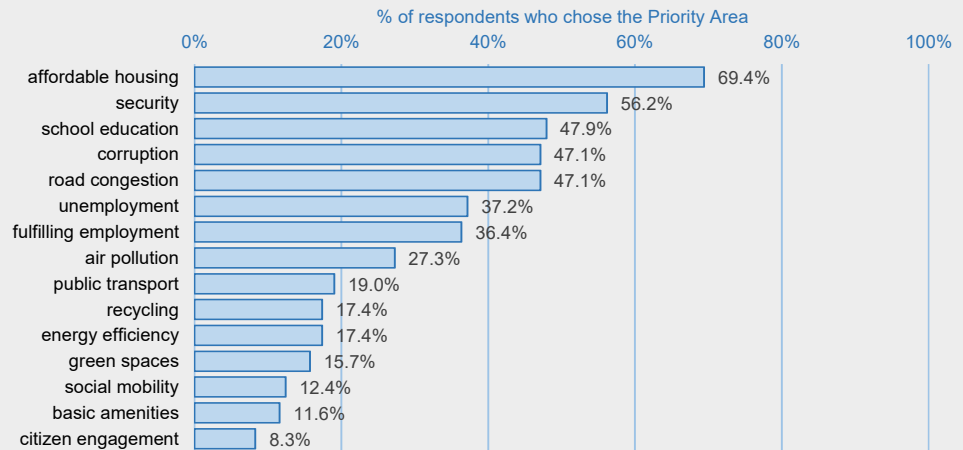
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

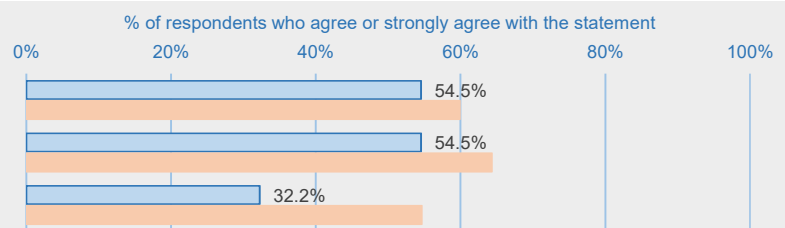


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	48.21
A website or App allows to give away unwanted items to other city residents.	54.96
Free public wifi has improved access to services.	59.09
CCTV cameras make residents feel safer.	47.38
A website or App allows effective monitoring of air pollution.	32.23
Arranging medical appointments online has improved access.	59.92

### Mobility

Car-sharing Apps have reduced congestion.	46.56
Apps that direct you to an available parking space have reduced journey time.	56.89
Bicycle hiring has reduced congestion.	49.86
Online scheduling and ticket sales make public transport easier to use.	66.25

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	72.18
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	69.83
IT skills are taught well in schools.	47.25
Online services provided by the city has made it easier to start a new business.	46.56

### Governance

Online public access to city finances has reduced corruption.	31.13
Online voting has increased participation.	48.48
An online platform where residents can propose ideas has improved city life.	47.52
Processing Identification Documents online has reduced waiting times.	49.72

# Chongqing

**SMART CITY RANKING** **42<sup>nd</sup>**  
Out of 102

**GROUP** **3**

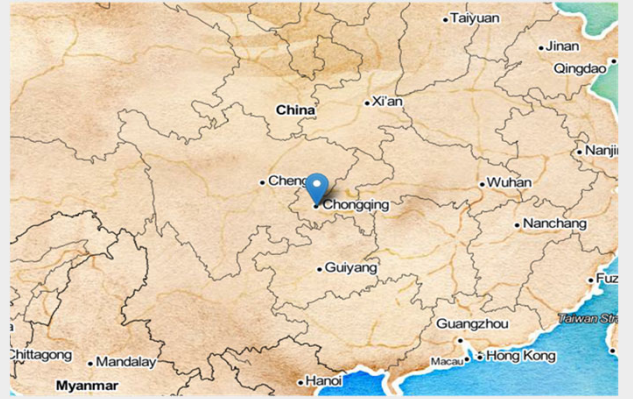
**RATING** **B B**  
From AAA to D

**FACTOR RATINGS** **B B** **B B**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

City	Population (UN World Cities Report)
Chongqing	13,332,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

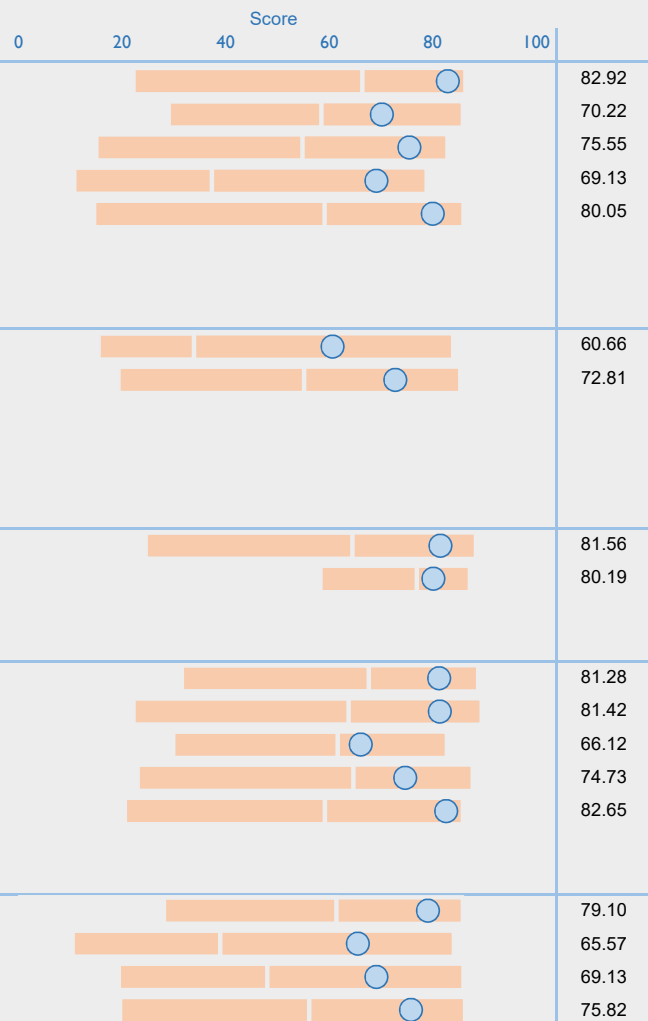
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

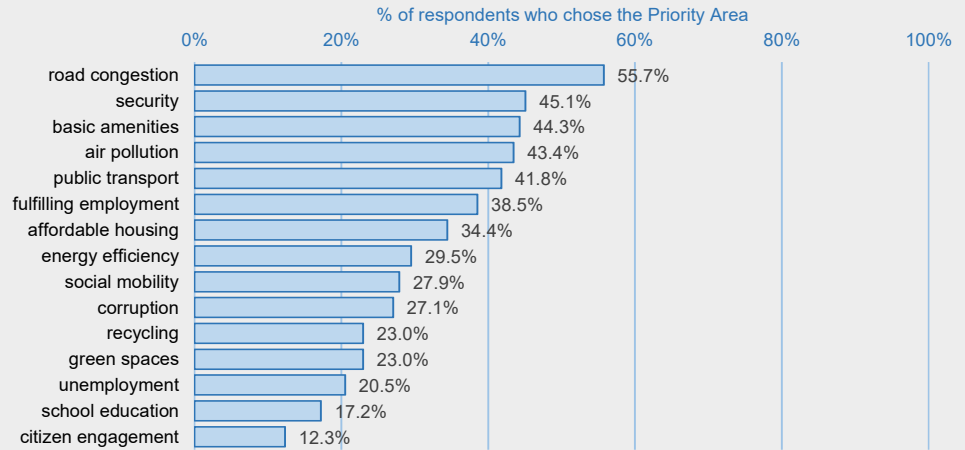
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

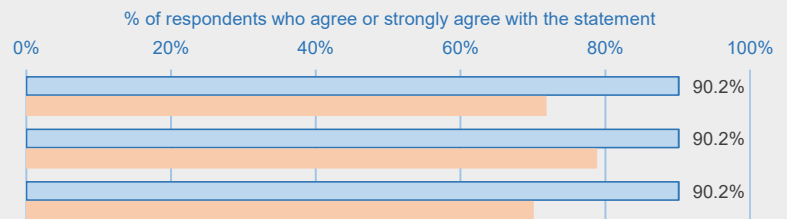


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	86.34
A website or App allows to give away unwanted items to other city residents.	75.82
Free public wifi has improved access to services.	71.04
CCTV cameras make residents feel safer.	82.79
A website or App allows effective monitoring of air pollution.	82.10
Arranging medical appointments online has improved access.	88.39

### Mobility

Car-sharing Apps have reduced congestion.	75.14
Apps that direct you to an available parking space have reduced journey time.	79.78
Bicycle hiring has reduced congestion.	66.53
Online scheduling and ticket sales make public transport easier to use.	86.89

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	92.76
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	90.71
IT skills are taught well in schools.	83.20
Online services provided by the city has made it easier to start a new business.	79.37

### Governance

Online public access to city finances has reduced corruption.	78.96
Online voting has increased participation.	79.10
An online platform where residents can propose ideas has improved city life.	76.37
Processing Identification Documents online has reduced waiting times.	77.05



# Copenhagen

**SMART CITY RANKING** **5<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **AA**  
From AAA to D

**FACTOR RATINGS**

<b>AA</b>	<b>A</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.926	0.928	0.929
Life expectancy at Birth	80.6	80.7	80.9
Expected years of schooling	19.2	19.1	19.1
Mean years of schooling	12.5	12.6	12.6
GNI per capita (PPP \$)	47,000	47,209	47,918

**City**

Population (UN World Cities Report)	1,268,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

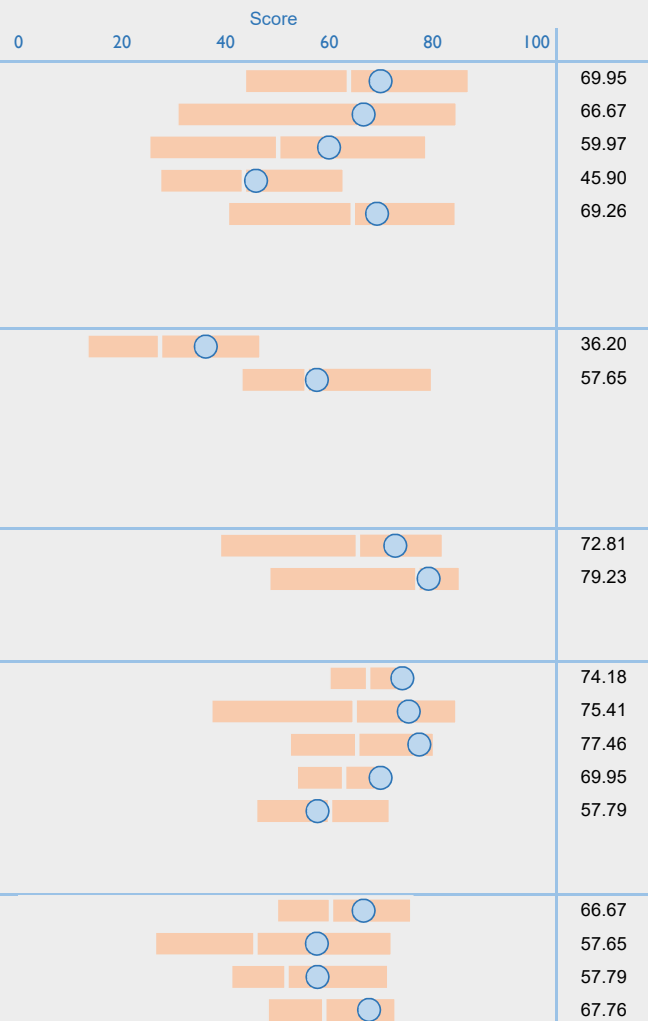
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

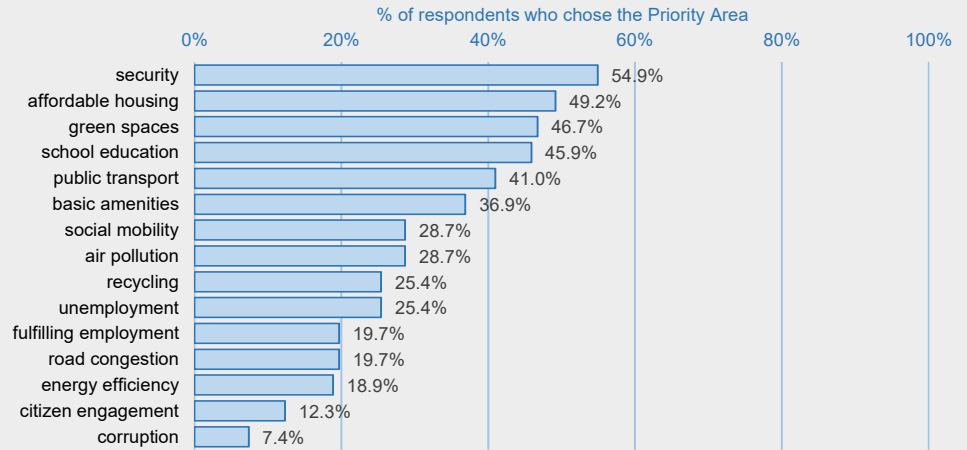
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

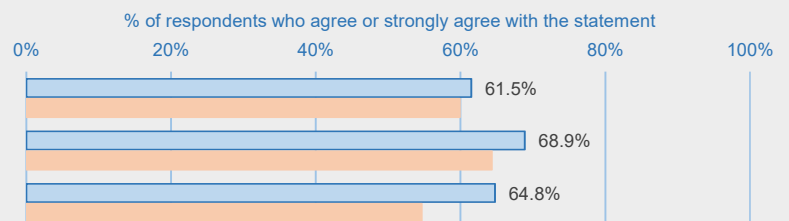


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	53.83
A website or App allows to give away unwanted items to other city residents.	67.35
Free public wifi has improved access to services.	61.48
CCTV cameras make residents feel safer.	49.04
A website or App allows effective monitoring of air pollution.	39.48
Arranging medical appointments online has improved access.	68.72

### Mobility

Statement	Score
Car-sharing Apps have reduced congestion.	43.31
Apps that direct you to an available parking space have reduced journey time.	50.41
Bicycle hiring has reduced congestion.	57.24
Online scheduling and ticket sales make public transport easier to use.	71.99

### Activities

Statement	Score
Online purchasing of tickets to shows and museums has made it easier to attend.	78.55

### Opportunities (Work & School)

Statement	Score
Online access to job listings has made it easier to find work.	67.08
IT skills are taught well in schools.	54.10
Online services provided by the city has made it easier to start a new business.	57.65

### Governance

Statement	Score
Online public access to city finances has reduced corruption.	42.90
Online voting has increased participation.	53.96
An online platform where residents can propose ideas has improved city life.	54.92
Processing Identification Documents online has reduced waiting times.	59.70

# Denver

<b>SMART CITY RANKING</b>	<b>33<sup>rd</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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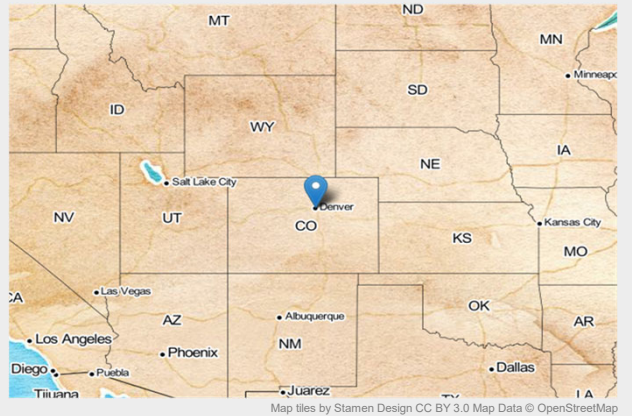
<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>A</b>	<b>B B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.924
Life expectancy at Birth	79.2	79.4	79.5
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	13.3	13.4	13.4
GNI per capita (PPP \$)	53,741	54,104	54,941

City	Population (UN World Cities Report)
Denver	2,599,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

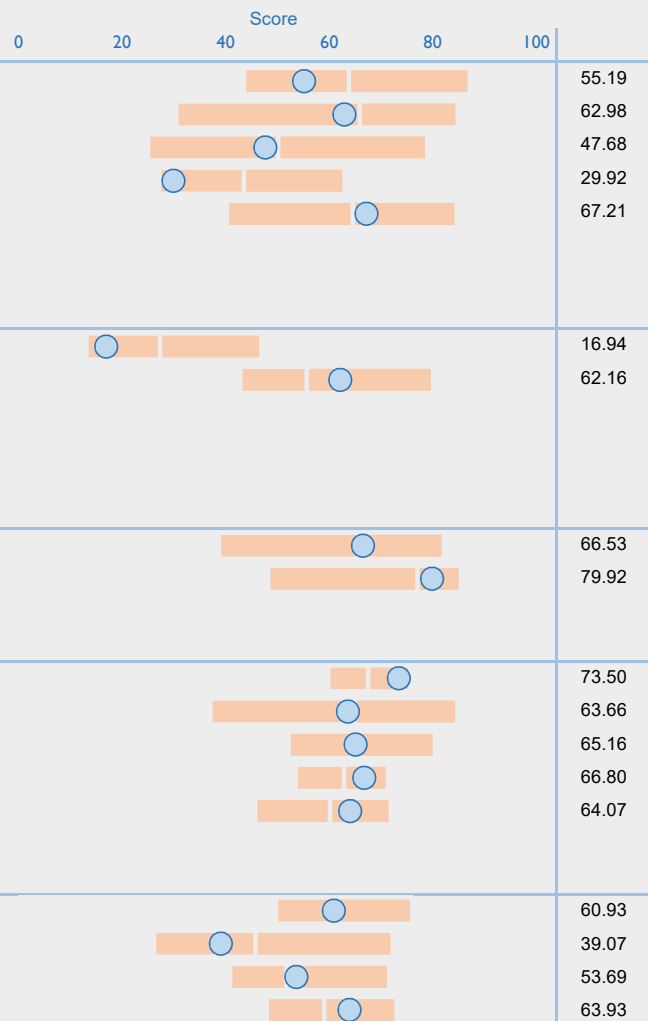
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

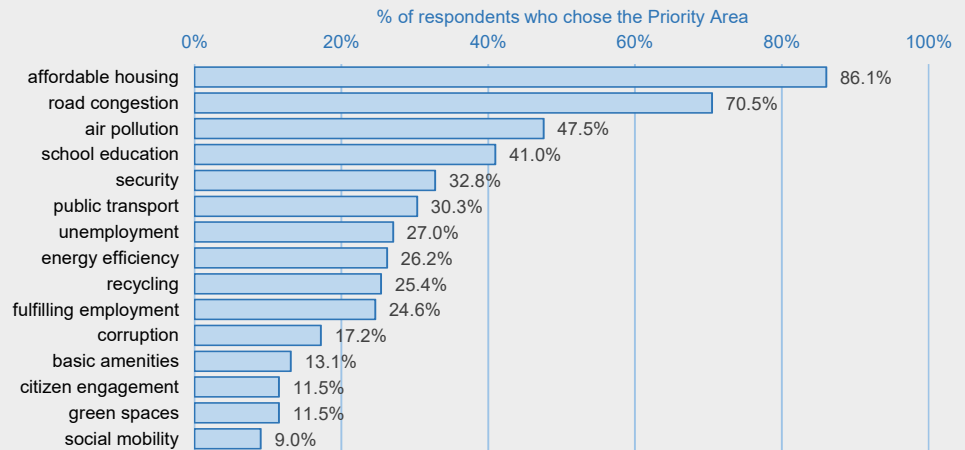
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

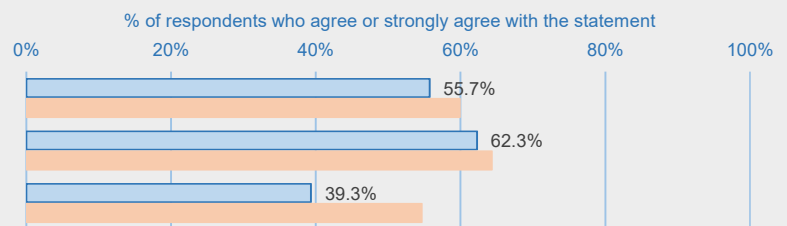


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	41.80
A website or App allows to give away unwanted items to other city residents.	60.66
Free public wifi has improved access to services.	43.72
CCTV cameras make residents feel safer.	43.58
A website or App allows effective monitoring of air pollution.	37.30
Arranging medical appointments online has improved access.	63.39

### Mobility

Car-sharing Apps have reduced congestion.	38.66
Apps that direct you to an available parking space have reduced journey time.	36.89
Bicycle hiring has reduced congestion.	43.31
Online scheduling and ticket sales make public transport easier to use.	56.69

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	78.96
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	69.95
IT skills are taught well in schools.	42.90
Online services provided by the city has made it easier to start a new business.	45.49

### Governance

Online public access to city finances has reduced corruption.	34.70
Online voting has increased participation.	53.14
An online platform where residents can propose ideas has improved city life.	42.76
Processing Identification Documents online has reduced waiting times.	55.60

# Dubai

**SMART CITY RANKING** **45<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **B B**  
From AAA to D

**FACTOR RATINGS**

<b>B B</b>	<b>B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.860	0.862	0.863
Life expectancy at Birth	77.1	77.3	77.4
Expected years of schooling	13.8	13.6	13.6
Mean years of schooling	10.6	10.8	10.8
GNI per capita (PPP \$)	66,923	68,121	67,805

**City**  
Population (UN World Cities Report) 2,415,000



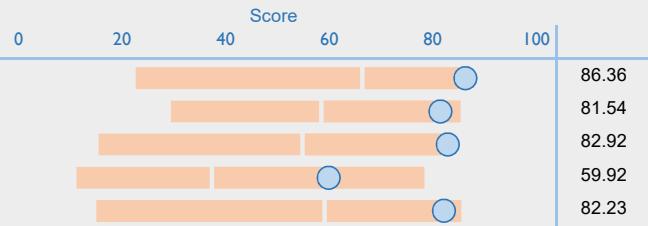
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



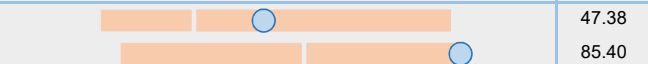
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



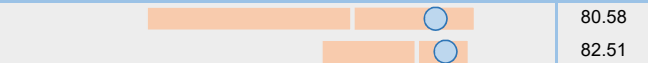
### Mobility

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



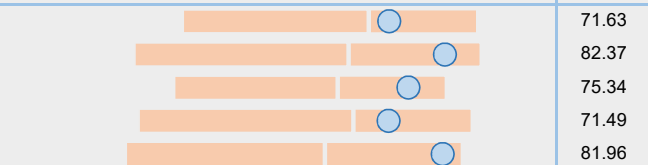
### Activities

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



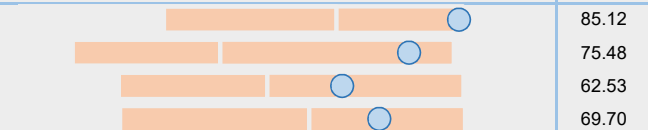
### Opportunities (Work & School)

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



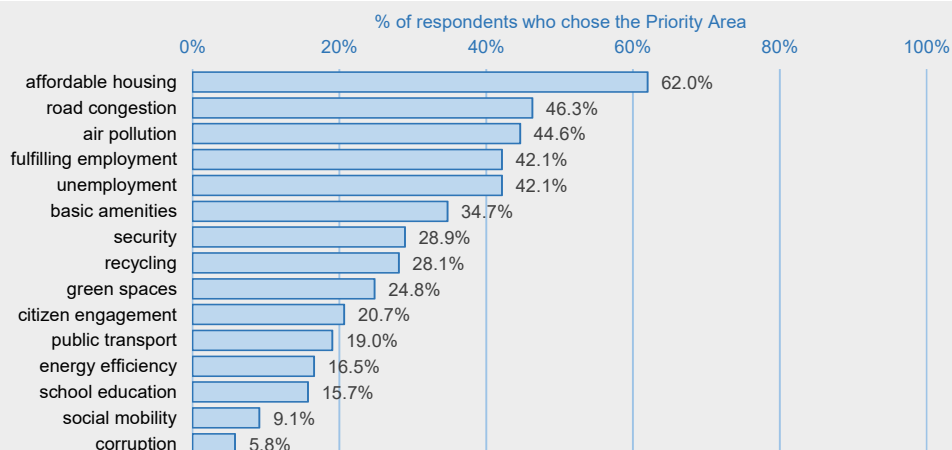
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



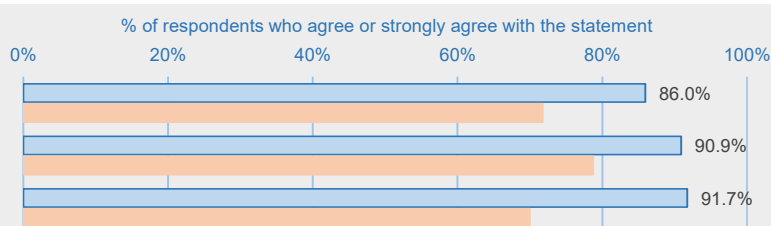
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	76.72
A website or App allows to give away unwanted items to other city residents.	72.18
Free public wifi has improved access to services.	80.44
CCTV cameras make residents feel safer.	85.81
A website or App allows effective monitoring of air pollution.	58.95
Arranging medical appointments online has improved access.	82.09

### Mobility

Car-sharing Apps have reduced congestion.	61.71
Apps that direct you to an available parking space have reduced journey time.	66.25
Bicycle hiring has reduced congestion.	58.40
Online scheduling and ticket sales make public transport easier to use.	79.75

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	86.91
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	77.13
IT skills are taught well in schools.	78.24
Online services provided by the city has made it easier to start a new business.	83.20

### Governance

Online public access to city finances has reduced corruption.	73.00
Online voting has increased participation.	69.01
An online platform where residents can propose ideas has improved city life.	74.66
Processing Identification Documents online has reduced waiting times.	83.33

# Dublin

<b>SMART CITY RANKING</b>	<b>30<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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<b>RATING</b>	<b>BBB</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>BBB</b>	<b>BBB</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.929	0.934	0.938
Life expectancy at Birth	81.3	81.5	81.6
Expected years of schooling	19.6	19.6	19.6
Mean years of schooling	12.3	12.5	12.5
GNI per capita (PPP \$)	48,551	50,475	53,754

City	Population (UN World Cities Report)
Dublin	1,169,000



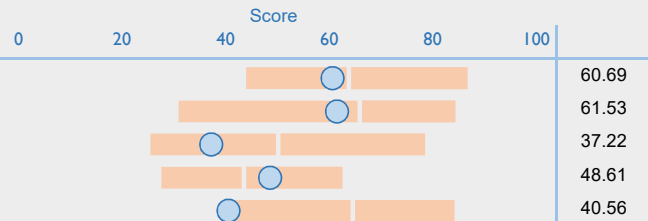
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



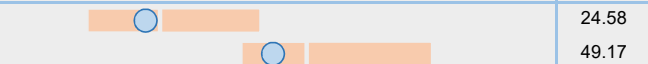
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



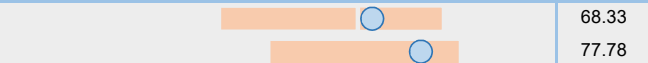
### Mobility

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



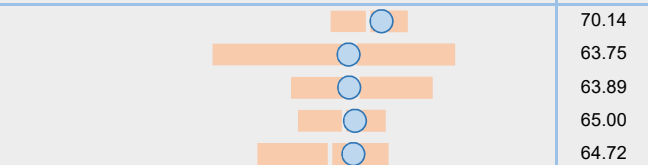
### Activities

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



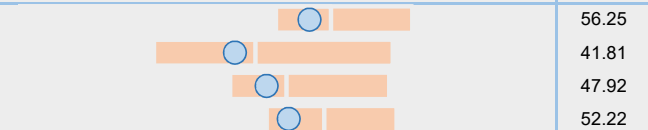
### Opportunities (Work & School)

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



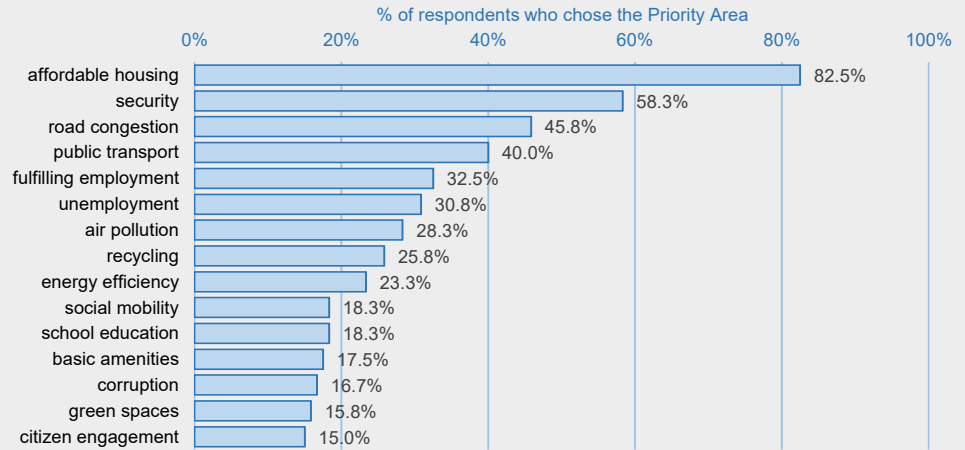
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

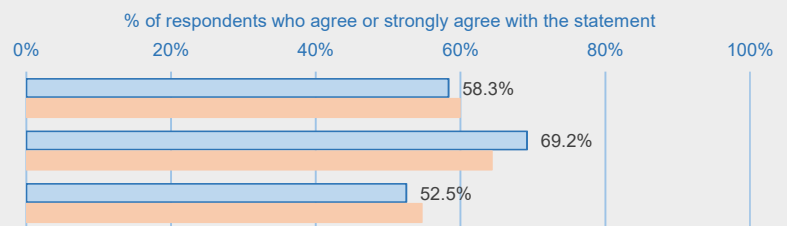


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	42.50
A website or App allows to give away unwanted items to other city residents.	55.42
Free public wifi has improved access to services.	48.89
CCTV cameras make residents feel safer.	56.53
A website or App allows effective monitoring of air pollution.	36.94
Arranging medical appointments online has improved access.	47.08

### Mobility

Car-sharing Apps have reduced congestion.	40.56
Apps that direct you to an available parking space have reduced journey time.	39.72
Bicycle hiring has reduced congestion.	62.22
Online scheduling and ticket sales make public transport easier to use.	61.81

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	72.78
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	72.78
IT skills are taught well in schools.	60.56
Online services provided by the city has made it easier to start a new business.	60.28

### Governance

Online public access to city finances has reduced corruption.	37.78
Online voting has increased participation.	44.31
An online platform where residents can propose ideas has improved city life.	43.61
Processing Identification Documents online has reduced waiting times.	60.97



# Dusseldorf

<b>SMART CITY RANKING</b>	<b>10<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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<b>RATING</b>	<b>A</b> From AAA to D
---------------	---------------------------

<b>FACTOR RATINGS</b>	<b>AA</b>	<b>A</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.933	0.934	0.936
Life expectancy at Birth	80.8	81.0	81.2
Expected years of schooling	17.0	17.0	17.0
Mean years of schooling	14.1	14.1	14.1
GNI per capita (PPP \$)	44,766	45,203	46,136

City	Population (Eurostat)
Dusseldorf	617,000



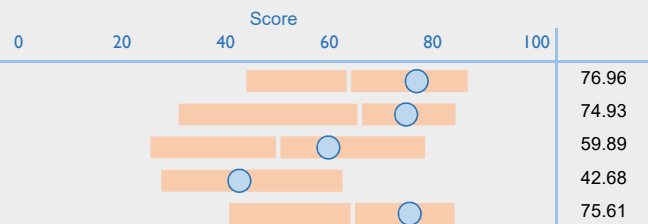
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



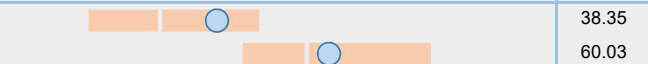
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



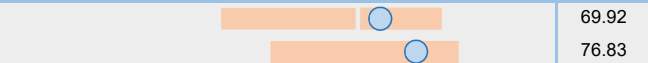
### Mobility

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



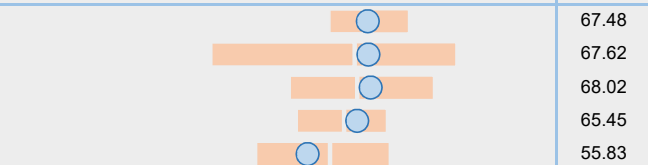
### Activities

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



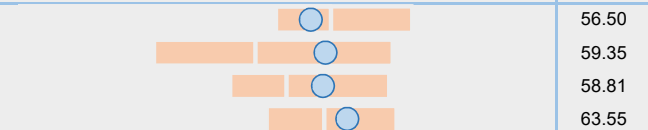
### Opportunities (Work & School)

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



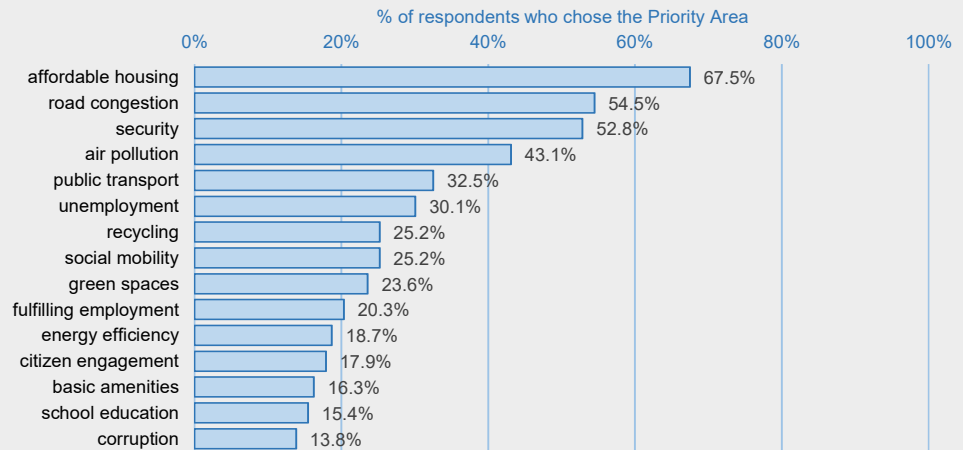
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

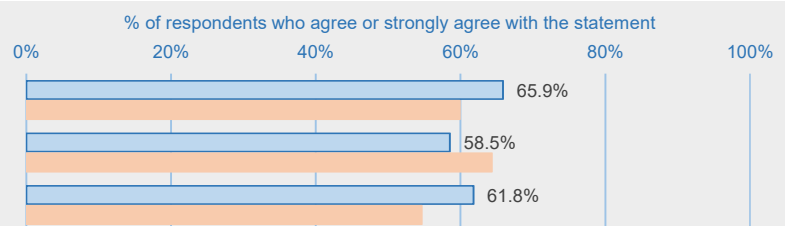


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: GROUP MEAN CITY

## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	53.79
A website or App allows to give away unwanted items to other city residents.	60.03
Free public wifi has improved access to services.	59.49
CCTV cameras make residents feel safer.	53.25
A website or App allows effective monitoring of air pollution.	46.75
Arranging medical appointments online has improved access.	54.34

### Mobility

Car-sharing Apps have reduced congestion.	38.89
Apps that direct you to an available parking space have reduced journey time.	49.19
Bicycle hiring has reduced congestion.	44.04
Online scheduling and ticket sales make public transport easier to use.	61.38

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	68.83
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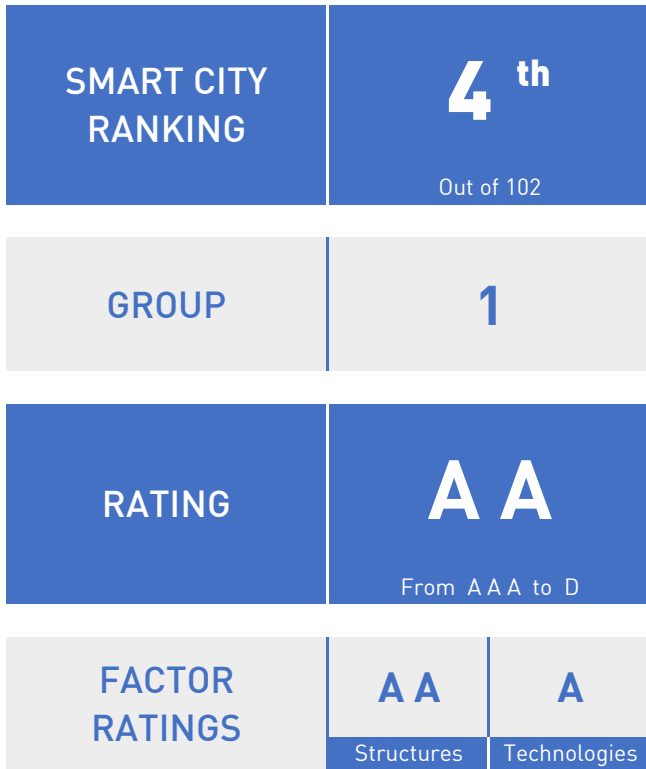
### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	70.87
IT skills are taught well in schools.	55.83
Online services provided by the city has made it easier to start a new business.	48.92

### Governance

Online public access to city finances has reduced corruption.	49.46
Online voting has increased participation.	54.34
An online platform where residents can propose ideas has improved city life.	53.66
Processing Identification Documents online has reduced waiting times.	58.94

# Geneva



## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.942	0.943	0.944
Life expectancy at Birth	83.1	83.3	83.5
Expected years of schooling	16.2	16.2	16.2
Mean years of schooling	13.4	13.4	13.4
GNI per capita (PPP \$)	58,280	57,636	57,625

City	Population (Eurostat)
Geneva	371,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

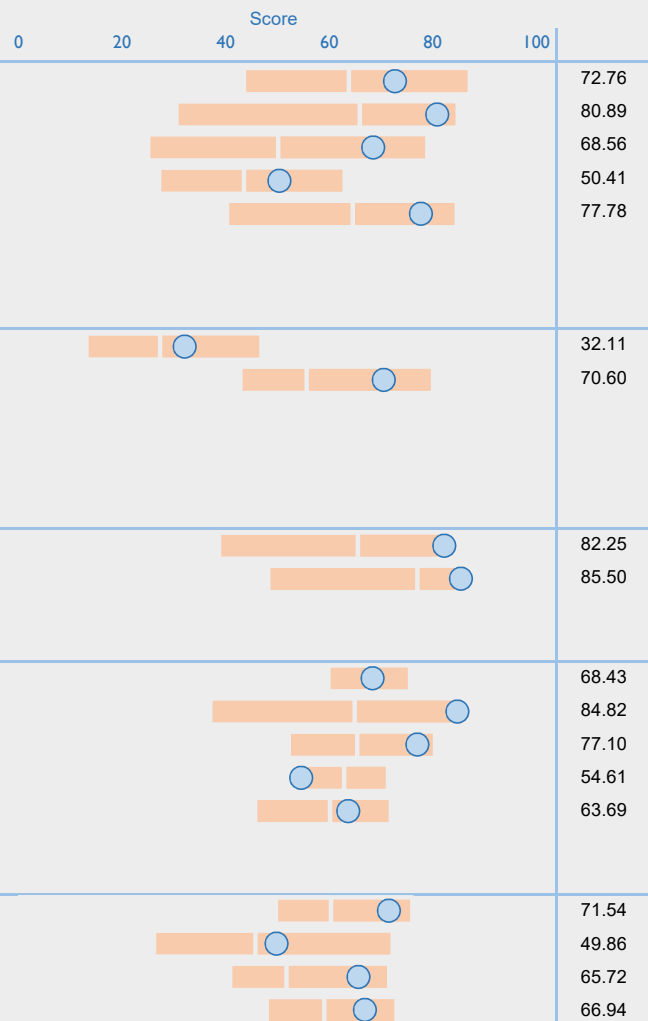
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

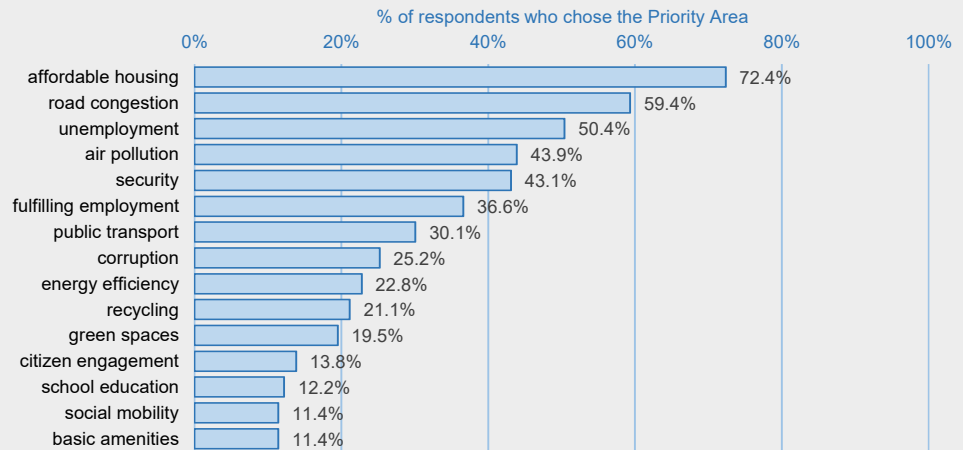
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



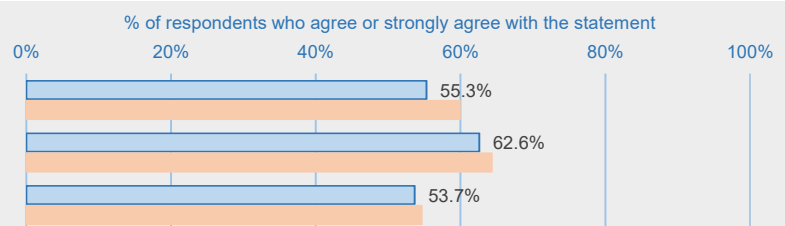
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	55.01
A website or App allows to give away unwanted items to other city residents.	63.96
Free public wifi has improved access to services.	64.63
CCTV cameras make residents feel safer.	59.21
A website or App allows effective monitoring of air pollution.	49.19
Arranging medical appointments online has improved access.	53.79

### Mobility

Car-sharing Apps have reduced congestion.	38.08
Apps that direct you to an available parking space have reduced journey time.	40.65
Bicycle hiring has reduced congestion.	49.59
Online scheduling and ticket sales make public transport easier to use.	74.53

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	82.38
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	60.03
IT skills are taught well in schools.	65.99
Online services provided by the city has made it easier to start a new business.	50.54

### Governance

Online public access to city finances has reduced corruption.	38.89
Online voting has increased participation.	55.42
An online platform where residents can propose ideas has improved city life.	41.33
Processing Identification Documents online has reduced waiting times.	58.67

# Gothenburg

**SMART CITY RANKING** **28<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **B B B**  
From AAA to D

**FACTOR RATINGS**

<b>B B B</b>	<b>B B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.929	0.932	0.933
Life expectancy at Birth	82.3	82.5	82.6
Expected years of schooling	17.6	17.6	17.6
Mean years of schooling	12.4	12.4	12.4
GNI per capita (PPP \$)	46,380	47,378	47,766

**City**

Population (UN World Cities Report)	557,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

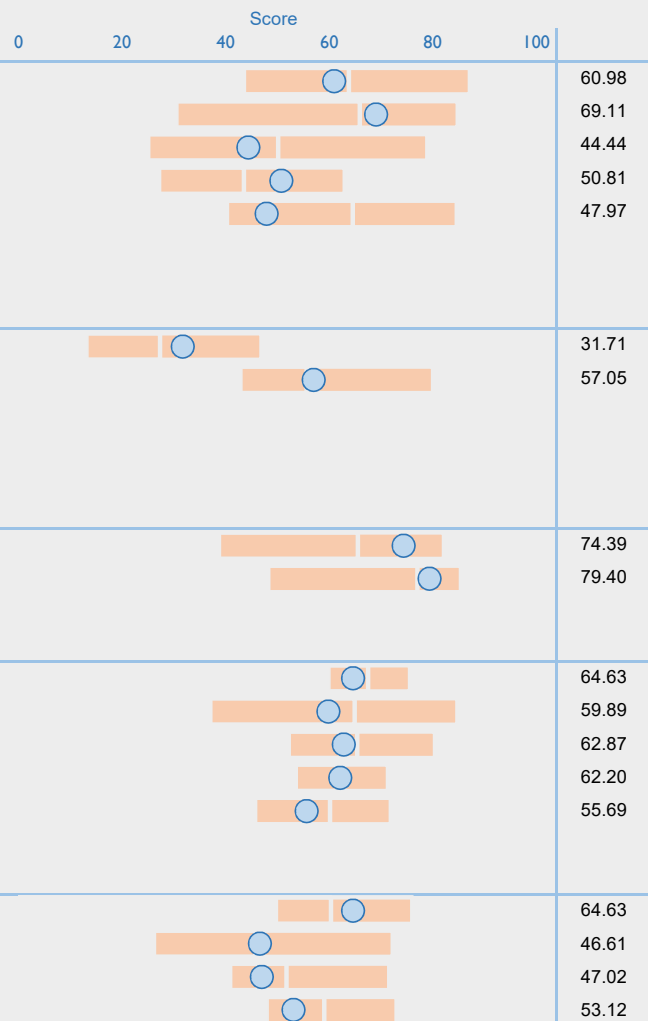
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

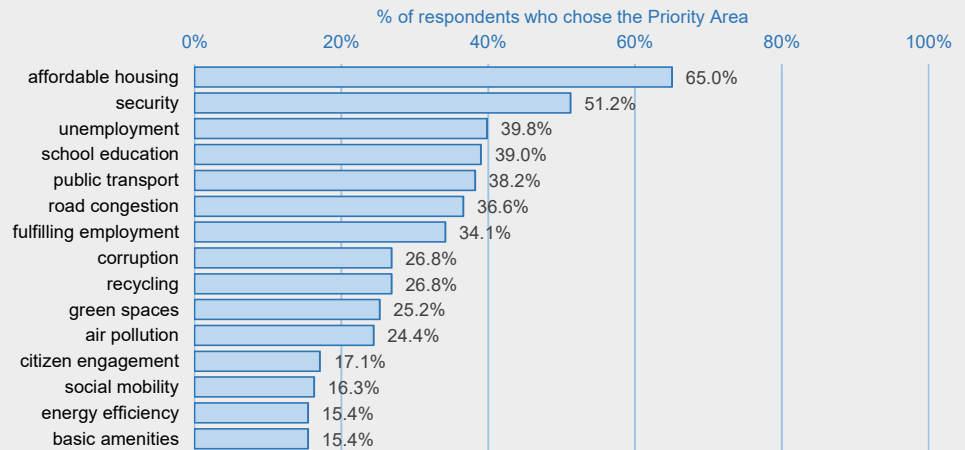
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



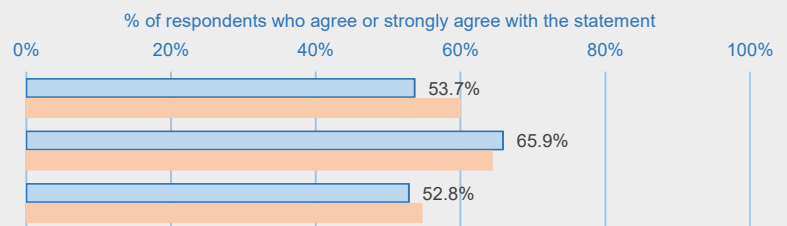
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

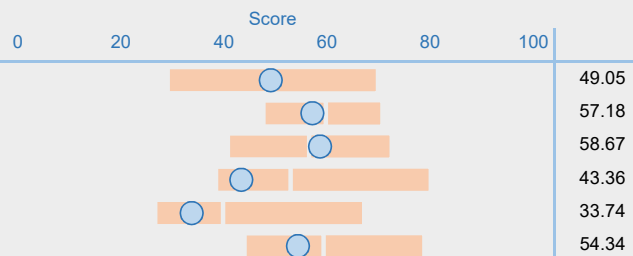
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



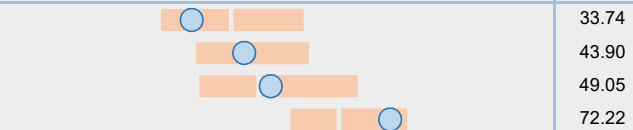
### Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

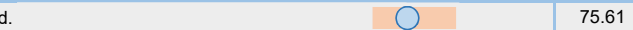
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



### Activities

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

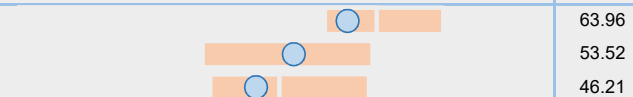


### Opportunities (Work & School)

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.



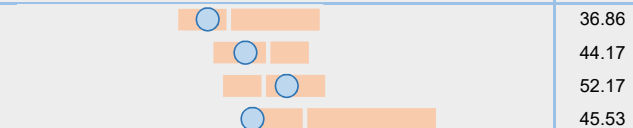
### Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

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

Processing Identification Documents online has reduced waiting times.



# Guangzhou

<b>SMART CITY RANKING</b>	<b>57<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>3</b>
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<b>RATING</b>	<b>B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

City	Population (UN World Cities Report)
Guangzhou	12,458,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

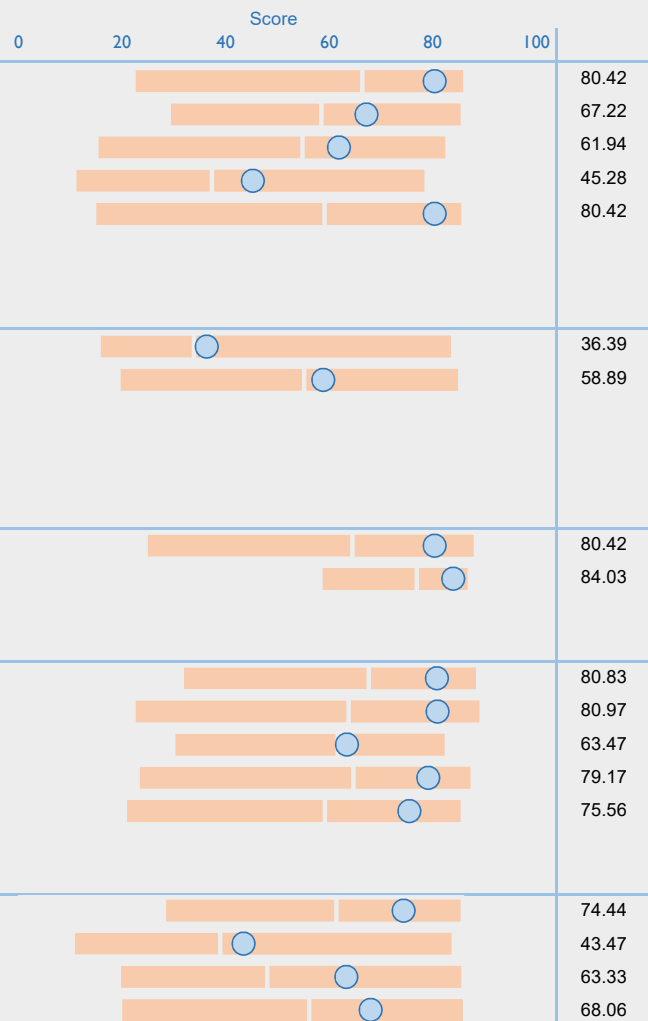
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

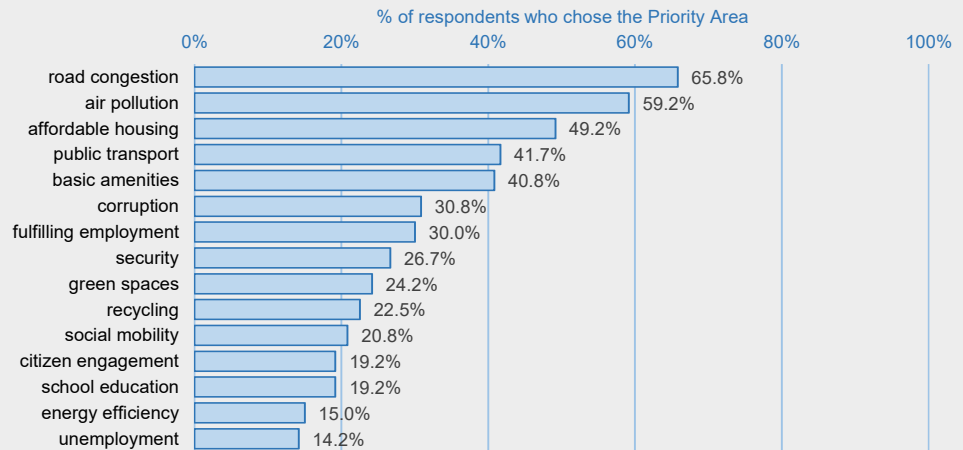
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



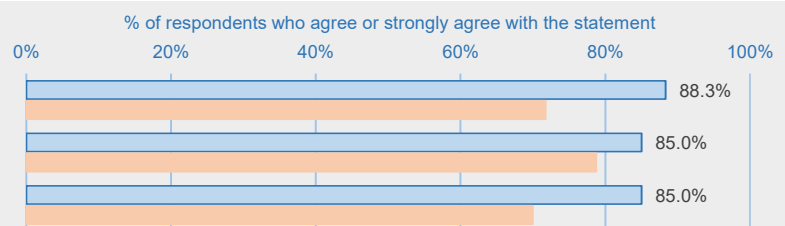
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	85.56
A website or App allows to give away unwanted items to other city residents.	70.83
Free public wifi has improved access to services.	82.78
CCTV cameras make residents feel safer.	80.83
A website or App allows effective monitoring of air pollution.	72.78
Arranging medical appointments online has improved access.	88.47

### Mobility

Car-sharing Apps have reduced congestion.	62.50
Apps that direct you to an available parking space have reduced journey time.	77.08
Bicycle hiring has reduced congestion.	77.64
Online scheduling and ticket sales make public transport easier to use.	92.64

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	93.61
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	91.25
IT skills are taught well in schools.	81.11
Online services provided by the city has made it easier to start a new business.	85.00

### Governance

Online public access to city finances has reduced corruption.	75.00
Online voting has increased participation.	71.39
An online platform where residents can propose ideas has improved city life.	80.56
Processing Identification Documents online has reduced waiting times.	83.61



# Hangzhou

**SMART CITY RANKING** **44<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **B B**  
From AAA to D

**FACTOR RATINGS**

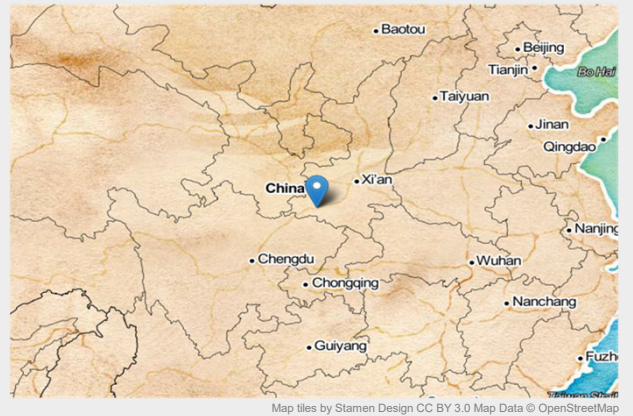
<b>B</b>	<b>B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

**City**

Population (UN World Cities Report)	6,391,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

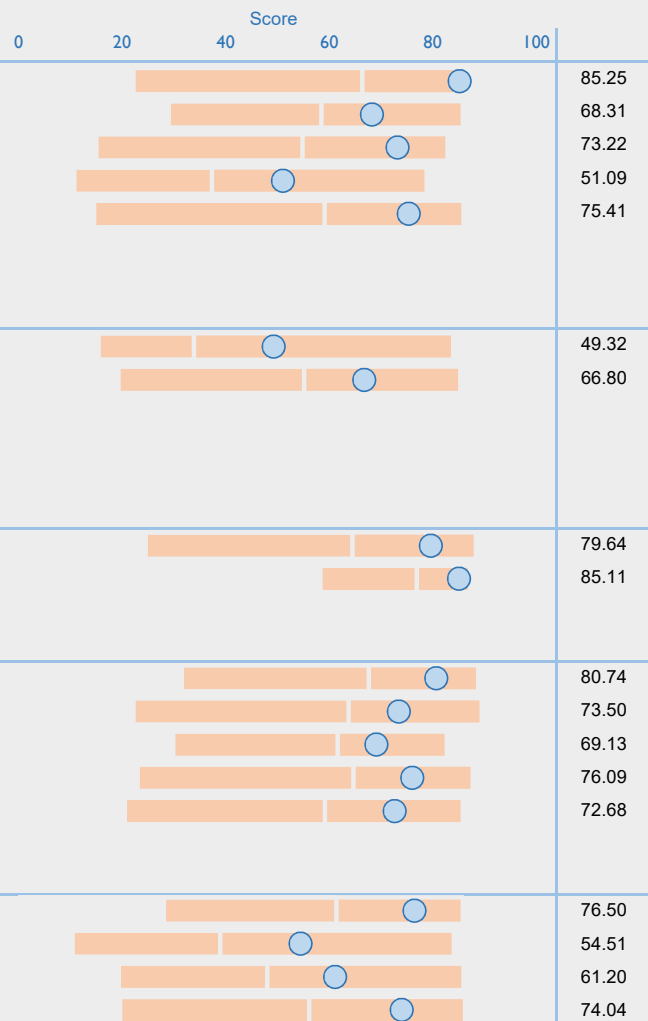
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

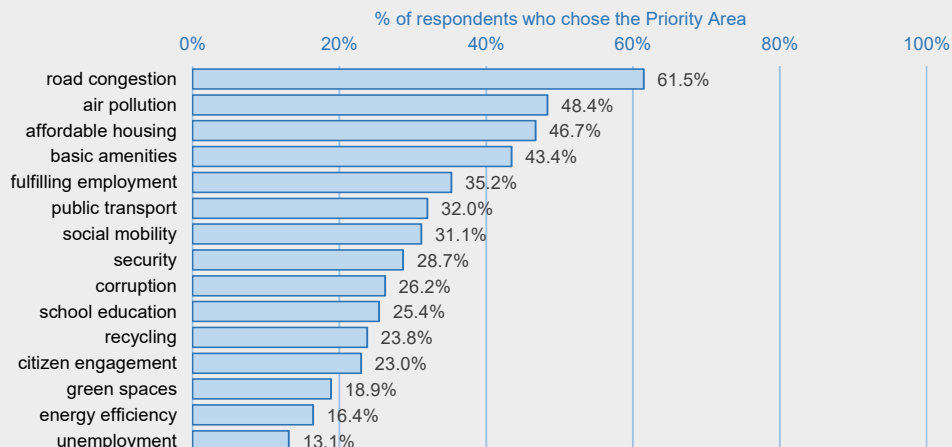
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



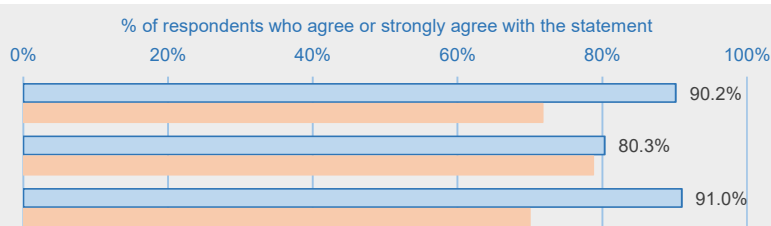
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: ■ GROUP MEAN ■ CITY



## TECHNOLOGIES

LEGEND: ■ GROUP MIN ● CITY ■ GROUP MEAN ■ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	85.52
A website or App allows to give away unwanted items to other city residents.	73.91
Free public wifi has improved access to services.	82.92
CCTV cameras make residents feel safer.	78.55
A website or App allows effective monitoring of air pollution.	76.91
Arranging medical appointments online has improved access.	90.30

### Mobility

Car-sharing Apps have reduced congestion.	72.95
Apps that direct you to an available parking space have reduced journey time.	80.60
Bicycle hiring has reduced congestion.	83.06
Online scheduling and ticket sales make public transport easier to use.	92.08

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	92.08
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	93.17
IT skills are taught well in schools.	82.38
Online services provided by the city has made it easier to start a new business.	85.25

### Governance

Online public access to city finances has reduced corruption.	77.73
Online voting has increased participation.	77.73
An online platform where residents can propose ideas has improved city life.	81.97
Processing Identification Documents online has reduced waiting times.	84.84

# Hanoi

**SMART CITY RANKING** **66<sup>th</sup>**  
Out of 102

**GROUP** **4**

**RATING** **CCC**  
From AAA to D

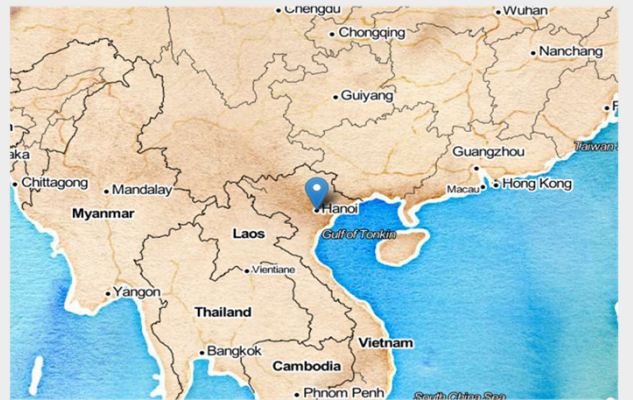
**FACTOR RATINGS**

<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.684	0.689	0.694
Life expectancy at Birth	76.1	76.3	76.5
Expected years of schooling	12.7	12.7	12.7
Mean years of schooling	8.0	8.1	8.2
GNI per capita (PPP \$)	5,263	5,589	5,859

**City**  
Population (UN World Cities Report) 3,790,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

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

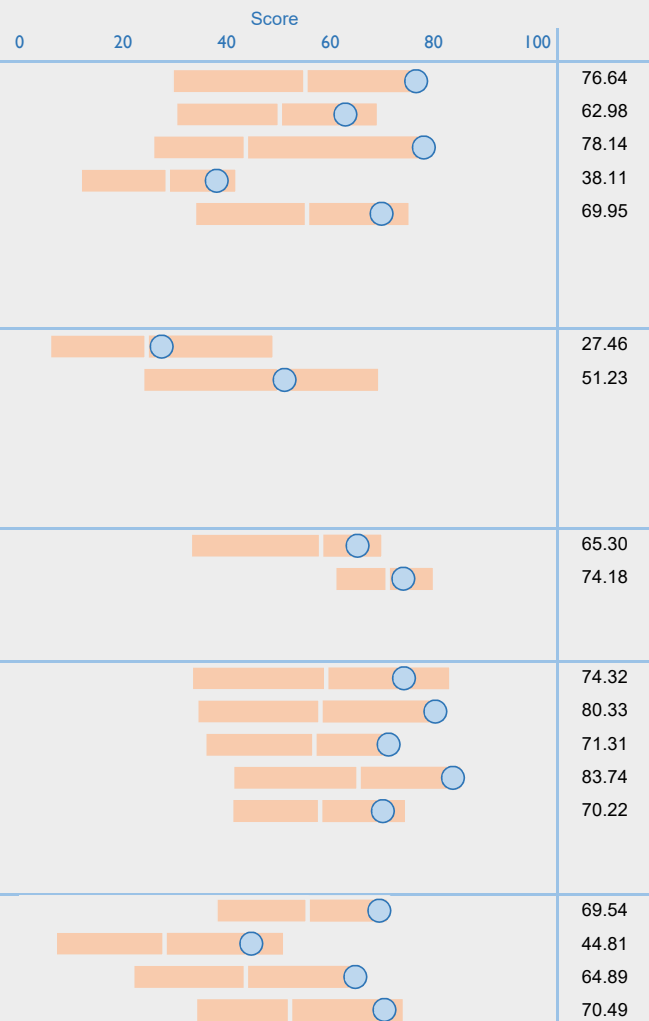
### Opportunities (Work & School)

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

### Governance

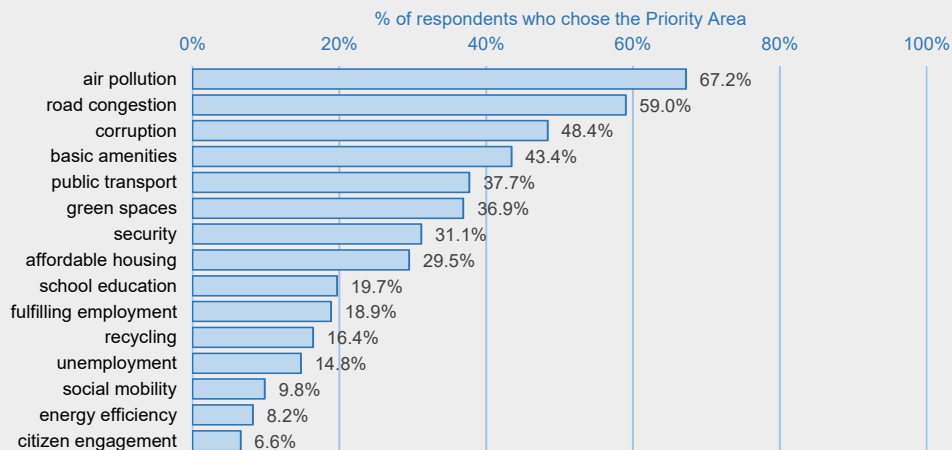
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY (blue circle), GROUP MEAN (orange circle), GROUP MIN (orange bar), GROUP MAX (orange bar)



## 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. The higher the percentage of responses per area, the greater the priority for the city.



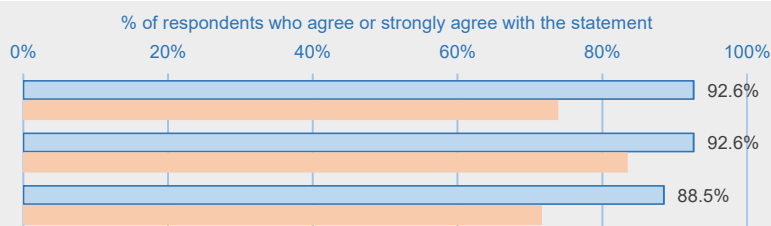
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	69.26
A website or App allows to give away unwanted items to other city residents.	64.21
Free public wifi has improved access to services.	70.08
CCTV cameras make residents feel safer.	69.40
A website or App allows effective monitoring of air pollution.	56.42
Arranging medical appointments online has improved access.	76.23

### Mobility

Statement	Score
Car-sharing Apps have reduced congestion.	75.00
Apps that direct you to an available parking space have reduced journey time.	73.63
Bicycle hiring has reduced congestion.	60.79
Online scheduling and ticket sales make public transport easier to use.	80.87

### Activities

Statement	Score
Online purchasing of tickets to shows and museums has made it easier to attend.	84.02

### Opportunities (Work & School)

Statement	Score
Online access to job listings has made it easier to find work.	83.61
IT skills are taught well in schools.	73.50
Online services provided by the city has made it easier to start a new business.	79.78

### Governance

Statement	Score
Online public access to city finances has reduced corruption.	63.39
Online voting has increased participation.	65.16
An online platform where residents can propose ideas has improved city life.	72.81
Processing Identification Documents online has reduced waiting times.	80.46

# Hanover

**SMART CITY RANKING** **26<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **B B B**  
From AAA to D

**FACTOR RATINGS**

<b>A</b>	<b>B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.933	0.934	0.936
Life expectancy at Birth	80.8	81.0	81.2
Expected years of schooling	17.0	17.0	17.0
Mean years of schooling	14.1	14.1	14.1
GNI per capita (PPP \$)	44,766	45,203	46,136

**City**  
Population (Eurostat) 535,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

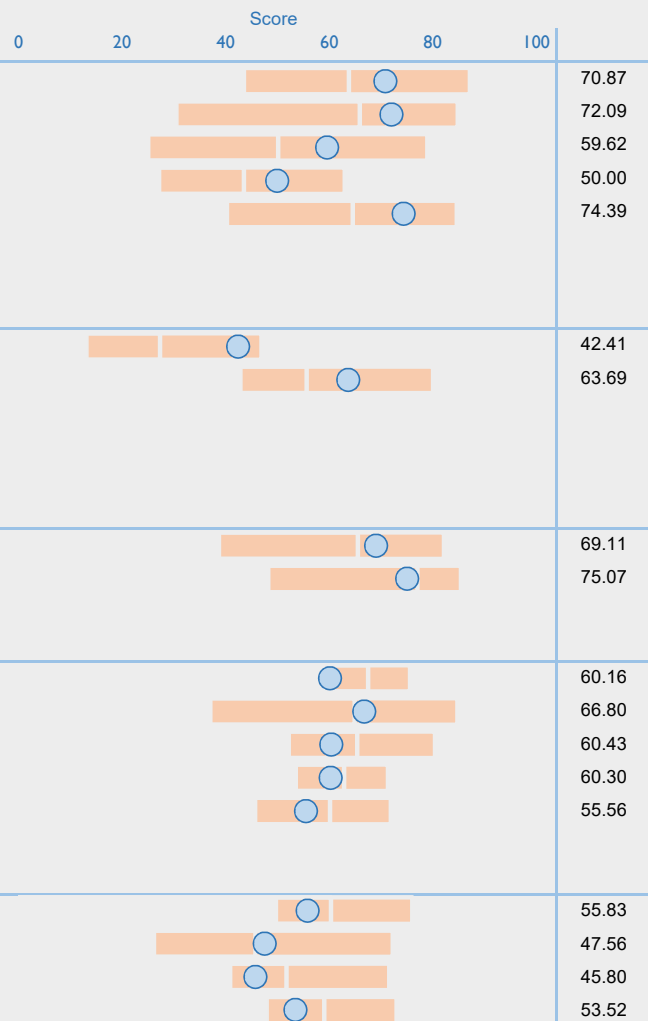
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

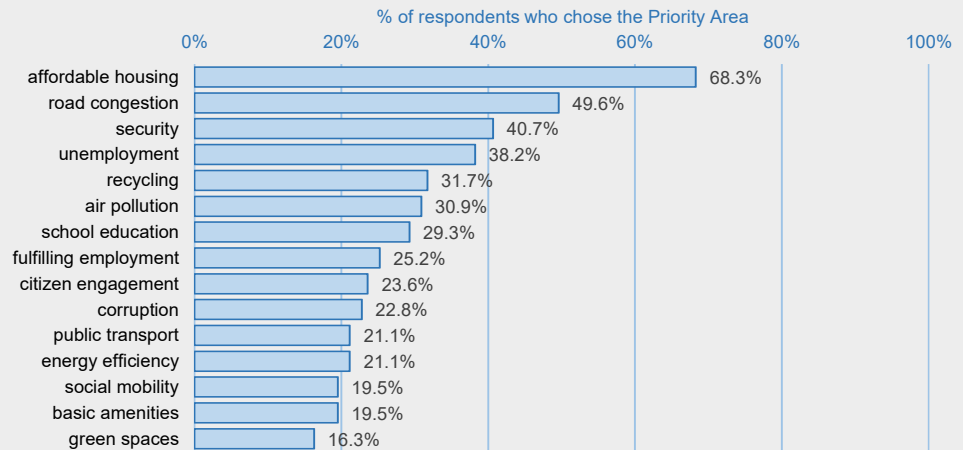
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



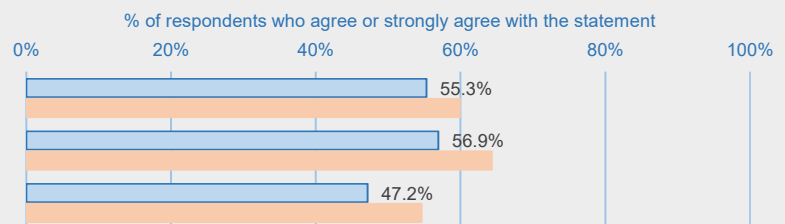
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	47.02
A website or App allows to give away unwanted items to other city residents.	52.03
Free public wifi has improved access to services.	45.93
CCTV cameras make residents feel safer.	45.66
A website or App allows effective monitoring of air pollution.	37.80
Arranging medical appointments online has improved access.	46.07

### Mobility

Car-sharing Apps have reduced congestion.	43.63
Apps that direct you to an available parking space have reduced journey time.	43.36
Bicycle hiring has reduced congestion.	43.63
Online scheduling and ticket sales make public transport easier to use.	71.27

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	69.65
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	69.65
IT skills are taught well in schools.	43.22
Online services provided by the city has made it easier to start a new business.	43.90

### Governance

Online public access to city finances has reduced corruption.	36.72
Online voting has increased participation.	48.10
An online platform where residents can propose ideas has improved city life.	44.58
Processing Identification Documents online has reduced waiting times.	49.86

# Helsinki

<b>SMART CITY RANKING</b>	<b>8<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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<b>RATING</b>	<b>A</b> From AAA to D
---------------	---------------------------

<b>FACTOR RATINGS</b>	<b>A</b>	<b>BBB</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.915	0.918	0.920
Life expectancy at Birth	81.1	81.3	81.5
Expected years of schooling	17.6	17.6	17.6
Mean years of schooling	12.4	12.4	12.4
GNI per capita (PPP \$)	39,248	40,066	41,002

City	Population (UN World Cities Report)
Helsinki	1,180,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

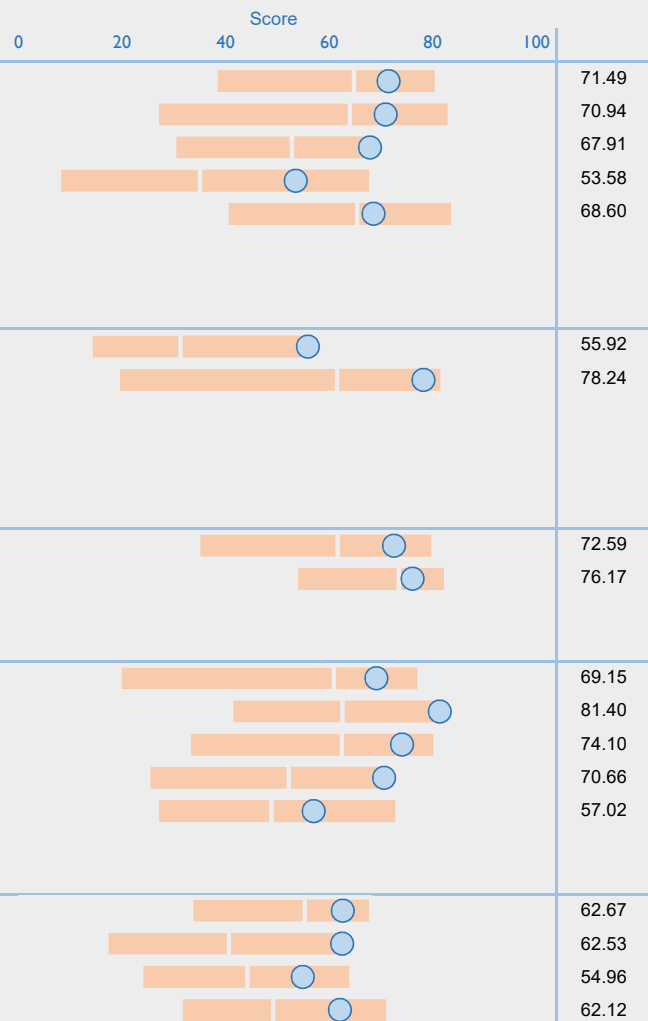
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

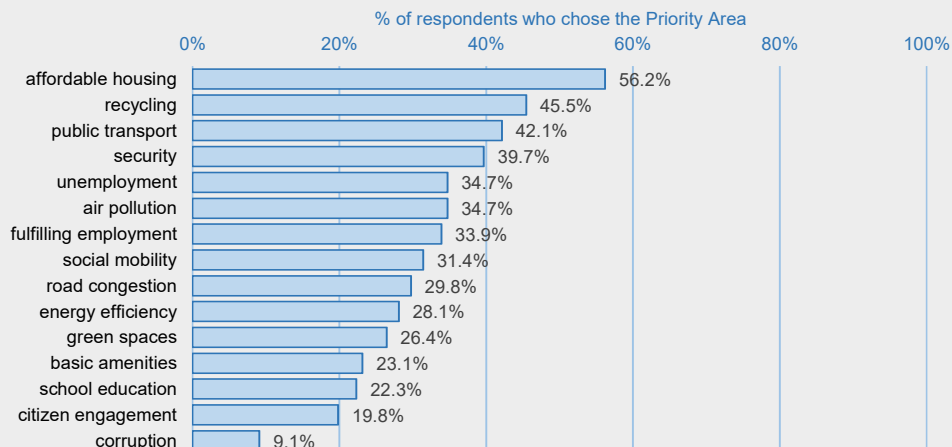
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

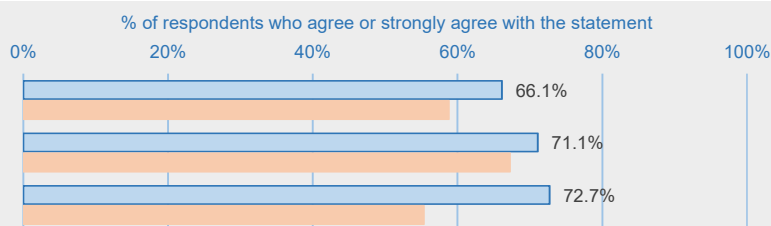


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	59.23
A website or App allows to give away unwanted items to other city residents.	68.87
Free public wifi has improved access to services.	62.81
CCTV cameras make residents feel safer.	56.61
A website or App allows effective monitoring of air pollution.	60.47
Arranging medical appointments online has improved access.	64.33

### Mobility

Car-sharing Apps have reduced congestion.	46.69
Apps that direct you to an available parking space have reduced journey time.	53.99
Bicycle hiring has reduced congestion.	66.94
Online scheduling and ticket sales make public transport easier to use.	77.41

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	69.97
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	74.52
IT skills are taught well in schools.	69.97
Online services provided by the city has made it easier to start a new business.	64.74

### Governance

Online public access to city finances has reduced corruption.	53.44
Online voting has increased participation.	51.52
An online platform where residents can propose ideas has improved city life.	59.78
Processing Identification Documents online has reduced waiting times.	65.70



# Ho Chi Minh City

**SMART CITY RANKING** **65<sup>th</sup>**  
Out of 102

**GROUP** **4**

**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS**

<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.684	0.689	0.694
Life expectancy at Birth	76.1	76.3	76.5
Expected years of schooling	12.7	12.7	12.7
Mean years of schooling	8.0	8.1	8.2
GNI per capita (PPP \$)	5,263	5,589	5,859

City	Population (UN World Cities Report)
Ho Chi Minh City	7,298,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

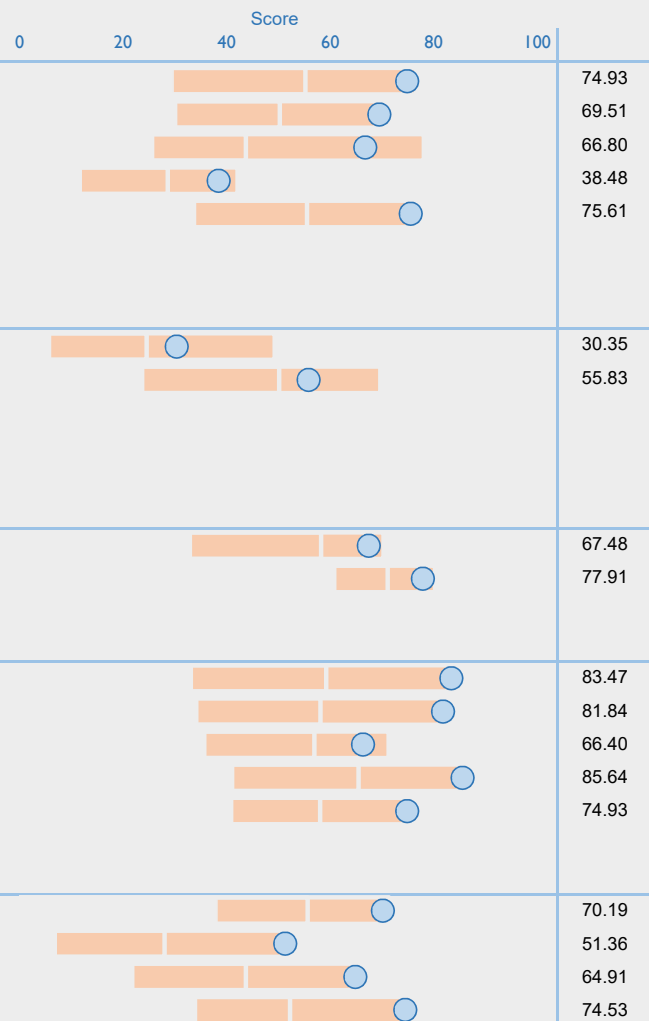
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

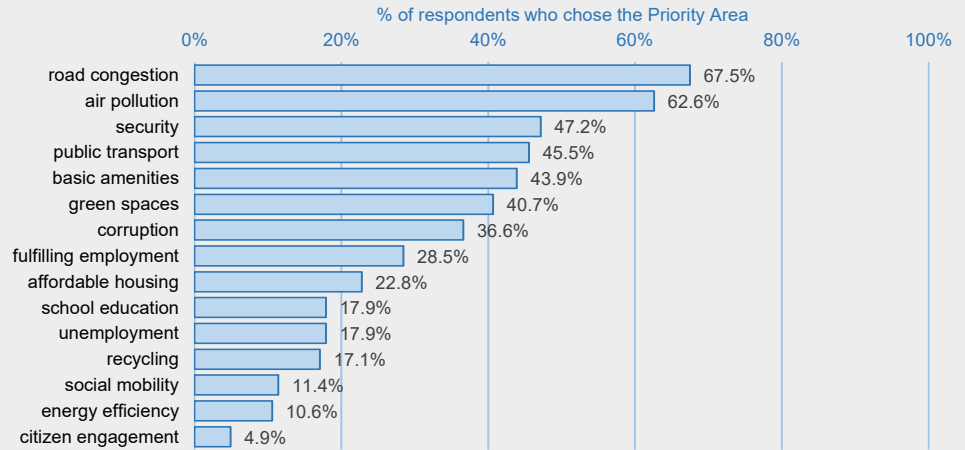
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

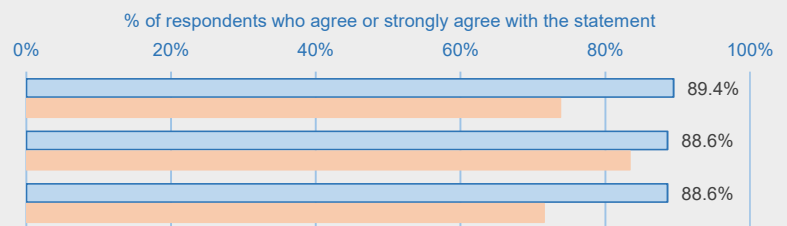


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	76.29
A website or App allows to give away unwanted items to other city residents.	66.67
Free public wifi has improved access to services.	69.51
CCTV cameras make residents feel safer.	80.49
A website or App allows effective monitoring of air pollution.	68.83
Arranging medical appointments online has improved access.	84.42

### Mobility

Statement	Score
Car-sharing Apps have reduced congestion.	76.69
Apps that direct you to an available parking space have reduced journey time.	80.22
Bicycle hiring has reduced congestion.	57.18
Online scheduling and ticket sales make public transport easier to use.	74.80

### Activities

Statement	Score
Online purchasing of tickets to shows and museums has made it easier to attend.	81.30

### Opportunities (Work & School)

Statement	Score
Online access to job listings has made it easier to find work.	88.75
IT skills are taught well in schools.	80.89
Online services provided by the city has made it easier to start a new business.	81.84

### Governance

Statement	Score
Online public access to city finances has reduced corruption.	70.33
Online voting has increased participation.	69.11
An online platform where residents can propose ideas has improved city life.	74.66
Processing Identification Documents online has reduced waiting times.	78.32

# Hong Kong

**SMART CITY RANKING** **37<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **B B B**  
From AAA to D

**FACTOR RATINGS**

<b>B B</b>	<b>A</b>
Structures	Technologies

## BACKGROUND INFORMATION

SAR	2015	2016	2017
UN HDI	0.927	0.930	0.933
Life expectancy at Birth	83.8	84.0	84.1
Expected years of schooling	16.3	16.3	16.3
Mean years of schooling	12.0	12.0	12.0
GNI per capita (PPP \$)	54,608	55,809	58,420

**City**

Population (UN World Cities Report)	7,314,000
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Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

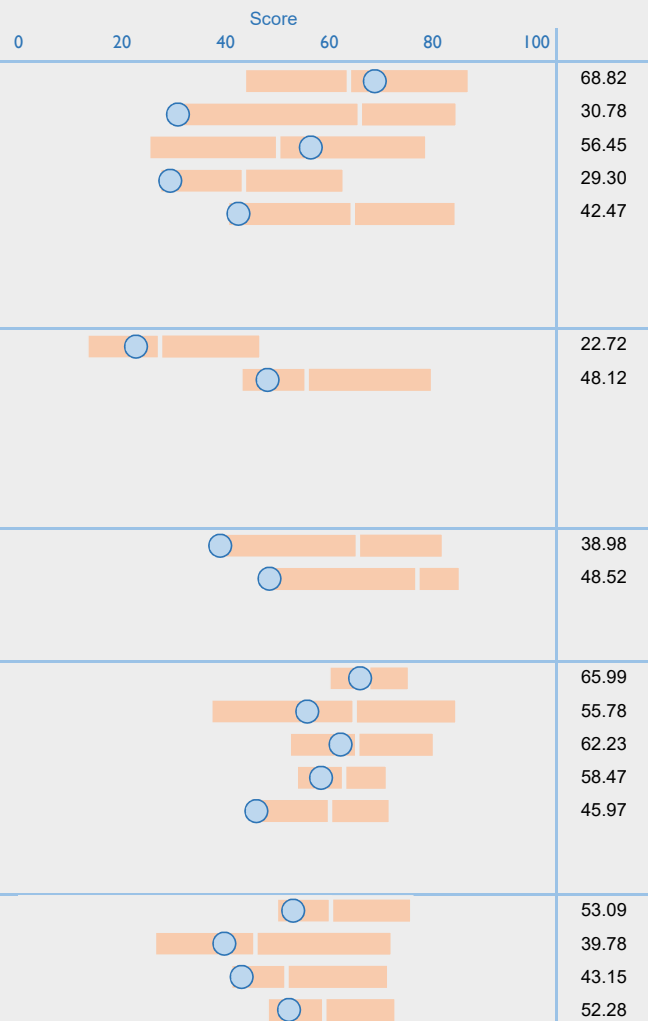
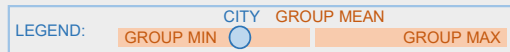
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

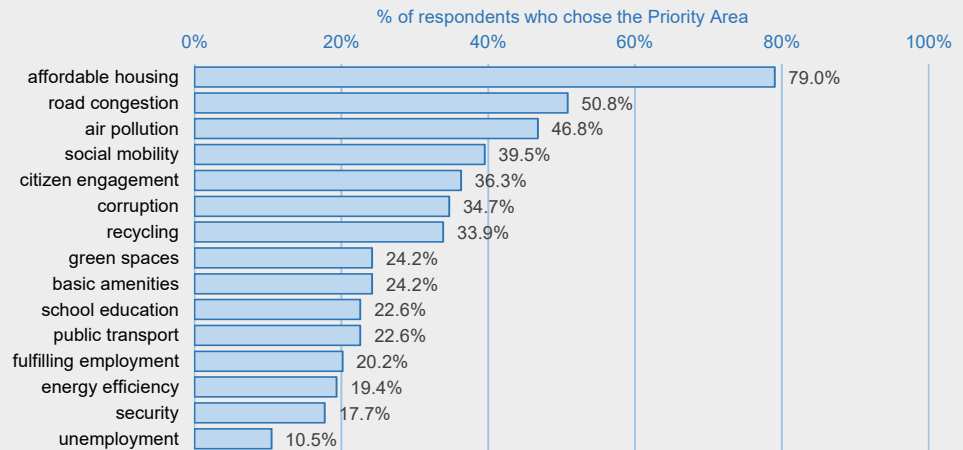
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



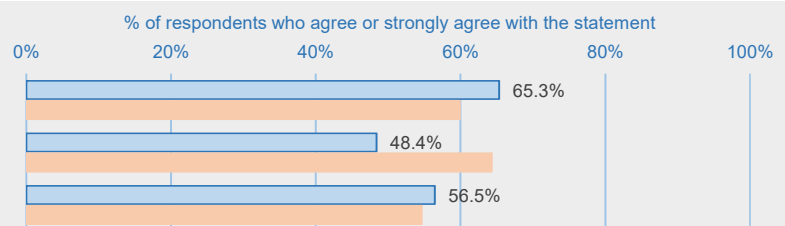
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	51.34
A website or App allows to give away unwanted items to other city residents.	53.63
Free public wifi has improved access to services.	65.19
CCTV cameras make residents feel safer.	61.56
A website or App allows effective monitoring of air pollution.	55.91
Arranging medical appointments online has improved access.	55.78

### Mobility

Car-sharing Apps have reduced congestion.	40.19
Apps that direct you to an available parking space have reduced journey time.	51.75
Bicycle hiring has reduced congestion.	36.29
Online scheduling and ticket sales make public transport easier to use.	56.85

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	69.49
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	70.03
IT skills are taught well in schools.	61.83
Online services provided by the city has made it easier to start a new business.	68.15

### Governance

Online public access to city finances has reduced corruption.	59.01
Online voting has increased participation.	50.67
An online platform where residents can propose ideas has improved city life.	57.66
Processing Identification Documents online has reduced waiting times.	67.74

# Hyderabad

**SMART CITY RANKING** **67<sup>th</sup>**  
Out of 102

**GROUP** **4**

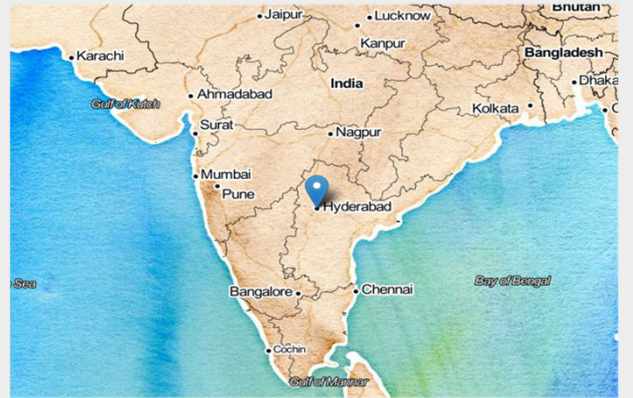
**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS** **CCC** **CCC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.627	0.636	0.640
Life expectancy at Birth	68.3	68.6	68.8
Expected years of schooling	12.0	12.3	12.3
Mean years of schooling	6.3	6.4	6.4
GNI per capita (PPP \$)	5,691	6,026	6,353

City	Population (UN World Cities Report)
Hyderabad	10,716,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

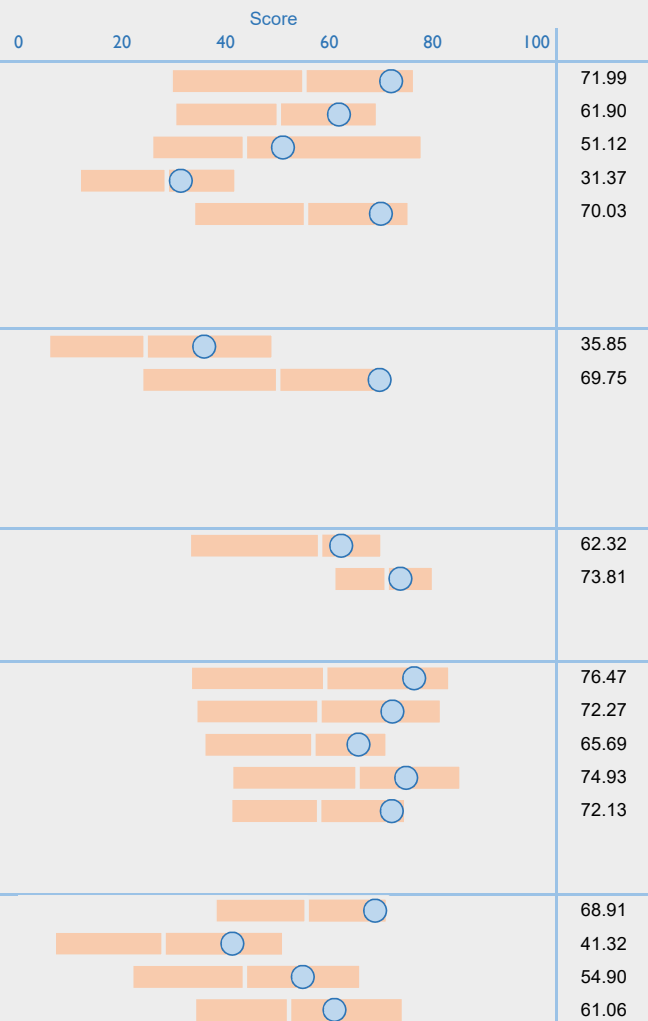
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

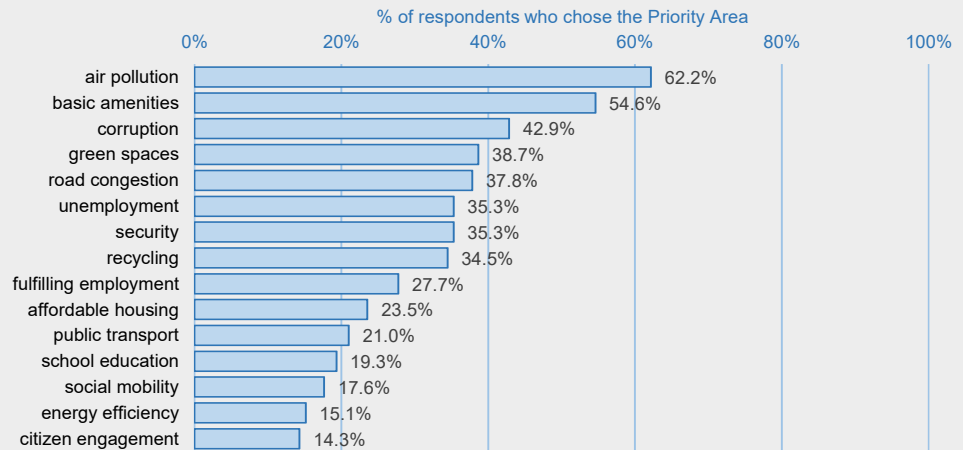
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



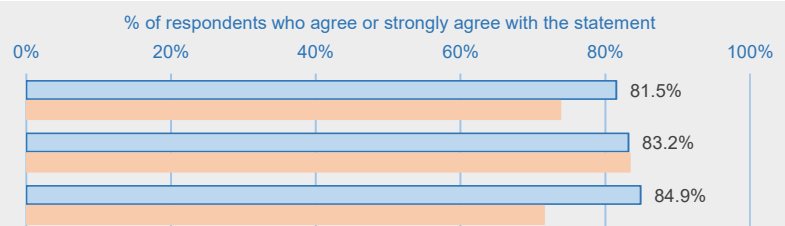
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	64.15
A website or App allows to give away unwanted items to other city residents.	62.89
Free public wifi has improved access to services.	63.87
CCTV cameras make residents feel safer.	80.11
A website or App allows effective monitoring of air pollution.	51.54
Arranging medical appointments online has improved access.	77.03

### Mobility

Car-sharing Apps have reduced congestion.	68.21
Apps that direct you to an available parking space have reduced journey time.	58.54
Bicycle hiring has reduced congestion.	59.52
Online scheduling and ticket sales make public transport easier to use.	81.23

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	83.05
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	84.17
IT skills are taught well in schools.	76.75
Online services provided by the city has made it easier to start a new business.	82.07

### Governance

Online public access to city finances has reduced corruption.	60.22
Online voting has increased participation.	61.20
An online platform where residents can propose ideas has improved city life.	70.45
Processing Identification Documents online has reduced waiting times.	74.65

# Jakarta

**SMART CITY RANKING** **81<sup>st</sup>**  
Out of 102

**GROUP** **4**

**RATING** **CC**  
From AAA to D

**FACTOR RATINGS**

<b>C</b>	<b>CC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.686	0.691	0.694
Life expectancy at Birth	69.0	69.2	69.4
Expected years of schooling	12.7	12.8	12.8
Mean years of schooling	7.9	8.0	8.0
GNI per capita (PPP \$)	10,037	10,437	10,846

**City**

Population (UN World Cities Report)	10,323,000
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Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

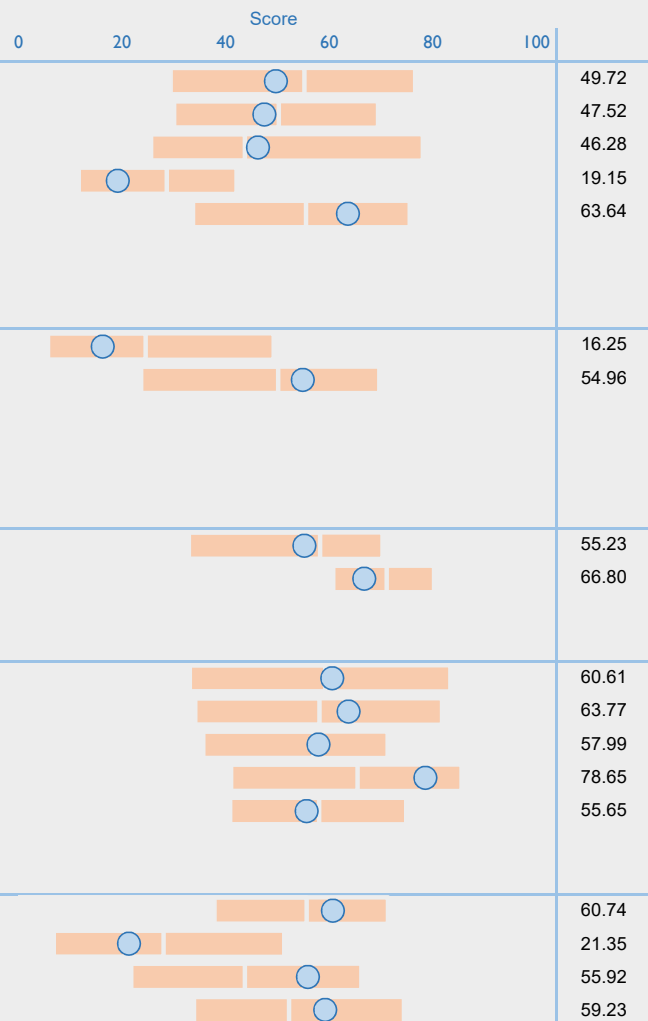
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

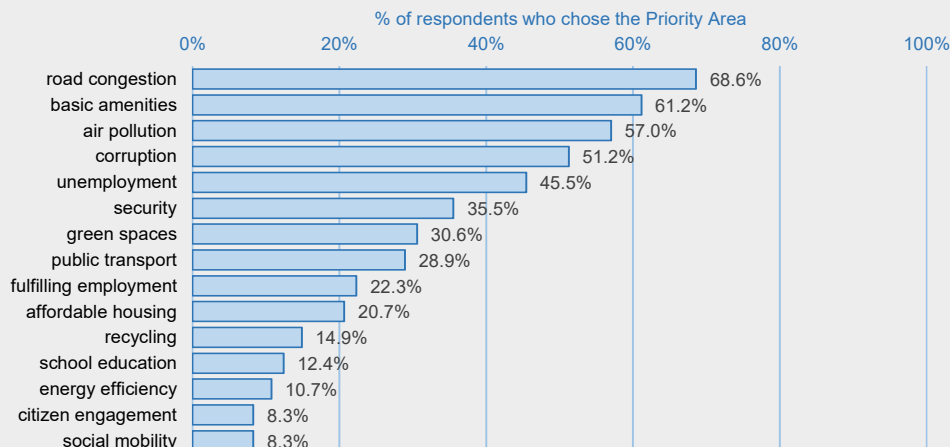
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



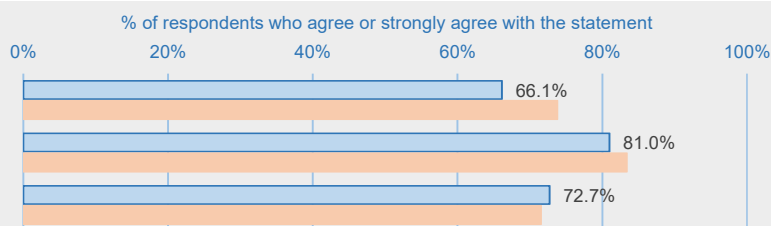
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

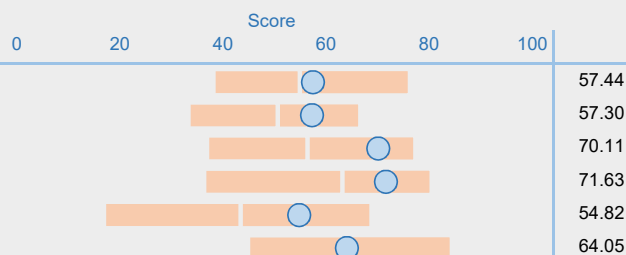
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



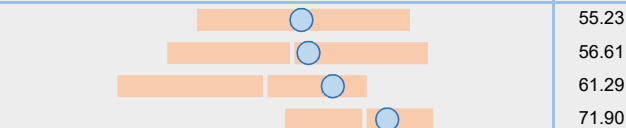
### Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

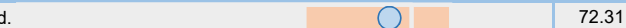
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



### Activities

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

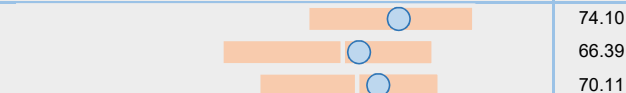


### Opportunities (Work & School)

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.



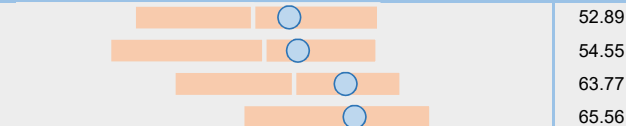
### Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

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

Processing Identification Documents online has reduced waiting times.





# Kiev

<b>SMART CITY RANKING</b>	<b>92<sup>nd</sup></b> Out of 102
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<b>GROUP</b>	<b>4</b>
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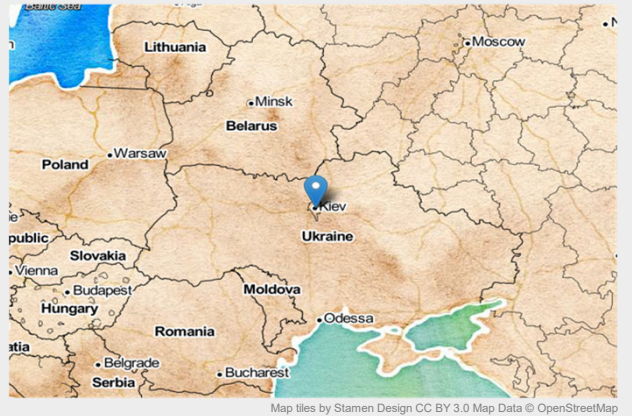
<b>RATING</b>	<b>C</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>C</b>	<b>C</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.746	0.751
Life expectancy at Birth	71.8	72.0	72.1
Expected years of schooling	15.0	15.0	15.0
Mean years of schooling	11.3	11.3	11.3
GNI per capita (PPP \$)	7,375	7,593	8,130

City	Population (UN World Cities Report)
Kiev	2,942,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

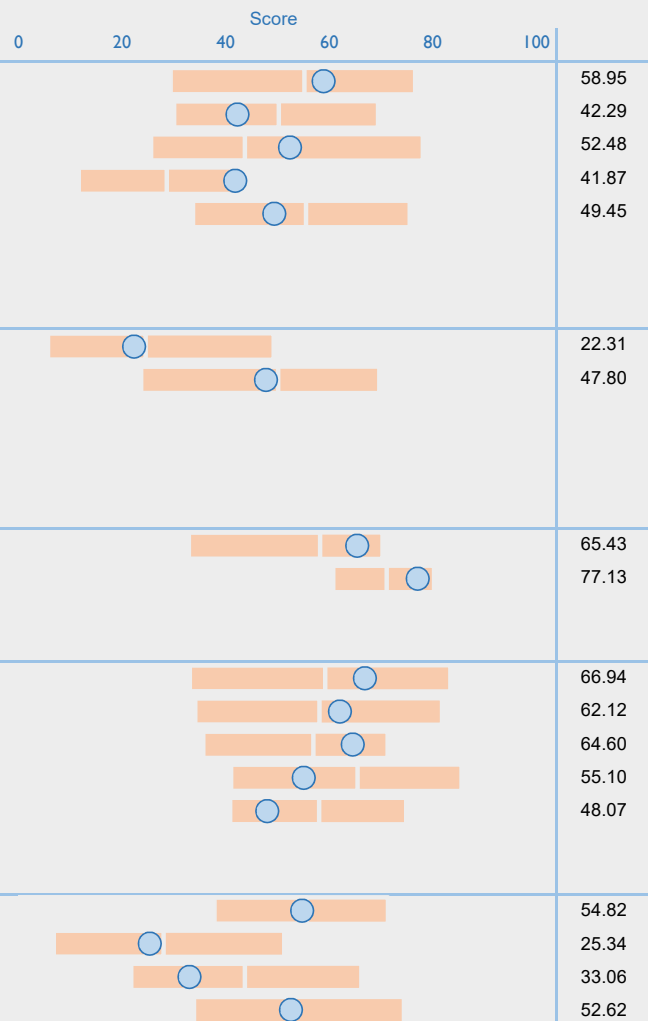
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

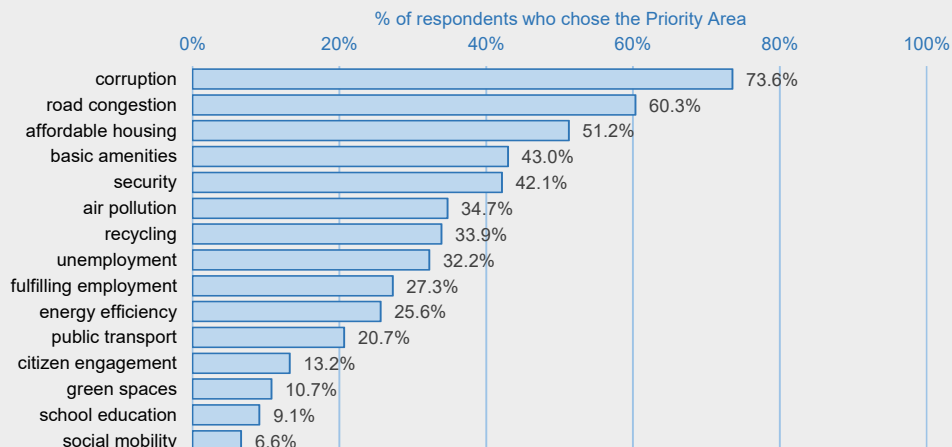
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



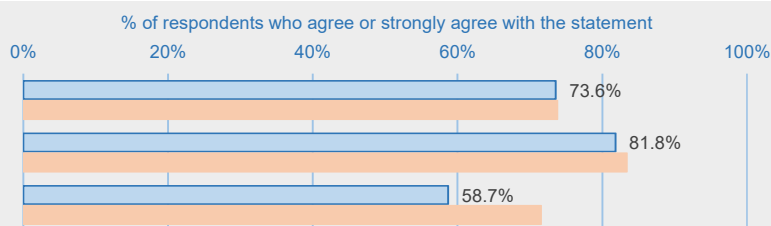
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	59.37
A website or App allows to give away unwanted items to other city residents.	44.08
Free public wifi has improved access to services.	55.51
CCTV cameras make residents feel safer.	53.58
A website or App allows effective monitoring of air pollution.	31.82
Arranging medical appointments online has improved access.	60.74

### Mobility

Car-sharing Apps have reduced congestion.	44.21
Apps that direct you to an available parking space have reduced journey time.	61.29
Bicycle hiring has reduced congestion.	46.42
Online scheduling and ticket sales make public transport easier to use.	70.80

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	82.64
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	77.41
IT skills are taught well in schools.	56.61
Online services provided by the city has made it easier to start a new business.	53.58

### Governance

Online public access to city finances has reduced corruption.	37.60
Online voting has increased participation.	52.75
An online platform where residents can propose ideas has improved city life.	56.20
Processing Identification Documents online has reduced waiting times.	62.81

# Krakow

**SMART CITY RANKING** **69<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS**

<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.855	0.860	0.865
Life expectancy at Birth	77.4	77.6	77.8
Expected years of schooling	16.1	16.4	16.4
Mean years of schooling	12.1	12.2	12.3
GNI per capita (PPP \$)	24,418	24,983	26,150

**City**

Population (UN World Cities Report)	760,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

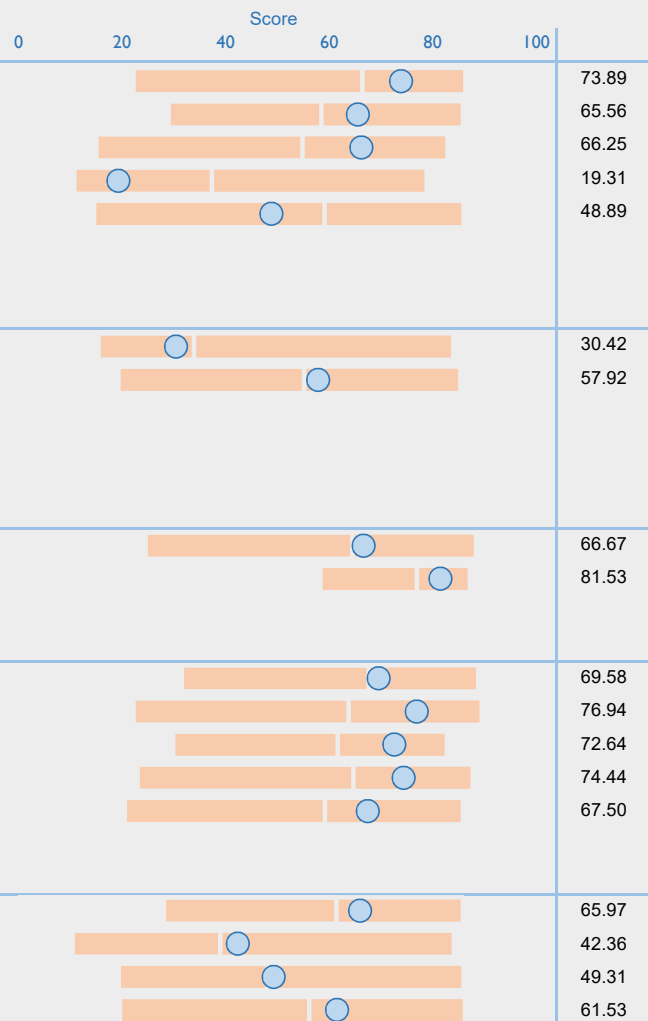
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

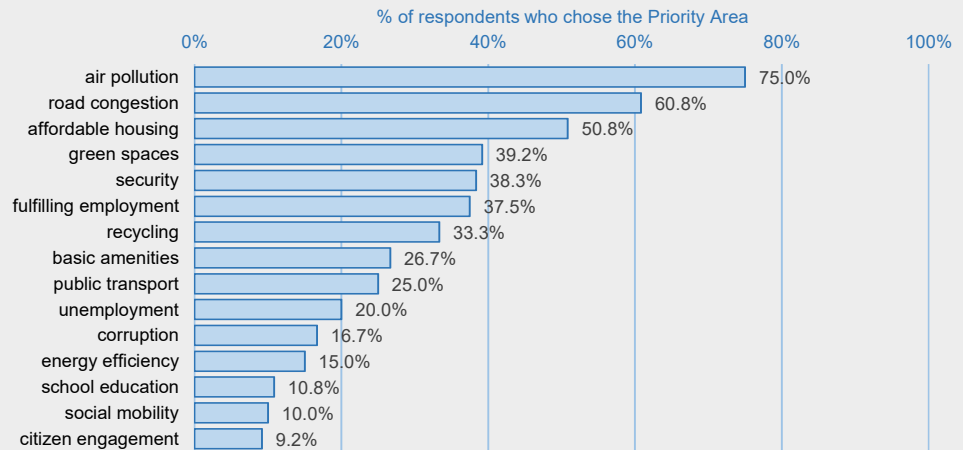
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



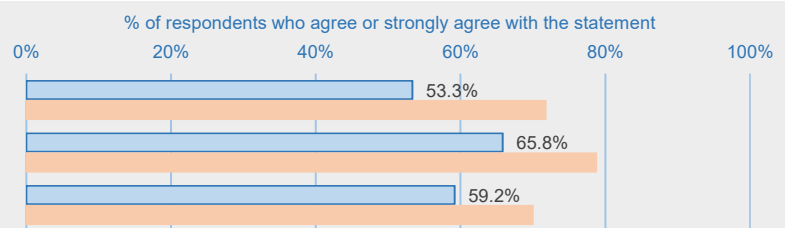
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	57.22
A website or App allows to give away unwanted items to other city residents.	56.53
Free public wifi has improved access to services.	64.44
CCTV cameras make residents feel safer.	73.61
A website or App allows effective monitoring of air pollution.	77.08
Arranging medical appointments online has improved access.	61.11

### Mobility

Car-sharing Apps have reduced congestion.	48.89
Apps that direct you to an available parking space have reduced journey time.	57.92
Bicycle hiring has reduced congestion.	62.22
Online scheduling and ticket sales make public transport easier to use.	72.36

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	82.36
---	-------

### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	79.86
IT skills are taught well in schools.	66.11
Online services provided by the city has made it easier to start a new business.	64.86

### Governance

Online public access to city finances has reduced corruption.	51.67
Online voting has increased participation.	54.86
An online platform where residents can propose ideas has improved city life.	64.44
Processing Identification Documents online has reduced waiting times.	71.67

# Kuala Lumpur

<b>SMART CITY RANKING</b>	<b>70<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>3</b>
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<b>RATING</b>	<b>CCC</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>CCC</b>	<b>CCC</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.795	0.799	0.802
Life expectancy at Birth	75.1	75.3	75.5
Expected years of schooling	13.5	13.7	13.7
Mean years of schooling	10.2	10.2	10.2
GNI per capita (PPP \$)	24,324	24,968	26,107

City	Population (UN World Cities Report)
Kuala Lumpur	6,837,000



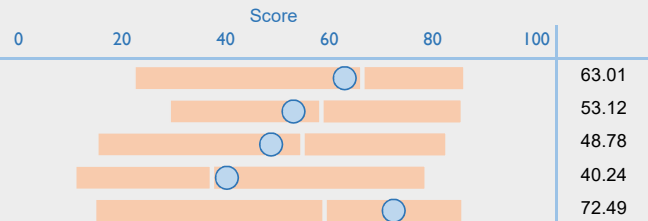
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



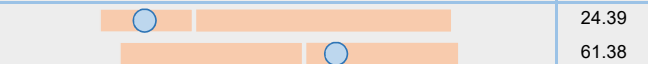
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



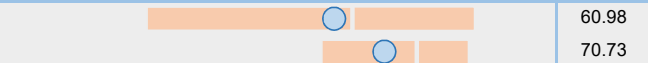
### Mobility

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



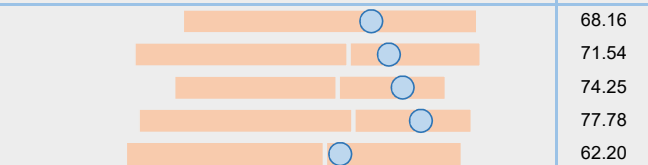
### Activities

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



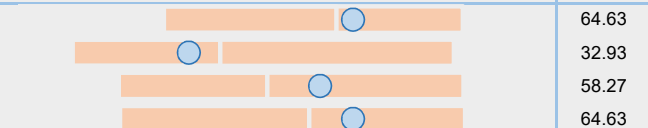
### Opportunities (Work & School)

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



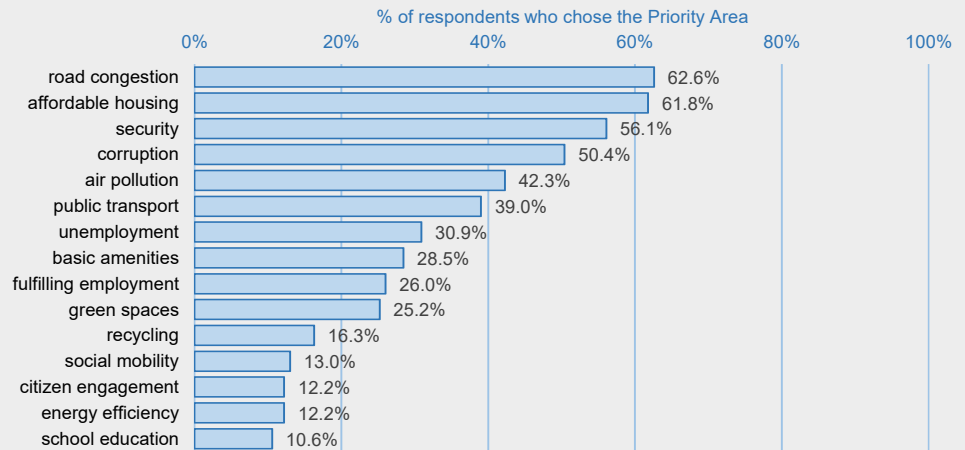
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

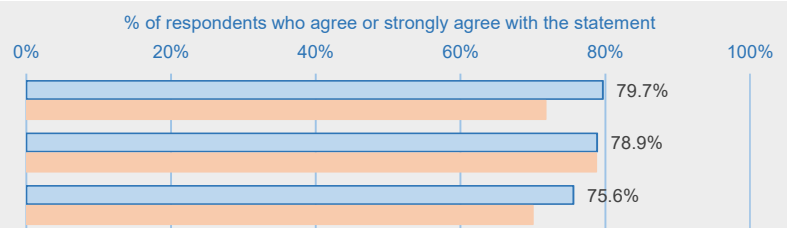


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score	City Score
Online reporting of city maintenance problems provides a speedy solution.	61.65	~60
A website or App allows to give away unwanted items to other city residents.	53.39	~55
Free public wifi has improved access to services.	59.08	~58
CCTV cameras make residents feel safer.	63.69	~62
A website or App allows effective monitoring of air pollution.	53.12	~52
Arranging medical appointments online has improved access.	61.92	~60

### Mobility

Statement	Score	City Score
Car-sharing Apps have reduced congestion.	69.38	~68
Apps that direct you to an available parking space have reduced journey time.	58.54	~57
Bicycle hiring has reduced congestion.	49.05	~48
Online scheduling and ticket sales make public transport easier to use.	73.85	~72

### Activities

Statement	Score	City Score
Online purchasing of tickets to shows and museums has made it easier to attend.	82.66	~81

### Opportunities (Work & School)

Statement	Score	City Score
Online access to job listings has made it easier to find work.	83.47	~82
IT skills are taught well in schools.	66.12	~65
Online services provided by the city has made it easier to start a new business.	75.20	~74

### Governance

Statement	Score	City Score
Online public access to city finances has reduced corruption.	54.88	~53
Online voting has increased participation.	60.43	~59
An online platform where residents can propose ideas has improved city life.	62.87	~61
Processing Identification Documents online has reduced waiting times.	70.33	~69

# Lagos

<b>SMART CITY RANKING</b>	<b>102<sup>nd</sup></b> Out of 102
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<b>GROUP</b>	<b>4</b>
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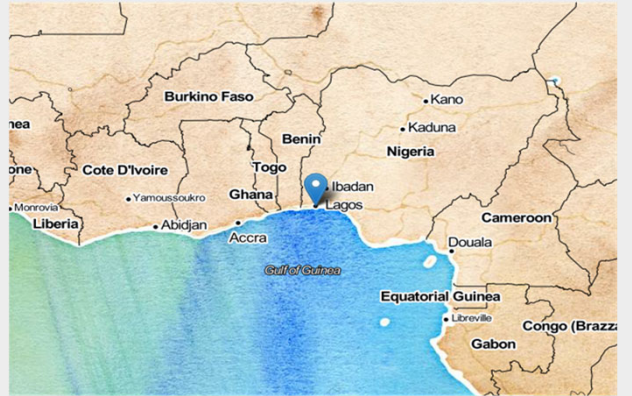
<b>RATING</b>	<b>D</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>D</b>	<b>D</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.527	0.530	0.532
Life expectancy at Birth	53.0	53.4	53.9
Expected years of schooling	10.0	10.0	10.0
Mean years of schooling	6.0	6.2	6.2
GNI per capita (PPP \$)	5,527	5,326	5,231

City	Population (UN World Cities Report)
Lagos	13,123,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

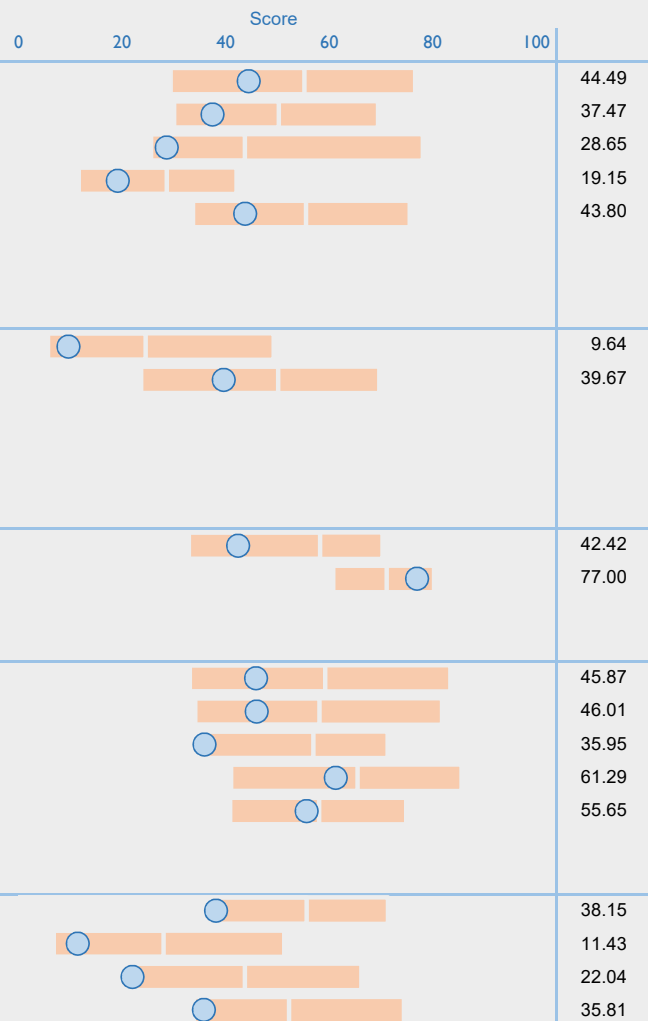
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

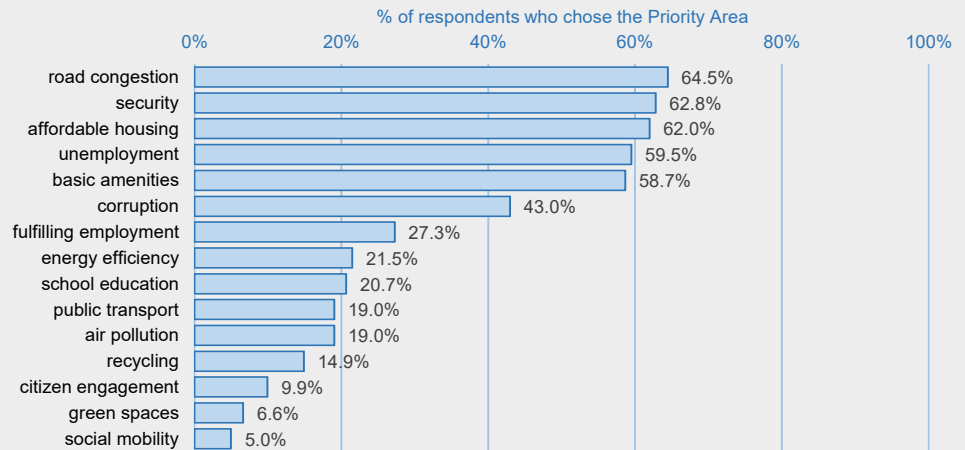
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

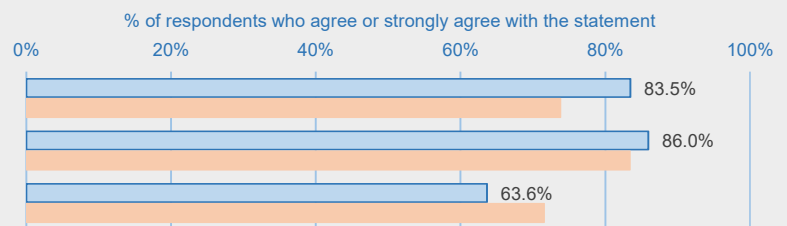


## ATTITUDES

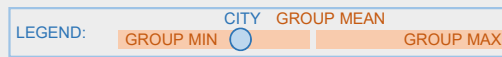
You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	46.83
A website or App allows to give away unwanted items to other city residents.	33.75
Free public wifi has improved access to services.	37.33
CCTV cameras make residents feel safer.	36.78
A website or App allows effective monitoring of air pollution.	18.60
Arranging medical appointments online has improved access.	45.32

### Mobility

Car-sharing Apps have reduced congestion.	41.18
Apps that direct you to an available parking space have reduced journey time.	29.20
Bicycle hiring has reduced congestion.	22.04
Online scheduling and ticket sales make public transport easier to use.	53.99

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	77.00
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	76.03
IT skills are taught well in schools.	54.68
Online services provided by the city has made it easier to start a new business.	54.55

### Governance

Online public access to city finances has reduced corruption.	23.14
Online voting has increased participation.	18.32
An online platform where residents can propose ideas has improved city life.	30.85
Processing Identification Documents online has reduced waiting times.	51.79



# Lisbon

**SMART CITY RANKING** **76<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS**

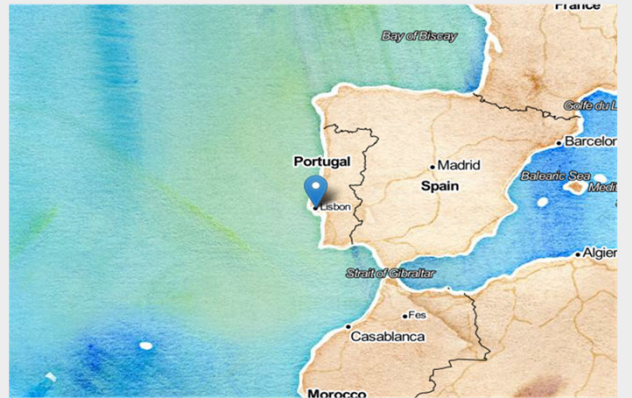
<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.842	0.845	0.847
Life expectancy at Birth	81.0	81.2	81.4
Expected years of schooling	16.4	16.3	16.3
Mean years of schooling	9.1	9.2	9.2
GNI per capita (PPP \$)	25,860	26,521	27,315

**City**

Population (UN World Cities Report)	2,884,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

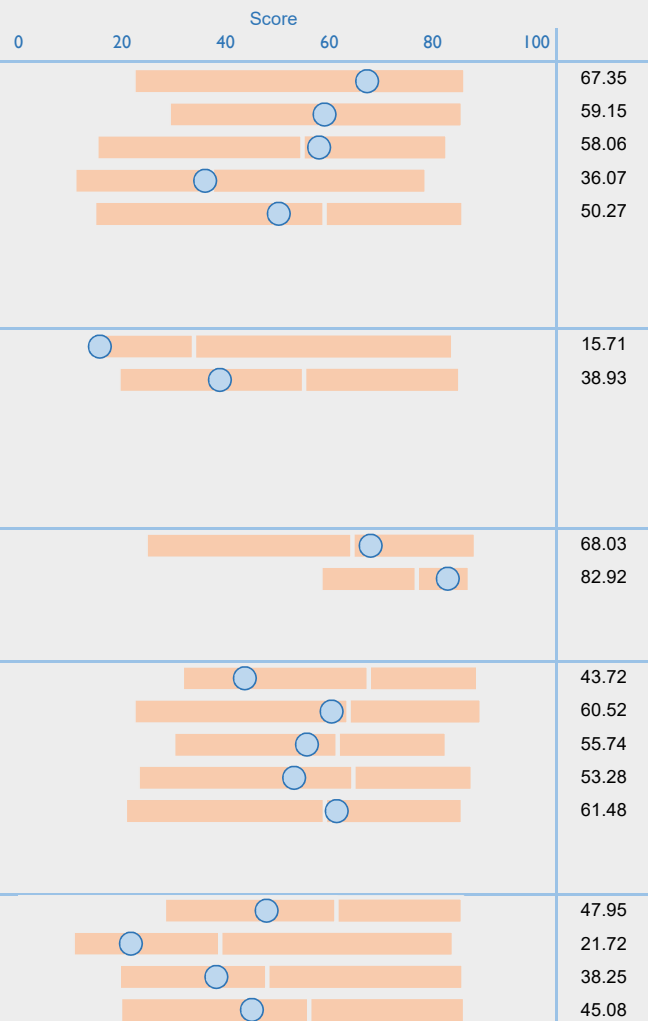
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

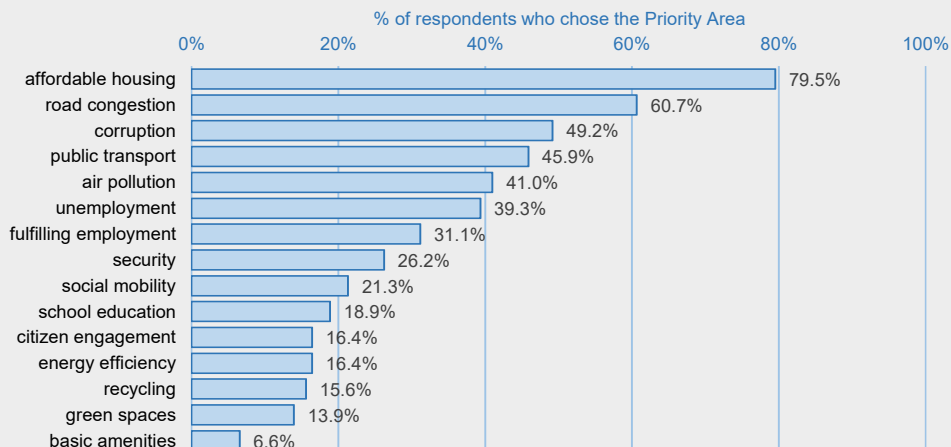
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



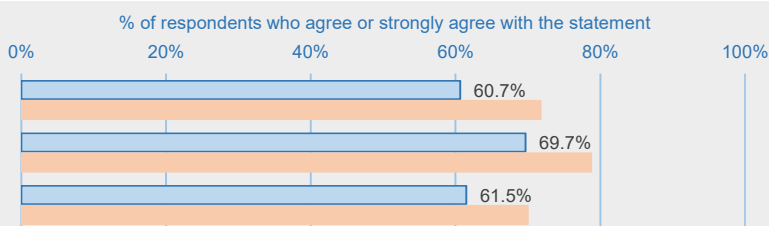
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	59.84
A website or App allows to give away unwanted items to other city residents.	58.20
Free public wifi has improved access to services.	67.62
CCTV cameras make residents feel safer.	59.15
A website or App allows effective monitoring of air pollution.	40.16
Arranging medical appointments online has improved access.	66.94

### Mobility

Car-sharing Apps have reduced congestion.	41.53
Apps that direct you to an available parking space have reduced journey time.	44.54
Bicycle hiring has reduced congestion.	48.50
Online scheduling and ticket sales make public transport easier to use.	65.85

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	87.70
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	79.51
IT skills are taught well in schools.	64.48
Online services provided by the city has made it easier to start a new business.	64.62

### Governance

Online public access to city finances has reduced corruption.	36.75
Online voting has increased participation.	44.67
An online platform where residents can propose ideas has improved city life.	58.74
Processing Identification Documents online has reduced waiting times.	68.03

# London

<b>SMART CITY RANKING</b>	<b>20<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>B B B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.918	0.920	0.922
Life expectancy at Birth	81.4	81.6	81.7
Expected years of schooling	17.4	17.4	17.4
Mean years of schooling	12.8	12.9	12.9
GNI per capita (PPP \$)	38,146	38,680	39,116

City	Population (UN World Cities Report)
London	10,313,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

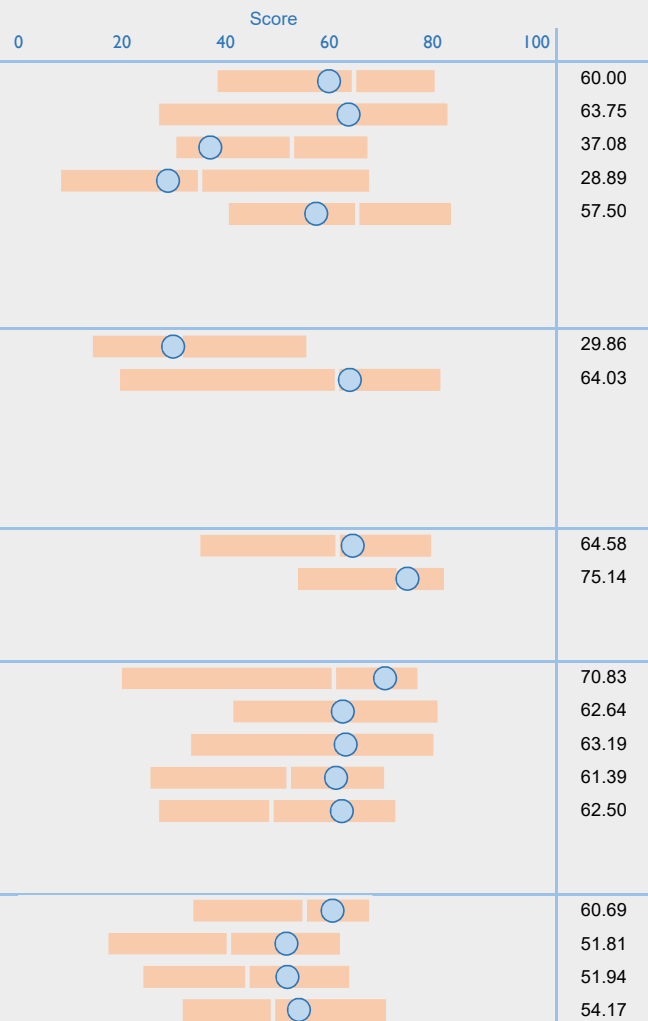
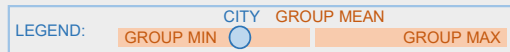
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

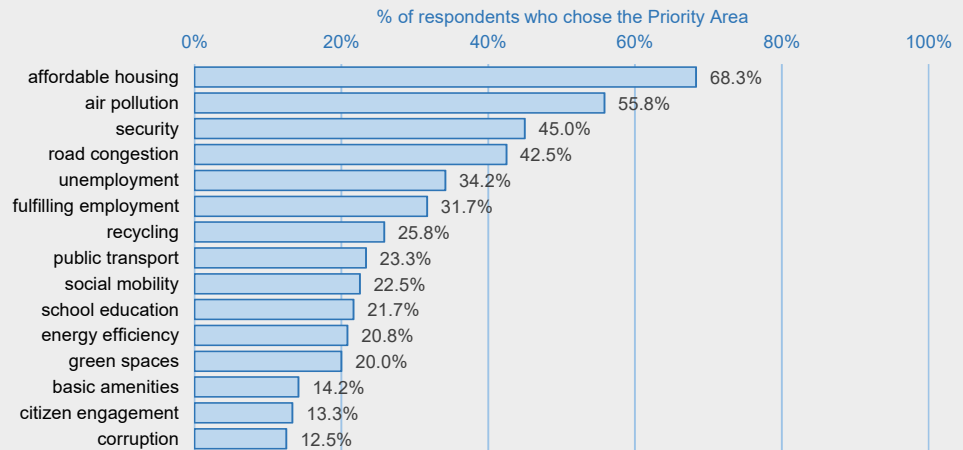
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



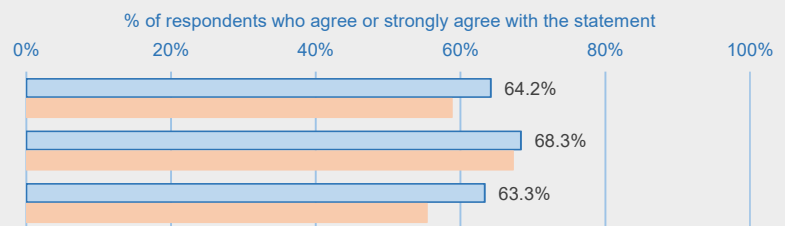
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	54.03
A website or App allows to give away unwanted items to other city residents.	59.44
Free public wifi has improved access to services.	63.06
CCTV cameras make residents feel safer.	56.11
A website or App allows effective monitoring of air pollution.	45.14
Arranging medical appointments online has improved access.	63.06

### Mobility

Car-sharing Apps have reduced congestion.	47.08
Apps that direct you to an available parking space have reduced journey time.	44.31
Bicycle hiring has reduced congestion.	55.00
Online scheduling and ticket sales make public transport easier to use.	72.22

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	74.86
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	66.53
IT skills are taught well in schools.	58.75
Online services provided by the city has made it easier to start a new business.	55.97

### Governance

Online public access to city finances has reduced corruption.	48.61
Online voting has increased participation.	53.19
An online platform where residents can propose ideas has improved city life.	52.36
Processing Identification Documents online has reduced waiting times.	64.44

# Los Angeles

<b>SMART CITY RANKING</b>	<b>35<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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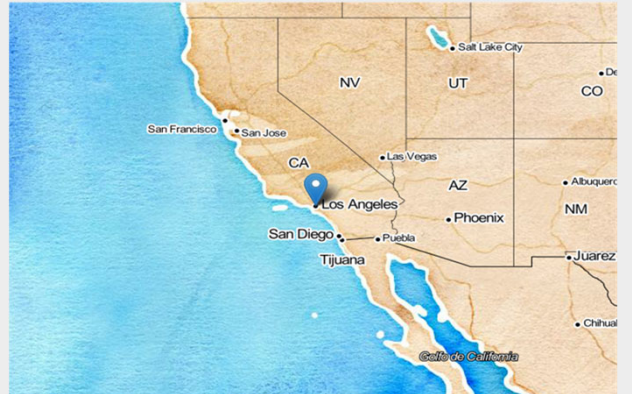
<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>B B</b>	<b>A</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.924
Life expectancy at Birth	79.2	79.4	79.5
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	13.3	13.4	13.4
GNI per capita (PPP \$)	53,741	54,104	54,941

City	Population (UN World Cities Report)
Los Angeles	12,310,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

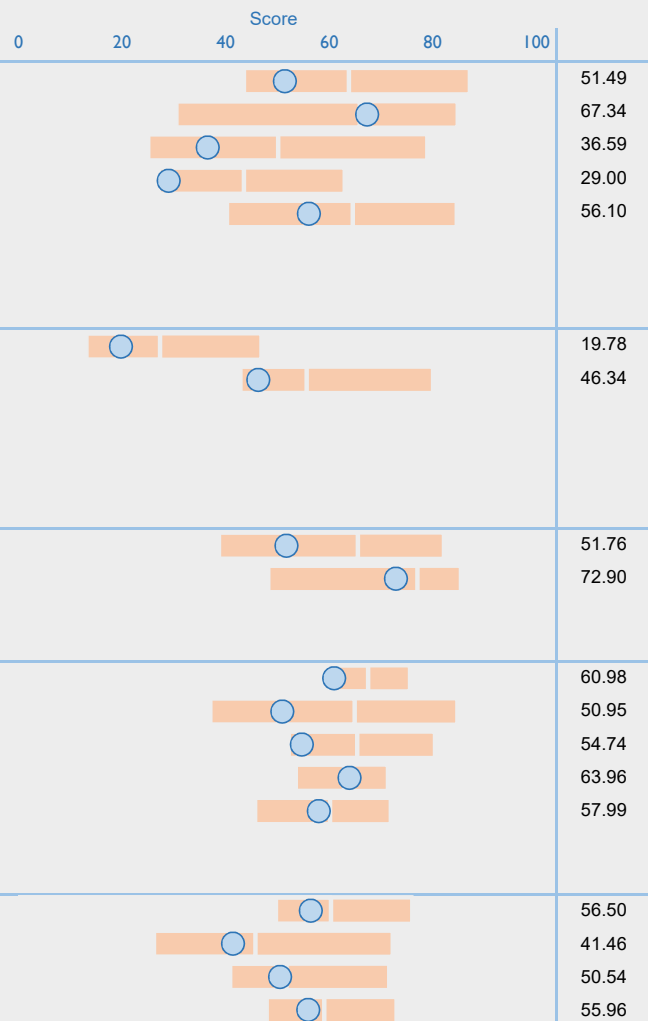
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

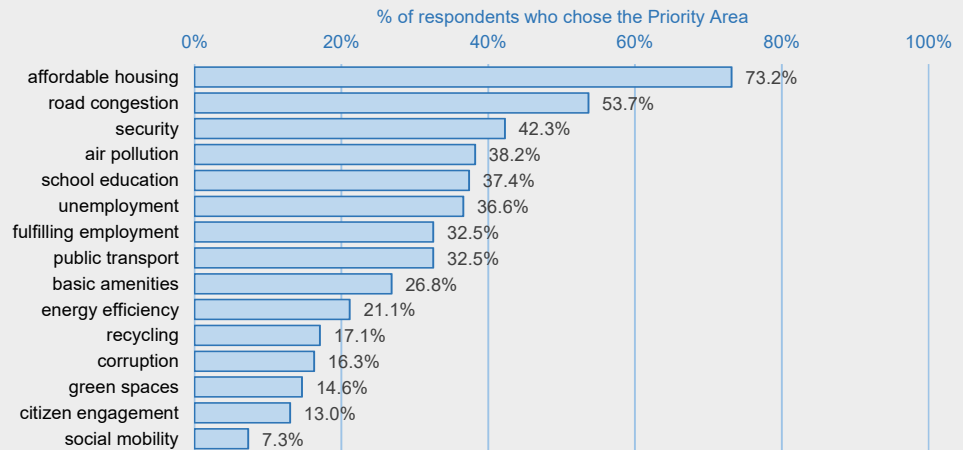
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



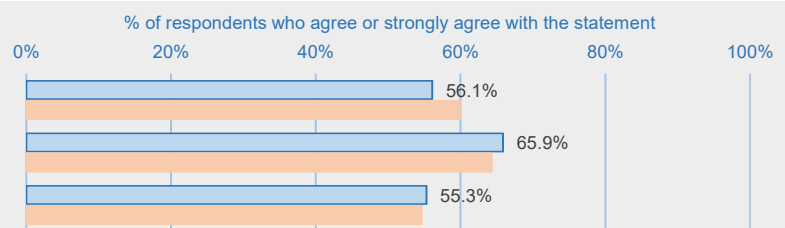
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	47.02
A website or App allows to give away unwanted items to other city residents.	64.36
Free public wifi has improved access to services.	60.98
CCTV cameras make residents feel safer.	48.78
A website or App allows effective monitoring of air pollution.	44.85
Arranging medical appointments online has improved access.	55.96

### Mobility

Car-sharing Apps have reduced congestion.	53.66
Apps that direct you to an available parking space have reduced journey time.	46.48
Bicycle hiring has reduced congestion.	40.65
Online scheduling and ticket sales make public transport easier to use.	56.10

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	76.02
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	69.78
IT skills are taught well in schools.	54.34
Online services provided by the city has made it easier to start a new business.	55.15

### Governance

Online public access to city finances has reduced corruption.	44.72
Online voting has increased participation.	55.15
An online platform where residents can propose ideas has improved city life.	52.98
Processing Identification Documents online has reduced waiting times.	57.18

# Lyon

<b>SMART CITY RANKING</b>	<b>23<sup>rd</sup></b> Out of 102
---------------------------	--------------------------------------

<b>GROUP</b>	<b>2</b>
--------------	----------

<b>RATING</b>	<b>B B B</b> From AAA to D
---------------	-------------------------------

<b>FACTOR RATINGS</b>	<b>B B B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.898	0.899	0.901
Life expectancy at Birth	82.4	82.5	82.7
Expected years of schooling	16.4	16.4	16.4
Mean years of schooling	11.5	11.5	11.5
GNI per capita (PPP \$)	38,367	38,702	39,254

City	Population (UN World Cities Report)
Lyon	1,609,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

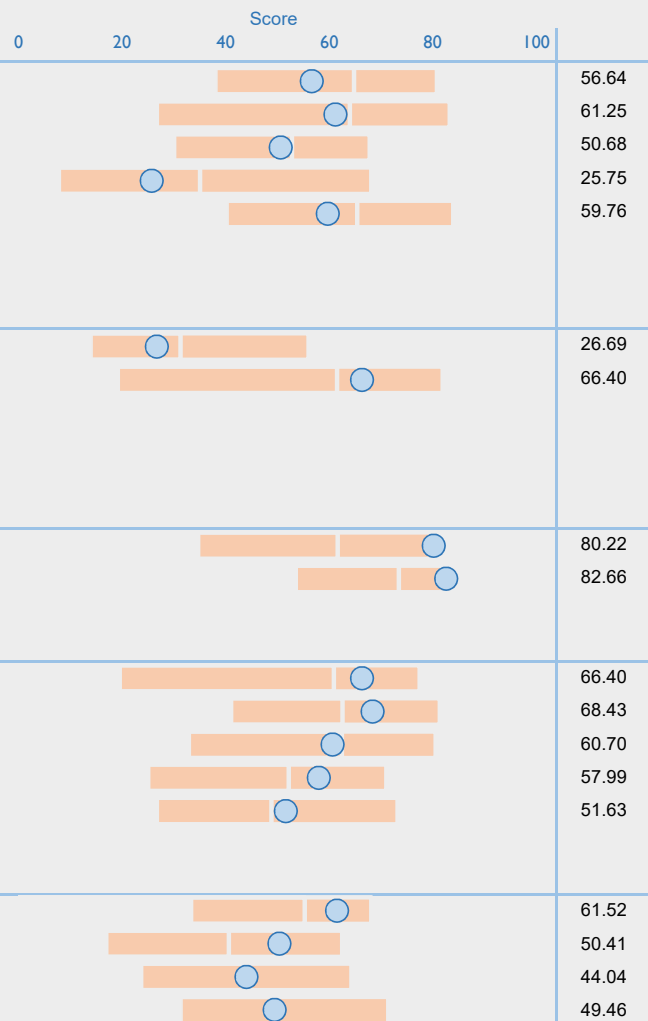
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

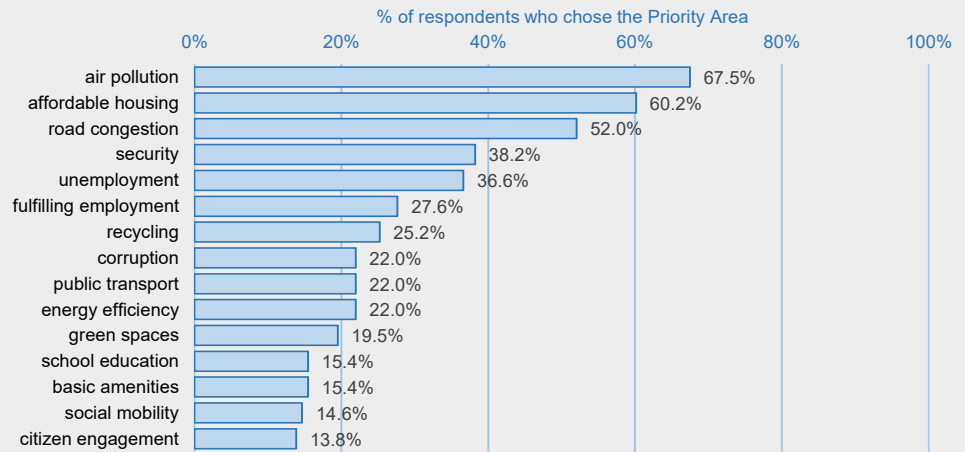
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

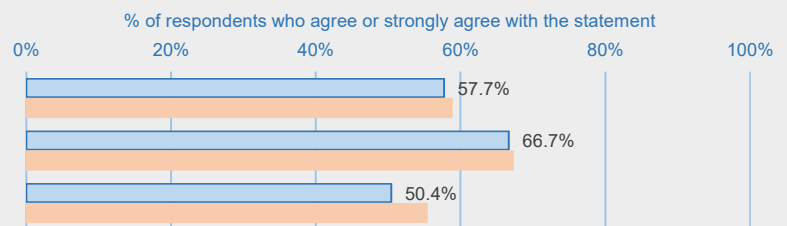


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	52.30
A website or App allows to give away unwanted items to other city residents.	58.94
Free public wifi has improved access to services.	59.49
CCTV cameras make residents feel safer.	61.65
A website or App allows effective monitoring of air pollution.	46.61
Arranging medical appointments online has improved access.	71.41

### Mobility

Statement	Score
Car-sharing Apps have reduced congestion.	44.99
Apps that direct you to an available parking space have reduced journey time.	47.97
Bicycle hiring has reduced congestion.	56.78
Online scheduling and ticket sales make public transport easier to use.	61.25

### Activities

Statement	Score
Online purchasing of tickets to shows and museums has made it easier to attend.	71.95

### Opportunities (Work & School)

Statement	Score
Online access to job listings has made it easier to find work.	63.82
IT skills are taught well in schools.	51.49
Online services provided by the city has made it easier to start a new business.	51.63

### Governance

Statement	Score
Online public access to city finances has reduced corruption.	40.65
Online voting has increased participation.	43.77
An online platform where residents can propose ideas has improved city life.	45.80
Processing Identification Documents online has reduced waiting times.	57.99



# Madrid

<b>SMART CITY RANKING</b>	<b>21<sup>st</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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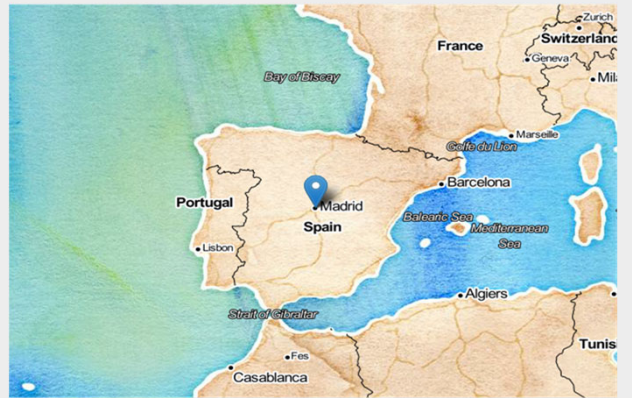
<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>B B B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.885	0.889	0.891
Life expectancy at Birth	83.0	83.1	83.3
Expected years of schooling	17.8	17.9	17.9
Mean years of schooling	9.7	9.8	9.8
GNI per capita (PPP \$)	32,217	33,307	34,258

City	Population (UN World Cities Report)
Madrid	6,199,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

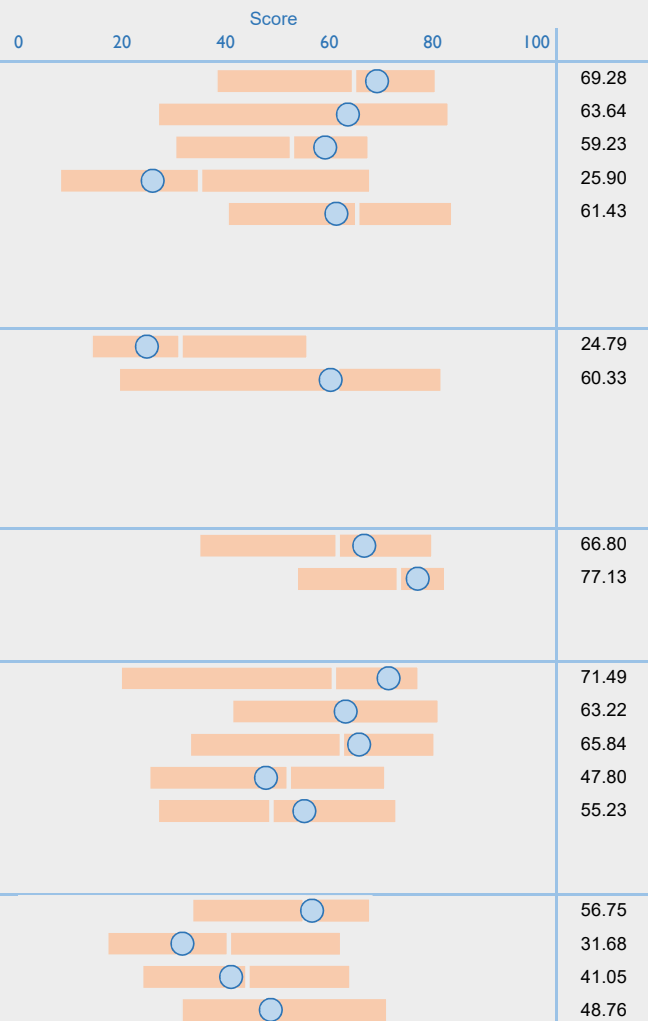
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

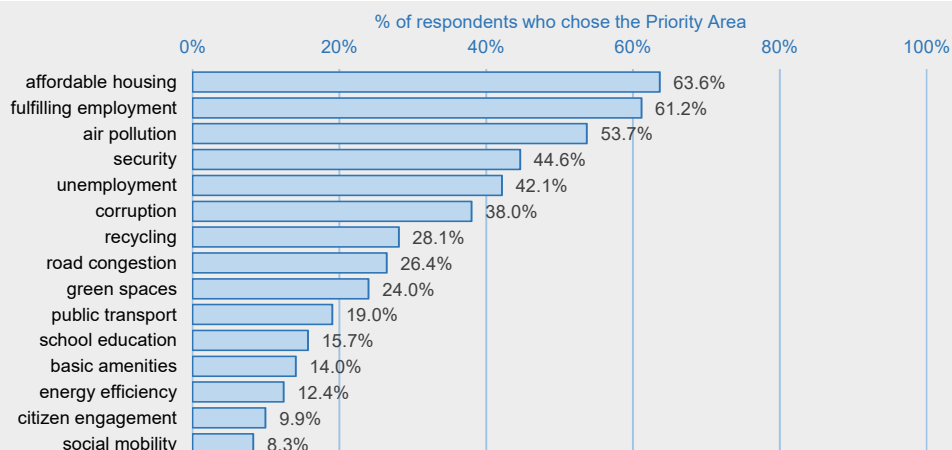
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

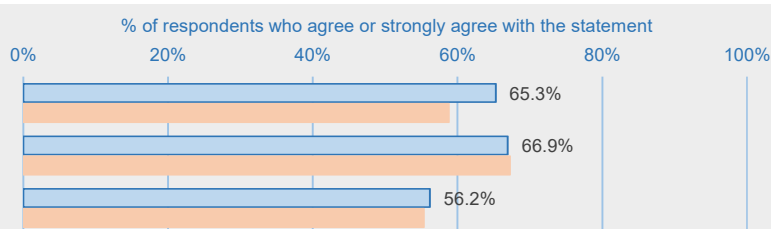


## ATTITUDES

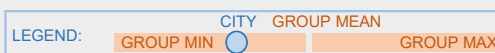
You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	61.85
A website or App allows to give away unwanted items to other city residents.	58.68
Free public wifi has improved access to services.	56.61
CCTV cameras make residents feel safer.	54.13
A website or App allows effective monitoring of air pollution.	45.73
Arranging medical appointments online has improved access.	71.90

### Mobility

Car-sharing Apps have reduced congestion.	54.68
Apps that direct you to an available parking space have reduced journey time.	58.95
Bicycle hiring has reduced congestion.	54.55
Online scheduling and ticket sales make public transport easier to use.	67.08

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	81.68
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	65.84
IT skills are taught well in schools.	53.99
Online services provided by the city has made it easier to start a new business.	56.75

### Governance

Online public access to city finances has reduced corruption.	41.87
Online voting has increased participation.	53.44
An online platform where residents can propose ideas has improved city life.	57.58
Processing Identification Documents online has reduced waiting times.	66.94

# Makassar

**SMART CITY RANKING** **80<sup>th</sup>**  
Out of 102

**GROUP** **4**

**RATING** **CC**  
From AAA to D

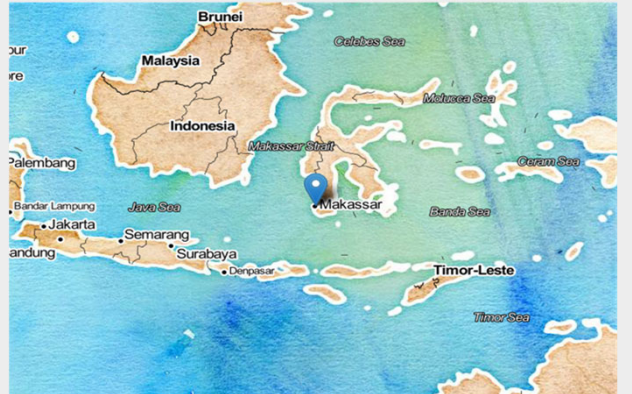
**FACTOR RATINGS** **CC** **CC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.686	0.691	0.694
Life expectancy at Birth	69.0	69.2	69.4
Expected years of schooling	12.7	12.8	12.8
Mean years of schooling	7.9	8.0	8.0
GNI per capita (PPP \$)	10,037	10,437	10,846

**City**

Population (UN World Cities Report)	1,489,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

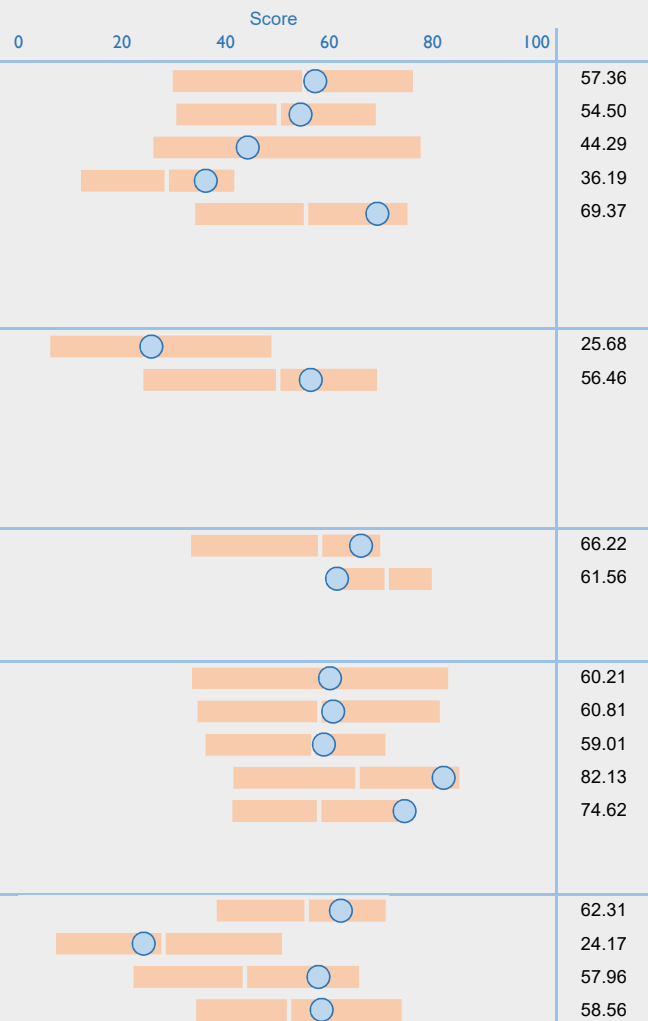
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

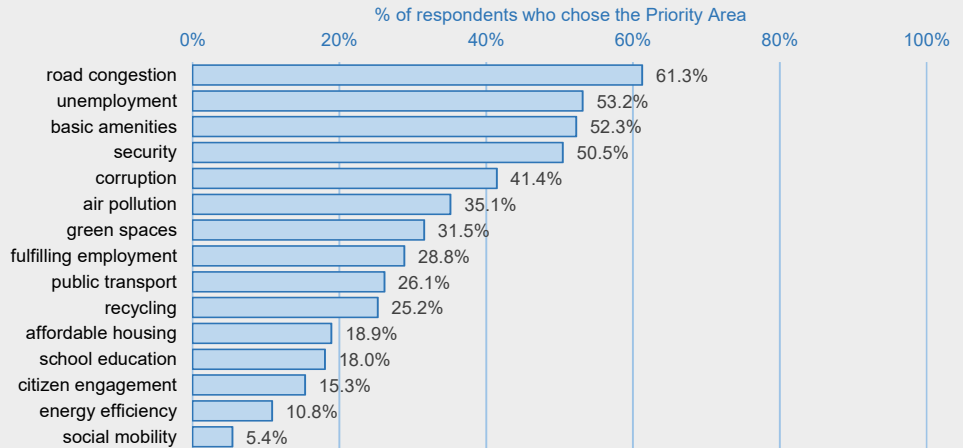
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



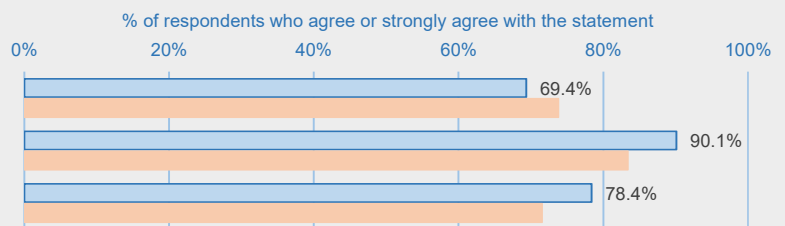
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	58.41
A website or App allows to give away unwanted items to other city residents.	55.26
Free public wifi has improved access to services.	56.76
CCTV cameras make residents feel safer.	69.82
A website or App allows effective monitoring of air pollution.	48.65
Arranging medical appointments online has improved access.	54.95

### Mobility

Car-sharing Apps have reduced congestion.	61.71
Apps that direct you to an available parking space have reduced journey time.	57.36
Bicycle hiring has reduced congestion.	48.95
Online scheduling and ticket sales make public transport easier to use.	69.97

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	69.82
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	76.43
IT skills are taught well in schools.	66.52
Online services provided by the city has made it easier to start a new business.	69.82

### Governance

Online public access to city finances has reduced corruption.	53.60
Online voting has increased participation.	53.75
An online platform where residents can propose ideas has improved city life.	63.96
Processing Identification Documents online has reduced waiting times.	63.36

# Manila

**SMART CITY RANKING** **94<sup>th</sup>**  
Out of 102

**GROUP** **4**

**RATING** **C**  
From AAA to D

**FACTOR RATINGS**

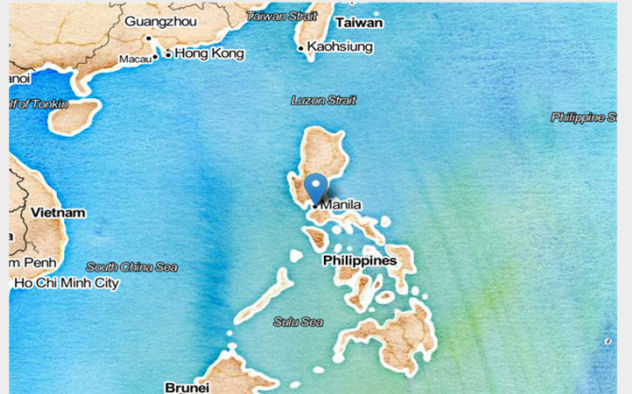
<b>D</b>	<b>C</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.693	0.696	0.699
Life expectancy at Birth	69.0	69.1	69.2
Expected years of schooling	12.6	12.6	12.6
Mean years of schooling	9.3	9.3	9.3
GNI per capita (PPP \$)	8,323	8,729	9,154

**City**

Population (UN World Cities Report)	12,946,000
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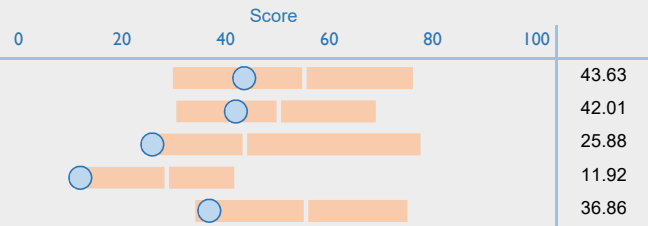
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



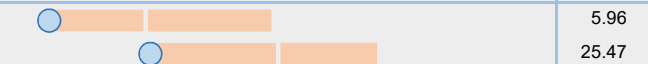
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



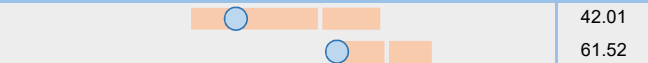
### Mobility

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



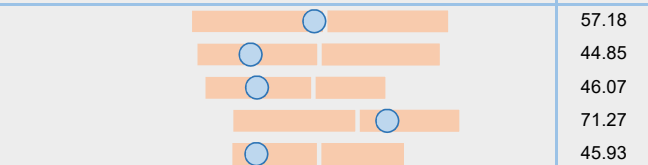
### Activities

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



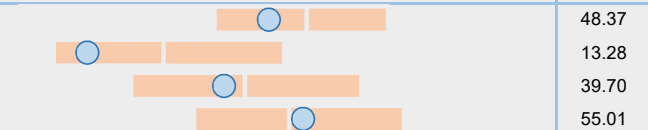
### Opportunities (Work & School)

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



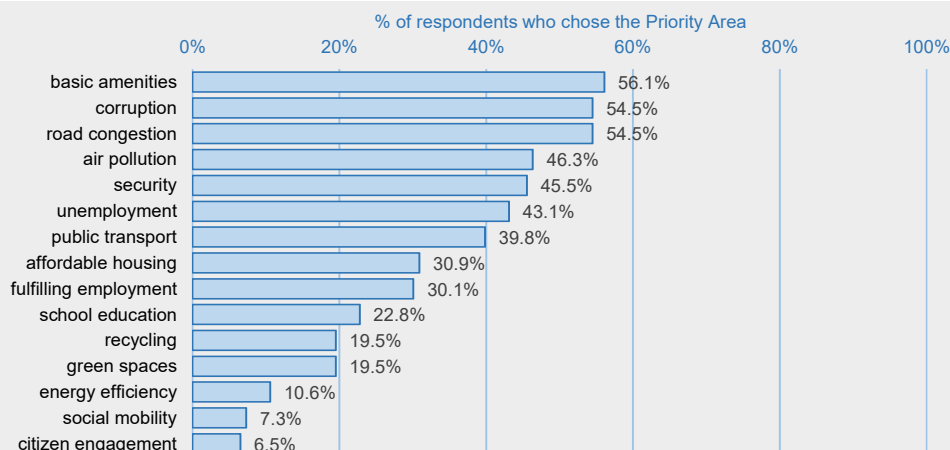
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



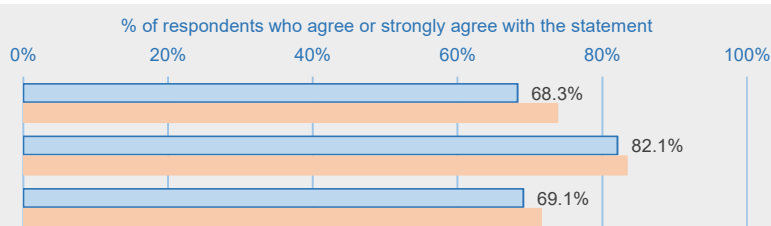
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	47.29
A website or App allows to give away unwanted items to other city residents.	43.63
Free public wifi has improved access to services.	43.36
CCTV cameras make residents feel safer.	66.26
A website or App allows effective monitoring of air pollution.	37.53
Arranging medical appointments online has improved access.	55.69

### Mobility

Car-sharing Apps have reduced congestion.	52.17
Apps that direct you to an available parking space have reduced journey time.	44.58
Bicycle hiring has reduced congestion.	48.92
Online scheduling and ticket sales make public transport easier to use.	64.09

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	76.69
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	79.67
IT skills are taught well in schools.	65.18
Online services provided by the city has made it easier to start a new business.	67.21

### Governance

Online public access to city finances has reduced corruption.	43.22
Online voting has increased participation.	53.79
An online platform where residents can propose ideas has improved city life.	50.81
Processing Identification Documents online has reduced waiting times.	73.17

# Medan

**SMART CITY RANKING** **82<sup>nd</sup>**  
Out of 102

**GROUP** **4**

**RATING** **CC**  
From AAA to D

**FACTOR RATINGS**

<b>C</b>	<b>CC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.686	0.691	0.694
Life expectancy at Birth	69.0	69.2	69.4
Expected years of schooling	12.7	12.8	12.8
Mean years of schooling	7.9	8.0	8.0
GNI per capita (PPP \$)	10,037	10,437	10,846

**City**  
Population (UN World Cities Report) 2,204,000



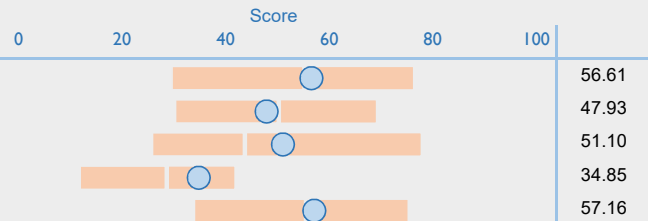
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



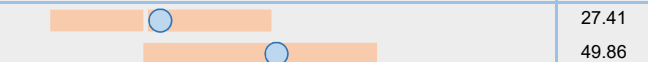
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



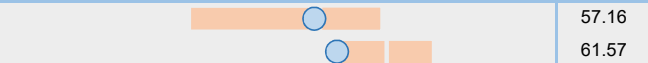
### Mobility

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



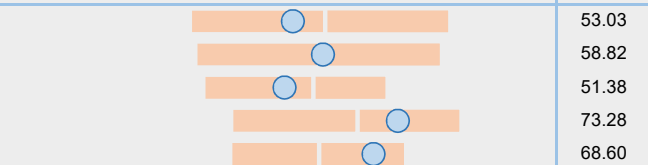
### Activities

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



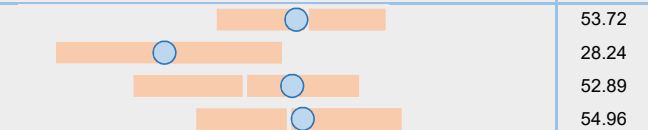
### Opportunities (Work & School)

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



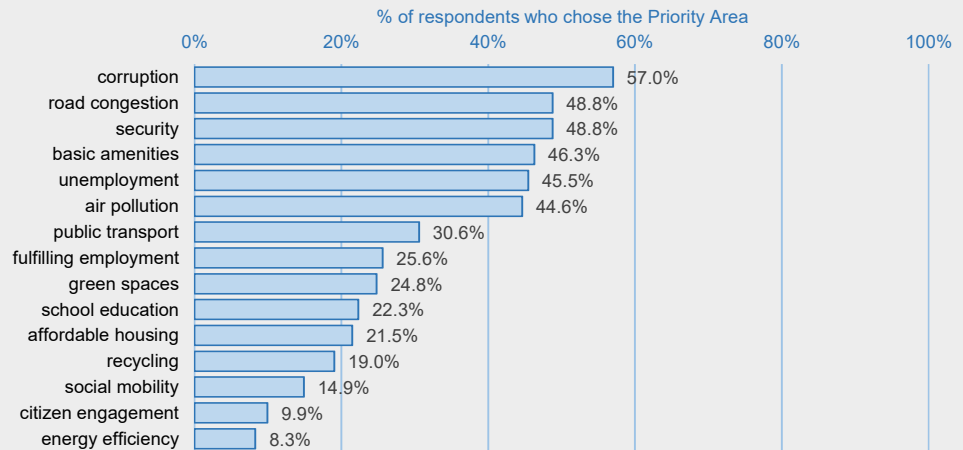
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



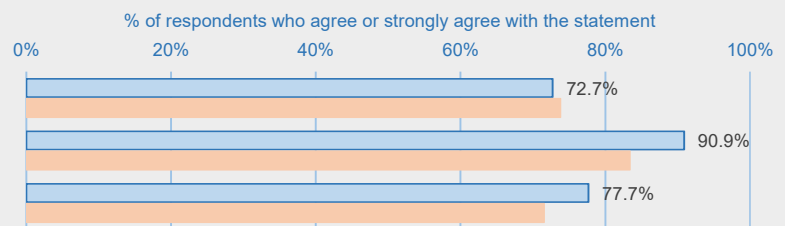
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	53.86
A website or App allows to give away unwanted items to other city residents.	50.55
Free public wifi has improved access to services.	59.09
CCTV cameras make residents feel safer.	65.56
A website or App allows effective monitoring of air pollution.	50.69
Arranging medical appointments online has improved access.	61.85

### Mobility

Car-sharing Apps have reduced congestion.	57.16
Apps that direct you to an available parking space have reduced journey time.	53.31
Bicycle hiring has reduced congestion.	49.17
Online scheduling and ticket sales make public transport easier to use.	70.94

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	69.01
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	72.18
IT skills are taught well in schools.	69.97
Online services provided by the city has made it easier to start a new business.	69.70

### Governance

Online public access to city finances has reduced corruption.	50.28
Online voting has increased participation.	56.34
An online platform where residents can propose ideas has improved city life.	55.37
Processing Identification Documents online has reduced waiting times.	64.33



# Medellin

**SMART CITY RANKING** **91<sup>st</sup>**  
Out of 102

**GROUP** **4**

**RATING** **C**  
From AAA to D

**FACTOR RATINGS**

<b>C</b>	<b>CC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.742	0.747	0.747
Life expectancy at Birth	74.2	74.4	74.6
Expected years of schooling	14.4	14.4	14.4
Mean years of schooling	8.1	8.3	8.3
GNI per capita (PPP \$)	12,772	13,050	12,938

**City**  
Population (UN World Cities Report) 3,911,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

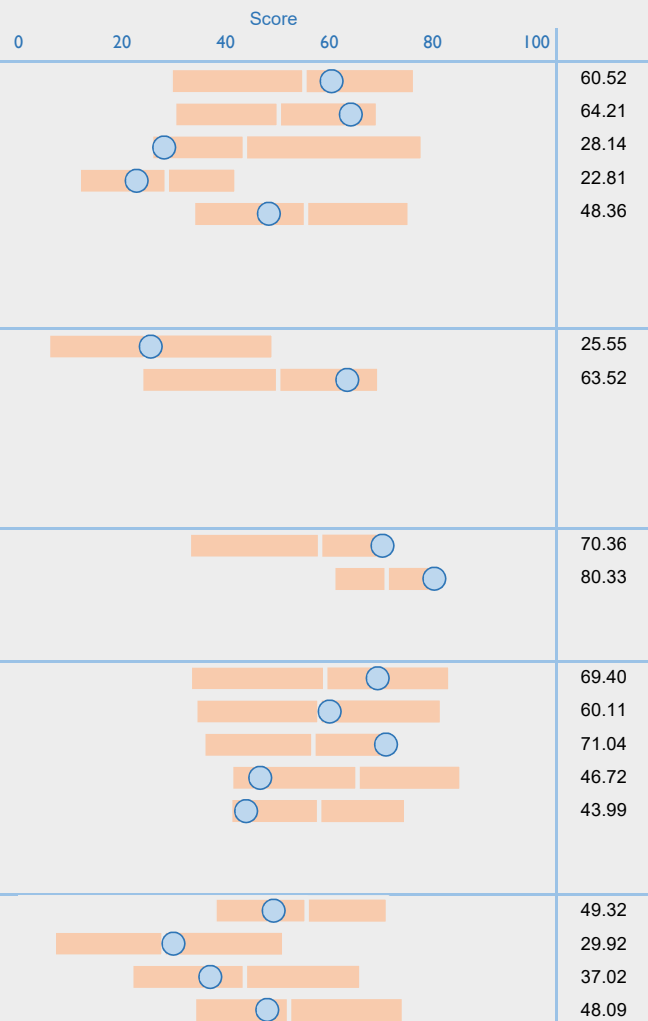
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

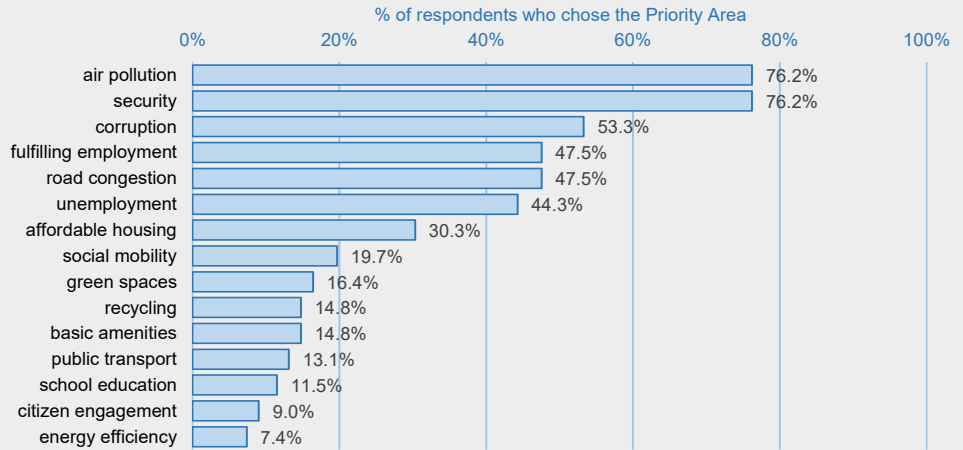
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



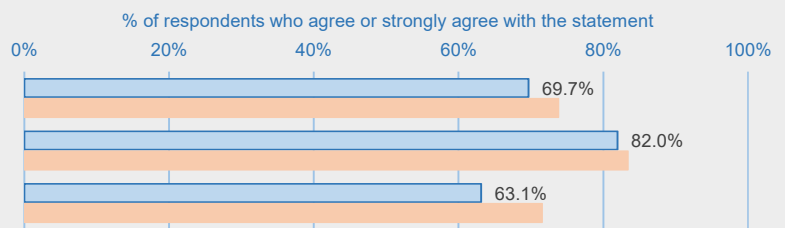
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	55.87
A website or App allows to give away unwanted items to other city residents.	52.32
Free public wifi has improved access to services.	77.32
CCTV cameras make residents feel safer.	60.93
A website or App allows effective monitoring of air pollution.	60.38
Arranging medical appointments online has improved access.	69.54

### Mobility

Statement	Score
Car-sharing Apps have reduced congestion.	50.96
Apps that direct you to an available parking space have reduced journey time.	59.43
Bicycle hiring has reduced congestion.	68.31
Online scheduling and ticket sales make public transport easier to use.	63.52

### Activities

Statement	Score
Online purchasing of tickets to shows and museums has made it easier to attend.	76.64

### Opportunities (Work & School)

Statement	Score
Online access to job listings has made it easier to find work.	65.71
IT skills are taught well in schools.	66.26
Online services provided by the city has made it easier to start a new business.	63.66

### Governance

Statement	Score
Online public access to city finances has reduced corruption.	38.66
Online voting has increased participation.	40.16
An online platform where residents can propose ideas has improved city life.	52.05
Processing Identification Documents online has reduced waiting times.	62.43

# Melbourne

**SMART CITY RANKING** **24<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **B B B**  
From AAA to D

**FACTOR RATINGS**

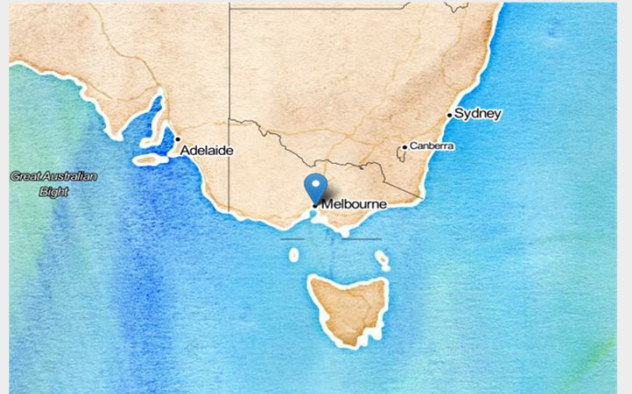
<b>B B B</b>	<b>B B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.936	0.938	0.939
Life expectancy at Birth	82.7	82.9	83.1
Expected years of schooling	23.3	22.9	22.9
Mean years of schooling	12.8	12.9	12.9
GNI per capita (PPP \$)	43,138	43,637	43,560

**City**

Population (UN World Cities Report)	4,203,000
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Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

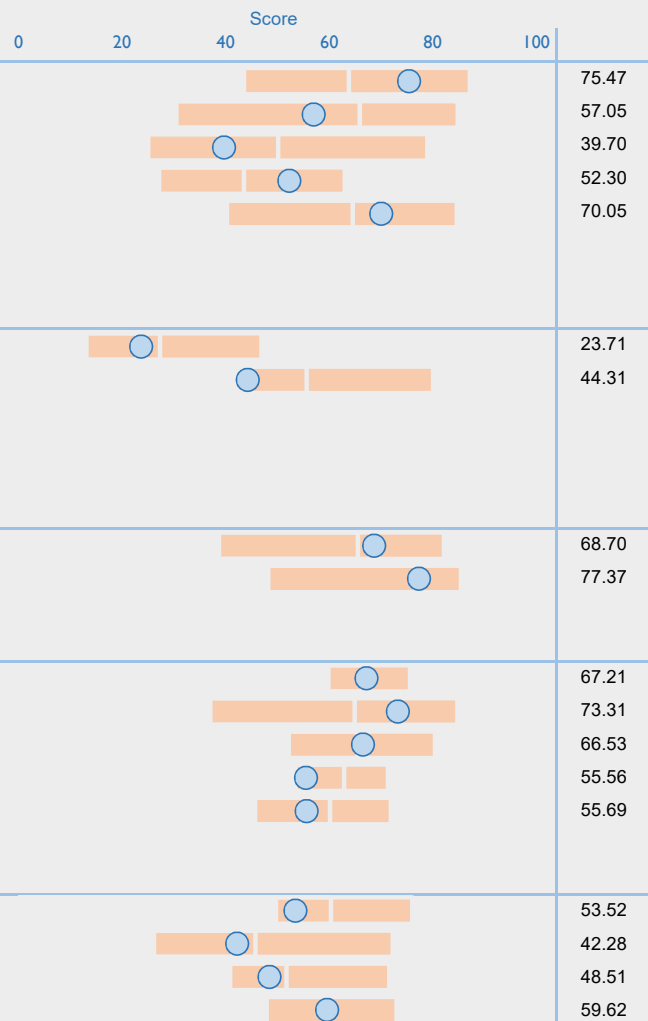
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

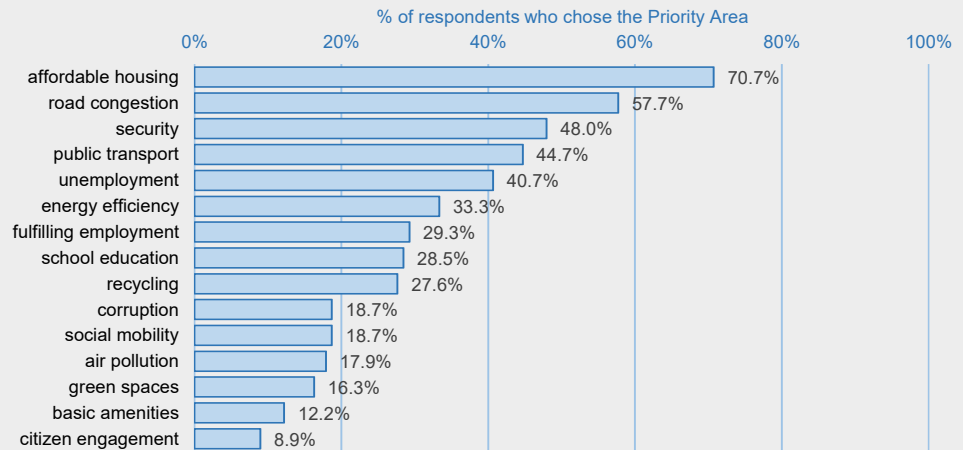
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



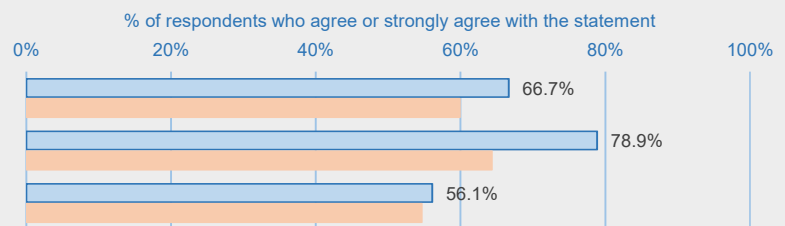
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	49.32
A website or App allows to give away unwanted items to other city residents.	57.86
Free public wifi has improved access to services.	58.67
CCTV cameras make residents feel safer.	61.79
A website or App allows effective monitoring of air pollution.	33.60
Arranging medical appointments online has improved access.	64.36

### Mobility

Car-sharing Apps have reduced congestion.	42.55
Apps that direct you to an available parking space have reduced journey time.	37.80
Bicycle hiring has reduced congestion.	36.86
Online scheduling and ticket sales make public transport easier to use.	55.42

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	73.71
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	72.76
IT skills are taught well in schools.	57.86
Online services provided by the city has made it easier to start a new business.	52.98

### Governance

Online public access to city finances has reduced corruption.	41.87
Online voting has increased participation.	45.93
An online platform where residents can propose ideas has improved city life.	47.29
Processing Identification Documents online has reduced waiting times.	57.45

# Mexico City

**SMART CITY RANKING** **88<sup>th</sup>**  
Out of 102

**GROUP** **3**

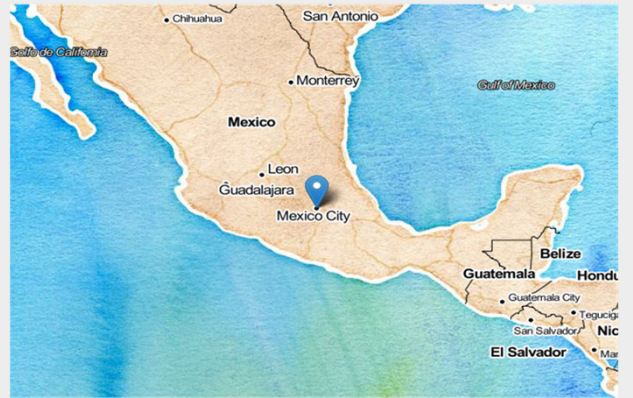
**RATING** **CC**  
From AAA to D

**FACTOR RATINGS** **CC** **CC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.767	0.772	0.774
Life expectancy at Birth	76.9	77.1	77.3
Expected years of schooling	13.7	14.1	14.1
Mean years of schooling	8.6	8.6	8.6
GNI per capita (PPP \$)	16,569	16,623	16,944

**City**  
Population (UN World Cities Report) 20,999,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

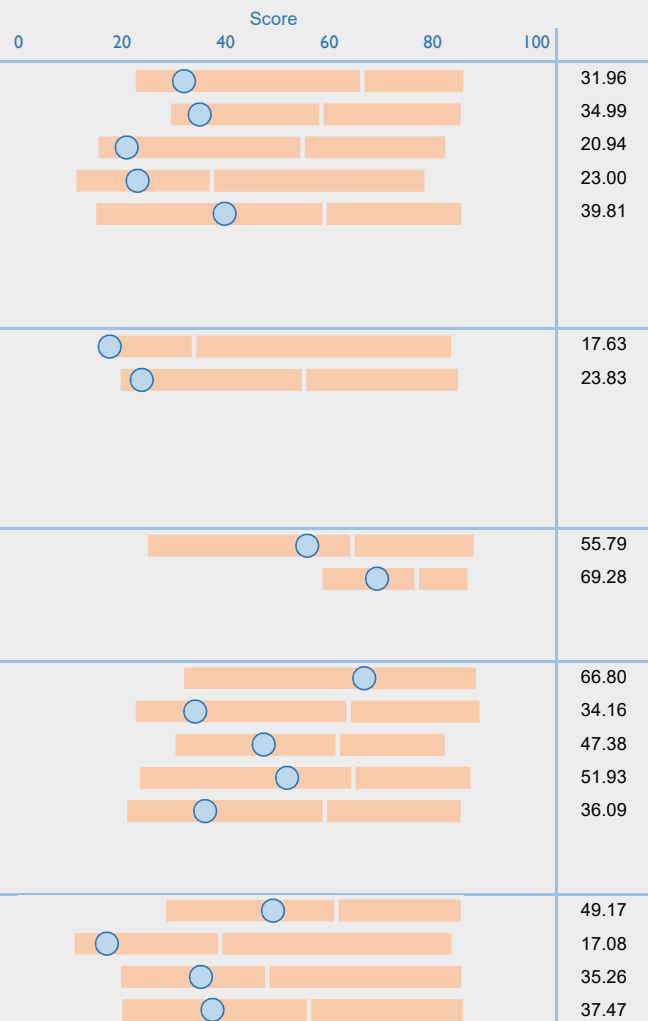
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

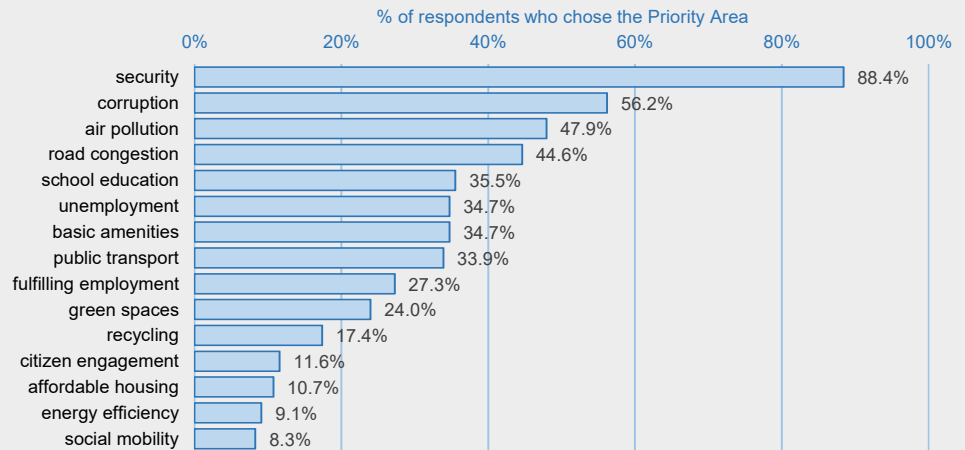
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

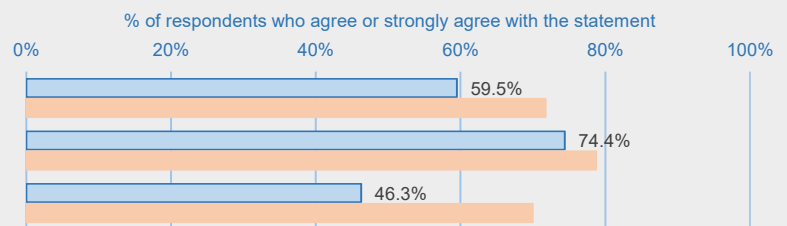


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	40.08
A website or App allows to give away unwanted items to other city residents.	48.07
Free public wifi has improved access to services.	59.64
CCTV cameras make residents feel safer.	52.34
A website or App allows effective monitoring of air pollution.	50.14
Arranging medical appointments online has improved access.	56.61

### Mobility

Car-sharing Apps have reduced congestion.	43.66
Apps that direct you to an available parking space have reduced journey time.	50.69
Bicycle hiring has reduced congestion.	53.72
Online scheduling and ticket sales make public transport easier to use.	46.42

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	81.40
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	71.63
IT skills are taught well in schools.	49.59
Online services provided by the city has made it easier to start a new business.	57.02

### Governance

Online public access to city finances has reduced corruption.	35.54
Online voting has increased participation.	42.42
An online platform where residents can propose ideas has improved city life.	49.59
Processing Identification Documents online has reduced waiting times.	67.91

# Milan

<b>SMART CITY RANKING</b>	<b>22<sup>nd</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>B B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.876	0.878	0.880
Life expectancy at Birth	82.8	83.0	83.2
Expected years of schooling	16.3	16.3	16.3
Mean years of schooling	10.2	10.2	10.2
GNI per capita (PPP \$)	34,115	34,733	35,299

City	Population (UN World Cities Report)
Milan	3,099,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

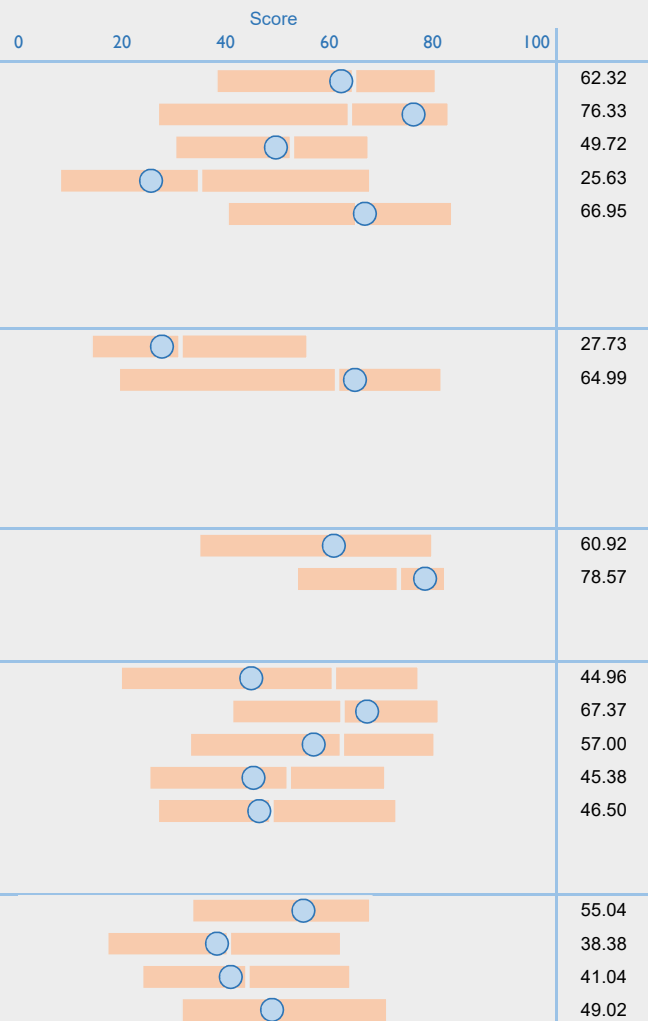
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

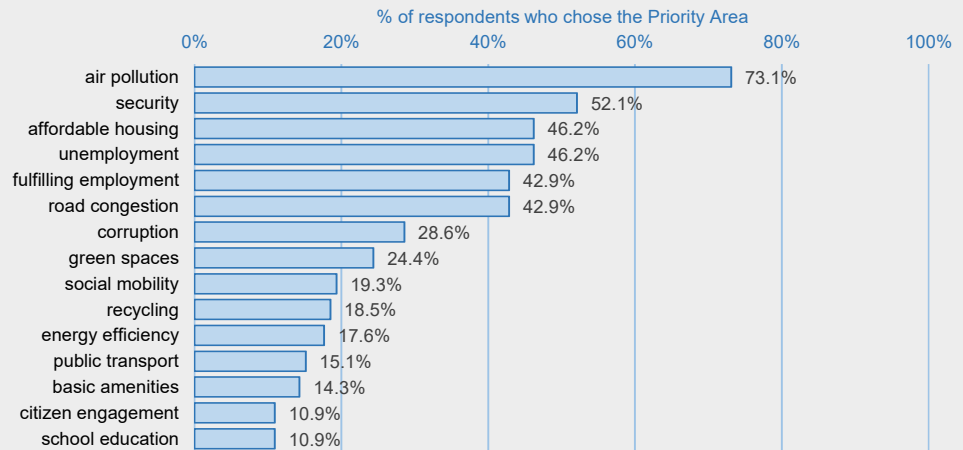
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



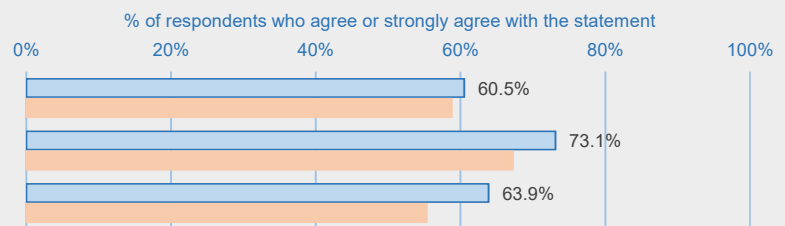
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

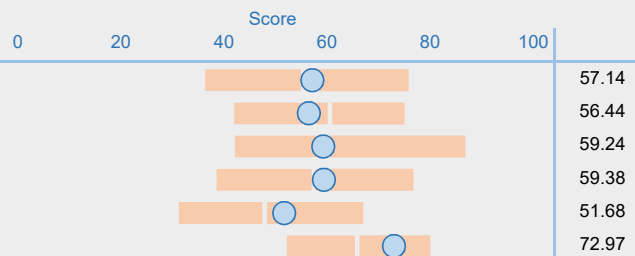
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



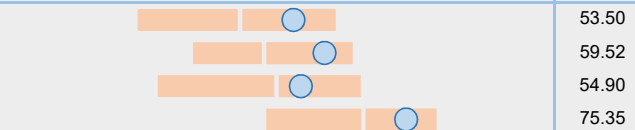
### Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

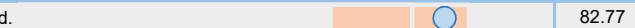
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



### Activities

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

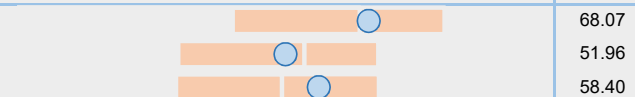


### Opportunities (Work & School)

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.



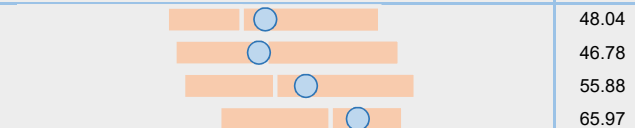
### Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

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

Processing Identification Documents online has reduced waiting times.





# Montreal

**SMART CITY RANKING** **16<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **A**  
From AAA to D

**FACTOR RATINGS**

<b>A</b>	<b>BBB</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.926
Life expectancy at Birth	82.2	82.4	82.5
Expected years of schooling	16.3	16.4	16.4
Mean years of schooling	13.1	13.1	13.3
GNI per capita (PPP \$)	42,512	42,664	43,433

**City**

Population (UN World Cities Report)	3,981,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

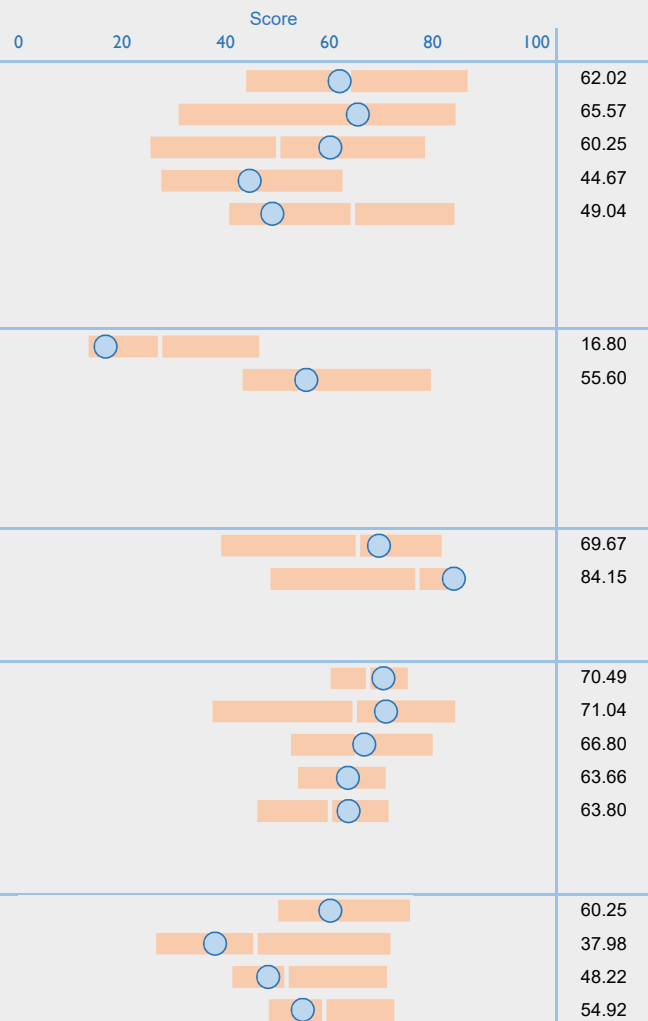
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

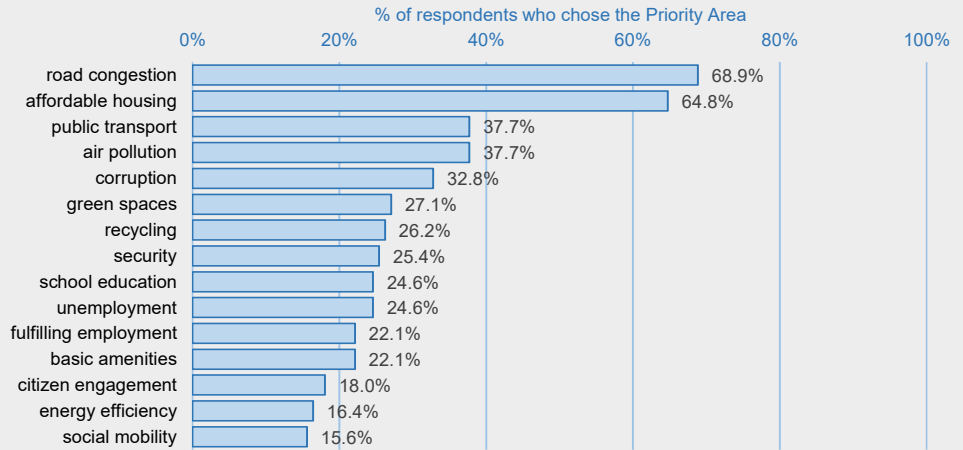
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



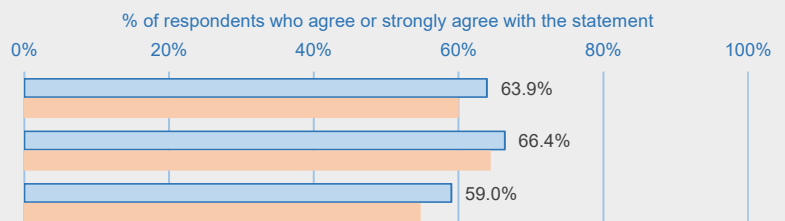
## PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion  
 You are comfortable with face recognition technologies to lower crime  
 You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	48.50
A website or App allows to give away unwanted items to other city residents.	62.16
Free public wifi has improved access to services.	60.79
CCTV cameras make residents feel safer.	46.45
A website or App allows effective monitoring of air pollution.	40.57
Arranging medical appointments online has improved access.	53.42

### Mobility

Car-sharing Apps have reduced congestion.	39.48
Apps that direct you to an available parking space have reduced journey time.	43.44
Bicycle hiring has reduced congestion.	54.92
Online scheduling and ticket sales make public transport easier to use.	54.92

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	79.92
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	73.91
IT skills are taught well in schools.	54.64
Online services provided by the city has made it easier to start a new business.	53.01

### Governance

Online public access to city finances has reduced corruption.	38.80
Online voting has increased participation.	43.85
An online platform where residents can propose ideas has improved city life.	44.40
Processing Identification Documents online has reduced waiting times.	51.91

# Moscow

**SMART CITY RANKING** **72<sup>nd</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS**

<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.813	0.815	0.816
Life expectancy at Birth	70.9	71.1	71.2
Expected years of schooling	15.4	15.5	15.5
Mean years of schooling	12.0	12.0	12.0
GNI per capita (PPP \$)	23,909	23,843	24,233

**City**  
Population (UN World Cities Report) 12,166,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

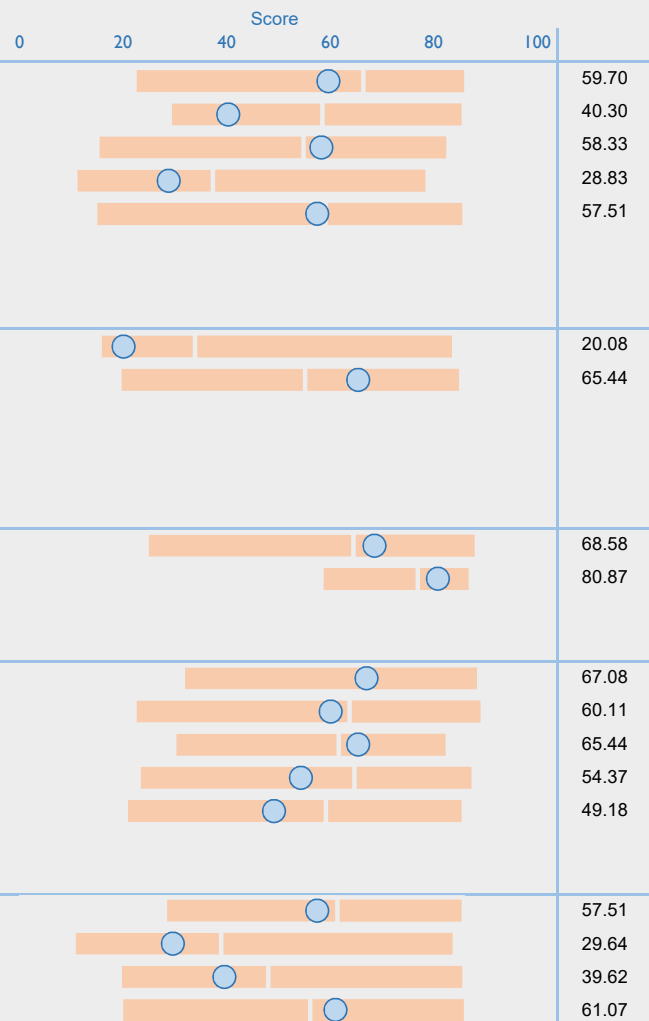
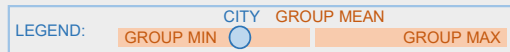
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

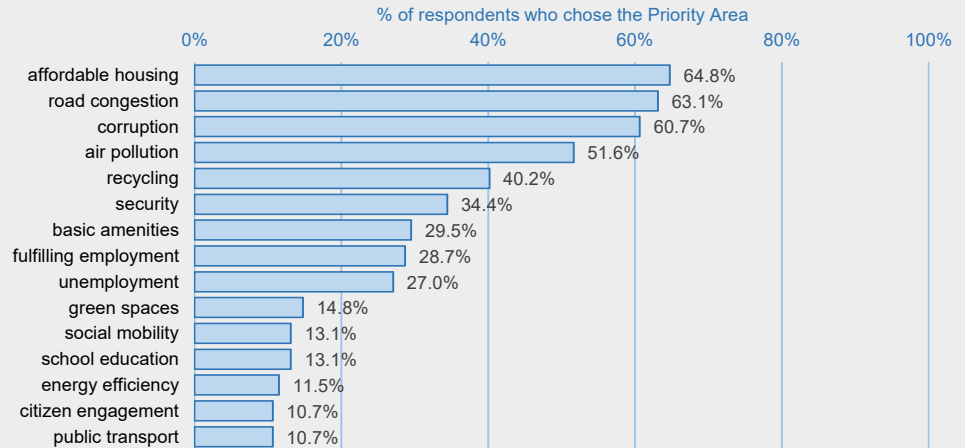
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

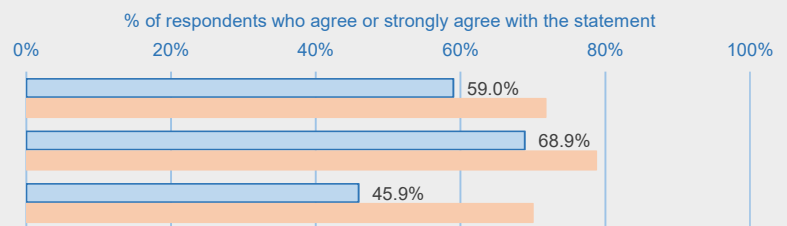


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	65.44
A website or App allows to give away unwanted items to other city residents.	59.15
Free public wifi has improved access to services.	67.90
CCTV cameras make residents feel safer.	70.63
A website or App allows effective monitoring of air pollution.	50.14
Arranging medical appointments online has improved access.	69.67

### Mobility

Car-sharing Apps have reduced congestion.	47.81
Apps that direct you to an available parking space have reduced journey time.	64.62
Bicycle hiring has reduced congestion.	50.68
Online scheduling and ticket sales make public transport easier to use.	77.05

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	83.47
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	79.37
IT skills are taught well in schools.	61.61
Online services provided by the city has made it easier to start a new business.	66.39

### Governance

Online public access to city finances has reduced corruption.	38.25
Online voting has increased participation.	59.15
An online platform where residents can propose ideas has improved city life.	62.43
Processing Identification Documents online has reduced waiting times.	74.59

# Mumbai

<b>SMART CITY RANKING</b>	<b>78<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>4</b>
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<b>RATING</b>	<b>CC</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>CC</b>	<b>CC</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.627	0.636	0.640
Life expectancy at Birth	68.3	68.6	68.8
Expected years of schooling	12.0	12.3	12.3
Mean years of schooling	6.3	6.4	6.4
GNI per capita (PPP \$)	5,691	6,026	6,353

City	Population (UN World Cities Report)
Mumbai	21,043,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

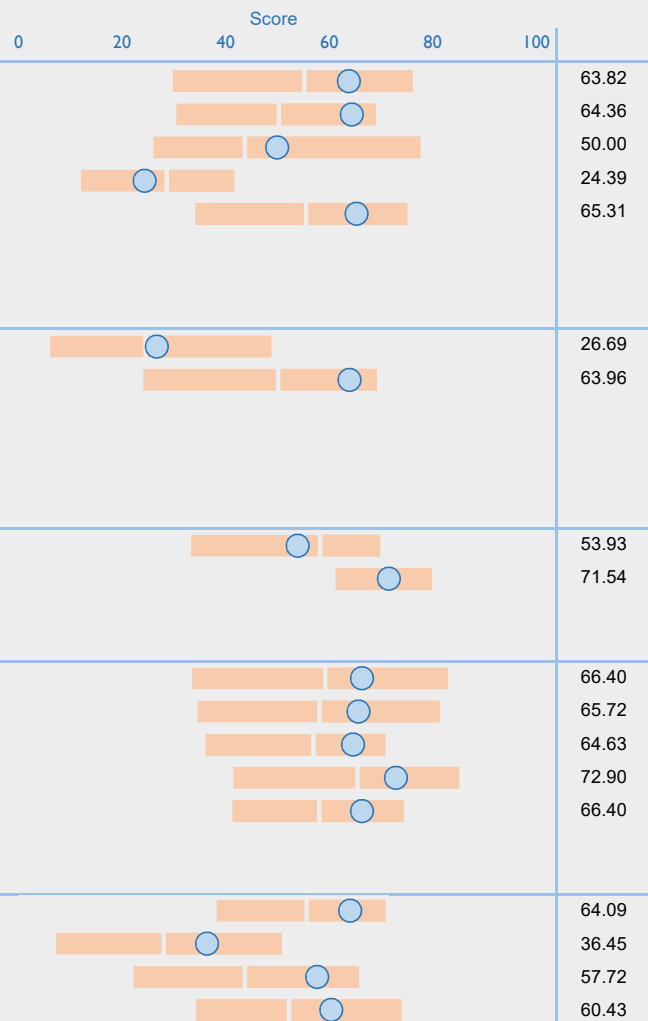
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

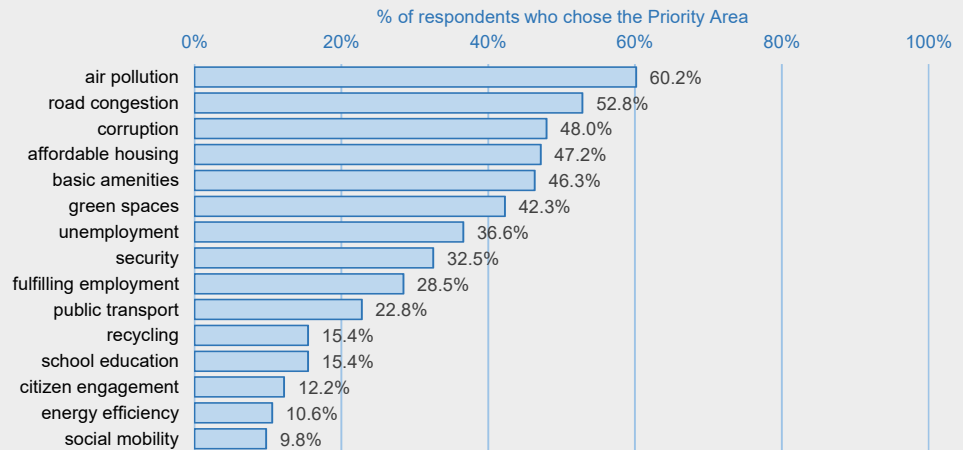
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



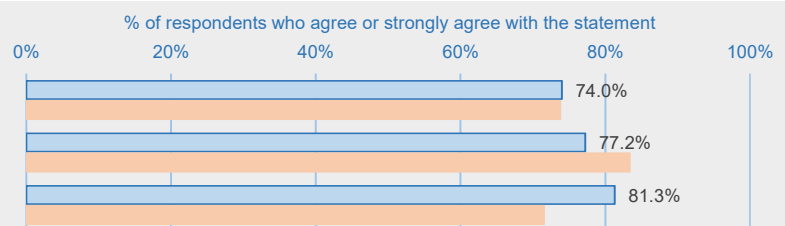
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	59.21
A website or App allows to give away unwanted items to other city residents.	57.59
Free public wifi has improved access to services.	65.04
CCTV cameras make residents feel safer.	76.15
A website or App allows effective monitoring of air pollution.	50.81
Arranging medical appointments online has improved access.	71.00

### Mobility

Car-sharing Apps have reduced congestion.	65.04
Apps that direct you to an available parking space have reduced journey time.	58.94
Bicycle hiring has reduced congestion.	51.76
Online scheduling and ticket sales make public transport easier to use.	78.59

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	84.28
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	79.67
IT skills are taught well in schools.	68.56
Online services provided by the city has made it easier to start a new business.	73.98

### Governance

Online public access to city finances has reduced corruption.	58.13
Online voting has increased participation.	62.33
An online platform where residents can propose ideas has improved city life.	66.53
Processing Identification Documents online has reduced waiting times.	77.37

# Nairobi

**SMART CITY RANKING** **100<sup>th</sup>**  
Out of 102

**GROUP** **4**

**RATING** **D**  
From AAA to D

**FACTOR RATINGS**

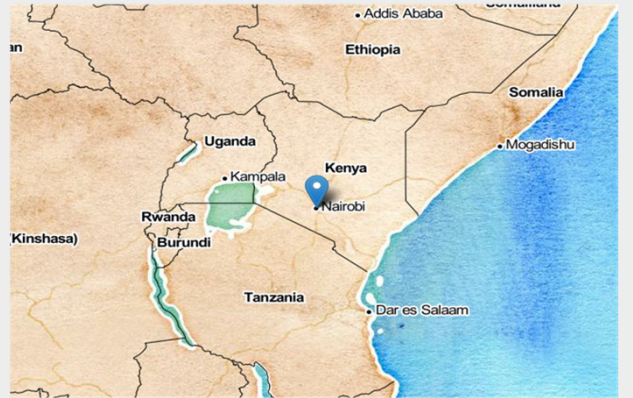
<b>D</b>	<b>D</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.578	0.585	0.590
Life expectancy at Birth	66.7	67.0	67.3
Expected years of schooling	11.7	11.9	12.1
Mean years of schooling	6.3	6.4	6.5
GNI per capita (PPP \$)	2,806	2,898	2,961

**City**

Population (UN World Cities Report)	3,915,000
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Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

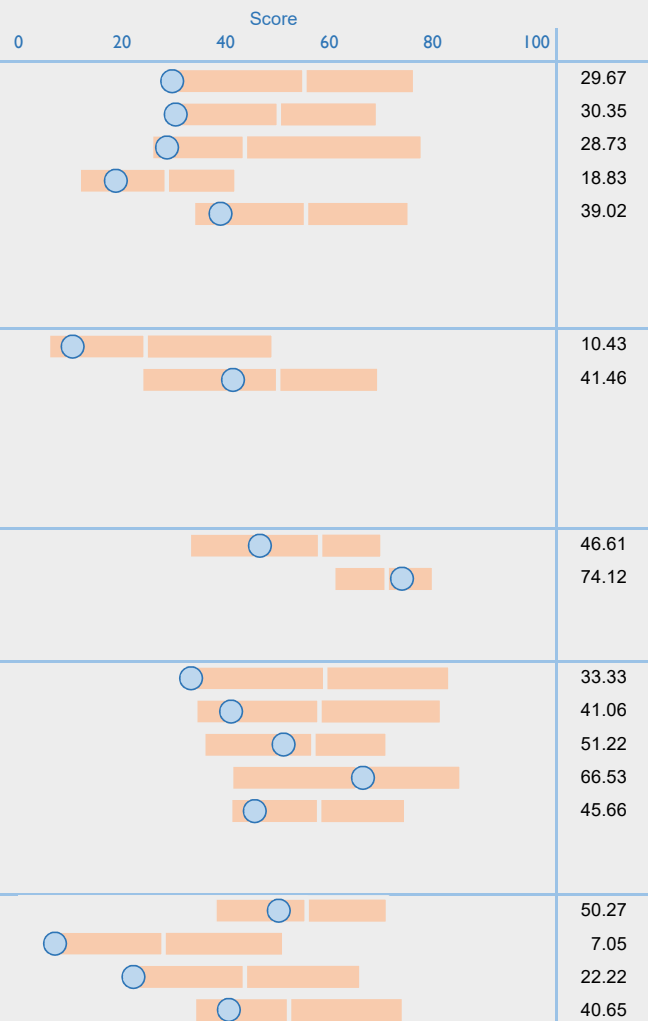
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

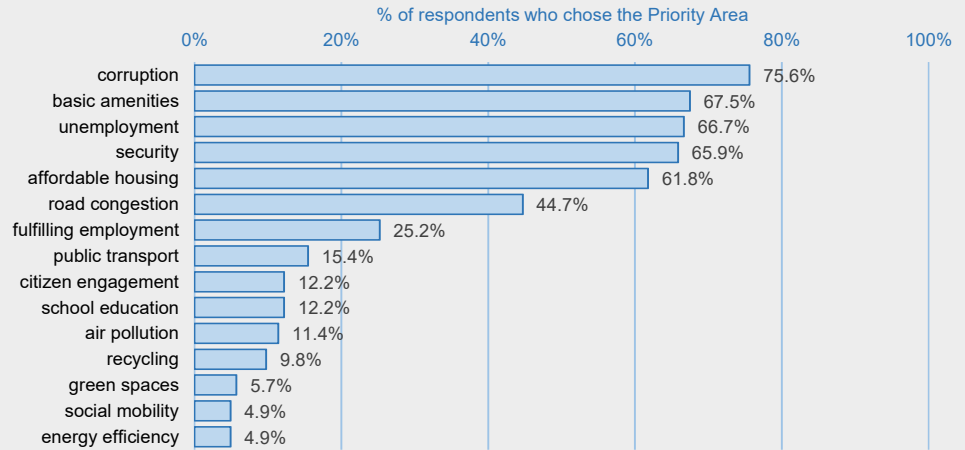
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



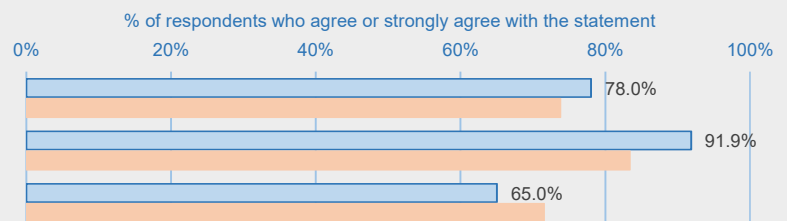
## PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion  
 You are comfortable with face recognition technologies to lower crime  
 You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	42.14
A website or App allows to give away unwanted items to other city residents.	40.38
Free public wifi has improved access to services.	45.93
CCTV cameras make residents feel safer.	63.28
A website or App allows effective monitoring of air pollution.	17.34
Arranging medical appointments online has improved access.	54.34

### Mobility

Car-sharing Apps have reduced congestion.	48.10
Apps that direct you to an available parking space have reduced journey time.	34.42
Bicycle hiring has reduced congestion.	19.51
Online scheduling and ticket sales make public transport easier to use.	58.94

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	80.49
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	74.25
IT skills are taught well in schools.	60.03
Online services provided by the city has made it easier to start a new business.	64.09

### Governance

Online public access to city finances has reduced corruption.	27.24
Online voting has increased participation.	26.83
An online platform where residents can propose ideas has improved city life.	40.38
Processing Identification Documents online has reduced waiting times.	72.36



# Nanjing

<b>SMART CITY RANKING</b>	<b>55<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>3</b>
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<b>RATING</b>	<b>B</b> From AAA to D
---------------	---------------------------

<b>FACTOR RATINGS</b>	<b>B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

City	Population (UN World Cities Report)
Nanjing	7,369,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

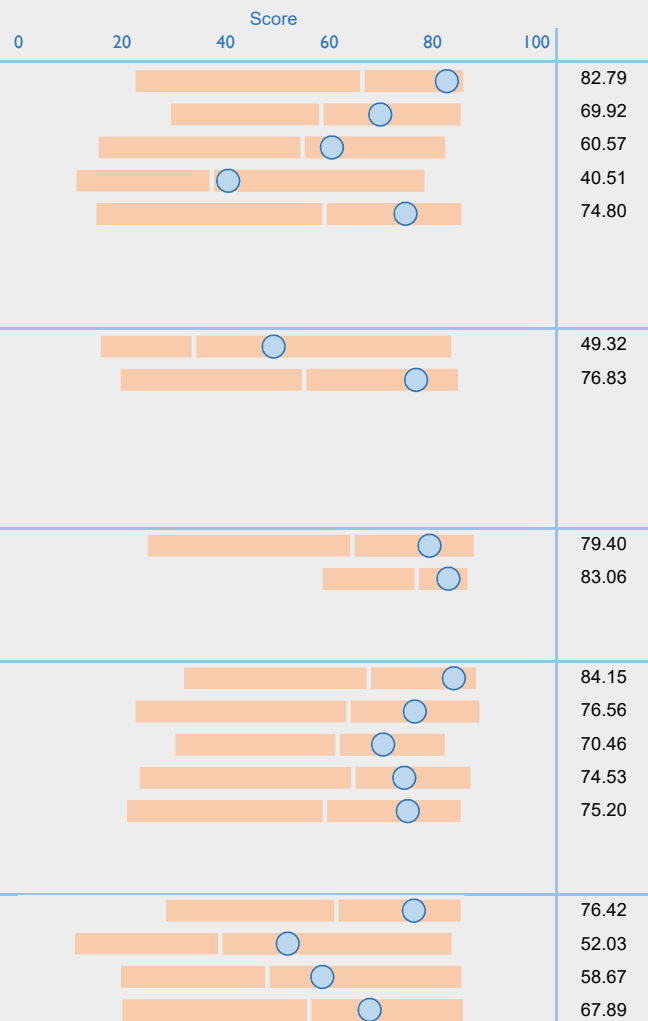
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

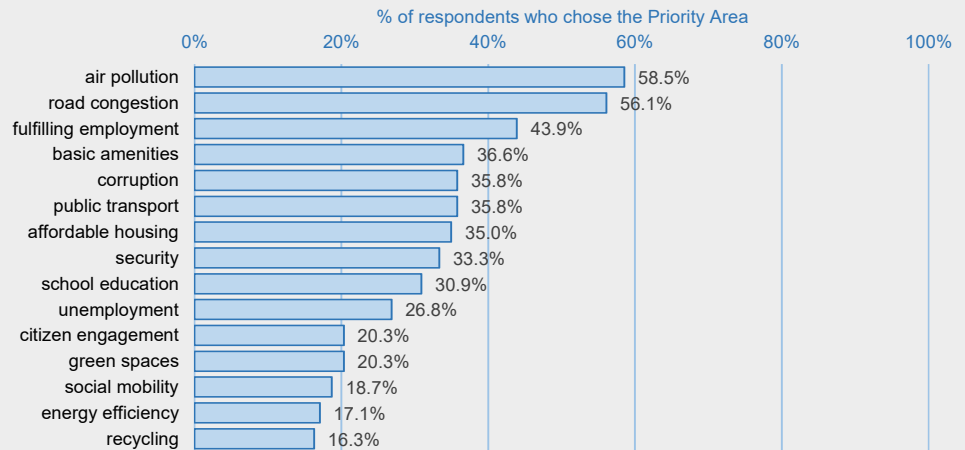
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



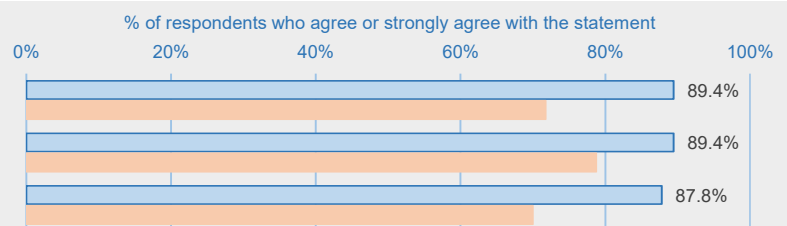
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: ■ GROUP MEAN ■ CITY



## TECHNOLOGIES

LEGEND: ■ GROUP MIN ● CITY ■ GROUP MEAN ■ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	84.28
A website or App allows to give away unwanted items to other city residents.	68.43
Free public wifi has improved access to services.	81.71
CCTV cameras make residents feel safer.	80.62
A website or App allows effective monitoring of air pollution.	80.22
Arranging medical appointments online has improved access.	87.26

### Mobility

Car-sharing Apps have reduced congestion.	68.70
Apps that direct you to an available parking space have reduced journey time.	76.56
Bicycle hiring has reduced congestion.	80.89
Online scheduling and ticket sales make public transport easier to use.	89.43

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	90.79
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	88.89
IT skills are taught well in schools.	85.91
Online services provided by the city has made it easier to start a new business.	83.06

### Governance

Online public access to city finances has reduced corruption.	76.15
Online voting has increased participation.	71.27
An online platform where residents can propose ideas has improved city life.	80.08
Processing Identification Documents online has reduced waiting times.	75.34

# New Delhi

**SMART CITY RANKING** **68<sup>th</sup>**  
Out of 102

**GROUP** **4**

**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS**

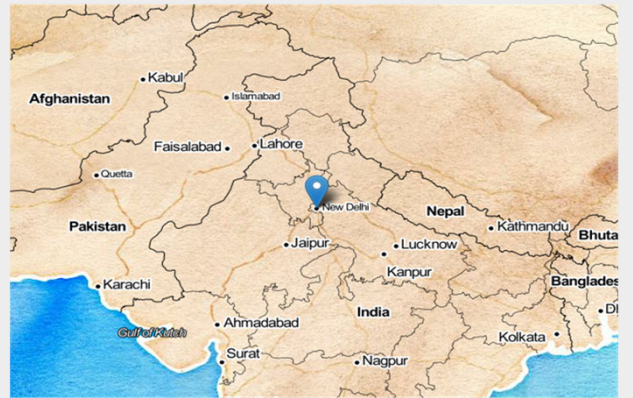
<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.627	0.636	0.640
Life expectancy at Birth	68.3	68.6	68.8
Expected years of schooling	12.0	12.3	12.3
Mean years of schooling	6.3	6.4	6.4
GNI per capita (PPP \$)	5,691	6,026	6,353

**City**

Population (UN World Cities Report)	25,703,000
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Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

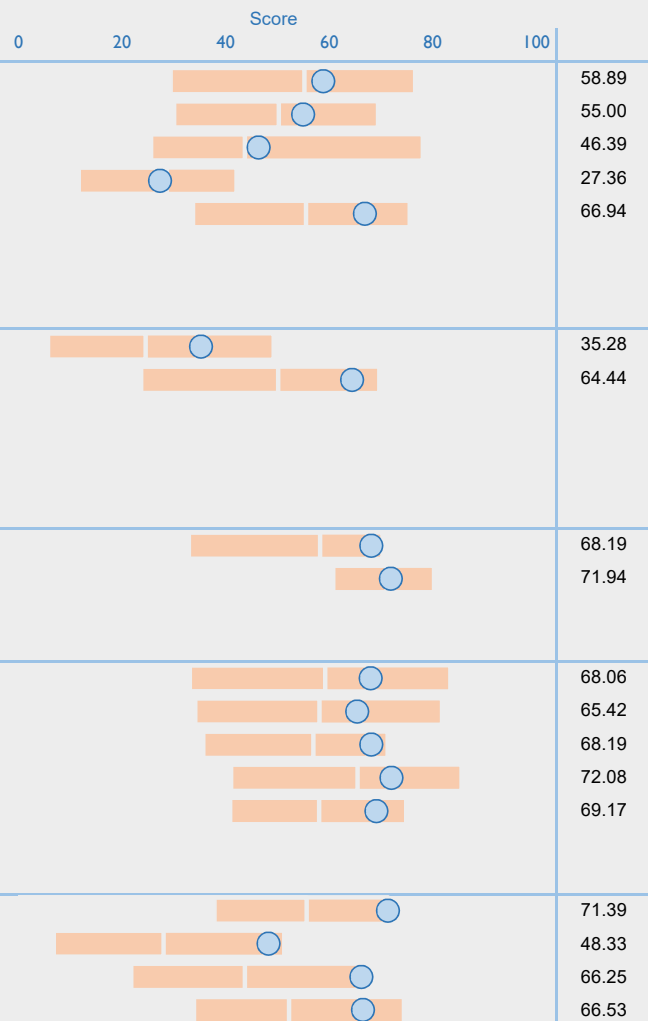
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

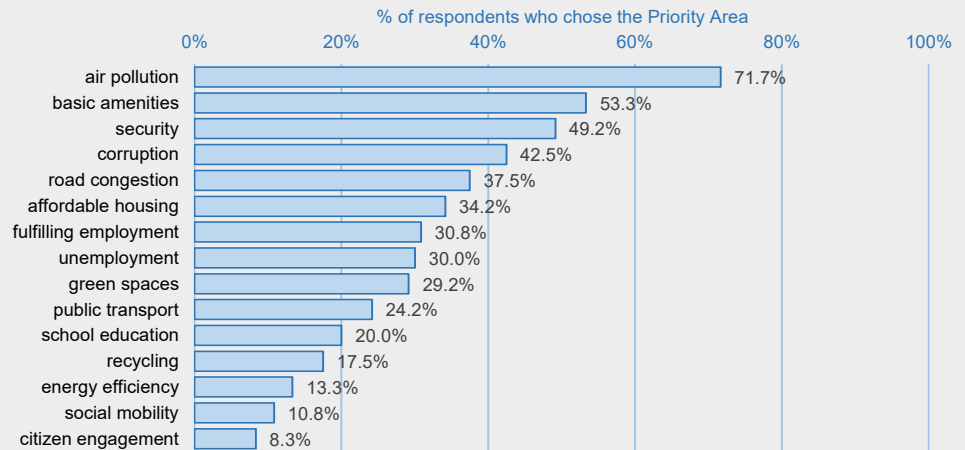
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



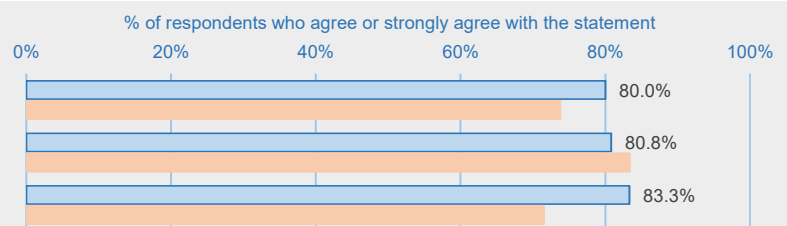
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	60.14
A website or App allows to give away unwanted items to other city residents.	61.94
Free public wifi has improved access to services.	64.31
CCTV cameras make residents feel safer.	71.11
A website or App allows effective monitoring of air pollution.	65.14
Arranging medical appointments online has improved access.	74.58

### Mobility

Car-sharing Apps have reduced congestion.	67.50
Apps that direct you to an available parking space have reduced journey time.	61.67
Bicycle hiring has reduced congestion.	61.94
Online scheduling and ticket sales make public transport easier to use.	77.08

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	84.03
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	73.06
IT skills are taught well in schools.	70.56
Online services provided by the city has made it easier to start a new business.	75.56

### Governance

Online public access to city finances has reduced corruption.	69.03
Online voting has increased participation.	70.00
An online platform where residents can propose ideas has improved city life.	68.89
Processing Identification Documents online has reduced waiting times.	78.75

# New York

<b>SMART CITY RANKING</b>	<b>38<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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<b>RATING</b>	<b>B B B</b> From AAA to D
---------------	-------------------------------

<b>FACTOR RATINGS</b>	<b>B B</b>	<b>A</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.924
Life expectancy at Birth	79.2	79.4	79.5
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	13.3	13.4	13.4
GNI per capita (PPP \$)	53,741	54,104	54,941

City	Population (UN World Cities Report)
New York	18,593,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

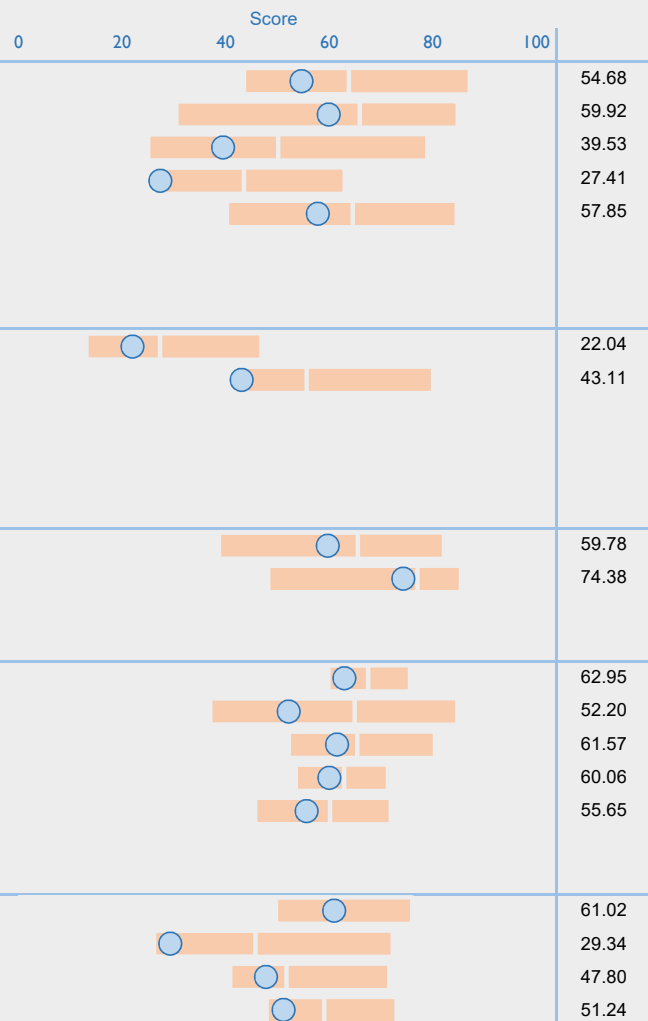
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

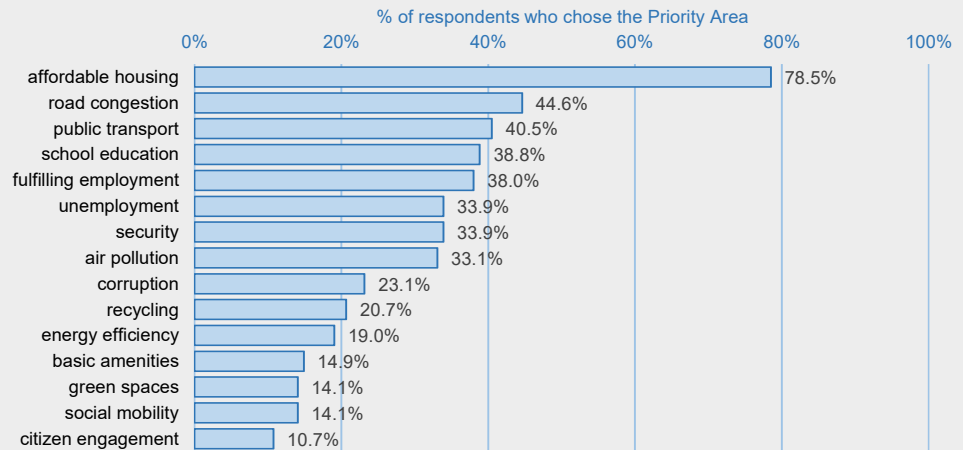
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



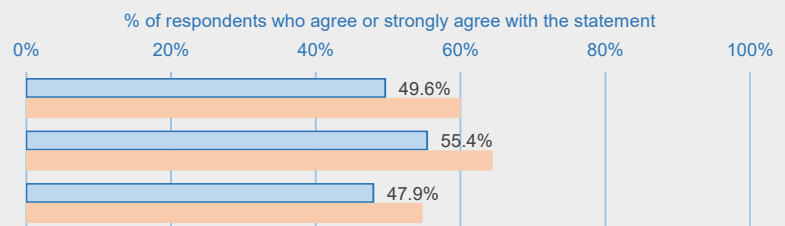
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	45.87
A website or App allows to give away unwanted items to other city residents.	54.13
Free public wifi has improved access to services.	69.01
CCTV cameras make residents feel safer.	57.16
A website or App allows effective monitoring of air pollution.	39.81
Arranging medical appointments online has improved access.	64.33

### Mobility

Car-sharing Apps have reduced congestion.	45.59
Apps that direct you to an available parking space have reduced journey time.	47.25
Bicycle hiring has reduced congestion.	49.86
Online scheduling and ticket sales make public transport easier to use.	58.54

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	78.10
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	69.15
IT skills are taught well in schools.	48.62
Online services provided by the city has made it easier to start a new business.	49.04

### Governance

Online public access to city finances has reduced corruption.	43.94
Online voting has increased participation.	48.07
An online platform where residents can propose ideas has improved city life.	46.83
Processing Identification Documents online has reduced waiting times.	53.44

**SMART CITY RANKING** **63<sup>rd</sup>**  
Out of 102

**GROUP** **2**

**RATING** **B**  
From AAA to D

**FACTOR RATINGS**

<b>BB</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.905	0.907	0.909
Life expectancy at Birth	83.6	83.8	83.9
Expected years of schooling	15.2	15.2	15.2
Mean years of schooling	12.5	12.7	12.8
GNI per capita (PPP \$)	39,322	38,267	38,986

**City**  
Population (UN World Cities Report) 20,238,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

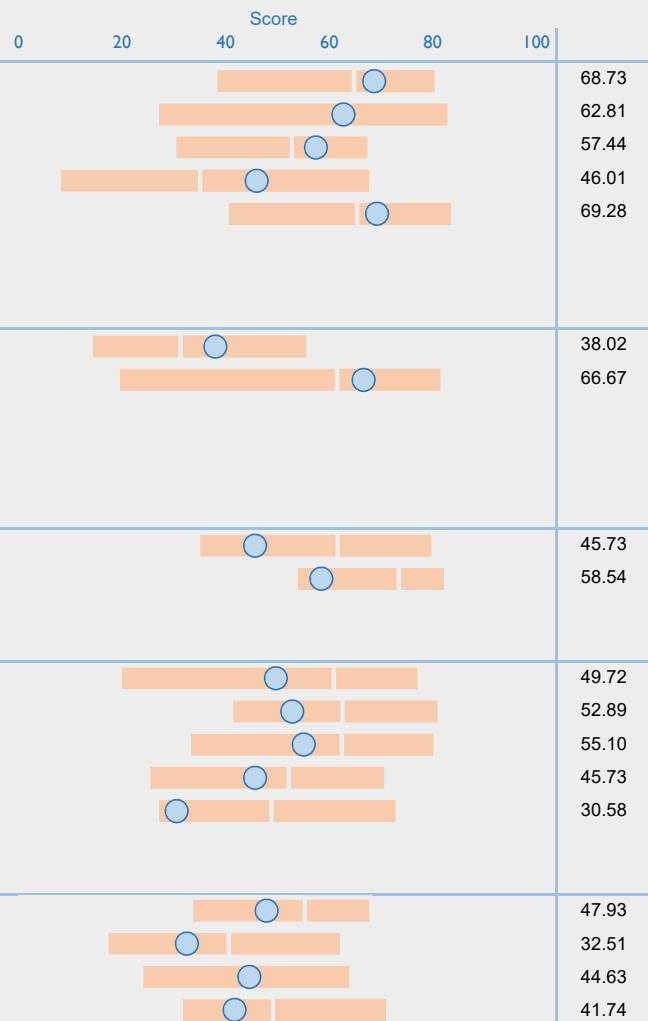
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

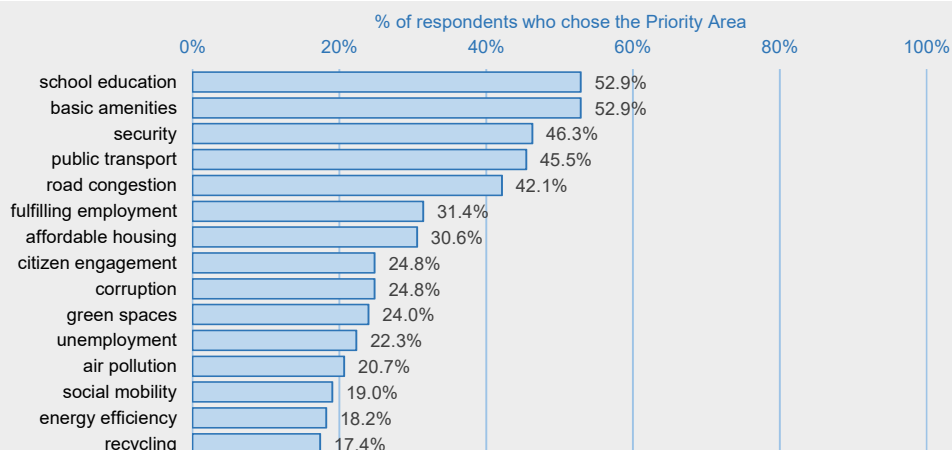
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

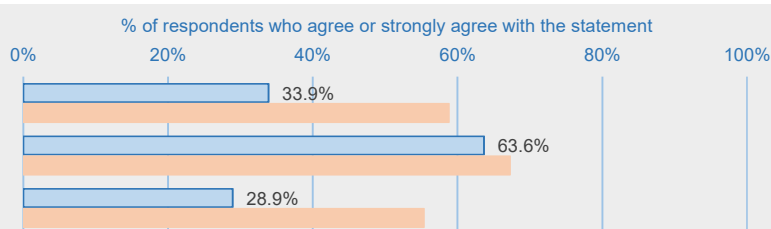


## ATTITUDES

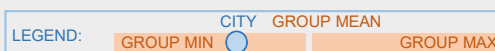
You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score	Value
Online reporting of city maintenance problems provides a speedy solution.	51.93	51.93
A website or App allows to give away unwanted items to other city residents.	60.19	60.19
Free public wifi has improved access to services.	52.75	52.75
CCTV cameras make residents feel safer.	59.78	59.78
A website or App allows effective monitoring of air pollution.	39.26	39.26
Arranging medical appointments online has improved access.	54.41	54.41

### Mobility

Statement	Score	Value
Car-sharing Apps have reduced congestion.	27.13	27.13
Apps that direct you to an available parking space have reduced journey time.	37.47	37.47
Bicycle hiring has reduced congestion.	31.13	31.13
Online scheduling and ticket sales make public transport easier to use.	55.65	55.65

### Activities

Statement	Score	Value
Online purchasing of tickets to shows and museums has made it easier to attend.	61.16	61.16

### Opportunities (Work & School)

Statement	Score	Value
Online access to job listings has made it easier to find work.	64.05	64.05
IT skills are taught well in schools.	34.02	34.02
Online services provided by the city has made it easier to start a new business.	31.13	31.13

### Governance

Statement	Score	Value
Online public access to city finances has reduced corruption.	33.75	33.75
Online voting has increased participation.	30.85	30.85
An online platform where residents can propose ideas has improved city life.	32.51	32.51
Processing Identification Documents online has reduced waiting times.	39.53	39.53



<b>SMART CITY RANKING</b>	<b>3<sup>rd</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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<b>RATING</b>	<b>AA</b> From AAA to D
---------------	----------------------------

<b>FACTOR RATINGS</b>	<b>AAA</b>	<b>AA</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.948	0.951	0.953
Life expectancy at Birth	82.0	82.2	82.3
Expected years of schooling	17.7	17.9	17.9
Mean years of schooling	12.5	12.6	12.6
GNI per capita (PPP \$)	67,028	67,340	68,012

City	Population (UN World Cities Report)
Oslo	986,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

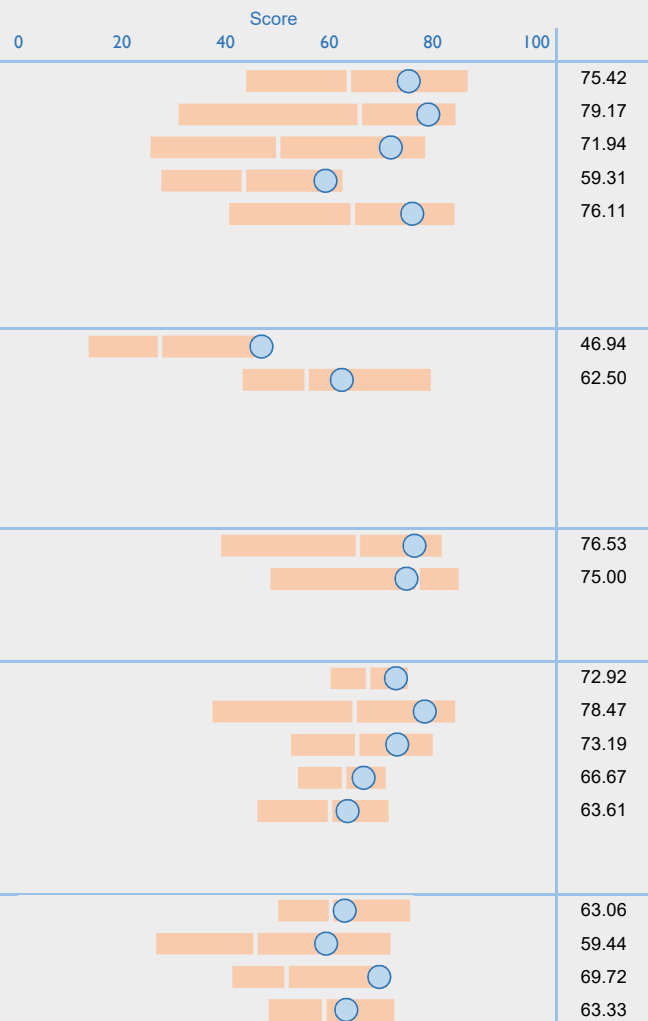
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

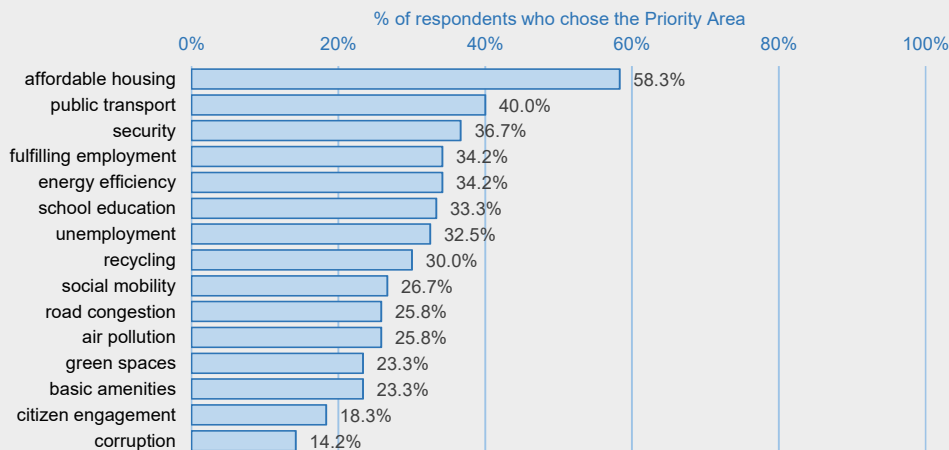
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



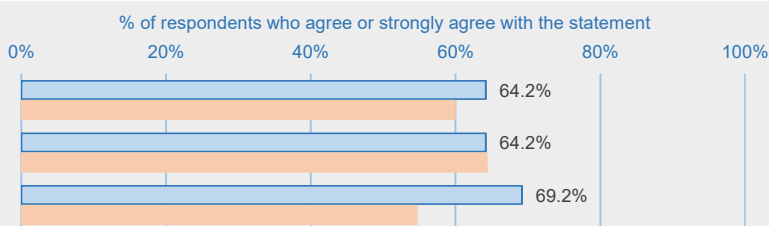
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	58.06
A website or App allows to give away unwanted items to other city residents.	66.11
Free public wifi has improved access to services.	55.56
CCTV cameras make residents feel safer.	50.14
A website or App allows effective monitoring of air pollution.	53.61
Arranging medical appointments online has improved access.	70.56

### Mobility

Car-sharing Apps have reduced congestion.	43.06
Apps that direct you to an available parking space have reduced journey time.	45.14
Bicycle hiring has reduced congestion.	66.39
Online scheduling and ticket sales make public transport easier to use.	73.33

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	78.47
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	71.67
IT skills are taught well in schools.	62.92
Online services provided by the city has made it easier to start a new business.	56.53

### Governance

Online public access to city finances has reduced corruption.	50.83
Online voting has increased participation.	54.72
An online platform where residents can propose ideas has improved city life.	50.56
Processing Identification Documents online has reduced waiting times.	66.11

# Paris

<b>SMART CITY RANKING</b>	<b>51<sup>st</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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<b>RATING</b>	<b>B B</b> From AAA to D
---------------	-----------------------------

<b>FACTOR RATINGS</b>	<b>B B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.898	0.899	0.901
Life expectancy at Birth	82.4	82.5	82.7
Expected years of schooling	16.4	16.4	16.4
Mean years of schooling	11.5	11.5	11.5
GNI per capita (PPP \$)	38,367	38,702	39,254

City	Population (UN World Cities Report)
Paris	10,843,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

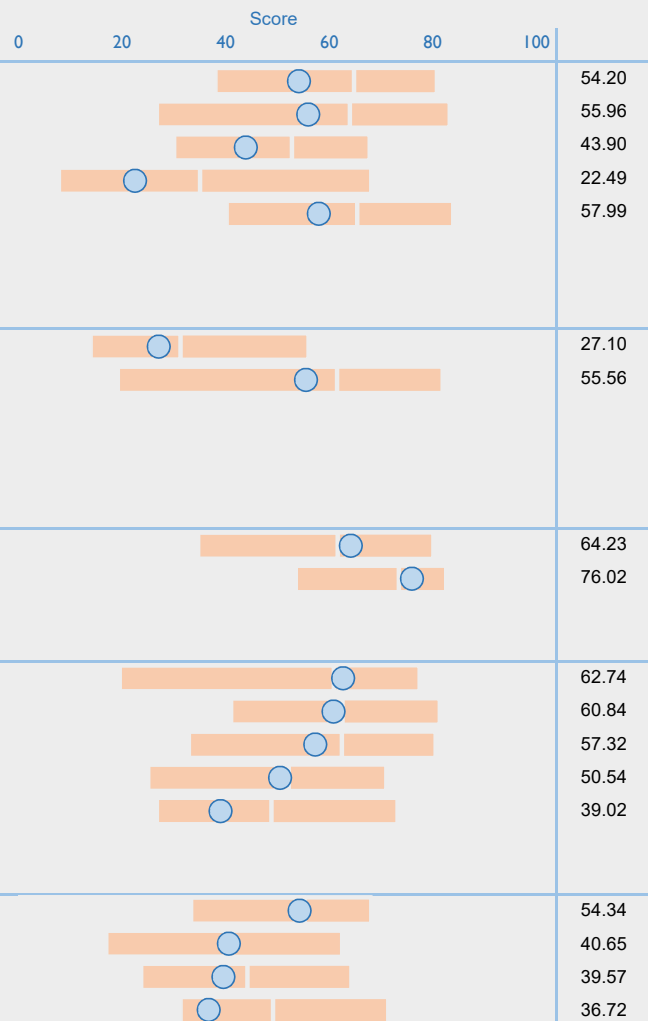
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

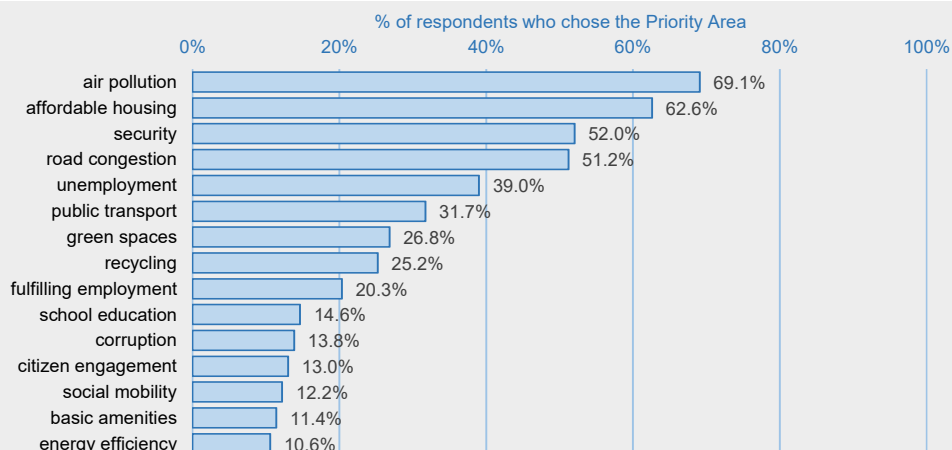
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



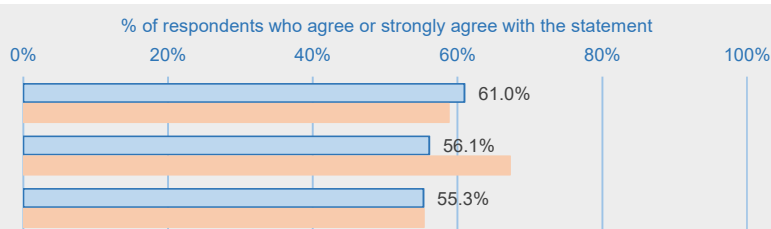
## PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion  
 You are comfortable with face recognition technologies to lower crime  
 You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	50.54
A website or App allows to give away unwanted items to other city residents.	59.08
Free public wifi has improved access to services.	54.88
CCTV cameras make residents feel safer.	52.44
A website or App allows effective monitoring of air pollution.	51.63
Arranging medical appointments online has improved access.	66.53

### Mobility

Car-sharing Apps have reduced congestion.	43.22
Apps that direct you to an available parking space have reduced journey time.	51.36
Bicycle hiring has reduced congestion.	52.44
Online scheduling and ticket sales make public transport easier to use.	59.49

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	73.31
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	57.99
IT skills are taught well in schools.	57.86
Online services provided by the city has made it easier to start a new business.	52.17

### Governance

Online public access to city finances has reduced corruption.	38.08
Online voting has increased participation.	44.72
An online platform where residents can propose ideas has improved city life.	49.86
Processing Identification Documents online has reduced waiting times.	56.91

# Philadelphia

**SMART CITY RANKING** **54<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **B B**  
From AAA to D

**FACTOR RATINGS** **B B** **B B**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.924
Life expectancy at Birth	79.2	79.4	79.5
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	13.3	13.4	13.4
GNI per capita (PPP \$)	53,741	54,104	54,941

City	Population (UN World Cities Report)
Philadelphia	5,585,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

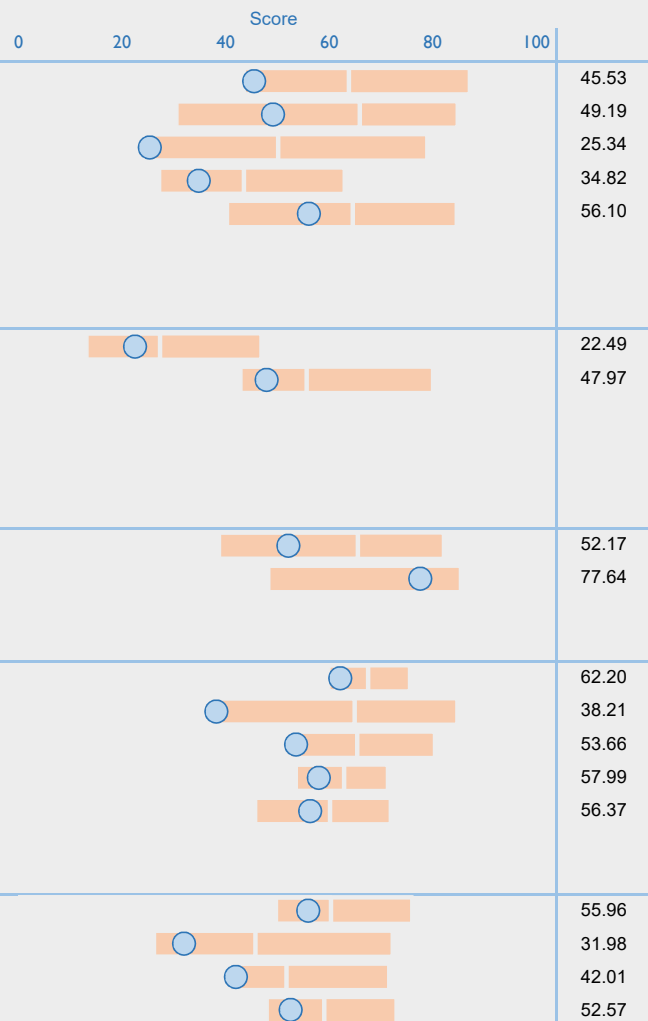
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

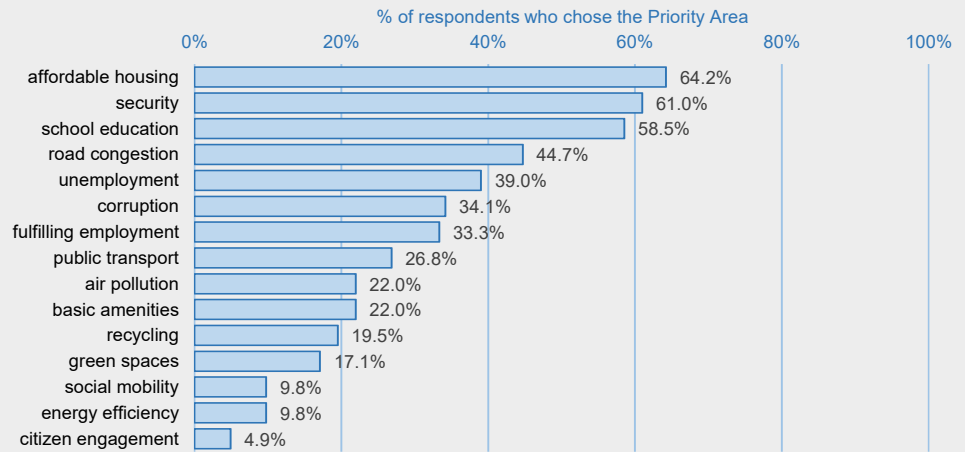
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

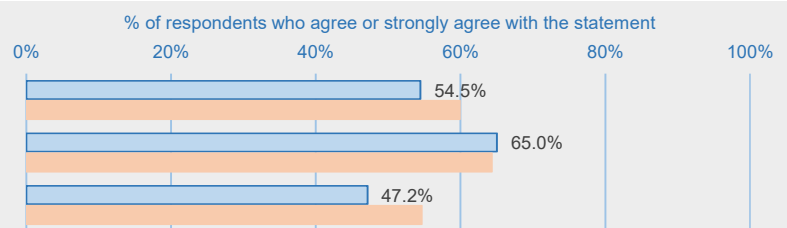


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	29.54
A website or App allows to give away unwanted items to other city residents.	48.10
Free public wifi has improved access to services.	44.99
CCTV cameras make residents feel safer.	38.89
A website or App allows effective monitoring of air pollution.	27.10
Arranging medical appointments online has improved access.	58.27

### Mobility

Car-sharing Apps have reduced congestion.	43.22
Apps that direct you to an available parking space have reduced journey time.	38.48
Bicycle hiring has reduced congestion.	41.06
Online scheduling and ticket sales make public transport easier to use.	56.23

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	77.24
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	66.12
IT skills are taught well in schools.	36.31
Online services provided by the city has made it easier to start a new business.	37.80

### Governance

Online public access to city finances has reduced corruption.	31.17
Online voting has increased participation.	42.14
An online platform where residents can propose ideas has improved city life.	39.84
Processing Identification Documents online has reduced waiting times.	49.59

# Prague

<b>SMART CITY RANKING</b>	<b>19<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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<b>RATING</b>	<b>BBB</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>BBB</b>	<b>BB</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.882	0.885	0.888
Life expectancy at Birth	78.6	78.7	78.9
Expected years of schooling	16.9	16.9	16.9
Mean years of schooling	12.7	12.7	12.7
GNI per capita (PPP \$)	28,567	29,400	30,588

City	Population (UN World Cities Report)
Prague	1,314,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

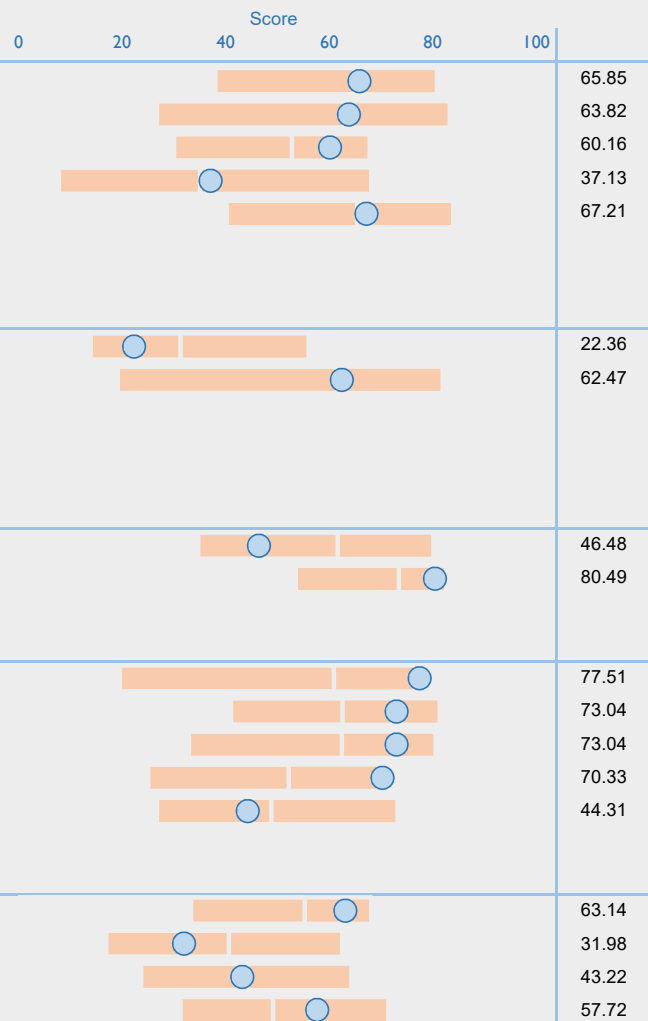
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

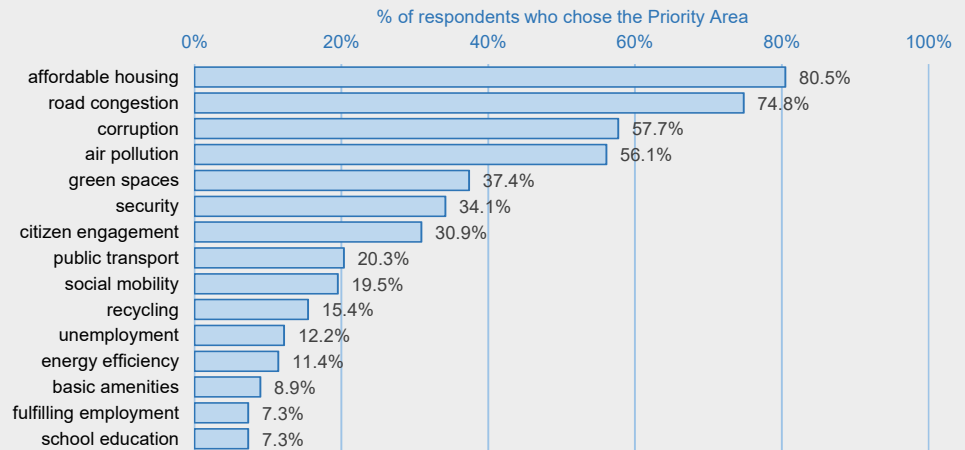
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

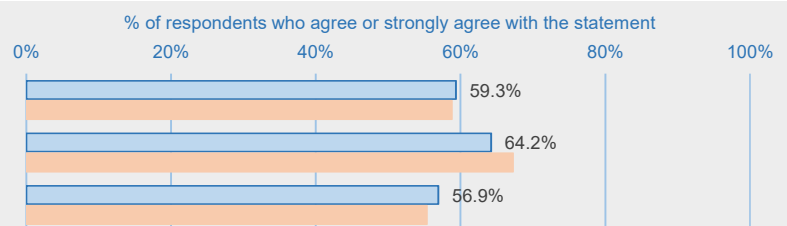


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	50.68
A website or App allows to give away unwanted items to other city residents.	63.55
Free public wifi has improved access to services.	62.06
CCTV cameras make residents feel safer.	64.36
A website or App allows effective monitoring of air pollution.	45.93
Arranging medical appointments online has improved access.	58.94

### Mobility

Car-sharing Apps have reduced congestion.	39.16
Apps that direct you to an available parking space have reduced journey time.	50.41
Bicycle hiring has reduced congestion.	43.09
Online scheduling and ticket sales make public transport easier to use.	78.32

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	83.88
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	75.34
IT skills are taught well in schools.	60.70
Online services provided by the city has made it easier to start a new business.	46.48

### Governance

Online public access to city finances has reduced corruption.	39.43
Online voting has increased participation.	54.88
An online platform where residents can propose ideas has improved city life.	48.37
Processing Identification Documents online has reduced waiting times.	65.85



# Rabat

<b>SMART CITY RANKING</b>	<b>101<sup>st</sup></b> Out of 102
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<b>GROUP</b>	<b>4</b>
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<b>RATING</b>	<b>D</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>D</b>	<b>D</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.655	0.662	0.667
Life expectancy at Birth	75.6	75.8	76.1
Expected years of schooling	12.3	12.4	12.4
Mean years of schooling	5.0	5.4	5.5
GNI per capita (PPP \$)	7,154	7,149	7,340

City	Population (UN World Cities Report)
Rabat	1,967,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

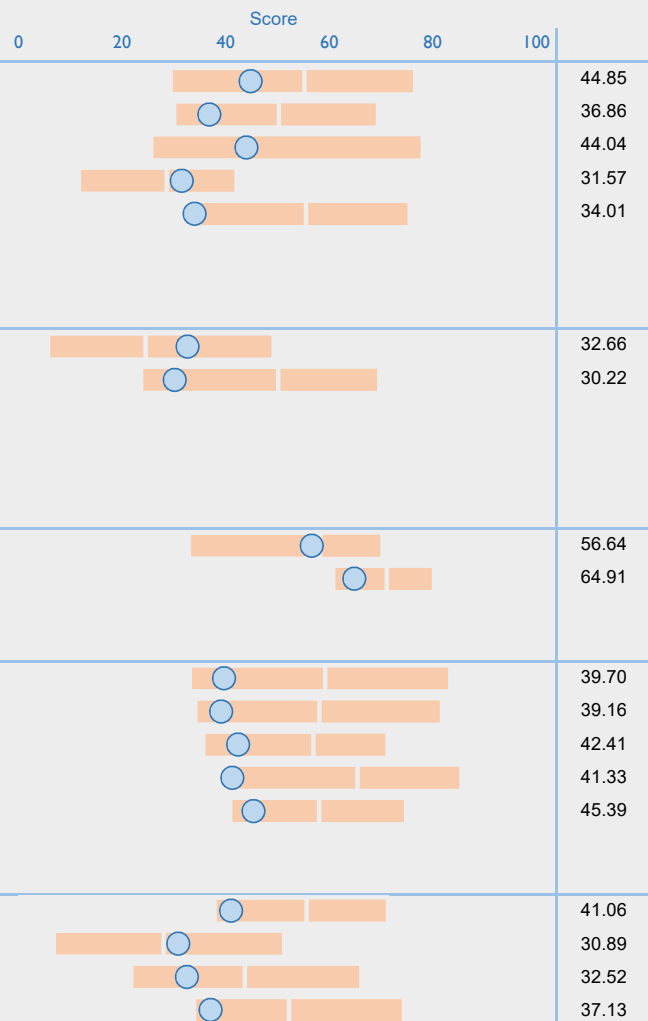
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

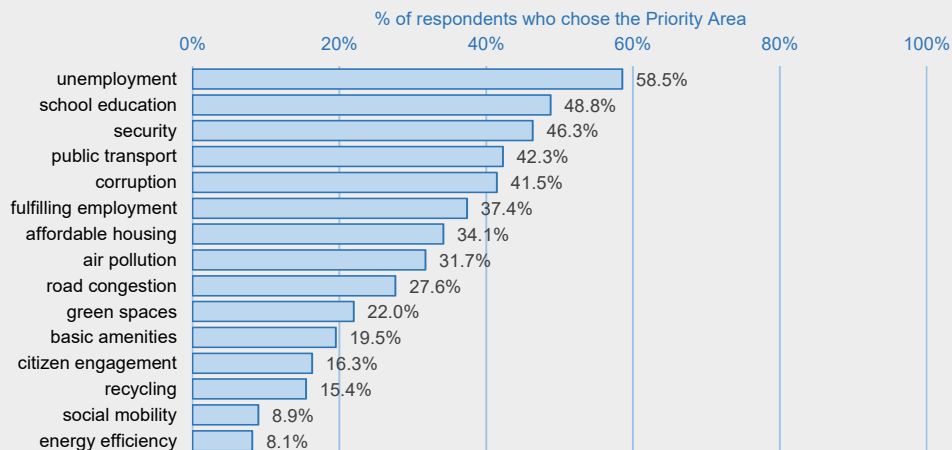
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



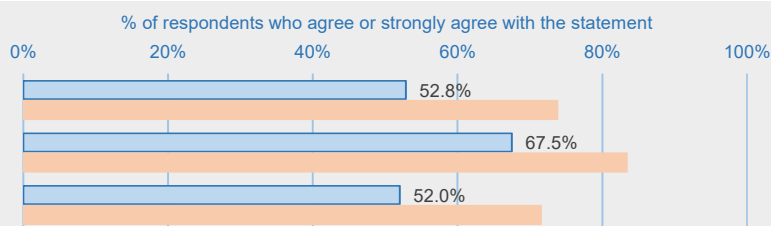
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	38.62
A website or App allows to give away unwanted items to other city residents.	40.51
Free public wifi has improved access to services.	37.67
CCTV cameras make residents feel safer.	51.08
A website or App allows effective monitoring of air pollution.	27.64
Arranging medical appointments online has improved access.	45.93

### Mobility

Car-sharing Apps have reduced congestion.	34.96
Apps that direct you to an available parking space have reduced journey time.	42.28
Bicycle hiring has reduced congestion.	32.93
Online scheduling and ticket sales make public transport easier to use.	55.69

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	56.23
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	56.78
IT skills are taught well in schools.	49.73
Online services provided by the city has made it easier to start a new business.	47.29

### Governance

Online public access to city finances has reduced corruption.	35.77
Online voting has increased participation.	34.01
An online platform where residents can propose ideas has improved city life.	36.99
Processing Identification Documents online has reduced waiting times.	44.17

# Rio de Janeiro

**SMART CITY RANKING** **96<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **C**  
From AAA to D

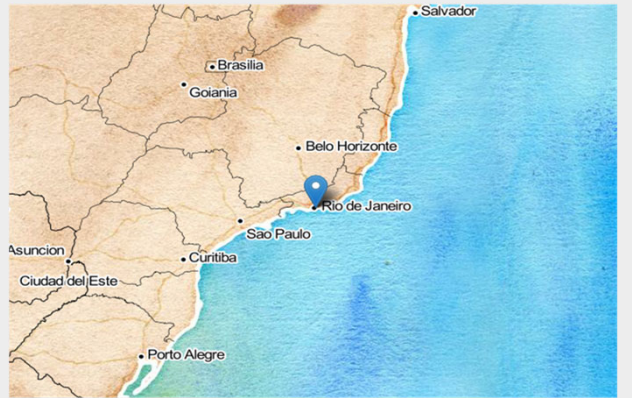
**FACTOR RATINGS**

<b>C</b>	<b>C</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.757	0.758	0.759
Life expectancy at Birth	75.3	75.5	75.7
Expected years of schooling	15.4	15.4	15.4
Mean years of schooling	7.6	7.8	7.8
GNI per capita (PPP \$)	14,350	13,730	13,755

**City**  
Population (UN World Cities Report) 12,902,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

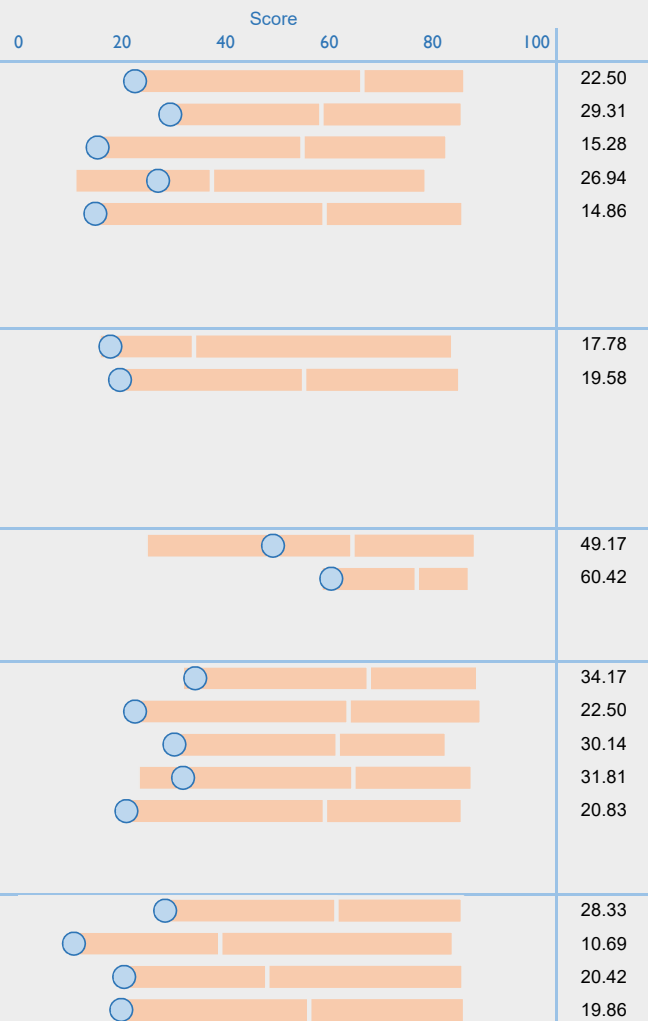
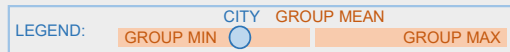
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

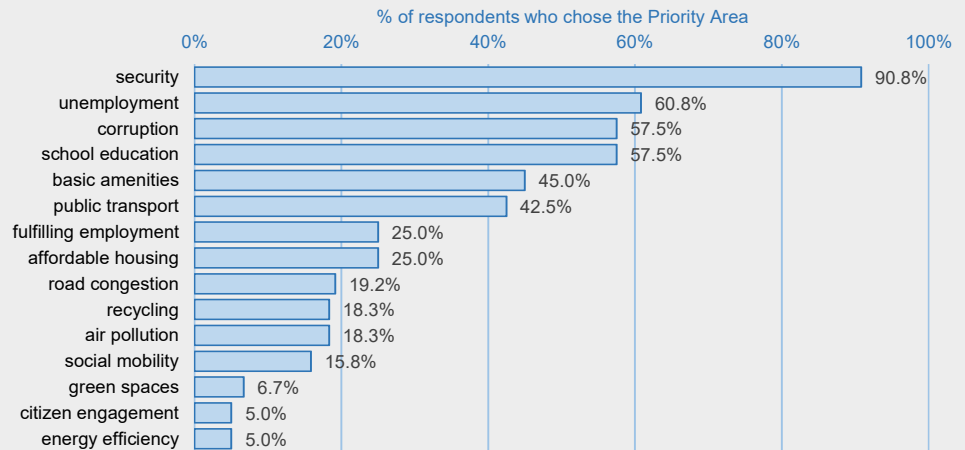
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



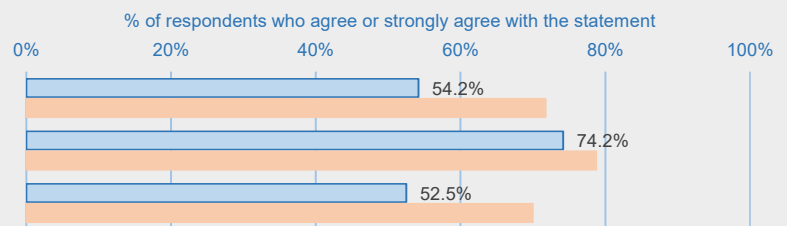
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

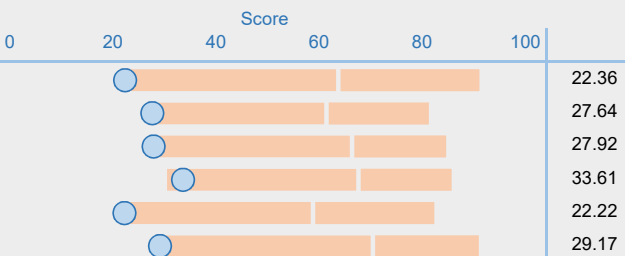
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



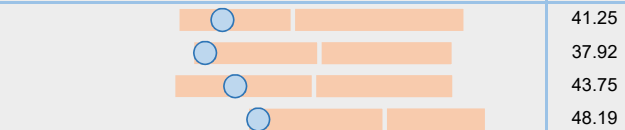
### Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

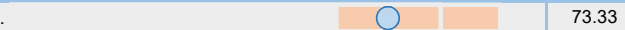
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



### Activities

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



### 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.



### Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

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

Processing Identification Documents online has reduced waiting times.



# Riyadh

**SMART CITY RANKING** **71<sup>st</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS**

<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.854	0.854	0.853
Life expectancy at Birth	74.4	74.6	74.7
Expected years of schooling	16.9	16.9	16.9
Mean years of schooling	9.5	9.5	9.5
GNI per capita (PPP \$)	51,885	51,329	49,680

**City**

Population (UN World Cities Report)	6,370,000
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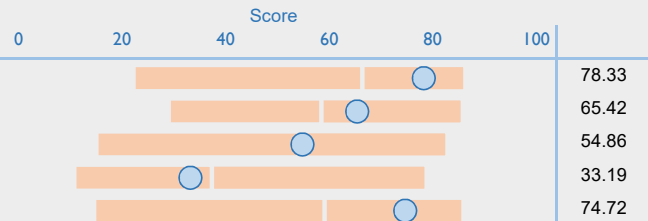


## STRUCTURES



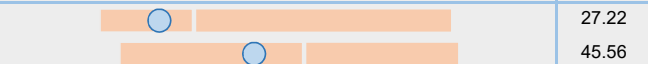
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



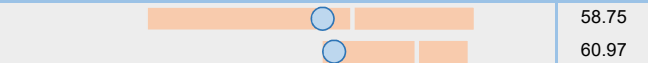
### Mobility

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



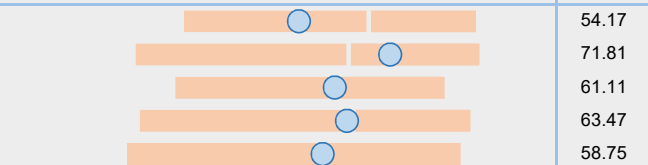
### Activities

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



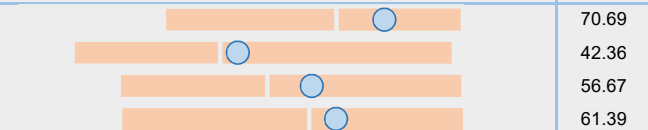
### Opportunities (Work & School)

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



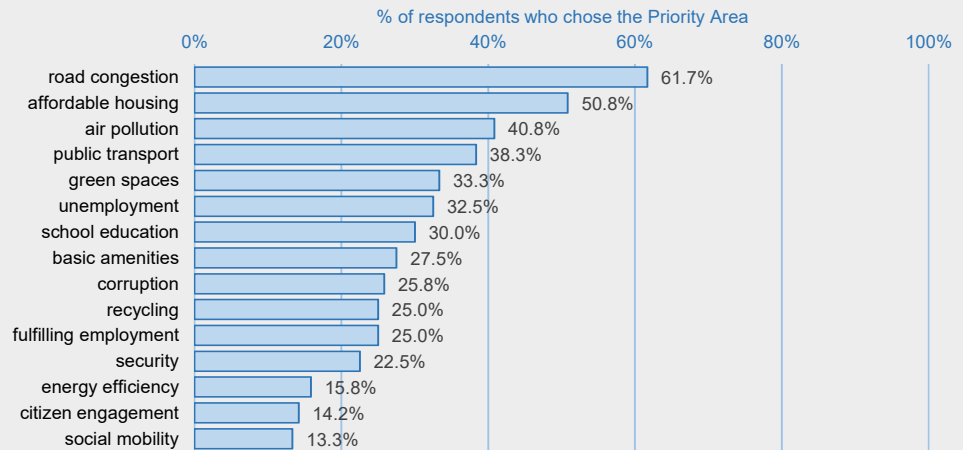
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



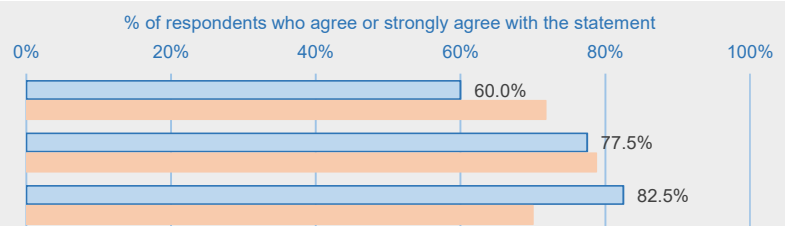
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	73.19
A website or App allows to give away unwanted items to other city residents.	64.58
Free public wifi has improved access to services.	62.22
CCTV cameras make residents feel safer.	73.89
A website or App allows effective monitoring of air pollution.	53.75
Arranging medical appointments online has improved access.	75.69

### Mobility

Car-sharing Apps have reduced congestion.	61.39
Apps that direct you to an available parking space have reduced journey time.	61.67
Bicycle hiring has reduced congestion.	40.42
Online scheduling and ticket sales make public transport easier to use.	64.03

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	75.56
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	71.53
IT skills are taught well in schools.	60.83
Online services provided by the city has made it easier to start a new business.	68.61

### Governance

Online public access to city finances has reduced corruption.	60.56
Online voting has increased participation.	59.31
An online platform where residents can propose ideas has improved city life.	64.72
Processing Identification Documents online has reduced waiting times.	73.33

# Rome

**SMART CITY RANKING** **77<sup>th</sup>**  
Out of 102

**GROUP** **2**

**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS**

<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.876	0.878	0.880
Life expectancy at Birth	82.8	83.0	83.2
Expected years of schooling	16.3	16.3	16.3
Mean years of schooling	10.2	10.2	10.2
GNI per capita (PPP \$)	34,115	34,733	35,299

### City

Population (UN World Cities Report) 3,718,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

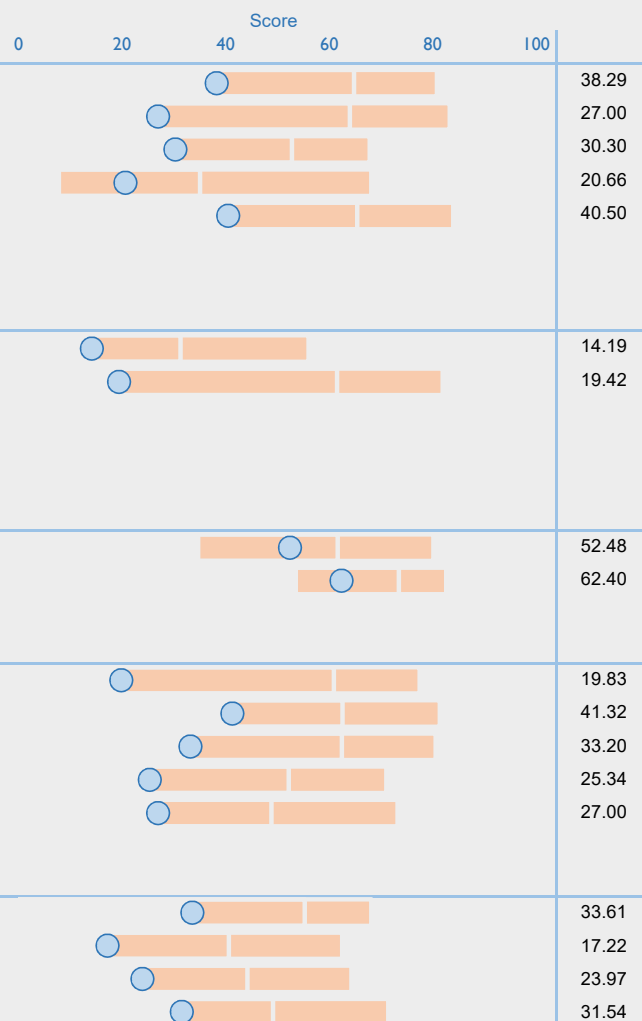
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

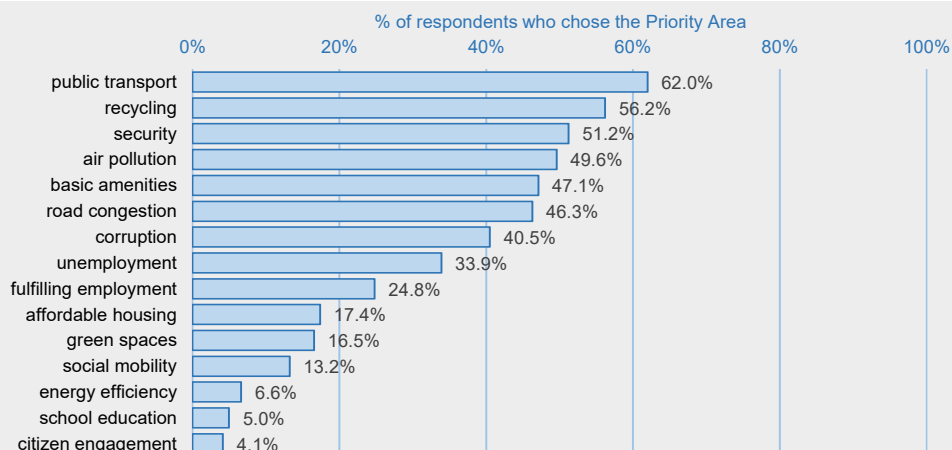
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

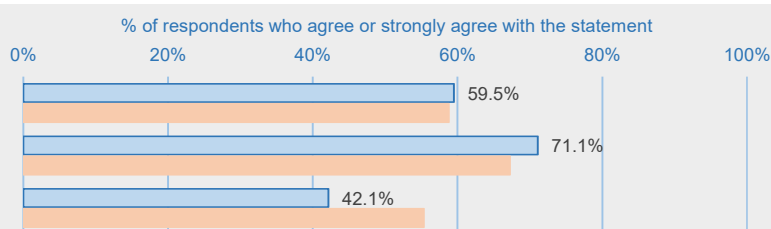


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	36.36
A website or App allows to give away unwanted items to other city residents.	42.01
Free public wifi has improved access to services.	42.15
CCTV cameras make residents feel safer.	45.45
A website or App allows effective monitoring of air pollution.	35.40
Arranging medical appointments online has improved access.	53.31

### Mobility

Statement	Score
Car-sharing Apps have reduced congestion.	36.50
Apps that direct you to an available parking space have reduced journey time.	34.57
Bicycle hiring has reduced congestion.	32.09
Online scheduling and ticket sales make public transport easier to use.	48.21

### Activities

Statement	Score
Online purchasing of tickets to shows and museums has made it easier to attend.	77.55

### Opportunities (Work & School)

Statement	Score
Online access to job listings has made it easier to find work.	42.15
IT skills are taught well in schools.	34.71
Online services provided by the city has made it easier to start a new business.	35.40

### Governance

Statement	Score
Online public access to city finances has reduced corruption.	29.34
Online voting has increased participation.	30.85
An online platform where residents can propose ideas has improved city life.	32.51
Processing Identification Documents online has reduced waiting times.	45.45



# Rotterdam

<b>SMART CITY RANKING</b>	<b>36<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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<b>RATING</b>	<b>BBB</b> From AAA to D
---------------	-----------------------------

<b>FACTOR RATINGS</b>	<b>BBB</b>	<b>BBB</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.926	0.928	0.931
Life expectancy at Birth	81.7	81.9	82.0
Expected years of schooling	18.1	18.0	18.0
Mean years of schooling	12.1	12.1	12.2
GNI per capita (PPP \$)	46,239	46,711	47,900

City	Population (UN World Cities Report)
Rotterdam	993,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

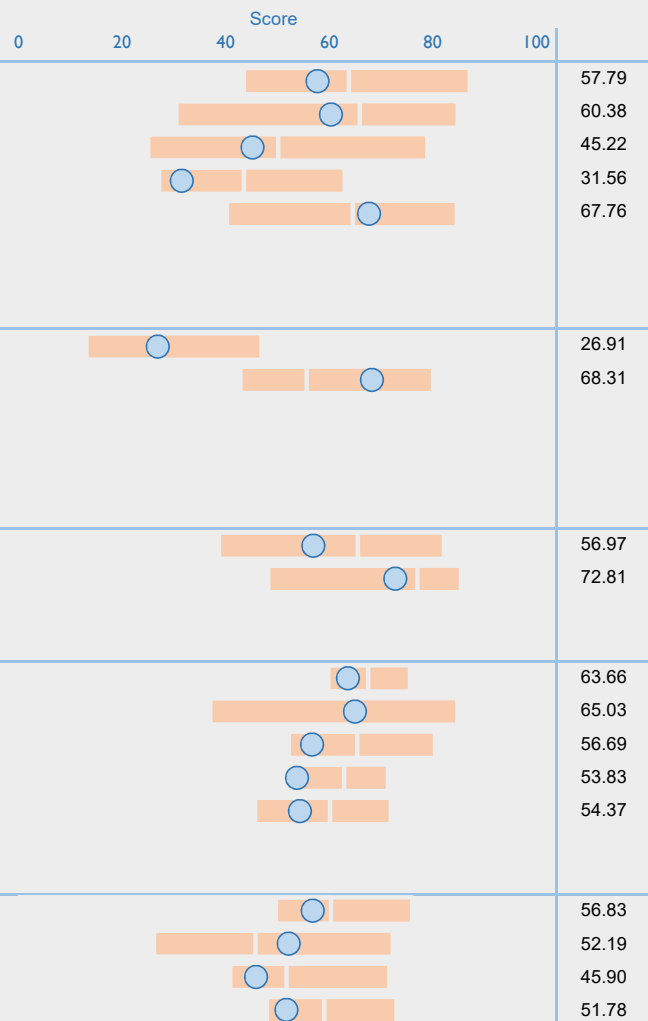
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

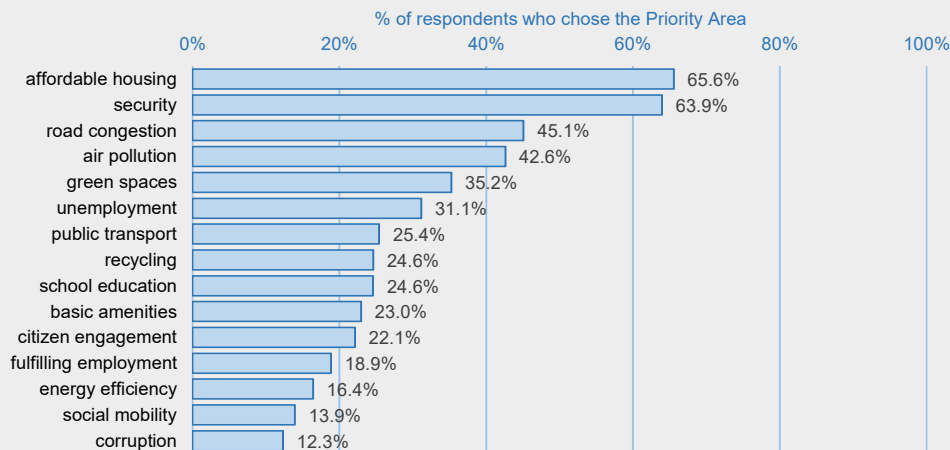
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



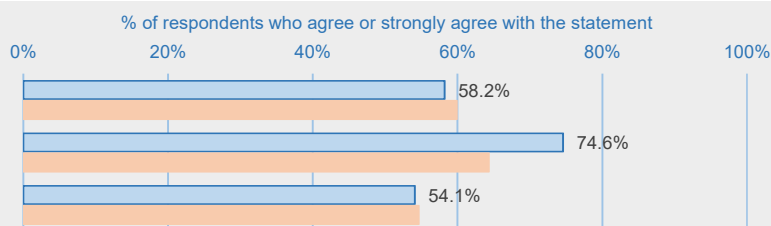
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	50.96
A website or App allows to give away unwanted items to other city residents.	55.74
Free public wifi has improved access to services.	56.83
CCTV cameras make residents feel safer.	58.20
A website or App allows effective monitoring of air pollution.	38.66
Arranging medical appointments online has improved access.	56.69

### Mobility

Car-sharing Apps have reduced congestion.	34.56
Apps that direct you to an available parking space have reduced journey time.	42.49
Bicycle hiring has reduced congestion.	44.67
Online scheduling and ticket sales make public transport easier to use.	57.92

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	70.22
---	-------

### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	68.58
IT skills are taught well in schools.	53.96
Online services provided by the city has made it easier to start a new business.	44.40

### Governance

Online public access to city finances has reduced corruption.	39.75
Online voting has increased participation.	41.67
An online platform where residents can propose ideas has improved city life.	49.45
Processing Identification Documents online has reduced waiting times.	52.05

# San Francisco

**SMART CITY RANKING** **12<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **A**  
From AAA to D

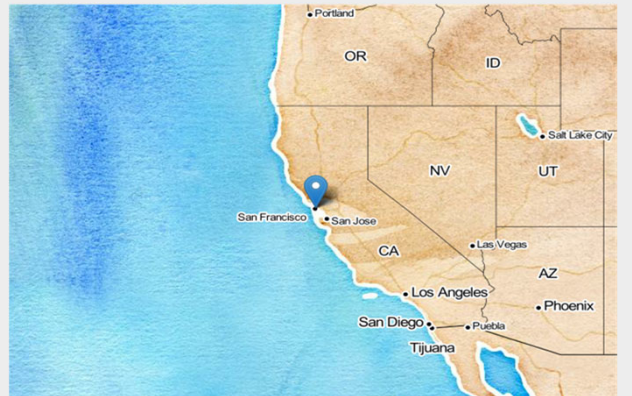
**FACTOR RATINGS**

<b>A</b>	<b>A</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.924
Life expectancy at Birth	79.2	79.4	79.5
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	13.3	13.4	13.4
GNI per capita (PPP \$)	53,741	54,104	54,941

**City**  
Population (UN World Cities Report) 3,300,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

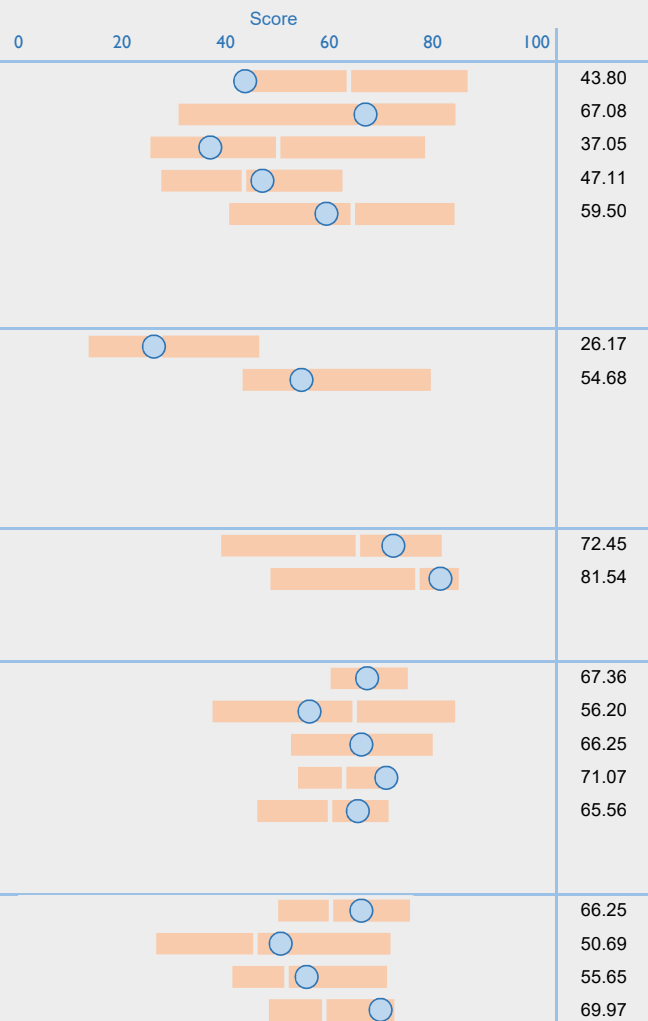
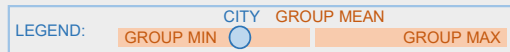
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

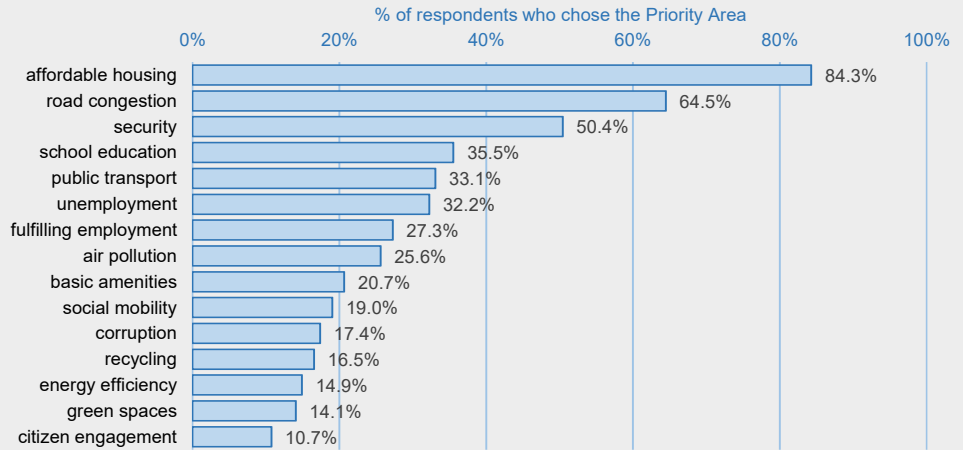
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

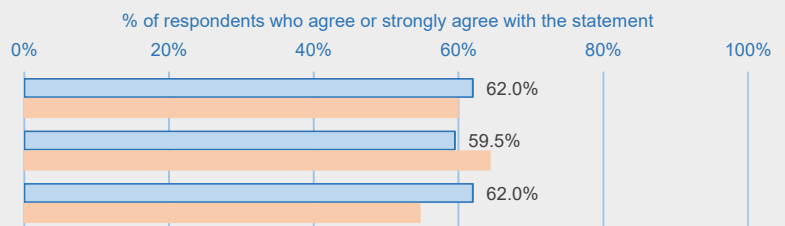


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	43.53
A website or App allows to give away unwanted items to other city residents.	62.95
Free public wifi has improved access to services.	55.10
CCTV cameras make residents feel safer.	48.48
A website or App allows effective monitoring of air pollution.	52.48
Arranging medical appointments online has improved access.	64.05

### Mobility

Car-sharing Apps have reduced congestion.	45.45
Apps that direct you to an available parking space have reduced journey time.	50.14
Bicycle hiring has reduced congestion.	54.41
Online scheduling and ticket sales make public transport easier to use.	65.29

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	73.28
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	72.18
IT skills are taught well in schools.	53.17
Online services provided by the city has made it easier to start a new business.	55.65

### Governance

Online public access to city finances has reduced corruption.	46.14
Online voting has increased participation.	56.20
An online platform where residents can propose ideas has improved city life.	50.69
Processing Identification Documents online has reduced waiting times.	56.75

# Santiago

**SMART CITY RANKING** **86<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CC**  
From AAA to D

**FACTOR RATINGS** **CC** **CC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.840	0.842	0.843
Life expectancy at Birth	79.3	79.5	79.7
Expected years of schooling	16.3	16.4	16.4
Mean years of schooling	10.3	10.3	10.3
GNI per capita (PPP \$)	21,854	21,768	21,910

City	Population (UN World Cities Report)
Santiago	6,507,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

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

### Opportunities (Work & School)

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

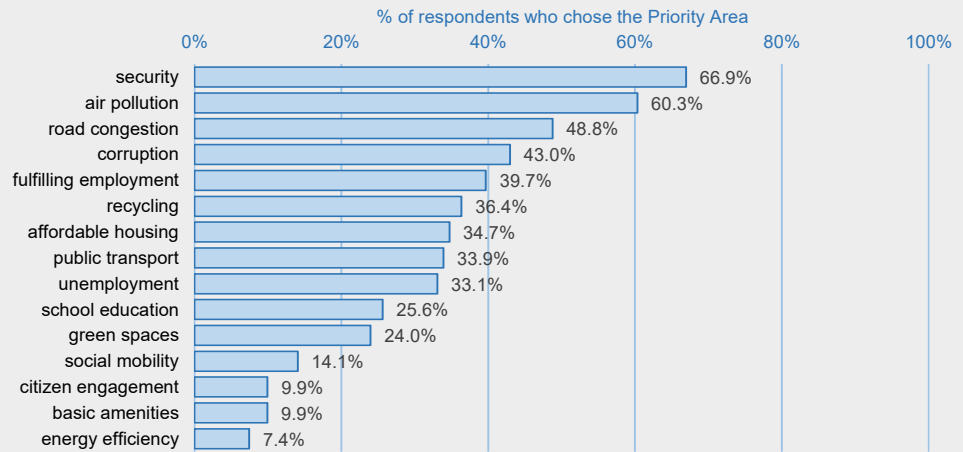
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

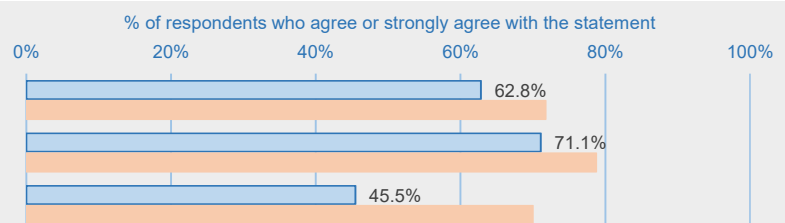


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	47.52
A website or App allows to give away unwanted items to other city residents.	43.39
Free public wifi has improved access to services.	63.77
CCTV cameras make residents feel safer.	60.06
A website or App allows effective monitoring of air pollution.	39.94
Arranging medical appointments online has improved access.	68.87

### Mobility

Car-sharing Apps have reduced congestion.	41.46
Apps that direct you to an available parking space have reduced journey time.	43.94
Bicycle hiring has reduced congestion.	53.99
Online scheduling and ticket sales make public transport easier to use.	54.96

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	82.09
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	68.18
IT skills are taught well in schools.	46.28
Online services provided by the city has made it easier to start a new business.	60.19

### Governance

Online public access to city finances has reduced corruption.	27.27
Online voting has increased participation.	25.07
An online platform where residents can propose ideas has improved city life.	39.53
Processing Identification Documents online has reduced waiting times.	65.98

# Sao Paulo

**SMART CITY RANKING** **90<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CC**  
From AAA to D

**FACTOR RATINGS**

<b>C</b>	<b>CC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.757	0.758	0.759
Life expectancy at Birth	75.3	75.5	75.7
Expected years of schooling	15.4	15.4	15.4
Mean years of schooling	7.6	7.8	7.8
GNI per capita (PPP \$)	14,350	13,730	13,755

**City**

Population (UN World Cities Report)	21,066,000
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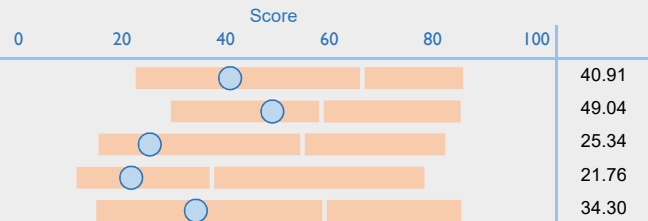
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



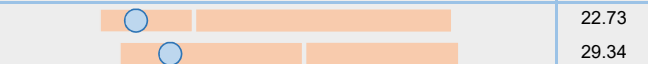
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



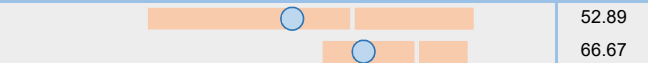
### Mobility

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



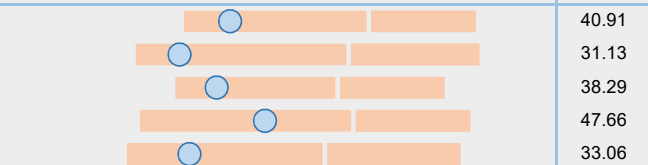
### Activities

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



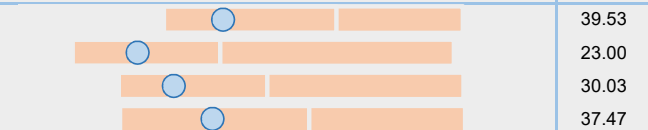
### Opportunities (Work & School)

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



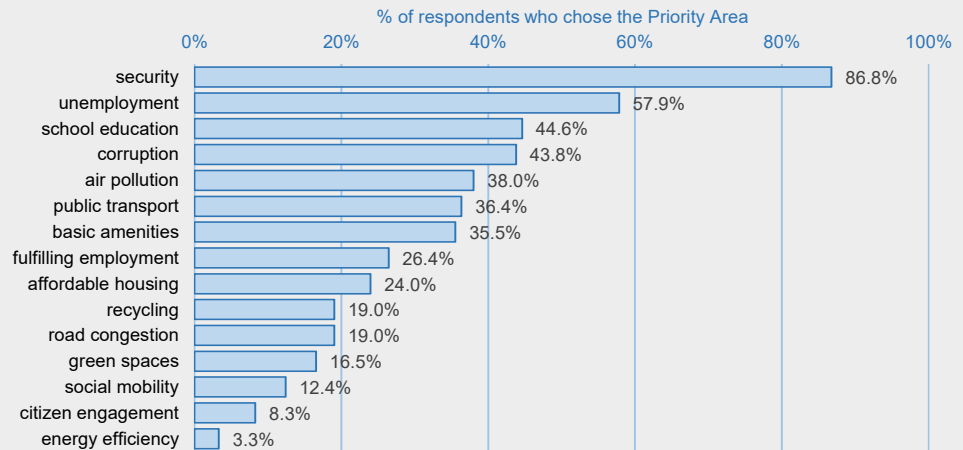
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



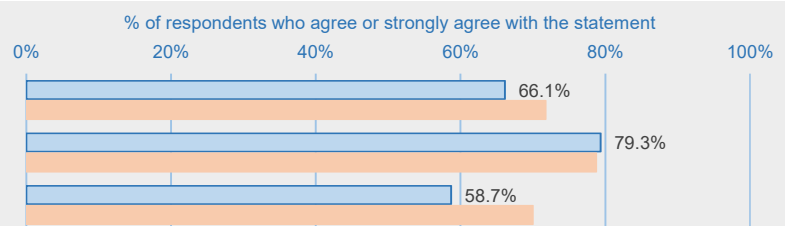
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	39.67
A website or App allows to give away unwanted items to other city residents.	45.59
Free public wifi has improved access to services.	54.68
CCTV cameras make residents feel safer.	46.01
A website or App allows effective monitoring of air pollution.	40.22
Arranging medical appointments online has improved access.	53.31

### Mobility

Car-sharing Apps have reduced congestion.	44.63
Apps that direct you to an available parking space have reduced journey time.	49.72
Bicycle hiring has reduced congestion.	56.89
Online scheduling and ticket sales make public transport easier to use.	49.45

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	73.69
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	54.68
IT skills are taught well in schools.	40.50
Online services provided by the city has made it easier to start a new business.	52.62

### Governance

Online public access to city finances has reduced corruption.	33.61
Online voting has increased participation.	53.17
An online platform where residents can propose ideas has improved city life.	50.69
Processing Identification Documents online has reduced waiting times.	61.98



# Seattle

**SMART CITY RANKING** **34<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **B B B**  
From AAA to D

**FACTOR RATINGS**

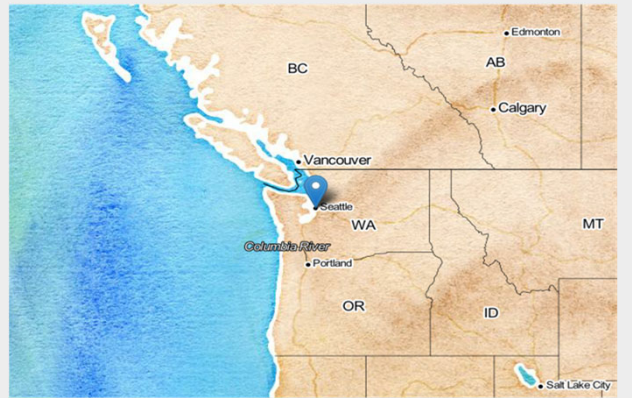
<b>B B B</b>	<b>B B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.924
Life expectancy at Birth	79.2	79.4	79.5
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	13.3	13.4	13.4
GNI per capita (PPP \$)	53,741	54,104	54,941

**City**

Population (UN World Cities Report)	3,249,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

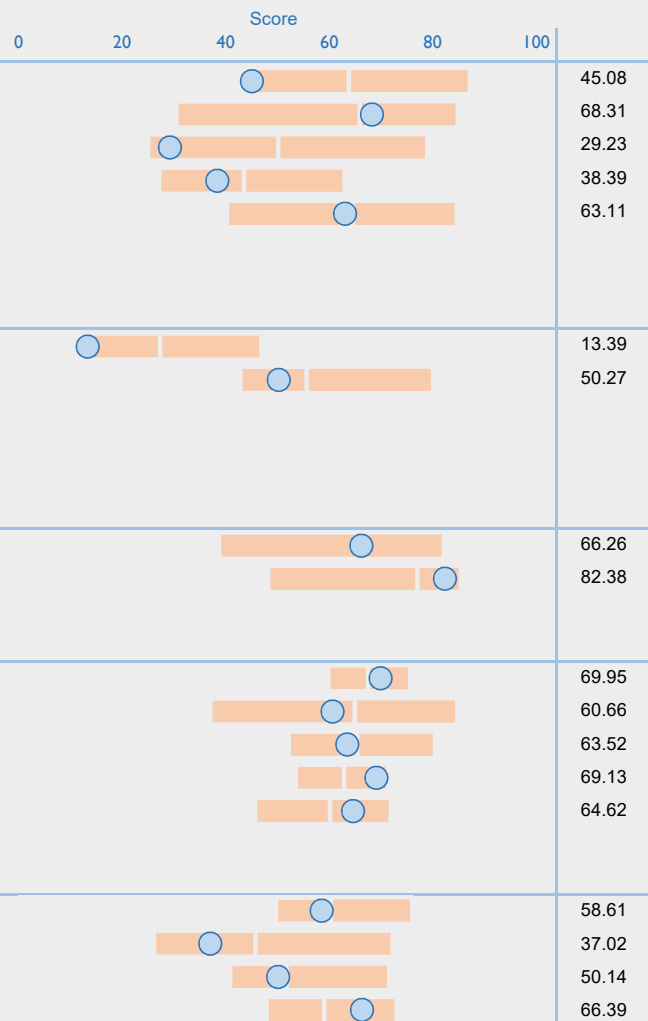
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

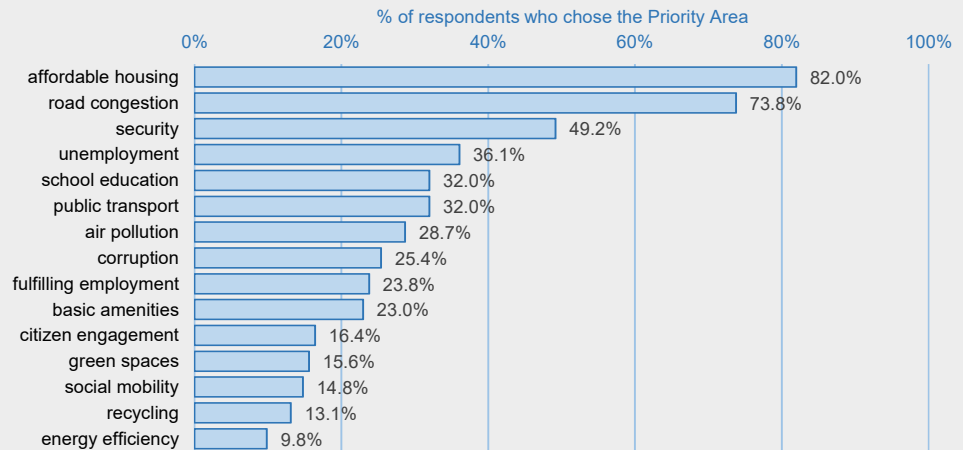
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

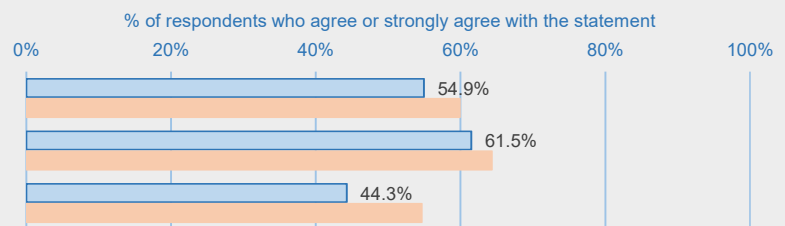


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	44.26
A website or App allows to give away unwanted items to other city residents.	68.58
Free public wifi has improved access to services.	53.96
CCTV cameras make residents feel safer.	41.26
A website or App allows effective monitoring of air pollution.	36.07
Arranging medical appointments online has improved access.	67.21

### Mobility

Car-sharing Apps have reduced congestion.	42.62
Apps that direct you to an available parking space have reduced journey time.	36.61
Bicycle hiring has reduced congestion.	39.07
Online scheduling and ticket sales make public transport easier to use.	54.37

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	76.09
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	72.40
IT skills are taught well in schools.	50.96
Online services provided by the city has made it easier to start a new business.	47.54

### Governance

Online public access to city finances has reduced corruption.	33.06
Online voting has increased participation.	51.91
An online platform where residents can propose ideas has improved city life.	45.22
Processing Identification Documents online has reduced waiting times.	54.23

# Seoul

<b>SMART CITY RANKING</b>	<b>47<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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<b>RATING</b>	<b>B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>B B</b>	<b>B B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.898	0.900	0.903
Life expectancy at Birth	81.9	82.2	82.4
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	12.1	12.1	12.1
GNI per capita (PPP \$)	34,276	35,122	35,945

City	Population (UN World Cities Report)
Seoul	9,774,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

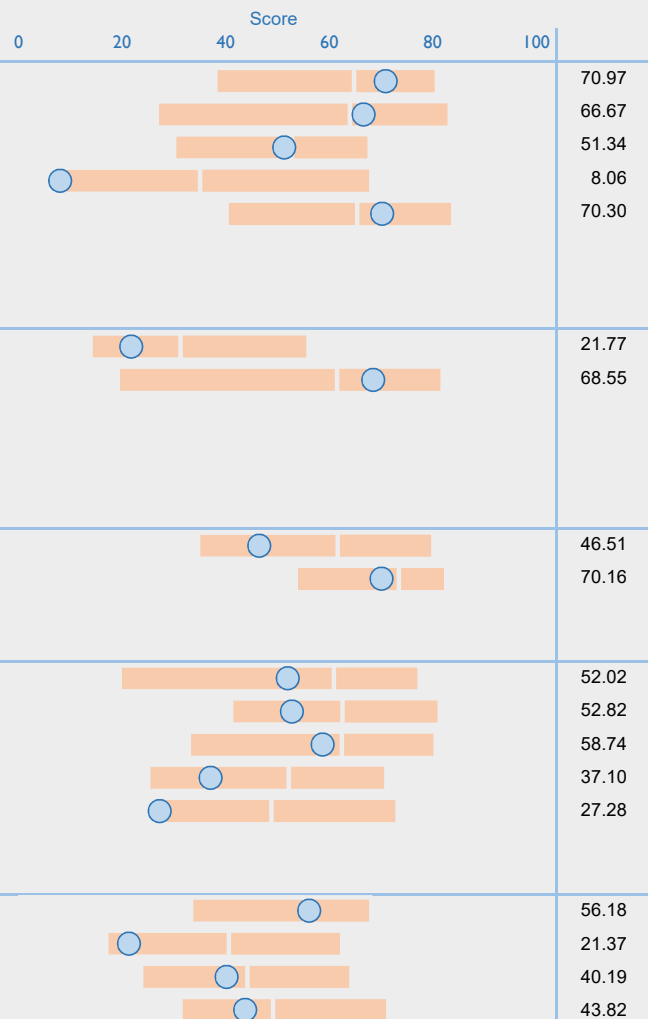
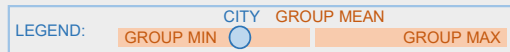
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

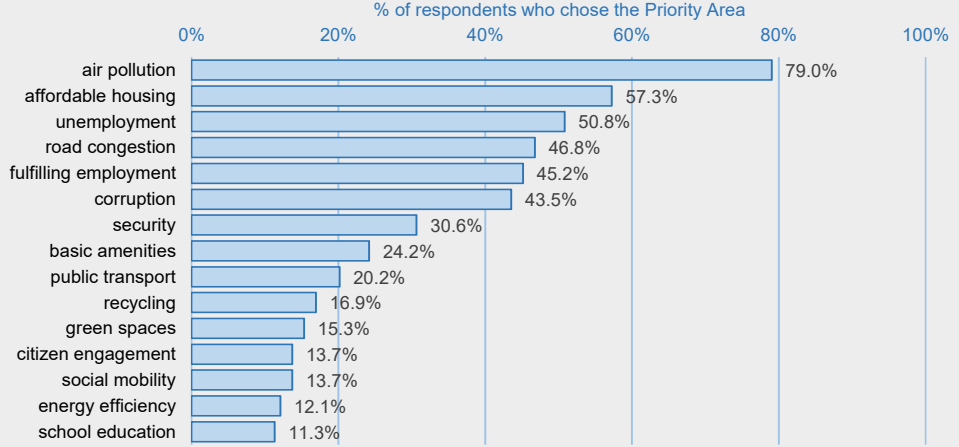
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



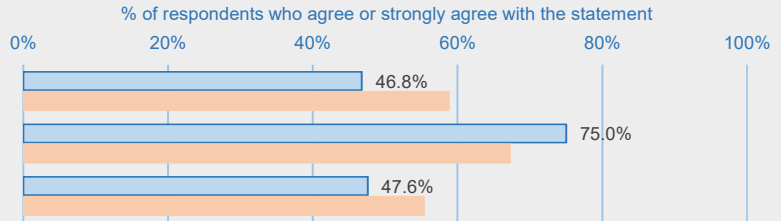
**PRIORITY AREAS**

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



**ATTITUDES**

You are willing to concede personal data in order to improve traffic congestion  
 You are comfortable with face recognition technologies to lower crime  
 You feel the availability of online information has increased your trust in authorities



**TECHNOLOGIES**



**Health & Safety**

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	64.78
A website or App allows to give away unwanted items to other city residents.	68.01
Free public wifi has improved access to services.	73.79
CCTV cameras make residents feel safer.	72.58
A website or App allows effective monitoring of air pollution.	66.40
Arranging medical appointments online has improved access.	60.89

**Mobility**

Statement	Score
Car-sharing Apps have reduced congestion.	42.20
Apps that direct you to an available parking space have reduced journey time.	47.72
Bicycle hiring has reduced congestion.	49.87
Online scheduling and ticket sales make public transport easier to use.	75.94

**Activities**

Statement	Score
Online purchasing of tickets to shows and museums has made it easier to attend.	84.41

**Opportunities (Work & School)**

Statement	Score
Online access to job listings has made it easier to find work.	69.35
IT skills are taught well in schools.	62.23
Online services provided by the city has made it easier to start a new business.	55.91

**Governance**

Statement	Score
Online public access to city finances has reduced corruption.	39.52
Online voting has increased participation.	57.39
An online platform where residents can propose ideas has improved city life.	50.94
Processing Identification Documents online has reduced waiting times.	74.73

# Shanghai

**SMART CITY RANKING** **59<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **B**  
From AAA to D

**FACTOR RATINGS**

<b>B</b>	<b>B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

**City**  
Population (UN World Cities Report) 23,741,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

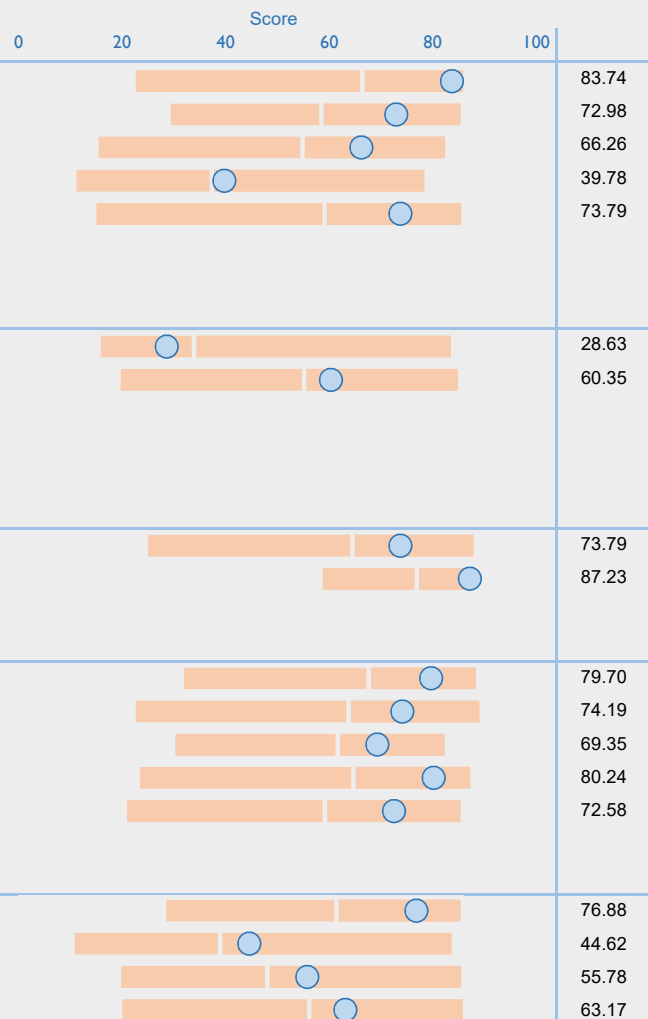
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

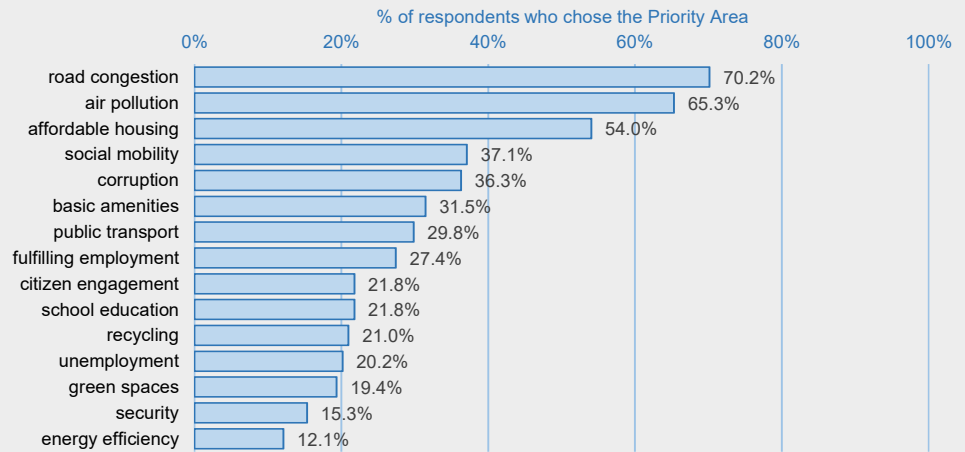
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

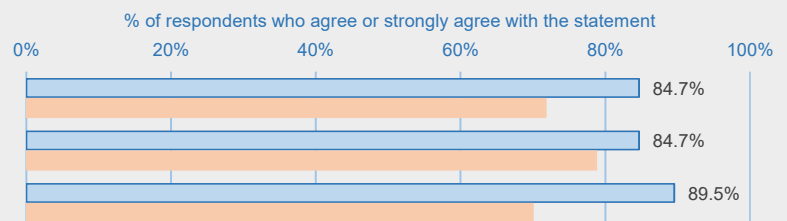


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	84.41
A website or App allows to give away unwanted items to other city residents.	71.91
Free public wifi has improved access to services.	82.12
CCTV cameras make residents feel safer.	81.99
A website or App allows effective monitoring of air pollution.	79.44
Arranging medical appointments online has improved access.	84.95

### Mobility

Car-sharing Apps have reduced congestion.	61.16
Apps that direct you to an available parking space have reduced journey time.	81.05
Bicycle hiring has reduced congestion.	73.79
Online scheduling and ticket sales make public transport easier to use.	91.53

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	95.16
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	87.37
IT skills are taught well in schools.	85.35
Online services provided by the city has made it easier to start a new business.	84.41

### Governance

Online public access to city finances has reduced corruption.	74.46
Online voting has increased participation.	71.24
An online platform where residents can propose ideas has improved city life.	81.05
Processing Identification Documents online has reduced waiting times.	82.80

# Shenzhen

<b>SMART CITY RANKING</b>	<b>43<sup>rd</sup></b> Out of 102
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<b>GROUP</b>	<b>3</b>
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<b>RATING</b>	<b>B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

City	Population (UN World Cities Report)
Shenzhen	10,749,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

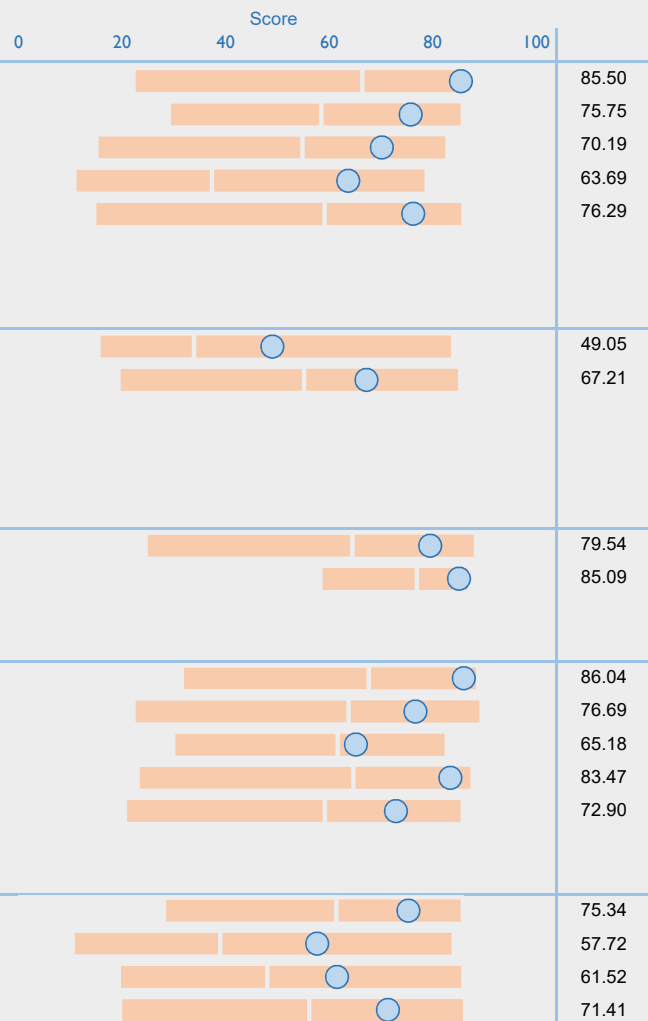
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

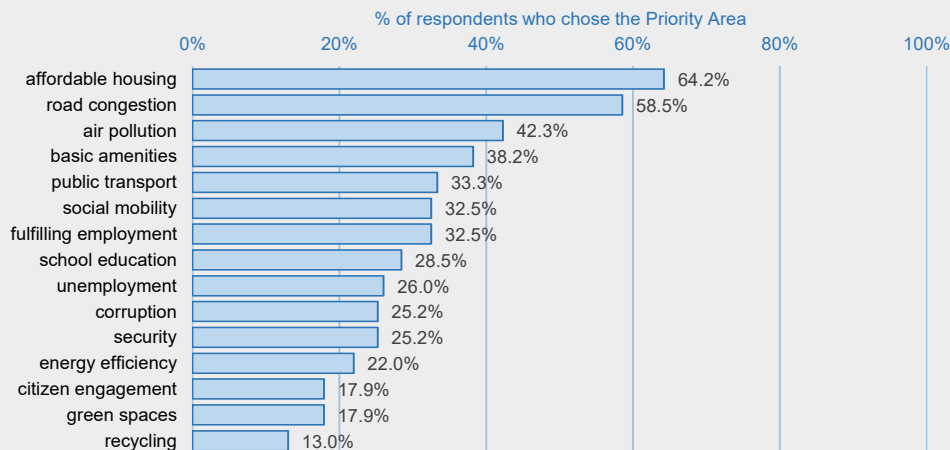
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



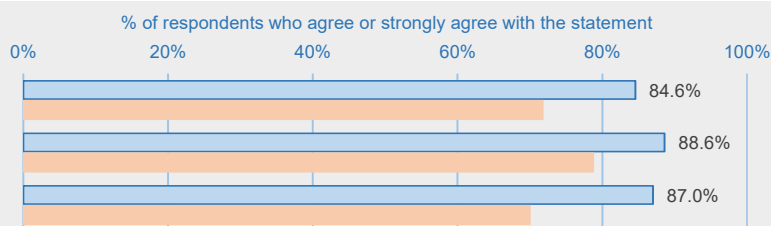
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	88.35
A website or App allows to give away unwanted items to other city residents.	76.96
Free public wifi has improved access to services.	79.00
CCTV cameras make residents feel safer.	86.18
A website or App allows effective monitoring of air pollution.	77.10
Arranging medical appointments online has improved access.	91.46

### Mobility

Car-sharing Apps have reduced congestion.	65.18
Apps that direct you to an available parking space have reduced journey time.	76.96
Bicycle hiring has reduced congestion.	74.53
Online scheduling and ticket sales make public transport easier to use.	91.87

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	93.63
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	91.06
IT skills are taught well in schools.	84.15
Online services provided by the city has made it easier to start a new business.	87.26

### Governance

Online public access to city finances has reduced corruption.	73.98
Online voting has increased participation.	72.36
An online platform where residents can propose ideas has improved city life.	79.27
Processing Identification Documents online has reduced waiting times.	87.67



# Singapore

**SMART CITY RANKING** **1<sup>st</sup>**  
Out of 102

**GROUP** **1**

**RATING** **AAA**  
From AAA to D

**FACTOR RATINGS** **AAA** **AAA**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.929	0.930	0.932
Life expectancy at Birth	82.8	83.0	83.2
Expected years of schooling	16.1	16.1	16.2
Mean years of schooling	11.5	11.5	11.5
GNI per capita (PPP \$)	78,742	78,427	82,503

City	Population (UN World Cities Report)
Singapore	5,619,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

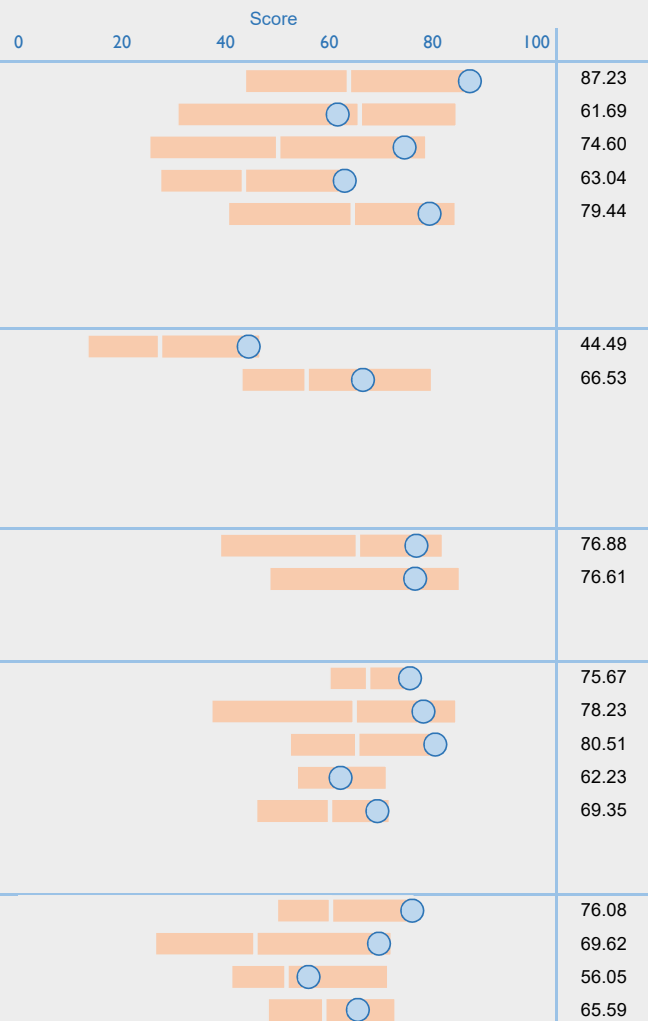
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

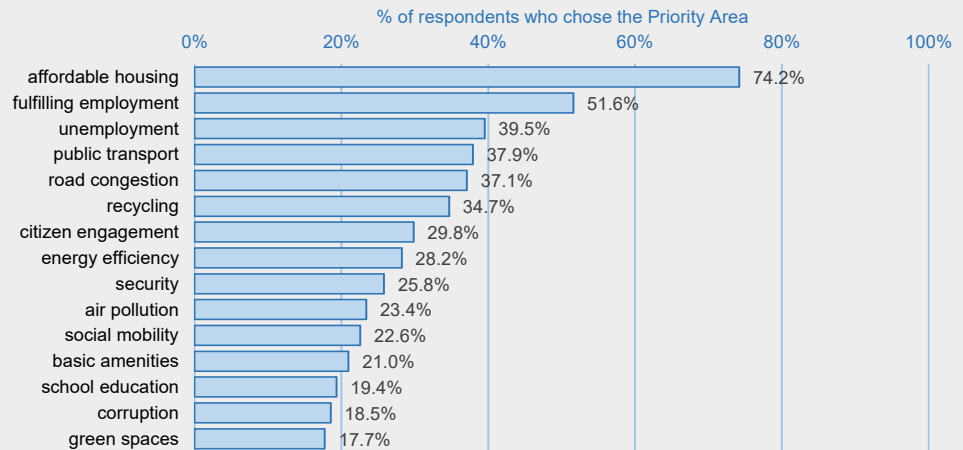
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



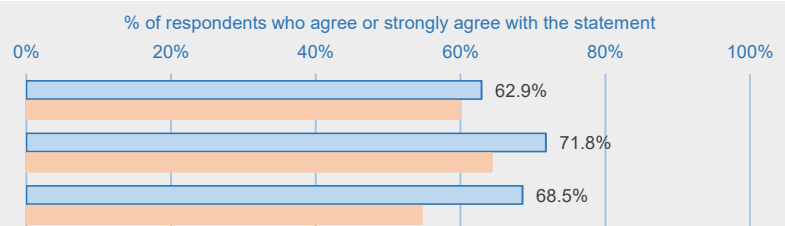
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: ■ GROUP MEAN ■ CITY



## TECHNOLOGIES

LEGEND: ■ GROUP MIN ● CITY ■ GROUP MEAN ■ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	69.89
A website or App allows to give away unwanted items to other city residents.	61.96
Free public wifi has improved access to services.	72.58
CCTV cameras make residents feel safer.	80.11
A website or App allows effective monitoring of air pollution.	67.20
Arranging medical appointments online has improved access.	78.90

### Mobility

Car-sharing Apps have reduced congestion.	55.91
Apps that direct you to an available parking space have reduced journey time.	56.05
Bicycle hiring has reduced congestion.	45.30
Online scheduling and ticket sales make public transport easier to use.	65.46

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	85.48
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	82.53
IT skills are taught well in schools.	68.82
Online services provided by the city has made it easier to start a new business.	66.94

### Governance

Online public access to city finances has reduced corruption.	54.97
Online voting has increased participation.	52.69
An online platform where residents can propose ideas has improved city life.	60.08
Processing Identification Documents online has reduced waiting times.	81.59

# Sofia

**SMART CITY RANKING** **89<sup>th</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CC**  
From AAA to D

**FACTOR RATINGS** **CC** **CC**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.807	0.810	0.813
Life expectancy at Birth	74.6	74.7	74.9
Expected years of schooling	15.1	14.8	14.8
Mean years of schooling	11.8	11.8	11.8
GNI per capita (PPP \$)	16,663	17,759	18,740

City	Population (UN World Cities Report)
Sofia	1,226,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

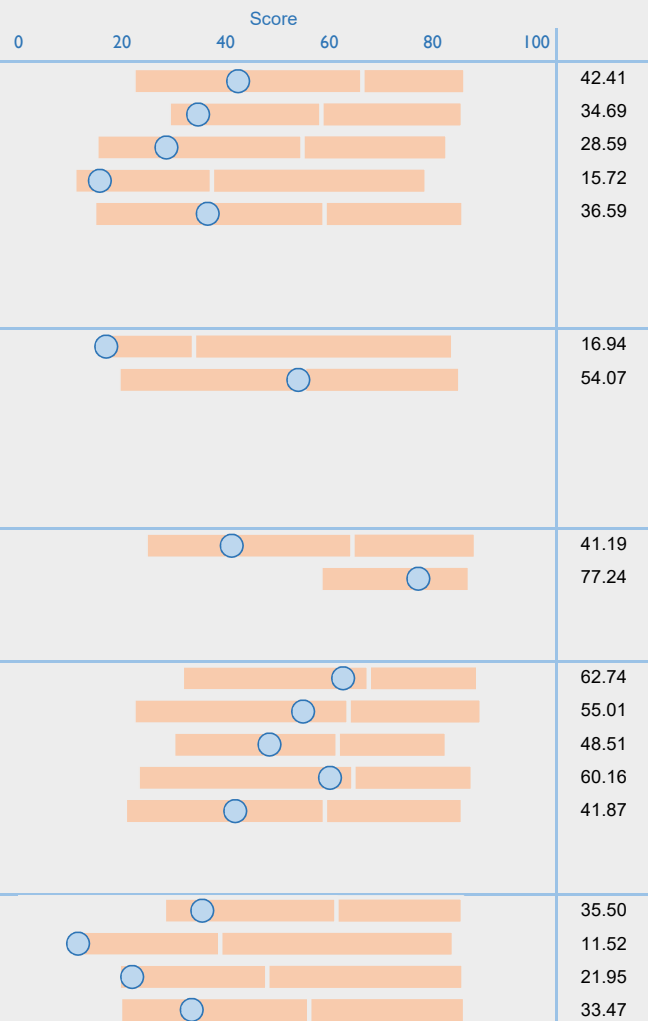
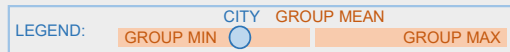
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

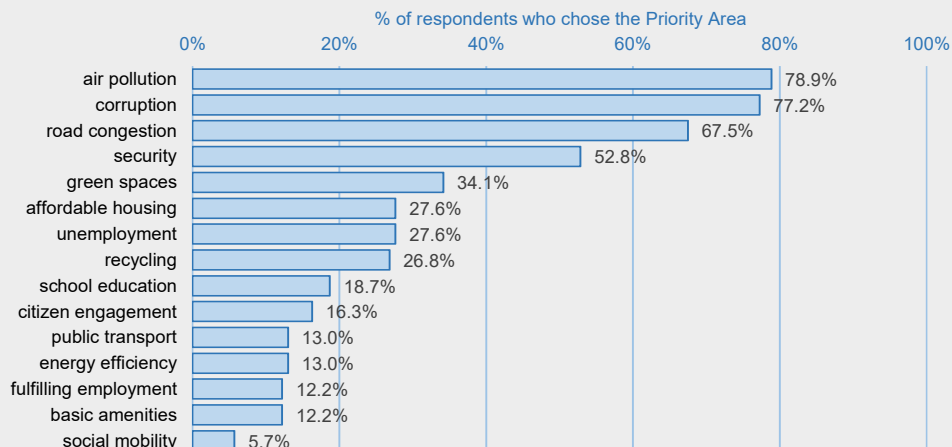
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



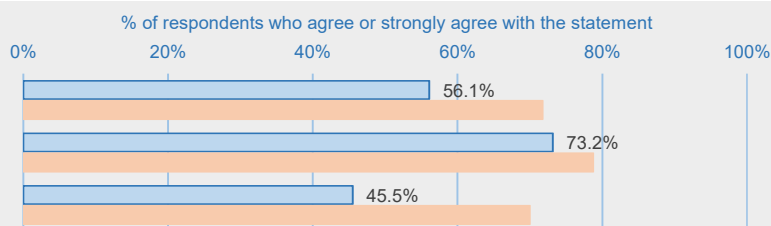
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	37.53
A website or App allows to give away unwanted items to other city residents.	51.49
Free public wifi has improved access to services.	59.08
CCTV cameras make residents feel safer.	53.66
A website or App allows effective monitoring of air pollution.	57.18
Arranging medical appointments online has improved access.	44.04

### Mobility

Car-sharing Apps have reduced congestion.	32.93
Apps that direct you to an available parking space have reduced journey time.	38.89
Bicycle hiring has reduced congestion.	35.50
Online scheduling and ticket sales make public transport easier to use.	54.34

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	78.32
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	77.24
IT skills are taught well in schools.	57.05
Online services provided by the city has made it easier to start a new business.	49.05

### Governance

Online public access to city finances has reduced corruption.	24.25
Online voting has increased participation.	31.17
An online platform where residents can propose ideas has improved city life.	36.31
Processing Identification Documents online has reduced waiting times.	51.63

# St. Petersburg

**SMART CITY RANKING** **73<sup>rd</sup>**  
Out of 102

**GROUP** **3**

**RATING** **CCC**  
From AAA to D

**FACTOR RATINGS**

<b>CCC</b>	<b>CCC</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.813	0.815	0.816
Life expectancy at Birth	70.9	71.1	71.2
Expected years of schooling	15.4	15.5	15.5
Mean years of schooling	12.0	12.0	12.0
GNI per capita (PPP \$)	23,909	23,843	24,233

**City**

Population (UN World Cities Report)	4,993,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

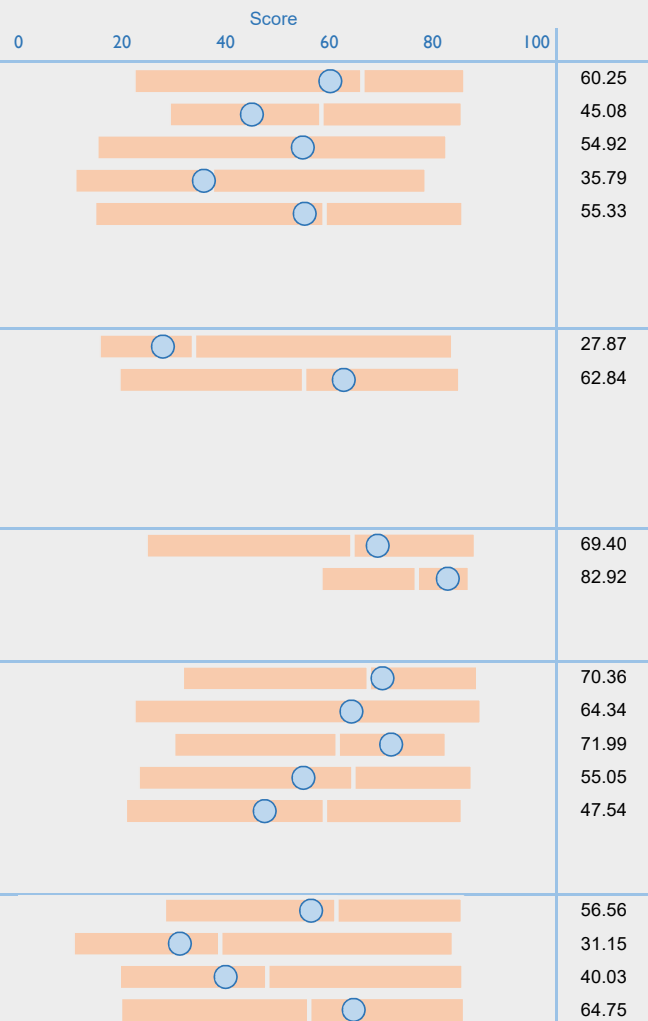
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

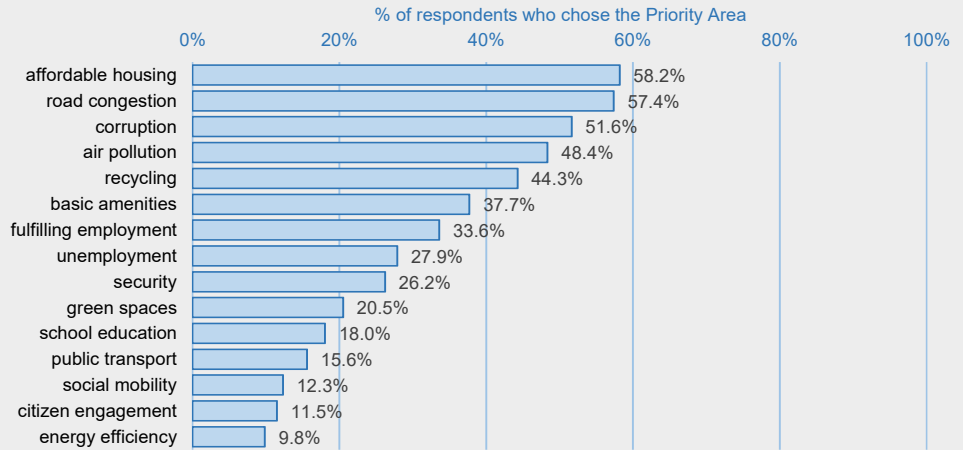
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



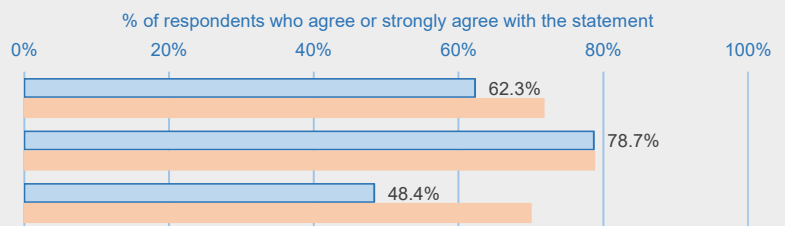
## PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion  
 You are comfortable with face recognition technologies to lower crime  
 You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	63.39
A website or App allows to give away unwanted items to other city residents.	62.70
Free public wifi has improved access to services.	55.19
CCTV cameras make residents feel safer.	64.07
A website or App allows effective monitoring of air pollution.	44.54
Arranging medical appointments online has improved access.	66.12

### Mobility

Car-sharing Apps have reduced congestion.	41.39
Apps that direct you to an available parking space have reduced journey time.	62.30
Bicycle hiring has reduced congestion.	43.85
Online scheduling and ticket sales make public transport easier to use.	71.58

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	84.15
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	81.15
IT skills are taught well in schools.	57.24
Online services provided by the city has made it easier to start a new business.	56.97

### Governance

Online public access to city finances has reduced corruption.	37.30
Online voting has increased participation.	51.64
An online platform where residents can propose ideas has improved city life.	53.01
Processing Identification Documents online has reduced waiting times.	72.54

# Stockholm

<b>SMART CITY RANKING</b>	<b>25<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>A</b>	<b>B B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.929	0.932	0.933
Life expectancy at Birth	82.3	82.5	82.6
Expected years of schooling	17.6	17.6	17.6
Mean years of schooling	12.4	12.4	12.4
GNI per capita (PPP \$)	46,380	47,378	47,766

City	Population (UN World Cities Report)
Stockholm	1,486,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

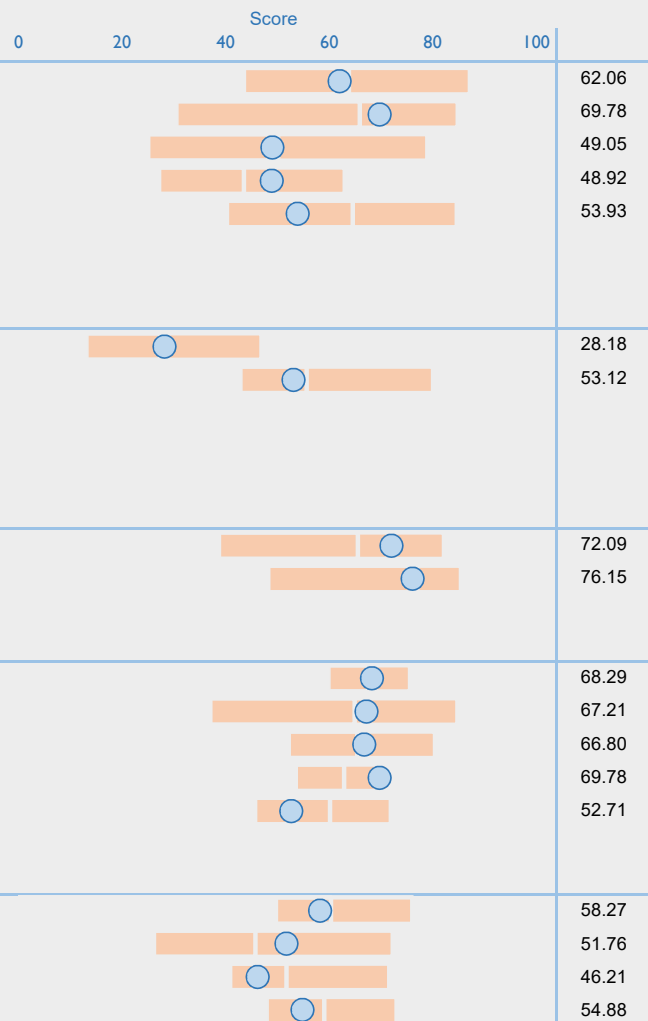
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

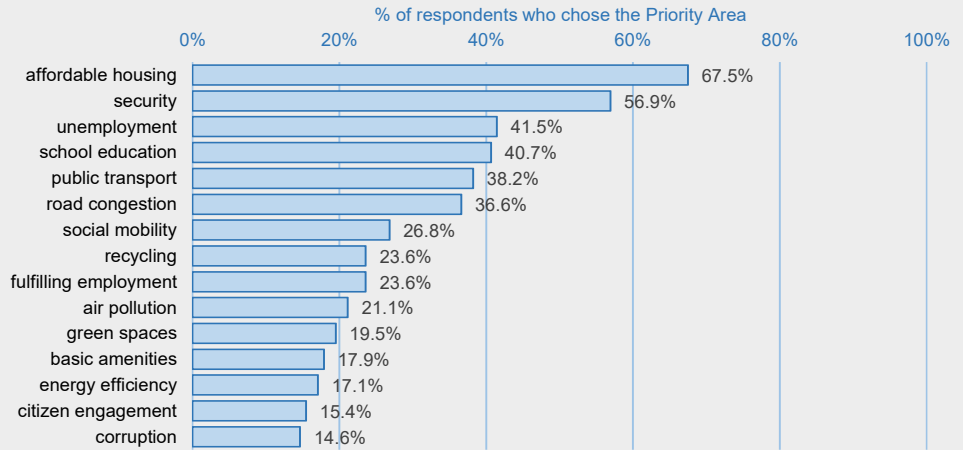
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

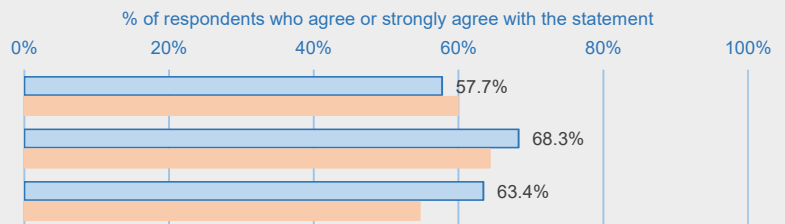


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	49.19
A website or App allows to give away unwanted items to other city residents.	70.73
Free public wifi has improved access to services.	58.27
CCTV cameras make residents feel safer.	48.37
A website or App allows effective monitoring of air pollution.	35.77
Arranging medical appointments online has improved access.	62.20

### Mobility

Car-sharing Apps have reduced congestion.	27.78
Apps that direct you to an available parking space have reduced journey time.	40.51
Bicycle hiring has reduced congestion.	41.73
Online scheduling and ticket sales make public transport easier to use.	66.40

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	74.53
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	64.09
IT skills are taught well in schools.	58.13
Online services provided by the city has made it easier to start a new business.	45.93

### Governance

Online public access to city finances has reduced corruption.	41.73
Online voting has increased participation.	37.94
An online platform where residents can propose ideas has improved city life.	43.77
Processing Identification Documents online has reduced waiting times.	51.76



# Sydney

**SMART CITY RANKING** **14<sup>th</sup>**  
Out of 102

**GROUP** **1**

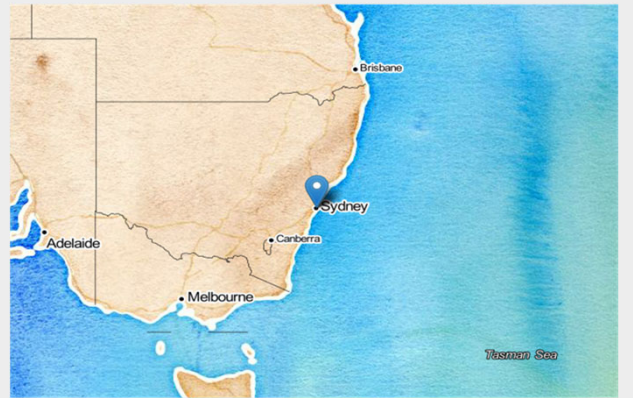
**RATING** **A**  
From AAA to D

**FACTOR RATINGS** **BBB** **A**  
Structures Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.936	0.938	0.939
Life expectancy at Birth	82.7	82.9	83.1
Expected years of schooling	23.3	22.9	22.9
Mean years of schooling	12.8	12.9	12.9
GNI per capita (PPP \$)	43,138	43,637	43,560

City	Population (UN World Cities Report)
Sydney	4,505,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

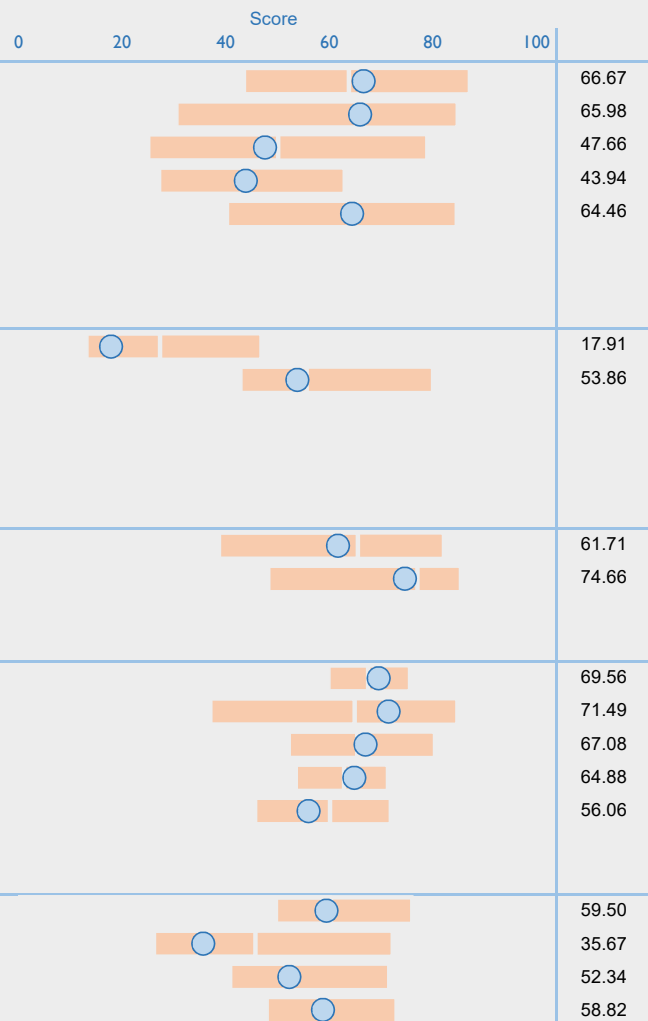
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

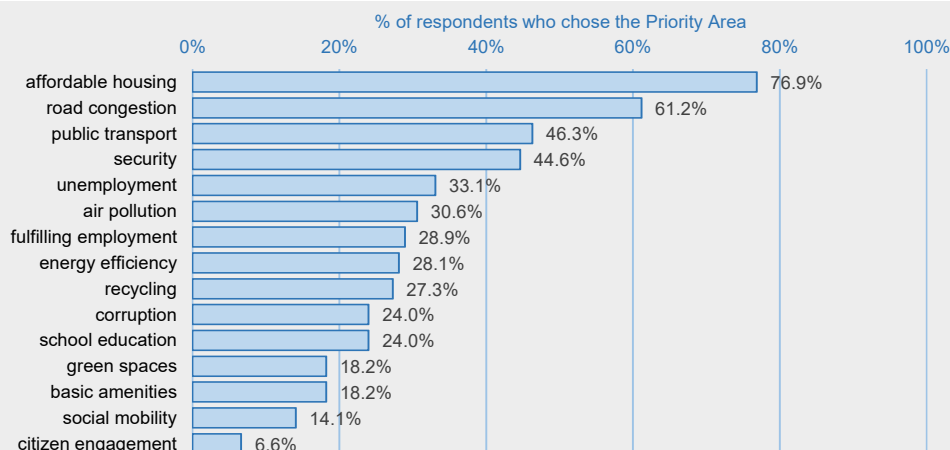
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



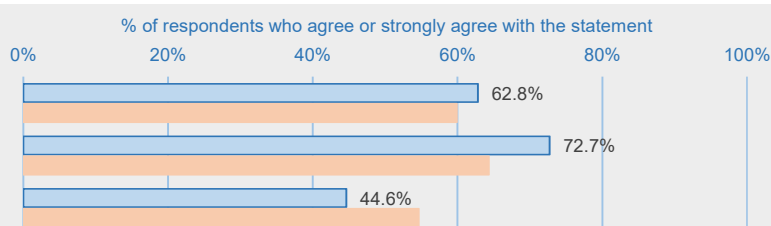
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	53.03
A website or App allows to give away unwanted items to other city residents.	70.66
Free public wifi has improved access to services.	58.68
CCTV cameras make residents feel safer.	61.16
A website or App allows effective monitoring of air pollution.	40.22
Arranging medical appointments online has improved access.	62.53

### Mobility

Car-sharing Apps have reduced congestion.	44.63
Apps that direct you to an available parking space have reduced journey time.	44.90
Bicycle hiring has reduced congestion.	35.26
Online scheduling and ticket sales make public transport easier to use.	68.46

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	77.82
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	75.34
IT skills are taught well in schools.	53.17
Online services provided by the city has made it easier to start a new business.	49.86

### Governance

Online public access to city finances has reduced corruption.	39.53
Online voting has increased participation.	56.89
An online platform where residents can propose ideas has improved city life.	47.66
Processing Identification Documents online has reduced waiting times.	60.61

# Taipei City

**SMART CITY RANKING** **7<sup>th</sup>**  
Out of 102

**GROUP** **2**

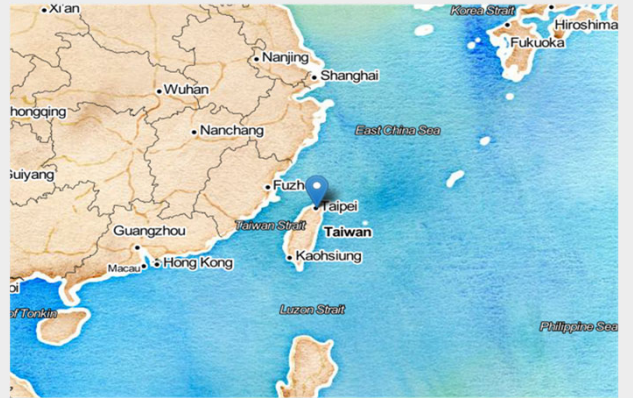
**RATING** **A**  
From AAA to D

**FACTOR RATINGS** **BBB** **A**  
Structures Technologies

## BACKGROUND INFORMATION

Calculation based on UN Methodology	2015	2016	2017
HDI	0.885	0.903	0.907
Life expectancy at Birth	80.2	80.0	80.4
Expected years of schooling	16.6	16.6	16.6
Mean years of schooling	11.9	12.0	12.1
GNI per capita (PPP \$)	45,547	46,054	47,144

**City**  
Population (UN World Cities Report) 2,666,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

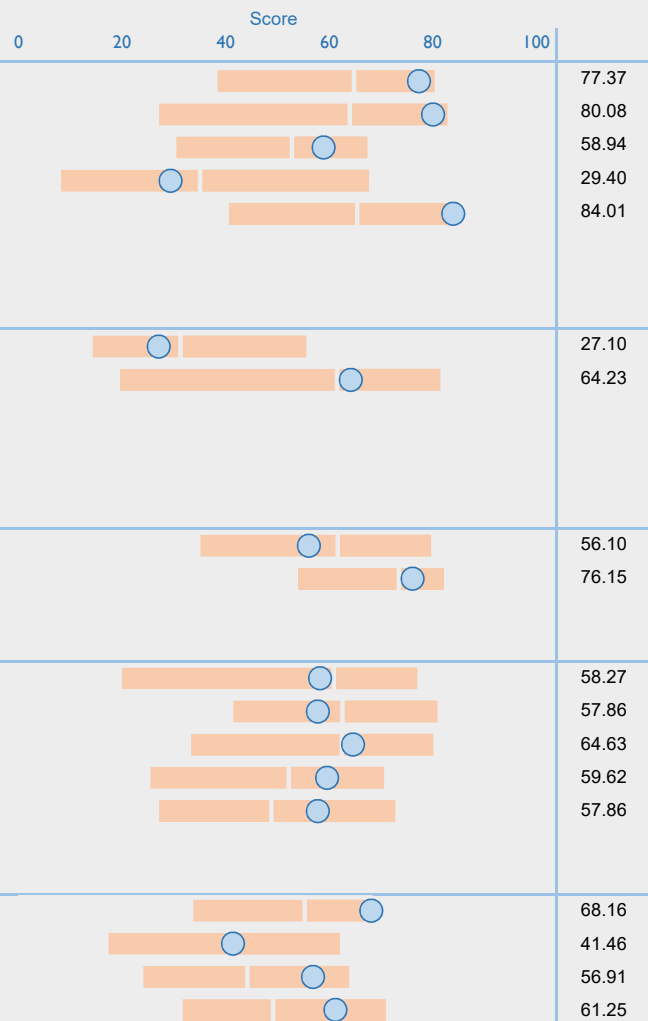
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

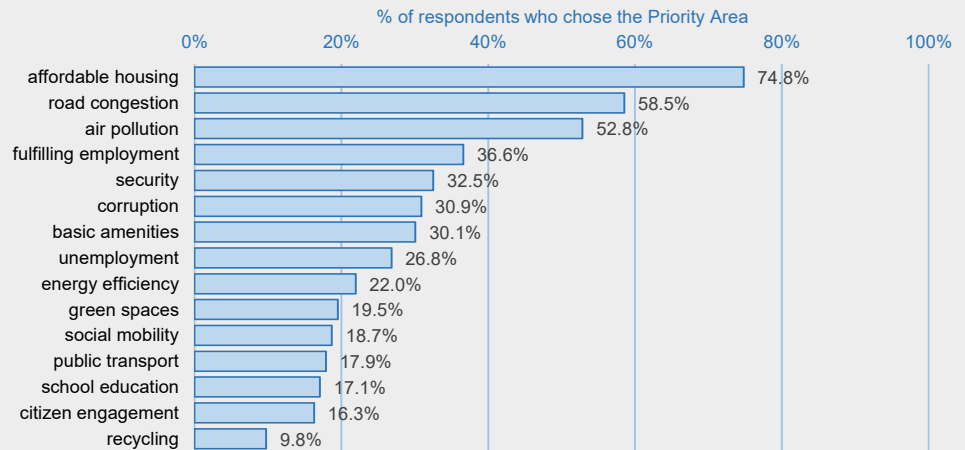
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



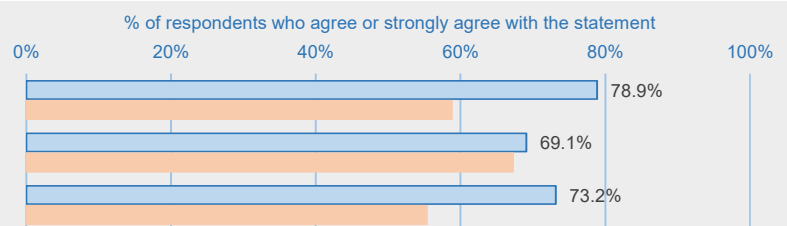
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	76.29
A website or App allows to give away unwanted items to other city residents.	74.80
Free public wifi has improved access to services.	87.26
CCTV cameras make residents feel safer.	73.04
A website or App allows effective monitoring of air pollution.	67.48
Arranging medical appointments online has improved access.	80.49

### Mobility

Car-sharing Apps have reduced congestion.	54.61
Apps that direct you to an available parking space have reduced journey time.	65.45
Bicycle hiring has reduced congestion.	64.50
Online scheduling and ticket sales make public transport easier to use.	81.71

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	87.53
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	70.73
IT skills are taught well in schools.	65.85
Online services provided by the city has made it easier to start a new business.	70.05

### Governance

Online public access to city finances has reduced corruption.	70.33
Online voting has increased participation.	74.12
An online platform where residents can propose ideas has improved city life.	77.24
Processing Identification Documents online has reduced waiting times.	73.58

# Tel Aviv

<b>SMART CITY RANKING</b>	<b>46<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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<b>RATING</b>	<b>B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>B B B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.901	0.902	0.903
Life expectancy at Birth	82.3	82.5	82.7
Expected years of schooling	16.0	15.9	15.9
Mean years of schooling	13.0	13.0	13.0
GNI per capita (PPP \$)	31,734	32,273	32,711

City	Population (UN World Cities Report)
Tel Aviv	3,608,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

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

### Opportunities (Work & School)

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

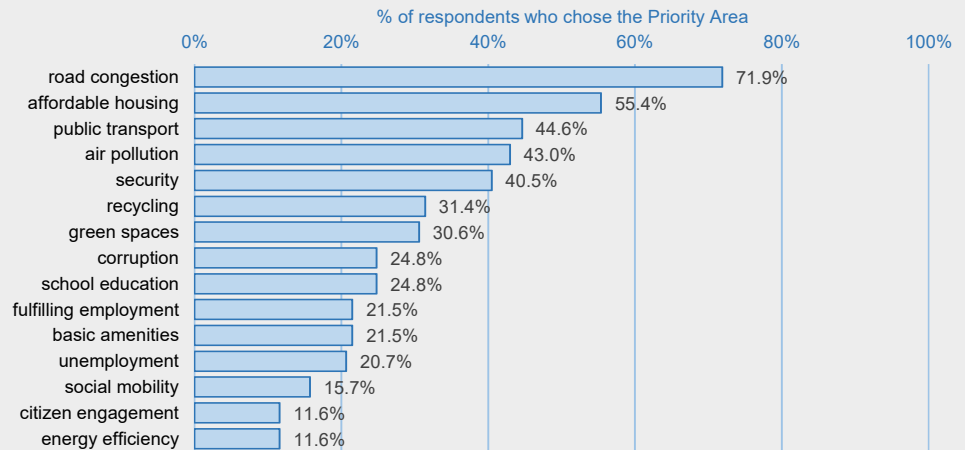
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



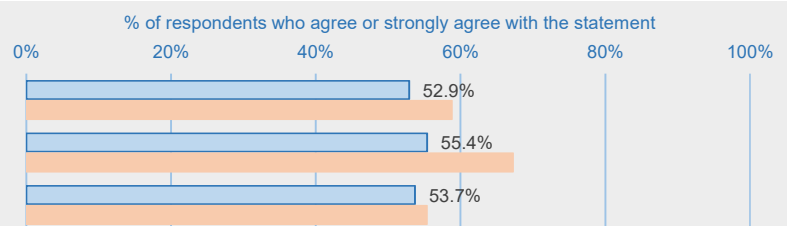
## ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Statement	Score	Value
Online reporting of city maintenance problems provides a speedy solution.	59.92	59.92
A website or App allows to give away unwanted items to other city residents.	59.23	59.23
Free public wifi has improved access to services.	58.13	58.13
CCTV cameras make residents feel safer.	48.62	48.62
A website or App allows effective monitoring of air pollution.	31.27	31.27
Arranging medical appointments online has improved access.	72.45	72.45

### Mobility

Car-sharing Apps have reduced congestion.	38.71	38.71
Apps that direct you to an available parking space have reduced journey time.	50.83	50.83
Bicycle hiring has reduced congestion.	56.20	56.20
Online scheduling and ticket sales make public transport easier to use.	56.34	56.34

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	74.66	74.66
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	71.21	71.21
IT skills are taught well in schools.	69.28	69.28
Online services provided by the city has made it easier to start a new business.	51.10	51.10

### Governance

Online public access to city finances has reduced corruption.	47.25	47.25
Online voting has increased participation.	45.45	45.45
An online platform where residents can propose ideas has improved city life.	50.55	50.55
Processing Identification Documents online has reduced waiting times.	59.23	59.23

# The Hague

<b>SMART CITY RANKING</b>	<b>29<sup>th</sup></b> Out of 102				
<b>GROUP</b>	<b>1</b>				
<b>RATING</b>	<b>B B B</b> From AAA to D				
<b>FACTOR RATINGS</b>	<table border="1"> <tr> <td><b>A</b></td> <td><b>B B</b></td> </tr> <tr> <td>Structures</td> <td>Technologies</td> </tr> </table>	<b>A</b>	<b>B B</b>	Structures	Technologies
<b>A</b>	<b>B B</b>				
Structures	Technologies				

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.926	0.928	0.931
Life expectancy at Birth	81.7	81.9	82.0
Expected years of schooling	18.1	18.0	18.0
Mean years of schooling	12.1	12.1	12.2
GNI per capita (PPP \$)	46,239	46,711	47,900

City	Population (Eurostat)
The Hague	854,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

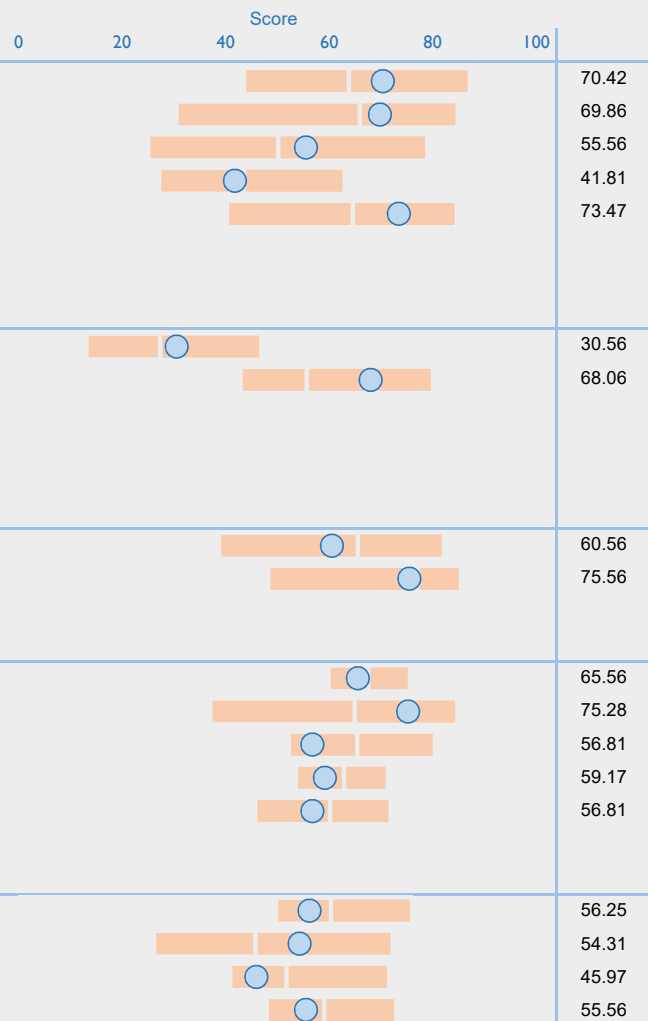
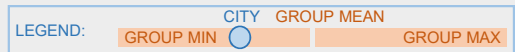
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

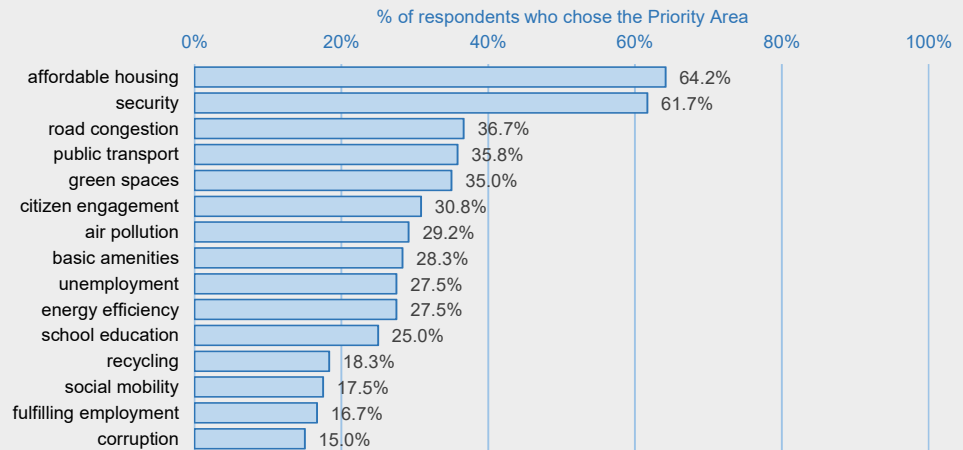
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

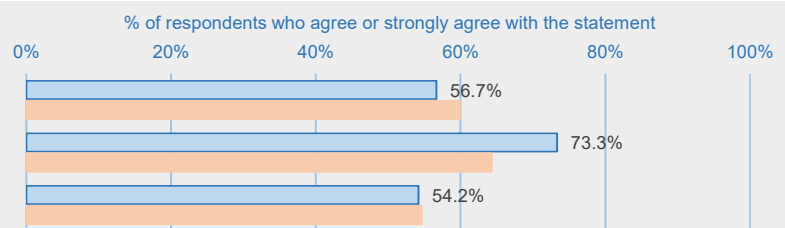


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	55.42
A website or App allows to give away unwanted items to other city residents.	58.19
Free public wifi has improved access to services.	46.11
CCTV cameras make residents feel safer.	55.97
A website or App allows effective monitoring of air pollution.	30.83
Arranging medical appointments online has improved access.	65.42

### Mobility

Car-sharing Apps have reduced congestion.	32.92
Apps that direct you to an available parking space have reduced journey time.	35.00
Bicycle hiring has reduced congestion.	40.28
Online scheduling and ticket sales make public transport easier to use.	52.92

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	71.67
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	61.25
IT skills are taught well in schools.	47.50
Online services provided by the city has made it easier to start a new business.	46.25

### Governance

Online public access to city finances has reduced corruption.	35.00
Online voting has increased participation.	40.28
An online platform where residents can propose ideas has improved city life.	45.00
Processing Identification Documents online has reduced waiting times.	52.08



# Tianjin

**SMART CITY RANKING** **41<sup>st</sup>**  
Out of 102

**GROUP** **3**

**RATING** **B B**  
From AAA to D

**FACTOR RATINGS**

<b>B</b>	<b>B B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

**City**

Population (UN World Cities Report)	11,210,000
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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

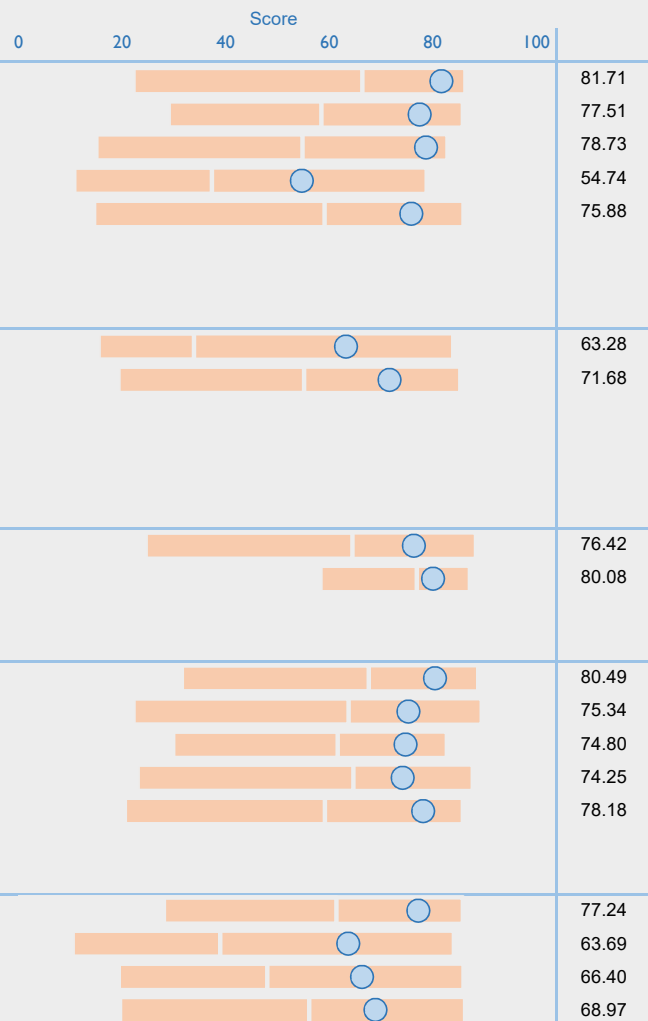
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

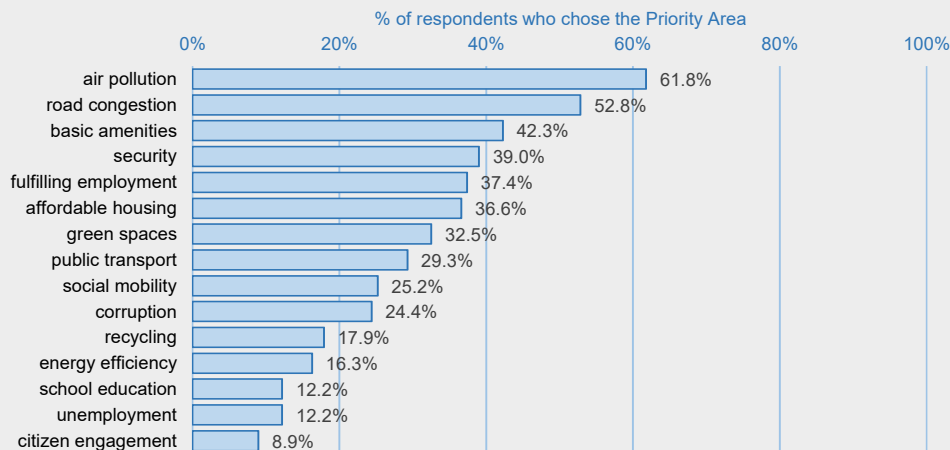
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



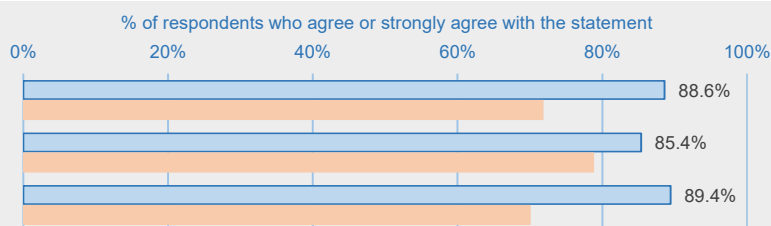
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: ■ GROUP MEAN ■ CITY



## TECHNOLOGIES

LEGEND: ■ GROUP MIN ● CITY ■ GROUP MEAN ■ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	88.48
A website or App allows to give away unwanted items to other city residents.	73.31
Free public wifi has improved access to services.	85.09
CCTV cameras make residents feel safer.	85.64
A website or App allows effective monitoring of air pollution.	78.86
Arranging medical appointments online has improved access.	86.99

### Mobility

Car-sharing Apps have reduced congestion.	78.73
Apps that direct you to an available parking space have reduced journey time.	78.18
Bicycle hiring has reduced congestion.	86.04
Online scheduling and ticket sales make public transport easier to use.	89.43

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	89.57
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	89.70
IT skills are taught well in schools.	83.47
Online services provided by the city has made it easier to start a new business.	83.88

### Governance

Online public access to city finances has reduced corruption.	80.62
Online voting has increased participation.	72.76
An online platform where residents can propose ideas has improved city life.	83.20
Processing Identification Documents online has reduced waiting times.	83.74

# Tokyo

**SMART CITY RANKING** **62<sup>nd</sup>**  
Out of 102

**GROUP** **2**

**RATING** **B**  
From AAA to D

**FACTOR RATINGS**

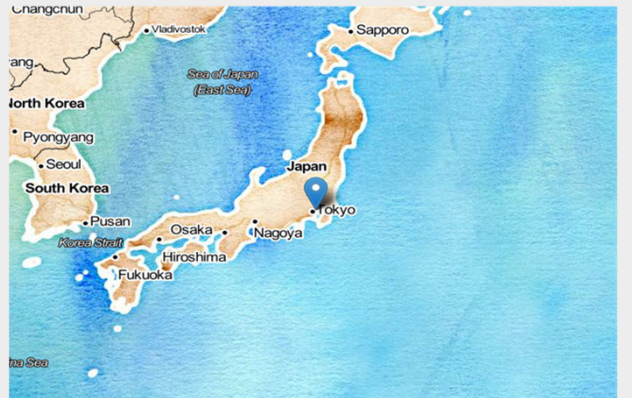
<b>B B</b>	<b>B</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.905	0.907	0.909
Life expectancy at Birth	83.6	83.8	83.9
Expected years of schooling	15.2	15.2	15.2
Mean years of schooling	12.5	12.7	12.8
GNI per capita (PPP \$)	39,322	38,267	38,986

**City**

Population (UN World Cities Report)	38,001,000
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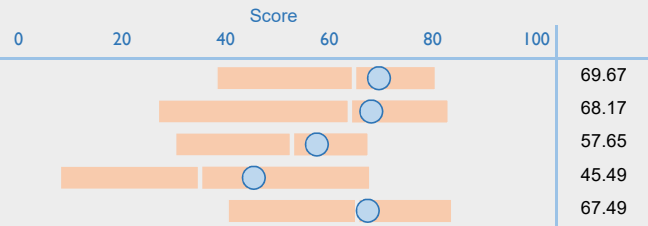
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



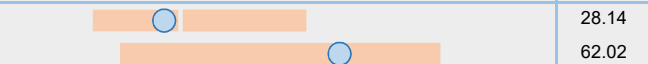
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



### Mobility

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



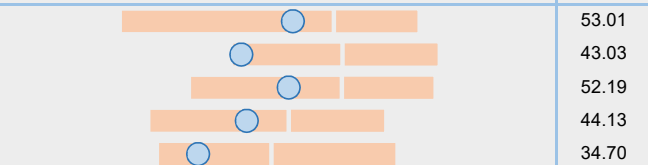
### Activities

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



### Opportunities (Work & School)

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



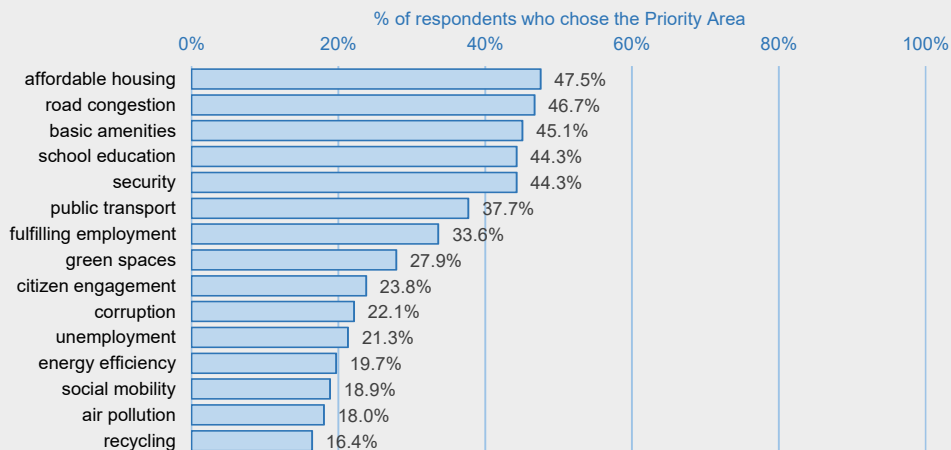
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



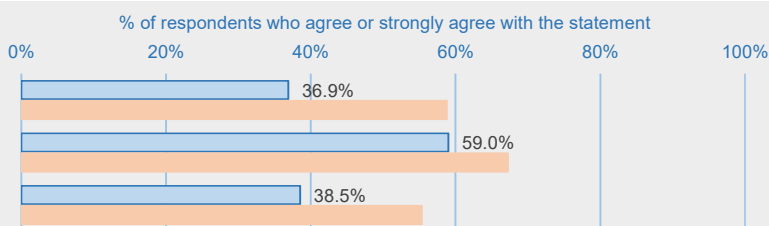
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	56.83
A website or App allows to give away unwanted items to other city residents.	68.58
Free public wifi has improved access to services.	53.14
CCTV cameras make residents feel safer.	62.57
A website or App allows effective monitoring of air pollution.	37.98
Arranging medical appointments online has improved access.	62.84

### Mobility

Car-sharing Apps have reduced congestion.	23.22
Apps that direct you to an available parking space have reduced journey time.	42.49
Bicycle hiring has reduced congestion.	27.19
Online scheduling and ticket sales make public transport easier to use.	65.44

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	68.03
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	70.63
IT skills are taught well in schools.	31.56
Online services provided by the city has made it easier to start a new business.	41.94

### Governance

Online public access to city finances has reduced corruption.	30.19
Online voting has increased participation.	37.16
An online platform where residents can propose ideas has improved city life.	37.16
Processing Identification Documents online has reduced waiting times.	45.77

# Toronto

**SMART CITY RANKING** **15<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **A**  
From AAA to D

**FACTOR RATINGS**

<b>A</b>	<b>A</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.926
Life expectancy at Birth	82.2	82.4	82.5
Expected years of schooling	16.3	16.4	16.4
Mean years of schooling	13.1	13.1	13.3
GNI per capita (PPP \$)	42,512	42,664	43,433

**City**

Population (UN World Cities Report)	5,993,000
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Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

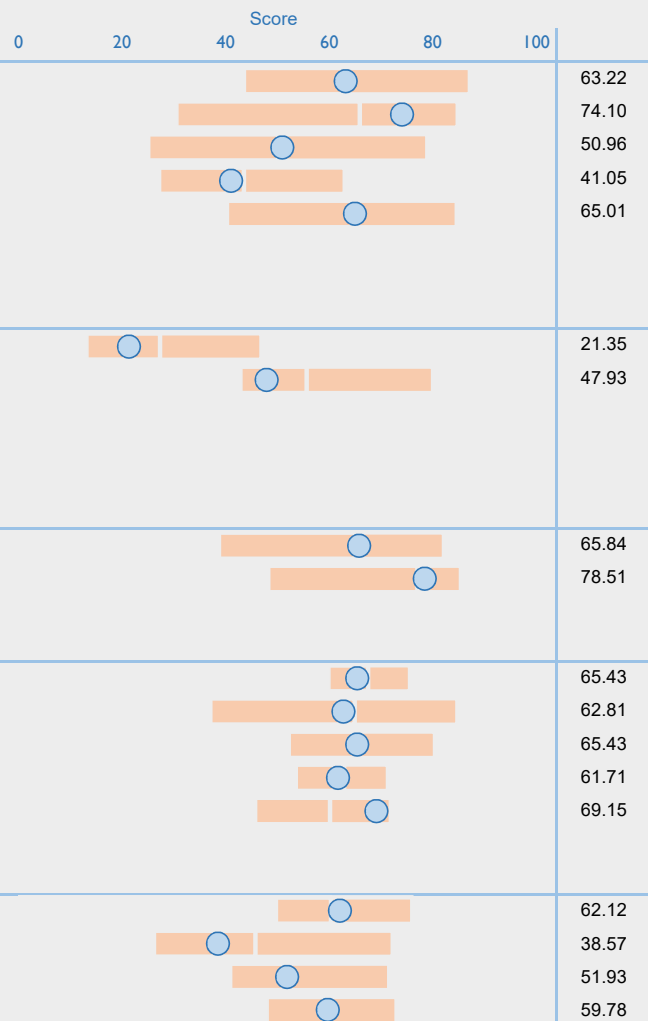
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

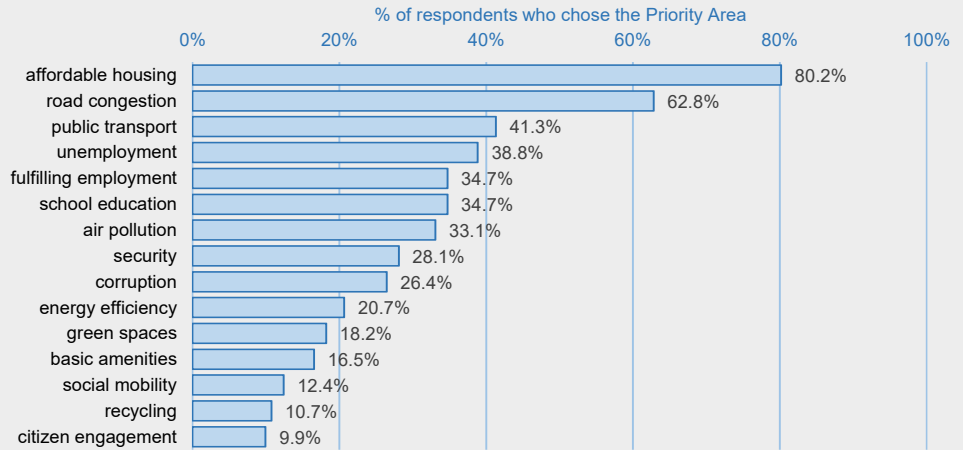
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



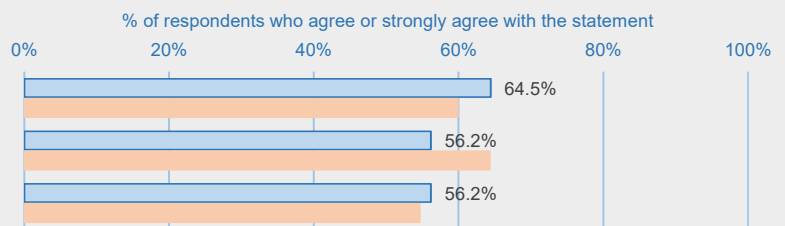
## PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion  
 You are comfortable with face recognition technologies to lower crime  
 You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	50.69
A website or App allows to give away unwanted items to other city residents.	60.33
Free public wifi has improved access to services.	65.01
CCTV cameras make residents feel safer.	54.68
A website or App allows effective monitoring of air pollution.	42.70
Arranging medical appointments online has improved access.	55.92

### Mobility

Car-sharing Apps have reduced congestion.	48.48
Apps that direct you to an available parking space have reduced journey time.	50.69
Bicycle hiring has reduced congestion.	42.01
Online scheduling and ticket sales make public transport easier to use.	61.85

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	73.97
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	67.36
IT skills are taught well in schools.	52.20
Online services provided by the city has made it easier to start a new business.	55.37

### Governance

Online public access to city finances has reduced corruption.	37.19
Online voting has increased participation.	48.76
An online platform where residents can propose ideas has improved city life.	46.01
Processing Identification Documents online has reduced waiting times.	55.51

# Vancouver

**SMART CITY RANKING** **13<sup>th</sup>**  
Out of 102

**GROUP** **1**

**RATING** **A**  
From AAA to D

**FACTOR RATINGS**

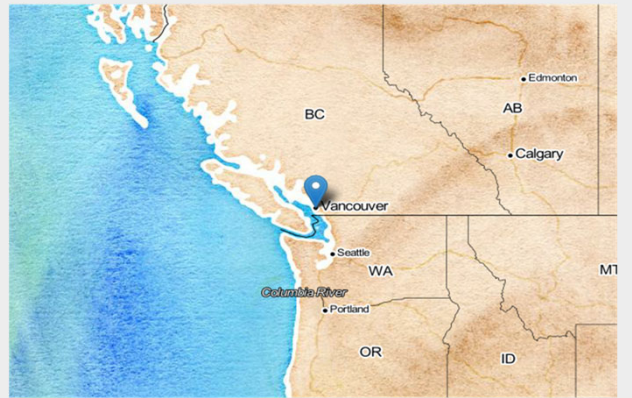
<b>A</b>	<b>BBB</b>
Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.926
Life expectancy at Birth	82.2	82.4	82.5
Expected years of schooling	16.3	16.4	16.4
Mean years of schooling	13.1	13.1	13.3
GNI per capita (PPP \$)	42,512	42,664	43,433

**City**

Population (UN World Cities Report)	2,485,000
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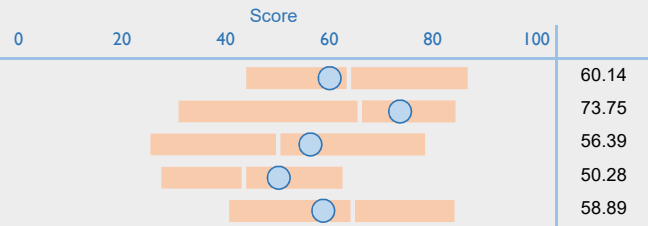
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

## STRUCTURES



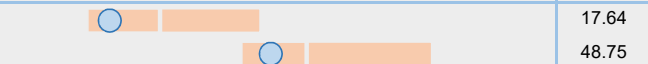
### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



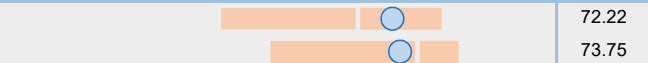
### Mobility

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



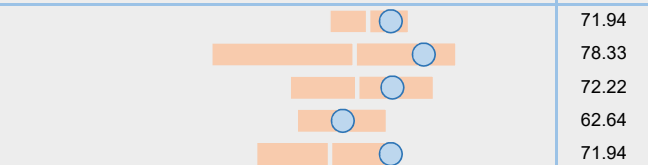
### Activities

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



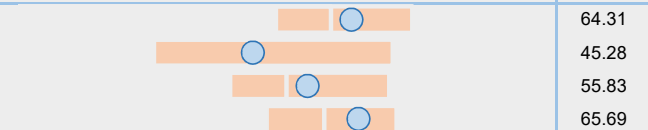
### Opportunities (Work & School)

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



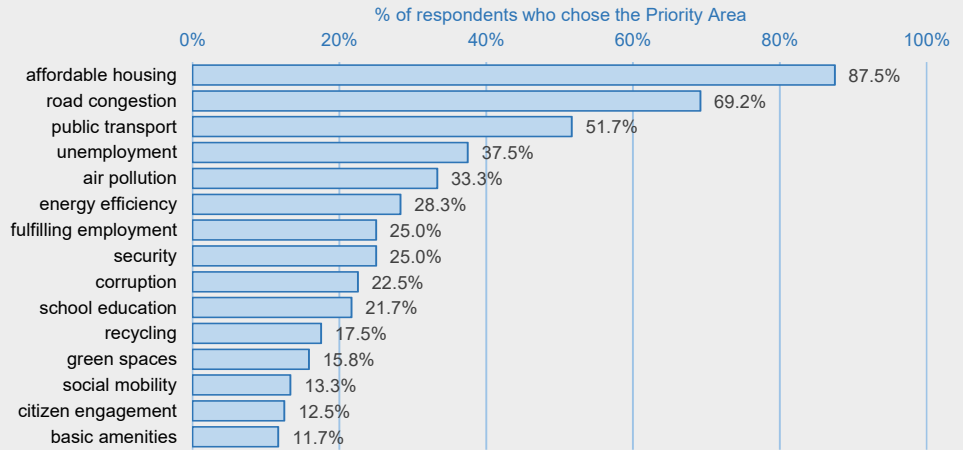
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

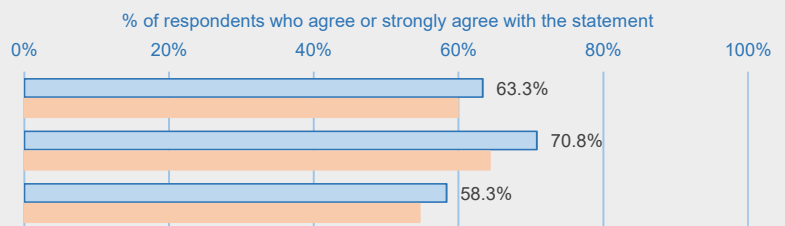


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



## TECHNOLOGIES



### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	53.61
A website or App allows to give away unwanted items to other city residents.	64.17
Free public wifi has improved access to services.	58.33
CCTV cameras make residents feel safer.	50.97
A website or App allows effective monitoring of air pollution.	38.33
Arranging medical appointments online has improved access.	60.69

### Mobility

Car-sharing Apps have reduced congestion.	35.28
Apps that direct you to an available parking space have reduced journey time.	35.56
Bicycle hiring has reduced congestion.	49.03
Online scheduling and ticket sales make public transport easier to use.	58.33

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	73.06
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	79.58
IT skills are taught well in schools.	55.14
Online services provided by the city has made it easier to start a new business.	50.97

### Governance

Online public access to city finances has reduced corruption.	41.53
Online voting has increased participation.	48.19
An online platform where residents can propose ideas has improved city life.	47.64
Processing Identification Documents online has reduced waiting times.	53.33



# Vienna

<b>SMART CITY RANKING</b>	<b>17<sup>th</sup></b> Out of 102
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<b>GROUP</b>	<b>2</b>
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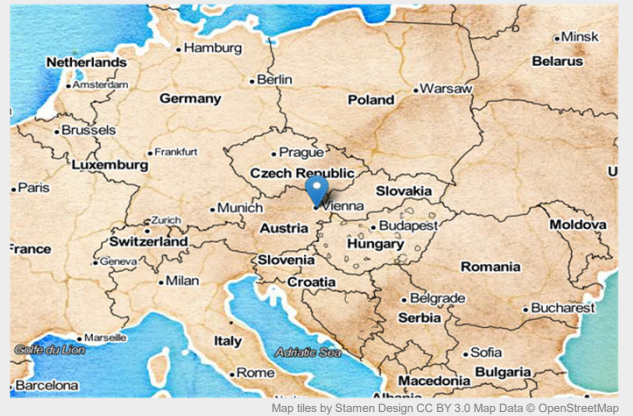
<b>RATING</b>	<b>B B B</b> From AAA to D
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<b>FACTOR RATINGS</b>	<b>A</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.903	0.906	0.908
Life expectancy at Birth	81.4	81.6	81.8
Expected years of schooling	15.9	16.1	16.1
Mean years of schooling	12.1	12.1	12.1
GNI per capita (PPP \$)	43,984	44,443	45,415

City	Population (UN World Cities Report)
Vienna	1,753,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

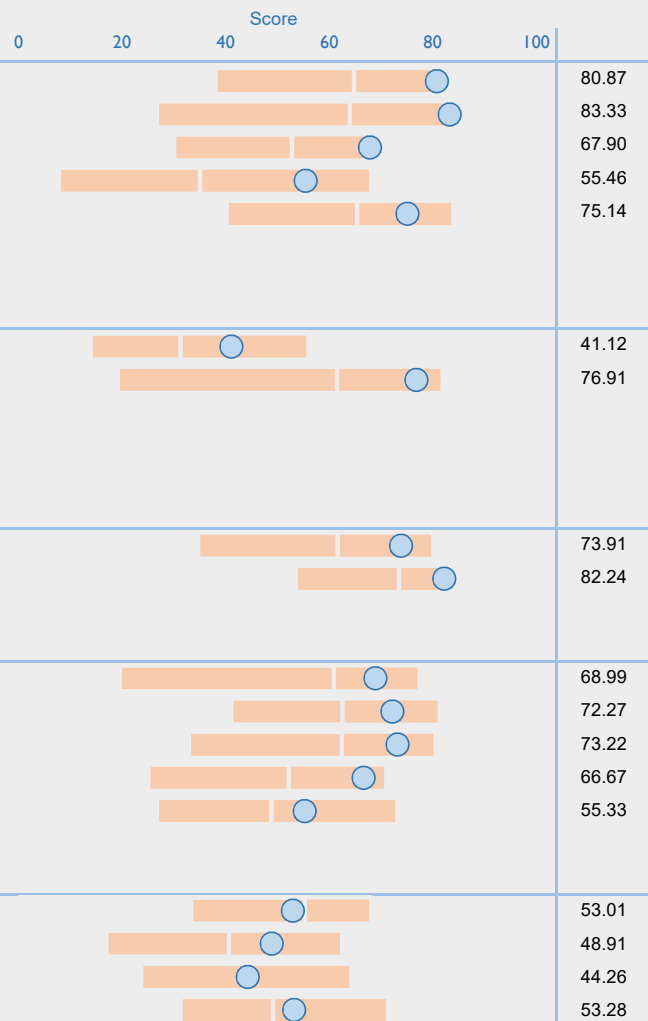
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

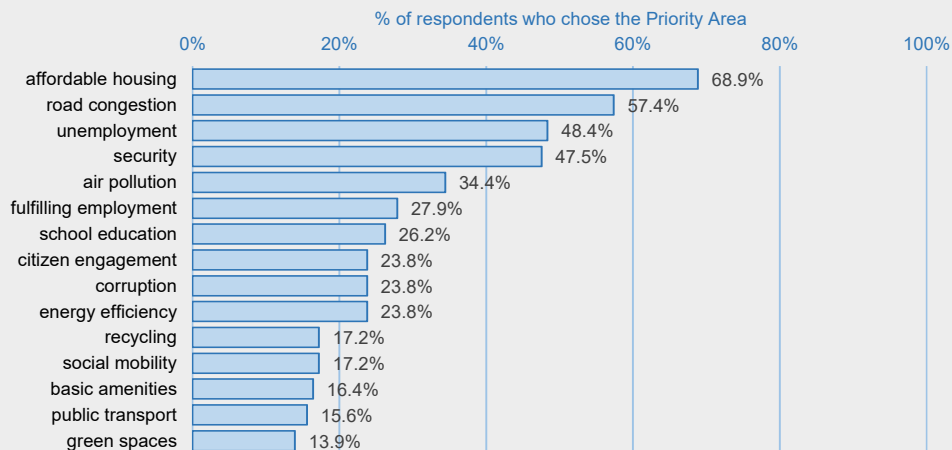
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



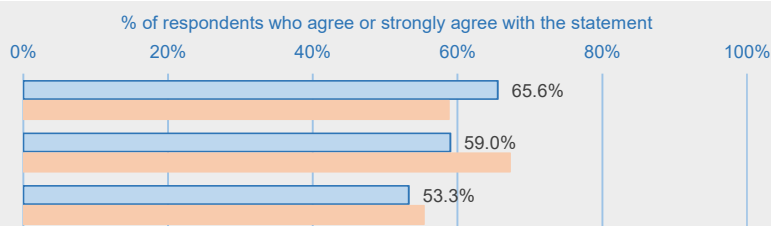
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	50.96
A website or App allows to give away unwanted items to other city residents.	55.74
Free public wifi has improved access to services.	54.51
CCTV cameras make residents feel safer.	51.23
A website or App allows effective monitoring of air pollution.	43.72
Arranging medical appointments online has improved access.	57.10

### Mobility

Statement	Score
Car-sharing Apps have reduced congestion.	43.44
Apps that direct you to an available parking space have reduced journey time.	39.48
Bicycle hiring has reduced congestion.	46.45
Online scheduling and ticket sales make public transport easier to use.	71.58

### Activities

Statement	Score
Online purchasing of tickets to shows and museums has made it easier to attend.	78.55

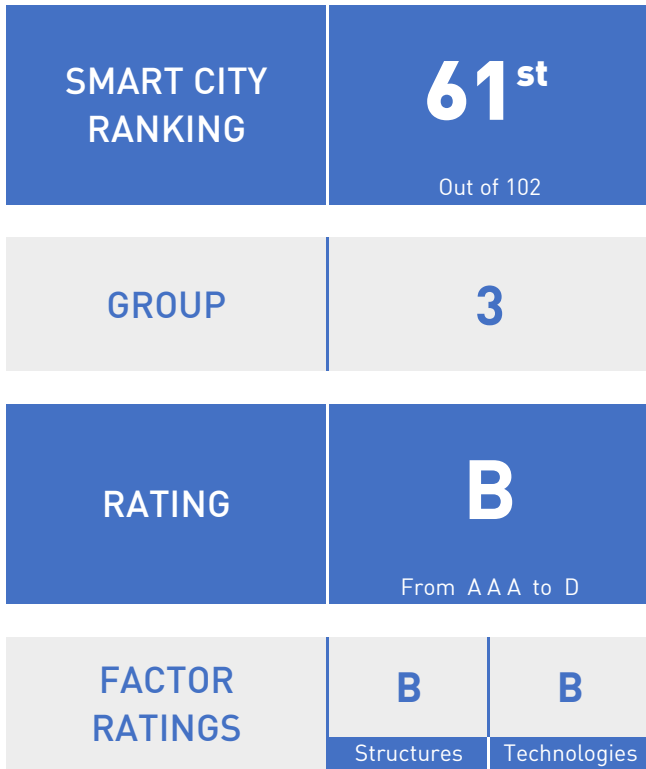
### Opportunities (Work & School)

Statement	Score
Online access to job listings has made it easier to find work.	74.45
IT skills are taught well in schools.	57.92
Online services provided by the city has made it easier to start a new business.	47.40

### Governance

Statement	Score
Online public access to city finances has reduced corruption.	41.26
Online voting has increased participation.	52.32
An online platform where residents can propose ideas has improved city life.	46.45
Processing Identification Documents online has reduced waiting times.	61.20

# Warsaw

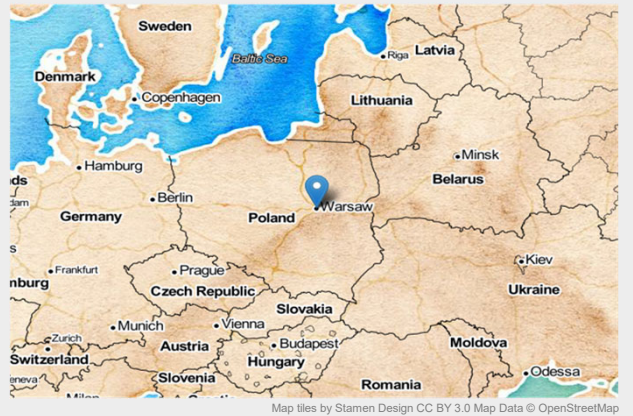


## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.855	0.860	0.865
Life expectancy at Birth	77.4	77.6	77.8
Expected years of schooling	16.1	16.4	16.4
Mean years of schooling	12.1	12.2	12.3
GNI per capita (PPP \$)	24,418	24,983	26,150

### City

Population (UN World Cities Report) 1,722,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

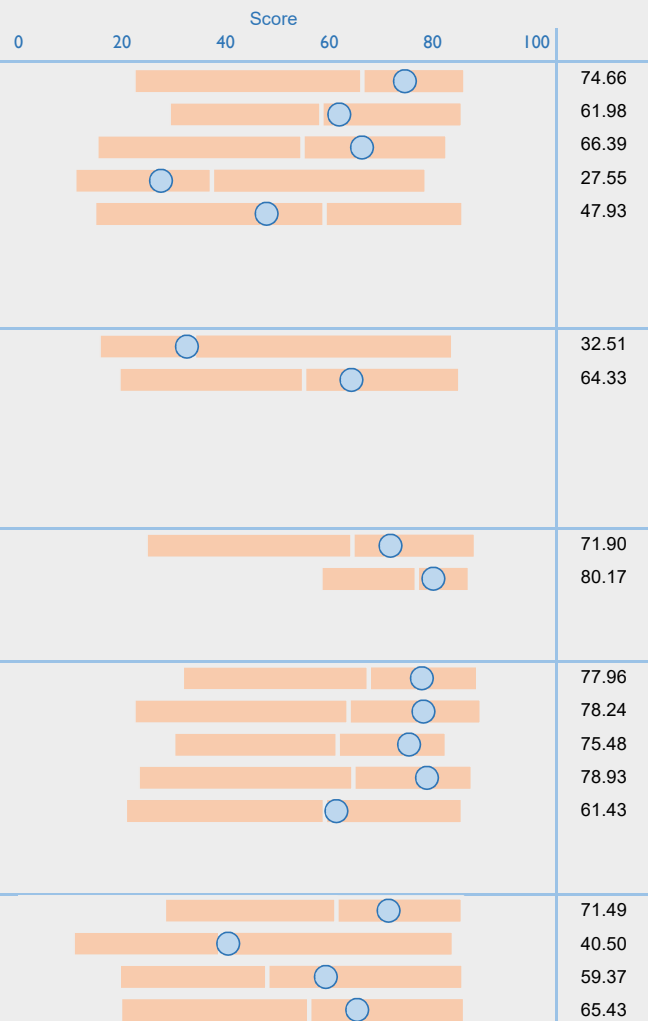
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

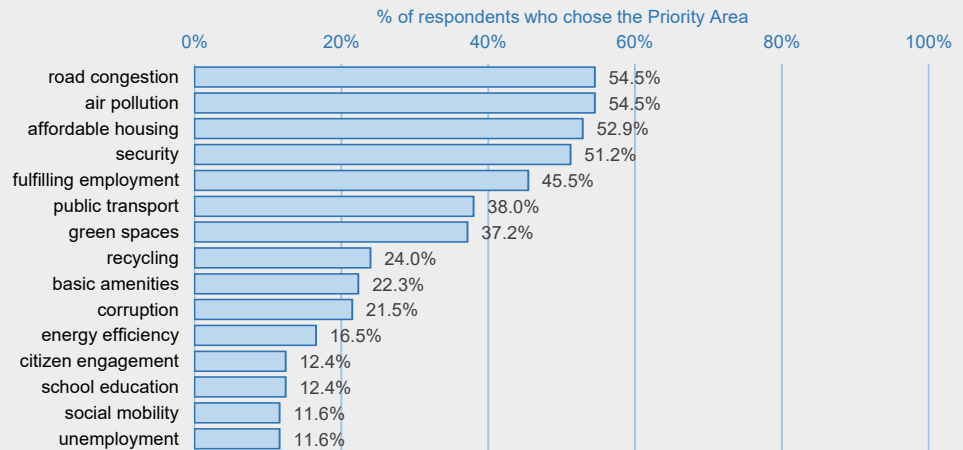
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

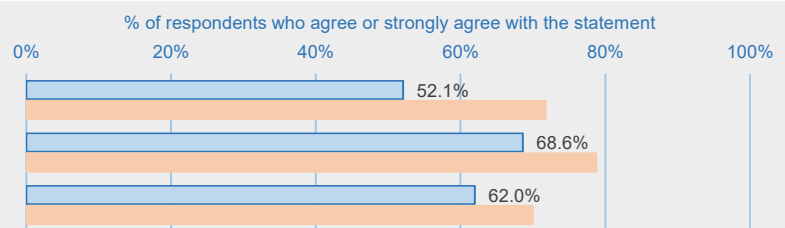


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: GROUP MEAN CITY

## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	57.30
A website or App allows to give away unwanted items to other city residents.	66.67
Free public wifi has improved access to services.	71.49
CCTV cameras make residents feel safer.	71.21
A website or App allows effective monitoring of air pollution.	73.42
Arranging medical appointments online has improved access.	69.28

### Mobility

Car-sharing Apps have reduced congestion.	55.10
Apps that direct you to an available parking space have reduced journey time.	59.64
Bicycle hiring has reduced congestion.	64.74
Online scheduling and ticket sales make public transport easier to use.	77.41

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	84.99
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	83.20
IT skills are taught well in schools.	66.39
Online services provided by the city has made it easier to start a new business.	68.32

### Governance

Online public access to city finances has reduced corruption.	46.97
Online voting has increased participation.	54.55
An online platform where residents can propose ideas has improved city life.	68.04
Processing Identification Documents online has reduced waiting times.	75.07

# Washington D.C.

<b>SMART CITY RANKING</b>	<b>31<sup>st</sup></b> Out of 102
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<b>GROUP</b>	<b>1</b>
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<b>RATING</b>	<b>B B B</b> From AAA to D
---------------	-------------------------------

<b>FACTOR RATINGS</b>	<b>B B B</b>	<b>B B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.920	0.922	0.924
Life expectancy at Birth	79.2	79.4	79.5
Expected years of schooling	16.5	16.5	16.5
Mean years of schooling	13.3	13.4	13.4
GNI per capita (PPP \$)	53,741	54,104	54,941

City	Population (UN World Cities Report)
Washington D.C.	4,955,000



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## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

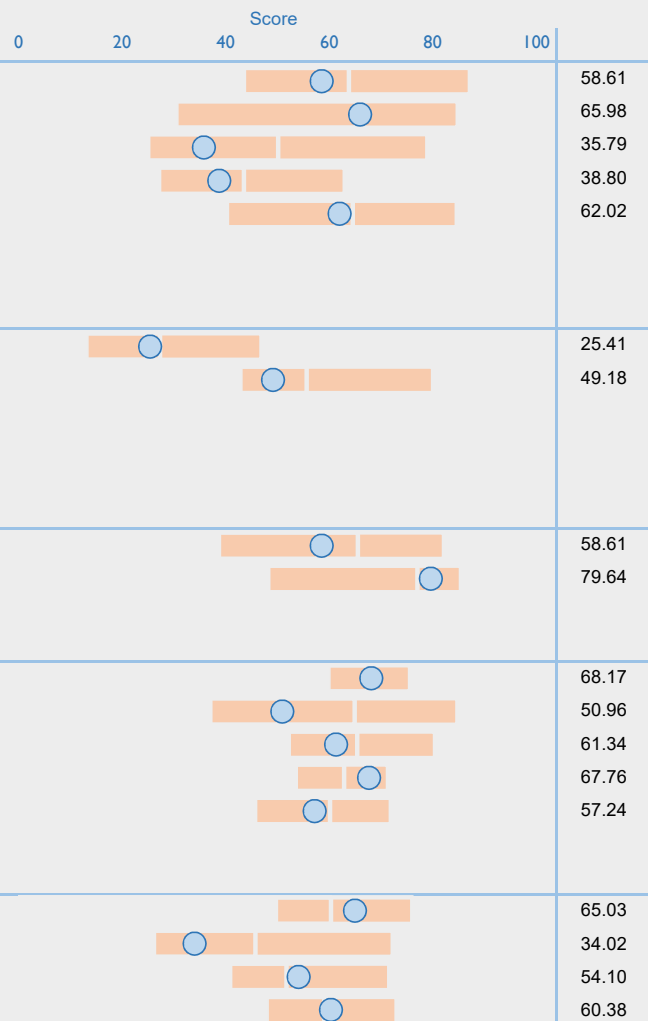
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

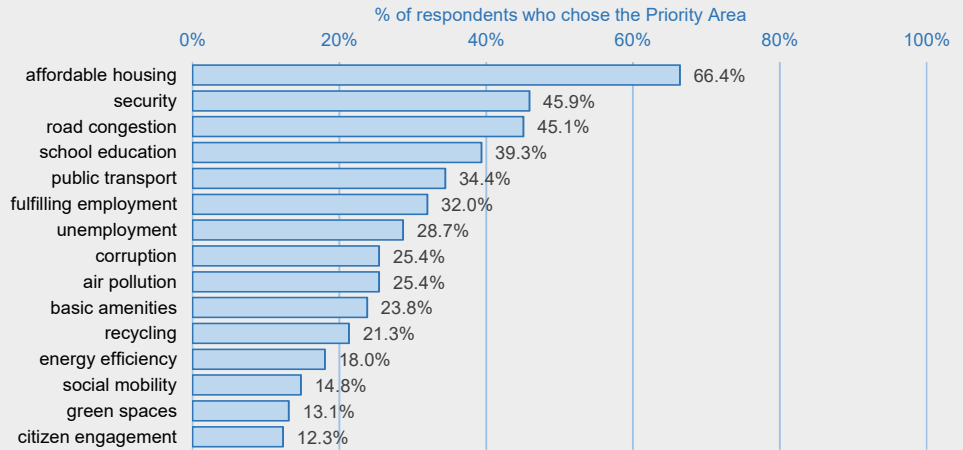
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.

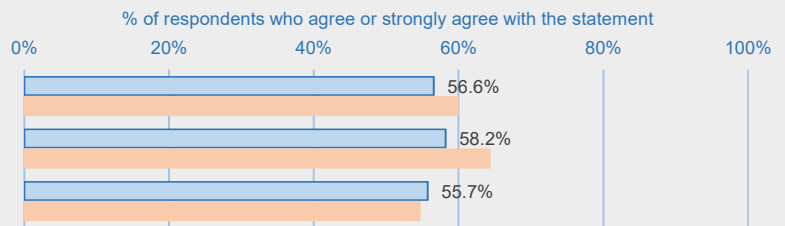


## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities



LEGEND: █ GROUP MEAN █ CITY

## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	43.17
A website or App allows to give away unwanted items to other city residents.	55.46
Free public wifi has improved access to services.	60.52
CCTV cameras make residents feel safer.	52.87
A website or App allows effective monitoring of air pollution.	37.16
Arranging medical appointments online has improved access.	58.74

### Mobility

Car-sharing Apps have reduced congestion.	49.04
Apps that direct you to an available parking space have reduced journey time.	49.86
Bicycle hiring has reduced congestion.	49.45
Online scheduling and ticket sales make public transport easier to use.	54.78

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	71.99
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	65.30
IT skills are taught well in schools.	49.45
Online services provided by the city has made it easier to start a new business.	48.77

### Governance

Online public access to city finances has reduced corruption.	34.56
Online voting has increased participation.	54.23
An online platform where residents can propose ideas has improved city life.	49.04
Processing Identification Documents online has reduced waiting times.	55.19

# Zaragoza

<b>SMART CITY RANKING</b>	<b>49<sup>th</sup></b> Out of 102
---------------------------	--------------------------------------

<b>GROUP</b>	<b>2</b>
--------------	----------

<b>RATING</b>	<b>B B</b> From AAA to D
---------------	-----------------------------

<b>FACTOR RATINGS</b>	<b>B B B</b>	<b>B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.885	0.889	0.891
Life expectancy at Birth	83.0	83.1	83.3
Expected years of schooling	17.8	17.9	17.9
Mean years of schooling	9.7	9.8	9.8
GNI per capita (PPP \$)	32,217	33,307	34,258

City	Population (Eurostat)
Zaragoza	667,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

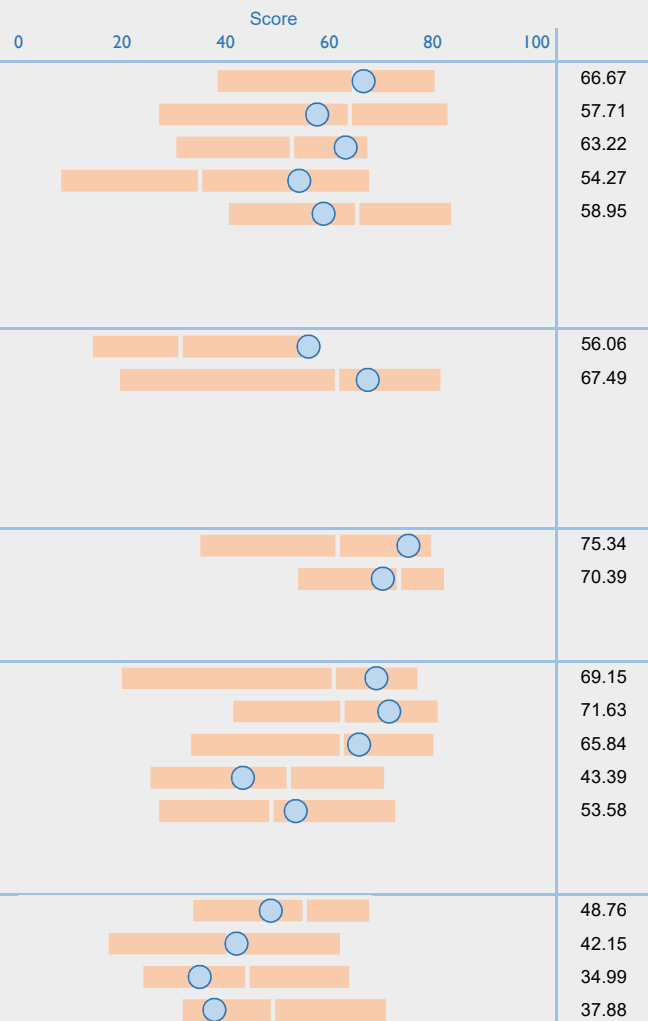
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

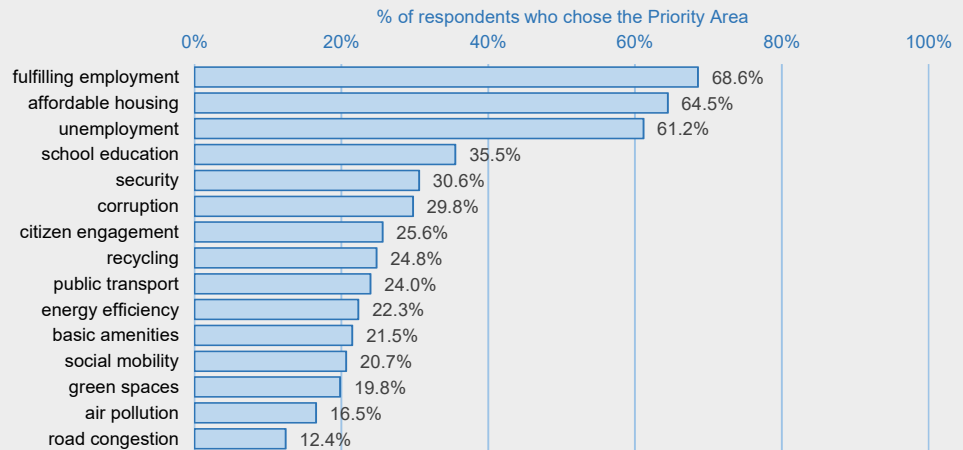
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



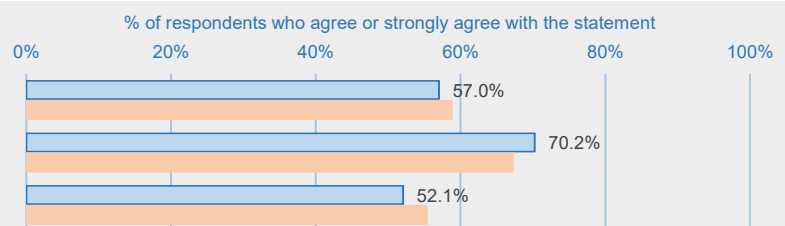
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	50.69
A website or App allows to give away unwanted items to other city residents.	54.68
Free public wifi has improved access to services.	44.77
CCTV cameras make residents feel safer.	38.57
A website or App allows effective monitoring of air pollution.	43.80
Arranging medical appointments online has improved access.	75.76

### Mobility

Car-sharing Apps have reduced congestion.	37.88
Apps that direct you to an available parking space have reduced journey time.	40.22
Bicycle hiring has reduced congestion.	54.96
Online scheduling and ticket sales make public transport easier to use.	61.85

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	83.88
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	64.05
IT skills are taught well in schools.	50.69
Online services provided by the city has made it easier to start a new business.	45.32

### Governance

Online public access to city finances has reduced corruption.	31.54
Online voting has increased participation.	38.57
An online platform where residents can propose ideas has improved city life.	42.70
Processing Identification Documents online has reduced waiting times.	56.06



# Zhuhai

<b>SMART CITY RANKING</b>	<b>40<sup>th</sup></b> Out of 102
---------------------------	--------------------------------------

<b>GROUP</b>	<b>3</b>
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<b>RATING</b>	<b>B B</b> From AAA to D
---------------	-----------------------------

<b>FACTOR RATINGS</b>	<b>B B</b>	<b>B B</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.743	0.748	0.752
Life expectancy at Birth	76.1	76.3	76.4
Expected years of schooling	13.8	13.8	13.8
Mean years of schooling	7.7	7.8	7.8
GNI per capita (PPP \$)	13,519	14,354	15,270

City	Population (UN World Cities Report)
Zhuhai	1,542,000



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

## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

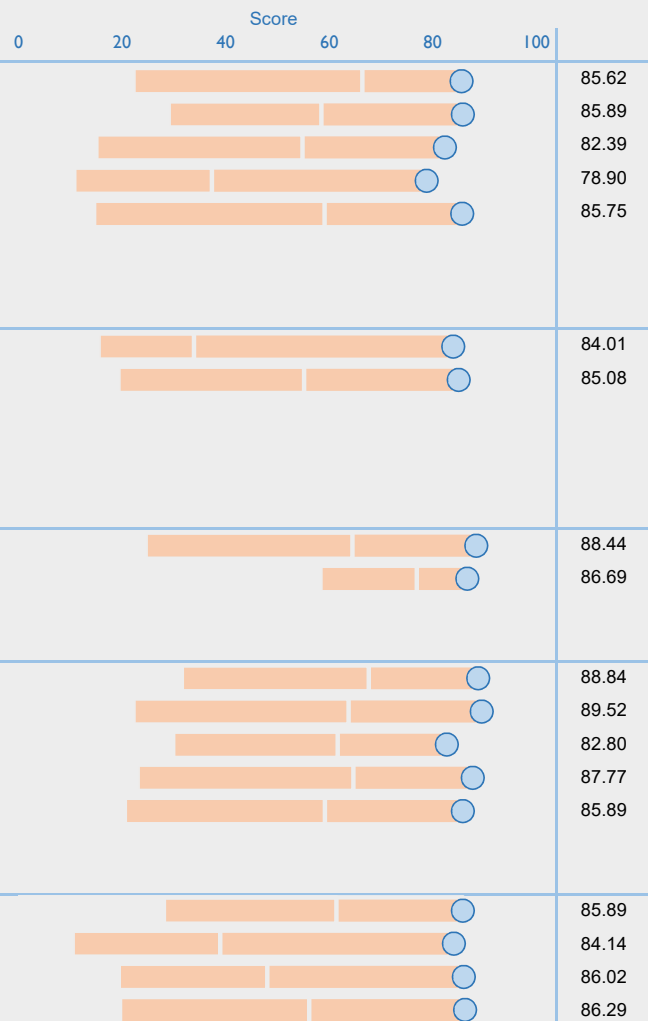
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

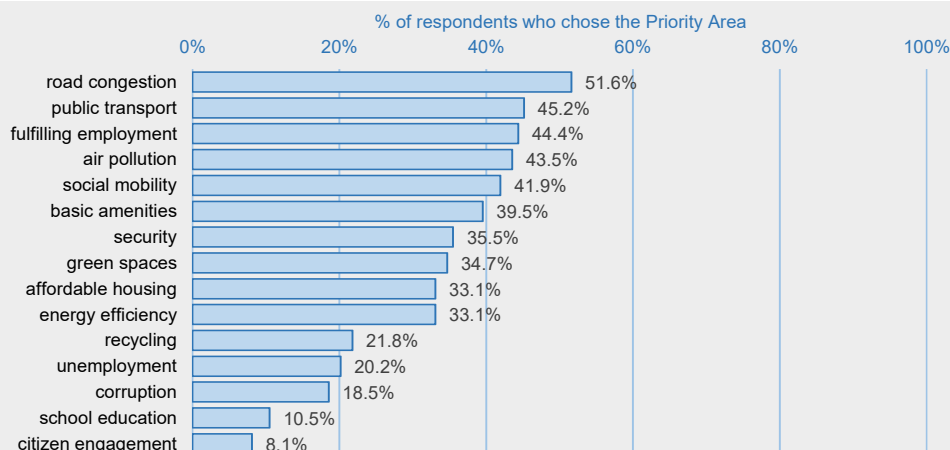
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



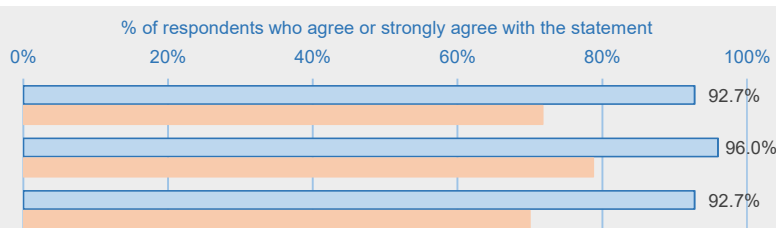
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



## TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	91.53
A website or App allows to give away unwanted items to other city residents.	81.72
Free public wifi has improved access to services.	80.91
CCTV cameras make residents feel safer.	85.08
A website or App allows effective monitoring of air pollution.	82.80
Arranging medical appointments online has improved access.	87.50

### Mobility

Car-sharing Apps have reduced congestion.	88.44
Apps that direct you to an available parking space have reduced journey time.	86.16
Bicycle hiring has reduced congestion.	86.29
Online scheduling and ticket sales make public transport easier to use.	86.83

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	92.74
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	90.86
IT skills are taught well in schools.	86.83
Online services provided by the city has made it easier to start a new business.	90.05

### Governance

Online public access to city finances has reduced corruption.	92.47
Online voting has increased participation.	82.93
An online platform where residents can propose ideas has improved city life.	88.31
Processing Identification Documents online has reduced waiting times.	85.62

# Zurich

<b>SMART CITY RANKING</b>	<b>2<sup>nd</sup></b> Out of 102
---------------------------	-------------------------------------

<b>GROUP</b>	<b>1</b>
--------------	----------

<b>RATING</b>	<b>AAA</b> From AAA to D
---------------	-----------------------------

<b>FACTOR RATINGS</b>	<b>AAA</b>	<b>A</b>
	Structures	Technologies

## BACKGROUND INFORMATION

Country	2015	2016	2017
UN HDI	0.942	0.943	0.944
Life expectancy at Birth	83.1	83.3	83.5
Expected years of schooling	16.2	16.2	16.2
Mean years of schooling	13.4	13.4	13.4
GNI per capita (PPP \$)	58,280	57,636	57,625

City	Population (UN World Cities Report)
Zurich	1,246,000



## STRUCTURES

### Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

### Mobility

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

### Activities

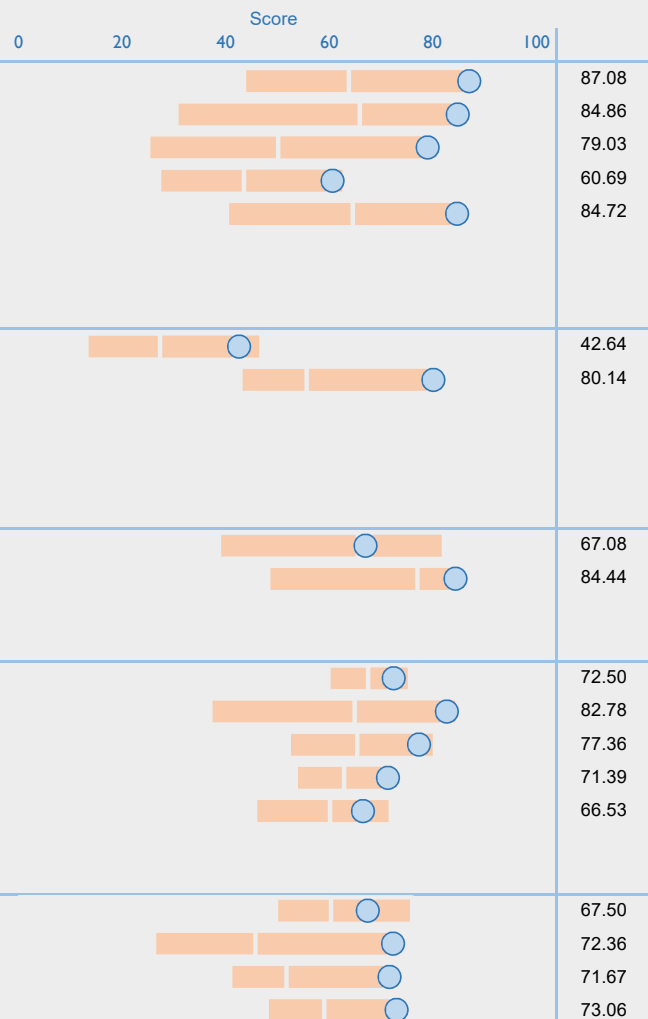
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

### Opportunities (Work & School)

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

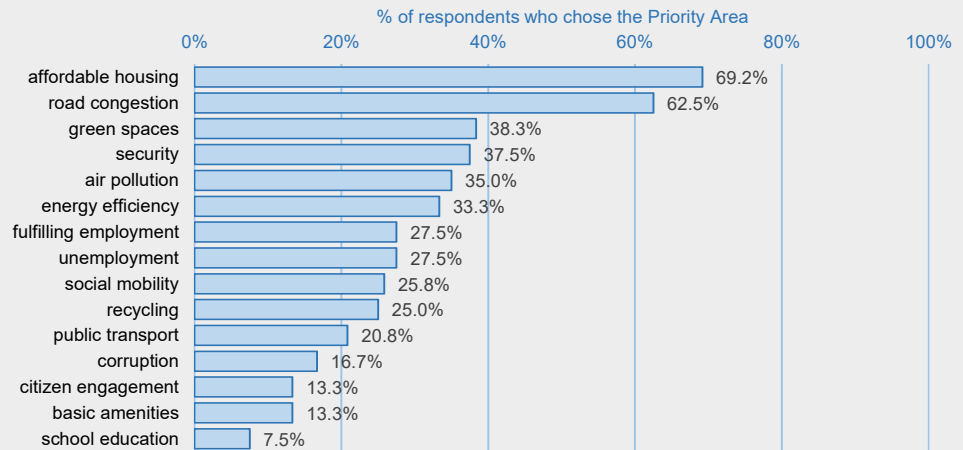
### Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



## 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. The higher the percentage of responses per area, the greater the priority for the city.



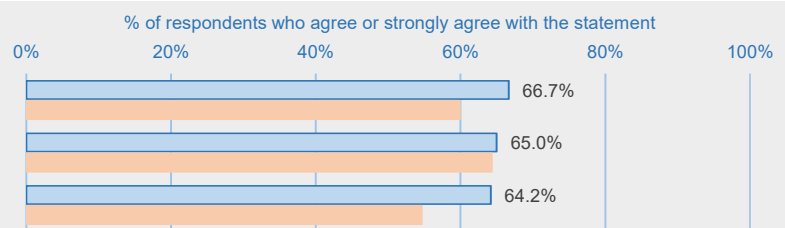
## ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: █ GROUP MEAN █ CITY



## TECHNOLOGIES

LEGEND: █ GROUP MIN ● CITY █ GROUP MEAN █ GROUP MAX

### Health & Safety

Statement	Score
Online reporting of city maintenance problems provides a speedy solution.	61.39
A website or App allows to give away unwanted items to other city residents.	56.53
Free public wifi has improved access to services.	52.64
CCTV cameras make residents feel safer.	50.56
A website or App allows effective monitoring of air pollution.	41.67
Arranging medical appointments online has improved access.	46.25

### Mobility

Car-sharing Apps have reduced congestion.	40.14
Apps that direct you to an available parking space have reduced journey time.	44.72
Bicycle hiring has reduced congestion.	52.78
Online scheduling and ticket sales make public transport easier to use.	75.97

### Activities

Online purchasing of tickets to shows and museums has made it easier to attend.	80.28
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### Opportunities (Work & School)

Online access to job listings has made it easier to find work.	73.33
IT skills are taught well in schools.	58.47
Online services provided by the city has made it easier to start a new business.	55.00

### Governance

Online public access to city finances has reduced corruption.	48.75
Online voting has increased participation.	49.03
An online platform where residents can propose ideas has improved city life.	46.67
Processing Identification Documents online has reduced waiting times.	55.14