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

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

#### Michelangelo

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

**Introduction** A stable and mature dataset



Introduction: a stable and mature dataset

#### Welcome to the 2024 edition of the IMD Smart City Index.

Following the methodological changes made last year, the IMD Smart City Index (SCI) has now reached what can be considered as its stable configuration - its cruising altitude. Analysts and users of the SCI can now use reliable time series (across five years) to make meaningful comparisons between the performance of specific cities across time. As we have often underlined before – and as is always true with any kind of complex composite index - one should be careful not to read too much into year-to-year comparisons. We are proud that the SCI has now reached the stage at which comparisons can be made on a moving average basis, which is much more meaningful from a number of perspectives, as will be illustrated below.

We are delighted to continue working in partnership with WeGO. In 2023, it allowed us to further our thinking about the composition, architecture, and methodology of the index. It also provided opportunities to heighten the index's visibility and bring it closer to the concerns and strategies of city leaders around the world, a central part of this being the Seoul Smart City Prize meeting of September 2023.

This year's ranking is characterized by a high degree of stability. The index's coverage remains practically the same (142 cities are included, as opposed to 141 in the previous edition), and its list of leading cities (the top 20) remains very much the same as last year. The cities that continue to perform highly (i.e. that edge up the rankings or barely shift<sup>1</sup>) are also very much the same as last year's. The SCI methodology has also entered its age of maturity, and as such the data used in 2024 is very much the same as that used in 2023.<sup>2</sup>

The SCI was designed as a tool for action. Since it is based on people's perceptions (captured via surveys), it is critical that the answers are calibrated to the specific context of the cities assessed. Until the 2021 edition of the report, we relied on country-level HDI data (provided by the UNDP, or United Nations Development Programme). In 2022, we explored the possibility of using city-level HDI data, which provides a more granular, and therefore realistic, vision of the socio-economic environment of specific cities. In 2023, we 'built back' the SCI time series based on this updated methodology to allow for meaningful time comparisons. The 2024 edition is the first ever in which moving averages - typically calculated over three consecutive editions of the SCI report - can be analyzed.

Against this background of stability and maturity of the SCI, several important messages emerge from this year's data, as well as from the enhanced capabilities the index offers to compare them across time:

this section.

<sup>2</sup> For a complete description of the SCI methodology, please see the relevant section of the report's website.

<sup>3</sup> In particular, the way we can now look at the dynamic performance of such champions through three-year moving averages.

The global landscape of smart cities continues to change, but such changes are more spectacular among middle-ranking cities than among the top performers.

The experience of SCI champions (now enriched by the new analytical possibilities offered by a mature SCI<sup>3</sup>) continues to be a possible source of inspiration for all cities across the world.

Globally, as the world continues to change rapidly in the face of increased uncertainties, cities are places where new solutions and ways to be future-ready are emerging. In such a world, digital inequalities take on a new meaning.

<sup>1</sup> Given the new possibility offered by SCI to use moving averages, this continuous level of high performance has been redefined on the basis of average ranking on three-year periods (2019-2021, 2020-2023, and 2021-2024), as explained later in

Introduction: a stable and mature dataset

The global landscape of smart cities continues to change but at a slower pace than in recent years. At the top, it is becoming even more of an Asia-Europe game.

One of the signs that the Smart City Index has reached maturity can be found in its ability to call on significant time series, spanning the 2019-2024 period. This new situation also allows observers and analysts to take a step back from 'year-to-year' comparisons, which can be both perilous and misleading.

Regarding 2024 data, the top 20 cities remain largely those seen in 2023.

1	Zurich	11	Stockholm
2	Oslo	12	Dubai
3	Canberra	13	Beijing
4	Geneva	14	Hamburg
5	Singapore	15	Prague
6	Copenhagen	16	Taipei City
7	Lausanne	17	Seoul
8	London	18	Amsterdam
9	Helsinki	19	Shanghai
10	Abu Dhabi	20	Hong Kong

Apart from the rather spectacular progression of Taipei City (which enters the top 20 for the first time), most other SCI leaders remain largely where they were in 2023. However, the absence of any North American city in the top 20 is conspicuous. Using threeyear moving averages (i.e. comparing a city's average ranking for the period 2021-24 to that of the period 2020-23), a significant number of US cities have been losing ground. This is the case in particular for Washington DC, Denver, and Los Angeles (-12, -12, and -11 respectively), but also for San Francisco (-9), New York City (-7), and Chicago (-4).

Canadian cities seem to follow the same movement, with Ottawa moving down three positions and Montreal nine. A more detailed look into the data shows that several key areas of concern have grown in most Northern American cities, especially infrastructure and safety. On the contrary, overall quality of life has played a positive role in an increasing number of European cities.



Introduction: a stable and mature dataset

#### SCI super-champions continue to show the way by maintaining high performance levels. A few fast-moving contenders are on their heels.

Using a definition of 'SCI champions' as those cities that (since the creation of the SCI in 2019) have never dropped in terms of average rankings established for three years (moving average), twelve cities stand out.

Within that group of 12, we can further distinguish two subgroups, namely (1) that of the 'super-champions' (currently members of the SCI top 20), and (2) that of the 'fast-moving contenders' (currently ranked between 20 and 35).

Based on the period covered by all previous editions of the SCI Report, super-champions (ranked in the top 20) include six cities: Zurich, Oslo, Singapore, Abu Dhabi, Beijing, and Seoul.



On the same basis, the group of fast-moving contenders (ranked between 20 and 40) is also composed of six cities: Sydney, Hong Kong, Shanghai, Tallinn<sup>4</sup>, Riyadh and Melbourne.



What do these champions have in common? With very few exceptions, cities in the top 20 are geographically located in areas where social and economic environments are relatively predictable, even against the overall climate of global uncertainties. They are also cities in which visible initiatives have been taken to facilitate the lives of citizens (e.g., by developing public transportation networks or eco-compatible mobilities), and to improve the overall 'quality of life' associated with their respective names.

Relative to specific local conditions, culture, and history, such initiatives have focused on developing green spaces and broadening opportunities for cultural events and social bonding, for example. In the majority of these leading cities, such efforts have been combined with innovative strategies to attract and retain talent, foster investment in a selective fashion (e.g. pro-sustainability), and tackle longstanding issues regarding geographical inequalities and inclusion.

<sup>&</sup>lt;sup>4</sup> Tallinn started to be included in the index in 2020. The first data point hence reflects

Introduction: a stable and mature dataset

#### 3 Faced with growing uncertainties, cities are on new paths toward future readiness. Addressing digital divides is a priority.

Like most other economic agents, cities have to design and adopt strategies that will resist the test of a future plagued with growing uncertainties. As was underlined in previous editions of the Smart City Index Report – as well as in the accompanying book 'Cities in Times of Global Emergencies' (2022) – it is vital that such strategies should increase the resilience of cities, without compromising their fundamental goals, aspirations, and principles. Health-related concerns remain high, while climate-related ones grow even larger. This combination is now compounded by the emergence of renewed international tensions, both economic and geopolitical.

What can cities do in such a context? In other words, how can they remain future-ready if they cannot link their efforts to any credible scenario? The examples set by SCI champions suggest a few possible innovative paths in this respect. Three major principles seem to emerge as effective ways to keep cities at the forefront of future readiness. They can be summarized as follows: Identify and consolidate existing comparative advantages: geographical situation, natural environment, and particular strengths based on history and culture. Incidentally, such advantages and strengths can just as likely be linked to those of the country where a particular city happens to be, or – on the contrary – have a different branding strategy vis-à-vis that country.

Single out the particular strengths existing locally that match key emerging trends likely to shape the future. The existence of a high-quality education system (possibly with the presence of one or several first-tier universities or business schools) would be one key example, as assets allowing a city to be labeled as 'globally connected' (airports, road/ rail networks, for example).

Align (or re-align) resources to fit local strategies to emerging trends (sustainability, inclusion, digital). A special note on the digital transformation of cities. It is clear that – whatever the level of surrounding uncertainties – the future of cities will be increasingly digital. The rapid spread of artificial intelligence across municipal services (traffic, surveillance, energy consumption, for instance) has raised both new hopes and new concerns. Trust and governance will be key ingredients in making cities both future-ready and human-centric. In other words, to make tomorrow's cities green, digital, and humancentric we will need to give more attention to talent strategies, education, and openness (for instance, for trade, investment, and exchanges of experiences).

In that context, combining inclusion and digitalization will remain a challenge for all kinds of cities. It will be even more visible in those that claim to be (or become) smart cities: not leaving anyone behind (though design, infrastructure, education, and policies will remain a motto for those who want to be – or remain – at the top of SCI rankings. Giving special attention to vulnerable groups (aging people, people with disabilities, marginalized groups, but also small enterprises and startups) will require strategic approaches, and possibly a redefinition of 'digital divides'.



Introduction: a stable and mature dataset

#### Continuing to improve the SCI

As underlined earlier, and contrary to last year, this edition of the Smart City Index does not include any significant change in the index's methodology or coverage. Reaching an age of maturity however should be no reason for complacency, and we continue to strive to uncover new data that may increase the value of SCI.

In parallel, we also try to improve the readability and usability of the index by developing new visual tools to help decision-makers and analysts make sense of the complex sets of data involved. This year, SCI users will find new displays and tools on the index's website, thanks to new ways of presenting the data therefore enhancing its operational value.



We would also like to encourage our readers to use and disseminate the infographics that have been produced for this edition of the SCI report.

We hope that you enjoy reading and using this report and we look forward to your feedback.





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The IMD World Competitiveness Center

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

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City Performance Overview: A Series of Tables Showcasing the Results

City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change	City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change
Zurich	1	AAA	AAA	AA	1	_	Vienna	23	AA	AA	А	28	+5▲
Oslo	2	AA	AA	А	2	_	Tallinn	24	BBB	BBB	BBB	32	+8▲
Canberra	3	AA	AAA	А	3	_	Riyadh	25	В	В	В	30	+5▲
Geneva	4	AAA	AAA	AA	9	+5▲	Reykjavik	26	BBB	А	BBB	26	_
Singapore	5	А	А	А	7	+2▲	Luxembourg	27	BBB	А	BB	45	+18▲
Copenhagen	6	AA	AA	А	4	-2▼	Wellington	28	BBB	А	BBB	23	-5 🔻
Lausanne	7	AA	AA	А	5	-2▼	Bilbao	29	BBB	BBB	BB	27	-2 🔻
London	8	А	BBB	AA	6	-2▼	Brisbane	30	А	А	А	24	-6 🔻
Helsinki	9	AA	AA	А	8	-1▼	Auckland	31	BBB	BBB	А	22	-9 🔻
Abu Dhabi	10	BB	BB	BB	13	+3▲	Ljubljana	32	BBB	BBB	А	47	+15▲
Stockholm	11	А	A	А	10	-1▼	Melbourne	33	А	BBB	А	31	-2 🔻
Dubai	12	BB	BB	BB	17	+5▲	New York	34	BB	BB	BB	21	<b>-13</b> ▼
Beijing	13	BB	BB	BB	12	-1▼	Madrid	35	BB	BB	BBB	37	+2▲
Hamburg	14	BBB	BBB	BBB	11	-3 🔻	Boston	36	BBB	BBB	А	34	-2 🔻
Prague	15	А	А	А	14	-1▼	Berlin	37	BBB	BBB	BBB	33	-4 🔻
Taipei City	16	А	BBB	А	29	+13▲	Warsaw	38	BBB	BBB	BBB	44	+6▲
Seoul	17	AA	BBB	AAA	16	-1▼	Gothenburg	39	А	BBB	А	36	-3 🔻
Amsterdam	18	А	BBB	А	15	-3 🔻	Brussels	40	BBB	BB	А	35	-5 🔻
Shanghai	19	BB	BB	BB	25	+6	Rotterdam	41	А	BBB	А	41	_
Hong Kong	20	А	BBB	AAA	19	-1▼	The Hague	42	А	BBB	А	43	+1 🔺
Munich	21	А	А	А	20	-1▼	Vancouver	43	BBB	BBB	BBB	42	-1 🔻
Sydney	22	А	BBB	А	18	-4 🔻	Dusseldorf	44	BB	BBB	В	38	-6 🔻

City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change	City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change
Busan	45	BB	BB	BBB	49	+4 🔺	Chicago	67	BB	BB	BB	61	-6 🔻
Ottawa	46	BBB	A	BBB	40	-6 🔻	Los Angeles	68	BB	BB	BB	50	<b>-18</b> ▼
Vilnius	47	BBB	BBB	BBB	65	+18▲	Dublin	69	BB	BB	BBB	63	-6 🔻
Doha	48	В	BB	В	59	+11 🛦	Bordeaux	70	CCC	CCC	CC	78	+8
Paris	49	BBB	BB	А	46	-3 🔻	Manchester	71	BB	BB	BB	73	+2
Washington D.C.	50	BB	BB	BB	39	-11 🔻	Leeds	72	CC	CCC	CC	76	+4
Toronto	51	BBB	BBB	А	48	-3 🔻	Kuala Lumpur	73	В	В	CCC	89	+16▲
Месса	52	В	В	В	52	_	Medina	74	CCC	В	CCC	85	+11 🔺
Hanover	53	BB	BBB	В	57	+4 🔺	San Francisco	75	BB	BB	В	68	-7 🔻
Tianjin	54	BB	BB	BB	67	+13▲	Krakow	76	CCC	CCC	CC	79	+3▲
Jeddah	55	В	В	В	56	+1 🔺	Newcastle	77	CC	В	CC	77	_
Bratislava	56	BBB	BB	А	62	+6▲	Bologna	78	BB	BB	В	51	-27 🔻
Zaragoza	57	CCC	В	CC	54	-3 🔻	Kiel	79	BB	BBB	CCC	81	+2
Zhuhai	58	CCC	CCC	CCC	60	+2	Montreal	80	BB	BB	В	69	-11 🔻
Riga	59	BB	BB	BB	83	+24	Barcelona	81	BB	BB	BB	75	-6▼
Shenzhen	60	CCC	CCC	CCC	66	+6	Chongqing	82	CCC	CCC	CCC	86	+4 🔺
Lyon	61	BB	BB	BBB	64	+3▲	Birmingham	83	BB	BB	BB	74	-9 🔻
Nanjing	62	CCC	CCC	CCC	58	-4 🔻	Bangkok	84	CCC	CCC	В	88	+4 🔺
Seattle	63	BB	BB	В	55	-8 🔻	Lille	85	CCC	CCC	СС	84	-1 🔻
Hangzhou	64	CCC	CCC	CCC	70	+6 🔺	Tokyo	86	BB	BB	BB	72	-14 🔻
Guangzhou	65	CCC	CCC	CCC	71	+6 🔺	Glasgow	87	В	BB	В	80	-7 🔻
Denver	66	BBB	BBB	BBB	53	-13▼	Muscat	88	В	В	CCC	96	+8

City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change	City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change
Budapest	89	В	В	BB	87	-2▼	Istanbul	110	СС	С	CC	107	-3▼
Philadelphia	90	В	В	В	92	+2▲	Hyderabad	111	CC	CC	CC	116	+5▲
Milan	91	В	В	В	82	-9 🔻	Medan	112	СС	CC	CC	112	—
Cardiff	92	CC	CCC	CC	94	+2▲	Sofia	113	С	CC	CC	111	-2▼
Chengdu	93	CCC	CCC	CCC	97	+4 🔺	Cairo	114	С	С	CC	108	-6 🔻
Tel Aviv	94	В	В	В	91	-3 🔻	Makassar	115	СС	CC	CC	114	-1▼
Osaka	95	В	BB	CCC	98	+3▲	Islamabad	116	CC	CC	CC	120	+4 🔺
Ankara	96	CCC	CCC	CCC	90	-6▼	Santiago	117	С	С	С	119	+2
Hanoi	97	CCC	CCC	CCC	100	+3▲	Nicosia	118	С	CC	С	117	-1▼
Phoenix	98	CC	CCC	С	93	-5▼	Medellin	119	С	С	С	118	-1▼
Al-Khobar	99	CCC	CCC	CC		NEW	Athens	120	С	С	С	113	-7 🔻
Bucharest	100	В	В	В	104	+4 🔺	Manila	121	С	С	С	115	-6 🔻
Belfast	101	СС	CCC	С	95	-6▼	Mexico City	122	С	D	С	121	-1▼
Zagreb	102	В	В	В	106	+4 🔺	Buenos Aires	123	С	С	С	124	+1 🔺
Jakarta	103	СС	CC	CCC	102	-1▼	Algiers	124	С	С	С	123	-1 🔻
Marseille	104	СС	CC	СС	101	-3 🔻	San José	125	С	CC	С	127	+2▲
Ho Chi Minh City	105	CC	СС	CCC	103	-2▼	Rabat	126	С	С	С	126	_
Delhi	106	СС	CC	CC	105	-1▼	Bogota	127	D	D	D	129	+2
Mumbai	107	CC	CC	CCC	109	+2	Amman	128	D	D	С	135	+7
Lisbon	108	С	CC	CC	99	-9 🔻	Cape Town	129	D	D	D	125	-4 🔻
Bengaluru	109	CCC	CCC	CCC	110	+1 🔺	Brasilia	130	С	С	С	128	-2 🔻

City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change
Nairobi	131	С	С	С	131	_
Sao Paulo	132	D	D	С	130	-2 🔻
Rome	133	222	CCC	CCC	122	-11 🔻
Lima	134	С	С	С	134	_
Abuja	135	D	С	D	133	-2 🔻
Lagos	136	D	D	D	132	-4 🔻
Tunis	137	D	D	D	137	_
Accra	138	D	D	D	138	_
Rio de Janeiro	139	D	D	D	136	-3 🔻
Beirut	140	D	D	D	139	-1 🔻
Sana'a	141	D	D	D	140	-1 🔻
Guatemala City	142	D	D	D	141	-1▼

In Alphabetical Order by City and 2023 Comparison

City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change	City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change
Abu Dhabi	10	BB	BB	BB	13	+3	Boston	36	BBB	BBB	А	34	-2 🔻
Abuja	135	D	С	D	133	-2▼	Brasilia	130	С	С	С	128	-2 🔻
Accra	138	D	D	D	138	_	Bratislava	56	BBB	BB	А	62	+6▲
Algiers	124	С	С	С	123	-1 🔻	Brisbane	30	А	А	А	24	-6 🔻
Al-Khobar	99	CCC	CCC	CC	NEW	NEW	Brussels	40	BBB	BB	А	35	-5 🔻
Amman	128	D	D	С	135	+7 🔺	Bucharest	100	В	В	В	104	+4 🔺
Amsterdam	18	А	BBB	А	15	-3 🔻	Budapest	89	В	В	BB	87	-2 🔻
Ankara	96	CCC	CCC	CCC	90	-6 🔻	Buenos Aires	123	С	С	С	124	+1 🔺
Athens	120	С	С	С	113	-7 🔻	Busan	45	BB	BB	BBB	49	+4 🔺
Auckland	31	BBB	BBB	А	22	-9 🔻	Cairo	114	С	С	CC	108	-6 🔻
Bangkok	84	CCC	CCC	В	88	+4 🔺	Canberra	3	AA	AAA	А	3	-
Barcelona	81	BB	BB	BB	75	-6 🔻	Cape Town	129	D	D	D	125	-4 🔻
Beijing	13	BB	BB	BB	12	-1▼	Cardiff	92	СС	CCC	CC	94	+2
Beirut	140	D	D	D	139	-1▼	Chengdu	93	CCC	CCC	CCC	97	+4 🔺
Belfast	101	CC	CCC	С	95	-6 🔻	Chicago	67	BB	BB	BB	61	-6 🔻
Bengaluru	109	CCC	CCC	CCC	110	+1 🔺	Chongqing	82	CCC	CCC	CCC	86	+4 🔺
Berlin	37	BBB	BBB	BBB	33	-4 🔻	Copenhagen	6	AA	AA	А	4	-2 🔻
Bilbao	29	BBB	BBB	BB	27	-2 🔻	Delhi	106	CC	CC	CC	105	-1▼
Birmingham	83	BB	BB	BB	74	-9 🔻	Denver	66	BBB	BBB	BBB	53	-13▼
Bogota	127	D	D	D	129	+2	Doha	48	В	BB	В	59	+11 🔺
Bologna	78	BB	BB	В	51	-27▼	Dubai	12	BB	BB	BB	17	+5▲
Bordeaux	70	CCC	CCC	СС	78	+8	Dublin	69	BB	BB	BBB	63	-6 🔻

In Alphabetical Order by City and 2023 Comparison

City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change	City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change
Dusseldorf	44	BB	BBB	В	38	-6 🔻	Lausanne	7	AA	AA	А	5	-2▼
Geneva	4	AAA	AAA	AA	9	+5▲	Leeds	72	CC	CCC	СС	76	+4 🔺
Glasgow	87	В	BB	В	80	-7 🔻	Lille	85	CCC	CCC	СС	84	<b>-1</b> ▼
Gothenburg	39	А	BBB	А	36	-3 🔻	Lima	134	С	С	С	134	_
Guangzhou	65	CCC	CCC	CCC	71	+6 🔺	Lisbon	108	С	CC	СС	99	-9 🔻
Guatemala City	142	D	D	D	141	-1 🔻	Ljubljana	32	BBB	BBB	А	47	+15▲
Hamburg	14	BBB	BBB	BBB	11	-3 🔻	London	8	А	BBB	AA	6	-2 🔻
Hangzhou	64	CCC	CCC	CCC	70	+6▲	Los Angeles	68	BB	BB	BB	50	-18 🔻
Hanoi	97	CCC	CCC	CCC	100	+3▲	Luxembourg	27	BBB	А	BB	45	+18
Hanover	53	BB	BBB	В	57	+4 🔺	Lyon	61	BB	BB	BBB	64	+3▲
Helsinki	9	AA	AA	А	8	-1 🔻	Madrid	35	BB	BB	BBB	37	+2
Ho Chi Minh City	105	СС	СС	000	103	-2▼	Makassar	115	CC	CC	СС	114	-1 🔻
Hong Kong	20	А	BBB	AAA	19	-1 🔻	Manchester	71	BB	BB	BB	73	+2
Hyderabad	111	CC	CC	CC	116	+5	Manila	121	С	С	С	115	-6 🔻
Islamabad	116	СС	CC	СС	120	+4 🔺	Marseille	104	CC	СС	CC	101	-3 🔻
Istanbul	110	СС	С	СС	107	-3 🔻	Месса	52	В	В	В	52	_
Jakarta	103	СС	CC	CCC	102	-1 🔻	Medan	112	CC	СС	СС	112	_
Jeddah	55	В	В	В	56	+1 🔺	Medellin	119	С	С	С	118	-1 🔻
Kiel	79	BB	BBB	CCC	81	+2	Medina	74	CCC	В	CCC	85	+11 🔺
Krakow	76	CCC	CCC	CC	79	+3▲	Melbourne	33	А	BBB	А	31	-2▼
Kuala Lumpur	73	В	В	CCC	89	+16▲	Mexico City	122	С	D	С	121	-1▼
Lagos	136	D	D	D	132	-4▼	Milan	91	В	В	В	82	-9 🔻

In Alphabetical Order by City and 2023 Comparison

City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change	City	Smart City Rank 2024	Smart City Rating 2024	Structure 2024	Technology 2024	Smart City Rank 2023	Change
Montreal	80	BB	BB	В	69	-11 🔻	Rotterdam	41	А	BBB	А	41	—
Mumbai	107	СС	CC	000	109	+2	San Francisco	75	BB	BB	В	68	-7 🔻
Munich	21	А	А	А	20	-1 🔻	San José	125	С	CC	С	127	+2▲
Muscat	88	В	В	CCC	96	+8	Sana'a	141	D	D	D	140	-1▼
Nairobi	131	С	С	С	131	_	Santiago	117	С	С	С	119	+2▲
Nanjing	62	CCC	CCC	CCC	58	-4 🔻	Sao Paulo	132	D	D	С	130	-2 🔻
New York	34	BB	BB	BB	21	-13▼	Seattle	63	BB	BB	В	55	-8 🔻
Newcastle	77	CC	В	СС	77	_	Seoul	17	AA	BBB	AAA	16	-1▼
Nicosia	118	С	CC	С	117	-1▼	Shanghai	19	BB	BB	BB	25	+6▲
Osaka	95	В	BB	CCC	98	+3▲	Shenzhen	60	CCC	CCC	CCC	66	+6▲
Oslo	2	AA	AA	А	2	_	Singapore	5	А	А	А	7	+2
Ottawa	46	BBB	А	BBB	40	-6 🔻	Sofia	113	С	CC	CC	111	-2 🔻
Paris	49	BBB	BB	А	46	-3 🔻	Stockholm	11	А	А	А	10	-1▼
Philadelphia	90	В	В	В	92	+2	Sydney	22	А	BBB	А	18	-4 🔻
Phoenix	98	CC	CCC	С	93	-5 🔻	Taipei City	16	А	BBB	А	29	+13▲
Prague	15	А	А	А	14	-1▼	Tallinn	24	BBB	BBB	BBB	32	+8
Rabat	126	С	С	С	126	_	Tel Aviv	94	В	В	В	91	-3▼
Reykjavik	26	BBB	А	BBB	26	_	The Hague	42	А	BBB	А	43	+1 🛦
Riga	59	BB	BB	BB	83	+24	Tianjin	54	BB	BB	BB	67	+13▲
Rio de Janeiro	139	D	D	D	136	-3▼	Tokyo	86	BB	BB	BB	72	-14▼
Riyadh	25	В	В	В	30	+5	Toronto	51	BBB	BBB	А	48	-3 🔻
Rome	133	CCC	CCC	CCC	122	-11 🔻	Tunis	137	D	D	D	137	_

#### IMD Smart City Index 2024: Results In Alphabetical Order by City and 2023 Comparison

Smart **Smart** City City Structure Technology **Smart City** City Change Rank 2023 Rank Rating 2024 2024 2024 2024 -1▼ 43 BBB BBB BBB 42 Vancouver +5▲ 23 28 Vienna AA AA А +18 Vilnius 47 BBB BBB BBB 65 +6 Warsaw 38 BBB BBB BBB 44 -11 🔻 Washington D.C. 50 BΒ BΒ BΒ 39 -5 🔻 Wellington 28 BBB А BBB 23 Zagreb 102 В В В 106 +4 57 CCC В CC 54 -3 🔻 Zaragoza 58 CCC CCC CCC 60 +2 Zhuhai 1 1 Zurich AAA AAA AA \_

In Alphabetical Order by Country with HDI Context and 2019-2024 Rankings (2023 Methodology Applied)

Country	Country HDI	City	HDI city	2024 Smart City Ranking	AVERAGE 19-20-21	AVERAGE 20-21-23	AVERAGE 21-23-24
Algeria	0.745	Algiers	0.767	124	-	123	124
Argentina	0.849	Buenos Aires	0.844	123	95	107	117
Australia	0.946	Brisbane	0.944	30	36	30	31
Australia	0.946	Canberra	0.980	3	-	3	3
Australia	0.946	Melbourne	0.948	33	35	33	33
Australia	0.946	Sydney	0.952	22	28	26	23
Austria	0.926	Vienna	0.942	23	17	22	24
Belgium	0.942	Brussels	0.953	40	37	32	40
Brazil	0.76	Brasilia	0.816	130	-	128	129
Brazil	0.76	Rio de Janeiro	0.783	139	110	121	131
Brazil	0.76	Sao Paulo	0.780	132	107	118	126
Bulgaria	0.799	Sofia	0.856	113	92	100	109
Canada	0.935	Montreal	0.923	80	52	59	68
Canada	0.935	Ottawa	0.943	46	-	40	43
Canada	0.935	Toronto	0.943	51	35	42	43
Canada	0.935	Vancouver	0.944	43	29	37	38
Chile	0.86	Santiago	0.886	117	96	109	114
China	0.788	Beijing	0.907	13	23	17	14
China	0.788	Chengdu	0.740	93	78	86	91
China	0.788	Chongqing	0.774	82	69	75	81
China	0.788	Guangzhou	0.799	65	66	67	67
China	0.788	Hangzhou	0.801	64	63	64	66
China	0.788	Nanjing	0.810	62	60	58	59
China	0.788	Shanghai	0.880	19	37	33	25

Country	Country HDI	City	HDI city	2024 Smart City Ranking	AVERAGE 19-20-21	AVERAGE 20-21-23	AVERAGE 21-23-24
China	0.788	Shenzhen	0.799	60	62	64	62
China	0.788	Tianjin	0.844	54	48	54	57
China	0.788	Zhuhai	0.799	58	54	56	57
Colombia	0.758	Bogota	0.797	127	103	115	123
Colombia	0.758	Medellin	0.757	119	90	102	112
Costa Rica	0.806	San José	0.826	125	112	120	121
Croatia	0.878	Zagreb	0.916	102	-	106	104
Cyprus	0.907	Nicosia	0.896	118	-	117	118
Czech Rep.	0.895	Prague	0.960	15	7	9	13
Denmark	0.952	Copenhagen	0.967	6	4	4	5
Egypt	0.728	Cairo	0.779	114	100	104	109
Estonia	0.899	Tallinn	0.932	24	32	32	27
Finland	0.942	Helsinki	0.960	9	7	7	9
France	0.91	Bordeaux	0.900	70	68	73	72
France	0.91	Lille	0.880	85	82	83	84
France	0.91	Lyon	0.914	61	59	62	62
France	0.91	Marseille	0.899	104	87	92	99
France	0.91	Paris	0.949	49	45	47	48
Germany	0.95	Berlin	0.959	37	20	25	30
Germany	0.95	Dusseldorf	0.939	44	27	34	36
Germany	0.95	Hamburg	0.972	14	7	8	11
Germany	0.95	Hanover	0.930	53	49	54	54
Germany	0.95	Kiel	0.921	79	72	77	77
Germany	0.95	Munich	0.950	21	16	17	19

Country	Country HDI	City	HDI city	2024 Smart City Ranking	AVERAGE 19-20-21	AVERAGE 20-21-23	AVERAGE 21-23-24
Ghana	0.602	Accra	0.707	138	-	138	138
Greece	0.893	Athens	0.909	120	100	106	114
Guatemala	0.629	Guatemala City	0.722	142	-	141	142
Hong Kong	0.956	Hong Kong	0.950	20	35	29	24
Hungary	0.851	Budapest	0.922	89	68	76	85
Iceland	0.959	Reykjavik	0.959	26	-	26	26
India	0.644	Bengaluru	0.667	109	93	101	105
India	0.644	Delhi	0.730	106	86	95	102
India	0.644	Hyderabad	0.647	111	91	103	109
India	0.644	Mumbai	0.688	107	89	98	104
Indonesia	0.713	Jakarta	0.759	103	84	92	99
Indonesia	0.713	Makassar	0.699	115	93	102	110
Indonesia	0.713	Medan	0.711	112	93	101	107
Ireland	0.95	Dublin	0.950	69	31	45	59
Israel	0.915	Tel Aviv	0.919	94	54	68	81
Italy	0.906	Bologna	0.924	78	46	50	59
Italy	0.906	Milan	0.915	91	64	74	81
Italy	0.906	Rome	0.917	133	102	110	122
Japan	0.92	Osaka	0.928	95	81	91	94
Japan	0.92	Tokyo	0.951	86	62	71	75
Jordan	0.736	Amman	0.737	128	-	135	132
Kenya	0.601	Nairobi	0.636	131	107	118	126
Korea, South	0.929	Busan	0.936	45	40	42	47
Korea, South	0.929	Seoul	0.952	17	20	18	17

Country	Country HDI	City	HDI city	2024 Smart City Ranking	AVERAGE 19-20-21	AVERAGE 20-21-23	AVERAGE 21-23-24
Latvia	0.879	Riga	0.929	59	-	83	71
Lebanon	0.723	Beirut	0.677	140	-	139	140
Lithuania	0.879	Vilnius	0.913	47	-	65	56
Luxembourg	0.927	Luxembourg	0.930	27	-	45	36
Malaysia	0.807	Kuala Lumpur	0.858	73	70	80	81
Mexico	0.781	Mexico City	0.815	122	101	111	118
Morocco	0.698	Rabat	0.702	126	103	112	120
Netherlands	0.946	Amsterdam	0.962	18	12	13	15
Netherlands	0.946	Rotterdam	0.941	41	39	40	42
Netherlands	0.946	The Hague	0.941	42	36	39	40
New Zealand	0.939	Auckland	0.951	31	12	18	23
New Zealand	0.939	Wellington	0.958	28	-	23	26
Nigeria	0.548	Abuja	0.646	135	106	118	127
Nigeria	0.548	Lagos	0.681	136	107	118	128
Norway	0.966	Oslo	0.980	2	2	2	2
Oman	0.819	Muscat	0.816	88	-	96	92
Pakistan	0.54	Islamabad	0.659	116	-	120	118
Peru	0.762	Lima	0.820	134	-	134	134
Philippines	0.71	Manila	0.760	121	96	103	112
Poland	0.881	Krakow	0.888	76	64	75	77
Poland	0.881	Warsaw	0.926	38	34	44	41
Portugal	0.874	Lisbon	0.900	108	73	85	96
Qatar	0.875	Doha	0.855	48	-	59	54
Romania	0.827	Bucharest	0.926	100	74	89	97

Country	Country HDI	City	HDI city	2024 Smart City Ranking	AVERAGE 19-20-21	AVERAGE 20-21-23	AVERAGE 21-23-24
Saudi Arabia	0.875	Al-Khobar	0.862	99	-	-	-
Saudi Arabia	0.875	Jeddah	0.871	55	-	56	56
Saudi Arabia	0.875	Месса	0.871	52	-	52	52
Saudi Arabia	0.875	Medina	0.871	74	79	82	79
Saudi Arabia	0.875	Riyadh	0.900	25	46	38	31
Singapore	0.949	Singapore	0.939	5	8	7	6
Slovakia	0.855	Bratislava	0.944	56	33	43	53
Slovenia	0.926	Ljubljana	0.953	32	-	47	40
South Africa	0.717	Cape Town	0.751	129	99	110	120
Spain	0.911	Barcelona	0.916	81	61	68	75
Spain	0.911	Bilbao	0.932	29	22	25	26
Spain	0.911	Madrid	0.940	35	31	35	36
Spain	0.911	Zaragoza	0.912	57	54	53	54
Sweden	0.952	Gothenburg	0.944	39	41	42	40
Sweden	0.952	Stockholm	0.972	11	10	10	11
Switzerland	0.967	Geneva	0.966	4	7	8	6
Switzerland	0.967	Lausanne	0.966	7	4	5	5
Switzerland	0.967	Zurich	0.989	1	1	1	1
Taiwan	0.926	Taipei City	0.930	16	24	26	23
Thailand	0.803	Bangkok	0.839	84	80	84	86
Tunisia	0.732	Tunis	0.775	137	-	137	137
Turkey	0.855	Ankara	0.854	96	74	80	87
Turkey	0.855	Istanbul	0.867	110	88	98	102
Inited Arab Emirates	0.937	Abu Dhabi	0.911	10	14	13	12

Country	Country HDI	City	HDI city	2024 Smart City Ranking	AVERAGE 19-20-21	AVERAGE 20-21-23	AVERAGE 21-23-24
United Arab Emirates	0.937	Dubai	0.911	12	15	17	14
United Kingdom	0.94	Belfast	0.896	101	-	95	98
United Kingdom	0.94	Birmingham	0.913	83	68	72	77
United Kingdom	0.94	Glasgow	0.921	87	65	73	77
United Kingdom	0.94	Leeds	0.908	72	64	70	71
United Kingdom	0.94	London	0.973	8	5	6	6
United Kingdom	0.94	Manchester	0.915	71	58	63	67
United Kingdom	0.94	Newcastle	0.901	77	62	67	72
United Kingdom	0.94	Cardiff	0.898	92	-	94	93
USA	0.927	Boston	0.949	36	20	27	31
USA	0.927	Chicago	0.929	67	56	57	61
USA	0.927	Denver	0.942	66	31	39	51
USA	0.927	Los Angeles	0.931	68	37	39	49
USA	0.927	New York	0.938	34	22	17	25
USA	0.927	Philadelphia	0.923	90	78	85	89
USA	0.927	Phoenix	0.908	98	75	81	89
USA	0.927	San Francisco	0.931	75	44	57	66
USA	0.927	Seattle	0.940	63	37	45	52
USA	0.927	Washington D.C.	0.940	50	22	26	38
Vietnam	0.726	Hanoi	0.744	97	83	90	95
Vietnam	0.726	Ho Chi Minh City	0.714	105	85	94	100
Yemen	0.424	Sana'a	0.521	141	-	140	141

# IMD Smart City Index 2024 A User's Guide



#### IMD Smart City Index 2024 A User's Guide

SMART CITY RANKING 10 Out of 142 13 in 2023 Out of 141 SMART **CITY RATING** BB BB in 2023 FACTOR RATINGS BB STRUCTURES BB TECHNOLOGIES GROUP 3 All ratings range from AAA to D

#### Smart City Ranking

Smart City Ranking: The Ranking position of the city amongst the 142 cities measured, based upon the Rating and its components.

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

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

The Methodology section provides the exact procedure for these calculations.

The 2023 Ranking and Rating are also shown for the 141 cities included in the last edition's index.

BACKGROUND INFORMATION

City Population 1.480.000 (UN World Urbanization Prospects) HDI 0.911 (Global Data Lab Country United Arab Emirates HDI Life expectancy at birth Expected years of schooling



12.8

69,550

12.8

74,104

#### **Background Information**

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

#### **Priority Areas**

12.7

72,131

12.7

67,353

Mean years of schooling

GNI per capita (PPP \$)

Summarizes the areas that the respondents perceive as the priority area for their city. From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The total bar indicates the percentage of the respondents that included a given area as one of their five choices. The higher the percentage of responses per area, the greater the priority for the city.

+0.0

+4,553



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



#### IMD Smart City Index 2024 A User's Guide

#### Attitudes

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

#### ATTITUDES

LEGEND: GROUP MEAN CITY

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

# Structures and Technologies

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

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

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





TECHNOLO	Juilo		Sco	ro		
	0	20	40	60	80	100
solution	Ū	20	-10	00		80.9
tems						75.8
						74.0
						87.4
tion						60.5
					$\bigcirc$	86.7
		- I				68.7
journey time				(		71.5
				$\bigcirc$		66.3
sier to use						80. <sup>-</sup> 80.
le phones						80.
easier to attend						88.7
				_		77.5
						77.7
new business						76.6
s						86.4
						71.9
						70.8
ed city life					$\bigcirc$	78.0

# IMD Smart City Index 2024 Methodology



#### IMD Smart City Index 2024 Methodology

1	The IMD Smart City Index 2024 assesses the perceptions of residents on issues related to structures and technology applications available to them in their city.	
2	This edition of the SCI ranks 142 cities worldwide by capturing the perceptions of 120 residents in each city. The final score for each city is computed by using the perceptions of the last three years of the survey, with the weight of 3:2:1 for 2024:2023:2021.	
3	There are two pillars for which perceptions from residents are solicited: The Structures pillar referring to the existing infrastructure of the cities, and the Technology pillar describing the technological provisions and services available to the inhabitants.	
4	Each pillar is evaluated over five key areas: health and safety, mobility, activities, opportunities, and governance.	

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

6

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

For group 1 (highest HDI quartile), scale

AAA-AA-A-BBB-BB

For group 2 (second HDI quartile), scale

A-BBB-BB-

For group 3 (third HDI quartile), scale

BB-B-CCC-CC-C

For group 4 (lowest HDI quartile), scale

CCC-CC-C-D

Rankings are then presented in two formats:

- an overall ranking (1 to 142)
- a rating for each pillar and overall





<b>B</b> –		$\frown$
D-		





# IMD Smart City Index 2024 City Profiles



### Abu Dhabi

SMART CITY RANKING 10 Out of 142

> 13 in 2023 Out of 141

SMART CITY RATING

BB

BB in 2023

FACTOR RATINGS

STRUCTURES

BB

TECHNOLOGIES

GROUP



All ratings range from AAA to D

BACKGROUND INFORMATION

City

Population 1,480,000 (UN World Urbanization Prospects)

HDI 0.911 (Global Data Lab)



ар	tiles	by	Stamen	Design	СС	ΒY	3.0	Map	Data	C	OpenStreetMap	

Country					
United Arab Emirates	2019	2020	2021	2022	1 yr change
HDI	0.933	0.930	0.931	0.937	+0.006
Life expectancy at birth	79.7	78.9	78.7	79.2	+0.5
Expected years of schooling	16.8	17.2	17.2	17.2	+0.0
Mean years of schooling	12.7	12.7	12.8	12.8	+0.0
GNI per capita (PPP \$)	72,131	67,353	69,550	74,104	+4,553

#### PRIORITY AREAS

	affordable housing	
From a list of 15	0	
	unemployment	
indicators, survey	fulfilling employment	
respondents were asked	road congestion	
	health services	
to select 5 that they	air pollution	
perceived as the most	school education	
urgent for their city. The	Green spaces	
digent for their eity. The	public transport	
higher the percentage of	basic amenities (water, waste)	
responses per area, the	recycling	
greater the priority for the	security	
greater the priority for the	citizen engagement	
city.	social mobility / inclusiveness	
	corruption / transparency	

#### ATTITUDES

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

STRUCTURE	ES —						TECHNO
		Sc	ore				
Health & Safety	0 20	40	60	80	100		Health & Safety
Basic sanitation meets the needs of the poorest areas						86.9	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						87.6	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						65.9	Free public wifi has improved access to city services
Air pollution is not a problem						51.2	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						86.8	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to $30\%$ or less of a monthly salary is not a problem						49.6	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem			$\bigcirc$			52.9	Car-sharing Apps have reduced congestion
Public transport is satisfactory						83.8	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
							The city provides information on traffic congestion through mobile phones
Activities							Activities
Green spaces are satisfactory						84.7	Online purchasing of tickets to shows and museums has made it easier to atte
Cultural activities (shows, bars, and museums) are satisfactory						85.3	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						61.8	Online access to job listings has made it easier to find work
Most children have access to a good school				$\bigcirc$		74.9	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						73.9	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs						65.4	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						81.9	
Governance							Governance
Information on local government decisions are easily accessible				$\bigcirc$		84.1	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						63.7	Online voting has increased participation
Residents contribute to decision making of local government						68.5	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						72.4	Processing Identification Documents online has reduced waiting times

10.0%

0%

0%





#### Abuja



SMART CITY RATING



D in 2023

FACTOR RATINGS

С

STRUCTURES

D

TECHNOLOGIES

GROUP



All ratings range from AAA to D

#### BACKGROUND INFORMATION

(UN World Urbanization Prospects)

3,280,000

0.646

City

HDI

Population

(Global Data Lab)



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Country					
Nigeria	2019	2020	2021	2022	1 yr change
HDI	0.537	0.539	0.542	0.548	+0.006
Life expectancy at birth	52.9	52.9	52.7	53.6	+1.0
Expected years of schooling	10.1	10.3	10.5	10.5	+0.0
Mean years of schooling	7.2	7.4	7.6	7.6	+0.0
GNI per capita (PPP \$)	4,914	4,685	4,716	4,755	+39

#### PRIORITY AREAS

From a list of 15	security
	affordable housing
indicators, survey	unemployment
respondents were asked	corruption / transparency
	health services
to select 5 that they	basic amenities (water, waste)
perceived as the most	fulfilling employment
urgent for their city. The	school education
	road congestion
higher the percentage of	public transport
responses per area, the	citizen engagement
greater the priority for the	recycling
greater the phonty for the	social mobility / inclusiveness
city.	air pollution
	Green spaces



#### ATTITUDES

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

STRUCTURES				<b>&gt;</b>	TECHNOL
STRUCTURES		Score			TECHNOL
Health & Safety 0	20	40	60 80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas				46.5	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory				44.0	A website or App allows residents to easily give away unwanted items
Public safety is not a problem				33.4	Free public wifi has improved access to city services
Air pollution is not a problem				37.5	CCTV cameras has made residents feel safer
Medical services provision is satisfactory				50.5	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to $30\%$ or less of a monthly salary is not a problem				21.0	Arranging medical appointments online has improved access
Mobility					Mobility
Traffic congestion is not a problem		$\bigcirc$		41.5	Car-sharing Apps have reduced congestion
Public transport is satisfactory		$\bigcirc$		50.2	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
					The city provides information on traffic congestion through mobile phones
Activities					Activities
Green spaces are satisfactory				61.4	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory				73.6	
Opportunities (Work & School)					Opportunities (Work & School)
Employment finding services are readily available		$\bigcirc$		37.1	Online access to job listings has made it easier to find work
Most children have access to a good school		$\bigcirc$		51.9	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions				46.4	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs				66.5	The current internet speed and reliability meet connectivity needs
Minorities feel welcome		$\bigcirc$		51.8	
Governance					Governance
Information on local government decisions are easily accessible		$\bigcirc$		42.0	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern				15.1	Online voting has increased participation
Residents contribute to decision making of local government				26.8	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects				35.2	Processing Identification Documents online has reduced waiting times

#### Accra



D in 2023

FACTOR RATINGS

D STRUCTURES

D

TECHNOLOGIES

GROUP



All ratings range from AAA to D

#### BACKGROUND INFORMATION



2,610,000 Population (UN World Urbanization Prospects)

HDI 0.707 (Global Data Lab)



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Country					
Ghana	2019	2020	2021	2022	1 yr change
HDI	0.599	0.601	0.600	0.602	+0.002
Life expectancy at birth	64.7	64.1	63.8	63.9	+0.1
Expected years of schooling	11.3	11.4	11.6	11.6	+0.0
Mean years of schooling	6.3	6.4	6.4	6.4	+0.0
GNI per capita (PPP \$)	5,121	5,305	5,279	5,380	+102

#### PRIORITY AREAS

From a list of 15	unemployment	
	affordable housing	
indicators, survey	basic amenities (water, waste)	
respondents were asked	corruption / transparency	
	health services	
to select 5 that they	security	
perceived as the most	fulfilling employment	
urgent for their city. The	road congestion	
<b>o y</b>	air pollution	
higher the percentage of	school education	
responses per area, the	recycling	
greater the priority for the	public transport	1
greater the phonty for the	citizen engagement	6.0%
city.	social mobility / inclusiveness	6.0%
	Green spaces	4.3%

#### ATTITUDES

ATTIODES	0%				
You are willing to concede personal data in order to improve traffic congestion					
You are comfortable with face recognition technologies to lower crime					
You feel the availability of online information has increased your trust in authorities					
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)					
(, · · · · · · · · · · · · · · · · · · ·					
LEGEND: GROUP MEAN CITY					

			Y MEAN GROUP MAX
STRUCTURES		•	TECHNOLOGI
	Score		
Health & Safety 0	20 40 60	80 100	Health & Safety
Basic sanitation meets the needs of the poorest areas		39.3	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory		39.5	A website or App allows residents to easily give away unwanted items
Public safety is not a problem		41.8	Free public wifi has improved access to city services
Air pollution is not a problem		22.3	CCTV cameras has made residents feel safer
Medical services provision is satisfactory		49.5	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to $30\%$ or less of a monthly salary is not a problem		24.2	Arranging medical appointments online has improved access
Mobility			Mobility
Traffic congestion is not a problem		19.1	Car-sharing Apps have reduced congestion
Public transport is satisfactory		42.7	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
			The city provides information on traffic congestion through mobile phones
Activities			Activities
Green spaces are satisfactory		42.8	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory		67.9	
Opportunities (Work & School)			Opportunities (Work & School)
Employment finding services are readily available		30.9	Online access to job listings has made it easier to find work
Most children have access to a good school		48.2	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions		36.2	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs		42.6	The current internet speed and reliability meet connectivity needs
Minorities feel welcome	$\bigcirc$	48.6	
Governance			Governance
Information on local government decisions are easily accessible		41.5	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern		16.1	Online voting has increased participation
Residents contribute to decision making of local government		32.6	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects		42.0	Processing Identification Documents online has reduced waiting times

0%



## Algiers



BACKGROUND INFORMATION

City

2,850,000 Population (UN World Urbanization Prospects)

HDI 0.767 (Global Data Lab)



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Country					
Algeria	2019	2020	2021	2022	1 yr change
HDI	0.742	0.730	0.740	0.745	+0.005
Life expectancy at birth	76.5	74.5	76.4	77.1	+0.8
Expected years of schooling	15.2	15.3	15.4	15.5	+0.1
Mean years of schooling	7.0	7.0	7.0	7.0	+0.0
GNI per capita (PPP \$)	11,354	10,635	10,823	10,978	+155

#### PRIORITY AREAS

From a list of 15	unemployment	
	affordable housing	
indicators, survey	health services	
respondents were asked	road congestion	
to coloct E that they	basic amenities (water, waste)	
to select 5 that they	corruption / transparency	
perceived as the most	fulfilling employment	
urgent for their city. The	security	
0	public transport	
higher the percentage of	air pollution	
responses per area, the	Green spaces	
greater the priority for the	recycling	
greater the phonty for the	school education	
city.	citizen engagement	
	social mobility / inclusiveness	7.2%

0%

0%

#### ATTITUDES

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

						LEGEN			MEAN GROUP MAX	
C in 2023	STRUCT	JRES		Scor	e				•	TECH
	Health & Safety	0	20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas							56.6	-	nce problems provides a speedy solutior
	Recycling services are satisfactory				Ť			45.5	A website or App allows residents	s to easily give away unwanted items
FACTOR	Public safety is not a problem				)			51.5	Free public wifi has improved acc	ess to city services
RATINGS	Air pollution is not a problem							32.1	CCTV cameras has made resident	ts feel safer
RATINGS	Medical services provision is satisfactory			<u> </u>				54.3	A website or App allows residents	s to effectively monitor air pollution
	Finding housing with rent equal to $30\%$ or less of a monthly salary is not a proble	m						35.8	Arranging medical appointments	online has improved access
C	Mobility								Mobility	
	Traffic congestion is not a problem							19.6	Car-sharing Apps have reduced c	ongestion
STRUCTURES	Public transport is satisfactory							40.5	Apps that direct you to an availab	le parking space have reduced journey t
									Bicycle hiring has reduced conge	stion
									Online scheduling and ticket sale	s has made public transport easier to us
C									The city provides information on t	traffic congestion through mobile phone
•	Activities								Activities	
CHNOLOGIES	Green spaces are satisfactory							55.1	Online purchasing of tickets to sh	nows and museums has made it easier to
	Cultural activities (shows, bars, and museums) are satisfactory			(				53.6		
	Opportunities (Work & School)								Opportunities (Work & S	School)
GROUP	Employment finding services are readily available			$\bigcirc$				35.1	Online access to job listings has n	nade it easier to find work
UNOUF	Most children have access to a good school							63.6	IT skills are taught well in schools	S
	Lifelong learning opportunities are provided by local institutions							62.0	Online services provided by the c	ity has made it easier to start a new busi
	Businesses are creating new jobs			$\bigcirc$				39.9	The current internet speed and re	liability meet connectivity needs
-	Minorities feel welcome							56.0		
	Governance								Governance	
	Information on local government decisions are easily accessible							52.5	Online public access to city finan	ces has reduced corruption
	Corruption of city officials is not an issue of concern							30.6	Online voting has increased partic	cipation
ratings range	Residents contribute to decision making of local government							39.9	An online platform where residen	ts can propose ideas has improved city l
om AAA to D	Residents provide feedback on local government projects							46.6	Processing Identification Docume	ents online has reduced waiting times

С

**CITY RATING** 

TECHNO


# Al-Khobar

SMART CITY
RANKING
99
Out of 142

BACKGROUND INFORMATION

City	

Population	410,000
(Census)	

HDI 0.862 (Global Data Lab)



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Country					
Saudi Arabia	2019	2020	2021	2022	1 yr change
HDI	0.862	0.861	0.867	0.875	+0.008
Life expectancy at birth	77.3	76.2	76.9	77.9	+1.0
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0
Mean years of schooling	10.9	11.3	11.3	11.3	+0.0
GNI per capita (PPP \$)	47,529	45,563	47,441	50,620	+3,179

#### PRIORITY AREAS

	affordable housing	
From a list of 15	0	_
	road congestion	
indicators, survey	public transport	
respondents were asked	health services	
to coloret E that they	Green spaces	
to select 5 that they	citizen engagement	
perceived as the most	fulfilling employment	
urgent for their city. The	recycling	
digent for their city. The	unemployment	
higher the percentage of	basic amenities (water, waste)	
responses per area, the	air pollution	
areator the priority for the	school education	
greater the priority for the	corruption / transparency	
city.	social mobility / inclusiveness	
	security	

0%

0%

#### ATTITUDES

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

•						LEGEND:		ITY MEAN GROUP MAX	
	STRUC	TURES					•	•	TECHNOLOG
				Sc	ore				
-	Health & Safety	0	20	40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas						67.7	Online reporting of city maintenar	nce problems provides a speedy solution
	Recycling services are satisfactory						45.9	A website or App allows residents	to easily give away unwanted items
	Public safety is not a problem				$\bigcirc$		54.1	Free public wifi has improved acce	ess to city services
3	Air pollution is not a problem						45.6	CCTV cameras has made resident	s feel safer
	Medical services provision is satisfactory					$\bigcirc$	76.2	A website or App allows residents	to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prol	olem					54.4	Arranging medical appointments	online has improved access
	Mobility							Mobility	
	Traffic congestion is not a problem			$\bigcirc$			33.7	Car-sharing Apps have reduced co	ongestion
S	Public transport is satisfactory			$\bigcirc$			35.0	Apps that direct you to an availabl	e parking space have reduced journey time
								Bicycle hiring has reduced conges	stion
								Online scheduling and ticket sales	s has made public transport easier to use
								The city provides information on t	raffic congestion through mobile phones
	Activities							Activities	
ES	Green spaces are satisfactory						49.7	Online purchasing of tickets to sh	ows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				)		47.3		
	Opportunities (Work & School)							Opportunities (Work & S	chool)
	Employment finding services are readily available						43.2	Online access to job listings has m	
	Most children have access to a good school						69.4	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions						58.8	Online services provided by the ci	ty has made it easier to start a new business
	Businesses are creating new jobs				$\bigcirc$		57.1	The current internet speed and re	liability meet connectivity needs
	Minorities feel welcome						70.4		
	Governance							Governance	
-	Information on local government decisions are easily accessible						66.3	Online public access to city financ	es has reduced corruption
	Corruption of city officials is not an issue of concern				$\bigcirc$		52.4	Online voting has increased partic	ipation
ge	Residents contribute to decision making of local government						51.7	An online platform where resident	ts can propose ideas has improved city life
D	Residents provide feedback on local government projects						51.0	Processing Identification Docume	nts online has reduced waiting times

SMART **CITY RATING** 

not in 2023

CCC

```
not in 2023
```

FACTOR RATINGS CCC STRUCTURES

CC TECHNOLOGIES

GROUP



All ratings range from AAA to D



### Amman

SMART CITY RANKING
128
Out of 142
135 in 2023 Out of 141
SMART CITY RANKING 128 Out of 142 135 in 2023 Out of 141 SMART CITY RATING D D in 2023
D
D in 2023

BACKGROUND INFORMATION

City	
Population (UN Data)	4,010,000

0.737 HDI (Global Data Lab)

# .Ankara

Tehran

Iran

Esfahar

Country					
Jordan	2019	2020	2021	2022	1 yr change
HDI	0.744	0.740	0.736	0.736	+0.000
Life expectancy at birth	76.0	75.2	74.3	74.2	-0.0
Expected years of schooling	12.5	12.6	12.6	12.6	+0.0
Mean years of schooling	10.4	10.4	10.4	10.4	+0.0
GNI per capita (PPP \$)	9,557	9,183	9,180	9,295	+115

#### PRIORITY AREAS

From a list of 15	unemployment	
	affordable housing	
indicators, survey	road congestion	
respondents were asked	corruption / transparency	
to calcat E that thay	fulfilling employment	
to select 5 that they	Green spaces	
perceived as the most	basic amenities (water, waste)	
urgent for their city. The	health services	
6	public transport	
higher the percentage of	air pollution	
responses per area, the	school education	
greater the priority for the	security	
greater the phoney for the	recycling	1:
city.	citizen engagement	8.2%
	social mobility / inclusiveness	5.0%

0%

ATTTUDES	0%					
You are willing to concede personal data in order to improve traffic congestion						
You are comfortable with face recognition technologies to lower crime						
You feel the availability of online information has increased your trust in authorities						
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)						
LEGEND: GROUP MEAN CITY						

D in 2023	STRUCT	TIRES				LEGEN			TY MEAN GROUP MAX	TECHN
D 11 2023	311001	UNLS		Score	)					TEOIN
	Health & Safety	0	20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas							54.5	Online reporting of city maintenance pr	oblems provides a speedy solution
FACTOR	Recycling services are satisfactory			$\bigcirc$				37.7	A website or App allows residents to ea	sily give away unwanted items
FACTOR	Public safety is not a problem							39.3	Free public wifi has improved access to	city services
RATINGS	Air pollution is not a problem			$\bigcirc$				33.4	CCTV cameras has made residents feel	safer
	Medical services provision is satisfactory				$\bigcirc$			57.7	A website or App allows residents to ef	fectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	em						32.0	Arranging medical appointments online	e has improved access
D	Mobility								Mobility	
	Traffic congestion is not a problem							13.8	Car-sharing Apps have reduced conges	tion
STRUCTURES	Public transport is satisfactory							39.2	Apps that direct you to an available par	king space have reduced journey time
									Bicycle hiring has reduced congestion	
									Online scheduling and ticket sales has	made public transport easier to use
C									The city provides information on traffic	congestion through mobile phones
	Activities								Activities	
TECHNOLOGIES	Green spaces are satisfactory							37.6	Online purchasing of tickets to shows a	nd museums has made it easier to at
	Cultural activities (shows, bars, and museums) are satisfactory							54.2		
	Opportunities (Work & School)								Opportunities (Work & Schoo	ol)
GROUP	Employment finding services are readily available							24.4	Online access to job listings has made i	t easier to find work
GROUP	Most children have access to a good school			$\bigcirc$				40.9	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions			$\bigcirc$				33.7	Online services provided by the city has	s made it easier to start a new busines
	Businesses are creating new jobs							28.1	The current internet speed and reliabili	ty meet connectivity needs
4	Minorities feel welcome							51.7		
	Governance								Governance	
	Information on local government decisions are easily accessible				$\bigcirc$			57.9	Online public access to city finances ha	is reduced corruption
	Corruption of city officials is not an issue of concern							19.7	Online voting has increased participation	on
All ratings range	Residents contribute to decision making of local government			)				28.7	An online platform where residents can	propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							35.8	Processing Identification Documents or	line has reduced waiting times



### Amsterdam

SMART
CITY
RANKING
18
Out of 142
15 in 2023 Out of 141

SMART

**CITY RATING** 

A

BACKGROUND INFORMATION

1,000,000



(Eurostat)

0.962 HDI (Global Data Lab)



Country					
Netherlands	2019	2020	2021	2022	1 yr change
HDI	0.941	0.938	0.941	0.946	+0.005
Life expectancy at birth	82.0	81.6	81.7	82.5	+0.8
Expected years of schooling	18.4	18.4	18.6	18.6	+0.0
Mean years of schooling	12.5	12.6	12.6	12.6	+0.0
GNI per capita (PPP \$)	55,628	52,500	55,355	57,278	+1,923

#### PRIORITY AREAS

From a list of 15	affordable housing	
11011 a list of 15	security	
indicators, survey	health services	
respondents were asked	public transport	
to coloct E that they	road congestion	
to select 5 that they	basic amenities (water, waste)	
perceived as the most	Green spaces	
urgent for their city. The	school education	
	air pollution	
higher the percentage of	unemployment	
responses per area, the	citizen engagement	
greater the priority for the	recycling	
greater the phonty for the	social mobility / inclusiveness	
city.	fulfilling employment	
	corruption / transparency	

0%

9.0%

ATTITUDES

ATTIODES	0%		
You are willing to concede personal data in order to improve traffic congestion			
You are comfortable with face recognition technologies to lower crime			
You feel the availability of online information has increased your trust in authorities			
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)			
LEGEND: GROUP MEAN CITY			

		LEGEND: MIN CITY MEAN GROUP MAX
A in 2023	STRUCTURES	
	Score	
	Health & Safety 0 20 40 60	<sup>80</sup> <sup>100</sup> Health & Safety
	Basic sanitation meets the needs of the poorest areas	54.6 Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	59.6 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	43.2 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	33.5 CCTV cameras has made residents feel safer
TW/TITEGO	Medical services provision is satisfactory	71.4 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	19.7 Arranging medical appointments online has improved access
BBB	Mobility	Mobility
	Traffic congestion is not a problem	25.5 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	60.5 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
Δ		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	54.1 Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory	81.7
	Opportunities (Work & School)	Opportunities (Work & School)
GROUP	Employment finding services are readily available	71.2 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	71.2 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	62.1 Online services provided by the city has made it easier to start a new business
4	Businesses are creating new jobs	65.3 The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	57.9
	Governance	Governance
	Information on local government decisions are easily accessible	58.5 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	47.2 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	50.9 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	57.1 Processing Identification Documents online has reduced waiting times
·	L	





58.9

### Ankara



Out of 141

SMART

**CITY RATING** 

**BACKGROUND INFORMATION** 

City

5,120,000 Population (UN World Urbanization Prospects)

0.854 HDI (Global Data Lab)



Country						
Turkey	2019	2020	2021	2022	1 yr change	
HDI	0.842	0.835	0.841	0.855	+0.014	
Life expectancy at birth	77.8	75.9	76.0	78.5	+2.4	
Expected years of schooling	19.2	19.3	19.7	19.7	+0.0	
Mean years of schooling	8.6	8.8	8.8	8.8	+0.0	
GNI per capita (PPP \$)	27,950	28,381	31,310	32,834	+1,524	

	From a list of 15	affordable housing	
		unemployment	
	indicators, survey	road congestion	
	respondents were asked	Green spaces	
		fulfilling employment	
	to select 5 that they	health services	
	perceived as the most	basic amenities (water, waste)	
	urgent for their city. The	school education	
	0 ,	corruption / transparency	
	higher the percentage of	air pollution	
	responses per area, the	public transport	
	greater the priority for the	security	
	greater the phonty for the	recycling	
	city.	citizen engagement	7.7
		social mobility / inclusiveness	6.3%

#### ATTITUDES

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

CCC			
CCC in 2023	STRUCTURES	LEGEND: MIN CITY MEAN GROUP MAX	TECHNOLOG
	Score Health & Safety 0 20 40 60	D 80 100 Health & Safety	
	Basic sanitation meets the needs of the poorest areas	71.3 Online reporting of city maintenance problems provides	s a speedy solution
	Recycling services are satisfactory	61.7 A website or App allows residents to easily give away un	
FACTOR	Public safety is not a problem	63.6 Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem	41.1 CCTV cameras has made residents feel safer	
RATINGS	Medical services provision is satisfactory	59.2 A website or App allows residents to effectively monitor	r air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	29.2 Arranging medical appointments online has improved ac	ccess
CCC	Mobility	Mobility	
	Traffic congestion is not a problem	32.8 Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory	55.3 Apps that direct you to an available parking space have	reduced journey time
		Bicycle hiring has reduced congestion	
		Online scheduling and ticket sales has made public tran	sport easier to use
CCC		The city provides information on traffic congestion through	ugh mobile phones
	Activities	Activities	
TECHNOLOGIES	Green spaces are satisfactory	52.6 Online purchasing of tickets to shows and museums has	s made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	62.4	
	Opportunities (Work & School)	<b>Opportunities (Work &amp; School)</b>	
GROUP	Employment finding services are readily available	60.1 Online access to job listings has made it easier to find we	/ork
GROUP	Most children have access to a good school	50.9 IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions	60.3 Online services provided by the city has made it easier to	o start a new business
<b>_</b>	Businesses are creating new jobs	53.7 The current internet speed and reliability meet connecti	ivity needs
•	Minorities feel welcome	51.9	
	Governance	Governance	
	Information on local government decisions are easily accessible	66.5 Online public access to city finances has reduced corrup	ption
	Corruption of city officials is not an issue of concern	38.6 Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government	53.3 An online platform where residents can propose ideas h	as improved city life
from AAA to D	Residents provide feedback on local government projects	57.6 Processing Identification Documents online has reduced	d waiting times

0%

0%



### Athens



BACKGROUND INFORMATION

City

3,150,000 Population (UN World Urbanization Prospects)

HDI 0.909 (Global Data Lab)



Map

sign CC BY 3.0 Map Data

Country					
Greece	2019	2020	2021	2022	1 yr change
HDI	0.890	0.887	0.887	0.893	+0.006
Life expectancy at birth	81.2	80.9	80.1	80.6	+0.5
Expected years of schooling	19.7	19.7	20.0	20.0	+0.0
Mean years of schooling	11.1	11.4	11.4	11.4	+0.0
GNI per capita (PPP \$)	29,457	26,973	29,421	31,382	+1,960

From a list of 15	security	
	health services	
indicators, survey	road congestion	
respondents were asked	unemployment	
to select 5 that they	affordable housing	
to select 5 that they	corruption / transparency	
perceived as the most	Green spaces	
urgent for their city. The	air pollution	
<b>o</b>	basic amenities (water, waste)	
higher the percentage of	fulfilling employment	
responses per area, the	school education	
greater the priority for the	public transport	
greater the phonty for the	recycling	
city.	citizen engagement	7.2%
	social mobility / inclusiveness	7.1%

0%

0%

You are willing to concede personal data in order to improve traffic congestion	
You are comfortable with face recognition technologies to lower crime	
New feedballs and the little of earlier in fermionic term in a fermionic descent and the state of the set	
You feel the availability of online information has increased your trust in authorities	
The manualtic of very day to day an interaction that are not each	
The proportion of your day-to-day payment transactions that are non-cash	
(% of transactions)	
LEGEND: GROUP MEAN CITY	

•			LEGEND: MIN	CITY MEAN GROUP MAX
C in 2023	STRUCTURES —			<pre>TECH</pre>
		Score		
	Health & Safety 0 20	40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		51.1	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		41.0	A website or App allows residents to easily give away unwanted items
TACTOR	Public safety is not a problem		24.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		18.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		33.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		18.0	Arranging medical appointments online has improved access
C	Mobility			Mobility
	Traffic congestion is not a problem		13.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		26.0	Apps that direct you to an available parking space have reduced journey ti
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
C				The city provides information on traffic congestion through mobile phone
$\mathbf{V}$	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		31.9	Online purchasing of tickets to shows and museums has made it easier to
	Cultural activities (shows, bars, and museums) are satisfactory		69.5	
	Opportunities (Work & School)			Opportunities (Work & School)
	Employment finding services are readily available		40.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		39.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		39.4	Online services provided by the city has made it easier to start a new busir
	Businesses are creating new jobs		39.4	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome		35.9	
	Governance			Governance
	Information on local government decisions are easily accessible		39.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		22.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		23.7	An online platform where residents can propose ideas has improved city li
from AAA to D	Residents provide feedback on local government projects		39.4	Processing Identification Documents online has reduced waiting times





# Auckland



SMART

**CITY RATING** 

BACKGROUND INFORMATION

City

1,610,000 Population (UN World Urbanization Prospects)

0.951 HDI (Global Data Lab)



Country					
New Zealand	2019	2020	2021	2022	1 yr change
HDI	0.937	0.935	0.936	0.939	+0.003
Life expectancy at birth	82.6	82.7	82.5	83.0	+0.6
Expected years of schooling	19.5	19.2	19.7	19.7	+0.0
Mean years of schooling	13.0	12.9	12.9	12.9	+0.0
GNI per capita (PPP \$)	42,210	41,225	42,850	43,665	+816

#### PRIORITY AREAS

From a list of 15	affordable housing	
	road congestion	
indicators, survey	health services	
respondents were asked	security	
to select 5 that they	unemployment	
to select 5 that they	public transport	
perceived as the most	fulfilling employment	
urgent for their city. The	school education	
0	basic amenities (water, waste)	
higher the percentage of	recycling	14
responses per area, the	corruption / transparency	14
greater the priority for the	air pollution	13.
greater the phonty for the	Green spaces	10.4%
city.	social mobility / inclusiveness	9.0%
	citizen engagement	8.0%

0%

10.4%

0%

#### ATTITUDES

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

Ain 203   Ain 203   FACTOR   RATINGS   BBBB   BBBB   STRUCTURES   Control   Model at services random the theorets of the posterulation   Autorities   BBBB   STRUCTURES   Control   Model at services random theorets of the posterulation   Model at services random theorets of the posterulation   Autorities   Model at services random theorets of the posterulation at policities   BBBB   STRUCTURES   Model at services random theorets of the posterulation at policities   Model at services random theorets of the posterulation at policities   Model at services random theorets of the posterulation at policities   Model at services random theorets of the posterulation at policities   Model at services random the services of the posterulation at policities   Model at services random the policities at policities   Model at servi	BBB	L	;	L	
Activities   Activities <th>DDD</th> <th></th> <th>LEGEND:</th> <th></th> <th>MEAN GROUP MAX</th>	DDD		LEGEND:		MEAN GROUP MAX
All ratings range All ratings range   All ratings range Coverance   All ratings range Cover	A in 2023				TECHNOL
FACTOR       Asia institution resolution of the poorted areas       62.2       Online resolution of App allows residents to essibly pie away unwented terms         FACTOR       Ratinuss       72.4       A website of App allows residents to essibly pie away unwented terms         RATINGS       Processible       72.4       A website of App allows residents to essibly pie away unwented terms         BBBBB       Processible       72.4       A website of App allows residents to essible provide as processible terms         BBBBB       Processible       72.4       A website of App allows residents to essible provide as processible terms         BBBBB       Processible       72.4       A website of App allows residents to effectively monitor and problem         BBBBB       Processible       72.4       A website of App allows residents to effectively monitor and problem         BBBBB       Processible       72.4       A website of App allows residents to effectively monitor and problem resolution and problem reso				100	Health & Cofety
FACTOR       Reycling services are sublicitable       724       A vetable or Applialement residents to easily give away unwanted items.         RATINGS       Public services are sublicitable.       Free public with the improved access to city services.         BBBB       Free public with the improved access to city services.       Free public with the improved access to city services.         BBBB       Modility       Free public with the improved access to city services.       Free public with the improved access to city services.         BBBB       Modility       Test conjection is not a problem       Free public with the improved access.       Free public with the improved access.         BBBB       Modility       Test conjection is not a problem       Free public with the improved access.       Free public with the improved access.         STRUCTURES       Modility       Test conjection is not a problem       Free public with the improved access.       Free public with the improved access.         Christie       Modility       Test conjection is not a problem       Free public with the improved access.       Free public with the improved access.         Test public with the improved access to public with the improved access to public with the improved access.       Free public with the improved access.       Free public with the improved access.         Test public with the improved access to public with the improved access to public with the improved access.       Free public with the impro		Theatth & Safety			-
FACTOR       Public safety is not a problem       42       Free public wift has improved access to city services         RATINGS       Air policion is not a problem       53       CCV camera has made residents feel aafer         BBBB       Mobility       Free public wift has improved access to city services       53         STRUCTURES       Mobility       Tradition contagestion is not a problem       199       Arranging medical appointments online has improved access         RATINGS       Mobility       Tradition contagestion is not a problem       147       Car sharing Apps have readuced congestion         RATINGS       Mobility       Tradition congestion is not a problem       147       Car sharing Apps have readuced congestion         RA       Activities       Apps that direct you to an available parking space have reduced journey time. Bicycle hims has induced congestion       Apps that direct you to an available parking space have reduced journey time. Bicycle hims has reduced congestion         RECHNOLOGIES       Activities       Statistics (Mork & School)       Statistics (Mork & School)       Statistics (Mork & School)         Engloyment finding services are readily molicibal       65.5       Traditistics (Mork & School)       Online sorvices provided by the city has made it easier to stat an available park in statistics (Mork & School)         Imployment finding to recease to a post divide to an bio and size and to conterin       65.5       Traditisti					
RATINGS       Air pollution is not a problem       53.9       CCTV cameras has made residents feel sefer         Medical services provision is satisfactory       54.4       A wobait or App allown residents to effectively monitor air pollution         BBBB       Mobility       Transping medical sequestions to a statisfactory       54.9       A wobait or App allown residents to effectively monitor air pollution         STRUCTURES       Mobility       Transping medical sequestions       34.9       Mobility         TECHNOLOGIES       Activities       Car-sharing Appen have reduced congestion       Daline survices intransping space have reduced congestion         GROUP       Activities       Green sapes are satisfactory       65.8       Ohine survices to job listings has made it easier to state are hum made justices to any mobile phones         1       Opportunities (Work & School)       Ohine survices to a state are sequest y evaluate       65.6       Ohine survices to job listings has made it easier to state are hum made it easier to state are hum made it easier to state are hum made justices to any mobile phones         1       Cultural activities (Work & School)       Opportunities (Work & School)       Ohine survices to job listings has made it easier to state are hum made it easier to state are hum made justices are reading work it has made it easier to state are hum made justices to any consective provided by the city instande         1       1       Green supportunities are provided by local instatutos	FACTOR	· · · · · · · · · · · · · · · · · · ·			
Medical services provision is satisfactory       544       A websile or App allows residents to effectively monitor air pollution         BBBB       Molility       Finding housing with rent equal to 30% or less of a monthly salary is not a problem       193       Molility         STRUCTURES       Molility       Traffic congestion is not a problem       14.7       Corr-shoring Apps there reduced congestion         Activities       Activities       Activities       Activities       Activities         GROUP       Activities       Opportunities (Work & School)       Online schedule of the same and public transport assist actory       65.8       Online schedule of the schedule or congestion is not a problem         It ratings range       Activities       Governance       65.9       Online schedule of the schedule or congestion is and museums has made it easier to attend         It ratings range       Activities       Finding the schedule or congestion is a statisticatory       65.8       Online purchasing of tickets to shows and museums has made it easier to attend         It ratings range       Activities       Schedul       65.8       Online schedule of the schedule or congestion is and statisticatory         It ratings range       Activities       Schedul       It all ratings range       Finding hous is associated congestion         It ratings range       Corrent retrieved and ralishibitity meat construct or construction on back goverm	DATINGO				
BBBB       Finding housing with rest equal to 39% or Less of a monthly salary is not a problem       19.9       Arranging medical appointments online has improved access         BBBB       Mobility       Taffic congestion is not a problem       14.7       Car-sharing Apps have reduced congestion         STRUCTURES       Mobility       Taffic congestion is not a problem       14.7       Car-sharing Apps have reduced congestion         Arranging medical appointments online has improved access       Apps that direct you to an available parking space have reduced journey time Biorycle himg has reduced congestion       Online scheduling and ticket sales has made public transport easier to use The city provide motile parket are salisfactory         Cerem spaces are salisfactory       65.8       Online parket are salisfactory       Online parket are salisfactory         Cultural schwite (drows, bars, and museums) are satisfactory       65.1       Online parket are salisfactory       Online parket are salisfactory         Cultural schwite (drows, bars, and museums) are satisfactory       65.1       Online parket are salisfactory       Online coreset to job listings has made it leasier to find work         Most hider how access to a good schwite       65.1       Online access to job listings has made it leasier to start a new business         Most hider how access to a good schwite       65.3       Online access to job listings has made it leasier to start a new business         Most hider how access to a good schwite ared provide	RATINGS				
STRUCTURES       If affic congestion is not a problem       14.7       Con-Maring Apps have reduced congestion         STRUCTURES       Public transport is satisfactory       38.4       Apps that direct you to used congestion         A       Dointe scheduling and tickt sates has made public transport easier to use The city provides information on traffic congestion through mobile phones       Activities         TECHNOLOGIES       Activities       Green spaces are satisfactory       65.8       Online scheduling and tickt sates has made public transport easier to attend         Opportunities (Work & School)       Training training and problem is services are readily available       65.8       Online scheduling has made it easier to attend         Most children have access to a good school       Engloyment finding services are readily available       65.1       Online scheduling has made it easier to attend         Litelong learning opportunities are provided by local institutions       68.5       IT skills are taught well in schools       It skills are taught well in schools         Litelong learning opportunities are provided by local institutions       66.0       The current internet speed and reliability meet connectivity needs         All ratings range       Governance       Governance       Governance       Governance         Information on local government decisions are easily accessible       65.3       Online public access to city finances has reduced comption					
STRUCTURES       If affic congestion is not a problem       14.7       Condenting Apps have reduced congestion         STRUCTURES       Public transport is satisfactory       38.4       Apps that direct you to used congestion         A       Opine scheduling and ficket sates has made public transport easier to use The city provides information on traffic congestion through mobile phones       Activities         TECHNOLOGIES       Activities       Green spaces are satisfactory       65.8       Online scheduling and ficket sates has made public transport easier to attend         Opportunities (Work & School)       Training training and incluse table provides information on traffic congestion through mobile phones       65.8       Online purchasing of tickets to shows and museums has made it easier to attend         Opportunities (Work & School)       Differentiation on finding services are readily available       65.1       Online purchasing of tickets to shows and museums has made it easier to attend         Iteleon genome       68.5       If skills are taught well in schools       If skills are taught well in schools       If skills are taught well in schools         Uitelong terming opportunities are provided by local institutions       68.5       The current internet speed and reliability meet connectivity needs         Businesses are creating new jobs       69.5       School       The current internet speed and reliability meet connectivity needs         All ratings range       Covernance       <	DDD				
STRUCTURES       Public transport is satisfactory       38.4       Apps that direct you to an available parking space have reduced journey time Bicycle him, has reduced congestion Online scheduling and ticket sales has made public transport easier to use The city provides information on traffic congestion through mobile phones         TECHNOLOGIES       Activities         GROUP       65.8       Online purchasing of tickets to shows and museums has made it easier to attend Cultural activities (Work & School)         Employment finding services are readily available Montifies are provided by local institutions       65.1       Online purchasing of tickets to shows and museums has made it easier to start a new business Businesses are creating new jobs         Minorities follower       65.9       The current internet speed and reliability meet connectivity needs         All ratings range       Governance       Governance         All ratings range       65.3       Online putches to city finances has reduced corruption Online where residents can propose ideas has improved city iffed	DDD	Mobility			Mobility
A       Bicycle hiring has reduced congestion         Online scheduling and ticket sales has made public transport easier to use         TECHNOLOGIES       Activities         GROUP       65.9         1       Opportunities (bork & School)         Employment finding services are satisfactory       65.9         Cultural activities (bork & School)       Opportunities (Work & School)         Employment finding services are readily available       65.1         Material activities are provided by local institutions       65.9         Opportunities (Work & School)       Online access to job listing has made it easier to find work         Englose are satisfactory       65.1         Cultural activities are optived by local institutions       65.5         Itielong learning opportunities are provided by local institutions       63.8         Businesses are creating new jobs       65.9         Minorities fel welcome       65.9         Origination on icity officialis is not an issue of concern       65.3         All ratings range       65.3       Online public access to city finances has reduced corruption         All ratings range       61.9       S1.3       Online public access to city finances has reduced corruption         All ratings range       61.9       S1.3       Online public access to city finances has reduced corruption </td <td></td> <td>Traffic congestion is not a problem</td> <td></td> <td>14.7</td> <td>Car-sharing Apps have reduced congestion</td>		Traffic congestion is not a problem		14.7	Car-sharing Apps have reduced congestion
A Activities   TECHNOLOGIES Activities   GROUP 65.8   1 Opportunities (Work & School)   Christien have access to a good school   Brind school   Christies have made it desires are readily available   Morities feel welcome   Altratings range	STRUCTURES	Public transport is satisfactory		38.4	Apps that direct you to an available parking space have reduced journey time
A The city provides information on traffic congestion through mobile phones   TECHNOLOGIES Activities   GROUP Activities (shows, bars, and museums) are satisfactory   Cutural activities (shows, bars, and museums) are satisfactory 65.8   Copportunities (Work & School) Online purchasing of tickets to shows and museums has made it easier to attend   Minor portunities (Work & School) Online purchasing of tickets to shows and museums has made it easier to attend   1 Activities   1 Activities (shows, bars, and museums) are satisfactory   1 Activities (shows, bars, and museums) are satisfactory   Copportunities (Work & School)   Employment finding services are readily available   Mis children have access to a good school   Lifelong learning opportunities are provided by local institutions   Basinesses are creating new jobs   Minorities feel welcome   All ratings range   All ratings range					Bicycle hiring has reduced congestion
Activities Activities   TECHNOLOGIES Activities   GROUP Oportunities (Work & School)   I Oportunities (Work & School)   Endition of local government decisions are easily accessible 65.3   Morities feel welcome 65.3   All ratings range Activities					Online scheduling and ticket sales has made public transport easier to use
TECHNOLOGIES       Green spaces are satisfactory       65.8       Online purchasing of tickets to shows and museums has made it easier to attend         GROUP       Opportunities (Work & School)       0	Δ				The city provides information on traffic congestion through mobile phones
TECHNOLOGIES       Green spaces are satisfactory       65.8       Online purchasing of tickets to shows and museums has made it easier to attend         GROUP       Opportunities (Work & School)       0					
GROUP Opportunities (shows, bars, and museums) are satisfactory 73.9   Opportunities (Work & School) Online access to job listings has made it easier to find work   Most children have access to a good school 65.1   Lifelong learning opportunities are provided by local institutions 63.8   Businesses are creating new jobs 66.9   Minorities feel welcome 56.9   Covernance Covernance   Information on local government decisions are easily accessible 55.3   Corruption of city officials is not an issue of concern 55.3   All ratings range 56.3				6F 9	
GROUP       Opportunities (Work & School)       Opportunities (Work & School)         Image: Instance of the services are readily available       65.1       Online access to job listings has made it easier to find work         Image: Instance of the services are readily available       65.1       Online access to job listings has made it easier to find work         Image: Instance of the services are readily available       65.1       Online access to job listings has made it easier to find work         Image: Instance of the services are readily available       65.1       Online access to job listings has made it easier to find work         Image: Instance of the services are readily available       65.1       Online access to job listings has made it easier to find work         Image: Instance of the services are readily available       65.1       Online access to job listings has made it easier to start a new business         Image: Instance of the services are creating new jobs       63.8       Online services provided by the city has made it easier to start a new business         Image: Instance of the services are creating new jobs       63.6       The current internet speed and reliability meet connectivity needs         Image: Instance of the welcome       60.0       65.3       Online public access to city finances has reduced corruption         Information on local government decisions are easily accessible       60.0       55.3       Online voting has increased participation	TECHNOLOGIES				Online purchasing of tickets to shows and museums has made it easier to attend
GROUP       Employment finding services are readily available       65.1       Online access to job listings has made it easier to find work         Most children have access to a good school       68.5       IT skills are taught well in schools         Lifelong learning opportunities are provided by local institutions       63.8       Online services provided by the city has made it easier to start a new business         Businesses are creating new jobs       66.5       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       60       The current internet speed and reliability meet connectivity needs         All ratings range       Forvernance       60       Forvernance         Residents contribute to decision making of local government       60.5       50.3       Online public access to city finances has reduced corruption         All ratings range       60.6       60.5       50.3       Online public meet esidents can propose ideas has improved city life		Cultural activities (shows, bars, and museums) are satisfactory		73.9	
GROUP       Employment finding services are readily available       65.1       Online access to job listings has made it easier to find work         Most children have access to a good school       68.5       IT skills are taught well in schools         Lifelong learning opportunities are provided by local institutions       63.8       Online access to job listings has made it easier to start a new business         Businesses are creating new jobs       60.0       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       60.0       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       60.0       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       60.0       The current internet speed and reliability meet connectivity needs         All ratings range       60.0       55.3       Online public access to city finances has reduced corruption         Residents contribute to decision making of local government       60.0       50.3       Online voting has increased participation         All ratings range       60.0       60.0       60.0       An online platform where residents can propose ideas has improved city life		Opportunities (Work & School)			Opportunities (Work & School)
Most children have access to a good school       68.5       Il skills are taught well in schools         Lifelong learning opportunities are provided by local institutions       63.8       Online services provided by the city has made it easier to start a new business         Businesses are creating new jobs       56.0       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       56.9       Covernance         Information on local government decisions are easily accessible       55.3       Online public access to city finances has reduced corruption         Corruption of city officials is not an issue of concern       50.3       Online voting has increased participation         Residents contribute to decision making of local government       48.6       An online platform where residents can propose ideas has improved city life		Employment finding services are readily available		65.1	Online access to job listings has made it easier to find work
Image: Businesses are creating new jobs       56.0       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       56.9       The current internet speed and reliability meet connectivity needs         Governance       Governance       Image: Businesses are creating new jobs       Image: Businesses are creating new jobs         All ratings range       Image: Businesses are creating new jobs       Image: Businesses are creating new	GROUP	Most children have access to a good school		68.5	IT skills are taught well in schools
All ratings range       Minorities feel welcome       56.9         All ratings range       Governance         All ratings range       S5.3       Online public access to city finances has reduced corruption         All ratings range       S6.9       S5.3       Online public access to city finances has reduced corruption         All ratings range       S6.9       S5.3       Online public access to city finances has reduced corruption		Lifelong learning opportunities are provided by local institutions		63.8	Online services provided by the city has made it easier to start a new business
All ratings range       Governance       Governance         All ratings range       Solution of city officials is not an issue of concern       Solution of city officials is not an issue of concern       Solution of city officials is not an issue of concern         All ratings range       Residents contribute to decision making of local government       Image       All ratings range       Solution	-	Businesses are creating new jobs		56.0	The current internet speed and reliability meet connectivity needs
All ratings range       Information on local government decisions are easily accessible       55.3       Online public access to city finances has reduced corruption         All ratings range       Residents contribute to decision making of local government       All ratings range       48.6       An online platform where residents can propose ideas has improved city life		Minorities feel welcome		56.9	
All ratings range       Information on local government decisions are easily accessible       55.3       Online public access to city finances has reduced corruption         All ratings range       Residents contribute to decision making of local government       All ratings range       48.6       An online platform where residents can propose ideas has improved city life		Governance			Governance
All ratings range       Corruption of city officials is not an issue of concern       50.3       Online voting has increased participation         All ratings range       Residents contribute to decision making of local government       48.6       An online platform where residents can propose ideas has improved city life				55.3	
All ratings range Residents contribute to decision making of local government 48.6 An online platform where residents can propose ideas has improved city life					
	All ratings range				
	0 0				





end







# Bangkok



SMART

**CITY RATING** 

#### **BACKGROUND INFORMATION**

City

10,540,000 Population (UN World Urbanization Prospects)

0.839 HDI (Global Data Lab)



sign CC BY 3.0 Map Data @

Country					
Thailand	2019	2020	2021	2022	1 yr change
HDI	0.801	0.800	0.797	0.803	+0.006
Life expectancy at birth	79.0	79.3	78.7	79.7	+1.0
Expected years of schooling	15.8	15.6	15.6	15.6	+0.0
Mean years of schooling	8.7	8.8	8.8	8.8	+0.0
GNI per capita (PPP \$)	17,335	16,444	16,481	16,887	+405

#### PRIORITY AREAS

From a list of 15	air pollution		
	security		
indicators, survey	corruption / transparency		J
respondents were asked	road congestion		J
	basic amenities (water, waste)		
to select 5 that they	public transport		J
perceived as the most	health services		J
urgent for their city. The	unemployment		
0	fulfilling employment		1
higher the percentage of	affordable housing		
responses per area, the	Green spaces		J
greater the priority for the	social mobility / inclusiveness		
greater the phonty for the	recycling		1
city.	school education	1	1
	citizen engagement	7.1%	

0%

0%

#### ATTITUDES

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

TECHNOL
provides a speedy solution
away unwanted items
vices
monitor air pollution
proved access
ce have reduced journey time
blic transport easier to use
ion through mobile phones
eums has made it easier to attend
to find work
easier to start a new business
connectivity needs
ed corruption
e ideas has improved city life
reduced waiting times









#### **TECHNOLOGIES**

# Barcelona



Out of 141

SMART

**CITY RATING** 

BB

BACKGROUND INFORMATION

1,640,000

City

Population (Eurostat)

0.916 HDI (Global Data Lab)



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Country					
Spain	2019	2020	2021	2022	1 yr change
HDI	0.904	0.894	0.904	0.911	+0.007
Life expectancy at birth	83.5	82.3	83.0	83.9	+0.9
Expected years of schooling	17.5	17.5	17.8	17.8	+0.0
Mean years of schooling	10.4	10.6	10.6	10.6	+0.0
GNI per capita (PPP \$)	40,854	36,076	38,133	40,043	+1,911

#### PRIORITY AREAS

From a list of 15     affordable housing security       indicators, survey     fulfilling employment       respondents were asked     health services	
indicators, survey fulfilling employment	
respondents were asked health services	
unemployment	
to select 5 that they air pollution	
perceived as the most road congestion	
urgent for their city. The corruption / transparency	
basic amenities (water, waste)	
higher the percentage of school education	
responses per area, the Green spaces	
greater the priority for the public transport	
recycling	15.9
city. citizen engagement	12.1%
social mobility / inclusiveness	11.8%

0%

0%

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

BB in 2023					LEGE	ND: MI		
DD III EOEO	STRUCTURES		Sco	re				
	Health & Safety 0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas						63.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						60.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						45.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						26.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						52.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem						18.4	Arranging medical appointments online has improved access
BB	Mobility							Mobility
	Traffic congestion is not a problem						26.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						59.3	Apps that direct you to an available parking space have reduced journey time
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
BB								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						60.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						75.8	
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available				$\bigcirc$		73.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school			$\bigcirc$			57.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						62.6	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		$\bigcirc$				46.8	The current internet speed and reliability meet connectivity needs
<b>∠</b>	Minorities feel welcome			$\bigcirc$			54.5	
	Governance							Governance
	Information on local government decisions are easily accessible						46.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		$\bigcirc$				32.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						35.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						41.8	Processing Identification Documents online has reduced waiting times





# Beijing



SMART

**CITY RATING** 

BB

#### **BACKGROUND INFORMATION**



20,460,000 Population (UN World Urbanization Prospects)

0.907 HDI (Global Data Lab)



Country					
China	2019	2020	2021	2022	1 yr change
HDI	0.775	0.781	0.785	0.788	+0.003
Life expectancy at birth	78.0	78.1	78.2	78.6	+0.4
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0
Mean years of schooling	8.0	8.1	8.1	8.1	+0.0
GNI per capita (PPP \$)	15,934	16,168	17,499	18,025	+526

#### PRIORITY AREAS

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

0% road congestion air pollution affordable housing fulfilling employment health services corruption / transparency c amenities (water, waste) al mobility / inclusiveness unemployment school education public transport recycling security Green spaces citizen engagement 11.7%

0%

#### ATTITUDES

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

DD		LEGEND: MIN CIT	Y MEAN GROUP MAX
BB in 2023	STRUCTURES		TECHNOI
	Score		
	Health & Safety         0         20         40         60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	82.5	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory	79.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	76.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	50.1	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	75.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	54.3	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	34.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	66.6	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
BB			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	80.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	83.4	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	78.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	77.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	69.1	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	75.3	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome	81.5	
	Governance		Governance
	Information on local government decisions are easily accessible	77.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	55.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	63.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	70.5	Processing Identification Documents online has reduced waiting times
<u> </u> ]			









### Beirut



**CITY RATING** 

D

BACKGROUND INFORMATION



2,430,000 Population (UN World Urbanization Prospects)

HDI 0.677 (Global Data Lab)



Country					
Lebanon	2019	2020	2021	2022	1 yr change
HDI	0.760	0.742	0.725	0.723	-0.002
Life expectancy at birth	79.2	77.8	75.0	74.4	-0.6
Expected years of schooling	12.1	12.1	12.1	12.1	+0.0
Mean years of schooling	8.6	8.6	8.6	8.6	+0.0
GNI per capita (PPP \$)	16,724	13,311	12,146	12,313	+167

#### PRIORITY AREAS

From a list of 15       affordable housing         indicators, survey       unemployment         respondents were asked       basic amenities (water, waste)         to select 5 that they       basic amenities (water, waste)         perceived as the most       air pollution         urgent for their city. The       public transport         higher the percentage of       school education         responses per area, the       fulfilling employment
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 higher the percentage of higher the percentage of responses per area, the higher the percentage of higher the percentage of high
to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the corruption / transparency health services public transport fulfilling employment
to select 5 that they health services perceived as the most air pollution urgent for their city. The public transport higher the percentage of school education responses per area, the fulfilling employment
perceived as the most air pollution urgent for their city. The public transport higher the percentage of school education responses per area, the fulfilling employment recycling
urgent for their city. The     road congestion       higher the percentage of     public transport       responses per area, the     fulfilling employment
urgent for their city. The     public transport       higher the percentage of     school education       responses per area, the     fulfilling employment
higher the percentage of     school education       responses per area, the     fulfilling employment
responses per area, the fulfilling employment
recycling
recycling
greater the priority for the
greater the priority for the Green spaces
city. citizen engagement 7.5
social mobility / inclusiveness 3.8%

0%

0%

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

ν						LEGEN	D: MIN 🔵 CIT	MEAN GROUP MAX	
D in 2023	STRUCT	JRES						•	TECHNO
	Health & Safety	0	20	Scor 40	e 60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas			$\bigcirc$			40.5	Online reporting of city maintenance	problems provides a speedy solution
FARTOR	Recycling services are satisfactory			$\bigcirc$			36.7	A website or App allows residents to	easily give away unwanted items
FACTOR	Public safety is not a problem						27.6	Free public wifi has improved access	to city services
RATINGS	Air pollution is not a problem		$\bigcirc$				18.1	CCTV cameras has made residents fe	el safer
	Medical services provision is satisfactory			$\bigcirc$			38.8	A website or App allows residents to	effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	÷m					26.3	Arranging medical appointments onl	ne has improved access
D	Mobility							Mobility	
_	Traffic congestion is not a problem						14.3	Car-sharing Apps have reduced cong	estion
STRUCTURES	Public transport is satisfactory						27.2	Apps that direct you to an available p	arking space have reduced journey time
								Bicycle hiring has reduced congestio	n
								Online scheduling and ticket sales ha	s made public transport easier to use
D								The city provides information on traf	ic congestion through mobile phones
	Activities							Activities	
TECHNOLOGIES	Green spaces are satisfactory						36.5		and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory						58.2		
	Opportunities (Work & School)							Opportunities (Work & Sch	ool)
	Employment finding services are readily available						29.5	Online access to job listings has mad	
GROUP	Most children have access to a good school						29.1	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions			)			30.6	Online services provided by the city h	as made it easier to start a new business
Л	Businesses are creating new jobs			$\bigcirc$			35.1	The current internet speed and reliab	ility meet connectivity needs
4	Minorities feel welcome						42.6		
	Governance							Governance	
	Information on local government decisions are easily accessible						39.7	Online public access to city finances	has reduced corruption
	Corruption of city officials is not an issue of concern						20.0	Online voting has increased participa	
All ratings range	Residents contribute to decision making of local government						24.4		an propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						29.3	Processing Identification Documents	
								-	-



# Belfast



SMART

**CITY RATING** 

#### BACKGROUND INFORMATION

340,000

City	
Population	

(Eurostat)

0.896 HDI

(Global Data Lab)



Country					
United Kingdom	2019	2020	2021	2022	1 yr change
HDI	0.933	0.920	0.931	0.940	+0.009
Life expectancy at birth	81.7	80.4	80.7	82.2	+1.4
Expected years of schooling	17.2	17.2	17.6	17.6	+0.0
Mean years of schooling	13.3	13.4	13.4	13.4	+0.0
GNI per capita (PPP \$)	47,066	40,799	44,750	46,624	+1,874

#### PRIORITY AREAS

From a list of 15	health services				
	affordable housing				
indicators, survey	unemployment				
respondents were asked	security				
to coloct E that thay	public transport				
to select 5 that they	road congestion				
perceived as the most	school education				
urgent for their city. The	fulfilling employment				
	recycling				
higher the percentage of	corruption / transparency				
responses per area, the	Green spaces				
greater the priority for the	social mobility / inclusiveness				
greater the priority for the	air pollution				
city.	basic amenities (water, waste)				
	citizen engagement				

0%

9.1% 6.6%



ATTITUDES	0%				
You are willing to concede personal data in order to improve traffic congestion					
You are comfortable with face recognition technologies to lower crime					
You feel the availability of online information has increased your trust in authorities					
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)					
LEGEND: GROUP MEAN CITY					

l		i		
		LEGEND:	MIN OCI	TY MEAN GROUP MAX
STRUCTURES				TECHNOI
Use the 8 Confector 0 20		80	100	Uselth & Cafety
Theatting Safety	40 00	00		Health & Safety Online reporting of city maintenance problems provides a speedy solution
				A website or App allows residents to easily give away unwanted items
				Free public wifi has improved access to city services
				CCTV cameras has made residents feel safer
			39.5	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem			23.7	Arranging medical appointments online has improved access
Mobility				Mobility
			30.0	Car-sharing Apps have reduced congestion
				Apps that direct you to an available parking space have reduced journey time
			0.10	Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
				The city provides information on traffic congestion through mobile phones
Activities				Activities
Green spaces are satisfactory			61.0	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory			75.6	
Opportunities (Work & School)				Opportunities (Work & School)
Employment finding services are readily available			69.8	Online access to job listings has made it easier to find work
Most children have access to a good school			74.8	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions			65.5	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs			62.3	The current internet speed and reliability meet connectivity needs
Minorities feel welcome			50.4	
Governance				Governance
Information on local government decisions are easily accessible			50.8	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern			37.8	Online voting has increased participation
Residents contribute to decision making of local government			37.5	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects			47.1	Processing Identification Documents online has reduced waiting times
	Health & Safety       0       20         Basic sanitation meets the needs of the poorest areas       Recycling services are satisfactory       Public safety is not a problem       Image: Construct a problem	Health & Safety       0       20       40       60         Basic sanitation meets the needs of the poorest areas       Recycling services are satisfactory       0       20       40       60         Basic sanitation meets the needs of the poorest areas       Recycling services are satisfactory       0       20       40       60         Public safety is not a problem       Air pollution is not a problem       0 <td>Health &amp; Safety 0 20 40 60 80   Basic sanitation meets the needs of the poorest areas Recycling services are astificatory   Public safety is not a problem   Air pollution is not a problem   Medical services provision is satisfactory   Finding housing with rent equal to 30% or less of a monthly salary is not a problem   Mobility   Traffic congestion is not a problem   Public transport is satisfactory   Public transport is satisfactory   Cultural activities (shows, bars, and museums) are satisfactory   Cultural activities (shows, bars, and museums) are satisfactory   Deportunities (Work &amp; School)   Litelong learning opportunities are provided by local institutions   Dusinesses are creating new jobs   Minorities fel welcome   Covernance   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</td> <td>Health &amp; Safety       0       20       40       60       80       100         Basic sanitation meets the needs of the poorest areas       Recycling services are satisfactory       61.9       44.2         Public safety is not a problem       44.2       9       9       9.5       50.000         Air pollution is not a problem       39.5       39.5       70.000       70.000       70.000         Public safety is not a problem       23.7       9.000       9.000       9.000       9.000       70.000         Mobility       71.6       70.000</td>	Health & Safety 0 20 40 60 80   Basic sanitation meets the needs of the poorest areas Recycling services are astificatory   Public safety is not a problem   Air pollution is not a problem   Medical services provision is satisfactory   Finding housing with rent equal to 30% or less of a monthly salary is not a problem   Mobility   Traffic congestion is not a problem   Public transport is satisfactory   Public transport is satisfactory   Cultural activities (shows, bars, and museums) are satisfactory   Cultural activities (shows, bars, and museums) are satisfactory   Deportunities (Work & School)   Litelong learning opportunities are provided by local institutions   Dusinesses are creating new jobs   Minorities fel welcome   Covernance   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	Health & Safety       0       20       40       60       80       100         Basic sanitation meets the needs of the poorest areas       Recycling services are satisfactory       61.9       44.2         Public safety is not a problem       44.2       9       9       9.5       50.000         Air pollution is not a problem       39.5       39.5       70.000       70.000       70.000         Public safety is not a problem       23.7       9.000       9.000       9.000       9.000       70.000         Mobility       71.6       70.000



# Bengaluru



#### **BACKGROUND INFORMATION**

City

12,330,000 Population (UN World Urbanization Prospects)

0.667 HDI (Global Data Lab)



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Country					
India	2019	2020	2021	2022	1 yr change
HDI	0.638	0.638	0.633	0.644	+0.011
Life expectancy at birth	70.9	70.2	67.2	67.7	+0.5
Expected years of schooling	11.4	11.7	12.0	12.6	+0.6
Mean years of schooling	6.3	6.5	6.5	6.6	+0.0
GNI per capita (PPP \$)	6,554	6,090	6,542	6,951	+408

#### PRIORITY AREAS

From a list of 15	air pollution
	road congestion
indicators, survey	affordable housing
respondents were asked	basic amenities (water, waste)
to coloret E that they	corruption / transparency
to select 5 that they	security
perceived as the most	fulfilling employment
urgent for their city. The	recycling
digent for their city. The	health services
higher the percentage of	Green spaces
responses per area, the	public transport
greater the priority for the	unemployment
greater the phonty for the	social mobility / inclusiveness
city.	school education
	citizen engagement

0% air pollution congestion ble housing ater, waste) ansparency security mployment recycling lth services reen spaces ic transport mployment clusiveness l education

0%

#### ATTITUDES

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

STRUCT	URES						▲ T
			Sc	ore			
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					$\bigcirc$	71.3	Online reporting of city maintenance problems provides a speedy so
Recycling services are satisfactory					$\bigcirc$	70.3	A website or App allows residents to easily give away unwanted iten
Public safety is not a problem				$\bigcirc$		51.3	Free public wifi has improved access to city services
Air pollution is not a problem						35.4	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						73.9	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a proble	em					53.2	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						28.7	Car-sharing Apps have reduced congestion
Public transport is satisfactory						70.6	Apps that direct you to an available parking space have reduced jour
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier
							The city provides information on traffic congestion through mobile p
Activities							Activities
Green spaces are satisfactory					$\bigcirc$	74.3	Online purchasing of tickets to shows and museums has made it eas
Cultural activities (shows, bars, and museums) are satisfactory						79.5	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						76.9	Online access to job listings has made it easier to find work
Most children have access to a good school					$\bigcirc$	78.4	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						70.2	Online services provided by the city has made it easier to start a new
Businesses are creating new jobs						81.8	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						73.5	
Governance							Governance
Information on local government decisions are easily accessible						72.2	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						42.9	Online voting has increased participation
Residents contribute to decision making of local government					-	63.1	An online platform where residents can propose ideas has improved

CCC

SMART

**CITY RATING** 

CC in 2023

FACTOR

RATINGS CCC STRUCTURES

CCC TECHNOLOGIES

GROUP



All ratings range from AAA to D





### Berlin



Out of 141

SMART

**CITY RATING** 

#### BACKGROUND INFORMATION

City	
Population	3,670,000
(Eurostat)	

#### 0.959 HDI (Global Data Lab)



Country					
Germany	2019	2020	2021	2022	1 yr change
HDI	0.951	0.948	0.948	0.950	+0.002
Life expectancy at birth	81.6	81.1	80.6	81.0	+0.4
Expected years of schooling	17.2	17.2	17.3	17.3	+0.0
Mean years of schooling	14.2	14.3	14.3	14.3	+0.0
GNI per capita (PPP \$)	55,685	53,375	55,057	55,340	+284

#### PRIORITY AREAS

From a list of 15	affordable housing	
	security	
indicators, survey	road congestion	
respondents were asked	unemployment	
to salast E that they	school education	
to select 5 that they	air pollution	
perceived as the most	health services	
urgent for their city. The	public transport	
	basic amenities (water, waste)	
higher the percentage of	Green spaces	
responses per area, the	corruption / transparency	
greater the priority for the	recycling	
greater the phonty for the	citizen engagement	
city.	social mobility / inclusiveness	
	fulfilling employment	1

0%

0%

#### ATTITUDES

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

					LEGEN	D: MIN OC	TY MEAN GROUP MAX	
BBB in 2023	STRUC	CTURES					•	TECHNO
			:	Score				
	Health & Safety	0	20 40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas					60.5	Online reporting of city maintenance prot	olems provides a speedy solution
	Recycling services are satisfactory					66.5	A website or App allows residents to easi	ly give away unwanted items
FACTOR	Public safety is not a problem					39.5	Free public wifi has improved access to c	ity services
RATINGS	Air pollution is not a problem		$\bigcirc$			35.6	CCTV cameras has made residents feel s	afer
	Medical services provision is satisfactory					63.9	A website or App allows residents to effe	ctively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a pro	blem				24.3	Arranging medical appointments online h	as improved access
BBB	Mobility						Mobility	
	Traffic congestion is not a problem					34.6	Car-sharing Apps have reduced congestion	on
STRUCTURES	Public transport is satisfactory					60.7	Apps that direct you to an available parki	ng space have reduced journey time
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has ma	ade public transport easier to use
BBB							The city provides information on traffic co	ongestion through mobile phones
	Activities						Activities	
TECHNOLOGIES	Green spaces are satisfactory					59.7	Online purchasing of tickets to shows and	d museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory					74.7		
	Opportunities (Work & School)						<b>Opportunities (Work &amp; School</b>	)
	Employment finding services are readily available					60.7	Online access to job listings has made it e	easier to find work
GROUP	Most children have access to a good school					52.5	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions					56.6	Online services provided by the city has n	nade it easier to start a new business
-	Businesses are creating new jobs					58.8	The current internet speed and reliability	meet connectivity needs
	Minorities feel welcome					54.2		
	Governance						Governance	
	Information on local government decisions are easily accessible					49.4	Online public access to city finances has	reduced corruption
	Corruption of city officials is not an issue of concern					46.7	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government					42.8	An online platform where residents can p	ropose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					49.8	Processing Identification Documents onli	ne has reduced waiting times

	5	France Switzerla	slovenia	Hungary Ro	mania ) m3
			Map tiles by	Stamen Design CC BY 3.	0 Map Data © OpenStree
	2019	2020	2021	2022	1 yr chan
	0.951	0.948	0.948	0.950	+0.0
cy at birth	81.6	81.1	80.6	81.0	+
s of schooling	17.2	17.2	17.3	17.3	+
schooling	14.2	14.3	14.3	14.3	+

BBB





### Bilbao



SMART

**CITY RATING** 

#### BACKGROUND INFORMATION

350,000

City	
Population	

(Eurostat) 0.932 HDI

(Global Data Lab)



Country					
Spain	2019	2020	2021	2022	1 yr change
HDI	0.904	0.894	0.904	0.911	+0.007
Life expectancy at birth	83.5	82.3	83.0	83.9	+0.9
Expected years of schooling	17.5	17.5	17.8	17.8	+0.0
Mean years of schooling	10.4	10.6	10.6	10.6	+0.0
GNI per capita (PPP \$)	40,854	36,076	38,133	40,043	+1,911

#### PRIORITY AREAS

From a list of 15	affordable housing	
	fulfilling employment	
indicators, survey	unemployment	
respondents were asked	security	
to coloct E that thay	health services	
to select 5 that they	citizen engagement	
perceived as the most	corruption / transparency	
urgent for their city. The	school education	
6	public transport	
higher the percentage of	road congestion	
responses per area, the	Green spaces	
greater the priority for the	social mobility / inclusiveness	
greater the phonty for the	recycling	
city.	air pollution	
	basic amenities (water, waste)	

0%

#### ATTITUDES

ATTIODES	0%					
You are willing to concede personal data in order to improve traffic congestion						
You are comfortable with face recognition technologies to lower crime						
You feel the availability of online information has increased your trust in authorities						
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)						
LEGEND: GROUP MEAN CITY						

BBB in 2023       Image: Control in the c	BBB	· · · · · · · · · · · · · · · · · · ·			
FACTOR       Heith & Safety       0       20       40       0       80       100         FACTOR       Roycing anvices are statistarty       0       20       40       0       80       100       Differementing of the maintenance and annual provides a greedy subunits of the same are statistarty       75.9       A wabelie of Ago allows readents to easily gree away unwated dates.         RACTOR       Raycing anvices are statistarty       75.9       A wabelie of Ago allows readents to ogree available.       A wabelie of Ago allows readents to ogree available.         BBBB       A pollution is not a problem       44.3       CCI V cameres has made readents field staft?       A wabelie of Ago allows readents to ogree available.         BBBB       Noblity       Camebar agree have reduced ago annutivey salary is not a problem       40.3       Camebar agree have reduced ago annutivey salary is not a problem.         STRUCTURES       Noblity       Camebar agree have reduced ago annutivey salary is not a problem.       40.3       Camebar agree have reduced purpose to use The export salary for a wall have advaced compassion.         BBB       Noblity       Camebar agree have reduced agree have redu			LE	EGEND: MIN OCI	TY MEAN GROUP MAX
Activities       Activities       Activities       Activities         GROUP       Compartment decisions are easity accessible       0	BBB in 2023			•	TECHNO
FACTOR       Pask: subtation musts the needs of the poorest areas       703       Online reporting of city maintenance problems provides a speady solution         FACTOR       Recycling services are subfactory       722       A website or Age allows residents to analygive away unwatch items         RATINGS       A palation rate problem is not a problem       753       Free poulds with an importance problems provides a speady solution         BBBB       Air palation is not a problem       753       A website or Age allows residents to factory         Finding bosing with ent equal to 30% or less of a monthy salary is not a problem       733       A website or Age allows residents to factory         Finding bosing with ent equal to 30% or less of a monthy salary is not a problem       733       A website or Age allows residents to factory         STRUCTURES       Mobility       Traffic competion is not a problem       743         STRUCTURES       Activities       Car sharing Age have reduced competion       Outpetion available paring is table be arring to table paring the reduced parenet for use in available paring the reduced parenet for use in available paring is table be arring to table to application to an estillable paring the reduced parenet for use in available paring is table be arring to table paring and the age of the table paring to table paring and the age of the table paring to table paring and table paring and table paring and table paring to table paring and table paring table paring and table paring to table par				100	Health & Safety
FACTOR       Recycling services are satisfactory       75.2       A vetable or App allows residents to carable yier anony unnambed items         RATINGS       Public safety in or a problem       4.4       CCV common than improved access to origination or air pollution         BBBB       Mobility       8.5       A vetable or App allows residents to carable yier or air pollution         BBBB       Mobility       8.5       A vetable or App allows residents to effectively monitor air pollution         STRUCTURES       Mobility       Constanting with rent equal to 30% or less of a monthly salary is not a problem       8.0         BBB       Mobility       Constanting with rent equal to 30% or less of a monthly salary is not a problem       8.0         STRUCTURES       Mobility       Constanting of bit to an available parking space have reduced journey true the provide information on traffic congestion       0.0         BBB       Feer halos and museums) are satisfactory       80.0       App third information on traffic congestion in through mobile phones         BBB       Feer halos and museums) are satisfactory       80.0       Constanting of liketes to shows and museums has made it easier to attra or the origin molecular part interves       Activities         BBB       Constanting of liketes to shows and museums has made it easier to attra       Opportunities (Work & School)       Opportunities (Work & School)         Constant and previobes       7		Theatting outerly			-
FACTOR       Public services a problem       55.9       Free public with hes improved access to city services         RATINGS       Air publics into a problem       44.8       Avebatic or Apa allows readents test safet         BBBB       Mobility       Arranging medical agree/safets free safet       Avebatic or Apa allows readents test safet         STRUCTURES       Mobility       Target compatibility       Arranging medical agree/safets free safets         STRUCTURES       Mobility       Target compatibility       Arranging medical agree/safets         TECHNOLOGIES       Activities       Activities         BBB       Activities       Doline schedulary and lock as the bas made vesision for up with met equal to 30% or test of the same of the sa				75.2	
KKA INKGS       Medical services provision is satisfactory       615       A website or App allows residents to effectively monitor air pollution         BBBB       Mobility       23.1       Arranging medical appointments online has improved access         STRUCTURES       Mobility       Tarfic congestion is not a problem       43.0       Car-sharing Apps have reduced congestion         BBB       Mobility       Tarfic congestion is not a problem       43.0       Car-sharing Apps have reduced courset ion         BBB       Activities       Mobility       Tarfic congestion is not a problem       43.0       Car-sharing Apps have reduced courset ion         BBB       Activities       Online purchasing of ticket sets has made public transport easier to use       The city provides information on traffic congestion through mobile phones         TECHNOLOGIES       Orgen spaces are attraffactory       80.6       Online purchasing of ticket to above and museums has made if easier to attraffic congestion through mobile phones         GROUP       Opportunities (Work & School)       Opportunities (Work & School)       Online services provided by local institutions         Building and problem register       a good choid       75.5       Online services provided by to city his made if easier to attra new busines         GROUP       Covernance       63.3       Online services provided by to city his made if easier to attra new busines <t< td=""><td>FACTOR</td><td></td><td></td><td>55.9</td><td></td></t<>	FACTOR			55.9	
Medical services provides is satisfactory       61.5       A website or App allows residents to effectively monitor air pollution         BBBB       Finding housing with rent equal to 30% or less of a monthly salary is not a problem       23.1       A arranging medical appointments online has improved access         STRUCTURES       Mobility       Car-hening Apps that direct you to an available parking space have reduced congestion       Pailow and the salar factory       80.0       Apps that direct you to an available parking space have reduced poursey time Bicycle hiring has reduced congestion         BBB       Activities       Car-hening Apps that direct you to an available parking space have reduced journey time Bicycle hiring has reduced congestion       Online services provides information on traffic congestion through mobile phones         TECHNOLOGIES       Activities       Activities       Activities         TECHNOLOGIES       Oreen spaces are satisfactory       80.6       Online purchasing of tickets to shows and museums has made it easier to attra         GROUP       Opportunities (Work & School)       Employment Inding services are readily available       75.5       Online services provide by the city has made it easier to attra anew busines         Autraine services provided by tocal institutions       75.5       Online services provided by the city has made it easier to start a new busines         GROUP       Information on local government decisions are easily accessible       75.5       Online worke accest to a go	PATINGS			44.8	
BBBB       Mobility       Mobility         STRUCTURES       Mobility         BBB       Applies transport is satisfactory         BBB       Activities         TECHNOLOGIES       Activities         GROUP       Activities (above, barr, and museums) are satisfactory         Corportunities (Work & School)       Opportunities (Work & School)         Componentiation of training approximation on training applications are asily accessible       Testing approximation on training applications are asily accessible         Covernance       Testing approximation on total guaramment decisions are asily accessible       Testing approximation on training applications are asily accessible         Covernance       Covernance       Covernance         Numation on local guaramment decisions are asily accessible       Start are trained accessible       Start are trained accessible         All traings range       An online putripation of city officials on a propose if deas has insproved city life       Start are trained approximation on traine provided by the city and the case box and museums are asily accessible         Covernance       Start are trained accord and the case box and museums are asily accessible       Start are trained accord	IATINGS	Medical services provision is satisfactory		61.5	A website or App allows residents to effectively monitor air pollution
STRUCTURES       Traffic congestion is not a problem       43.0       Car-shring Apps have reduced congestion         BBB       Public transport is satisfactory       80.0       Apps that direct you to an available parking space have reduced journey time Bicycle hiring has reduced congestion         BBB       Activities       BC       Activities       Activities         TECHNOLOGIES       Green spaces are satisfactory       80.6       Online scheduling and ticket so shows and museums has made it easier to attract to assert the satisfactory         Cutural activities (Movek & School)       Opportunities (Work & School)       Opportunities (Work & School)         Cutification contribute to dide by local institutions       75.5       Online excluses to joi bining shas made it easier to find work         2       Information on local government decisions are easily accessible       75.5       Online excluses to joi bining shas made it easier to start a new business         3       Businesses are creating new jobs       63.3       Te current internet speed and reliability meet connectivity needs         All ratings range       Anoline putchesing adpose to a sing of local government       93.0       Online putchesing of putchesing adpose to city finances has reduced corruption		Finding housing with rent equal to 30% or less of a monthly salary is not a problem		23.1	Arranging medical appointments online has improved access
STRUCTURES       Triffic congestion is not a problem       43.0       Car-sharing Apps have reduced congestion         BBB       Public transport is satisfactory       80.0       Apps that direct you to an available pathing space have reduced journey time Bicycle Intring has reduced congestion         CHOP       Activities       80.0       Activities         TECHNOLOGIES       Activities       Activities         Green spaces are satisfactory       80.0       80.0         Cultural activities (hows, bar, and museums) are satisfactory       80.0       Activities         Cultural activities (hows, bar, and museums) are satisfactory       80.0       Opportunities (Work & School)         Employment finding services are readily available       75.5       Online access to job listings has made it easier to attra         Q       Opportunities (Work & School)       75.5       Online services provided by he city has made it easier to attra new business         2       Opportunities are readily available       75.5       Online services provided by he city has made it easier to start a new business         3       Minorities feel welcome       63.3       The current internet speed and reliability meet connectivity needs         4       Anonine paths are internet oncorerin       64.7       Online paths are integet or truties are to curry truties         4       Anonine paths are reading available	BBB	Mobility			Mobility
BBB       BC       Biggete hing has reduced congestion         Online scheduling and ticket sales has made public transport easier to use       The city provides information on traffic congestion through mobile phones         TECHNOLOGIES       Activities       Activities         Green spaces are satisfactory       80.6       Online purchasing of tickets to shows and museums has made it easier to attra         Cultural activities (shows, bars, and museums) are satisfactory       84.1       Opportunities (Work & School)         Cultural activities (shows, bars, and museums) are satisfactory       75.5       Online purchasing of tickets to shows and museums has made it easier to attra         QROUP       Opportunities (Work & School)       72.6       Tiskilla are taught well in schools         Lifelong learning opportunities are provided by local institutions       75.5       Online services provided by the city has made it easier to attra anew business:         Businesses are creating new jobs       83.3       52.9       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       59.3       Online public access to city finances has reduced corruption       Online voita phase is to city finances has reduced corruption         All ratings range       All ratings range       59.3       Online public access to city finances has reduced corruption				43.0	Car-sharing Apps have reduced congestion
BBB   TECHNOLOGIES   Activities   TECHNOLOGIES   Activities   GROUP   Q   Apportunities (Work & School)   Employment finding services are readily available   Activities are readily available   Match differend have access to a good school   Life on learning on portunities are provided by local institutions   Businesses are creating new jobs   Marrities feel walcome   All ratings range	STRUCTURES	Public transport is satisfactory		80.0	Apps that direct you to an available parking space have reduced journey time
BBB       Activities       Activities         TECHNOLOGIES       Activities       Online purchasing of tickets to shows and museums has made it easier to attribute is (shows, bars, and museums) are satisfactory       80.6       Online purchasing of tickets to shows and museums has made it easier to attribute is (shows, bars, and museums) are satisfactory       81.1         GROUP       Opportunities (Work & School)       Online purchasing of tickets to shows and museums has made it easier to find work         2       Opportunities (work & School)       Online access to job listings has made it easier to find work         3       Telejong tearing opportunities are provided by local institutions       75.5       Online services provided by the city has made it easier to start a new business         4       Governance       Susinesses are creating new jobs       S2.9       The current internet speed and reliability meet connectivity needs         4       Information on local government decisions are easily accessible       S9.3       Online public access to city finances has reduced corruption         4       Information on local government decisions are easily accessible       S9.3       Online public access to city finances has reduced corruption         4       Information on local government decision making of local government       S9.3       Online public access to city finances has reduced corruption         4       Information on local government decision making of local government       S9.					Bicycle hiring has reduced congestion
Activities       Activities         Green spaces are satisfactory       80.6       Online purchasing of tickets to shows and museums has made it easier to attribute         Cultural activities (shows, bars, and museums) are satisfactory       80.6       Online purchasing of tickets to shows and museums has made it easier to attribute         GROUP       Opportunities (Work & School)       Opportunities (Work & School)       Opportunities (Work & School)         2       Most children have access to a good school       75.5       Online access to job listings has made it easier to start a new business         2       Most children have access to a good school       75.5       Online services provided by the city has made it easier to start a new business         3       Covernance       75.3       Online public access to city finances has reduced corruption         All ratings range       Corruption of city officials is not an issue of concern       59.3       Online public access to city finances has inproved city life					Online scheduling and ticket sales has made public transport easier to use
Activities       Activities         Green spaces are satisfactory       80.6       Online purchasing of tickets to shows and museums has made it easier to attribute         Cultural activities (shows, bars, and museums) are satisfactory       80.6       Online purchasing of tickets to shows and museums has made it easier to attribute         GROUP       Opportunities (Work & School)       Opportunities (Work & School)       Opportunities (Work & School)         2       Most children have access to a good school       75.5       Online access to job listings has made it easier to start a new business         2       Most children have access to a good school       75.5       Online services provided by the city has made it easier to start a new business         3       Covernance       75.3       Online public access to city finances has reduced corruption         1       Corruption of city officials is not an issue of concern       59.3       Online public access to city finances has reduced corruption         4.11 ratings range       Most contribute to decision making of local government       49.4       An online platform where residents can propose ideas has improved city life	BB				The city provides information on traffic congestion through mobile phones
Cultural activities (shows, bars, and museums) are satisfactory       84.1         Opportunities (Work & School)       Opportunities (Work & School)         Employment finding services are readily available       75.5       Online access to job listings has made it easier to find work         Most children have access to a good school       75.5       Online access to job listings has made it easier to start a new business         Businesses are creating new jobs       75.5       Online services provided by the city has made it easier to start a new business         Minorities feel welcome       63.3       75.3       Online services to city finances has reduced corruption         All ratings range       All ratings range       61.4       79.3       Online public access to city finances has reduced corruption         Residents contribute to decision making of local government       61.4       79.3       Online public access to city finances has reduced corruption         All ratings range       79.4       An online platform where residents can propose ideas has improved city life		Activities			Activities
GROUP       Opportunities (Work & School)       Opportunities (Work & School)         2       Imployment finding services are readily available       75.5       Online access to job listings has made it easier to find work         2       Imployment finding services are readily available       75.5       Online access to job listings has made it easier to find work         2       Imployment finding services are readily available       75.5       Online access to job listings has made it easier to start a new business         3       Imployment finding services are creating new jobs       75.5       Online services provided by the city has made it easier to start a new business         3       Businesses are creating new jobs       52.9       The current internet speed and reliability meet connectivity needs         3       Governance       Sovernance       Sovernance         All ratings range       Main on local government decisions are easily accessible       59.3       Online public access to city finances has reduced corruption         48.1       All ratings range       48.4       An online platform where residents can propose ideas has improved city life	TECHNOLOGIES	Green spaces are satisfactory		80.6	Online purchasing of tickets to shows and museums has made it easier to atte
GROUP       Employment finding services are readily available       75.5       Online access to job listings has made it easier to find work         All ratings range       Employment finding services are readily available       75.5       Online access to job listings has made it easier to find work         All ratings range       Engloyment finding services are readily available       75.5       Online access to job listings has made it easier to find work         All ratings range       Engloyment finding services are readily available       75.5       Online services provided by the city has made it easier to start a new business		Cultural activities (shows, bars, and museums) are satisfactory		84.1	
GROUP       Most children have access to a good school       IT skills are taught well in schools         Lifelong learning opportunities are provided by local institutions       75.5       Online services provided by the city has made it easier to start a new business         Businesses are creating new jobs       52.9       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       63.3       600         All ratings range       Feesidents contribute to decision making of local government       60.1		Opportunities (Work & School)			Opportunities (Work & School)
All ratings range       Most children have access to a good school       72.6       IT skills are taught well in schools         All ratings range       Most children have access to a good school       72.6       IT skills are taught well in schools         All ratings range       Most children have access to a good school       75.5       Online services provided by the city has made it easier to start a new business         All ratings range       Most children have access to a good school       Most children have access to a good school       Most children have access to a good school	GROUP	Employment finding services are readily available			Online access to job listings has made it easier to find work
2       Businesses are creating new jobs       52.9       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       63.3       Forernance         Information on local government decisions are easily accessible       59.3       Online public access to city finances has reduced corruption         All ratings range       Kesidents contribute to decision making of local government       Minorities for an issue of concern       40.4	GILCOL			•	-
Minorities feel welcome       63.3         Governance       Governance         Information on local government decisions are easily accessible       59.3       Online public access to city finances has reduced corruption         Corruption of city officials is not an issue of concern       46.7       Online voting has increased participation         All ratings range       Kesidents contribute to decision making of local government       49.4       An online platform where residents can propose ideas has improved city life					Online services provided by the city has made it easier to start a new business
Governance       Governance         Information on local government decisions are easily accessible       59.3       Online public access to city finances has reduced corruption         Corruption of city officials is not an issue of concern       6       46.7       Online voting has increased participation         All ratings range       Residents contribute to decision making of local government       6       49.4       An online platform where residents can propose ideas has improved city life	2				The current internet speed and reliability meet connectivity needs
All ratings rangeInformation on local government decisions are easily accessible59.3Online public access to city finances has reduced corruptionAll ratings rangeResidents contribute to decision making of local governmentImage: Corruption of city officials is not an issue of concernImage: Corruption of city officials is not	<b>_</b>	Minorities feel welcome		63.3	
All ratings range       Corruption of city officials is not an issue of concern       46.7       Online voting has increased participation         All ratings range       49.4       An online platform where residents can propose ideas has improved city life		Governance			
All ratings range All ratings range 49.4 An online platform where residents can propose ideas has improved city life					
	A11				
from AAA to D Residents provide feedback on local government projects 54.1 Processing Identification Documents online has reduced waiting times					
	from AAA to D	Residents provide feedback on local government projects		54.1	Processing Identification Documents online has reduced waiting times





# Birmingham



SMART

**CITY RATING** 

BB

#### BACKGROUND INFORMATION

Population	1,140,000
(Eurostat)	

0.913 HDI (Global Data Lab)



Country					
United Kingdom	2019	2020	2021	2022	1 yr change
HDI	0.933	0.920	0.931	0.940	+0.009
Life expectancy at birth	81.7	80.4	80.7	82.2	+1.4
Expected years of schooling	17.2	17.2	17.6	17.6	+0.0
Mean years of schooling	13.3	13.4	13.4	13.4	+0.0
GNI per capita (PPP \$)	47,066	40,799	44,750	46,624	+1,874

#### PRIORITY AREAS

From a list of 15	affordable housing	
	health services	
indicators, survey	security	
respondents were asked	road congestion	
	unemployment	
to select 5 that they	fulfilling employment	
perceived as the most	air pollution	
urgent for their city. The	recycling	
0	Green spaces	
higher the percentage of	basic amenities (water, waste)	
responses per area, the	public transport	
greater the priority for the	school education	
greater the priority for the	social mobility / inclusiveness	
city.	corruption / transparency	
	citizen engagement	6.6%

0%

0%

You are willing to concede personal data in order to improve traffic congestion	
	_
You are comfortable with face recognition technologies to lower crime	
Mari faal dha ayallahilida af anlina infammadian haa inamaaad yayu duyat in aydhayidia.	_
You feel the availability of online information has increased your trust in authorities	
The properties of your day to day payment transactions that are non-cash	
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)	
LEGEND: GROUP MEAN CITY	

					LEGEN		N O	CITY MEAN GROUP MAX	
BB in 2023	STRUCTURES		Scor	6				•	TECHNOLO
	Health & Safety 0	20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas						55.4	Online reporting of city maintenance problems pr	ovides a speedy solution
	Recycling services are satisfactory	_					61.9	A website or App allows residents to easily give a	
FACTOR	Public safety is not a problem						34.3	Free public wifi has improved access to city servi	
RATINGS	Air pollution is not a problem						34.2	CCTV cameras has made residents feel safer	
RATINGS	Medical services provision is satisfactory						51.1	A website or App allows residents to effectively r	nonitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem						32.1	Arranging medical appointments online has impr	oved access
BB	Mobility							Mobility	
	Traffic congestion is not a problem						27.5	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory						48.9	Apps that direct you to an available parking space	e have reduced journey time
								Bicycle hiring has reduced congestion	
								Online scheduling and ticket sales has made pub	lic transport easier to use
BB								The city provides information on traffic congestic	on through mobile phones
	Activities							Activities	
TECHNOLOGIES	Green spaces are satisfactory						57.8	Online purchasing of tickets to shows and museu	ms has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			(			71.1		
	Opportunities (Work & School)							<b>Opportunities (Work &amp; School)</b>	
	Employment finding services are readily available						59.2	Online access to job listings has made it easier to	find work
GROUP	Most children have access to a good school						57.2	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions		(				54.4	Online services provided by the city has made it e	asier to start a new business
	Businesses are creating new jobs			$\bigcirc$			57.1	The current internet speed and reliability meet co	onnectivity needs
<b>∠</b>	Minorities feel welcome						61.6		
	Governance							Governance	
	Information on local government decisions are easily accessible						54.8	Online public access to city finances has reduced	corruption
	Corruption of city officials is not an issue of concern						40.6	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government		$\bigcirc$				44.4	An online platform where residents can propose i	deas has improved city life
from AAA to D	Residents provide feedback on local government projects			)			51.6	Processing Identification Documents online has r	educed waiting times



OGIES



### Bogota



D

#### BACKGROUND INFORMATION



0.797 HDI (Global Data Lab)



Country					
Colombia	2019	2020	2021	2022	1 yr change
HDI	0.768	0.756	0.752	0.758	+0.006
Life expectancy at birth	76.8	74.8	72.8	73.7	+0.8
Expected years of schooling	14.5	14.4	14.4	14.4	+0.0
Mean years of schooling	8.6	8.9	8.9	8.9	+0.0
GNI per capita (PPP \$)	14,294	13,220	14,403	15,014	+611

#### PRIORITY AREAS

From a list of 15	corruptior
indicators, survey	contaption
respondents were asked	I
to select 5 that they	I
perceived as the most	
urgent for their city. The	fulfilli aff
higher the percentage of	basic amenitie
responses per area, the	social mobility
greater the priority for the	S
city.	3
	citiz

0% security on / transparency health services public transport road congestion unemployment air pollution lling employment ffordable housing ies (water, waste) ity / inclusiveness recycling school education Green spaces 9.0% citizen engagement 4.7%

0%

You are willing to concede personal data in order to improve traffic congestion			
Veu ere eensfeutelele with fees association to have a levies to levies			
You are comfortable with face recognition technologies to lower crime			
You feel the availability of online information has increased your trust in authorities			
Tou reet the availability of online information has increased your trust in aution ties			
The proportion of your day-to-day payment transactions that are non-cash			
(% of transactions)			
(% OF ITALSACTIONS)			
LEGEND: GROUP MEAN CITY			

			LEGEND: MIN OC	MEAN GROUP MAX
D in 2023	STRUCTURES	Score	•	TECHNO
	Health & Safety 0 2	0 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		37.9	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		46.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		18.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		15.7	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory		39.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		29.9	Arranging medical appointments online has improved access
	Mobility			Mobility
	Traffic congestion is not a problem		16.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		22.9	Apps that direct you to an available parking space have reduced journey time
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
D				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		66.0	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory		74.6	
	Opportunities (Work & School)			Opportunities (Work & School)
	Employment finding services are readily available		57.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		41.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		46.1	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		40.4	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome		36.7	
	Governance			Governance
	Information on local government decisions are easily accessible		42.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		16.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		25.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		34.4	Processing Identification Documents online has reduced waiting times



# Bologna

SMART CITY RANKING
<b>78</b>
Out of 142
51 in 2023 Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION



(Eurostat)

Oity	
Population	400,000

0.924 HDI (Global Data Lab)



Country					
Italy	2019	2020	2021	2022	1 yr change
HDI	0.899	0.892	0.899	0.906	+0.007
Life expectancy at birth	83.6	82.4	82.9	84.1	+1.2
Expected years of schooling	16.4	16.5	16.7	16.7	+0.0
Mean years of schooling	10.7	10.7	10.7	10.7	+0.0
GNI per capita (PPP \$)	43,102	39,587	42,856	44,284	+1,428

#### PRIORITY AREAS

From a list of 15	affordable housing	
	security	
indicators, survey	air pollution	
respondents were asked	road congestion	
	fulfilling employment	
to select 5 that they	unemployment	
perceived as the most	public transport	
urgent for their city. The	recycling	
digent for their eity. The	social mobility / inclusiveness	
higher the percentage of	Green spaces	
responses per area, the	health services	
greater the priority for the	corruption / transparency	
greater the priority for the	basic amenities (water, waste)	
city.	citizen engagement	
	school education	

#### ATTITUDES

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

BB				LEGE	END: MIN CI	TY MEAN GROUP MAX	
BB in 2023	STRUCTURES					•	TECHNO
	Health & Safety 0	20	Score 40 60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas				64.9	Online reporting of city maintenance p	problems provides a speedy solution
	Recycling services are satisfactory				64.0	A website or App allows residents to e	
FACTOR	Public safety is not a problem				35.6	Free public wifi has improved access t	
RATINGS	Air pollution is not a problem				22.1	CCTV cameras has made residents fee	-
RATINGS	Medical services provision is satisfactory				64.3	A website or App allows residents to e	
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem				62.2	Arranging medical appointments onlin	
BB	Mobility					Mobility	
	Traffic congestion is not a problem				22.7	Car-sharing Apps have reduced conge	estion
STRUCTURES	Public transport is satisfactory				52.9	Apps that direct you to an available pa	rking space have reduced journey time
						Bicycle hiring has reduced congestion	
						Online scheduling and ticket sales has	s made public transport easier to use
B						The city provides information on traffic	c congestion through mobile phones
	Activities					Activities	
TECHNOLOGIES	Green spaces are satisfactory			$\bigcirc$	66.3	Online purchasing of tickets to shows	and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory				75.8		
	Opportunities (Work & School)					Opportunities (Work & Scho	pol)
GROUP	Employment finding services are readily available				38.9	Online access to job listings has made	it easier to find work
anoon	Most children have access to a good school				62.7	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions				58.8	Online services provided by the city ha	as made it easier to start a new business
2	Businesses are creating new jobs	_			45.9	The current internet speed and reliabil	lity meet connectivity needs
<b>_</b>	Minorities feel welcome				51.9		
	Governance					Governance	
	Information on local government decisions are easily accessible				53.0	Online public access to city finances h	as reduced corruption
	Corruption of city officials is not an issue of concern				40.6	Online voting has increased participat	ion
All ratings range	Residents contribute to decision making of local government				39.0	An online platform where residents ca	n propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				47.8	Processing Identification Documents of	online has reduced waiting times

0%

0%





# Bordeaux



78 in 2023

Out of 141

SMART

**CITY RATING** 

CCC

CCC in 2023

FACTOR

RATINGS

CCC

STRUCTURES

CC

TECHNOLOGIES

GROUP

3

**BACKGROUND INFORMATION** 

City

650,000 Population (Eurostat)

0.900 HDI (Global Data Lab)



Country					
France	2019	2020	2021	2022	1 yr change
HDI	0.905	0.900	0.906	0.910	+0.004
Life expectancy at birth	82.7	82.2	82.5	83.2	+0.7
Expected years of schooling	15.9	15.9	16.0	16.0	+0.0
Mean years of schooling	11.6	11.7	11.7	11.7	+0.0
GNI per capita (PPP \$)	46,907	42,891	46,322	47,379	+1,057

#### PRIORITY AREAS

From a list of 1E	affordable housing	
From a list of 15	road congestion	
indicators, survey	security	
respondents were asked	air pollution	
to select 5 that they	unemployment	
to select 5 that they	health services	
perceived as the most	recycling	
urgent for their city. The	public transport	
	basic amenities (water, waste)	
higher the percentage of	fulfilling employment	
responses per area, the	school education	
greater the priority for the	corruption / transparency	
greater the phonty for the	Green spaces	
city.	citizen engagement	
	social mobility / inclusiveness	

0%

#### ATTITUDES

ATTTODES	0%
You are willing to concede personal data in order to improve traffic congestion	
You are comfortable with face recognition technologies to lower crime	
You feel the availability of online information has increased your trust in authoritie	s
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)	
LEGEND: GROUP MEAN CITY	

					LEGENE	D: MIN OC	TTY MEAN GROUP MAX
STRUCTURE	S		Sc	ore			TECHNOL
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						58.4	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						65.3	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						44.8	Free public wifi has improved access to city services
Air pollution is not a problem						31.0	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						63.5	A website or App allows residents to effectively monitor air pollution
-inding housing with rent equal to $30\%$ or less of a monthly salary is not a problem		$\bigcirc$				26.3	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						24.4	Car-sharing Apps have reduced congestion
ublic transport is satisfactory						63.2	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
							The city provides information on traffic congestion through mobile phones
Activities							Activities
areen spaces are satisfactory						82.4	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory						85.5	
Opportunities (Work & School)							Opportunities (Work & School)
imployment finding services are readily available						63.3	Online access to job listings has made it easier to find work
<i>l</i> ost children have access to a good school				(		71.4	IT skills are taught well in schools
ifelong learning opportunities are provided by local institutions						64.3	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs						60.5	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						55.0	
Governance							Governance
nformation on local government decisions are easily accessible				$\bigcirc$		60.6	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern				)		48.7	Online voting has increased participation
Residents contribute to decision making of local government						47.2	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						54.3	Processing Identification Documents online has reduced waiting times

All ratings range

from AAA to D



DLOGIES Score 0 20 100 40 60 80 49.2 56.1 60.2 54.5 48.1 70.7 44.4 48.0 59.6 69.7 58.2 77.6 nd 63.6 59.8 51.5 70.1 43.4 51.6 53.2

58.5

### Boston



SMART

**CITY RATING** 

BACKGROUND INFORMATION

City	
Population	680,000
(UN Data)	

0.949 HDI (Global Data Lab)



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

Country						
USA	2019	2020	2021	2022	1 yr change	
HDI	0.933	0.923	0.921	0.927	+0.006	
Life expectancy at birth	79.1	77.4	77.2	78.2	+1.0	
Expected years of schooling	16.6	16.6	16.4	16.4	+0.0	
Mean years of schooling	13.6	13.7	13.6	13.6	+0.0	
GNI per capita (PPP \$)	63,654	61,077	64,484	65,565	+1,081	

#### PRIORITY AREAS

From a list of 15	affordable ho
	road cong
indicators, survey	public trar
respondents were asked	se
to select 5 that they	unemploy
to select 5 that they	school edu
perceived as the most	health se
urgent for their city. The	fulfilling employ
6	corruption / transpa
higher the percentage of	air pol
responses per area, the	basic amenities (water, v
greater the priority for the	social mobility / inclusiv
greater the phoney for the	rec
city.	Green s
	citizen engago

0% housing gestion ansport security oyment ucation services oyment barency ollution , waste) 14.5% iveness 14.0% cycling 13.3% spaces ngagement 9.7%

0%

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

BBB	· · · · · · · · · · · · · · · · · · ·		
DDD		LEGEND: MIN CIT	TY MEAN GROUP MAX
A in 2023	STRUCTURES		TECHNOI
	Score O 20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	57.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	66.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	40.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	45.7	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory	72.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	26.4	Arranging medical appointments online has improved access
BBB	Mobility		Mobility
	Traffic congestion is not a problem	17.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	40.6	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
Δ			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	67.5	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	81.1	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	67.7	Online access to job listings has made it easier to find work
uncon	Most children have access to a good school	58.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	66.9	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs	67.3	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	61.5	
	Governance		Governance
	Information on local government decisions are easily accessible	67.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	40.0	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	51.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	63.7	Processing Identification Documents online has reduced waiting times



### Brasilia



**CITY RATING** 

С

**BACKGROUND INFORMATION** 

City

Country

4,800,000 Population (UN World Urbanization Prospects)

0.816 HDI (Global Data Lab)



Brazil	2019	2020	2021	2022	1 yr change
HDI	0.764	0.758	0.756	0.760	+0.004
Life expectancy at birth	75.3	74.0	72.8	73.4	+0.7
Expected years of schooling	15.4	15.4	15.6	15.6	+0.0
Mean years of schooling	8.1	8.3	8.3	8.3	+0.0
GNI per capita (PPP \$)	14,291	13,815	14,342	14,616	+274

PRIORITY AREAS
----------------

From a list of 15 indicators, survey respondents were asked to select 5 that they corruption / transparency perceived as the most fulfilling employment urgent for their city. The higher the percentage of social mobility / inclusiveness responses per area, the basic amenities (water, waste) 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 The proportion of your day-to-day payment transactions that are non-cash (% of transactions LEGEND: GROUP MEAN CITY

C in 2023	STRUCTURES	LEGEND: MIN CITY MEAN GROUP MAX
• =•==•	Score	
	Health & Safety 0 20 40 60	80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	49.1 Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	54.2 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	30.9 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	40.2 CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory	31.1 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	20.9 Arranging medical appointments online has improved access
C	Mobility	Mobility
	Traffic congestion is not a problem	25.8 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	22.7 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
C		The city provides information on traffic congestion through mobile phones
•	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	74.7 Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory	69.7
	Opportunities (Work & School)	Opportunities (Work & School)
GROUP	Employment finding services are readily available	49.8 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	43.1 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	51.7 Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	46.0 The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome	28.3
	Governance	Governance
	Information on local government decisions are easily accessible	43.3 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	20.6 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	25.4 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	32.4 Processing Identification Documents online has reduced waiting times
<u> </u>		

### Bratislava

CITY
RANKING
<b>56</b>
Out of 142

62 in 2023

Out of 141

SMART

**CITY RATING** 

SMART

BACKGROUND INFORMATION

440,000 Population (Eurostat)

0.944 HDI (Global Data Lab)



Country					
Slovakia	2019	2020	2021	2022	1 yr change
HDI	0.863	0.860	0.852	0.855	+0.003
Life expectancy at birth	77.7	77.0	74.9	75.3	+0.4
Expected years of schooling	14.5	14.6	14.7	14.7	+0.0
Mean years of schooling	12.9	13.0	13.0	13.0	+0.0
GNI per capita (PPP \$)	31,292	30,589	31,553	32,171	+618

#### PRIORITY AREAS

From a list of 15	affordable housing	
	health services	
indicators, survey	road congestion	
respondents were asked	security	
	Green spaces	
to select 5 that they	corruption / transparency	
perceived as the most	public transport	
urgent for their city. The	air pollution	
digent for their city. The	school education	
higher the percentage of	recycling	
responses per area, the	fulfilling employment	
greater the priority for the	basic amenities (water, waste)	
greater the phonty for the	unemployment	
city.	citizen engagement	
	social mobility / inclusiveness	

0%

0%

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

BBB			i L	
		Ŀ	LEGEND: MIN OCIT	Y MEAN GROUP MAX
BB in 2023	STRUCTURES			TECHNO
	Sco Health & Safety 0 20 40	ore 60 80	0 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		56.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		57.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		55.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		38.9	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory		44.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		29.3	Arranging medical appointments online has improved access
BB	Mobility			Mobility
	Traffic congestion is not a problem		28.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		48.8	Apps that direct you to an available parking space have reduced journey time
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
Δ				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		41.6	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory		66.1	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		63.9	Online access to job listings has made it easier to find work
anoor	Most children have access to a good school		62.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		61.6	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs		63.1	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome		48.4	
	Governance			Governance
	Information on local government decisions are easily accessible		59.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		35.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		45.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		50.2	Processing Identification Documents online has reduced waiting times
·!	L			



### Brisbane



**CITY RATING** 

A

BACKGROUND INFORMATION

City

2,050,000 Population (UN Data)

0.944 HDI (Global Data Lab)



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

Country					
Australia	2019	2020	2021	2022	1 yr change
HDI	0.941	0.948	0.949	0.946	-0.003
Life expectancy at birth	83.1	84.3	84.5	83.6	-0.9
Expected years of schooling	21.4	20.9	21.1	21.1	+0.0
Mean years of schooling	12.7	12.7	12.7	12.7	+0.0
GNI per capita (PPP \$)	47,054	48,075	48,076	49,257	+1,181

#### PRIORITY AREAS

From a list of 15	affordable h
	road cong
indicators, survey	health se
respondents were asked	S
to select 5 that they	unemplo
to select 5 that they	public tra
perceived as the most	fulfilling emplo
urgent for their city. The	school edu
0	basic amenities (water,
higher the percentage of	ree
responses per area, the	corruption / transp
greater the priority for the	social mobility / inclusi
greater the phonty for the	air po
city.	Green
	citizen engag



#### ATTITUDES

You are willing to concede personal data in order to improve traffic congestion	
You are comfortable with face recognition technologies to lower crime	
Vari faal tha arraitabilitar af antina informaation baa incorporations were to arrite without	
You feel the availability of online information has increased your trust in authorities	
The memory tion of your day, to day, not many the providence that are non-cook	
The proportion of your day-to-day payment transactions that are non-cash	
(% of transactions)	
LEGEND GROUP MEAN CITY	
LEGEND. GROUP MEAN CITY	

A			LEGEN	D: MIN OCI	MEAN GROUP MAX
AA in 2023	STRUCTURES				TECHNO
		Score		100	
	Health & Safety02040	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			70.9	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory			72.4	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			46.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			53.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			63.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			21.0	Arranging medical appointments online has improved access
A	Mobility				Mobility
	Traffic congestion is not a problem			22.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			55.1	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
Δ					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			66.5	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory			76.1	
	Opportunities (Work & School)				Opportunities (Work & School)
	Employment finding services are readily available			68.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school			74.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			68.5	Online services provided by the city has made it easier to start a new business
4	Businesses are creating new jobs			61.0	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			63.3	
	Governance				Governance
	Information on local government decisions are easily accessible			57.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		-	45.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			49.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents contribute to decision making of local government Residents provide feedback on local government projects			62.5	Processing Identification Documents online has reduced waiting times



# Brussels



Out of 141

SMART

**CITY RATING** 

**BACKGROUND INFORMATION** 

City	

(Eurostat)

City	
Population	1,230,000

0.953 HDI (Global Data Lab)



Country					
Belgium	2019	2020	2021	2022	1 yr change
HDI	0.936	0.930	0.938	0.942	+0.004
Life expectancy at birth	81.8	80.8	81.9	82.3	+0.4
Expected years of schooling	19.6	19.3	18.9	18.9	+0.0
Mean years of schooling	12.4	12.5	12.5	12.5	+0.0
GNI per capita (PPP \$)	52,490	49,491	52,299	53,644	+1,345

#### PRIORITY AREAS

From a list of 15	affordable housing	
FIGHTALISEOFIS	security	
indicators, survey	road congestion	
respondents were asked	air pollution	
to colocit E that thay	unemployment	
to select 5 that they	public transport	
perceived as the most	health services	
urgent for their city. The	corruption / transparency	
	school education	
higher the percentage of	Green spaces	
responses per area, the	fulfilling employment	
greater the priority for the	basic amenities (water, waste)	
greater the phonty for the	recycling	
city.	social mobility / inclusiveness	
	citizen engagement	

0%

0%

#### ATTITUDES

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

BBB	L		
		LEGEND: MIN CIT	Y MEAN GROUP MAX
BBB in 2023	STRUCTURES	•	TECHNOLO
	ScoreHealth & Safety0204060	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	54.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	61.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	39.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	29.9	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory	65.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	28.1	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	28.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	53.7	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
Δ			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	67.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	74.0	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	63.9	Online access to job listings has made it easier to find work
UNOUF	Most children have access to a good school	54.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	62.1	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs	50.7	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	50.6	
	Governance		Governance
	Information on local government decisions are easily accessible	54.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	40.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	37.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	48.2	Processing Identification Documents online has reduced waiting times





### Bucharest

SMART CITY
RANKING
100
Out of 142
104 in 2023
Out of 141

SMART

**CITY RATING** 

#### BACKGROUND INFORMATION



City

Population	1,820,000
(UN Data)	

0.926 HDI (Global Data Lab)



sign CC BY 3.0 Map Data

Country						
Romania	2019	2020	2021	2022	1 yr change	
HDI	0.834	0.828	0.825	0.827	+0.002	
Life expectancy at birth	76.5	75.3	74.2	74.1	-0.1	
Expected years of schooling	14.4	14.5	14.5	14.5	+0.0	
Mean years of schooling	11.3	11.4	11.4	11.4	+0.0	
GNI per capita (PPP \$)	29,569	28,603	30,312	31,641	+1,329	

#### PRIORITY AREAS

From a list of 15	air pollution	
	road congestion	
indicators, survey	corruption / transparency	
respondents were asked	health services	
to calcat E that thay	basic amenities (water, waste)	
to select 5 that they	Green spaces	
perceived as the most	recycling	
urgent for their city. The	security	
0	fulfilling employment	
higher the percentage of	public transport	
responses per area, the	school education	
greater the priority for the	affordable housing	
greater the phoney for the	citizen engagement	
city.	unemployment	
	social mobility / inclusiveness	7.1%

0%

0%

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

CCC in 2023	STRUCTURES				•		TECHN
000 11 2020	STRUCTURES	Score					
	Health & Safety 0 20	40	60 8	30 1	00	Health & Safety	
	Basic sanitation meets the needs of the poorest areas				48.5	Online reporting of city maintenance pro	blems provides a speedy solution
FACTOR	Recycling services are satisfactory				40.9	A website or App allows residents to eas	ily give away unwanted items
FACTOR	Public safety is not a problem				46.6	Free public wifi has improved access to c	city services
RATINGS	Air pollution is not a problem				21.6	CCTV cameras has made residents feel s	safer
	Medical services provision is satisfactory				48.5	A website or App allows residents to effe	ectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem				30.5	Arranging medical appointments online h	has improved access
B	Mobility					Mobility	
	Traffic congestion is not a problem				16.2	Car-sharing Apps have reduced congesti	ion
STRUCTURES	Public transport is satisfactory	$\bigcirc$			37.2	Apps that direct you to an available parki	ing space have reduced journey time
						Bicycle hiring has reduced congestion	
						Online scheduling and ticket sales has m	ade public transport easier to use
B						The city provides information on traffic c	congestion through mobile phones
	Activities					Activities	
TECHNOLOGIES	Green spaces are satisfactory				50.2	Online purchasing of tickets to shows an	d museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory				67.7		
	Opportunities (Work & School)					Opportunities (Work & School	l)
GROUP	Employment finding services are readily available				55.4	Online access to job listings has made it	easier to find work
GROUP	Most children have access to a good school				52.0	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions				51.4	Online services provided by the city has r	made it easier to start a new busines
<b>9</b>	Businesses are creating new jobs	$\bigcirc$			51.4	The current internet speed and reliability	y meet connectivity needs
<b>_</b>	Minorities feel welcome				54.7		
	Governance					Governance	
	Information on local government decisions are easily accessible				41.0	Online public access to city finances has	reduced corruption
	Corruption of city officials is not an issue of concern				21.4	Online voting has increased participation	1
All ratings range	Residents contribute to decision making of local government	ightarrow			25.2	An online platform where residents can p	propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				37.2	Processing Identification Documents onl	ine has reduced waiting times





# Budapest

SMART CITY
RANKING
<b>89</b>
Out of 142
▼
87 in 2023 Out of 141
SMART

**CITY RATING** 

#### BACKGROUND INFORMATION



1,750,000 Population (Eurostat)

0.922 HDI (Global Data Lab)



#### Country 2019 2020 2021 2022 1 yr change Hungary HDI 0.854 0.849 0.846 0.851 +0.005 74.5 76.5 75.7 75.0 +0.4 Life expectancy at birth Expected years of schooling 15.0 15.1 15.1 15.1 +0.0 Mean years of schooling 12.2 12.2 12.2 12.2 +0.0 31,790 30,483 32,610 34,196 +1,586 GNI per capita (PPP \$)

#### PRIORITY AREAS

Erom	a list of 15	affordable housing
11011		health services
indica	ators, survey	security
respo	ondents were asked	fulfilling employment
to co	lect 5 that they	corruption / transparency
10 50	lect 5 that they	air pollution
perce	eived as the most	road congestion
urgei	nt for their city. The	Green spaces
		basic amenities (water, waste)
highe	er the percentage of	unemployment
respo	onses per area, the	school education
groat	ter the priority for the	public transport
great	ter the phonty for the	recycling
city.		social mobility / inclusiveness
		citizen engagement

# 0% 10.9% 7.8% nt

0%

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

						LEGE	ND: MIN 🔵	CITY MEAN GROUP MAX	
B in 2023	STRUCTU	RES		Score			•	•	TECH
	Health & Safety	0	20	40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas						45.1		nce problems provides a speedy solution
	Recycling services are satisfactory						53.7	A website or App allows residents	s to easily give away unwanted items
FACTOR	Public safety is not a problem						46.2	Free public wifi has improved acc	ess to city services
RATINGS	Air pollution is not a problem						26.7	CCTV cameras has made resident	ts feel safer
	Medical services provision is satisfactory						32.4	A website or App allows residents	s to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	ı					19.0	Arranging medical appointments	online has improved access
B	Mobility							Mobility	
	Traffic congestion is not a problem		$\bigcirc$				25.9	Car-sharing Apps have reduced c	ongestion
STRUCTURES	Public transport is satisfactory						51.7	Apps that direct you to an availab	le parking space have reduced journey ti
								Bicycle hiring has reduced conges	stion
								Online scheduling and ticket sales	s has made public transport easier to use
BB								The city provides information on t	traffic congestion through mobile phones
	Activities							Activities	
TECHNOLOGIES	Green spaces are satisfactory						46.8	Online purchasing of tickets to sh	nows and museums has made it easier to
	Cultural activities (shows, bars, and museums) are satisfactory					$\bigcirc$	73.8		
	Opportunities (Work & School)							Opportunities (Work & S	School)
GROUP	Employment finding services are readily available				$\bigcirc$		61.3	Online access to job listings has n	nade it easier to find work
GROUP	Most children have access to a good school						53.9	IT skills are taught well in schools	5
	Lifelong learning opportunities are provided by local institutions				$\bigcirc$		60.0	Online services provided by the ci	ity has made it easier to start a new busir
2	Businesses are creating new jobs				$\bigcirc$		63.6	The current internet speed and re	eliability meet connectivity needs
<b>_</b>	Minorities feel welcome						35.3		
	Governance							Governance	
	Information on local government decisions are easily accessible						47.2	Online public access to city finance	ces has reduced corruption
	Corruption of city officials is not an issue of concern		(				32.3	Online voting has increased partic	cipation
All ratings range	Residents contribute to decision making of local government						38.0	An online platform where residen	ts can propose ideas has improved city li
from AAA to D	Residents provide feedback on local government projects						45.6	Processing Identification Docume	ents online has reduced waiting times





### Buenos Aires



SMART

**CITY RATING** 

BACKGROUND INFORMATION

City

15,150,000 Population (UN World Urbanization Prospects)

HDI 0.812 (Global Data Lab)



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

Country						
Argentina	2019	2020	2021	2022	1 yr change	
HDI	0.853	0.841	0.844	0.849	+0.005	
Life expectancy at birth	77.3	75.9	75.4	76.1	+0.7	
Expected years of schooling	18.1	18.4	19.0	19.0	+0.0	
Mean years of schooling	11.1	11.1	11.1	11.1	+0.0	
GNI per capita (PPP \$)	21,205	19,183	21,093	22,048	+954	

#### PRIORITY AREAS

	security
From a list of 15	, , , ,
	health services
indicators, survey	unemployment
respondents were asked	corruption / transparency
	affordable housing
to select 5 that they	fulfilling employment
perceived as the most	school education
urgent for their city. The	basic amenities (water, waste)
0	public transport
higher the percentage of	road congestion
responses per area, the	air pollution
greater the priority for the	social mobility / inclusiveness
greater the phonty for the	recycling
city.	Green spaces
	citizen engagement



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

C in 2023	STRUCTURE	s –			LEGEN			MEAN GROUP MAX	TECHN
			Scor	е			ŕ		120111
	Health & Safety	0 20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas						40.4	Online reporting of city maintenance problems provides a speedy	solution
FAOTOD	Recycling services are satisfactory						44.1	A website or App allows residents to easily give away unwanted i	tems
FACTOR	Public safety is not a problem						19.6	Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem						28.5	CCTV cameras has made residents feel safer	
	Medical services provision is satisfactory						39.0	A website or App allows residents to effectively monitor air pollu	tion
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		)				21.6	Arranging medical appointments online has improved access	
C	Mobility							Mobility	
	Traffic congestion is not a problem		)				21.9	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory		$\bigcirc$				44.5	Apps that direct you to an available parking space have reduced j	journey time
								Bicycle hiring has reduced congestion	
								Online scheduling and ticket sales has made public transport eas	sier to use
C								The city provides information on traffic congestion through mobil	le phones
	Activities							Activities	
TECHNOLOGIES	Green spaces are satisfactory						72.1	Online purchasing of tickets to shows and museums has made it e	easier to att
	Cultural activities (shows, bars, and museums) are satisfactory		-				76.9		
	Opportunities (Work & School)							Opportunities (Work & School)	
GROUP	Employment finding services are readily available						45.8	Online access to job listings has made it easier to find work	
GROUP	Most children have access to a good school						32.0	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions						48.5	Online services provided by the city has made it easier to start a n	new busines
2	Businesses are creating new jobs						31.0	The current internet speed and reliability meet connectivity need	s
•	Minorities feel welcome						41.2		
	Governance							Governance	
	Information on local government decisions are easily accessible						46.4	Online public access to city finances has reduced corruption	
	Corruption of city officials is not an issue of concern	$\bigcirc$					19.6	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government						29.5	An online platform where residents can propose ideas has improv	ved city life
from AAA to D	Residents provide feedback on local government projects						43.9	Processing Identification Documents online has reduced waiting	times

### Busan



SMART

**CITY RATING** 

BB

BB in 2023

FACTOR

RATINGS

BB

STRUCTURES

BBB

TECHNOLOGIES

GROUP

2

All ratings range from AAA to D

#### BACKGROUND INFORMATION

City

Population 3,470,000 (UN World Urbanization Prospects)

HDI 0.936 (Global Data Lab)



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Country					
Korea, South	2019	2020	2021	2022	1 yr change
HDI	0.922	0.922	0.926	0.929	+0.003
Life expectancy at birth	83.7	83.6	83.7	84.0	+0.3
Expected years of schooling	16.4	16.4	16.5	16.5	+0.0
Mean years of schooling	12.5	12.6	12.6	12.6	+0.0
GNI per capita (PPP \$)	43,117	42,757	44,710	46,026	+1,317

#### PRIORITY AREAS

From a list of 15	fulfilling employment
	unemployment
indicators, survey	road congestion
respondents were asked	affordable housing
	air pollution
to select 5 that they	corruption / transparency
perceived as the most	Green spaces
urgent for their city. The	security
digent for their city. The	basic amenities (water, waste)
higher the percentage of	health services
responses per area, the	public transport
greater the priority for the	citizen engagement
greater the priority for the	school education
city.	recycling
	social mobility / inclusiveness

0%

0%

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

STRUCTURES	S —					TECHNO
		Sc	ore			
Health & Safety <sup>0</sup>	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					74.9	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					70.9	A website or App allows residents to easily give away unwanted items
Public safety is not a problem			$\bigcirc$		69.6	Free public wifi has improved access to city services
Air pollution is not a problem					27.0	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					67.3	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to $30\%$ or less of a monthly salary is not a problem					42.5	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem	(				27.2	Car-sharing Apps have reduced congestion
Public transport is satisfactory					66.3	Apps that direct you to an available parking space have reduced journey time
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to use
						The city provides information on traffic congestion through mobile phones
Activities						Activities
Green spaces are satisfactory					53.4	Online purchasing of tickets to shows and museums has made it easier to atter
Cultural activities (shows, bars, and museums) are satisfactory					48.3	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					57.3	Online access to job listings has made it easier to find work
Most children have access to a good school					59.2	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions			$\bigcirc$		63.6	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs		$\bigcirc$			31.7	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					25.1	
Governance						Governance
Information on local government decisions are easily accessible					54.3	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern					27.8	Online voting has increased participation
Residents contribute to decision making of local government		$\bigcirc$			45.5	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					44.6	Processing Identification Documents online has reduced waiting times







### Cairo



#### BACKGROUND INFORMATION



#### HDI 0.779 (Global Data Lab)



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Country					
Egypt	2019	2020	2021	2022	1 yr change
HDI	0.724	0.729	0.726	0.728	+0.002
Life expectancy at birth	71.4	71.0	70.2	70.2	-0.1
Expected years of schooling	12.7	12.9	12.9	12.9	+0.0
Mean years of schooling	9.6	9.8	9.8	9.8	+0.0
GNI per capita (PPP \$)	11,376	11,637	11,827	12,361	+534

#### PRIORITY AREAS

From a list of 15	affordable housing	
	health services	
indicators, survey	unemployment	
respondents were asked	corruption / transparency	
to colort E that they	road congestion	
to select 5 that they	basic amenities (water, waste)	
perceived as the most	air pollution	
urgent for their city. The	school education	
0	security	
higher the percentage of	fulfilling employment	
responses per area, the	public transport	
greater the priority for the	Green spaces	
greater the phonty for the	recycling	
city.	citizen engagement	9.0%
	social mobility / inclusiveness	5.0%

0%

0%

You are willing to concede personal data in order to improve traffic congestion						
You are comfortable with face recognition technologies to lower crime						
Ver feel the social childs, of enline information has increased on where the sother time.						
You feel the availability of online information has increased your trust in authorities						
The proportion of your day-to-day payment transactions that are non-cash						
(% of transactions)						
LEGEND: GROUP MEAN CITY						

			LEGEND:	MIN	
CC in 2023	STRUCTURES —		LEGEND.		TECHN
00 11 2023	STRUCTURES	Score			
	Health & Safety 0 20	40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			60.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			53.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			37.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			19.0	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			54.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			39.1	Arranging medical appointments online has improved access
C	Mobility				Mobility
	Traffic congestion is not a problem			20.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			49.4	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
CC					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			48.4	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory			64.1	
	Opportunities (Work & School)				Opportunities (Work & School)
GROUP	Employment finding services are readily available			41.6	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school			45.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			45.2	Online services provided by the city has made it easier to start a new busines
	Businesses are creating new jobs			44.9	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			58.8	
	Governance				Governance
	Information on local government decisions are easily accessible			59.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			26.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			39.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			45.1	Processing Identification Documents online has reduced waiting times



### Canberra



**BACKGROUND INFORMATION** 

400,000

City Population

(UN Data)

0.980 HDI (Global Data Lab)



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Country					
Australia	2019	2020	2021	2022	1 yr change
HDI	0.941	0.948	0.949	0.946	-0.003
Life expectancy at birth	83.1	84.3	84.5	83.6	-0.9
Expected years of schooling	21.4	20.9	21.1	21.1	+0.0
Mean years of schooling	12.7	12.7	12.7	12.7	+0.0
GNI per capita (PPP \$)	47,054	48,075	48,076	49,257	+1,181

#### 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 social mobility / inclusiveness responses per area, the greater the priority for the basic amenities (water, waste) city.



You are willing to concede personal data in order to improve traffic congestion	
Very and example with free very within technologies to lower evine.	
You are comfortable with face recognition technologies to lower crime	
You feel the availability of online information has increased your trust in authorities	_
Tou reet the availability of online information has increased your trust in authorities	
The proportion of your day-to-day payment transactions that are non-cash	
(% of transactions)	
(70 OF IT ANSACTIONS)	
LEGEND: GROUP MEAN CITY	

ΔΔ					
			LEGE	ND: MIN C	TTY MEAN GROUP MAX
AA in 2023	STRUCTURES			•	TECHNC
	Health & Safety 0 20 40	Score 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			79.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			78.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			64.4	Free public wifi has improved access to city services
DATINOO	Air pollution is not a problem			75.3	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory			61.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			25.0	Arranging medical appointments online has improved access
AAA	Mobility				Mobility
	Traffic congestion is not a problem			63.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			55.7	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
Δ					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			81.3	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory			80.3	
	Opportunities (Work & School)				Opportunities (Work & School)
GROUP	Employment finding services are readily available			72.7	Online access to job listings has made it easier to find work
GROOP	Most children have access to a good school		$\bigcirc$	80.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			77.7	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs			66.8	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			76.6	
	Governance				Governance
	Information on local government decisions are easily accessible			64.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			58.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	$\bigcirc$		50.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			64.4	Processing Identification Documents online has reduced waiting times
·	L				



# Cape Town



SMART

**CITY RATING** 

D

BACKGROUND INFORMATION

City

4,620,000 Population (UN World Urbanization Prospects)

0.751 HDI (Global Data Lab)



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

Country					
South Africa	2019	2020	2021	2022	1 yr change
HDI	0.741	0.722	0.721	0.717	-0.004
Life expectancy at birth	66.2	65.3	62.3	61.5	-0.9
Expected years of schooling	14.2	14.0	14.3	14.3	+0.0
Mean years of schooling	11.4	10.6	11.6	11.6	+0.0
GNI per capita (PPP \$)	13,506	12,598	13,048	13,186	+138

#### PRIORITY AREAS

From a list of 15	unemployment	
	affordable housing	
indicators, survey	security	
respondents were asked	corruption / transparency	
to colored E that they	basic amenities (water, waste)	
to select 5 that they	health services	
perceived as the most	fulfilling employment	
urgent for their city. The	school education	
0	public transport	
higher the percentage of	road congestion	
responses per area, the	recycling	14.4
greater the priority for the	air pollution	11.5%
greater the phonty for the	Green spaces	8.6%
city.	citizen engagement	7.7%
	social mobility / inclusiveness	6.6%

0%

0%

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

D			
C in 2023	STRUCTURES		MEAN GROUP MAX
	Score	-	
	Health & Safety 0 20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	39.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	50.5	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	19.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	29.4	CCTV cameras has made residents feel safer
I IIIIIII	Medical services provision is satisfactory	46.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	22.5	Arranging medical appointments online has improved access
D	Mobility		Mobility
	Traffic congestion is not a problem	25.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	37.9	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
D			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	56.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	72.7	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	40.4	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	41.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	42.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	43.2	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome	42.2	
	Governance		Governance
	Information on local government decisions are easily accessible	50.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	19.9	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	32.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	42.0	Processing Identification Documents online has reduced waiting times



# Cardiff



SMART

**CITY RATING** 

#### BACKGROUND INFORMATION

City	/		
-			

360,000 Population (Eurostat)

HDI 0.898 (Global Data Lab)



Country					
United Kingdom	2019	2020	2021	2022	1 yr change
HDI	0.933	0.920	0.931	0.940	+0.009
Life expectancy at birth	81.7	80.4	80.7	82.2	+1.4
Expected years of schooling	17.2	17.2	17.6	17.6	+0.0
Mean years of schooling	13.3	13.4	13.4	13.4	+0.0
GNI per capita (PPP \$)	47,066	40,799	44,750	46,624	+1,874

#### PRIORITY AREAS

From a list of 15	affordable
11011 a list of 15	health
indicators, survey	unemp
respondents were asked	public t
to select 5 that they	road co
to select 5 that they	fulfilling emp
perceived as the most	
urgent for their city. The	school ea
	r
higher the percentage of	air p
responses per area, the	Green
greater the priority for the	basic amenities (wate
greater the phonty for the	social mobility / inclu
city.	corruption / trans
	citizen enga

0% e housing services nployment transport ongestion ployment security education recycling pollution en spaces ter, waste) usiveness 13.4% nsparency ngagement

0%

#### ATTITUDES

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

CC			
		LEGEND: MIN C	MEAN GROUP MAX
CC in 2023	STRUCTURES	•	TECHNOL
	Health & Safety 0 20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	59.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	64.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	39.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	37.4	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory	50.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	23.5	Arranging medical appointments online has improved access
CCC	Mobility		Mobility
	Traffic congestion is not a problem	22.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	47.7	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
CC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	67.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	77.2	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	61.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	67.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	64.2	Online services provided by the city has made it easier to start a new business
<b>_</b>	Businesses are creating new jobs	58.7	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome	66.8	
	Governance		Governance
	Information on local government decisions are easily accessible	58.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	46.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	43.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	54.9	Processing Identification Documents online has reduced waiting times





# Chengdu



Out of 141

SMART

**CITY RATING** 

**BACKGROUND INFORMATION** 

#### City

9,140,000 Population (UN World Urbanization Prospects)

0.740 HDI (Global Data Lab)



Country						
China	2019	2020	2021	2022	1 yr change	
HDI	0.775	0.781	0.785	0.788	+0.003	
Life expectancy at birth	78.0	78.1	78.2	78.6	+0.4	
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0	
Mean years of schooling	8.0	8.1	8.1	8.1	+0.0	
GNI per capita (PPP \$)	15,934	16,168	17,499	18,025	+526	

#### PRIORITY AREAS

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

air pollution road congestion ption / transparency ulfilling employment affordable housing health services enities (water, waste) unemployment school education bility / inclusiveness public transport recycling security citizen engagement Green spaces

0%

0%

#### ATTITUDES

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

·	
	LEGEND: MIN CITY MEAN GROUP MAX
STRUCTURES	TECHNOL
	80 100 Health & Safety
	80     100     Health & Safety       79.4     Online reporting of city maintenance problems provides a speedy solution
	73.8 A website or App allows residents to easily give away unwanted items
	68.5 Free public wifi has improved access to city services
	51.1 CCTV cameras has made residents feel safer
	75.1 A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem	62.1 Arranging medical appointments online has improved access
Mobility	Mobility
	41.3 Car-sharing Apps have reduced congestion
	67.3 Apps that direct you to an available parking space have reduced journey time
	Bicycle hiring has reduced congestion
	Online scheduling and ticket sales has made public transport easier to use
	The city provides information on traffic congestion through mobile phones
Activities	Activities
Green spaces are satisfactory	83.0 Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory	82.0
Opportunities (Work & School)	Opportunities (Work & School)
Employment finding services are readily available	78.6 Online access to job listings has made it easier to find work
Most children have access to a good school	74.3 IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions	64.3 Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs	73.3 The current internet speed and reliability meet connectivity needs
Minorities feel welcome	78.1
Governance	Governance
Information on local government decisions are easily accessible	73.2         Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern	47.4 Online voting has increased participation
Residents contribute to decision making of local government	57.2 An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects	67.9 Processing Identification Documents online has reduced waiting times
	Score         Health & Safety       0       20       40       60         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       Indig housing with rent equal to 30% or less of a monthly salary is not a problem         Mobility       Traffic congestion is not a problem         Public transport is satisfactory       Image: Congestion is not a problem         Output       Image: Congestion is not a problem         Public transport is satisfactory       Image: Congestion is not a problem         Cutural activities (shows, bars, and museums) are satisfactory       Image: Congestion is not a problem         Diportunities (Work & School)       Image: Congestion is not a good school         Lifelong learning opportunities are readily available       Image: Congestion is not a good school         Matinesses are creating new jobs       Image: Congestion is not a good school       Image: Congestion is not a problem         Most children have access to a good school       Image: Congestion is not a problem       Image: Congestion is not a problem         Most children have access to a good school       Image: Congestion is not a problem       Image: Congestion is not a problem         Most children have access to a good school       Image: Congestion is







# Chicago



Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION

2,750,000 Population (UN Data)

HDI 0.929 (Global Data Lab)



Country					
USA	2019	2020	2021	2022	1 yr change
HDI	0.933	0.923	0.921	0.927	+0.006
Life expectancy at birth	79.1	77.4	77.2	78.2	+1.0
Expected years of schooling	16.6	16.6	16.4	16.4	+0.0
Mean years of schooling	13.6	13.7	13.6	13.6	+0.0
GNI per capita (PPP \$)	63,654	61,077	64,484	65,565	+1,081

#### PRIORITY AREAS

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

0% affordable housing security health services tion / transparency unemployment school education road congestion filling employment public transport air pollution ties (water, waste) itizen engagement 12.2% ility / inclusiveness 11.8% 11.2% Green spaces recycling 9.0%

0%

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

			LEGEND: MIN		MEAN GROUP MAX	
BB in 2023	STRUCTURES	Score			•	TECHN
	Health & Safety 0 20	40 60	80 100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas			54.3	Online reporting of city maintenance problems provides a	a speedy solution
FLOTOD	Recycling services are satisfactory			61.7	A website or App allows residents to easily give away un	wanted items
FACTOR	Public safety is not a problem			26.5	Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem			34.0	CCTV cameras has made residents feel safer	
	Medical services provision is satisfactory			58.8	A website or App allows residents to effectively monitor	air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			35.4	Arranging medical appointments online has improved ac	cess
BB	Mobility				Mobility	
	Traffic congestion is not a problem			24.3	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory			51.8	Apps that direct you to an available parking space have r	educed journey time
					Bicycle hiring has reduced congestion	
					Online scheduling and ticket sales has made public trans	sport easier to use
BB					The city provides information on traffic congestion throu	gh mobile phones
	Activities				Activities	
TECHNOLOGIES	Green spaces are satisfactory			61.7	Online purchasing of tickets to shows and museums has	made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory			77.8		
	Opportunities (Work & School)				Opportunities (Work & School)	
GROUP	Employment finding services are readily available			64.0	Online access to job listings has made it easier to find wo	ork
UNOUF	Most children have access to a good school			49.8	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions			53.4	Online services provided by the city has made it easier to	start a new business
<b>9</b>	Businesses are creating new jobs			61.9	The current internet speed and reliability meet connectiv	vity needs
<b>~</b>	Minorities feel welcome			59.1		
	Governance				Governance	
	Information on local government decisions are easily accessible			58.8	Online public access to city finances has reduced corrup	tion
	Corruption of city officials is not an issue of concern			26.5	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government			45.6	An online platform where residents can propose ideas ha	as improved city life
from AAA to D	Residents provide feedback on local government projects			54.8	Processing Identification Documents online has reduced	waiting times



# Chongqing



86 in 2023

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SMART

**CITY RATING** 

CCC

CCC in 2023

FACTOR

RATINGS

CCC

STRUCTURES

**BACKGROUND INFORMATION** 

City

0

15,870,000 Population (UN World Urbanization Prospects)

0.774 HDI (Global Data Lab)



0	Jountry						
(	China	2019	2020	2021	2022	1 yr change	
F	IDI	0.775	0.781	0.785	0.788	+0.003	
L	ife expectancy at birth	78.0	78.1	78.2	78.6	+0.4	
E	expected years of schooling	15.0	15.2	15.2	15.2	+0.0	
Ν	lean years of schooling	8.0	8.1	8.1	8.1	+0.0	
C	GNI per capita (PPP \$)	15,934	16,168	17,499	18,025	+526	

#### PRIORITY AREAS

	road cong
From a list of 15	
	fulfilling emplo
indicators, survey	affordable h
respondents were asked	air pol
to colort E that they	corruption / transp
to select 5 that they	health se
perceived as the most	unemplo
urgent for their city. The	social mobility / inclusiv
angent for their only. The	basic amenities (water,
higher the percentage of	school edu
responses per area, the	rec
greater the priority for the	Greens
greater the phonty for the	citizen engag
city.	public tra
	S

0% gestion loyment housing ollution sparency services loyment iveness . waste) ducation ecycling n spaces agement ransport security

0%

#### ATTITUDES

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

STRU	CTURES		Sc	ore				TE
Health & Safety	0	20	40	60	80	100		Health & Safety
Basic sanitation meets the needs of the poorest areas							82.9	Online reporting of city maintenance problems provides a speedy solu
Recycling services are satisfactory							74.6	A website or App allows residents to easily give away unwanted items
Public safety is not a problem							73.3	Free public wifi has improved access to city services
Air pollution is not a problem							61.0	CCTV cameras has made residents feel safer
Medical services provision is satisfactory							77.3	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a pr	oblem						68.4	Arranging medical appointments online has improved access
Mobility								Mobility
Traffic congestion is not a problem			$\bigcirc$				40.8	Car-sharing Apps have reduced congestion
Public transport is satisfactory							69.3	Apps that direct you to an available parking space have reduced journe
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to
								The city provides information on traffic congestion through mobile pho
Activities								Activities
Green spaces are satisfactory					$\bigcirc$		81.6	Online purchasing of tickets to shows and museums has made it easier
Cultural activities (shows, bars, and museums) are satisfactory							79.2	
Opportunities (Work & School)								Opportunities (Work & School)
Employment finding services are readily available							76.9	Online access to job listings has made it easier to find work
Most children have access to a good school							74.5	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions							65.1	Online services provided by the city has made it easier to start a new b
Businesses are creating new jobs					$\bigcirc$		72.3	The current internet speed and reliability meet connectivity needs
Minorities feel welcome							82.4	
Governance								Governance
Information on local government decisions are easily accessible							74.8	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern				$\bigcirc$			58.1	Online voting has increased participation
Residents contribute to decision making of local government				$\bigcirc$			59.3	An online platform where residents can propose ideas has improved ci
Residents provide feedback on local government projects		_					68.5	Processing Identification Documents online has reduced waiting times

CCC

TECHNOLOGIES

GROUP

All ratings range from AAA to D





# Copenhagen



4 in 2023

Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION

City

1,350,000 Population (UN World Urbanization Prospects)

0.967 HDI (Global Data Lab)



Country					
Denmark	2019	2020	2021	2022	1 yr change
HDI	0.946	0.946	0.947	0.952	+0.005
Life expectancy at birth	81.4	81.5	81.4	81.9	+0.5
Expected years of schooling	18.6	18.6	18.8	18.8	+0.0
Mean years of schooling	12.9	13.0	13.0	13.0	+0.0
GNI per capita (PPP \$)	58,454	57,324	59,993	62,019	+2,026

#### PRIORITY AREAS

	affordable housing	
From a list of 15	0	
	road congestion	
indicators, survey	air pollution	
respondents were asked	unemployment	
	public transport	
to select 5 that they	health services	
perceived as the most	Green spaces	
urgent for their city. The	security	
digention then eity. The	school education	
higher the percentage of	citizen engagement	
responses per area, the	fulfilling employment	
greater the priority for the	recycling	
greater the priority for the	corruption / transparency	
city.	social mobility / inclusiveness	
	basic amenities (water, waste)	

0%

0%

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

ΔΔ	· · · · · · · · · · · · · · · · · · ·		i		
~~			LEGEND: MI	IN 🔵 C	MEAN GROUP MAX
AA in 2023	STRUCTURES —	Score			TECHNO
	Health & Safety 0 20	40 60	80 100		Health & Safety
	Basic sanitation meets the needs of the poorest areas			76.9	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			78.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			71.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			50.4	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory			74.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			22.9	Arranging medical appointments online has improved access
AA	Mobility				Mobility
	Traffic congestion is not a problem			32.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			65.9	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
Δ					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory		$\bigcirc$	72.2	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory			83.1	
	Opportunities (Work & School)				Opportunities (Work & School)
GROUP	Employment finding services are readily available			77.7	Online access to job listings has made it easier to find work
anoor	Most children have access to a good school			78.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			73.1	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs			70.7	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome			59.7	
	Governance				Governance
	Information on local government decisions are easily accessible			63.8	Online public access to city finances has reduced corruption
A.U	Corruption of city officials is not an issue of concern		_	62.9	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			58.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		)	67.9	Processing Identification Documents online has reduced waiting times
·!	L				





# Delhi

SMART

### CITY RANKING 106 Out of 142 105 in 2023 Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION



30,290,000 Population (UN World Urbanization Prospects)

#### HDI 0.730 (Global Data Lab)



Country					
India	2019	2020	2021	2022	1 yr change
HDI	0.638	0.638	0.633	0.644	+0.011
Life expectancy at birth	70.9	70.2	67.2	67.7	+0.5
Expected years of schooling	11.4	11.7	12.0	12.6	+0.6
Mean years of schooling	6.3	6.5	6.5	6.6	+0.0
GNI per capita (PPP \$)	6,554	6,090	6,542	6,951	+408

#### PRIORITY AREAS

From a list of 15	air pollution	
	security	
indicators, survey	basic amenities (water, waste)	
respondents were asked	health services	
	unemployment	
to select 5 that they	road congestion	
perceived as the most	Green spaces	
urgent for their city. The	fulfilling employment	
0	corruption / transparency	
higher the percentage of	affordable housing	
responses per area, the	recycling	
greater the priority for the	public transport	
greater the priority for the	school education	13
city.	social mobility / inclusiveness	11.3
	citizen engagement	8.1%

#### ATTITUDES

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

CC							i		
•••						LEGEND	D: MIN		CITY MEAN GROUP MAX
CC in 2023	STRUCTUF	RES		Score					TECHNOL
	Health & Safety	0	20	40	60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas							69.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory							66.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem							37.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem							21.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					)		69.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem							49.0	Arranging medical appointments online has improved access
CC	Mobility								Mobility
	Traffic congestion is not a problem							25.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				$\bigcirc$			67.5	Apps that direct you to an available parking space have reduced journey time
									Bicycle hiring has reduced congestion
									Online scheduling and ticket sales has made public transport easier to use
CC									The city provides information on traffic congestion through mobile phones
•••	Activities								Activities
TECHNOLOGIES	Green spaces are satisfactory				$\bigcirc$			63.1	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory							73.8	
	Opportunities (Work & School)								Opportunities (Work & School)
GROUP	Employment finding services are readily available							65.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school							67.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions							65.2	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					$\bigcirc$		75.0	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome							68.7	
	Governance								Governance
	Information on local government decisions are easily accessible							70.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			$\bigcirc$				38.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				$\bigcirc$			64.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects							65.9	Processing Identification Documents online has reduced waiting times

0%

0%




# Denver



Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION



Population	720,000
<i></i>	

0.942 HDI (Global Data Lab)



Country			
USA 2019 2020	2021	2022	1 yr change
HDI 0.933 0.923	0.921	0.927	+0.006
Life expectancy at birth 79.1 77.4	77.2	78.2	+1.0
Expected years of schooling 16.6 16.6	16.4	16.4	+0.0
Mean years of schooling 13.6 13.7	13.6	13.6	+0.0
GNI per capita (PPP \$) 63,654 61,077	64,484	65,565	+1,081

## PRIORITY AREAS

From a list of 15	affordable housing		
	road congestion		
indicators, survey	security		
respondents were asked	air pollution		
to coloct E that thay	school education		
to select 5 that they	unemployment		
perceived as the most	health services		
urgent for their city. The	corruption / transparency		
0	public transport		
higher the percentage of	fulfilling employment		
responses per area, the	basic amenities (water, waste)		
greater the priority for the	recycling		
greater the phonty for the	Green spaces		11.
city.	social mobility / inclusiveness		11.
	citizen engagement	7.2	2%

0%

11.6%

11.4%

#### ATTITUDES

ATTIODES	0%	
You are willing to concede personal data in order to improve traffic congestion		
You are comfortable with face recognition technologies to lower crime		
You feel the availability of online information has increased your trust in authorities		
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)		
LEGEND: GROUP MEAN CITY		

BBB	L	······································	
DDD		LEGEND: MIN CIT	MEAN GROUP MAX
BBB in 2023	STRUCTURES		TECHNOI
	ScoreHealth & Safety0204060	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	53.7	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	62.9	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	30.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	29.0	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory	62.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	17.7	Arranging medical appointments online has improved access
BBB	Mobility		Mobility
	Traffic congestion is not a problem	19.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	49.3	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
BBB			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	67.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	78.1	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	68.0	Online access to job listings has made it easier to find work
uncon	Most children have access to a good school	59.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	65.2	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs	64.8	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	61.3	
	Governance		Governance
	Information on local government decisions are easily accessible	57.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	43.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	50.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	61.3	Processing Identification Documents online has reduced waiting times



53.7

# Doha



BACKGROUND INFORMATION



0.855 HDI (Global Data Lab)



Country					
Qatar	2019	2020	2021	2022	1 yr change
HDI	0.869	0.863	0.864	0.875	+0.011
Life expectancy at birth	81.0	79.1	79.3	81.6	+2.3
Expected years of schooling	13.2	13.3	13.3	13.3	+0.0
Mean years of schooling	10.0	10.1	10.1	10.1	+0.0
GNI per capita (PPP \$)	88,647	87,385	91,760	95,944	+4,184

## PRIORITY AREAS

From a list of 15	affordable housing	
	fulfilling employment	
indicators, survey	unemployment	
respondents were asked	road congestion	
to calcat E that thay	Green spaces	
to select 5 that they	health services	
perceived as the most	air pollution	
urgent for their city. The	public transport	
	recycling	
higher the percentage of	citizen engagement	
responses per area, the	school education	
greater the priority for the	basic amenities (water, waste)	
greater the phonity for the	social mobility / inclusiveness	
city.	corruption / transparency	
	security	

0%

0%

#### ATTITUDES

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

		l	LEGEND: MIN OCI	TY MEAN GROUP MAX
BB in 2023	STRUCTURES	Score	•	TECHNOL
	Health & Safety 0 20	40 60 8	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		85.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		76.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		71.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		53.9	CCTV cameras has made residents feel safer
I.V.IIIIOO	Medical services provision is satisfactory		83.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		46.5	Arranging medical appointments online has improved access
BB	Mobility			Mobility
	Traffic congestion is not a problem		56.7	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		80.9	Apps that direct you to an available parking space have reduced journey time
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
B				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		78.2	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		79.1	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		55.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		74.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		66.6	Online services provided by the city has made it easier to start a new business
<b>_</b>	Businesses are creating new jobs		64.0	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome		73.2	
	Governance			Governance
	Information on local government decisions are easily accessible		77.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		64.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		53.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		55.7	Processing Identification Documents online has reduced waiting times



HNOLOGIES



# Dubai



SMART

**CITY RATING** 

### BACKGROUND INFORMATION

City

2,880,000 Population (UN World Urbanization Prospects)

HDI 0.911 (Global Data Lab)



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

Country					
United Arab Emirates	2019	2020	2021	2022	1 yr change
HDI	0.933	0.930	0.931	0.937	+0.006
Life expectancy at birth	79.7	78.9	78.7	79.2	+0.5
Expected years of schooling	16.8	17.2	17.2	17.2	+0.0
Mean years of schooling	12.7	12.7	12.8	12.8	+0.0
GNI per capita (PPP \$)	72,131	67,353	69,550	74,104	+4,553

## PRIORITY AREAS

affordable housin
unemploymer
road congestio
fulfilling employmer
air pollution
health service
Green space
recyclin
citizen engagemer
school educatio
public transpo
social mobility / inclusivenes
basic amenities (water, waste
corruption / transparenc
securit

0% sing ent tion ent ion ces ces ing ent tion oort iess ste) 12.9% 12.6% ncy 11.4% irity

0%

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

BB	· · · · · · · · · · · · · · · · · · ·			L	
DD			LEGEND	D: MIN OC	TY MEAN GROUP MAX
BB in 2023	STRUCTURES —			•	TECHN
	Health & Safety 0 20	Score 40 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			81.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			83.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			67.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			52.1	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory			82.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			52.1	Arranging medical appointments online has improved access
BB	Mobility				Mobility
	Traffic congestion is not a problem			40.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		$\bigcirc$	79.7	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
BB					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory		$\bigcirc$	81.9	Online purchasing of tickets to shows and museums has made it easier to at
	Cultural activities (shows, bars, and museums) are satisfactory			85.8	
	Opportunities (Work & School)				Opportunities (Work & School)
GROUP	Employment finding services are readily available			68.7	Online access to job listings has made it easier to find work
anoor	Most children have access to a good school		$\bigcirc$	76.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			69.8	Online services provided by the city has made it easier to start a new busines
2	Businesses are creating new jobs			70.5	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			81.3	
	Governance				Governance
	Information on local government decisions are easily accessible			86.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			68.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			63.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			72.1	Processing Identification Documents online has reduced waiting times
11	L				





# Dublin



SMART

**CITY RATING** 

BACKGROUND INFORMATION

City

1,230,000 Population (UN World Urbanization Prospects)

0.950 HDI (Global Data Lab)



Country						
Ireland	2019	2020	2021	2022	1 yr change	
HDI	0.942	0.945	0.946	0.950	+0.004	
Life expectancy at birth	82.3	82.5	82.0	82.7	+0.7	
Expected years of schooling	18.9	18.8	19.1	19.1	+0.0	
Mean years of schooling	11.6	11.7	11.7	11.7	+0.0	
GNI per capita (PPP \$)	67,652	69,109	78,953	87,468	+8,515	

## PRIORITY AREAS

From a list of 15	affordable housing	
11011 a list of 15	health services	
indicators, survey	security	
respondents were asked	public transport	
to select 5 that they	road congestion	
to select 5 that they	unemployment	
perceived as the most	corruption / transparency	
urgent for their city. The	school education	
	fulfilling employment	
higher the percentage of	Green spaces	
responses per area, the	social mobility / inclusiveness	
greater the priority for the	recycling	
greater the phonty for the	basic amenities (water, waste)	
city.	air pollution	
	citizen engagement	

0%

9.7%

ATTTODES	0%		
You are willing to concede personal data in order to improve traffic congestion			
You are comfortable with face recognition technologies to lower crime			
You feel the availability of online information has increased your trust in authorities			
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)			
LEGEND: GROUP MEAN CITY			

BB	· · · · · · · · · · · · · · · · · · ·	
DD		LEGEND: MIN CITY MEAN GROUP MAX
BB in 2023	STRUCTURES	TECHNO
	Health & Safety 0 20 40 60	80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	56.6 Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	64.5 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	26.1 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	37.5 CCTV cameras has made residents feel safer
TO THINGO	Medical services provision is satisfactory	34.7 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	10.9 Arranging medical appointments online has improved access
BB	Mobility	Mobility
	Traffic congestion is not a problem	20.3 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	41.9 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
BBB		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	54.7 Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory	68.2
	Opportunities (Work & School)	Opportunities (Work & School)
GROUP	Employment finding services are readily available	68.1 Online access to job listings has made it easier to find work
anoor	Most children have access to a good school	63.9 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	62.4 Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs	61.9 The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	50.5
	Governance	Governance
	Information on local government decisions are easily accessible	48.1 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	30.2 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	36.4 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	49.1 Processing Identification Documents online has reduced waiting times
L	L	





# Dusseldorf



SMART

**CITY RATING** 

BACKGROUND INFORMATION

City

630,000 Population (UN World Urbanization Prospects)

0.939 HDI (Global Data Lab)



Country					
Germany	2019	2020	2021	2022	1 yr change
HDI	0.951	0.948	0.948	0.950	+0.002
Life expectancy at birth	81.6	81.1	80.6	81.0	+0.4
Expected years of schooling	17.2	17.2	17.3	17.3	+0.0
Mean years of schooling	14.2	14.3	14.3	14.3	+0.0
GNI per capita (PPP \$)	55,685	53,375	55,057	55,340	+284

## PRIORITY AREAS

	affordable housing	
From a list of 15	road congestion	
indicators, survey	security	
maleatere, earrey		
respondents were asked	unemployment	
	public transport	
to select 5 that they	air pollution	
perceived as the most	basic amenities (water, waste)	
urgent for their city. The	Green spaces	
digention then eity. The	recycling	
higher the percentage of	school education	
responses per area, the	health services	
greater the priority for the	social mobility / inclusiveness	
greater the priority for the	fulfilling employment	
city.	citizen engagement	
	corruption / transparency	



#### 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				
You reet the availability of online information has increased your trust in authorities				
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)				
LEGEND: GROUP MEAN CITY				

		_			LEGEND:	MIN	CITY MEAN GROUP MAX	
BB in 2023	STRUCTURE	S -	Sco	e		•	•	TECHNO
	Health & Safety	0 20	40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas					64.4	Online reporting of city maintenance	ce problems provides a speedy solution
FAOTOD	Recycling services are satisfactory					72.3	A website or App allows residents	to easily give away unwanted items
FACTOR	Public safety is not a problem			$\bigcirc$		56.9	Free public wifi has improved acces	ss to city services
RATINGS	Air pollution is not a problem					41.6	CCTV cameras has made residents	feel safer
	Medical services provision is satisfactory					75.3	A website or App allows residents	to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					25.1	Arranging medical appointments of	nline has improved access
BBB	Mobility						Mobility	
	Traffic congestion is not a problem					34.8	Car-sharing Apps have reduced co	ngestion
STRUCTURES	Public transport is satisfactory					58.9	Apps that direct you to an available	e parking space have reduced journey time
							Bicycle hiring has reduced congest	tion
							Online scheduling and ticket sales	has made public transport easier to use
B							The city provides information on tra	affic congestion through mobile phones
	Activities						Activities	
TECHNOLOGIES	Green spaces are satisfactory					64.4	Online purchasing of tickets to sho	ws and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory					78.2		
	Opportunities (Work & School)						Opportunities (Work & Sc	:hool)
GROUP	Employment finding services are readily available					60.4	Online access to job listings has ma	ade it easier to find work
GROUP	Most children have access to a good school					65.2	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions			$\bigcirc$		55.5	Online services provided by the city	y has made it easier to start a new business
	Businesses are creating new jobs					60.2	The current internet speed and reli	ability meet connectivity needs
<b>_</b>	Minorities feel welcome					58.1		
	Governance						Governance	
	Information on local government decisions are easily accessible					54.4	Online public access to city finance	es has reduced corruption
	Corruption of city officials is not an issue of concern					52.7	Online voting has increased partici	pation
All ratings range	Residents contribute to decision making of local government					48.8	An online platform where residents	s can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			$\bigcirc$		54.7	Processing Identification Documen	ts online has reduced waiting times

OLOGIES Score 0 100 20 40 60 80 45.2 55.4 54.4 45.9 37.5 56.7  $\bigcirc$ 40.3 46.2  $\bigcirc$ 48.3  $\bigcirc$ 65.9 52.3 76.2 tend  $\bigcirc$ 69.1 49.2 47.4 ss 60.2 38.6 54.5 46.4 51.9

# Geneva



Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION



HDI 0.966 (Global Data Lab)



tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

Country					
Switzerland	2019	2020	2021	2022	1 yr change
HDI	0.960	0.957	0.965	0.967	+0.002
Life expectancy at birth	83.8	83.1	84.0	84.3	+0.3
Expected years of schooling	16.3	16.4	16.6	16.6	+0.0
Mean years of schooling	13.9	13.9	13.9	13.9	+0.0
GNI per capita (PPP \$)	67,531	66,267	68,550	69,433	+882

## PRIORITY AREAS

	affordable I
From a list of 15	road con
indicators, survey	unempl
respondents were asked	s
to select 5 that they	air po
to select 5 that they	fulfilling empl
perceived as the most	health s
urgent for their city. The	Green
	re
higher the percentage of	public tra
responses per area, the	corruption / transp
greater the priority for the	social mobility / inclus
greater the priority for the	basic amenities (water,
city.	school ed
	citizen enga



0%

#### ATTITUDES

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

AAA	· · · · · · · · · · · · · · · · · · ·	i	L	
AAA		LEGEND:	: MIN 🔵 C	MEAN GROUP MAX
AA in 2023	STRUCTURES			TECHNO
	Score 0 20 40 60	80	100	
	Health & Safety 0 20 40 60 Basic sanitation meets the needs of the poorest areas	80	74.0	Health & Safety Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		74.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		70.8	Free public wifi has improved access to city services
	Air pollution is not a problem		55.4	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory		78.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		32.2	Arranging medical appointments online has improved access
AAA	Mobility			Mobility
	Traffic congestion is not a problem	l	39.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		72.8	Apps that direct you to an available parking space have reduced journey time
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
ΔΔ				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		82.2	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory		81.2	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		67.9	Online access to job listings has made it easier to find work
anoor	Most children have access to a good school		82.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		71.7	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs		56.8	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome		67.5	
	Governance			Governance
	Information on local government decisions are easily accessible		70.3	Online public access to city finances has reduced corruption
All ratings range	Corruption of city officials is not an issue of concern		56.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		69.3 70.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		70.0	Processing Identification Documents online has reduced waiting times





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# Glasgow



**CITY RATING** 

#### BACKGROUND INFORMATION

City	

Population	620,000
(Eurostat)	

HDI 0.921 (Global Data Lab)



Country					
United Kingdom	2019	2020	2021	2022	1 yr change
HDI	0.933	0.920	0.931	0.940	+0.009
Life expectancy at birth	81.7	80.4	80.7	82.2	+1.4
Expected years of schooling	17.2	17.2	17.6	17.6	+0.0
Mean years of schooling	13.3	13.4	13.4	13.4	+0.0
GNI per capita (PPP \$)	47,066	40,799	44,750	46,624	+1,874

## PRIORITY AREAS

From a list of 15	affordable h
11011 a list of 15	health s
indicators, survey	unemplo
respondents were asked	fulfilling emplo
to select 5 that they	road cong
to select 5 that they	school edu
perceived as the most	public tra
urgent for their city. The	S
higher the percentage of	re
higher the percentage of	air po
responses per area, the	social mobility / inclusi
greater the priority for the	Green
greater the phonty for the	basic amenities (water,
city.	corruption / transp
	citizen engag



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

BB in 2023	STRUCTL	IRES				EGEND:	MIN	TECHN
DD III EOEO		MEO		Score				
	Health & Safety	0	20	40 6	60 80	D 10	0	Health & Safety
	Basic sanitation meets the needs of the poorest areas						52.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			$\bigcirc$			52.4	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						38.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						35.0	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						47.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	m					25.6	Arranging medical appointments online has improved access
BB	Mobility							Mobility
	Traffic congestion is not a problem						24.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						52.5	Apps that direct you to an available parking space have reduced journey time
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
B								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						63.9	Online purchasing of tickets to shows and museums has made it easier to att
	Cultural activities (shows, bars, and museums) are satisfactory				$\bigcirc$		76.4	
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available				$\bigcirc$		61.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						60.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						57.5	Online services provided by the city has made it easier to start a new busines
	Businesses are creating new jobs						53.4	The current internet speed and reliability meet connectivity needs
<b>∠</b>	Minorities feel welcome						61.0	
	Governance							Governance
	Information on local government decisions are easily accessible						52.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			$\bigcirc$			38.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						40.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						48.0	Processing Identification Documents online has reduced waiting times

# Gothenburg



SMART

**CITY RATING** 

Α

BACKGROUND INFORMATION



560,000 Population (Eurostat)

0.944 HDI (Global Data Lab)



Country					
Sweden	2019	2020	2021	2022	1 yr change
HDI	0.947	0.944	0.949	0.952	+0.003
Life expectancy at birth	83.1	82.4	83.0	83.5	+0.5
Expected years of schooling	18.5	18.7	19.0	19.0	+0.0
Mean years of schooling	12.6	12.7	12.7	12.7	+0.0
GNI per capita (PPP \$)	54,441	53,195	55,908	56,996	+1,088

# PRIORITY AREAS

From a list of 15	affordable housing	
	security	
indicators, survey	health services	
respondents were asked	public transport	
to select 5 that they	school education	
to select 5 that they	unemployment	
perceived as the most	road congestion	
urgent for their city. The	fulfilling employment	
0 ,	Green spaces	
higher the percentage of	social mobility / inclusiveness	
responses per area, the	corruption / transparency	
greater the priority for the	air pollution	
0 1 9	recycling	13
city.	basic amenities (water, waste)	10.29
	citizen engagement	8.5%

0%

10.2%

ATTTODES	0%					
You are willing to concede personal data in order to improve traffic congestion						
You are comfortable with face recognition technologies to lower crime						
You feel the availability of online information has increased your trust in authorities						
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)						
LEGEND: GROUP MEAN CITY						

A in 2023	STRU	JCTURES				EGEND: N		CITY MEAN GROUP MAX
				Score				
	Health & Safety	0	20	40 6	80 80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas				0		63.2	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory				$\bigcirc$		67.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						42.9	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						50.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				)		57.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a p	oroblem					28.0	Arranging medical appointments online has improved access
BBB	Mobility							Mobility
	Traffic congestion is not a problem						30.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory						50.9	Apps that direct you to an available parking space have reduced journey time
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
Δ								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						76.5	Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory						75.1	
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available						64.0	Online access to job listings has made it easier to find work
UNOUF	Most children have access to a good school				$\bigcirc$		66.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						64.5	Online services provided by the city has made it easier to start a new business
<b>1</b>	Businesses are creating new jobs						65.7	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome						56.4	
	Governance							Governance
	Information on local government decisions are easily accessible						59.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						49.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						43.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						50.4	Processing Identification Documents online has reduced waiting times





# Guangzhou

SMART CITY RANKING **65** Out of 142

71 in 2023

Out of 141

SMART

**CITY RATING** 

CCC

CCC in 2023

**BACKGROUND INFORMATION** 

City

0

13,300,000 Population (UN World Urbanization Prospects)

0.799 HDI (Global Data Lab)



Country					
China	2019	2020	2021	2022	1 yr change
HDI	0.775	0.781	0.785	0.788	+0.003
Life expectancy at birth	78.0	78.1	78.2	78.6	+0.4
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0
Mean years of schooling	8.0	8.1	8.1	8.1	+0.0
GNI per capita (PPP \$)	15,934	16,168	17,499	18,025	+526

## PRIORITY AREAS

From a list of 15	road congestion	
	air pollution	
indicators, survey	fulfilling employment	
respondents were asked	affordable housing	
	health services	
to select 5 that they	basic amenities (water, waste)	
perceived as the most	social mobility / inclusiveness	
urgent for their city. The	school education	
0	unemployment	
higher the percentage of	corruption / transparency	
responses per area, the	public transport	
greater the priority for the	Green spaces	
greater the priority for the	security	
city.	recycling	
	citizen engagement	

0%

11.8%

0%

#### ATTITUDES

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

٢	RUCTURES						TECHN
<b>0</b>	Recruite		Sco	ore			
Health & Safety	0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						85.0	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						73.9	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					)	68.7	Free public wifi has improved access to city services
Air pollution is not a problem						59.8	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						80.5	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is no	t a problem					64.5	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem			$\bigcirc$			46.6	Car-sharing Apps have reduced congestion
Public transport is satisfactory				$\bigcirc$		64.5	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
							The city provides information on traffic congestion through mobile phones
Activities							Activities
Green spaces are satisfactory						78.3	Online purchasing of tickets to shows and museums has made it easier to att
Cultural activities (shows, bars, and museums) are satisfactory					$\bigcirc$	81.6	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available					$\bigcirc$	80.4	Online access to job listings has made it easier to find work
Most children have access to a good school						76.8	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						67.7	Online services provided by the city has made it easier to start a new busines
Businesses are creating new jobs						77.3	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						82.4	
Governance							Governance
Information on local government decisions are easily accessible						79.1	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern				$\bigcirc$		60.6	Online voting has increased participation
Residents contribute to decision making of local government						69.6	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						76.6	Processing Identification Documents online has reduced waiting times

FACTOR RATINGS

CCC

STRUCTURES

CCC TECHNOLOGIES

GROUP



All ratings range from AAA to D



# Guatemala City



D

D in 2023

FACTOR

RATINGS

D

STRUCTURES

D

TECHNOLOGIES

GROUP

All ratings range

**BACKGROUND INFORMATION** 

City

3,040,000 Population (UN World Urbanization Prospects)

0.722 HDI (Global Data Lab)



2019	2020	2021	2022	1 yr change
0.645	0.638	0.630	0.629	-0.001
73.1	71.8	69.2	68.7	-0.6
10.8	10.8	10.8	10.8	+0.0
5.7	5.7	5.7	5.7	+0.0
8,514	8,240	8,716	8,996	+280
	0.645 73.1 10.8 5.7	0.645         0.638           73.1         71.8           10.8         10.8           5.7         5.7	0.645         0.638         0.630           73.1         71.8         69.2           10.8         10.8         10.8           5.7         5.7         5.7	0.645         0.638         0.630         0.629           73.1         71.8         69.2         68.7           10.8         10.8         10.8         10.8           5.7         5.7         5.7         5.7

From a list of 15	security
	health services
indicators, survey	corruption / transparency
respondents were asked	basic amenities (water, waste)
to coloct E that thay	unemployment
to select 5 that they	school education
perceived as the most	road congestion
urgent for their city. The	fulfilling employment
0	public transport
higher the percentage of	affordable housing
responses per area, the	recycling
greater the priority for the	air pollution
greater the phonty for the	Green spaces
city.	citizen engagement
	social mobility / inclusiveness



#### ATTITUDES

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

	STRUCTURES							<pre>TECH</pre>
	SINUCIURES		Sc	ore				
Health & Safety	0	20	40	60	80	100		Health & Safety
Basic sanitation meets the needs of the poorest areas							26.2	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory							27.1	A website or App allows residents to easily give away unwanted items
Public safety is not a problem							18.3	Free public wifi has improved access to city services
Air pollution is not a problem							28.7	CCTV cameras has made residents feel safer
Medical services provision is satisfactory							25.6	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is	not a problem		)				27.8	Arranging medical appointments online has improved access
Mobility								Mobility
Traffic congestion is not a problem							17.8	Car-sharing Apps have reduced congestion
Public transport is satisfactory							23.8	Apps that direct you to an available parking space have reduced journey t
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to us
								The city provides information on traffic congestion through mobile phone
Activities								Activities
Green spaces are satisfactory							57.5	Online purchasing of tickets to shows and museums has made it easier to
Cultural activities (shows, bars, and museums) are satisfactory							58.3	
Opportunities (Work & School)								Opportunities (Work & School)
Employment finding services are readily available							49.1	Online access to job listings has made it easier to find work
Most children have access to a good school							15.8	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions			$\bigcirc$				33.8	Online services provided by the city has made it easier to start a new busi
Businesses are creating new jobs			$\bigcirc$				39.0	The current internet speed and reliability meet connectivity needs
Minorities feel welcome							30.0	
Governance								Governance
Information on local government decisions are easily accessible							33.5	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern							10.0	Online voting has increased participation
Residents contribute to decision making of local government							19.8	An online platform where residents can propose ideas has improved city l
Residents provide feedback on local government projects							24.5	Processing Identification Documents online has reduced waiting times

from AAA to D



56.2

# Hamburg



SMART

BACKGROUND INFORMATION

City

HDI

Population (Eurostat)

11 in 2023 Out of 141

SMART **CITY RATING** 



A in 2023

FACTOR RATINGS BBB STRUCTURES

BBB TECHNOLOGIES

GROUP



1,850,000 0.972 (Global Data Lab)



Country					
Germany	2019	2020	2021	2022	1 yr change
HDI	0.951	0.948	0.948	0.950	+0.002
Life expectancy at birth	81.6	81.1	80.6	81.0	+0.4
Expected years of schooling	17.2	17.2	17.3	17.3	+0.0
Mean years of schooling	14.2	14.3	14.3	14.3	+0.0
GNI per capita (PPP \$)	55,685	53,375	55,057	55,340	+284

# PRIORITY AREAS

From a list of 15		affordable housing	
		road congestion	
indicators, survey		security	
respondents were	asked	unemployment	
		public transport	
to select 5 that th	ey	school education	
perceived as the n	nost	air pollution	
urgent for their cit	ty The	health services	
8		Green spaces	
higher the percent	tage of	recycling	
responses per are	a, the	social mobility / inclusiveness	
greater the priorit	v for tho	citizen engagement	
greater the priority for the	y for the	basic amenities (water, waste)	
city.		corruption / transparency	
		fulfilling employment	

0%

## ATTITUDES

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

				LEGEN	D: MIN 🔵	CITY MEAN GROUP MAX	
	STRUCTURES					•	TECHNO
lealth & Safety	0	20	Score 40 60	80	100	Health & Safety	
asic sanitation meets the needs of the poorest are		20	10 00		67.4	Online reporting of city maintenance pro	blems provides a speedy solution
ecycling services are satisfactory	35				70.3		
ublic safety is not a problem					53.7	A website or App allows residents to eas Free public wifi has improved access to	
ir pollution is not a problem					43.5	CCTV cameras has made residents feel	-
					67.6	A website or App allows residents to eff	
ledical services provision is satisfactory					19.0		
inding housing with rent equal to 30% or less of a	monthly salary is not a problem				19.0	Arranging medical appointments online	nas improved access
Aobility						Mobility	
raffic congestion is not a problem					26.5	Car-sharing Apps have reduced congest	ion
ublic transport is satisfactory					59.3	Apps that direct you to an available park	ing space have reduced journey time
						Bicycle hiring has reduced congestion	
						Online scheduling and ticket sales has n	nade public transport easier to use
						The city provides information on traffic o	congestion through mobile phones
Activities						Activities	
reen spaces are satisfactory					65.0	Online purchasing of tickets to shows ar	nd museums has made it easier to atten
ultural activities (shows, bars, and museums) are s	satisfactory				80.8		
Opportunities (Work & School)						Opportunities (Work & Schoo	ol)
mployment finding services are readily available					66.4	Online access to job listings has made it	
lost children have access to a good school					63.3	IT skills are taught well in schools	
ifelong learning opportunities are provided by loca	al institutions				58.5	Online services provided by the city has	made it easier to start a new business
usinesses are creating new jobs					61.8	The current internet speed and reliabilit	y meet connectivity needs
linorities feel welcome		1			59.3		
Governance						Governance	
formation on local government decisions are easil	ly accessible				53.1	Online public access to city finances has	s reduced corruption
orruption of city officials is not an issue of concern	n				53.8	Online voting has increased participation	n
esidents contribute to decision making of local go					50.1	An online platform where residents can	
esidents provide feedback on local government pr					54.7	Processing Identification Documents on	



OLOGIES Score 0 20 100 40 60 80 45.4 58.5 55.0 42.2 34.3  $\bigcirc$ 57.1 38.0  $\bigcirc$ 42.7  $\bigcirc$ 46.1 67.9 52.9 76.8 tend  $\bigcirc$ 71.6 43.6 43.8 ss 59.7 35.0 47.9  $\bigcirc$ 44.5 

 $\bigcirc$ 

53.9

# Hangzhou



**BACKGROUND INFORMATION** 

## City

0

Population 7,640,000 (UN World Urbanization Prospects)

HDI 0.801 (Global Data Lab)



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

Country						
China	2019	2020	2021	2022	1 yr change	
HDI	0.775	0.781	0.785	0.788	+0.003	
Life expectancy at birth	78.0	78.1	78.2	78.6	+0.4	
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0	
Mean years of schooling	8.0	8.1	8.1	8.1	+0.0	
GNI per capita (PPP \$)	15,934	16,168	17,499	18,025	+526	

## PRIORITY AREAS

From a list of 15	road congestion
	fulfilling employment
indicators, survey	affordable housing
respondents were asked	air pollution
to coloret E that they	health services
to select 5 that they	corruption / transparency
perceived as the most	social mobility / inclusiveness
urgent for their city. The	unemployment
	school education
higher the percentage of	public transport
responses per area, the	basic amenities (water, waste)
greater the priority for the	recycling
greater the phonty for the	security
city.	citizen engagement
	Green spaces

0%

0%

#### ATTITUDES

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

◀ ?	STRUCTURES							TECHN
			Sco	ore				
Health & Safety	0	20	40	60	80	100		Health & Safety
Basic sanitation meets the needs of the poorest areas							84.5	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory							77.3	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					$\bigcirc$		80.8	Free public wifi has improved access to city services
Air pollution is not a problem				$\bigcirc$			63.1	CCTV cameras has made residents feel safer
Medical services provision is satisfactory							82.6	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is	not a problem			$\bigcirc$			63.3	Arranging medical appointments online has improved access
Mobility								Mobility
Traffic congestion is not a problem			$\bigcirc$				41.9	Car-sharing Apps have reduced congestion
Public transport is satisfactory				$\bigcirc$			67.8	Apps that direct you to an available parking space have reduced journey tim
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
								The city provides information on traffic congestion through mobile phones
Activities								Activities
Green spaces are satisfactory							84.3	Online purchasing of tickets to shows and museums has made it easier to a
Cultural activities (shows, bars, and museums) are satisfactory							81.4	
Opportunities (Work & School)								Opportunities (Work & School)
Employment finding services are readily available					$\bigcirc$		80.4	Online access to job listings has made it easier to find work
Most children have access to a good school					$\bigcirc$		77.4	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions							70.1	Online services provided by the city has made it easier to start a new busine
Businesses are creating new jobs					$\bigcirc$		75.7	The current internet speed and reliability meet connectivity needs
Minorities feel welcome							82.0	
Governance								Governance
Information on local government decisions are easily accessible							77.3	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern				$\bigcirc$			53.9	Online voting has increased participation
Residents contribute to decision making of local government							60.7	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects							70.1	Processing Identification Documents online has reduced waiting times

CITY RATING

SMART

70 in 2023

Out of 141

CCC in 2023

RATINGS CCCC STRUCTURES

FACTOR

CCC TECHNOLOGIES

GROUP



All ratings range from AAA to D



\_\_\_\_\_



# Hanoi



Out of 141

SMART

**CITY RATING** 

CCC

CCC in 2023

FACTOR

RATINGS

CCC

STRUCTURES

CCC

TECHNOLOGIES

GROUP

BACKGROUND INFORMATION

City

Population4,680,000(UN World Urbanization Prospects)

HDI 0.744 (Global Data Lab)



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

Country					
Vietnam	2019	2020	2021	2022	1 yr change
HDI	0.717	0.726	0.718	0.726	+0.008
Life expectancy at birth	74.1	75.4	73.6	74.6	+1.0
Expected years of schooling	13.0	13.1	13.1	13.1	+0.0
Mean years of schooling	8.4	8.5	8.5	8.5	+0.0
GNI per capita (PPP \$)	9,734	10,005	10,085	10,814	+729

## PRIORITY AREAS

From a list of 15	air pollution	
	road congestion	
indicators, survey	corruption / transparency	
respondents were asked	basic amenities (water, waste)	
	affordable housing	
to select 5 that they	public transport	
perceived as the most	Green spaces	
urgent for their city. The	health services	
	security	
higher the percentage of	recycling	
responses per area, the	unemployment	
greater the priority for the	fulfilling employment	
greater the phonty for the	school education	
city.	social mobility / inclusiveness	10
	citizen engagement	5.7%

0%

#### ATTITUDES

ATTTUDES	0%							
You are willing to concede personal data in order to improve traffic congestion								
You are comfortable with face recognition technologies to lower crime								
You feel the availability of online information has increased your trust in authorities								
The proportion of your day-to-day payment transactions that are non-cash								
(, · · · · · · · · · · · · · · · · · · ·								
LEGEND: GROUP MEAN CITY								

STRUCTURES						TECHNOL
Sincerones		Sc	ore			
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					73.9	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					66.1	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					84.5	Free public wifi has improved access to city services
Air pollution is not a problem					27.9	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					75.1	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to $30\%$ or less of a monthly salary is not a problem			$\bigcirc$		54.8	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem					25.3	Car-sharing Apps have reduced congestion
Public transport is satisfactory			$\bigcirc$		55.4	Apps that direct you to an available parking space have reduced journey time
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to use
						The city provides information on traffic congestion through mobile phones
Activities						Activities
Green spaces are satisfactory					66.6	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory					79.1	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					79.8	Online access to job listings has made it easier to find work
Most children have access to a good school					81.7	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					70.2	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs					83.6	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					76.0	
Governance						Governance
Information on local government decisions are easily accessible					78.3	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern					38.3	Online voting has increased participation
Residents contribute to decision making of local government					69.2	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects	_				72.7	Processing Identification Documents online has reduced waiting times

All ratings range from AAA to D



IOLOGIES



# Hanover



SMART

**CITY RATING** 

BACKGROUND INFORMATION



540,000 Population (Eurostat)

0.930 HDI (Global Data Lab)



Country					
Germany	2019	2020	2021	2022	1 yr change
HDI	0.951	0.948	0.948	0.950	+0.002
Life expectancy at birth	81.6	81.1	80.6	81.0	+0.4
Expected years of schooling	17.2	17.2	17.3	17.3	+0.0
Mean years of schooling	14.2	14.3	14.3	14.3	+0.0
GNI per capita (PPP \$)	55,685	53,375	55,057	55,340	+284

## PRIORITY AREAS

From a list of 15	affordable housing	
	security	
indicators, survey	road congestion	
respondents were asked	unemployment	
to coloret E that they	school education	
to select 5 that they	public transport	
perceived as the most	citizen engagement	
urgent for their city. The	social mobility / inclusiveness	
0	air pollution	
higher the percentage of	recycling	
responses per area, the	health services	
greater the priority for the	basic amenities (water, waste)	
greater the priority for the	fulfilling employment	1
city.	Green spaces	15.
	corruption / transparency	10.6%

0%

0%

#### ATTITUDES

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

BB	L	:	
DD	Γ		MEAN GROUP MAX
BB in 2023	STRUCTURES	•	TECHNOL
	Score           Health & Safety         0         20         40         60         8	0 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	71.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	75.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	50.8	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	53.2	CCTV cameras has made residents feel safer
NATING5	Medical services provision is satisfactory	74.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	27.0	Arranging medical appointments online has improved access
BBB	Mobility		Mobility
	Traffic congestion is not a problem	41.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	67.3	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
B			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	73.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	79.0	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	65.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	66.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	57.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	59.3	The current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome	56.7	
	Governance		Governance
	Information on local government decisions are easily accessible	56.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	55.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	50.7	An online platform where residents can propose ideas has improved city life
/			









34.3

58.6

39.1

40.1



# Helsinki



SMART

**CITY RATING** 

#### BACKGROUND INFORMATION



(Eurostat)

650,000 Population

0.960 HDI (Global Data Lab)



Country					
Finland	2019	2020	2021	2022	1 yr change
HDI	0.939	0.939	0.941	0.942	+0.001
Life expectancy at birth	81.9	81.9	82.0	82.4	+0.3
Expected years of schooling	19.0	19.0	19.2	19.2	+0.0
Mean years of schooling	12.9	12.9	12.9	12.9	+0.0
GNI per capita (PPP \$)	48,829	48,176	49,481	49,522	+42

# PRIORITY AREAS

ATTITUDES

health services
affordable housing
security
unemployment
public transport
road congestion
fulfilling employment
basic amenities (water, waste)
school education
recycling
Green spaces
social mobility / inclusiveness
citizen engagement
air pollution
corruption / transparency

0%

0%

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

ΔΔ	· · · · · · · · · · · · · · · · · · ·	
		LEGEND: MIN CITY MEAN GROUP MAX
AAA in 2023	STRUCTURES     Score	TECHNO
	Health & Safety 0 20 40 60	80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	66.5 Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	75.9 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	52.4 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	59.4 CCTV cameras has made residents feel safer
in this	Medical services provision is satisfactory	58.6 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	31.5 Arranging medical appointments online has improved access
AA	Mobility	Mobility
	Traffic congestion is not a problem	42.2 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	74.8 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
Δ		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	75.2 Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory	80.0
	Opportunities (Work & School)	Opportunities (Work & School)
GROUP	Employment finding services are readily available	64.8 Online access to job listings has made it easier to find work
UNOUF	Most children have access to a good school	78.2 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	72.0 Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs	69.0 The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	53.7
	Governance	Governance
	Information on local government decisions are easily accessible	62.4 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	56.6 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	49.3 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	64.0 Processing Identification Documents online has reduced waiting times





# Ho Chi Minh City

CITY RANKING 105 Out of 142

SMART

BACKGROUND INFORMATION

# City

Population 8,600,000 (UN World Urbanization Prospects)

HDI 0.714 (Global Data Lab) Mysemar Variant Var

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

Country					
Vietnam	2019	2020	2021	2022	1 yr change
HDI	0.717	0.726	0.718	0.726	+0.008
Life expectancy at birth	74.1	75.4	73.6	74.6	+1.0
Expected years of schooling	13.0	13.1	13.1	13.1	+0.0
Mean years of schooling	8.4	8.5	8.5	8.5	+0.0
GNI per capita (PPP \$)	9,734	10,005	10,085	10,814	+729

# PRIORITY AREAS

From a list of 15		road congestion	
		air pollution	
indicators, survey		affordable housing	
respondents were	asked	basic amenities (water, waste)	
· · · · · · · · · · · · · · · · · · ·		unemployment	
to select 5 that the	ey	security	
perceived as the m	nost	corruption / transparency	
urgent for their cit	ty The	health services	
ungent for their en	ly. Inc	Green spaces	
higher the percent	tage of	public transport	
responses per area	a, the	fulfilling employment	
greater the priority	v for the	recycling	
greater the phone	y for the	school education	
city.		citizen engagement	9.2%
		social mobility / inclusiveness	5.0%

0%

#### ATTITUDES

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

 You are comfortable with face recognition technologies to lower crime

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

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

 LEGEND:
 GROUP MEAN

STRUCTURE	-0			L			
STRUCTURE	-5	Sco	ore				TECHNOLOG
Health & Safety	0 20	40	60	80	100		Health & Safety
Basic sanitation meets the needs of the poorest areas						71.9	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						63.6	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						71.7	Free public wifi has improved access to city services
ir pollution is not a problem						34.0	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						71.7	A website or App allows residents to effectively monitor air pollution
inding housing with rent equal to $30\%$ or less of a monthly salary is not a problem						53.3	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						25.6	Car-sharing Apps have reduced congestion
Public transport is satisfactory						52.6	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
							The city provides information on traffic congestion through mobile phones
Activities							Activities
Green spaces are satisfactory			$\bigcirc$			63.7	Online purchasing of tickets to shows and museums has made it easier to attend
ultural activities (shows, bars, and museums) are satisfactory						72.6	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available				$\bigcirc$		80.6	Online access to job listings has made it easier to find work
Most children have access to a good school						80.2	IT skills are taught well in schools
ifelong learning opportunities are provided by local institutions						66.2	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs						74.2	The current internet speed and reliability meet connectivity needs
Minorities feel welcome				)		69.9	
Governance							Governance
nformation on local government decisions are easily accessible						73.6	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						37.3	Online voting has increased participation
Residents contribute to decision making of local government			$\bigcirc$			61.3	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects				)		69.4	Processing Identification Documents online has reduced waiting times

SMART CITY RATING

Out of 141

CC

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CCC in 2023
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FACTOR RATINGS CC STRUCTURES

CCC TECHNOLOGIES

GROUP



All ratings range from AAA to D



<sup>-----</sup>

# Hong Kong



SMART

**CITY RATING** 

Α

#### BACKGROUND INFORMATION

City

Population 7,550,000 (UN World Urbanization Prospects)

HDI 0.949 (Global Data Lab)



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Country					
Hong Kong	2019	2020	2021	2022	1 yr change
HDI	0.953	0.955	0.959	0.956	-0.003
Life expectancy at birth	85.3	85.2	85.5	84.3	-1.2
Expected years of schooling	17.3	17.8	17.7	17.8	+0.1
Mean years of schooling	12.2	12.3	12.3	12.3	+0.0
GNI per capita (PPP \$)	63,277	59,537	64,151	62,486	-1,665

## PRIORITY AREAS

From a list of 15	affo
indicators, survey	ı fulfillin
respondents were asked	
to select 5 that they	citize
perceived as the most	corruption
urgent for their city. The	ro
higher the percentage of	
responses per area, the	basic amenities
greater the priority for the	social mobility
city.	p

affordable housing health services fulfilling employment recycling air pollution citizen engagement corruption / transparency road congestion unemployment security basic amenities (water, waste) social mobility / inclusiveness school education public transport Green spaces

0%

0%

#### ATTITUDES

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

A		LEGEND: MIN CITY MEAN GROUP MAX	
AA in 2023	STRUCTURES	<b>→</b>	TECHNOLO
	Score		
	Health & Safety 0 20 40 60	80 100 Health & Safety	
	Basic sanitation meets the needs of the poorest areas	69.4 Online reporting of city	maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	47.4 A website or App allows	s residents to easily give away unwanted items
FACTOR	Public safety is not a problem	57.5 Free public wifi has imp	proved access to city services
RATINGS	Air pollution is not a problem	32.5 CCTV cameras has mad	le residents feel safer
	Medical services provision is satisfactory	58.8 A website or App allows	s residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	27.6 Arranging medical appo	ointments online has improved access
BBB	Mobility	Mobility	
	Traffic congestion is not a problem	30.3 Car-sharing Apps have	reduced congestion
STRUCTURES	Public transport is satisfactory	<b>5</b> 11	an available parking space have reduced journey time
STRUCTURES		Bicycle hiring has reduc	
			ticket sales has made public transport easier to use
			nation on traffic congestion through mobile phones
AAA			
	Activities	Activities	
TECHNOLOGIES	Green spaces are satisfactory	53.6 Online purchasing of tic	ckets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	57.1	
	Opportunities (Work & School)	Opportunities (W	(ork & School)
	Employment finding services are readily available		tings has made it easier to find work
GROUP	Most children have access to a good school	61.9 IT skills are taught well	-
	Lifelong learning opportunities are provided by local institutions		d by the city has made it easier to start a new business
	Businesses are creating new jobs		eed and reliability meet connectivity needs
	Minorities feel welcome	52.0	
-		52.0	
	Governance	Governance	
	Information on local government decisions are easily accessible	58.8 Online public access to	city finances has reduced corruption
	Corruption of city officials is not an issue of concern	44.3 Online voting has increa	ased participation
All ratings range	Residents contribute to decision making of local government	45.0 An online platform whe	re residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	53.8 Processing Identification	on Documents online has reduced waiting times





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# Hyderabad



#### BACKGROUND INFORMATION

City

10,000,000 Population (UN World Urbanization Prospects)

0.647 HDI (Global Data Lab)



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Country					
India	2019	2020	2021	2022	1 yr change
HDI	0.638	0.638	0.633	0.644	+0.011
Life expectancy at birth	70.9	70.2	67.2	67.7	+0.5
Expected years of schooling	11.4	11.7	12.0	12.6	+0.6
Mean years of schooling	6.3	6.5	6.5	6.6	+0.0
GNI per capita (PPP \$)	6,554	6,090	6,542	6,951	+408

## PRIORITY AREAS

From a list of 15	air pollution	
1 Ion a list of 15	unemployment	
indicators, survey	fulfilling employment	
respondents were asked	health services	
to coloct E that they	basic amenities (water, waste)	
to select 5 that they	corruption / transparency	
perceived as the most	road congestion	
urgent for their city. The	affordable housing	
0	Green spaces	
higher the percentage of	security	
responses per area, the	recycling	
greater the priority for the	public transport	
0 1 9	school education	
city.	social mobility / inclusiveness	
	citizen engagement	

0%

0%

#### ATTITUDES

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

						LEGEN	ID: MIN OC	TY MEAN GROUP MAX
	STRUCT	URES			core		<b></b>	TECHN
	Health & Safety	0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas						71.2	Online reporting of city maintenance problems provides a speedy solution
I	Recycling services are satisfactory		- 1			)	67.4	A website or App allows residents to easily give away unwanted items
1	Public safety is not a problem						49.9	Free public wifi has improved access to city services
	Air pollution is not a problem						30.1	CCTV cameras has made residents feel safer
1	Medical services provision is satisfactory						73.7	A website or App allows residents to effectively monitor air pollution
I	Finding housing with rent equal to $30\%$ or less of a monthly salary is not a probl	em					53.3	Arranging medical appointments online has improved access
	Mobility							Mobility
	Traffic congestion is not a problem						30.8	Car-sharing Apps have reduced congestion
I	Public transport is satisfactory			Ŭ			71.7	Apps that direct you to an available parking space have reduced journey tir
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
								The city provides information on traffic congestion through mobile phones
	Activities							Activities
	Green spaces are satisfactory						70.8	Online purchasing of tickets to shows and museums has made it easier to
(	Cultural activities (shows, bars, and museums) are satisfactory						77.3	
	Opportunities (Work & School)							Opportunities (Work & School)
1	Employment finding services are readily available					$\bigcirc$	72.6	Online access to job listings has made it easier to find work
I	Most children have access to a good school						76.2	IT skills are taught well in schools
I	Lifelong learning opportunities are provided by local institutions				$\bigcirc$		65.5	Online services provided by the city has made it easier to start a new busir
I	Businesses are creating new jobs		1				79.2	The current internet speed and reliability meet connectivity needs
I	Minorities feel welcome						74.5	
	Governance							Governance
I	Information on local government decisions are easily accessible						73.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						40.3	Online voting has increased participation
	Residents contribute to decision making of local government						60.7	An online platform where residents can propose ideas has improved city li
	Residents provide feedback on local government projects						64.0	Processing Identification Documents online has reduced waiting times

**CITY RATING** 

SMART

CC

CC in 2023

RATINGS CC STRUCTURES

FACTOR

CC TECHNOLOGIES

GROUP

All ratings range from AAA to D



# Islamabad



#### BACKGROUND INFORMATION

1,010,000

City	
Population	
(UN Data)	

HDI 0.659 (Global Data Lab)



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Country					
Pakistan	2019	2020	2021	2022	1 yr change
HDI	0.537	0.536	0.537	0.540	+0.003
Life expectancy at birth	66.8	66.3	66.1	66.4	+0.3
Expected years of schooling	7.6	7.9	7.9	7.9	+0.0
Mean years of schooling	4.5	4.4	4.4	4.4	+0.0
GNI per capita (PPP \$)	5,067	4,912	5,165	5,374	+209

# PRIORITY AREAS

Francis Ret of 15	affordable housing	
From a list of 15	unemployment	
indicators, survey	basic amenities (water, waste)	
respondents were asked	corruption / transparency	
to select 5 that they	security	
to select 5 that they	health services	
perceived as the most	public transport	
urgent for their city. The	fulfilling employment	
	air pollution	
higher the percentage of	recycling	
responses per area, the	school education	
greater the priority for the	road congestion	
greater the phonty for the	Green spaces	
city.	citizen engagement	
	social mobility / inclusiveness	

0%

0%

#### ATTITUDES

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

					LEGEND	: MIN CI	MEAN GROUP MAX
	STRUCTURES						TECHNOLOG
			Sc	ore			
-	Health & Safety <sup>0</sup>	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					61.1	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					57.8	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem					39.9	Free public wifi has improved access to city services
3	Air pollution is not a problem					40.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory					62.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					37.3	Arranging medical appointments online has improved access
	Mobility						Mobility
	Traffic congestion is not a problem		$\bigcirc$			43.6	Car-sharing Apps have reduced congestion
s	Public transport is satisfactory					62.6	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
							The city provides information on traffic congestion through mobile phones
	Activities						Activities
ES	Green spaces are satisfactory					79.1	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				$\bigcirc$	74.1	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					54.5	Online access to job listings has made it easier to find work
	Most children have access to a good school					65.2	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					57.0	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					65.8	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome					65.6	
	Governance						Governance
-	Information on local government decisions are easily accessible			$\bigcirc$		58.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					36.1	Online voting has increased participation
ge	Residents contribute to decision making of local government		$\bigcirc$			45.4	An online platform where residents can propose ideas has improved city life
D	Residents provide feedback on local government projects					49.3	Processing Identification Documents online has reduced waiting times
							_

CC in 2023

SMART

**CITY RATING** 

CC

RATINGS CC STRUCTURES

FACTOR

CC

GROUP



All ratings range from AAA to D



\_\_\_\_\_

# Istanbul



SMART

**CITY RATING** 

#### BACKGROUND INFORMATION

City

15,190,000 Population (UN World Urbanization Prospects)

0.867 HDI (Global Data Lab)



Country						
Turkey	2019	2020	2021	2022	1 yr change	
HDI	0.842	0.835	0.841	0.855	+0.014	
Life expectancy at birth	77.8	75.9	76.0	78.5	+2.4	
Expected years of schooling	19.2	19.3	19.7	19.7	+0.0	
Mean years of schooling	8.6	8.8	8.8	8.8	+0.0	
GNI per capita (PPP \$)	27,950	28,381	31,310	32,834	+1,524	

## PRIORITY AREAS

From a list of 15	affordable housing	
	road congestion	
indicators, survey	Green spaces	
respondents were asked	security	
to select 5 that they	unemployment	
to select 5 that they	air pollution	
perceived as the most	corruption / transparency	
urgent for their city. The	public transport	
	health services	
higher the percentage of	basic amenities (water, waste)	
responses per area, the	fulfilling employment	
greater the priority for the	school education	
greater the phonity for the	recycling	
city.	social mobility / inclusiveness	5.9%
	citizen engagement	4.0%

0%

5.9%

#### ATTITUDES

ATTIODES	0%
You are willing to concede personal data in order to improve traffic congestion	
You are comfortable with face recognition technologies to lower crime	
You feel the availability of online information has increased your trust in authorities	s 🗖
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)	
LEGEND' GROUP MEAN CITY	

						LEGEND:	MIN	<u> </u>	MEAN GROUP MAX	
CC in 2023	STRUCT	URES		Score				-	•	TECHNO
	Health & Safety	0	20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas				$\bigcirc$		6	64.9	Online reporting of city maintena	nce problems provides a speedy solution
FAOTOD	Recycling services are satisfactory						4	49.7	A website or App allows resident	s to easily give away unwanted items
FACTOR	Public safety is not a problem						2	40.8	Free public wifi has improved ac	cess to city services
RATINGS	Air pollution is not a problem						2	23.0	CCTV cameras has made residen	ts feel safer
	Medical services provision is satisfactory			$\bigcirc$				49.1	A website or App allows resident	s to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	em						21.7	Arranging medical appointments	online has improved access
C	Mobility								Mobility	
	Traffic congestion is not a problem							12.0	Car-sharing Apps have reduced of	congestion
STRUCTURES	Public transport is satisfactory						3	30.8	Apps that direct you to an availa	ole parking space have reduced journey time
									Bicycle hiring has reduced conge	estion
									Online scheduling and ticket sale	es has made public transport easier to use
CC									The city provides information on	traffic congestion through mobile phones
	Activities								Activities	
TECHNOLOGIES	Green spaces are satisfactory						2	24.9	Online purchasing of tickets to s	nows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory						Ę	55.0		
	Opportunities (Work & School)								Opportunities (Work & S	School)
GROUP	Employment finding services are readily available			$\bigcirc$			Ę	55.2	Online access to job listings has	nade it easier to find work
GROUP	Most children have access to a good school			$\bigcirc$			3	35.5	IT skills are taught well in school	s
	Lifelong learning opportunities are provided by local institutions						4	49.0	Online services provided by the c	ity has made it easier to start a new business
	Businesses are creating new jobs						2	46.5	The current internet speed and r	eliability meet connectivity needs
•	Minorities feel welcome			$\bigcirc$			2	16.4		
	Governance								Governance	
	Information on local government decisions are easily accessible			$\bigcirc$				51.9	Online public access to city finar	ces has reduced corruption
	Corruption of city officials is not an issue of concern						2	28.3	Online voting has increased parti	cipation
All ratings range	Residents contribute to decision making of local government						3	35.9	An online platform where resider	nts can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						4	42.9	Processing Identification Docum	ents online has reduced waiting times



CHNOLOGIES Score 0 20 100 40 60 80 50.9  $\bigcirc$ 55.8 54.3 61.2 47.4 70.4 43.2  $\bigcirc$ 43.6 time 48.7 62.4 74.0 to attend 73.3 66.2 50.9 52.6 siness  $\bigcirc$ 57.9 45.2 43.1

50.7

67.9

# Jakarta



SMART

**CITY RATING** 

CC

CC in 2023

FACTOR

RATINGS

CC

STRUCTURES

#### **BACKGROUND INFORMATION**

City

10,770,000 Population (UN World Urbanization Prospects)

0.759 HDI (Global Data Lab)



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Country						
Indonesia	2019	2020	2021	2022	1 yr change	
HDI	0.718	0.712	0.707	0.713	+0.006	
Life expectancy at birth	70.5	68.8	67.6	68.3	+0.7	
Expected years of schooling	13.9	14.0	14.0	14.0	+0.0	
Mean years of schooling	8.4	8.6	8.6	8.6	+0.0	
GNI per capita (PPP \$)	11,498	11,206	11,531	12,046	+514	
Life expectancy at birth Expected years of schooling Mean years of schooling	70.5 13.9 8.4	68.8 14.0 8.6	67.6 14.0 8.6	68.3 14.0 8.6	+0.7 +0.0 +0.0	

## PRIORITY AREAS

	air pollution		
From a list of 15	•	_	
· · · ·	road congestion		
indicators, survey	corruption / transparency		
respondents were asked	unemployment		
	basic amenities (water, waste)		
to select 5 that they	security		
perceived as the most	health services		
urgent for their city. The	fulfilling employment		
digent for their eity. The	affordable housing		
higher the percentage of	Green spaces		
responses per area, the	public transport		
greater the priority for the	recycling		
greater the priority for the	school education		
city.	citizen engagement		5.8%
	social mobility / inclusiveness		5.8%

0%

0%

#### ATTITUDES

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

					LEGEN	U. WIIN		ITY MEAN GROUP MAX
•	STRUCTURES			ore			-	TECHNOLOG
Health & Safety	0	20	40	60	80	100		Health & Safety
Basic sanitation meets the needs of the poorest areas	0		10		00		60.7	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory							58.7	A website or App allows residents to easily give away unwanted items
Public safety is not a problem							47.1	Free public wifi has improved access to city services
Air pollution is not a problem							21.9	CCTV cameras has made residents feel safer
Medical services provision is satisfactory							69.8	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly sala	ry is not a problem			0			52.3	Arranging medical appointments online has improved access
Mobility								Mobility
Traffic congestion is not a problem							16.9	Car-sharing Apps have reduced congestion
Public transport is satisfactory							66.1	Apps that direct you to an available parking space have reduced journey time
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
								The city provides information on traffic congestion through mobile phones
Activities								Activities
Green spaces are satisfactory				$\bigcirc$		(	66.4	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory							76.6	
Opportunities (Work & School)								Opportunities (Work & School)
Employment finding services are readily available						(	64.5	Online access to job listings has made it easier to find work
Most children have access to a good school					)	(	68.0	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						Ę	58.6	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs					$\bigcirc$	8	80.5	The current internet speed and reliability meet connectivity needs
Minorities feel welcome				(			70.9	
Governance								Governance
Information on local government decisions are easily accessible					$\bigcirc$		72.6	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern							19.9	Online voting has increased participation
Residents contribute to decision making of local government				$\bigcirc$		(	62.4	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						(	62.6	Processing Identification Documents online has reduced waiting times

CCC TECHNOLOGIES

GROUP



All ratings range from AAA to D





# Jeddah



SMART

**CITY RATING** 

B

#### **BACKGROUND INFORMATION**

City

4,780,000 Population

(UN World Urbanization Prospects)

0.871 HDI (Global Data Lab)

Egys Eritre . Sanaa 80.000 Design CC BY 3.0 Map Data © O

2019	2020	2021	2022	1 yr change
0.862	0.861	0.867	0.875	+0.008
77.3	76.2	76.9	77.9	+1.0
15.0	15.2	15.2	15.2	+0.0
10.9	11.3	11.3	11.3	+0.0
47,529	45,563	47,441	50,620	+3,179
	0.862 77.3 15.0 10.9	0.862         0.861           77.3         76.2           15.0         15.2           10.9         11.3	0.862         0.861         0.867           77.3         76.2         76.9           15.0         15.2         15.2           10.9         11.3         11.3	0.862         0.861         0.867         0.875           77.3         76.2         76.9         77.9           15.0         15.2         15.2         15.2           10.9         11.3         11.3         11.3

## PRIORITY AREAS

From a list of 15	affordable housing road congestion	
indicators, survey	unemployment	
respondents were asked	basic amenities (water, waste)	
to select 5 that they	Green spaces	
to select 5 that they	air pollution	
perceived as the most	recycling	
urgent for their city. The	fulfilling employment	
0	public transport	
higher the percentage of	health services	
responses per area, the	corruption / transparency	
greater the priority for the	security	
greater the phonty for the	school education	
city.	social mobility / inclusiveness	8.5%
	citizen engagement	7.5%

0%

0%

#### ATTITUDES

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

		1550				LEGEND	MIN O	CITY MEAN GROUP MAX
B in 2023	STRUCTION STRUCTURE STR	JRES		Score			•	TECHNOL
	Health & Safety	0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas						79.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						71.2	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				)		54.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						34.5	CCTV cameras has made residents feel safer
NATING S	Medical services provision is satisfactory						77.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	m				Ŭ	51.8	Arranging medical appointments online has improved access
B	Mobility							Mobility
	Traffic congestion is not a problem						23.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				$\bigcirc$		58.1	Apps that direct you to an available parking space have reduced journey time
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
B								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory				$\bigcirc$		64.8	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					$\bigcirc$	76.1	
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available						54.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						77.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						68.8	Online services provided by the city has made it easier to start a new business
<b>•</b>	Businesses are creating new jobs						61.3	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome						69.0	
	Governance							Governance
	Information on local government decisions are easily accessible					$\bigcirc$	78.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						51.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						54.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						60.4	Processing Identification Documents online has reduced waiting times



# Kiel

SMART CITY RANKING
<b>79</b>
Out of 142
81 in 2023 Out of 141
SMART CITY RANKING 79 Out of 142 81 in 2023 Out of 141 SMART CITY RATING BBB BB in 2023
BB
BB in 2023

RATINGS BBBB STRUCTURES

FACTOR

TECHNOLOGIES

GROUP



All ratings range from AAA to D

# BACKGROUND INFORMATION

250,000

0.921

City

Population

(Eurostat)

(Global Data Lab)

HDI



Country					
Germany	2019	2020	2021	2022	1 yr change
HDI	0.951	0.948	0.948	0.950	+0.002
Life expectancy at birth	81.6	81.1	80.6	81.0	+0.4
Expected years of schooling	17.2	17.2	17.3	17.3	+0.0
Mean years of schooling	14.2	14.3	14.3	14.3	+0.0
GNI per capita (PPP \$)	55,685	53,375	55,057	55,340	+284

# PRIORITY AREAS

From a list of 15	affordable housing
	road congestion
indicators, survey	security
respondents were asked	unemployment
to coloret E that they	school education
to select 5 that they	public transport
perceived as the most	air pollution
urgent for their city. The	citizen engagement
6	Green spaces
higher the percentage of	social mobility / inclusiveness
responses per area, the	health services
greater the priority for the	basic amenities (water, waste)
greater the phonty for the	recycling
city.	fulfilling employment
	corruption / transparency

# ol education ilic transport air pollution engagement ireen spaces nclusiveness alth services vater, waste) recycling 14.6% employment 13.0% ransparency 7.8%

0%

ATTTUDES	0%		
You are willing to concede personal data in order to improve traffic congestion			
You are comfortable with face recognition technologies to lower crime			
You feel the availability of online information has increased your trust in authorities			
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)			
LEGEND: GROUP MEAN CITY			

STRUCTURE	-S –					— TECHNOL
	.0	Sc	ore			
Health & Safety	0 20	40	60 80	100	Health & Safety	
Basic sanitation meets the needs of the poorest areas				67.2	Online reporting of city maintenance problems provide	es a speedy solution
Recycling services are satisfactory				71.3	A website or App allows residents to easily give away	unwanted items
Public safety is not a problem				55.6	Free public wifi has improved access to city services	
Air pollution is not a problem				48.9	CCTV cameras has made residents feel safer	
Medical services provision is satisfactory				75.8	A website or App allows residents to effectively monit	or air pollution
Finding housing with rent equal to $30\%$ or less of a monthly salary is not a problem		)		22.6	Arranging medical appointments online has improved	access
Mobility					Mobility	
Traffic congestion is not a problem				36.3	Car-sharing Apps have reduced congestion	
Public transport is satisfactory				63.9	Apps that direct you to an available parking space hav	e reduced journey time
					Bicycle hiring has reduced congestion	
					Online scheduling and ticket sales has made public tra	ansport easier to use
					The city provides information on traffic congestion thr	ough mobile phones
Activities					Activities	
Green spaces are satisfactory				64.9	Online purchasing of tickets to shows and museums h	as made it easier to atten
Cultural activities (shows, bars, and museums) are satisfactory				70.8		
Opportunities (Work & School)					<b>Opportunities (Work &amp; School)</b>	
Employment finding services are readily available				61.3	Online access to job listings has made it easier to find	work
Most children have access to a good school				64.6	IT skills are taught well in schools	
Lifelong learning opportunities are provided by local institutions				58.0	Online services provided by the city has made it easier	to start a new business
Businesses are creating new jobs				58.9	The current internet speed and reliability meet connect	ctivity needs
Minorities feel welcome				58.7		
Governance					Governance	
Information on local government decisions are easily accessible				55.3	Online public access to city finances has reduced corr	uption
Corruption of city officials is not an issue of concern				60.6	Online voting has increased participation	
Residents contribute to decision making of local government				50.1	An online platform where residents can propose ideas	has improved city life
Residents provide feedback on local government projects				53.4	Processing Identification Documents online has reduc	ed waiting times



# Krakow



SMART

**CITY RATING** 

## BACKGROUND INFORMATION

# City

770,000 Population (UN World Urbanization Prospects)

#### 0.888 HDI (Global Data Lab)



Country						į.
Poland	2019	2020	2021	2022	1 yr change	
HDI	0.880	0.874	0.876	0.881	+0.005	
Life expectancy at birth	77.9	76.9	76.5	77.0	+0.5	
Expected years of schooling	15.9	15.8	15.9	15.9	+0.0	
Mean years of schooling	13.1	13.2	13.2	13.2	+0.0	
GNI per capita (PPP \$)	31,772	31,293	33,264	35,151	+1,887	

# PRIORITY AREAS

	<i>cc</i> 1 1 1 1	
From a list of 15	affordable housing	
	air pollution	
indicators, survey	road congestion	
respondents were asked	security	
	health services	
to select 5 that they	Green spaces	
perceived as the most	fulfilling employment	
urgent for their city. The	basic amenities (water, waste)	
digent for their city. The	public transport	
higher the percentage of	recycling	
responses per area, the	corruption / transparency	
greater the priority for the	unemployment	
greater the priority for the	school education	
city.	social mobility / inclusiveness	
	citizen engagement	

0%

0%

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

CCC					
		LEGEND	D: MIN O	TY MEAN GROUP MAX	
CCC in 2023	STRUCTURES		•	•	TECHNO
	Score Under State Stat	e 60 80	100		
	Health & Safety     0     20     40       Basic sanitation meets the needs of the poorest areas     0     20     40	00 00	62.6	Health & Safety	
	· · · · · · · · · · · · · · · · · · ·		65.5	Online reporting of city maintenance prob	
FACTOR	Recycling services are satisfactory			A website or App allows residents to easi	
	Public safety is not a problem		64.8	Free public wifi has improved access to c	-
RATINGS	Air pollution is not a problem	l	24.6	CCTV cameras has made residents feel s	
	Medical services provision is satisfactory	)	52.0	A website or App allows residents to effe	
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		24.9	Arranging medical appointments online h	as improved access
CCC	Mobility			Mobility	
	Traffic congestion is not a problem	_	28.7	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory		61.6	Apps that direct you to an available parking	
STRUCTURES			01.0	Bicycle hiring has reduced congestion	ing space have reduced journey time
					de public transport agaier to use
				Online scheduling and ticket sales has ma	
CC				The city provides information on traffic co	bigestion through mobile phones
	Activities			Activities	
TECHNOLOGIES	Green spaces are satisfactory		62.9	Online purchasing of tickets to shows and	d museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory		82.7		
	Opportunities (Work & School)			<b>Opportunities (Work &amp; School</b>	)
	Employment finding services are readily available		61.7	Online access to job listings has made it e	
GROUP	Most children have access to a good school		68.2	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions		70.1	Online services provided by the city has n	hade it easier to start a new business
	Businesses are creating new jobs		64.6	The current internet speed and reliability	
	Minorities feel welcome		60.8	The current internet speed and reliability	meet connectivity needs
			00.0		
	Governance			Governance	
	Information on local government decisions are easily accessible		64.2	Online public access to city finances has	reduced corruption
	Corruption of city officials is not an issue of concern		41.6	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government		53.1	An online platform where residents can p	ropose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		66.5	Processing Identification Documents onli	ne has reduced waiting times

All ratings range	
from AAA to D	





# Kuala Lumpur



**CITY RATING** 

#### BACKGROUND INFORMATION

City
Population

1,850,000 Population (UN Data)

0.858 HDI (Global Data Lab)



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

Country					
Malaysia	2019	2020	2021	2022	1 yr change
HDI	0.805	0.802	0.798	0.807	+0.009
Life expectancy at birth	75.8	75.9	74.9	76.3	+1.4
Expected years of schooling	13.1	13.0	12.9	12.9	+0.0
Mean years of schooling	10.6	10.7	10.7	10.7	+0.0
GNI per capita (PPP \$)	26,951	25,314	25,619	27,295	+1,676

## PRIORITY AREAS

From a list of 15	affordable housing
	road congestion
indicators, survey	corruption / transparency
respondents were asked	security
to coloct E that thay	unemployment
to select 5 that they	air pollution
perceived as the most	basic amenities (water, waste)
urgent for their city. The	health services
<b>č</b>	public transport
higher the percentage of	fulfilling employment
responses per area, the	recycling
greater the priority for the	Green spaces
greater the phonty for the	school education
city.	social mobility / inclusiveness
	citizen engagement

0%

ATTITUDES

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

<b>B</b>					LEGEN	D: MIN	CITY MEAN GROUP MAX	
CCC in 2023	STRUCTU	RES		Score			•	TECHNO
	Health & Safety	0	20	40 60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas				$\bigcirc$	70.0	Online reporting of city maintenance p	problems provides a speedy solution
FAATAR	Recycling services are satisfactory					61.9	A website or App allows residents to e	easily give away unwanted items
FACTOR	Public safety is not a problem					50.0	Free public wifi has improved access t	to city services
RATINGS	Air pollution is not a problem					37.6	CCTV cameras has made residents fee	el safer
	Medical services provision is satisfactory				$\bigcirc$	76.4	A website or App allows residents to e	effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a probler	n 📃				44.5	Arranging medical appointments onlir	ne has improved access
B	Mobility						Mobility	
	Traffic congestion is not a problem					23.1	Car-sharing Apps have reduced conge	estion
STRUCTURES	Public transport is satisfactory				)	62.6	Apps that direct you to an available pa	arking space have reduced journey time
							Bicycle hiring has reduced congestion	1
							Online scheduling and ticket sales has	s made public transport easier to use
CCC							The city provides information on traffi	c congestion through mobile phones
	Activities						Activities	
TECHNOLOGIES	Green spaces are satisfactory					61.5	Online purchasing of tickets to shows	and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory					71.2		
	Opportunities (Work & School)						Opportunities (Work & Scho	pol)
GROUP	Employment finding services are readily available					71.1	Online access to job listings has made	e it easier to find work
GROUP	Most children have access to a good school				$\bigcirc$	75.3	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions					71.8	Online services provided by the city ha	as made it easier to start a new business
	Businesses are creating new jobs					76.4	The current internet speed and reliabi	lity meet connectivity needs
•	Minorities feel welcome					67.3		
	Governance						Governance	
	Information on local government decisions are easily accessible					69.3	Online public access to city finances h	nas reduced corruption
	Corruption of city officials is not an issue of concern					27.8	Online voting has increased participat	ion
All ratings range	Residents contribute to decision making of local government					57.5	An online platform where residents ca	an propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					64.7	Processing Identification Documents	online has reduced waiting times





# Lagos



SMART

**CITY RATING** 

D

BACKGROUND INFORMATION



14,370,000 Population (UN World Urbanization Prospects)

HDI 0.681 (Global Data Lab)



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Country					
Nigeria	2019	2020	2021	2022	1 yr change
HDI	0.537	0.539	0.542	0.548	+0.006
Life expectancy at birth	52.9	52.9	52.7	53.6	+1.0
Expected years of schooling	10.1	10.3	10.5	10.5	+0.0
Mean years of schooling	7.2	7.4	7.6	7.6	+0.0
GNI per capita (PPP \$)	4,914	4,685	4,716	4,755	+39

## PRIORITY AREAS

	security	
From a list of 15		
	affordable housing	
indicators, survey	unemployment	
respondents were asked	health services	
to coloret E that they	corruption / transparency	
to select 5 that they	road congestion	
perceived as the most	basic amenities (water, waste)	
urgent for their city. The	fulfilling employment	
0	air pollution	
higher the percentage of	school education	
responses per area, the	public transport	
greater the priority for the	citizen engagement	8.1%
greater the priority for the	recycling	6.1%
city.	Green spaces	5.7%
	social mobility / inclusiveness	3.8%

#### ATTITUDES

ATTTUDES	0%		
You are willing to concede personal data in order to improve traffic congestion			
You are comfortable with face recognition technologies to lower crime			
You feel the availability of online information has increased your trust in authorities			
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)			
LEGEND: GROUP MEAN CITY			

			LEGEND: MIN CF	MEAN GROUP MAX
D in 2023	STRUCTURES		•	TECHNOLO
		Score		
	Health & Safety 0 20	40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		42.1	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		48.3	A website or App allows residents to easily give away unwanted items
TACTOR	Public safety is not a problem		30.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		18.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		45.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		21.4	Arranging medical appointments online has improved access
				NAL BOTTLE
	Mobility		11.0	Mobility
	Traffic congestion is not a problem		11.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		30.7	Apps that direct you to an available parking space have reduced journey time
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
D				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		43.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		70.8	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		38.0	Online access to job listings has made it easier to find work
anooi	Most children have access to a good school		39.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		32.8	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		59.3	The current internet speed and reliability meet connectivity needs
-	Minorities feel welcome		44.9	
	Governance			Governance
	Information on local government decisions are easily accessible		39.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		13.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		20.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		32.2	Processing Identification Documents online has reduced waiting times

0%



# Lausanne



Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION



140,000 Population (Eurostat)

0.966 HDI (Global Data Lab)



1 yr change
+0.002
+0.3
+0.0
+0.0
+882

## PRIORITY AREAS

From a list of 15	affordable housi
	road congest
indicators, survey	secur
respondents were asked	air polluti
to select 5 that they	fulfilling employme
to select 5 that they	unemployme
perceived as the most	health servic
urgent for their city. The	corruption / transparer
6	public transp
higher the percentage of	recycli
responses per area, the	Green space
greater the priority for the	social mobility / inclusivene
greater the phonty for the	citizen engageme
city.	basic amenities (water, was
	school educat



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

ΔΔ			
		LEGEND: MIN OTTY MEAN GROUP MAX	
AA in 2023	STRUCTURES	<b></b>	TECHNOI
	Score	22 122	
	Health & Safety 0 20 40 60	80 100 Health & Safety	
	Basic sanitation meets the needs of the poorest areas		nance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		nts to easily give away unwanted items
	Public safety is not a problem	61.0 Free public wifi has improved ac	-
RATINGS	Air pollution is not a problem	50.7 CCTV cameras has made reside	
	Medical services provision is satisfactory		nts to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	31.6 Arranging medical appointment	ts online has improved access
AA	Mobility	Mobility	
	Traffic congestion is not a problem	28.7 Car-sharing Apps have reduced	congestion
STRUCTURES	Public transport is satisfactory	68.5 Apps that direct you to an availa	able parking space have reduced journey time
		Bicycle hiring has reduced cong	gestion
		Online scheduling and ticket sa	les has made public transport easier to use
Δ		The city provides information or	n traffic congestion through mobile phones
	Activities	Activities	
TECHNOLOGIES	Green spaces are satisfactory		shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory	82.7	
			Cabaal)
	Opportunities (Work & School)	Opportunities (Work &	
GROUP	Employment finding services are readily available	69.9 Online access to job listings has	
	Most children have access to a good school	83.0 IT skills are taught well in school	
	Lifelong learning opportunities are provided by local institutions		city has made it easier to start a new business
	Businesses are creating new jobs		reliability meet connectivity needs
•	Minorities feel welcome	61.7	
	Governance	Governance	
	Information on local government decisions are easily accessible	66.0 Online public access to city fina	nces has reduced corruption
	Corruption of city officials is not an issue of concern	54.2 Online voting has increased part	ticipation
All ratings range	Residents contribute to decision making of local government	63.9 An online platform where reside	ents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	64.7 Processing Identification Docum	nents online has reduced waiting times
l			



# Leeds



SMART

**CITY RATING** 

CC

#### BACKGROUND INFORMATION

City	

790,000 Population (Eurostat)

0.908 HDI (Global Data Lab)



Country					
United Kingdom	2019	2020	2021	2022	1 yr change
HDI	0.933	0.920	0.931	0.940	+0.009
Life expectancy at birth	81.7	80.4	80.7	82.2	+1.4
Expected years of schooling	17.2	17.2	17.6	17.6	+0.0
Mean years of schooling	13.3	13.4	13.4	13.4	+0.0
GNI per capita (PPP \$)	47,066	40,799	44,750	46,624	+1,874

## PRIORITY AREAS

From a list of 15	affordable housing	
	health services	
indicators, survey	road congestion	
respondents were asked	unemployment	
to select 5 that they	security	
to select 5 that they	public transport	
perceived as the most	air pollution	
urgent for their city. The	fulfilling employment	
	recycling	
higher the percentage of	Green spaces	
responses per area, the	school education	
greater the priority for the	citizen engagement	
greater the phonty for the	social mobility / inclusiveness	
city.	corruption / transparency	
	basic amenities (water, waste)	

0%

0%

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

CCC in 2023	STRUCTURES	
	Score	
	Health & Safety 0 20 40 60	<sup>80</sup> <sup>100</sup> Health & Safety
	Basic sanitation meets the needs of the poorest areas	63.3 Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory	65.7 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	43.7 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	39.3 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	58.2 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	33.9 Arranging medical appointments online has improved access
CCC	Mobility	Mobility
	Traffic congestion is not a problem	26.1 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	51.2 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
CC		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	60.2 Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory	74.7
	Opportunities (Work & School)	Opportunities (Work & School)
	Employment finding services are readily available	64.4 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	66.3 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	62.2 Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	61.5 The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome	64.1
	Governance	Governance
	Information on local government decisions are easily accessible	58.1 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	49.5 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	45.6 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	52.3 Processing Identification Documents online has reduced waiting times



DLOGIES



# Lille



#### BACKGROUND INFORMATION

City	

910,000 Population (Eurostat)

0.880 HDI (Global Data Lab)



Country					
France	2019	2020	2021	2022	1 yr change
HDI	0.905	0.900	0.906	0.910	+0.004
Life expectancy at birth	82.7	82.2	82.5	83.2	+0.7
Expected years of schooling	15.9	15.9	16.0	16.0	+0.0
Mean years of schooling	11.6	11.7	11.7	11.7	+0.0
GNI per capita (PPP \$)	46,907	42,891	46,322	47,379	+1,057

## PRIORITY AREAS

From a list of 15	affordable housing	
	security	
indicators, survey	air pollution	
respondents were asked	road congestion	
	unemployment	
to select 5 that they	health services	
perceived as the most	recycling	
urgent for their city. The	public transport	
0	fulfilling employment	
higher the percentage of	Green spaces	
responses per area, the	basic amenities (water, waste)	
greater the priority for the	school education	
greater the phonty for the	corruption / transparency	
city.	citizen engagement	
	social mobility / inclusiveness	8.9

0%

0%

You are willing to concede personal data in order to improve traffic congestion		
You are comfortable with face recognition technologies to lower crime		
Vari faal tha arraitabilitar af antina informaation baa incorporations were to arrite without		
You feel the availability of online information has increased your trust in authorities		
The proportion of your day-to-day payment transactions that are non-cash		
(% of transactions)		
LEGEND GROUP MEAN CITY		
LEGEND. GROUP MEAN CITE		

		LEGEND: MIN CI	TY MEAN GROUP MAX
CCC in 2023	STRUCTURES		TECHNOL
	Score		
	Health & Safety         0         20         40         60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	57.9	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	64.1	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	49.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	28.0	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	59.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	33.0	Arranging medical appointments online has improved access
CCC			
	Mobility		Mobility
	Traffic congestion is not a problem	29.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	65.0	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
CC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	71.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	78.7	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	61.6	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	65.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	61.9	Online services provided by the city has made it easier to start a new business
<b>_</b>	Businesses are creating new jobs	51.1	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome	53.6	
	Governance		Governance
	Information on local government decisions are easily accessible	57.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	46.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	46.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	51.2	Processing Identification Documents online has reduced waiting times



CHNOLOGIES



# Lima



STRUCTUR

C TECHNOLOG

GROUP

3

All ratings ra from AAA to

## BACKGROUND INFORMATION

City	
Population (UN Data)	9,560,000

HDI 0.820 (Global Data Lab)

Country Peru

Life expectancy at birth

Mean years of schooling

GNI per capita (PPP \$)

Expected years of schooling

HDI

 Guayagui 1846 Peru Bolivia - Santa Cruz Map tiles by Stamer n Design CC BY 3.0 Map Data © Op

14.8

10.0

11,510

14.8

10.0

11,916

+0.0

+0.0

+407

2019	2020	2021	2022	1 yr change
0.77	4 0.758	0.755	0.762	+0.007
76.	2 73.7	72.4	73.4	+1.0

14.8

10.0

10,894

14.7

9.9

12,279

# PRIORITY AREAS

From a list of 15	security		
	corruption / transparency		
indicators, survey	health services		
respondents were asked	basic amenities (water, waste)		
to calcot E that thay	road congestion		
to select 5 that they	unemployment		
perceived as the most	school education		
urgent for their city. The	public transport		
0	air pollution		
higher the percentage of	fulfilling employment		
responses per area, the	Green spaces		
greater the priority for the	affordable housing		11.89
greater the phonity for the	recycling	ę	9.2%
city.	social mobility / inclusiveness	5.6%	6
	citizen engagement	5.2%	6

0%

ATTTUDES	0%			
You are willing to concede personal data in order to improve traffic congestion				
You are comfortable with face recognition technologies to lower crime				
You feel the availability of online information has increased your trust in authorities				
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)				
LEGEND: GROUP MEAN CITY				

					LEGEND	D: MIN 🔵	CITY MEAN GROUP MAX	
STRUCTL	RES							TECHNO
			Sco	re				
Health & Safety	0	20	40	60	80	100	Health & Safety	
Basic sanitation meets the needs of the poorest areas						36.4	Online reporting of city maintenance problems provides a speed	y solution
Recycling services are satisfactory						45.2	A website or App allows residents to easily give away unwanted	items
Public safety is not a problem						19.4	Free public wifi has improved access to city services	
Air pollution is not a problem						22.6	CCTV cameras has made residents feel safer	
Medical services provision is satisfactory		(				32.1	A website or App allows residents to effectively monitor air pollu	ution
Finding housing with rent equal to 30% or less of a monthly salary is not a probler	n		$\bigcirc$			35.9	Arranging medical appointments online has improved access	
Mobility							Mobility	
Traffic congestion is not a problem						17.0	Car-sharing Apps have reduced congestion	
Public transport is satisfactory						23.4	Apps that direct you to an available parking space have reduced	journey time
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has made public transport ea	sier to use
							The city provides information on traffic congestion through mob	ile phones
Activities							Activities	
Green spaces are satisfactory						57.0	Online purchasing of tickets to shows and museums has made it	easier to atte
Cultural activities (shows, bars, and museums) are satisfactory				$\bigcirc$		63.7		
Opportunities (Work & School)							Opportunities (Work & School)	
Employment finding services are readily available						55.7	Online access to job listings has made it easier to find work	
Most children have access to a good school						20.8	IT skills are taught well in schools	
Lifelong learning opportunities are provided by local institutions						33.6	Online services provided by the city has made it easier to start a	new business
Businesses are creating new jobs						41.4	The current internet speed and reliability meet connectivity need	ds
Minorities feel welcome						31.9		
Governance							Governance	
Information on local government decisions are easily accessible						32.6	Online public access to city finances has reduced corruption	
Corruption of city officials is not an issue of concern						16.5	Online voting has increased participation	
Residents contribute to decision making of local government						24.5	An online platform where residents can propose ideas has impro	oved city life
Residents provide feedback on local government projects						32.4	Processing Identification Documents online has reduced waiting	; times
	<ul> <li>Health &amp; Safety</li> <li>Baic sanitation meets the needs of the poorest areas</li> <li>Recycling services are satisfactory</li> <li>Public safety is not a problem</li> <li>Air pollution is not a problem</li> <li>Medical services provision is satisfactory</li> <li>Tiding housing with rent equal to 30% or less of a monthly salary is not a problem</li> <li>Dublic transport is satisfactory</li> <li>Public transport is satisfactory</li> <li>Meren spaces are satisfactory</li> <li>Cutural activities (shows, bars, and museums) are satisfactory</li> <li>Engloyment finding services are readily available</li> <li>Most children have access to a good school</li> <li>Lifelong learning opportunities are provided by local institutions</li> <li>Businesses are creating new jobs</li> <li>Miorities feel welcome</li> <li>Morration on local government decisions are easily accessible</li> <li>Coruption of city officials is not an issue of concern</li> <li>Reidents contribute to decision making of local government</li> </ul>	Financial contents         Basic sanitation meets the needs of the poorest areas         Recycling services are satisfactory         Public safety is not a problem         Air pollution is not a problem         Medical services provision is satisfactory         Finding housing with rent equal to 30% or less of a monthly salary is not a problem <b>Mobility</b> Traffic congestion is not a problem         Public transport is satisfactory         Public transport is satisfactory         Output         Cutural activities (shows, bars, and museums) are satisfactory         Deportunities (work & School)         Endong learning opportunities are provided by local institutions         Businesses are creating new jobs         Minorities feel welcome         Covernance         Information on local government decisions are easily accessible         Coruption of city officials is not an issue of concern         Residents contribute to decision making of local government	Health & Safety       0       20         Basic sanitation meets the needs of the poorest areas       Recycling services are satisfactory         Public safety is not a problem       •         Air pollution is not a problem       •         Medical services provision is satisfactory       •         Finding housing with rent equal to 30% or less of a monthly salary is not a problem       •         Mobility       •         Traffic congestion is not a problem       •         Public transport is satisfactory       •         Cultural activities (shows, bars, and museums) are satisfactory       •         Cultural activities (shows, bars, and museums) are satisfactory       •         Deportunities (Work & School)       •         Lifelong learning opportunities are provided by local institutions       •         Businesses are creating new jobs       •         Minorities feel welcome       •         Covernance       •         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       •	Sec Nealth & Safety Asic sanitation meets the needs of the poorest areas Recycling services are satisfactory Air pollution is not a problem Medical services provision is satisfactory Finding housing with rent equal to 30% or less of a monthly salary is not a problem Medical services provision is satisfactory Taffic congestion is not a problem Public transport is satisfactory Multic transport is satisfactory Medical services are satisfactory Multic transport is actisfactory Multic transport is actis	Score   Heatth & Safety   Asic sanitation meets the needs of the poorest areas:   Asic sanitation meets the needs of the poorest areas:   Augicing services are satisfactory:   Public safety is not a problem   Medical services provision is satisfactory:   Inding housing with rent equal to 30% or less of a monthly salary is not a problem <b>Dobitity</b> Tarfic congestion is not a problem   Public transport is satisfactory:   Outcraites   Cutural activities (shows, bars, and museums) are satisfactory:   Diageneers are satisfactory:   Cutural activities (shows, bars, and museums) are satisfactory:   Matchines   Matchines   Matchines (Mork & School)   Helding learning opportunities are readily available   Mortities (learning opportunities of a good school   Minorities feel welcome   Diageneers   Coruption of city officials is not an issue of concern   Reidents contribute to decision making of local government	<ul> <li>STRUCTURES</li> <li>Mealth &amp; Safety</li> <li>Basic sanitation meets the needs of the poorest areas</li> <li>Recycling services are satisfactory</li> <li>Public safety is not a problem</li> <li>Ar public of a services provision is satisfactory</li> <li>Finding housing with rent equal to 30% or less of a monthly salary is not a problem</li> <li><b>Ability</b></li> <li>Taffic congestion is not a problem</li> <li>Ability</li> <li>Cultural activities (shows, bars, and museums) are satisfactory</li> <li>Cultural activities (shows, bars, and museums) are satisfactory</li> <li>Taflor nave access to a good scholl</li> <li>Lifelong learning opportunities are provided by local institutions</li> <li>Buses are creating new jobs</li> <li>Morrities feel welcome</li> <li>Coruption of city officials is not an issue of concern</li> <li>Reidents contribute to decision making of local government</li> </ul>	ScorePacht & Safety020406080100Baics anitation meets to heads of the poorest areas452452Public safety is not a problem104104Air pollution is not a problem20406080100Minipol housing with rent equal to 30% or less of a monthly salary is not a problem90909090Molicitaria09090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090Molicitaria090909090 <td>STRUCTURES         Score       Score       Basic sanitation mests the medic of the ported areas         Recycling versions are satisfactory       Data sanitation mests the medic of the ported areas       Recycling versions are satisfactory       Data satisfactory</td>	STRUCTURES         Score       Score       Basic sanitation mests the medic of the ported areas         Recycling versions are satisfactory       Data sanitation mests the medic of the ported areas       Recycling versions are satisfactory       Data satisfactory



# Lisbon



### BACKGROUND INFORMATION

Cit	y		
_			

510,000 Population (Eurostat)

0.900 HDI (Global Data Lab)



esign CC BY 3.0 Map Data ©

Country					
Portugal	2019	2020	2021	2022	1 yr change
HDI	0.864	0.861	0.865	0.874	+0.009
Life expectancy at birth	81.7	81.1	81.0	82.2	+1.2
Expected years of schooling	16.6	16.7	16.8	16.8	+0.0
Mean years of schooling	9.3	9.6	9.6	9.6	+0.0
GNI per capita (PPP \$)	34,036	31,510	33,275	35,315	+2,040

## PRIORITY AREAS

From a list of 15	affordable housing			
	health services			
indicators, survey	corruption / transparency			
respondents were asked	road congestion			
to select 5 that they	public transport			
to select 5 that they	unemployment			
perceived as the most	fulfilling employment			
urgent for their city. The	security			
	air pollution			
higher the percentage of	school education			
responses per area, the	social mobility / inclusiveness			
greater the priority for the	basic amenities (water, waste)			
greater the priority for the	Green spaces			
city.	recycling			
	citizen engagement			



#### ATTITUDES

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

			LEGEND:	MIN CIT	MEAN GROUP MAX
	STRUCTURES				TECHNOLOG
		Score			
	Health & Safety 0 20 40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	$\bigcirc$		61.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	$\bigcirc$		63.5	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem			50.8	Free public wifi has improved access to city services
	Air pollution is not a problem			31.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			38.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			8.4	Arranging medical appointments online has improved access
	Mobility				Mobility
	Traffic congestion is not a problem			16.3	Car-sharing Apps have reduced congestion
3	Public transport is satisfactory			35.8	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
					The city provides information on traffic congestion through mobile phones
	Activities				Activities
S	Green spaces are satisfactory			63.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			74.8	
•	Opportunities (Work & School)				Opportunities (Work & School)
	Employment finding services are readily available			39.5	Online access to job listings has made it easier to find work
	Most children have access to a good school			48.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			44.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	/		41.7	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			47.5	
	Governance				Governance
	Information on local government decisions are easily accessible			45.4	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			16.2	Online voting has increased participation
ge	Residents contribute to decision making of local government			32.4	An online platform where residents can propose ideas has improved city life
)	Residents provide feedback on local government projects			33.3	Processing Identification Documents online has reduced waiting times
-			_		

FACTOR RATINGS

CC in 2023

CC STRUCTURES

CC TECHNOLOGIES

GROUP

3

All ratings range from AAA to D





# Ljubljana



47 in 2023

Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION



Population	290,000
(Eurostat)	

HDI 0.953 (Global Data Lab)



Country					
Slovenia	2019	2020	2021	2022	1 yr change
HDI	0.918	0.910	0.916	0.926	+0.010
Life expectancy at birth	81.6	80.4	80.7	82.1	+1.4
Expected years of schooling	17.3	17.3	17.4	17.4	+0.0
Mean years of schooling	12.8	12.9	12.9	12.9	+0.0
GNI per capita (PPP \$)	38,436	36,848	39,478	41,587	+2,109

affordable housing	
health services	
road congestion	
corruption / transparency	
air pollution	
public transport	
security	
unemployment	
basic amenities (water, waste)	
fulfilling employment	
Green spaces	
school education	
recycling	
social mobility / inclusiveness	
citizen engagement	
	health services road congestion corruption / transparency air pollution public transport security unemployment basic amenities (water, waste) fulfilling employment Green spaces school education recycling social mobility / inclusiveness

#### ATTITUDES

ATTTUDES	0%
You are willing to concede personal data in order to improve traffic congestion	
You are comfortable with face recognition technologies to lower crime	
You feel the availability of online information has increased your trust in authoritie	s 💼
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)	
LEGEND: GROUP MEAN CITY	

BBB	L		
DDD		LEGEND: MIN C	TY MEAN GROUP MAX
BBB in 2023	STRUCTURES     Score	•	TECHNOL
	Health & Safety 0 20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	71.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	72.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	64.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	39.0	CCTV cameras has made residents feel safer
i i i i i i i i i i i i i i i i i i i	Medical services provision is satisfactory	45.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	20.7	Arranging medical appointments online has improved access
BBB	Mobility		Mobility
	Traffic congestion is not a problem	21.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	53.2	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
Δ			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	68.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	74.1	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	59.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	72.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	65.9	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs	58.5	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	58.1	
	Governance		Governance
	Information on local government decisions are easily accessible	53.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	33.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	37.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	44.5	Processing Identification Documents online has reduced waiting times

0%





# London



SMART

**CITY RATING** 

A

#### BACKGROUND INFORMATION

8,870,000



(Eurostat) HDI 0.973

(Global Data Lab)

 Output
 Output

Country					
United Kingdom	2019	2020	2021	2022	1 yr change
HDI	0.933	0.920	0.931	0.940	+0.009
Life expectancy at birth	81.7	80.4	80.7	82.2	+1.4
Expected years of schooling	17.2	17.2	17.6	17.6	+0.0
Mean years of schooling	13.3	13.4	13.4	13.4	+0.0
GNI per capita (PPP \$)	47,066	40,799	44,750	46,624	+1,874

## PRIORITY AREAS

From a list of 15	affordable housing	
110ma tist of 15	health services	
indicators, survey	road congestion	
respondents were asked	air pollution	
	security	
to select 5 that they	unemployment	
perceived as the most	public transport	
urgent for their city. The	fulfilling employment	
0	recycling	
higher the percentage of	school education	
responses per area, the	corruption / transparency	
greater the priority for the	basic amenities (water, waste)	
greater the phonty for the	Green spaces	
city.	social mobility / inclusiveness	
	citizen engagement	6.2%

0%

ATTITUDES	0%
You are willing to concede personal data in order to improve traffic congestion	
You are comfortable with face recognition technologies to lower crime	
You feel the availability of online information has increased your trust in authoritie	s
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)	
LEGEND: GROUP MEAN CITY	

A		LEGEND: MIN CITY MEAN GROUP MAX
A in 2023	STRUCTURES	TECHNO
	Score 0 20 40 60	80 100 Health & Safety
		Heatting Galety
	Basic sanitation meets the needs of the poorest areas	61.7 Online reporting of city maintenance problems provides a speedy solution 60.4 A website or App allows residents to easily give away unwanted items
FACTOR	Recycling services are satisfactory	
	Public safety is not a problem	32.6 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	30.6 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	48.5 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	25.7 Arranging medical appointments online has improved access
BBB	Mobility	Mobility
	Traffic congestion is not a problem	24.9 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	58.1 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
ΛΛ		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	71.2 Online purchasing of tickets to shows and museums has made it easier to atter
TEORINOEDUIED	Cultural activities (shows, bars, and museums) are satisfactory	
	Opportunities (Work & School)	Opportunities (Work & School)
GROUP	Employment finding services are readily available	65.0 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	61.4 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	61.5 Online services provided by the city has made it easier to start a new business
<b>1</b>	Businesses are creating new jobs	59.9 The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	60.9
	Governance	Governance
	Information on local government decisions are easily accessible	62.4 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	37.7 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	45.3 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	50.8 Processing Identification Documents online has reduced waiting times





# Los Angeles

CITY RANKING
<b>68</b>
Out of 142
50 in 2023 Out of 141

SMART

**CITY RATING** 

BB

SMART

City 3,900,000 Population (UN Data)

0.931 HDI (Global Data Lab)



Country					
USA	2019	2020	2021	2022	1 yr change
HDI	0.933	0.923	0.921	0.927	+0.006
Life expectancy at birth	79.1	77.4	77.2	78.2	+1.0
Expected years of schooling	16.6	16.6	16.4	16.4	+0.0
Mean years of schooling	13.6	13.7	13.6	13.6	+0.0
GNI per capita (PPP \$)	63,654	61,077	64,484	65,565	+1,081

From a list of 15	affordable housing		
	security		
indicators, survey	road congestion		
respondents were asked	health services		
	air pollution		
to select 5 that they	unemployment		
perceived as the most	school education		
urgent for their city. The	corruption / transparency		
0 ,	fulfilling employment		
higher the percentage of	basic amenities (water, waste)		
responses per area, the	public transport		
greater the priority for the	recycling		13.49
greater the phonty for the	Green spaces		13.49
city.	social mobility / inclusiveness		10.2%
	citizen engagement	6	6.8%

0%

0%

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

						LEGEN				
BB in 2023	STRUCTL	JRES		Score					•	TECHNOL
	Health & Safety	0	20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas							50.4	Online reporting of city maintenance problems provides a	speedy solution
	Recycling services are satisfactory							62.7	A website or App allows residents to easily give away unw	vanted items
FACTOR	Public safety is not a problem							32.7	Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem							31.8	CCTV cameras has made residents feel safer	
RATINGS	Medical services provision is satisfactory							50.4	A website or App allows residents to effectively monitor a	ir pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	m						28.6	Arranging medical appointments online has improved acc	ess
BB	Mobility								Mobility	
	Traffic congestion is not a problem							22.5	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory							42.8	Apps that direct you to an available parking space have re	duced journey time
									Bicycle hiring has reduced congestion	
									Online scheduling and ticket sales has made public trans	port easier to use
BB									The city provides information on traffic congestion throug	h mobile phones
	Activities								Activities	
TECHNOLOGIES	Green spaces are satisfactory							55.0	Online purchasing of tickets to shows and museums has r	nade it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				$\bigcirc$			70.5		
	Opportunities (Work & School)								<b>Opportunities (Work &amp; School)</b>	
	Employment finding services are readily available							57.6	Online access to job listings has made it easier to find wo	k
GROUP	Most children have access to a good school							50.0	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions				)			53.9	Online services provided by the city has made it easier to	start a new business
	Businesses are creating new jobs							57.5	The current internet speed and reliability meet connectivi	ty needs
<b>∠</b>	Minorities feel welcome			$\bigcirc$				51.1		
	Governance								Governance	
	Information on local government decisions are easily accessible							58.7	Online public access to city finances has reduced corrupt	ion
	Corruption of city officials is not an issue of concern							33.8	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government							49.6	An online platform where residents can propose ideas has	s improved city life
from AAA to D	Residents provide feedback on local government projects							55.3	Processing Identification Documents online has reduced	waiting times



# Luxembourg

SMART
CITY
RANKING
27
Out of 142

45 in 2023

Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION



120,000 Population (Eurostat)

0.930 HDI (Global Data Lab)



Country						
Luxembourg	2019	2020	2021	2022	1 yr change	
HDI	0.925	0.921	0.927	0.927	+0.000	
Life expectancy at birth	82.1	81.4	82.6	82.6	-0.0	
Expected years of schooling	14.2	14.2	14.2	14.2	+0.0	
Mean years of schooling	13.0	13.0	13.0	13.0	+0.0	
GNI per capita (PPP \$)	77,423	76,504	78,651	78,554	-96	

## PRIORITY AREAS

	affordable housing	
From a list of 15	0	
	road congestion	
indicators, survey	security	
respondents were asked	unemployment	
	fulfilling employment	
to select 5 that they	citizen engagement	
perceived as the most	air pollution	
urgent for their city. The	health services	
0	corruption / transparency	
higher the percentage of	social mobility / inclusiveness	
responses per area, the	public transport	
greater the priority for the	school education	1
greater the priority for the	Green spaces	13
city.	recycling	13
	basic amenities (water, waste)	8.7%

0%

ATTTODES	0%			
You are willing to concede personal data in order to improve traffic congestion				
You are comfortable with face recognition technologies to lower crime				
You feel the availability of online information has increased your trust in authorities				
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)				
LEGEND: GROUP MEAN CITY				

BBB	L	······································	
DDD		LEGEND: MIN CI	Y MEAN GROUP MAX
BB in 2023	STRUCTURES	•	TECHNOI
	Score Score 0 20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	79.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	84.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	67.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	57.8	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory	80.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	16.8	Arranging medical appointments online has improved access
A	Mobility		Mobility
	Traffic congestion is not a problem	26.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	73.0	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
BB			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	81.1	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory	76.5	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	68.3	Online access to job listings has made it easier to find work
uncon	Most children have access to a good school	84.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	73.8	Online services provided by the city has made it easier to start a new business
<b>9</b>	Businesses are creating new jobs	61.2	The current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome	65.4	
	Governance		Governance
	Information on local government decisions are easily accessible	72.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	57.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	52.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	54.8	Processing Identification Documents online has reduced waiting times





# Lyon



**CITY RATING** 

BB

## BACKGROUND INFORMATION

City	
D L C	

1,080,000 Population (Eurostat)

0.914 HDI (Global Data Lab)



Country					
France	2019	2020	2021	2022	1 yr change
HDI	0.905	0.900	0.906	0.910	+0.004
Life expectancy at birth	82.7	82.2	82.5	83.2	+0.7
Expected years of schooling	15.9	15.9	16.0	16.0	+0.0
Mean years of schooling	11.6	11.7	11.7	11.7	+0.0
GNI per capita (PPP \$)	46,907	42,891	46,322	47,379	+1,057

## PRIORITY AREAS

From a list of 15	affordable housing
	air pollution
indicators, survey	security
respondents were asked	road congestion
to select 5 that they	unemployment
to select 5 that they	health services
perceived as the most	recycling
urgent for their city. The	public transport
	fulfilling employment
higher the percentage o	t basic amenities (water, waste)
responses per area, the	school education
greater the priority for the	social mobility / inclusiveness
greater the phonty for th	Green spaces
city.	corruption / transparency
	citizen engagement



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	6			
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)				
LEGEND: GROUP MEAN CITY				

DD		LEGEND: MIN CITY	MEAN GROUP MAX
BB in 2023	STRUCTURES		TECHNOL
	Score		
	Health & Safety 0 20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	58.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	61.9	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	43.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	19.2	CCTV cameras has made residents feel safer
i i i i i i i i i i i i i i i i i i i	Medical services provision is satisfactory	58.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	29.6	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	25.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	63.6	Apps that direct you to an available parking space have reduced journey time
		_	Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
BBB			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	75.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	82.6	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	66.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	67.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	61.9	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	61.5	The current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome	49.7	
	Governance		Governance
	Information on local government decisions are easily accessible	56.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	45.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	47.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	49.8	Processing Identification Documents online has reduced waiting times
L			


# Madrid



SMART

**CITY RATING** 

### BACKGROUND INFORMATION

3,270,000

City	
Population	

(Eurostat)

0.940 HDI (Global Data Lab)



Country					
Spain	2019	2020	2021	2022	1 yr change
HDI	0.904	0.894	0.904	0.911	+0.007
Life expectancy at birth	83.5	82.3	83.0	83.9	+0.9
Expected years of schooling	17.5	17.5	17.8	17.8	+0.0
Mean years of schooling	10.4	10.6	10.6	10.6	+0.0
GNI per capita (PPP \$)	40,854	36,076	38,133	40,043	+1,911

### PRIORITY AREAS

From a list of 15	affordable housing	
	fulfilling employment	
indicators, survey	health services	
respondents were asked	unemployment	
to select 5 that they	security	
to select 5 that they	air pollution	
perceived as the most	corruption / transparency	
urgent for their city. The	road congestion	
	school education	
higher the percentage of	public transport	
responses per area, the	basic amenities (water, waste)	
greater the priority for the	Green spaces	
greater the phonty for the	recycling	
city.	citizen engagement	
	social mobility / inclusiveness	

0%

10.2%

0%



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

BB			
DD			TY MEAN GROUP MAX
BB in 2023	STRUCTURES		TECHNOLO
	Score		
	Health & Safety         0         20         40         60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	63.2	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory	64.1	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	55.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	32.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	49.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	21.0	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	24.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	63.4	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
BBB			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	71.5	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	79.6	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	72.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	64.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	68.1	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	51.2	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome	55.0	
	Governance		Governance
	Information on local government decisions are easily accessible	54.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	33.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	39.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	43.7	Processing Identification Documents online has reduced waiting times





52.9 64.8

# Makassar



SMART

**CITY RATING** 

CC

CC in 2023

FACTOR

RATINGS

### BACKGROUND INFORMATION

City

Population 1,580,000 (UN World Urbanization Prospects)

HDI 0.699 (Global Data Lab)



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Country						
Indonesia	2019	2020	2021	2022	1 yr change	
HDI	0.718	0.712	0.707	0.713	+0.006	
Life expectancy at birth	70.5	68.8	67.6	68.3	+0.7	
Expected years of schooling	13.9	14.0	14.0	14.0	+0.0	
Mean years of schooling	8.4	8.6	8.6	8.6	+0.0	
GNI per capita (PPP \$)	11,498	11,206	11,531	12,046	+514	

# PRIORITY AREAS

From a list of 15	road congestion	
	unemployment	
indicators, survey	corruption / transparency	
respondents were asked	basic amenities (water, waste)	
to select 5 that they	security	
to select 5 that they	health services	
perceived as the most	public transport	
urgent for their city. The	Green spaces	
6	air pollution	
higher the percentage of	fulfilling employment	
responses per area, the	affordable housing	
greater the priority for the	recycling	
greater the phonty for the	school education	
city.	citizen engagement	12.2%
	social mobility / inclusiveness	11.8%

0%

0%

#### ATTITUDES

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

STRUCTURES						TECHNOLO
STRUCTURES		Se	core			TECHNOLO
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					58.9	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					51.6	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					48.1	Free public wifi has improved access to city services
Air pollution is not a problem					38.4	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					65.7	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem					60.4	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem		$\bigcirc$			30.3	Car-sharing Apps have reduced congestion
Public transport is satisfactory					55.9	Apps that direct you to an available parking space have reduced journey time
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to use
						The city provides information on traffic congestion through mobile phones
Activities						Activities
Green spaces are satisfactory					61.3	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory			$\bigcirc$		65.0	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					57.7	Online access to job listings has made it easier to find work
Most children have access to a good school					67.5	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions			$\bigcirc$		56.5	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs				$\bigcirc$	78.5	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					73.6	
Governance						Governance
Information on local government decisions are easily accessible					62.0	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern					22.5	Online voting has increased participation
Residents contribute to decision making of local government					56.3	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					55.0	Processing Identification Documents online has reduced waiting times

CC

STRUCTURES

CC

GROUP



All ratings range from AAA to D



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# Manchester



SMART

**CITY RATING** 

### BACKGROUND INFORMATION

City

550,000 Population (Eurostat)

0.915 HDI (Global Data Lab)



Country					
United Kingdom	2019	2020	2021	2022	1 yr change
HDI	0.933	0.920	0.931	0.940	+0.009
Life expectancy at birth	81.7	80.4	80.7	82.2	+1.4
Expected years of schooling	17.2	17.2	17.6	17.6	+0.0
Mean years of schooling	13.3	13.4	13.4	13.4	+0.0
GNI per capita (PPP \$)	47,066	40,799	44,750	46,624	+1,874

### PRIORITY AREAS

From a list of 15	affordable housing
	health services
indicators, survey	unemployment
respondents were asked	road congestion
to select 5 that they	security
to select 5 that they	air pollution
perceived as the most	public transport
urgent for their city. The	fulfilling employment
0	school education
higher the percentage of	Green spaces
responses per area, the	recycling
greater the priority for the	corruption / transparency
greater the phonty for the	social mobility / inclusiveness
city.	basic amenities (water, waste)
	citizen engagement

0%

0%

#### ATTITUDES

You are willing to	o concede persona	al data in order to impr	rove traffic congestion				
You are comfortable with face recognition technologies to lower crime							
You feel the avail	You feel the availability of online information has increased your trust in authorities						
The proportion of	The proportion of your day-to-day payment transactions that are non-cash						
(% of transaction	is)						
LEGEND: GRO	OUP MEAN	CITY					

BB		
		LEGEND: MIN CITY MEAN GROUP MAX
BB in 2023	STRUCTURES     Score	
	Health & Safety 0 20 40 60	80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	63.0 Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	66.4 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	39.7 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	36.9 CCTV cameras has made residents feel safer
IIIIIIII III	Medical services provision is satisfactory	51.6 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	30.2 Arranging medical appointments online has improved access
BB	Mobility	Mobility
	Traffic congestion is not a problem	28.9 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	59.9 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
BB		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	59.3 Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory	75.4
	Opportunities (Work & School)	Opportunities (Work & School)
GROUP	Employment finding services are readily available	64.2 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	66.1 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	62.6 Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	60.7 The current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome	67.8
	Governance	Governance
	Information on local government decisions are easily accessible	58.8 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	43.7 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	46.8 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	52.9 Processing Identification Documents online has reduced waiting times
L]		



IOLOGIES



# Manila



### BACKGROUND INFORMATION

City

1,850,000 Population (UN World Urbanization Prospects)

HDI 0.760 (Global Data Lab)



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Country					
Philippines	2019	2020	2021	2022	1 yr change
HDI	0.714	0.705	0.692	0.710	+0.018
Life expectancy at birth	71.9	72.1	69.3	72.2	+2.9
Expected years of schooling	13.0	12.8	12.8	12.8	+0.0
Mean years of schooling	9.0	9.0	9.0	9.0	+0.0
GNI per capita (PPP \$)	9,590	8,355	8,369	9,059	+690

# PRIORITY AREAS

From a list of 15		health services	
		corruption / transparency	
	indicators, survey	unemployment	
	respondents were asked	public transport	
	to select 5 that they	road congestion	
	to select 5 that they	security	
	perceived as the most	affordable housing	
	urgent for their city. The	air pollution	
		basic amenities (water, waste)	
	higher the percentage of	fulfilling employment	
	responses per area, the	school education	
	greater the priority for the	recycling	
	0 1 3	Green spaces	
	city.	social mobility / inclusiveness	4.8%
		citizen engagement	4.7%

0%

0%

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

C in 2023	STRUCTURES		L	LEGEND:	MIN	CITY MEAN GROUP MAX TECHN
C IN 2023	STRUCTURES	Score				IECHN
	Health & Safety 0 2	0 40 6	60 8	0 100	)	Health & Safety
	Basic sanitation meets the needs of the poorest areas				48.7	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory				50.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem				35.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	)			18.2	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory				50.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem				33.6	Arranging medical appointments online has improved access
C	Mobility					Mobility
	Traffic congestion is not a problem				13.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory				33.9	Apps that direct you to an available parking space have reduced journey time
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to use
C						The city provides information on traffic congestion through mobile phones
	Activities					Activities
TECHNOLOGIES	Green spaces are satisfactory				50.1	Online purchasing of tickets to shows and museums has made it easier to att
	Cultural activities (shows, bars, and museums) are satisfactory				68.5	
	Opportunities (Work & School)					Opportunities (Work & School)
GROUP	Employment finding services are readily available				58.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school				47.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions				52.6	Online services provided by the city has made it easier to start a new busines
	Businesses are creating new jobs				71.6	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome	$\bigcirc$			55.3	
	Governance					Governance
	Information on local government decisions are easily accessible				59.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern				16.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government				44.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects				57.2	Processing Identification Documents online has reduced waiting times



# Marseille



SMART

**CITY RATING** 

### BACKGROUND INFORMATION

900,000

City
Population

(Eurostat) 0.899 HDI

(Global Data Lab)



Country					
France	2019	2020	2021	2022	1 yr change
HDI	0.905	0.900	0.906	0.910	+0.004
Life expectancy at birth	82.7	82.2	82.5	83.2	+0.7
Expected years of schooling	15.9	15.9	16.0	16.0	+0.0
Mean years of schooling	11.6	11.7	11.7	11.7	+0.0
GNI per capita (PPP \$)	46,907	42,891	46,322	47,379	+1,057

### PRIORITY AREAS

From a list of 15	security	
rion a list of 15	affordable housing	
indicators, survey	road congestion	
respondents were asked	air pollution	
to select 5 that they	unemployment	J
to select 5 that they	recycling	
perceived as the most	basic amenities (water, waste)	
urgent for their city. The	corruption / transparency	
6	public transport	
higher the percentage of	Green spaces	
responses per area, the	health services	
greater the priority for the	school education	
greater the phonty for the	fulfilling employment	
city.	social mobility / inclusiveness	1
	citizen engagement	

0%

7.7%



ATTIODES	0%				
You are willing to concede personal data in order to improve traffic congestion					
You are comfortable with face recognition technologies to lower crime					
You feel the availability of online information has increased your trust in authorities					
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)					
LEGEND: GROUP MEAN CITY					

	L	······································	
			TY MEAN GROUP MAX
CC in 2023	STRUCTURES		TECHNOL
	Score 0 20 40	60 80 100	
	Theatting Safety		Health & Safety
	Basic sanitation meets the needs of the poorest areas	45.6	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	40.6	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem	34.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	22.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	55.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	32.1	Arranging medical appointments online has improved access
CC	Mobility		Mobility
	Traffic congestion is not a problem	24.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	49.7	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
CC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	54.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	66.3	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	54.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	49.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	48.5	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	49.4	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome	46.6	The current memor speed and reliability meet connectivity needs
	Governance	501	Governance
	Information on local government decisions are easily accessible	50.1	Online public access to city finances has reduced corruption
All ratings range	Corruption of city officials is not an issue of concern	36.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	38.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	43.2	Processing Identification Documents online has reduced waiting times



DLOGIES Score 0 20 100 40 60 80 41.8 55.3  $\bigcirc$ 57.5 49.3 44.9 65.2 40.2 47.6 52.3 60.2 52.6 71.9 end 51.7 52.9 47.5 61.2 38.4 46.4

 $\bigcirc$ 

43.6

54.8

# Месса



#### **BACKGROUND INFORMATION**

City

2,110,000 Population

(UN World Urbanization Prospects)

0.871 HDI (Global Data Lab)



Design CC BY 3.0 Map Data © O

Country					
Saudi Arabia	2019	2020	2021	2022	1 yr change
HDI	0.862	0.861	0.867	0.875	+0.008
Life expectancy at birth	77.3	76.2	76.9	77.9	+1.0
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0
Mean years of schooling	10.9	11.3	11.3	11.3	+0.0
GNI per capita (PPP \$)	47,529	45,563	47,441	50,620	+3,179

# PRIORITY AREAS

From a list of 15	affordable housing
	unemployment
indicators, survey	road congestion
respondents were asked	health services
to coloct 5 that thay	basic amenities (water, waste)
to select 5 that they	fulfilling employment
perceived as the most	Green spaces
urgent for their city. The	air pollution
	recycling
higher the percentage of	security
responses per area, the	corruption / transparency
greater the priority for the	public transport
greater the priority for the	school education
city.	social mobility / inclusiveness
	citizen engagement

0%

0%

#### ATTITUDES

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

B in 2023	STRUCT	URES				-		TECHNOLO
				Score				
	Health & Safety	0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					$\bigcirc$	82.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						70.1	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						50.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem						34.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory						75.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a probl	lem					57.4	Arranging medical appointments online has improved access
B	Mobility							Mobility
	Traffic congestion is not a problem			$\bigcirc$			42.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					)	72.5	Apps that direct you to an available parking space have reduced journey time
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
B								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						65.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				O		70.6	
	Opportunities (Work & School)							Opportunities (Work & School)
	Employment finding services are readily available						54.3	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school						75.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						67.9	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs						65.6	The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome						66.7	
	Governance							Governance
	Information on local government decisions are easily accessible						78.7	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						51.0	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						56.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						57.7	Processing Identification Documents online has reduced waiting times



DLOGIES Score 0 20 100 40 60 80 73.1  $\bigcirc$ 64.2 60.0 77.5  $\bigcirc$ 57.3 80.4 69.2  $\bigcirc$ 68.6  $\bigcirc$ 51.7 73.2 67.7 76.5 nd 72.2 74.1 74.4  $\bigcirc$ 78.3 69.5  $\bigcirc$ 70.3  $\bigcirc$ 70.1  $\bigcirc$ 83.6

# Medan



BACKGROUND INFORMATION

City

2,340,000 Population (UN World Urbanization Prospects)

HDI 0.711 (Global Data Lab)



Map tiles by Stamen Design CC BY 3.0 Map Data ©

Country					
Indonesia	2019	2020	2021	2022	1 yr change
HDI	0.718	0.712	0.707	0.713	+0.006
Life expectancy at birth	70.5	68.8	67.6	68.3	+0.7
Expected years of schooling	13.9	14.0	14.0	14.0	+0.0
Mean years of schooling	8.4	8.6	8.6	8.6	+0.0
GNI per capita (PPP \$)	11,498	11,206	11,531	12,046	+514

# PRIORITY AREAS

From a list of 15	security	
	unemployment	
indicators, survey	corruption / transparency	
respondents were asked	road congestion	
to calcat E that they	basic amenities (water, waste)	
to select 5 that they	air pollution	
perceived as the most	health services	
urgent for their city. The	fulfilling employment	
	Green spaces	
higher the percentage of	public transport	
responses per area, the	school education	
greater the priority for the	recycling	
greater the priority for the	affordable housing	
city.	citizen engagement	
	social mobility / inclusiveness	

0%

10.1% 9.8%



ATTITUDES	0%			
You are willing to concede personal data in order to improve traffic congestion				
You are comfortable with face recognition technologies to lower crime				
You feel the availability of online information has increased your trust in authorities				
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)				
LEGEND: GROUP MEAN CITY				

						LEGEN	ID: MIN 🔵 C	MEAN GROUP MAX
-	STRUCTU	RES						TECH
				S	core			
Hea	alth & Safety	0	20	40	60	80	100	Health & Safety
Basic	c sanitation meets the needs of the poorest areas				$\bigcirc$		58.4	Online reporting of city maintenance problems provides a speedy solution
Recy	vcling services are satisfactory		I		$\bigcirc$		52.3	A website or App allows residents to easily give away unwanted items
Publi	ic safety is not a problem						46.1	Free public wifi has improved access to city services
Air p	pollution is not a problem						30.9	CCTV cameras has made residents feel safer
Medi	ical services provision is satisfactory						64.0	A website or App allows residents to effectively monitor air pollution
Findi	ing housing with rent equal to $30\%$ or less of a monthly salary is not a problem	ı			$\bigcirc$		58.9	Arranging medical appointments online has improved access
Mol	bility							Mobility
Traff	fic congestion is not a problem						30.2	Car-sharing Apps have reduced congestion
Publi	lic transport is satisfactory						55.1	Apps that direct you to an available parking space have reduced journey
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to us
								The city provides information on traffic congestion through mobile phone
Act	tivities							Activities
Gree	en spaces are satisfactory						60.9	Online purchasing of tickets to shows and museums has made it easier to
Cultu	ural activities (shows, bars, and museums) are satisfactory				$\bigcirc$		67.4	
Opt	portunities (Work & School)							Opportunities (Work & School)
Empl	loyment finding services are readily available				$\bigcirc$		59.3	Online access to job listings has made it easier to find work
Most	t children have access to a good school						67.6	IT skills are taught well in schools
Lifel	ong learning opportunities are provided by local institutions				$\bigcirc$		57.0	Online services provided by the city has made it easier to start a new bus
Busir	nesses are creating new jobs						78.3	The current internet speed and reliability meet connectivity needs
Mino	prities feel welcome						72.4	
Go۱	vernance							Governance
Infor	rmation on local government decisions are easily accessible						62.5	Online public access to city finances has reduced corruption
Corru	uption of city officials is not an issue of concern		$\bigcirc$				25.3	Online voting has increased participation
Resid	dents contribute to decision making of local government				$\bigcirc$		55.9	An online platform where residents can propose ideas has improved city
Resir	dents provide feedback on local government projects						54.2	Processing Identification Documents online has reduced waiting times

CC in 2023

FACTOR RATINGS CC STRUCTURES

CC TECHNOLOGIES

GROUP

All ratings range from AAA to D



# Medellin



BACKGROUND INFORMATION

2,370,000

City	
Population	
(UN Data)	

0.757 HDI (Global Data Lab)



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Country					
Colombia	2019	2020	2021	2022	1 yr change
HDI	0.768	0.756	0.752	0.758	+0.006
Life expectancy at birth	76.8	74.8	72.8	73.7	+0.8
Expected years of schooling	14.5	14.4	14.4	14.4	+0.0
Mean years of schooling	8.6	8.9	8.9	8.9	+0.0
GNI per capita (PPP \$)	14,294	13,220	14,403	15,014	+611

# PRIORITY AREAS

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

0% security ion / transparency ffordable housing unemployment health services air pollution illing employment road congestion ies (water, waste) school education lity / inclusiveness 14.5% public transport recycling 11.7% 10.8% Green spaces 10.7% citizen engagement

0%

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

						LEGEND		<u> </u>	TY MEAN GROUP MAX	
C in 2023	STRUCTU	JRES		Score					▲ T	ECHNO
	Health & Safety	0	20		60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas		_					51.2	Online reporting of city maintenance problems provides a speedy sol	lution
	Recycling services are satisfactory							63.8	A website or App allows residents to easily give away unwanted item	
FACTOR	Public safety is not a problem							32.9	Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem							29.8	CCTV cameras has made residents feel safer	
RATINGS	Medical services provision is satisfactory							49.5	A website or App allows residents to effectively monitor air pollution	n
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	m						28.7	Arranging medical appointments online has improved access	
C	Mobility								Mobility	
<u> </u>	Traffic congestion is not a problem							28.9	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory							57.5	Apps that direct you to an available parking space have reduced jour	rney time
									Bicycle hiring has reduced congestion	
									Online scheduling and ticket sales has made public transport easier	to use
C									The city provides information on traffic congestion through mobile p	hones
$\mathbf{\vee}$	Activities								Activities	
TECHNOLOGIES	Green spaces are satisfactory							74.7	Online purchasing of tickets to shows and museums has made it easi	ier to atten
	Cultural activities (shows, bars, and museums) are satisfactory							75.6		
	Opportunities (Work & School)								Opportunities (Work & School)	
GROUP	Employment finding services are readily available				$\bigcirc$			63.0	Online access to job listings has made it easier to find work	
GROUP	Most children have access to a good school							55.2	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions				$\bigcirc$			60.5	Online services provided by the city has made it easier to start a new	/ business
	Businesses are creating new jobs			$\bigcirc$				52.3	The current internet speed and reliability meet connectivity needs	
4	Minorities feel welcome			$\bigcirc$				48.2		
	Governance								Governance	
	Information on local government decisions are easily accessible			$\bigcirc$				50.1	Online public access to city finances has reduced corruption	
	Corruption of city officials is not an issue of concern							23.5	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government							32.5	An online platform where residents can propose ideas has improved	city life
from AAA to D	Residents provide feedback on local government projects							44.0	Processing Identification Documents online has reduced waiting time	es



# Medina



SMART

**CITY RATING** 

### BACKGROUND INFORMATION

City	

City		

150,000 Population (UN Data)

0.871 HDI (Global Data Lab)



Country					
Saudi Arabia	2019	2020	2021	2022	1 yr change
HDI	0.862	0.861	0.867	0.875	+0.008
Life expectancy at birth	77.3	76.2	76.9	77.9	+1.0
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0
Mean years of schooling	10.9	11.3	11.3	11.3	+0.0
GNI per capita (PPP \$)	47,529	45,563	47,441	50,620	+3,179

# PRIORITY AREAS

From a list of 15	affordable housing	
	unemployment	
indicators, survey	road congestion	
respondents were asked	fulfilling employment	
	Green spaces	
to select 5 that they	public transport	
perceived as the most	health services	
urgent for their city. The	recycling	
<b>č</b>	corruption / transparency	
higher the percentage of	basic amenities (water, waste)	
responses per area, the	air pollution	
greater the priority for the	citizen engagement	
greater the phonty for the	security	
city.	school education	
	social mobility / inclusiveness	7.4%

0%

### ATTITUDES

ATTTODES	0%			
You are willing to concede personal data in order to improve traffic congestion				
You are comfortable with face recognition technologies to lower crime				
You feel the availability of online information has increased your trust in authorities				
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)				
······,				
LEGEND: GROUP MEAN CITY				

CCC			
		LEGEND: MIN	CITY MEAN GROUP MAX
CCC in 2023	STRUCTURES —		TECHNOLO
	Health & Safety 0 20	Score	
	Treatting Safety	40 60 80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	76.1	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	64.2	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem	49.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	32.1	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	73.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	49.0	Arranging medical appointments online has improved access
B	Mobility		Mobility
	Traffic congestion is not a problem	37.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	60.1	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
CCC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	60.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	68.7	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	43.2	Online access to job listings has made it easier to find work
	Most children have access to a good school	74.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	63.5	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	51.3	The current internet speed and reliability meet connectivity needs
<b>–</b>	Minorities feel welcome	64.6	
	Governance		Governance
	Information on local government decisions are easily accessible	75.5	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	46.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	53.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	57.6	Processing Identification Documents online has reduced waiting times



LOGIES



# Melbourne



SMART

**CITY RATING** 

A

### BACKGROUND INFORMATION

City
Population

4,200,000

(UN Data) 0.948 HDI

(Global Data Lab)



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

Country					
Australia	2019	2020	2021	2022	1 yr change
HDI	0.941	0.948	0.949	0.946	-0.003
Life expectancy at birth	83.1	84.3	84.5	83.6	-0.9
Expected years of schooling	21.4	20.9	21.1	21.1	+0.0
Mean years of schooling	12.7	12.7	12.7	12.7	+0.0
GNI per capita (PPP \$)	47,054	48,075	48,076	49,257	+1,181

From a list of 15	affordable housing
indicatora aurivav	road congestion
indicators, survey	health services
respondents were asked	security
to select 5 that they	unemployment
to select 5 that they	public transport
perceived as the most	fulfilling employment
urgent for their city. The	corruption / transparency
	recycling
higher the percentage of	school education
responses per area, the	Green spaces
greater the priority for the	social mobility / inclusiveness
greater the phonty for the	air pollution
city.	basic amenities (water, waste)
	citizen engagement

0%

0%

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

A		LEGEND: MIN CITY MEAN GROUP MAX
A in 2023	STRUCTURES	TECHNO
	Score	
	Health & Safety         0         20         40         60	<sup>80</sup> <sup>100</sup> Health & Safety
	Basic sanitation meets the needs of the poorest areas	68.1 Online reporting of city maintenance problems provides a speedy solution
FAATAR	Recycling services are satisfactory	65.0 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	39.3 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	49.5 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	58.9 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	23.5 Arranging medical appointments online has improved access
BBB	Mability	Mobility
	Mobility Traffic congestion is not a problem	21.4 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	54.1 Apps that direct you to an available parking space have reduced journey time
STRUCTURES		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
		The city provides information on traffic congestion through mobile phones
A		
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	67.9 Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory	77.7
	Opportunities (Work & School)	Opportunities (Work & School)
	Employment finding services are readily available	69.8 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	70.7 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	69.2 Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs	61.1 The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	62.6
	Governance	Governance
	Information on local government decisions are easily accessible	53.0 Online public access to city finances has reduced corruption
All ratings range	Corruption of city officials is not an issue of concern	40.7 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	44.1 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	57.6 Processing Identification Documents online has reduced waiting times
L		







# Mexico City



C

BACKGROUND INFORMATION

City

21,780,000 Population (UN World Urbanization Prospects)

HDI 0.815 (Global Data Lab)



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Country					
Mexico	2019	2020	2021	2022	1 yr change
HDI	0.781	0.757	0.757	0.781	+0.024
Life expectancy at birth	74.2	70.1	70.2	74.8	+4.6
Expected years of schooling	14.9	14.8	14.5	14.5	+0.0
Mean years of schooling	9.1	9.2	9.2	9.2	+0.0
GNI per capita (PPP \$)	19,471	17,721	18,582	19,138	+556

# PRIORITY AREAS

From a list of 15	security	
	corruption / transparency	
indicators, survey	health services	
respondents were asked	basic amenities (water, waste)	
	unemployment	
to select 5 that they	air pollution	
perceived as the most	fulfilling employment	
urgent for their city. The	public transport	
	school education	
higher the percentage of	affordable housing	
responses per area, the	road congestion	
greater the priority for the	recycling	
greater the priority for the	Green spaces	
city.	social mobility / inclusiveness	7.2%
	citizen engagement	4.7%

0%

0%

#### ATTITUDES

You are willing to concede personal data in order to improve traffic congestion	
You are comfortable with face recognition technologies to lower crime	
5 5	
You feel the availability of online information has increased your trust in authorities	
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)	
LEGEND: GROUP MEAN CITY	

			LEGEND: MIN CTT	
C in 2023	STRUCTURES	Score		TECHNOLOG
	Health & Safety 0 Basic sanitation meets the needs of the poorest areas	20 40 60	80 100 43.5	Health & Safety Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		45.8	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem		20.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		20.1	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		39.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		27.8	Arranging medical appointments online has improved access
D	Mobility			Mobility
	Traffic congestion is not a problem		23.4	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		33.0	Apps that direct you to an available parking space have reduced journey time
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
C				The city provides information on traffic congestion through mobile phones
$\mathbf{\vee}$	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		58.2	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		70.6	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		52.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		38.4	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		40.3	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		53.3	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome		40.4	
	Governance			Governance
	Information on local government decisions are easily accessible		51.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		19.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		40.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		38.0	Processing Identification Documents online has reduced waiting times
L	L			









# Milan



### BACKGROUND INFORMATION

City	
Population	1,410,000
(Eurostat)	

0.915 HDI (Global Data Lab)



(	Country						
	taly	2019	2020	2021	2022	1 yr change	
ł	HDI	0.899	0.892	0.899	0.906	+0.007	
l	ife expectancy at birth	83.6	82.4	82.9	84.1	+1.2	
E	Expected years of schooling	16.4	16.5	16.7	16.7	+0.0	
I	Mean years of schooling	10.7	10.7	10.7	10.7	+0.0	
(	GNI per capita (PPP \$)	43,102	39,587	42,856	44,284	+1,428	

### PRIORITY AREAS

From a list of 15	air pollution	
indicators, survey	security affordable housing	
indicators, salvey		
respondents were asked	road congestion	
to select 5 that they	unemployment	
to select 5 that they	fulfilling employment	
perceived as the most	public transport	
urgent for their city. The	Green spaces	
с ,	corruption / transparency	
higher the percentage of	health services	
responses per area, the	citizen engagement	
greater the priority for the	school education	
greater the phonty for the	recycling	
city.	social mobility / inclusiveness	
	basic amenities (water, waste)	9

0%

0%

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

BB in 2023	STRUCTURES					•	TECHNOL
			Score			· · · ·	
	Health & Safety 0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			$\bigcirc$		60.0	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					74.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	(				32.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					16.6	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			)		54.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			)		54.6	Arranging medical appointments online has improved access
B	Mobility						Mobility
	Traffic congestion is not a problem					19.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					52.2	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
B							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					55.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				$\bigcirc$	78.3	
	Opportunities (Work & School)						Opportunities (Work & School)
GROUP	Employment finding services are readily available		$\bigcirc$			45.4	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school			$\bigcirc$		58.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					53.6	Online services provided by the city has made it easier to start a new business
<b>9</b>	Businesses are creating new jobs		$\bigcirc$			45.9	The current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome					38.7	
	Governance						Governance
	Information on local government decisions are easily accessible					50.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					30.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		$\bigcirc$			33.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	<b>-</b>				39.6	Processing Identification Documents online has reduced waiting times



IOLOGIES Score 0 20 100 40 60 80 52.0 59.2 46.3 49.9 46.8 68.3 39.1 44.9 48.3  $\bigcirc$ 68.7 51.7 81.4 tend 64.5 43.0 44.4 ss 57.6 35.7 37.2 45.4 65.5

# Montreal



**CITY RATING** 

BB

**BACKGROUND INFORMATION** 

City	

(UN Data)

City	
Population	1,700,000

0.923 HDI (Global Data Lab)



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Country						
Canada	2019	2020	2021	2022	1 yr change	
HDI	0.932	0.928	0.934	0.935	+0.001	
Life expectancy at birth	82.4	82.0	82.7	82.8	+0.2	
Expected years of schooling	15.9	15.9	16.0	16.0	+0.0	
Mean years of schooling	13.8	13.9	13.9	13.9	+0.0	
GNI per capita (PPP \$)	48,591	45,828	47,933	48,444	+512	

From a list of 15	affordable housing	
	health services	
indicators, survey	road congestion	
respondents were asked	security	
to select 5 that they	public transport	
to select 5 that they	air pollution	
perceived as the most	corruption / transparency	
urgent for their city. The	school education	
6	fulfilling employment	
higher the percentage of	unemployment	
responses per area, the	recycling	
greater the priority for the	basic amenities (water, waste)	
greater the phonty for the	Green spaces	
city.	social mobility / inclusiveness	
	citizen engagement	

0%

0%

#### ATTITUDES

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

						LEGEN	ID: MI	N 🔵	CITY MEAN GROUP MAX	
BB in 2023	STRUCTION STRUCTURE STR	URES							•	TECHNOLO
		0	00	Sco			100			
	Health & Safety	0	20	40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas				$\bigcirc$			59.5		nce problems provides a speedy solution
FACTOR	Recycling services are satisfactory				$\bigcirc$			67.7		s to easily give away unwanted items
	Public safety is not a problem							49.4	Free public wifi has improved acc	-
RATINGS	Air pollution is not a problem			$\bigcirc$				37.7	CCTV cameras has made resident	
	Medical services provision is satisfactory			$\bigcirc$				42.9		s to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	em						18.7	Arranging medical appointments	online has improved access
BB	Mobility								Mobility	
	Traffic congestion is not a problem							16.4	Car-sharing Apps have reduced c	ongestion
STRUCTURES	Public transport is satisfactory							58.3	Apps that direct you to an availab	le parking space have reduced journey time
									Bicycle hiring has reduced conge	stion
									Online scheduling and ticket sale	s has made public transport easier to use
B									The city provides information on t	traffic congestion through mobile phones
	Activities								Activities	
TECHNOLOGIES	Green spaces are satisfactory							70.8		nows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory							80.6		
	Opportunities (Work & School)								Opportunities (Work & S	School)
	Employment finding services are readily available		_					69.2	Online access to job listings has n	
GROUP	Most children have access to a good school							67.0	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions							68.8	-	ity has made it easier to start a new business
	Businesses are creating new jobs		_					65.7	The current internet speed and re	-
2	Minorities feel welcome							61.9		
	Governance								Governance	
								58.1		as has reduced corruption
	Information on local government decisions are easily accessible Corruption of city officials is not an issue of concern							39.7	Online public access to city finand Online voting has increased partic	
All ratings range	Residents contribute to decision making of local government							41.2		its can propose ideas has improved city life
								41.2 50.2		ents online has reduced waiting times
from AAA to D	Residents provide feedback on local government projects							30.2	Frocessing menuncation Docume	ents ontine has reduced waiting times



**OGIES** Score 100 0 20 40 60 80 39.4 52.2  $\bigcirc$ 51.4 45.3 38.7 50.4  $\bigcirc$ 35.1 35.5 44.5 53.8 51.1 72.7 69.8 52.4 47.4 68.8  $\bigcirc$ 34.4 39.6 44.7 48.9 

# Mumbai



109 in 2023 Out of 141

SMART **CITY RATING** 

CC

CC in 2023

FACTOR RATINGS CC STRUCTURES CCC

TECHNOLOGIES

GROUP



All ratings range from AAA to D

BACKGROUND INFORMATION

City

20,410,000 Population (UN World Urbanization Prospects)

0.688 HDI (Global Data Lab)



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Country					
India	2019	2020	2021	2022	1 yr change
HDI	0.638	0.638	0.633	0.644	+0.011
Life expectancy at birth	70.9	70.2	67.2	67.7	+0.5
Expected years of schooling	11.4	11.7	12.0	12.6	+0.6
Mean years of schooling	6.3	6.5	6.5	6.6	+0.0
GNI per capita (PPP \$)	6,554	6,090	6,542	6,951	+408

# PRIORITY AREAS

From a list of 15	air pollution	
	affordable housing	
indicators, survey	basic amenities (water, waste)	
respondents were asked	road congestion	
	security	
to select 5 that they	Green spaces	
perceived as the most	unemployment	
urgent for their city. The	health services	
0 ,	corruption / transparency	
higher the percentage of	public transport	
responses per area, the	fulfilling employment	
waaataa tha walaalita faa tha	recycling	
greater the priority for the	school education	
city.	social mobility / inclusiveness	11.1%
	citizen engagement	9.2%

0%

11.1%

0%

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

STRUCTURE							HNOL C
STRUCTURE	E9	S	core			TEC TEC	HNULU
Health & Safety	0 20	0 40	60	80	100	Health & Safety	
Basic sanitation meets the needs of the poorest areas					69.8		on
Recycling services are satisfactory				)	68.1	A website or App allows residents to easily give away unwanted items	
Public safety is not a problem			$\bigcirc$		50.0	0 Free public wifi has improved access to city services	
Air pollution is not a problem					27.4	4 CCTV cameras has made residents feel safer	
Medical services provision is satisfactory					74.0	0 A website or App allows residents to effectively monitor air pollution	
inding housing with rent equal to 30% or less of a monthly salary is not a problem					47.3	3 Arranging medical appointments online has improved access	
Mobility						Mobility	
Traffic congestion is not a problem					24.7	7 Car-sharing Apps have reduced congestion	
Public transport is satisfactory					70.7	7 Apps that direct you to an available parking space have reduced journey	time
						Bicycle hiring has reduced congestion	
						Online scheduling and ticket sales has made public transport easier to u	ise
						The city provides information on traffic congestion through mobile phon	es
Activities						Activities	
Green spaces are satisfactory					67.3	3 Online purchasing of tickets to shows and museums has made it easier t	o attend
Cultural activities (shows, bars, and museums) are satisfactory					75.8	8	
Opportunities (Work & School)						Opportunities (Work & School)	
Employment finding services are readily available					75.3	3 Online access to job listings has made it easier to find work	
Most children have access to a good school					70.9	9 IT skills are taught well in schools	
ifelong learning opportunities are provided by local institutions					69.8	8 Online services provided by the city has made it easier to start a new bus	siness
Businesses are creating new jobs				$\bigcirc$	78.3	3 The current internet speed and reliability meet connectivity needs	
Vinorities feel welcome					73.3	3	
Governance						Governance	
nformation on local government decisions are easily accessible					77.3	3 Online public access to city finances has reduced corruption	
Corruption of city officials is not an issue of concern					40.2	2 Online voting has increased participation	
Residents contribute to decision making of local government	I		$\bigcirc$		65.5	5 An online platform where residents can propose ideas has improved city	/ life
Residents provide feedback on local government projects					66.2	2 Processing Identification Documents online has reduced waiting times	





# Munich



SMART

**CITY RATING** 

A

BACKGROUND INFORMATION





HDI 0.950 (Global Data Lab)



Country					
Germany	2019	2020	2021	2022	1 yr change
HDI	0.951	0.948	0.948	0.950	+0.002
Life expectancy at birth	81.6	81.1	80.6	81.0	+0.4
Expected years of schooling	17.2	17.2	17.3	17.3	+0.0
Mean years of schooling	14.2	14.3	14.3	14.3	+0.0
GNI per capita (PPP \$)	55,685	53,375	55,057	55,340	+284

From a list of 15       affordable housing         indicators, survey       road congestion         respondents were asked       air pollution         to select 5 that they       public transport         perceived as the most       Green spaces
indicators, survey     road congestion       respondents were asked     air pollution       to select 5 that they     public transport       perceived as the most     Green spaces
respondents were asked air pollution to select 5 that they public transport perceived as the most Green spaces
to select 5 that they public transport perceived as the most Green spaces
to select 5 that they public transport perceived as the most Green spaces
perceived as the most Green spaces
urgent for their city. The
citizen engagement
higher the percentage of fulfilling employment
responses per area, the basic amenities (water, waste)
greater the priority for the health services
school education
city. social mobility / inclusiveness

0%

0%

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

A		LEGEND: MIN CITY MEAN GROUP MAX
AA in 2023	STRUCTURES	TECHNO
	Score	
	Health & Safety         0         20         40         60	80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	71.9 Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	77.8 A website or App allows residents to easily give away unwanted items
FACIOR	Public safety is not a problem	58.0 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	43.6 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	74.6 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	21.6 Arranging medical appointments online has improved access
A	Mobility	Mobility
	Traffic congestion is not a problem	30.1 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	64.4 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
Δ		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	70.1 Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory	83.8
	Opportunities (Work & School)	Opportunities (Work & School)
	Employment finding services are readily available	63.4 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	68.8 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	62.0 Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs	67.3 The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	59.5
	Governance	Governance
	Information on local government decisions are easily accessible	58.6 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	55.4 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	51.5 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	55.1 Processing Identification Documents online has reduced waiting times
L		





# Muscat



SMART

**CITY RATING** 

B

### BACKGROUND INFORMATION



1,620,000 Population (UN World Urbanization Prospects)

0.816 HDI (Global Data Lab)



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

Country					
Oman	2019	2020	2021	2022	1 yr change
HDI	0.841	0.823	0.810	0.819	+0.009
Life expectancy at birth	78.0	74.8	72.5	73.9	+1.4
Expected years of schooling	14.0	13.2	13.0	13.0	+0.0
Mean years of schooling	11.4	11.9	11.9	11.9	+0.0
GNI per capita (PPP \$)	31,513	30,926	31,995	32,967	+972

# PRIORITY AREAS

From a list of 15	unemplo
	affordable h
indicators, survey	road cong
respondents were asked	fulfilling emplo
to select 5 that they	public tra
to select 5 that they	Green
perceived as the most	health se
urgent for their city. The	corruption / transp
0	ree
higher the percentage of	basic amenities (water,
responses per area, the	citizen engag
greater the priority for the	air po
greater the phonty for the	social mobility / inclusi
city.	school edu
	S

0% loyment housing ngestion oloyment ransport n spaces services sparency recycling , waste) agement ollution siveness ducation security

0%

#### ATTITUDES

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

D		LEGEND: MIN OTTY MEAN GROUP MAX
B in 2023	STRUCTURES	TECHN
	Score	
	Health & Safety 0 20 40 60	0 80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	79.7 Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory	72.2 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	65.4 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	53.6 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	75.3 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	55.0 Arranging medical appointments online has improved access
B	Mobility	Mobility
	Traffic congestion is not a problem	44.4 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	67.1 Apps that direct you to an available parking space have reduced journey tim
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
CCC		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	70.2 Online purchasing of tickets to shows and museums has made it easier to at
	Cultural activities (shows, bars, and museums) are satisfactory	70.3
	Opportunities (Work & School)	Opportunities (Work & School)
000110	Employment finding services are readily available	47.4 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	79.8 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	64.4 Online services provided by the city has made it easier to start a new busine
	Businesses are creating new jobs	60.2 The current internet speed and reliability meet connectivity needs
3	Minorities feel welcome	69.8
	Governance	Governance
	Information on local government decisions are easily accessible	73.8 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	50.1 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	54.2 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	60.5 Processing Identification Documents online has reduced waiting times
L	L	



HNOLOGIES



# Nairobi



### BACKGROUND INFORMATION



4,730,000 Population

HDI 0.636 (Global Data Lab)

(UN World Urbanization Prospects)



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Country					
Kenya	2019	2020	2021	2022	1 yr change
HDI	0.604	0.599	0.596	0.601	+0.005
Life expectancy at birth	62.9	62.7	61.4	62.1	+0.6
Expected years of schooling	11.3	11.4	11.4	11.4	+0.0
Mean years of schooling	8.0	7.7	7.7	7.7	+0.0
GNI per capita (PPP \$)	4,528	4,420	4,666	4,808	+142

### PRIORITY AREAS

From a list of 15	basic amenities (water, waste)	
	unemployment	
indicators, survey	security	
respondents were asked	health services	
to coloret E that they	corruption / transparency	
to select 5 that they	affordable housing	
perceived as the most	fulfilling employment	
urgent for their city. The	road congestion	
	school education	
higher the percentage of	air pollution	
responses per area, the	public transport	
greater the priority for the	citizen engagement	
greater the phonty for the	recycling	
city.	social mobility / inclusiveness	
	Green spaces	

# 5.5% 4.1%

#### ATTITUDES

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

		LEGEND: MIN CITY MEAN GROUP MAX	
C in 2023	STRUCTURES	TECHNOL	LUC
FACTOR RATINGS	Health & Safety       0       20       40       60         Basic sanitation meets the needs of the poorest areas       Image: Comparison of the poorest areas       Image: Comparison of the poorest areas       Image: Comparison of the poorest areas         Recycling services are satisfactory       Image: Comparison of the poorest areas       Image: Comparison of the poorest areas       Image: Comparison of the poorest areas         Air pollution is not a problem       Image: Comparison of the poorest areas       Image: Comparison of the poorest areas       Image: Comparison of the poorest areas         Medical services provision is satisfactory       Image: Comparison of the poorest areas of the poorest areas of the poorest areas       Image: Comparison of the poorest areas         Finding housing with rent equal to 30% or less of a monthly salary is not a problem       Image: Comparison of the poorest areas	80       100       Health & Safety         38.6       Online reporting of city maintenance problems provides a speedy solution         44.3       A website or App allows residents to easily give away unwanted items         28.7       Free public wifi has improved access to city services         21.8       CCTV cameras has made residents feel safer         51.3       A website or App allows residents to effectively monitor air pollution         35.7       Arranging medical appointments online has improved access	
STRUCTURES	Mobility         Traffic congestion is not a problem         Public transport is satisfactory	Mobility         14.3       Car-sharing Apps have reduced congestion         47.6       Apps that direct you to an available parking space have reduced journey time         Bicycle hiring has reduced congestion       Online scheduling and ticket sales has made public transport easier to use         The city provides information on traffic congestion through mobile phones	
TECHNOLOGIES	Activities Green spaces are satisfactory Cultural activities (shows, bars, and museums) are satisfactory	Activities         52.7       Online purchasing of tickets to shows and museums has made it easier to attend         75.6	d
group 4	Opportunities (Work & School)         Employment finding services are readily available         Most children have access to a good school         Lifelong learning opportunities are provided by local institutions         Businesses are creating new jobs         Minorities feel welcome	Opportunities (Work & School)29.2Online access to job listings has made it easier to find work42.4IT skills are taught well in schools45.5Online services provided by the city has made it easier to start a new business68.1The current internet speed and reliability meet connectivity needs51.6	
All ratings range from AAA to D	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	Governance55.3Online public access to city finances has reduced corruption11.0Online voting has increased participation34.1An online platform where residents can propose ideas has improved city life47.8Processing Identification Documents online has reduced waiting times	

9.1%

0%

0%





63.9 23.3





# Nanjing



SMART

**CITY RATING** 

#### **BACKGROUND INFORMATION**

City

0

8,850,000 Population (UN World Urbanization Prospects)

0.810 HDI (Global Data Lab)



Country					
China	2019	2020	2021	2022	1 yr change
HDI	0.775	0.781	0.785	0.788	+0.003
Life expectancy at birth	78.0	78.1	78.2	78.6	+0.4
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0
Mean years of schooling	8.0	8.1	8.1	8.1	+0.0
GNI per capita (PPP \$)	15,934	16,168	17,499	18,025	+526

### 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.	

road congestion fulfilling employment air pollution affordable housing health services corruption / transparency unemployment school education basic amenities (water, waste) social mobility / inclusiveness citizen engagement public transport recycling Green spaces security



### ATTITUDES

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

CCC		I	
		LEGEND: MIN	CITY MEAN GROUP MAX
CCC in 2023	STRUCTURES		TECHNOLOG
		Score 60 80 100	Lingth & Cofety
	Health & Safety     0     20     40       Basic sanitation meets the needs of the poorest areas     0     0     0	83.7	Health & Safety Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	78.4	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	77.4	Free public wifi has improved access to city services
DATINOS	Air pollution is not a problem	60.0	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory	79.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	65.7	Arranging medical appointments online has improved access
CCC	Mobility		Mobility
	Traffic congestion is not a problem	40.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	71.4	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
CCC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	83.3	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	83.3	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	77.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	78.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	67.2	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	74.0	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	81.6	
	Governance		Governance
	Information on local government decisions are easily accessible	71.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	50.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	55.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	70.6	Processing Identification Documents online has reduced waiting times



# New York



SMART

**CITY RATING** 

**BACKGROUND INFORMATION** 

City

8,800,000 Population (UN Data)

HDI 0.938 (Global Data Lab)



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

Country						
USA	2019	2020	2021	2022	1 yr change	
HDI	0.933	0.923	0.921	0.927	+0.006	
Life expectancy at birth	79.1	77.4	77.2	78.2	+1.0	
Expected years of schooling	16.6	16.6	16.4	16.4	+0.0	
Mean years of schooling	13.6	13.7	13.6	13.6	+0.0	
GNI per capita (PPP \$)	63,654	61,077	64,484	65,565	+1,081	

# PRIORITY AREAS

From a list of 15	affordable housing	
	security	
indicators, survey	road congestion	
respondents were asked	health services	
to coloct E that they	corruption / transparency	
to select 5 that they	air pollution	
perceived as the most	unemployment	
urgent for their city. The	public transport	
	school education	
higher the percentage of	fulfilling employment	
responses per area, the	basic amenities (water, waste)	
greater the priority for the	recycling	
greater the priority for the	Green spaces	
city.	social mobility / inclusiveness	
	citizen engagement	

0%

0%

#### ATTITUDES

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

BB					LEGEND	A AINI		
BBB in 2023	STRUC	TURES			LEGENL	J. IVIIN		TECHNOL
	Health & Safety	0	20 40	Score 60	80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas						8.6	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						7.0	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					3	86.1	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					3	4.3	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory					6	4.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	olem				3	6.2	Arranging medical appointments online has improved access
BB	Mobility							Mobility
	Traffic congestion is not a problem					2	7.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					5	5.2	Apps that direct you to an available parking space have reduced journey time
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
BB								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory					6	3.0	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					7	8.2	
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available					6	3.4	Online access to job listings has made it easier to find work
UNOUF	Most children have access to a good school					5	7.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					6	2.8	Online services provided by the city has made it easier to start a new business
<b>9</b>	Businesses are creating new jobs					6	61.0	The current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome					6	61.4	
	Governance							Governance
	Information on local government decisions are easily accessible					6	62.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					3	6.0	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					5	0.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					5	59.1	Processing Identification Documents online has reduced waiting times



DLOGIES



# Newcastle



SMART

**CITY RATING** 

### BACKGROUND INFORMATION

City	

Population	300,000
(Eurostat)	

HDI 0.901 (Global Data Lab)



Country					
United Kingdom	2019	2020	2021	2022	1 yr change
HDI	0.933	0.920	0.931	0.940	+0.009
Life expectancy at birth	81.7	80.4	80.7	82.2	+1.4
Expected years of schooling	17.2	17.2	17.6	17.6	+0.0
Mean years of schooling	13.3	13.4	13.4	13.4	+0.0
GNI per capita (PPP \$)	47,066	40,799	44,750	46,624	+1,874

# PRIORITY AREAS

	affordable housing	
From a list of 15	unemployment	
indicators, survey	health services	
respondents were asked	road congestion	
•	fulfilling employment	
to select 5 that they	security	
perceived as the most	public transport	
urgent for their city. The	recycling	
	Green spaces	
higher the percentage of	school education	
responses per area, the	air pollution	
greater the priority for the	citizen engagement	
greater the phonity for the	social mobility / inclusiveness	
city.	basic amenities (water, waste)	
	corruption / transparency	

0%

0%

#### ATTITUDES

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

CCC in 2023	STRUCTURES				EGEND:		CITY MEAN GROUP MAX	TECHNO
000 11 2020	Sinderones		Score					TEORING
	Health & Safety 0	20	40 6	60 80	) 100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas					63.1	Online reporting of city maintenan	ce problems provides a speedy solution
	Recycling services are satisfactory					68.9	A website or App allows residents	to easily give away unwanted items
FACTOR	Public safety is not a problem		$\bigcirc$			47.7	Free public wifi has improved acce	ess to city services
RATINGS	Air pollution is not a problem					48.7	CCTV cameras has made residents	s feel safer
	Medical services provision is satisfactory			)		57.0	A website or App allows residents	to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					36.1	Arranging medical appointments o	online has improved access
B	Mobility						Mobility	
	Traffic congestion is not a problem					36.5	Car-sharing Apps have reduced co	ngestion
STRUCTURES	Public transport is satisfactory		(			60.7	Apps that direct you to an available	e parking space have reduced journey time
							Bicycle hiring has reduced conges	tion
							Online scheduling and ticket sales	has made public transport easier to use
CC							The city provides information on tr	affic congestion through mobile phones
	Activities						Activities	
TECHNOLOGIES	Green spaces are satisfactory					65.5	Online purchasing of tickets to sho	ows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory					80.8		
	Opportunities (Work & School)						Opportunities (Work & So	chool)
GROUP	Employment finding services are readily available			$\bigcirc$		64.7	Online access to job listings has m	ade it easier to find work
GROUP	Most children have access to a good school					70.7	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions					60.9	Online services provided by the cit	y has made it easier to start a new business
<b>9</b>	Businesses are creating new jobs					58.4	The current internet speed and rel	iability meet connectivity needs
•	Minorities feel welcome	1				64.6		
	Governance						Governance	
	Information on local government decisions are easily accessible					54.2	Online public access to city finance	es has reduced corruption
	Corruption of city officials is not an issue of concern					51.8	Online voting has increased partici	ipation
All ratings range	Residents contribute to decision making of local government		$\bigcirc$			45.5	An online platform where resident	s can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					55.8	Processing Identification Documer	nts online has reduced waiting times

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 busine
The current internet speed and reliability meet connectivity needs

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





# Nicosia



BACKGROUND INFORMATION



0.896 HDI (Global Data Lab)



Мар

Country					
Cyprus	2019	2020	2021	2022	1 yr change
HDI	0.901	0.900	0.901	0.907	+0.006
Life expectancy at birth	81.4	81.4	81.2	81.9	+0.7
Expected years of schooling	16.0	16.2	16.2	16.2	+0.0
Mean years of schooling	12.4	12.4	12.4	12.4	+0.0
GNI per capita (PPP \$)	39,467	36,716	38,169	40,137	+1,968

affordable housing	
road congestion	
corruption / transparency	
public transport	
security	
health services	
Green spaces	
school education	
fulfilling employment	
unemployment	
recycling	
basic amenities (water, waste)	
air pollution	
citizen engagement	
social mobility / inclusiveness	
	road congestion corruption / transparency public transport security health services Green spaces school education fulfilling employment unemployment recycling basic amenities (water, waste) air pollution citizen engagement

0%

#### ATTITUDES

ATTTODES	0%				
You are willing to concede personal data in order to improve traffic congestion					
You are comfortable with face recognition technologies to lower crime					
You feel the availability of online information has increased your trust in authorities					
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)					
LEGEND: GROUP MEAN CITY					

		LEGEND: MIN CITY MEAN GROUP MAX
C in 2023	STRUCTURES	TECHNC
	Score	
	Health & Safety 0 20 40	60 80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	68.3 Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory	52.6 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	47.4 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	37.3 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	58.6 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	18.4         Arranging medical appointments online has improved access
CC	Mobility	Mobility
	Traffic congestion is not a problem	13.9 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	18.2 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
C		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	44.5 Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory	58.4
	Opportunities (Work & School)	Opportunities (Work & School)
GROUP	Employment finding services are readily available	54.6 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	60.4 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	50.8 Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	53.9 The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome	43.9
	Governance	Governance
	Information on local government decisions are easily accessible	41.5 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	22.6 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	23.9 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	33.3 Processing Identification Documents online has reduced waiting times
L	L	



NOLOGIES



# Osaka



### BACKGROUND INFORMATION

City	
Population (UN Data)	2,750,000

HDI 0.928 (Global Data Lab)



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

2019	2020	2021	2022	1 yr change
0.918	0.917	0.920	0.920	+0.000
84.4	84.7	84.8	84.8	+0.0
15.4	15.5	15.5	15.5	+0.0
12.7	12.7	12.7	12.7	+0.0
43,276	41,446	43,008	43,644	+636
	0.918 84.4 15.4 12.7	0.9180.91784.484.715.415.512.712.7	0.9180.9170.92084.484.784.815.415.515.512.712.712.7	0.9180.9170.9200.92084.484.784.884.815.415.515.515.512.712.712.712.7

# PRIORITY AREAS

From a list of 15	basic amenities (water, waste)	
	health services	
indicators, survey	affordable housing	
respondents were asked	road congestion	
te coloct E that they	school education	
to select 5 that they	security	
perceived as the most	public transport	
urgent for their city. The	fulfilling employment	
	corruption / transparency	
higher the percentage of	Green spaces	
responses per area, the	unemployment	
greater the priority for the	citizen engagement	
greater the phonty for the	air pollution	
city.	social mobility / inclusiveness	
	recycling	

0%

0%

#### ATTITUDES

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

D		LEGEND: MIN OG	TY MEAN GROUP MAX
B in 2023	STRUCTURES		TECHNOLO
	Score		
	Health & Safety0204060	0 80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	68.4	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	65.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	49.5	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	41.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	70.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	52.0	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	38.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	73.3	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
CCC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	49.8	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	58.7	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	55.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	54.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	56.8	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	49.3	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome	38.2	······································
	Governance		Governance
	Information on local government decisions are easily accessible	54.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	35.3	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	46.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	46.3	Processing Identification Documents online has reduced waiting times







# Oslo



FACTOR RATINGS

AA STRUCTURES

Α TECHNOLOGIES

GROUP

All ratings range from AAA to D

BACKGROUND INFORMATION

City

1,040,000 Population (UN World Urbanization Prospects)

0.980 HDI (Global Data Lab)



Country					
Norway	2019	2020	2021	2022	1 yr change
HDI	0.961	0.963	0.964	0.966	+0.002
Life expectancy at birth	83.0	83.2	83.2	83.4	+0.2
Expected years of schooling	18.2	18.3	18.6	18.6	+0.0
Mean years of schooling	13.0	13.1	13.1	13.1	+0.0
GNI per capita (PPP \$)	66,977	66,258	67,597	69,190	+1,593

# PRIORITY AREAS

From a list of 15	affordable housing
	health services
indicators, survey	public transport
respondents were asked	security
4	road congestion
to select 5 that they	air pollution
perceived as the most	social mobility / inclusiveness
urgent for their city. The	unemployment
	school education
higher the percentage of	recycling
responses per area, the	basic amenities (water, waste)
greater the priority for the	corruption / transparency
greater the priority for the	citizen engagement
city.	Green spaces
	fulfilling employment

#### ition eness ment ation cling aste) ency ment aces oyment

0%

0%

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

					LEGEND	·		ITY MEAN GROUP MAX
	STRUCTURES				LEGEND			
	SIRUCIURES		Sco	re				TECHNO
Health & Safety	0	20	40	60	80	100		Health & Safety
Basic sanitation meets the needs of the poorest areas							75.6	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory							77.3	A website or App allows residents to easily give away unwanted items
Public safety is not a problem							67.2	Free public wifi has improved access to city services
Air pollution is not a problem							59.0	CCTV cameras has made residents feel safer
Medical services provision is satisfactory							70.2	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to $30\%$ or less of a monthly salary is	not a problem		)				27.9	Arranging medical appointments online has improved access
Mobility								Mobility
Traffic congestion is not a problem							45.3	Car-sharing Apps have reduced congestion
Public transport is satisfactory			Ŭ				62.8	Apps that direct you to an available parking space have reduced journey time
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
								The city provides information on traffic congestion through mobile phones
Activities								Activities
Green spaces are satisfactory							77.1	Online purchasing of tickets to shows and museums has made it easier to atten
Cultural activities (shows, bars, and museums) are satisfactory							81.5	
Opportunities (Work & School)								Opportunities (Work & School)
Employment finding services are readily available							75.7	Online access to job listings has made it easier to find work
Most children have access to a good school			- I		$\bigcirc$		80.0	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions							69.3	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs							72.0	The current internet speed and reliability meet connectivity needs
Minorities feel welcome							64.6	
Governance								Governance
Information on local government decisions are easily accessible							64.4	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern		- I		$\bigcirc$			56.8	Online voting has increased participation
Residents contribute to decision making of local government				$\bigcirc$			56.3	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects							64.1	Processing Identification Documents online has reduced waiting times





# Ottawa



### BACKGROUND INFORMATION

City	
Population	

930,000 (UN Data)

### 0.943 (Global Data Lab)



s by Stamen Design CC BY 3.0 Map Data © Ope

Country					
Canada	2019	2020	2021	2022	1 yr change
HDI	0.932	0.928	0.934	0.935	+0.001
Life expectancy at birth	82.4	82.0	82.7	82.8	+0.2
Expected years of schooling	15.9	15.9	16.0	16.0	+0.0
Mean years of schooling	13.8	13.9	13.9	13.9	+0.0
GNI per capita (PPP \$)	48,591	45,828	47,933	48,444	+512

### PRIORITY AREAS

From a list of 15		affordable housing	
		health services	
	indicators, survey	public transport	
	respondents were asked	road congestion	
	to colored E that they	unemployment	
	to select 5 that they	fulfilling employment	
	perceived as the most	security	
	urgent for their city. The	corruption / transparency	
		school education	
	higher the percentage of	recycling	
	responses per area, the	air pollution	
	greater the priority for the	basic amenities (water, waste)	
	greater the priority for the	Green spaces	
	city.	social mobility / inclusiveness	
		citizen engagement	

0%

0%

#### ATTITUDES

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

STRUCTURE	S -					TECHN
	-	Sco	ore			
Health & Safety 0	) 20	40	60	80 1	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					68.0	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					72.8	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					53.5	Free public wifi has improved access to city services
Air pollution is not a problem					56.1	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					46.6	A website or App allows residents to effectively monitor air pollution
inding housing with rent equal to 30% or less of a monthly salary is not a problem					20.6	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem					35.8	Car-sharing Apps have reduced congestion
Public transport is satisfactory					38.7	Apps that direct you to an available parking space have reduced journey time
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to use
						The city provides information on traffic congestion through mobile phones
Activities						Activities
Green spaces are satisfactory					74.4	Online purchasing of tickets to shows and museums has made it easier to att
Cultural activities (shows, bars, and museums) are satisfactory					77.3	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					65.2	Online access to job listings has made it easier to find work
Most children have access to a good school					75.3	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					71.8	Online services provided by the city has made it easier to start a new busines
Businesses are creating new jobs					63.7	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					73.4	
Governance						Governance
nformation on local government decisions are easily accessible			$\bigcirc$		63.4	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern		$\bigcirc$			46.4	Online voting has increased participation
Residents contribute to decision making of local government					50.2	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					62.2	Processing Identification Documents online has reduced waiting times

HDI

Out of 141

SMART **CITY RATING** 

BBB

A in 2023

FACTOR RATINGS

A

STRUCTURES

BBB

TECHNOLOGIE

GROUP

All ratings range





# Paris



**CITY RATING** 

BACKGROUND INFORMATION



2,150,000 Population (UN Data)

0.949 HDI (Global Data Lab)



Country					
France	2019	2020	2021	2022	1 yr change
HDI	0.905	0.900	0.906	0.910	+0.004
Life expectancy at birth	82.7	82.2	82.5	83.2	+0.7
Expected years of schooling	15.9	15.9	16.0	16.0	+0.0
Mean years of schooling	11.6	11.7	11.7	11.7	+0.0
GNI per capita (PPP \$)	46,907	42,891	46,322	47,379	+1,057

### PRIORITY AREAS

From a list of 15	affordable housing	
	security	
indicators, survey	air pollution	
respondents were asked	road congestion	
	public transport	
to select 5 that they	health services	
perceived as the most	unemployment	
urgent for their city. The	recycling	
0	basic amenities (water, waste)	
higher the percentage of	Green spaces	
responses per area, the	fulfilling employment	
greater the priority for the	school education	
greater the phonty for the	corruption / transparency	
city.	social mobility / inclusiveness	11.0
	citizen engagement	7.4%

0%

11.0%

0%

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

BBB	L		!	·	
		Ŀ	EGEND:	MIN 🔵 (	CITY MEAN GROUP MAX
BBB in 2023	STRUCTURES				TECHNC
	Scor Health & Safety 0 20 40	re 60 80	0 100	)	Health & Safety
	Basic sanitation meets the needs of the poorest areas		_	44.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			51.4	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			35.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			17.1	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory			53.1	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			23.2	Arranging medical appointments online has improved access
BB	Mobility				Mobility
	Traffic congestion is not a problem			22.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			48.5	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			61.5	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory			78.3	
	Opportunities (Work & School)				Opportunities (Work & School)
GROUP	Employment finding services are readily available			57.1	Online access to job listings has made it easier to find work
anooi	Most children have access to a good school			57.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			55.5	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs			54.0	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome			41.9	
	Governance				Governance
	Information on local government decisions are easily accessible			53.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			37.9	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			43.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			49.1	Processing Identification Documents online has reduced waiting times
L	L				



# Philadelphia

SMART
CITY
RANKING
90
Out of 142
92 in 2023
Out of 141
SMART

**CITY RATING** 

BACKGROUND INFORMATION

Population	1,600,000
(UN Data)	

0.923 HDI (Global Data Lab)



Map tiles by Stamen Design CC BY 3.0 Map Data © 0

Country					
USA	2019	2020	2021	2022	1 yr change
HDI	0.933	0.923	0.921	0.927	+0.006
Life expectancy at birth	79.1	77.4	77.2	78.2	+1.0
Expected years of schooling	16.6	16.6	16.4	16.4	+0.0
Mean years of schooling	13.6	13.7	13.6	13.6	+0.0
GNI per capita (PPP \$)	63,654	61,077	64,484	65,565	+1,081

# PRIORITY AREAS

From a list of 15	affordable housing	
indicators, survey	security school education	
respondents were asked	unemployment	
•	road congestion	
to select 5 that they	health services	
perceived as the most	corruption / transparency	
urgent for their city. The	fulfilling employment	
higher the percentage of	basic amenities (water, waste)	
higher the percentage of	public transport	
responses per area, the	air pollution	
greater the priority for the	Green spaces	
0 1 3	recycling	
city.	citizen engagement	8.8%
	social mobility / inclusiveness	7.4%

0%

0%

#### ATTITUDES

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

B in 2023	STRUCTURE STR	URES			LEGE	MIN: MIN	►	MEAN GROUP MAX	TECHNOL
				Score					
	Health & Safety	0	20	40 6	) 80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas						45.7	Online reporting of city maintenance problems provides a speedy so	olution
FACTOR	Recycling services are satisfactory			$\bigcirc$			56.1	A website or App allows residents to easily give away unwanted iten	ms
FACTOR	Public safety is not a problem						26.1	Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem						32.1	CCTV cameras has made residents feel safer	
	Medical services provision is satisfactory				)		59.9	A website or App allows residents to effectively monitor air pollution	n
	Finding housing with rent equal to 30% or less of a monthly salary is not a proble	em					32.2	Arranging medical appointments online has improved access	
B	Mobility							Mobility	
	Traffic congestion is not a problem						23.6	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory						49.2	Apps that direct you to an available parking space have reduced jour	urney time
								Bicycle hiring has reduced congestion	
								Online scheduling and ticket sales has made public transport easier	r to use
B								The city provides information on traffic congestion through mobile p	phones
	Activities							Activities	
TECHNOLOGIES	Green spaces are satisfactory						49.5	Online purchasing of tickets to shows and museums has made it eas	sier to attend
	Cultural activities (shows, bars, and museums) are satisfactory						76.1		
	Opportunities (Work & School)							Opportunities (Work & School)	
	Employment finding services are readily available						57.4	Online access to job listings has made it easier to find work	
GROUP	Most children have access to a good school						43.9	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions						51.8	Online services provided by the city has made it easier to start a new	w business
	Businesses are creating new jobs						54.8	The current internet speed and reliability meet connectivity needs	
2	Minorities feel welcome						59.1		
	Governance							Governance	
	Information on local government decisions are easily accessible						54.9	Online public access to city finances has reduced corruption	
	Corruption of city officials is not an issue of concern						34.6	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government						44.9	An online platform where residents can propose ideas has improved	d city life
from AAA to D	Residents provide feedback on local government projects						51.7	Processing Identification Documents online has reduced waiting tim	



LOGIES Score 20 100 0 40 60 80 38.1  $\bigcirc$ 53.6 49.4 45.5 37.7 60.1 42.3  $\bigcirc$ 46.3 44.0  $\bigcirc$ 57.4 54.1 72.2 nd 62.6 44.8 46.2 63.7 36.2 53.7 44.8 53.5

# Phoenix



SMART

**CITY RATING** 

CC



0.908 HDI (Global Data Lab)

Sat Line Co UT NV co 200 Vega NM

Country					
USA	2019	2020	2021	2022	1 yr change
HDI	0.933	0.923	0.921	0.927	+0.006
Life expectancy at birth	79.1	77.4	77.2	78.2	+1.0
Expected years of schooling	16.6	16.6	16.4	16.4	+0.0
Mean years of schooling	13.6	13.7	13.6	13.6	+0.0
GNI per capita (PPP \$)	63,654	61,077	64,484	65,565	+1,081

From a list of 15	affordable housing	
	road congestion	
indicators, survey	air pollution	
respondents were asked	school education	
to calcat E that thay	security	
to select 5 that they	unemployment	
perceived as the most	health services	
urgent for their city. The	corruption / transparency	
0	basic amenities (water, waste)	
higher the percentage of	fulfilling employment	
responses per area, the	public transport	
greater the priority for the	recycling	
greater the phonty for the	citizen engagement	10.2%
city.	Green spaces	8.3%
	social mobility / inclusiveness	8.1%

0%

#### ATTITUDES

ATTIODES	0%				
You are willing to concede personal data in order to improve traffic congestion					
You are comfortable with face recognition technologies to lower crime					
You feel the availability of online information has increased your trust in authorities					
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)					
(, · · · · · · · · · · · · · · · · · · ·					
LEGEND: GROUP MEAN CITY					

	,		
		LEGEND: MIN C	ITY MEAN GROUP MAX
CC in 2023	STRUCTURES	<b>`</b>	TECHNOL
	Score		
	Health & Safety         0         20         40         60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	53.8	Online reporting of city maintenance problems provides a speedy solution
FAOTOD	Recycling services are satisfactory	62.7	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	36.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	31.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	66.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	22.2	Arranging medical appointments online has improved access
CCC	Mobility		Mobility
	Traffic congestion is not a problem	19.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	46.0	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
C			The city provides information on traffic congestion through mobile phones
<b>•</b>	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	52.1	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	71.9	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	69.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	58.6	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	58.5	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	64.0	The current internet speed and reliability meet connectivity needs
5	Minorities feel welcome	59.3	
	Governance		Governance
	Information on local government decisions are easily accessible	58.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	37.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	47.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	54.5	Processing Identification Documents online has reduced waiting times



# Prague



SMART

**CITY RATING** 

A

BACKGROUND INFORMATION



Population	1,320,000
(Eurostat)	

HDI 0.960 (Global Data Lab)



Country					
Czech Rep.	2019	2020	2021	2022	1 yr change
HDI	0.896	0.891	0.891	0.895	+0.004
Life expectancy at birth	79.2	78.6	77.7	78.1	+0.4
Expected years of schooling	16.1	16.1	16.3	16.3	+0.0
Mean years of schooling	12.9	12.9	12.9	12.9	+0.0
GNI per capita (PPP \$)	38,512	36,696	39,061	39,945	+884

From a list of 15		affordable housing	
		road congestion	
	indicators, survey	security	
	respondents were asked	air pollution	
		corruption / transparency	
	to select 5 that they	Green spaces	
	perceived as the most	unemployment	
	urgent for their city. The	recycling	
	0	fulfilling employment	
	higher the percentage of	public transport	
	responses per area, the	citizen engagement	
	greater the priority for the	school education	
	greater the phonty for the	health services	
	city.	social mobility / inclusiveness	
		basic amenities (water, waste)	

0%

ATTTUDES	0%				
You are willing to concede personal data in order to improve traffic congestion					
You are comfortable with face recognition technologies to lower crime					
You feel the availability of online information has increased your trust in authorities					
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)					
LEGEND: GROUP MEAN CITY					

			LEGEN	ID: MIN OCIT	Y MEAN GROUP MAX
AA in 2023	STRUCTURES –				TECHN
	Health & Safety 0 20	Score 40 60	80	100	
	nearling onery	40 00	80		Health & Safety
	Basic sanitation meets the needs of the poorest areas			62.1 63.1	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory				A website or App allows residents to easily give away unwanted items
	Public safety is not a problem			54.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			40.4	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		$\bigcirc$	71.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			27.6	Arranging medical appointments online has improved access
A	Mobility				Mobility
	Traffic congestion is not a problem			24.8	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			67.9	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
Δ					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			49.0	Online purchasing of tickets to shows and museums has made it easier to att
	Cultural activities (shows, bars, and museums) are satisfactory			79.4	
	Opportunities (Work & School)				Opportunities (Work & School)
		_		71.8	
GROUP	Employment finding services are readily available Most children have access to a good school			70.2	Online access to job listings has made it easier to find work IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			66.9	Online services provided by the city has made it easier to start a new busines
	Businesses are creating new jobs			65.7	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			57.1	The current internet speed and reliability meet connectivity needs
-				57.1	
	Governance				Governance
	Information on local government decisions are easily accessible			60.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			38.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			52.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			59.4	Processing Identification Documents online has reduced waiting times







# Rabat



### BACKGROUND INFORMATION

City	
Population (UN Data)	190,000

HDI 0.702 (Global Data Lab)



n Design CC BY 3.0 Map Data © Op Map tiles by Stam

Country					
Morocco	2019	2020	2021	2022	1 yr change
HDI	0.684	0.683	0.688	0.698	+0.010
Life expectancy at birth	74.3	73.9	74.0	75.0	+0.9
Expected years of schooling	13.7	13.9	14.0	14.6	+0.6
Mean years of schooling	5.9	6.1	6.1	6.1	+0.0
GNI per capita (PPP \$)	8,093	7,474	7,948	7,955	+7

### PRIORITY AREAS

From a list of 15	affordable housing	
110III a list of 15	unemployment	
indicators, survey	health services	
respondents were asked	corruption / transparency	
to coloct E that thay	school education	
to select 5 that they	security	
perceived as the most	fulfilling employment	
urgent for their city. The	road congestion	
<b>č</b>	public transport	
higher the percentage of	basic amenities (water, waste)	
responses per area, the	air pollution	
greater the priority for the	recycling	
greater the phonty for the	Green spaces	
city.	citizen engagement	
	social mobility / inclusiveness	

0%

9.8%

0%

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

0.1.0000			LEGEN	ID: MIN 🔵 CIT	IY MEAN GROUP MAX
C in 2023	STRUCTURES	Score			TECHNOLOG
	Health & Safety02040	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			53.5	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			51.4	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	$\bigcirc$		46.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			33.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory			46.8	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			40.1	Arranging medical appointments online has improved access
C	Mobility				Mobility
	Traffic congestion is not a problem			34.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			55.2	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
C					The city provides information on traffic congestion through mobile phones
-	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			77.9	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			73.5	
	Opportunities (Work & School)				Opportunities (Work & School)
GROUP	Employment finding services are readily available			40.5	Online access to job listings has made it easier to find work
uncon	Most children have access to a good school			46.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			49.9	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs			44.5	The current internet speed and reliability meet connectivity needs
-	Minorities feel welcome			61.8	
	Governance				Governance
	Information on local government decisions are easily accessible			52.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			30.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			34.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			42.7	Processing Identification Documents online has reduced waiting times
ll	L				











# Reykjavik



SMART

**CITY RATING** 

BACKGROUND INFORMATION

Ci	ty		
-			

240,000 Population (Eurostat)

0.959 HDI (Global Data Lab)

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

Country					
Iceland	2019	2020	2021	2022	1 yr change
HDI	0.958	0.955	0.957	0.959	+0.002
Life expectancy at birth	82.4	82.6	82.7	82.8	+0.1
Expected years of schooling	18.2	18.2	19.1	19.1	+0.0
Mean years of schooling	13.7	13.8	13.8	13.8	+0.0
GNI per capita (PPP \$)	56,453	51,984	52,671	54,688	+2,017

# PRIORITY AREAS

From a list of 15	affordable housing	
	health services	
indicators, survey	public transport	
respondents were asked	school education	
to select 5 that they	road congestion	
to select 5 that they	security	
perceived as the most	basic amenities (water, waste)	
urgent for their city. The	corruption / transparency	
	Green spaces	
higher the percentage of	recycling	
responses per area, the	air pollution	
greater the priority for the	fulfilling employment	
greater the phonty for the	citizen engagement	
city.	social mobility / inclusiveness	
	unemployment	

0%

0%

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

BBB	· · · · · · · · · · · · · · · · · · ·		······································		
DDD			LEGEND: MIN	CITY MEAN GROUP MAX	
BBB in 2023	STRUCTURES			→	TECHN
	Health & Safety 0 2	Score 0 40 60	80 100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas				/ ty maintenance problems provides a speedy solution
	Recycling services are satisfactory				ws residents to easily give away unwanted items
FACTOR	Public safety is not a problem				nproved access to city services
	Air pollution is not a problem			·	ade residents feel safer
RATINGS	Medical services provision is satisfactory				ws residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem				pointments online has improved access
A	Mobility			Mobility	
	Traffic congestion is not a problem		33	2.1 Car-sharing Apps hav	e reduced congestion
STRUCTURES	Public transport is satisfactory		25	5.6 Apps that direct you t	o an available parking space have reduced journey tim
				Bicycle hiring has red	uced congestion
				Online scheduling and	d ticket sales has made public transport easier to use
BBB				The city provides info	rmation on traffic congestion through mobile phones
	Activities			Activities	
TECHNOLOGIES	Green spaces are satisfactory		59	9.1 Online purchasing of	tickets to shows and museums has made it easier to at
	Cultural activities (shows, bars, and museums) are satisfactory		79	9.5	
	Opportunities (Work & School)			Opportunities (\	Work & School)
GROUP	Employment finding services are readily available		75	5.4 Online access to job l	istings has made it easier to find work
anooi	Most children have access to a good school		83	3.6 IT skills are taught we	ell in schools
	Lifelong learning opportunities are provided by local institutions				led by the city has made it easier to start a new busine
1	Businesses are creating new jobs				peed and reliability meet connectivity needs
	Minorities feel welcome		57	7.2	
	Governance			Governance	
	Information on local government decisions are easily accessible		5	51.1 Online public access	to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			5.6 Online voting has incr	eased participation
All ratings range	Residents contribute to decision making of local government				nere residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		54	4.3 Processing Identification	tion Documents online has reduced waiting times
·i	L				





# Riga

SMART CITY RANKING
<b>59</b>
Out of 142
83 in 2023 Out of 141
SMART CITY RANKING 59 Out of 142 83 in 2023 Out of 141 SMART CITY RATING BB
BB

BACKGROUND INFORMATION



0.929 HDI (Global Data Lab)



C	ountry						
L	atvia	2019	2020	2021	2022	1 yr change	
н	DI	0.873	0.873	0.865	0.879	+0.014	
Li	fe expectancy at birth	75.5	75.5	73.6	75.9	+2.3	
Ex	pected years of schooling	16.5	16.5	16.6	16.6	+0.0	
М	ean years of schooling	13.3	13.3	13.3	13.3	+0.0	
G	NI per capita (PPP \$)	30,570	30,562	31,443	32,083	+640	

### PRIORITY AREAS

From a list of 15	affordable housing	
	road congestion	
indicators, survey	corruption / transparency	
respondents were asked	unemployment	
to coloct E that they	security	
to select 5 that they	school education	
perceived as the most	basic amenities (water, waste)	
urgent for their city. The	citizen engagement	
digent for their city. The	public transport	
higher the percentage of	fulfilling employment	
responses per area, the	Green spaces	
greater the priority for the	air pollution	
greater the phonty for the	recycling	
city.	health services	
	social mobility / inclusiveness	

#### ATTITUDES

					LEGEN	D. IVIII		WEAK SKOOL WAX	
STRUCTU	RES							◀	TECHNO
			Sco	re					
Health & Safety	0	20	40	60	80	100		Health & Safety	
Basic sanitation meets the needs of the poorest areas				$\bigcirc$			60.9	Online reporting of city maintenance problems provides a speed	y solution
Recycling services are satisfactory				$\bigcirc$			67.4	A website or App allows residents to easily give away unwanted	items
Public safety is not a problem				$\bigcirc$			58.0	Free public wifi has improved access to city services	
Air pollution is not a problem			(				52.3	CCTV cameras has made residents feel safer	
Medical services provision is satisfactory				$\bigcirc$			54.6	A website or App allows residents to effectively monitor air poll	ution
Finding housing with rent equal to 30% or less of a monthly salary is not a probler	n		$\bigcirc$				34.0	Arranging medical appointments online has improved access	
Mobility								Mobility	
Traffic congestion is not a problem							31.8	Car-sharing Apps have reduced congestion	
Public transport is satisfactory							59.9	Apps that direct you to an available parking space have reduced	journey time
								Bicycle hiring has reduced congestion	
								Online scheduling and ticket sales has made public transport ea	sier to use
								The city provides information on traffic congestion through mob	ile phones
Activities								Activities	
Green spaces are satisfactory							66.7	Online purchasing of tickets to shows and museums has made it	easier to atten
Cultural activities (shows, bars, and museums) are satisfactory							74.0		
Opportunities (Work & School)								Opportunities (Work & School)	
Employment finding services are readily available							65.0	Online access to job listings has made it easier to find work	
Most children have access to a good school				$\bigcirc$			66.4	IT skills are taught well in schools	
Lifelong learning opportunities are provided by local institutions							62.3	Online services provided by the city has made it easier to start a	new business
Businesses are creating new jobs							53.6	The current internet speed and reliability meet connectivity nee	ds
Minorities feel welcome			$\bigcirc$				47.2		
Governance								Governance	
Information on local government decisions are easily accessible							54.5	Online public access to city finances has reduced corruption	
Corruption of city officials is not an issue of concern							30.0	Online voting has increased participation	
Residents contribute to decision making of local government							36.8	An online platform where residents can propose ideas has impro	oved city life
Residents provide feedback on local government projects			$\bigcirc$				46.6	Processing Identification Documents online has reduced waiting	; times
	<ul> <li>Health &amp; Safety</li> <li>Basic sanitation meets the needs of the poorest areas</li> <li>Recycling services are satisfactory</li> <li>Public safety is not a problem</li> <li>Air pollution is not a problem</li> <li>Medical services provision is satisfactory</li> <li>Finding housing with rent equal to 30% or less of a monthly salary is not a problem</li> <li>Mobility</li> <li>Traffic congestion is not a problem</li> <li>Public transport is satisfactory</li> <li>Output is satisfactory</li> <li>Cultural activities (shows, bars, and museums) are satisfactory</li> <li>Indogenent finding services are readily available</li> <li>Most children have access to a good school</li> <li>Lifelong learning opportunities are provided by local institutions</li> <li>Businesses are creating new jobs</li> <li>Minorities feel welcome</li> <li>Governance</li> <li>Information on local government decisions are easily accessible</li> <li>Corruption of city officials is not an issue of concern</li> <li>Residents contribute to decision making of local government</li> </ul>	Activities         Activities         Activities         Area statisfactory         Public safety is not a problem         Air pollution is not a problem         Medical services provision is satisfactory         Finding housing with rent equal to 30% or less of a monthly salary is not a problem         Mobility         Traffic congestion is not a problem         Public transport is satisfactory         Public transport is satisfactory         Output         Cultural activities (shows, bars, and museums) are satisfactory         Cultural activities (shows, bars, and museums) are satisfactory         Employment finding services are readily available         Most children have access to a good school         Lifelong learning opportunities are provided by local institutions         Businesses are creating new jobs         Minorities feel welcome         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	Health & Safety       0       20         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       Image: Comparison of the poorest of a monthly salary is not a problem         Mobility       Image: Comparison of the poorest of a monthly salary is not a problem         Mobility       Traffic congestion is not a problem         Public transport is satisfactory       Image: Comparison of the poorest areas         Public transport is satisfactory       Image: Comparison of the poorest areas         Opportunities (shows, bars, and museums) are satisfactory       Image: Comparison of the poorest areas         Most children have access to a good school       Image: Comparison of the poorest are easily accessible         Minorities feel welcome       Image: Comparison of the poorest are easily accessible         Corruption of city officials is not an issue of concern       Image: Concern         Residents contribute to decision making of local government       Image: Concent	Sco Health & Safety 0 20 40 Basic sanitation meets the needs of the poorest areas Recycling services are satisfactory Public safety is not a problem Air pollution is not a problem Medical services provision is satisfactory Finding housing with rent equal to 30% or less of a monthly salary is not a problem Mobility Traffic congestion is not a problem Public transport is satisfactory Cultural activities (shows, bars, and museums) are satisfactory Cultural activities (work & School) Employment finding services are readily available Most children have access to a good school Lifelong learning opportunities are provided by local institutions Businesses are creating new jobs Minorities feel welcome Corruption of city officials is not an issue of concern Residents contribute to decision making of local government	Score       0       20       40       60         Basic sanitation meets the needs of the poorest areas       Image: Construction of the poorest areas       Image: Construction of the poorest areas         Recycling services are satisfactory       Image: Construction of the poorest areas       Image: Construction of the poorest areas         Activities       Image: Construction of the poorest areas       Image: Construction of the poorest areas       Image: Construction of the poorest areas         Mobility       Traffic congestion is not a problem       Image: Construction of the poorest areas       Image: Construction of the poorest areas         Mobility       Traffic congestion is not a problem       Image: Construction of the poorest areas       Image: Construction of the poorest areas         Multic transport is satisfactory       Image: Construction of the poorest are satisfactory       Image: Construction of the poorest areas       Image: Construction of the poorest areas         Most children have access to a good school       Image: Construction of the poorest are provided by local institutions       Image: Construction of the poorest are as are satisfactory       Image: Construction of the poorest are as are as and problem       Image: Construction of the poorest are as are as are construction and problem       Image: Construction of the poorest are as and problem       Image: Construction of the poorest are as and problem       Image: Construction of the poorest are as and problem       Image: Construction of the poorest areas       Im	Score         Health & Safety       0       20       40       60       80         Basic sanitation meets the needs of the poorest areas       Recycling services are satisfactory       Image: Content of the poorest areas       Image: Content of the poorest areas         Recycling services are satisfactory       Public safety is not a problem       Image: Content of the poorest areas       Image: Content of the poorest areas         Medical services provision is satisfactory       Image: Content of the poorest areas       Image: Content of the poorest areas         Mobility       Traffic congestion is not a problem       Image: Congestion is not a problem         Public transport is satisfactory       Image: Congestion is not a problem         Public transport is satisfactory       Image: Congestion is not a problem         Cultural activities (shows, bars, and museums) are satisfactory       Image: Congestion is are readily available         Most children have access to a good school       Image: Congestion is not a good school         Lifelong learning opportunities are provided by local institutions       Image: Congestion is not a problem         Minorities feel welcome       Image: Congestion is accessible       Image: Congestion is accessible         Corruption of city officials is not an issue of concern       Image: Congestion is accessible       Image: Congestion is accessible         Corruption of city officials is not an issue o	Score       0       20       40       60       80       100         Basic sanitation meets the needs of the poorest areas       Recycling services are satisfactory       0       20       40       60       80       100         Public safety is not a problem       Air pollution is not a problem       0 <t< td=""><td>Score         Health &amp; Safety       0       20       40       60       80       100         Basic sanitation meets the needs of the poorest areas       60.9       67.4         Public safety is not a problem       67.4         Ar pollution is not a problem       58.0         Medical services provision is satisfactory       54.6         Finding housing with rent equal to 30% or less of a monthly salary is not a problem       34.0         Mobility       74       31.8         Public transport is satisfactory       66.7         Cutural activities (shows, bars, and museums) are satisfactory       74.0         Opportunities (Work &amp; School)       66.7         Cutural activities (shows, bars, and museums) are satisfactory       74.0         Opportunities (Work &amp; School)       66.4         Lifeing learning opportunities are provided by local institutions       62.3         Businesses are cracting new jobs       65.0         Minorities fel weicome       67.2         Information on local government decisions are easily accessible       67.2         Corruption of idry officials is not an issue of concern       30.0         Residents contribute to decision making of local government       36.8</td><td>Score       Score         Health &amp; Safety       0       20       40       60       80       100         Basic sanitation meets the needs of the porest areas       67.4       A website or App allows relidents to easily give awy unwared         Public safety in a problem       67.4       A website or App allows relidents to easily give awy unwared         Air pollution is not a problem       52.3       CCTV cameras has made residents to effectively monitor air poll         Medical services provision is safifactory       64.4       A website or App allows relidents to effectively monitor air poll         Public services are satisfactory       64.4       A website or App allows relidents to effectively monitor air poll         Public intramport is satisfactory       54.9       A website or App allows relidents to effectively monitor air poll         Public itramport is satisfactory       54.9       A website or App allows relidents to effectively monitor air poll         Public itramport is satisfactory       54.9       App that direct you in an available parking space have reduced         Cutorial activities       65.7       Online purchasing of ticket to shows and museums has made it         Opportunities (Work &amp; School)       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0</td></t<>	Score         Health & Safety       0       20       40       60       80       100         Basic sanitation meets the needs of the poorest areas       60.9       67.4         Public safety is not a problem       67.4         Ar pollution is not a problem       58.0         Medical services provision is satisfactory       54.6         Finding housing with rent equal to 30% or less of a monthly salary is not a problem       34.0         Mobility       74       31.8         Public transport is satisfactory       66.7         Cutural activities (shows, bars, and museums) are satisfactory       74.0         Opportunities (Work & School)       66.7         Cutural activities (shows, bars, and museums) are satisfactory       74.0         Opportunities (Work & School)       66.4         Lifeing learning opportunities are provided by local institutions       62.3         Businesses are cracting new jobs       65.0         Minorities fel weicome       67.2         Information on local government decisions are easily accessible       67.2         Corruption of idry officials is not an issue of concern       30.0         Residents contribute to decision making of local government       36.8	Score       Score         Health & Safety       0       20       40       60       80       100         Basic sanitation meets the needs of the porest areas       67.4       A website or App allows relidents to easily give awy unwared         Public safety in a problem       67.4       A website or App allows relidents to easily give awy unwared         Air pollution is not a problem       52.3       CCTV cameras has made residents to effectively monitor air poll         Medical services provision is safifactory       64.4       A website or App allows relidents to effectively monitor air poll         Public services are satisfactory       64.4       A website or App allows relidents to effectively monitor air poll         Public intramport is satisfactory       54.9       A website or App allows relidents to effectively monitor air poll         Public itramport is satisfactory       54.9       A website or App allows relidents to effectively monitor air poll         Public itramport is satisfactory       54.9       App that direct you in an available parking space have reduced         Cutorial activities       65.7       Online purchasing of ticket to shows and museums has made it         Opportunities (Work & School)       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0

0%

0%



NOLOGIES



# Rio de Janeiro



**CITY RATING** 

D

# BACKGROUND INFORMATION

# City

13,460,000 Population (UN World Urbanization Prospects)

0.783 HDI (Global Data Lab)



D	tiles	by	Stamen	Design	СС	ΒY	3.0	Map	Data	C	<b>OpenStreetMa</b>

Country					
Brazil	2019	2020	2021	2022	1 yr change
HDI	0.764	0.758	0.756	0.760	+0.004
Life expectancy at birth	75.3	74.0	72.8	73.4	+0.7
Expected years of schooling	15.4	15.4	15.6	15.6	+0.0
Mean years of schooling	8.1	8.3	8.3	8.3	+0.0
GNI per capita (PPP \$)	14,291	13,815	14,342	14,616	+274

### PRIORITY AREAS

From a list of 15	sec
	health ser
indicators, survey	public tran
respondents were asked	unemploy
to coloct E that they	school educ
to select 5 that they	corruption / transpa
perceived as the most	basic amenities (water, w
urgent for their city. The	fulfilling employ
0	affordable ho
higher the percentage of	road conge
responses per area, the	social mobility / inclusive
greater the priority for the	air poll
greater the phoney for the	recy
city.	citizen engage
	Green sp



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

ν		LEGEND: MIN CITY MEAN GROUP MAX
D in 2023	STRUCTURES	TECHNOLO
	Score	
	Health & Safety0204060	80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	35.5 Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	40.4 A website or App allows residents to easily give away unwanted items
	Public safety is not a problem	13.7 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	26.0 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	28.8 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	19.6         Arranging medical appointments online has improved access
D	Mobility	Mobility
	Traffic congestion is not a problem	14.1 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	17.8 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
D		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	56.3 Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	64.2
	Opportunities (Work & School)	Opportunities (Work & School)
	Employment finding services are readily available	45.2 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	22.4 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	35.9 Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	39.2 The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome	25.0
	Governance	Governance
	Information on local government decisions are easily accessible	36.7 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	13.6 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	21.3 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	27.6 Processing Identification Documents online has reduced waiting times

# Riyadh



### BACKGROUND INFORMATION

City

7,230,000 Population (UN World Urbanization Prospects)

0.900 HDI (Global Data Lab)



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2019	2020	2021	2022	1 yr change	
0.862	0.861	0.867	0.875	+0.008	
77.3	76.2	76.9	77.9	+1.0	
15.0	15.2	15.2	15.2	+0.0	
10.9	11.3	11.3	11.3	+0.0	
47,529	45,563	47,441	50,620	+3,179	
	0.862 77.3 15.0 10.9	0.862         0.861           77.3         76.2           15.0         15.2           10.9         11.3	0.862         0.861         0.867           77.3         76.2         76.9           15.0         15.2         15.2           10.9         11.3         11.3	0.862         0.861         0.867         0.875           77.3         76.2         76.9         77.9           15.0         15.2         15.2         15.2           10.9         11.3         11.3         11.3	0.862         0.861         0.867         0.875         +0.008           77.3         76.2         76.9         77.9         +1.0           15.0         15.2         15.2         15.2         +0.0           10.9         11.3         11.3         11.3         +0.0

### PRIORITY AREAS

From a list of 15	affordable housing		
FIOIDALISEOFIS	road congestion		
indicators, survey	unemployment		
respondents were asked	air pollution		
to select 5 that they	basic amenities (water, waste)		
to select 5 that they	public transport		
perceived as the most	Green spaces		
urgent for their city. The	security		
high au tha u au a anta a a f	recycling		
higher the percentage of	health services		
responses per area, the	fulfilling employment		
greater the priority for the	corruption / transparency		
greater the phonty for the	school education		
city.	social mobility / inclusiveness		
	citizen engagement	7.7%	)

0%

0%



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

		50			LEGEND	D: MIN OC	MEAN GROUP MAX	TEOLING
BB in 2023	STRUCTUR	ES		Score			•	TECHNC
	Health & Safety	0 20	0 40	60	80	100	Health & Safety	
	Basic sanitation meets the needs of the poorest areas					83.8	Online reporting of city maintenance	problems provides a speedy solution
	Recycling services are satisfactory					70.5	A website or App allows residents to	easily give away unwanted items
FACTOR	Public safety is not a problem		_			49.3	Free public wifi has improved access	s to city services
RATINGS	Air pollution is not a problem					34.0	CCTV cameras has made residents f	eel safer
	Medical services provision is satisfactory					79.8	A website or App allows residents to	effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					53.5	Arranging medical appointments onl	line has improved access
B	Mobility						Mobility	
	Traffic congestion is not a problem					24.1	Car-sharing Apps have reduced cong	gestion
STRUCTURES	Public transport is satisfactory					61.1	Apps that direct you to an available p	parking space have reduced journey time
							Bicycle hiring has reduced congestic	n
							Online scheduling and ticket sales have	as made public transport easier to use
B							The city provides information on traf	fic congestion through mobile phones
	Activities						Activities	
TECHNOLOGIES	Green spaces are satisfactory					68.9	Online purchasing of tickets to show	s and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory					81.1		
	Opportunities (Work & School)						Opportunities (Work & Sch	nool)
GROUP	Employment finding services are readily available					60.9	Online access to job listings has mad	le it easier to find work
GROUP	Most children have access to a good school					77.8	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions					72.0	Online services provided by the city I	has made it easier to start a new business
	Businesses are creating new jobs				)	67.6	The current internet speed and relial	bility meet connectivity needs
3	Minorities feel welcome					68.3		
	Governance						Governance	
	Information on local government decisions are easily accessible					81.4	Online public access to city finances	has reduced corruption
	Corruption of city officials is not an issue of concern			$\bigcirc$		52.4	Online voting has increased participa	ation
All ratings range	Residents contribute to decision making of local government					56.2	An online platform where residents of	can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					59.9	Processing Identification Documents	s online has reduced waiting times





# Rome



BACKGROUND INFORMATION

City		

(Eurostat)

2,810,000

City	
Population	

0.917 HDI (Global Data Lab)



Country					
Italy	2019	2020	2021	2022	1 yr change
HDI	0.899	0.892	0.899	0.906	+0.007
Life expectancy at birth	83.6	82.4	82.9	84.1	+1.2
Expected years of schooling	16.4	16.5	16.7	16.7	+0.0
Mean years of schooling	10.7	10.7	10.7	10.7	+0.0
GNI per capita (PPP \$)	43,102	39,587	42,856	44,284	+1,428

### PRIORITY AREAS

From a list of 15	
indicators, survey	ro
respondents were asked	
to select 5 that they	basic amenities
perceived as the most	u
urgent for their city. The	affor
higher the percentage of	fulfilling corruption /
responses per area, the	social mobility /
greater the priority for the	h
city.	citizer
	ech

0% recycling bublic transport oad congestion air pollution security s (water, waste) unemployment ordable housing ng employment n / transparency //inclusiveness health services 11.0% Green spaces 10.5% 8.3% zen engagement school education 7.9%

0%

#### ATTITUDES

You are willing to concede personal data in order to improve traffic congestion					
You are comfortable with face recognition technologies to lower crime					
You feel the availability of online information has increased your trust in authorities					
The manual is a firm when the day we want to prove the stars and the stars					
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)					
LEGEND GROUP MEAN CITY					

CCC		I	
		LEGEND: MIN CITY MEAN	N GROUP MAX
CCC in 2023	STRUCTURES	→	TECHNOI
	ScoreHealth & Safety0204060	80 100 He	alth & Safety
	Basic sanitation meets the needs of the poorest areas		ne reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		ebsite or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		e public wifi has improved access to city services
RATINGS	Air pollution is not a problem	21.3 CCT	V cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory	39.6 A we	ebsite or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	37.8 Arra	anging medical appointments online has improved access
CCC	Mobility	Мо	bility
	Traffic congestion is not a problem		sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	17.7 App	s that direct you to an available parking space have reduced journey time
		Bicy	cle hiring has reduced congestion
		Onli	ne scheduling and ticket sales has made public transport easier to use
CCC		The	city provides information on traffic congestion through mobile phones
	Activities	Act	tivities
TECHNOLOGIES	Green spaces are satisfactory	52.5 Onli	ne purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	71.0	
	Opportunities (Work & School)	Ор	portunities (Work & School)
GROUP	Employment finding services are readily available	23.5 Onli	ne access to job listings has made it easier to find work
GROOP	Most children have access to a good school	48.7 IT sk	kills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	38.0 Onli	ne services provided by the city has made it easier to start a new business
<b>9</b>	Businesses are creating new jobs	26.1 The	current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome	25.8	
	Governance	Go	vernance
	Information on local government decisions are easily accessible	32.7 Onli	ne public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		ne voting has increased participation
All ratings range	Residents contribute to decision making of local government		online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	29.1 Proc	cessing Identification Documents online has reduced waiting times





# Rotterdam



A

### BACKGROUND INFORMATION



620,000 (Eurostat)

0.941 HDI (Global Data Lab)



Country					
Netherlands	2019	2020	2021	2022	1 yr change
HDI	0.941	0.938	0.941	0.946	+0.005
Life expectancy at birth	82.0	81.6	81.7	82.5	+0.8
Expected years of schooling	18.4	18.4	18.6	18.6	+0.0
Mean years of schooling	12.5	12.6	12.6	12.6	+0.0
GNI per capita (PPP \$)	55,628	52,500	55,355	57,278	+1,923

### PRIORITY AREAS

From a list of 15	affordable housing
1 Ion a list of 15	security
indicators, survey	health services
respondents were asked	unemployment
to select 5 that they	road congestion
to select 5 that they	basic amenities (water, waste)
perceived as the most	Green spaces
urgent for their city. The	public transport
<b>o y</b>	school education
higher the percentage of	air pollution
responses per area, the	recycling
greater the priority for the	citizen engagement
greater the phoney for the	social mobility / inclusiveness
city.	fulfilling employment
	corruption / transparency

0%

9.5%

ATTIODES	0%			
You are willing to concede personal data in order to improve traffic congestion				
You are comfortable with face recognition technologies to lower crime				
You feel the availability of online information has increased your trust in authorities				
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)				
LEGEND: GROUP MEAN CITY				

~		[	LEGEND:	MIN CI	TY MEAN GROUP MAX
A in 2023	STRUCTURES				TECHNO
	So	ore			
	Health & Safety 0 20 40	60 8	80 1	00	Health & Safety
	Basic sanitation meets the needs of the poorest areas			56.3	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			60.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			39.2	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			33.1	CCTV cameras has made residents feel safer
in this	Medical services provision is satisfactory			71.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			20.7	Arranging medical appointments online has improved access
BBB	Mobility				Mobility
	Traffic congestion is not a problem			25.7	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			64.2	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
Δ					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			52.8	Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory			73.7	
	Opportunities (Work & School)				Opportunities (Work & School)
	Employment finding services are readily available			68.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school			71.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			59.7	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs			62.0	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			57.7	
	Governance				Governance
	Information on local government decisions are easily accessible			58.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			49.4	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			49.6	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			57.1	Processing Identification Documents online has reduced waiting times
L					



# San Francisco



SMART

**CITY RATING** 

870,000 Population (UN Data)

0.931 HDI (Global Data Lab)

1177 CA AZ . Phoeni Map tiles by Stamen Design CC BY 3.0 Map Data © Op

OR

Country					
USA	2019	2020	2021	2022	1 yr change
HDI	0.933	0.923	0.921	0.927	+0.006
Life expectancy at birth	79.1	77.4	77.2	78.2	+1.0
Expected years of schooling	16.6	16.6	16.4	16.4	+0.0
Mean years of schooling	13.6	13.7	13.6	13.6	+0.0
GNI per capita (PPP \$)	63,654	61,077	64,484	65,565	+1,081

# PRIORITY AREAS

From a list of 15	affordable housi
	securi
indicators, survey	road congestion
respondents were asked	health service
to select 5 that they	unemployme
to select 5 that they	school education
perceived as the most	corruption / transparent
urgent for their city. The	public transpo
0	air pollutio
higher the percentage of	fulfilling employme
responses per area, the	basic amenities (water, wast
greater the priority for the	social mobility / inclusivene
greater the phoney for the	recyclir
city.	citizen engageme
	Green space



### ATTITUDES

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NM

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

BB		LEGEND: MIN	
BB in 2023	STRUCTURES		TECHNOL
	ScoreHealth & Safety0204060	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	42.8	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	62.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	25.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	42.7	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory	60.6	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	19.0	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	20.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	51.0	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
B			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	63.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	78.3	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	58.4	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	52.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	60.0	Online services provided by the city has made it easier to start a new business
<b>9</b>	Businesses are creating new jobs	53.5	The current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome	59.7	
	Governance		Governance
	Information on local government decisions are easily accessible	62.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	35.2	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	54.0	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	63.3	Processing Identification Documents online has reduced waiting times



71.6 60.6 44.0 42.1 62.0 


# San José



## **BACKGROUND INFORMATION** City

Population	350,000
(UN Data)	

HDI 0.826 (Global Data Lab)

JAMAICA Domingo BELIZE HONDURAS Tegucigalpa Guatemala City NICARAGUA EL SALVADOR San Jose Barranguill COSTA RICA PANAMA Medellin Bogota COLOMBIA Map tiles by Stame en Design CC BY 3.0 Map Data © Op

Country					
Costa Rica	2019	2020	2021	2022	1 yr change
HDI	0.811	0.811	0.804	0.806	+0.002
Life expectancy at birth	79.4	79.3	77.0	77.3	+0.3
Expected years of schooling	15.8	16.1	16.1	16.1	+0.0
Mean years of schooling	8.8	8.8	8.8	8.8	+0.0
GNI per capita (PPP \$)	19,585	18,632	19,913	20,248	+335

### PRIORITY AREAS

From a list of 15	security
11011 a list of 15	corruption / transparency
indicators, survey	unemployment
respondents were asked	road congestion
to colocit E that they	affordable housing
to select 5 that they	fulfilling employment
perceived as the most	health services
urgent for their city. The	basic amenities (water, waste)
	public transport
higher the percentage of	air pollution
responses per area, the	school education
greater the priority for the	recycling
0 1 9	citizen engagement
city.	social mobility / inclusiveness
	Green spaces

# 12.9% 10.3% 9.7% 8.2%

0%

ATTTODES	0%
You are willing to concede personal data in order to improve traffic congestion	
You are comfortable with face recognition technologies to lower crime	
You feel the availability of online information has increased your trust in authoritie	s
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)	
LEGEND: GROUP MEAN CITY	

<b>•</b>		LEGEN	ND: MIN OCI	TY MEAN GROUP MAX
C in 2023	STRUCTURES		•	TECH
	Health & Safety 0 20 40	e 60 80	100	
	Theatting Survey	60 80		Health & Safety
	Basic sanitation meets the needs of the poorest areas		51.6	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory		54.9	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem		29.6 40.6	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		40.8 59.8	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory Finding housing with rent equal to 30% or less of a monthly salary is not a problem		32.8	A website or App allows residents to effectively monitor air pollution Arranging medical appointments online has improved access
CC				
	Mobility	_	10.0	Mobility
	Traffic congestion is not a problem		18.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		34.5	Apps that direct you to an available parking space have reduced journey tin
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
C				The city provides information on traffic congestion through mobile phones
•	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		66.5	Online purchasing of tickets to shows and museums has made it easier to a
	Cultural activities (shows, bars, and museums) are satisfactory	$\bigcirc$	72.3	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		56.2	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		54.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	$\bigcirc$	56.8	Online services provided by the city has made it easier to start a new busine
	Businesses are creating new jobs		46.1	The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome		42.7	
	Governance			Governance
	Information on local government decisions are easily accessible		45.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		21.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		29.5	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		34.3	Processing Identification Documents online has reduced waiting times





# Sana'a



SMART

**CITY RATING** 

D

#### BACKGROUND INFORMATION



3,180,000 Population (UN World Urbanization Prospects)

0.521 HDI (Global Data Lab)



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Country					
Yemen	2019	2020	2021	2022	1 yr change
HDI	0.430	0.430	0.425	0.424	-0.001
Life expectancy at birth	65.1	64.7	63.8	63.7	-0.0
Expected years of schooling	7.9	7.9	7.9	7.9	+0.0
Mean years of schooling	2.7	2.8	2.8	2.8	+0.0
GNI per capita (PPP \$)	1,165	1,152	1,112	1,106	-6

### PRIORITY AREAS

From a list of 15	unemployment	
	health services	
indicators, survey	school education	
respondents were asked	affordable housing	
	corruption / transparency	
to select 5 that they	security	
perceived as the most	basic amenities (water, waste)	
urgent for their city. The	fulfilling employment	
	road congestion	
higher the percentage of	air pollution	
responses per area, the	public transport	
greater the priority for the	Green spaces	
greater the priority for the	recycling	9
city.	citizen engagement	8.
	social mobility / inclusiveness	3.8%

0%

0%

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

ν		
D in 2023	STRUCTURES	TECHNOL
	Score	
	Health & Safety 0 20 40	60 80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	44.7 Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	36.7 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	34.1 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	14.3 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	30.5 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	28.5 Arranging medical appointments online has improved access
D	Mobility	Mobility
	Traffic congestion is not a problem	17.4 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	39.6 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
D		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	37.8 Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	37.8
	Opportunities (Work & School)	Opportunities (Work & School)
	Employment finding services are readily available	16.9 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	33.3 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	24.9 Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	29.3 The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome	47.0
	Governance	Governance
	Information on local government decisions are easily accessible	32.1 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	19.8 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	26.4 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	30.9 Processing Identification Documents online has reduced waiting times
L		





# Santiago



SMART

**CITY RATING** 

#### BACKGROUND INFORMATION

### City

5,270,000 Population (UN World Urbanization Prospects)

0.886 HDI (Global Data Lab)



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Country					
Chile	2019	2020	2021	2022	1 yr change
HDI	0.859	0.849	0.856	0.860	+0.004
Life expectancy at birth	80.3	79.4	78.9	79.5	+0.6
Expected years of schooling	16.6	16.3	16.8	16.8	+0.0
Mean years of schooling	10.9	11.1	11.1	11.1	+0.0
GNI per capita (PPP \$)	23,893	21,509	23,853	24,431	+578

### PRIORITY AREAS

	Secu
From a list of 15	health serv
indicators, survey	
indicators, survey	affordable hous
respondents were asked	unemploym
	corruption / transpare
to select 5 that they	fulfilling employm
perceived as the most	air pollut
urgent for their city. The	school educa
0	Green spa
higher the percentage of	basic amenities (water, wa
responses per area, the	public trans
greater the priority for the	recyc
greater the priority for the	road conges
city.	social mobility / inclusiver
	citizen engagen



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

C in 2022					LEG	GEND: M		ITY MEAN GROUP MAX	TEOL
C in 2023	STRU	ICTURES		Score				•	TECH
	Health & Safety	0	20	40 60	0 80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas						43.5	Online reporting of city maintenance pr	roblems provides a speedy solution
	Recycling services are satisfactory						45.0	A website or App allows residents to ea	asily give away unwanted items
FACTOR	Public safety is not a problem						17.6	Free public wifi has improved access to	o city services
RATINGS	Air pollution is not a problem						18.1	CCTV cameras has made residents feel	l safer
	Medical services provision is satisfactory						42.9	A website or App allows residents to ef	fectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a p	roblem	$\bigcirc$				18.1	Arranging medical appointments online	e has improved access
C	Mobility							Mobility	
	Traffic congestion is not a problem						21.3	Car-sharing Apps have reduced conges	stion
STRUCTURES	Public transport is satisfactory						48.3	Apps that direct you to an available par	king space have reduced journey tin
								Bicycle hiring has reduced congestion	
								Online scheduling and ticket sales has	made public transport easier to use
C								The city provides information on traffic	congestion through mobile phones
	Activities							Activities	
TECHNOLOGIES	Green spaces are satisfactory			$\bigcirc$			53.7	Online purchasing of tickets to shows a	and museums has made it easier to a
	Cultural activities (shows, bars, and museums) are satisfactory						60.2		
	Opportunities (Work & School)							Opportunities (Work & Scho	ol)
GROUP	Employment finding services are readily available						62.3	Online access to job listings has made i	t easier to find work
	Most children have access to a good school			$\bigcirc$			35.5	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions						40.4	Online services provided by the city has	s made it easier to start a new busine
2	Businesses are creating new jobs						41.1	The current internet speed and reliabili	ty meet connectivity needs
•	Minorities feel welcome						33.2		
	Governance							Governance	
	Information on local government decisions are easily accessible						47.0	Online public access to city finances ha	as reduced corruption
	Corruption of city officials is not an issue of concern		$\bigcirc$				28.3	Online voting has increased participation	on
All ratings range	Residents contribute to decision making of local government						28.0	An online platform where residents car	n propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						39.7	Processing Identification Documents of	nline has reduced waiting times





# Sao Paulo



SMART

**CITY RATING** 

D

BACKGROUND INFORMATION

City

22,040,000 Population (UN World Urbanization Prospects)

HDI 0.780 (Global Data Lab)



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Country						
Brazil	2019	2020	2021	2022	1 yr change	
HDI	0.764	0.758	0.756	0.760	+0.004	
Life expectancy at birth	75.3	74.0	72.8	73.4	+0.7	
Expected years of schooling	15.4	15.4	15.6	15.6	+0.0	
Mean years of schooling	8.1	8.3	8.3	8.3	+0.0	
GNI per capita (PPP \$)	14,291	13,815	14,342	14,616	+274	

### PRIORITY AREAS

From a list of 15	securi
	health service
indicators, survey	unemployme
respondents were asked	school education
	public transpo
to select 5 that they	affordable housir
perceived as the most	basic amenities (water, wast
urgent for their city. The	air pollutio
6	corruption / transparen
higher the percentage of	fulfilling employme
responses per area, the	road congestion
greater the priority for the	Green space
greater the phonty for the	social mobility / inclusivene
city.	recycli
	citizen engageme



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

D			LEGEND: MIN OC	ITY MEAN GROUP MAX
D in 2023	STRUCTURES —		•	TECHNOI
		Score		
	Health & Safety 0 20	40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		38.7	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		49.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		17.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		19.9	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory		33.0	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		21.1	Arranging medical appointments online has improved access
	Mobility			Mobility
	Traffic congestion is not a problem		13.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		26.8	Apps that direct you to an available parking space have reduced journey time
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
C				The city provides information on traffic congestion through mobile phones
•	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		51.6	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		69.1	
	Opportunities (Work & School)			Opportunities (Work & School)
	Employment finding services are readily available		54.1	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		30.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		44.7	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs		45.8	The current internet speed and reliability meet connectivity needs
4	Minorities feel welcome		28.0	
	Governance			Governance
	Information on local government decisions are easily accessible		40.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		19.4	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		27.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		32.6	Processing Identification Documents online has reduced waiting times
·				

# Seattle



#### BACKGROUND INFORMATION

740,000

City	
Population	
(UN Data)	

0.940 HDI (Global Data Lab)

SK AB . Calgary Canada MT OR **WN** San CARON

en Design CC BY 3.0 Map Data © Op Map tiles by Stan

Country					
USA	2019	2020	2021	2022	1 yr change
HDI	0.933	0.923	0.921	0.927	+0.006
Life expectancy at birth	79.1	77.4	77.2	78.2	+1.0
Expected years of schooling	16.6	16.6	16.4	16.4	+0.0
Mean years of schooling	13.6	13.7	13.6	13.6	+0.0
GNI per capita (PPP \$)	63,654	61,077	64,484	65,565	+1,081

### PRIORITY AREAS

From a list of 15	affordable housi
FIOID A LIST OF 15	road congesti
indicators, survey	secur
respondents were asked	health servic
to select 5 that they	unemployme
to select 5 that they	corruption / transparen
perceived as the most	school educati
urgent for their city. The	fulfilling employme
0	public transpo
higher the percentage of	air pollutio
responses per area, the	Green spac
greater the priority for the	basic amenities (water, was
greater the phonty for the	social mobility / inclusivene
city.	recycli
	citizen engageme



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

BB			
		LEGEND: MIN	CITY MEAN GROUP MAX
BB in 2023	STRUCTURES		< TECHNO
	Score	00 100	
	Health & Safety         0         20         40         60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	41.7	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	69.1	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem	25.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	44.5	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	61.2	A website or App allows residents to effectively monitor air pollution
DD	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	20.2	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	15.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	55.9	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
B			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	62.3	Online purchasing of tickets to shows and museums has made it easier to atte
	Cultural activities (shows, bars, and museums) are satisfactory	76.7	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	66.0	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	61.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	61.2	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	62.2	The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome	64.9	
	Governance		Governance
	Information on local government decisions are easily accessible	62.2	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	39.4	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	47.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	57.7	Processing Identification Documents online has reduced waiting times
L			



# Seoul



SMART

**CITY RATING** 

AA

#### BACKGROUND INFORMATION

City

9,960,000 Population (UN World Urbanization Prospects)

0.952 HDI (Global Data Lab)



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Country					
Korea, South	2019	2020	2021	2022	1 yr change
HDI	0.922	0.922	0.926	0.929	+0.003
Life expectancy at birth	83.7	83.6	83.7	84.0	+0.3
Expected years of schooling	16.4	16.4	16.5	16.5	+0.0
Mean years of schooling	12.5	12.6	12.6	12.6	+0.0
GNI per capita (PPP \$)	43,117	42,757	44,710	46,026	+1,317

### PRIORITY AREAS

From a list of 15	affordable housing	
1 Ion a list of 15	air pollution	
indicators, survey	fulfilling employment	
respondents were asked	road congestion	
to select 5 that they	corruption / transparency	
to select 5 that they	unemployment	
perceived as the most	security	
urgent for their city. The	basic amenities (water, waste)	
	public transport	
higher the percentage of	health services	
responses per area, the	recycling	
greater the priority for the	Green spaces	
greater the priority for the	social mobility / inclusiveness	
city.	citizen engagement	
	school education	

0%

10.0% 9.7%

0%

#### ATTITUDES

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

AA		LEGEND: MIN CITY MEAN GROUP MAX
AA in 2023	STRUCTURES	TECHNO
	Score	
	Health & Safety 0 20 40	60 80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	75.4 Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	69.4 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	65.7 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	17.0 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	73.3 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	30.4 Arranging medical appointments online has improved access
BBB	Mobility	Mobility
	Traffic congestion is not a problem	20.5 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	72.7 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
AAA		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	54.7 Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory	68.1
	Opportunities (Work & School)	Opportunities (Work & School)
00000	Employment finding services are readily available	61.6 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	54.0 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	62.5 Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs	43.4 The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	31.1
	Governance	Governance
	Information on local government decisions are easily accessible	64.2 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	28.7 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	50.4 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	49.7 Processing Identification Documents online has reduced waiting times
L		





OLOGIES

# Shanghai



Out of 141

SMART

**CITY RATING** 

BB

SMART

**BACKGROUND INFORMATION** 

City

27,060,000 Population (UN World Urbanization Prospects)

0.880 HDI (Global Data Lab)



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Country						
China	2019	2020	2021	2022	1 yr change	
HDI	0.775	0.781	0.785	0.788	+0.003	
Life expectancy at birth	78.0	78.1	78.2	78.6	+0.4	
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0	
Mean years of schooling	8.0	8.1	8.1	8.1	+0.0	
GNI per capita (PPP \$)	15,934	16,168	17,499	18,025	+526	

### PRIORITY AREAS

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

0% road congestion air pollution affordable housing fulfilling employment health services obility / inclusiveness enities (water, waste) uption / transparency unemployment public transport security Green spaces school education recycling 13.9% citizen engagement

0%

#### ATTITUDES

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

					LEGEND:	MIN	CITY MEAN GROUP MAX
BB in 2023	STRUCTURI	ES					TECHN
	Health & Safety	0 2	.0 40	ore 60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	0 2	.0 40	00	00	86.9	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory					80.9	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem					73.9	
	Air pollution is not a problem					55.9	Free public wifi has improved access to city services CCTV cameras has made residents feel safer
RATINGS						80.6	
	Medical services provision is satisfactory Finding housing with rent equal to 30% or less of a monthly salary is not a problem					56.9	A website or App allows residents to effectively monitor air pollution
DD	Finding nousing with rent equal to 30% or tess of a monthly salary is not a problem					56.9	Arranging medical appointments online has improved access
BB	Mobility						Mobility
	Traffic congestion is not a problem					42.9	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory					66.1	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
BB							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory					79.8	Online purchasing of tickets to shows and museums has made it easier to att
	Cultural activities (shows, bars, and museums) are satisfactory					85.7	
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available		_			84.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school					77.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					73.7	Online services provided by the city has made it easier to start a new busines
	Businesses are creating new jobs					77.5	The current internet speed and reliability meet connectivity needs
- 5	Minorities feel welcome					83.1	
	Governance						Governance
	Information on local government decisions are easily accessible					80.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					60.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government					67.9	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects					73.3	Processing Identification Documents online has reduced waiting times





86.9

# Shenzhen

SMART CITY RANKING **60** Out of 142

**BACKGROUND INFORMATION** 

City

(UN World Urbanization Prospects)



Country							
China		2019	2020	2021	2022	1 yr change	
HDI		0.775	0.781	0.785	0.788	+0.003	
Life expectancy a	t birth	78.0	78.1	78.2	78.6	+0.4	
Expected years of	schooling	15.0	15.2	15.2	15.2	+0.0	
Mean years of sch	ooling	8.0	8.1	8.1	8.1	+0.0	
GNI per capita (PF	'P \$)	15,934	16,168	17,499	18,025	+526	

### PRIORITY AREAS

From a list of 15 indicators, survey fulfilling employment respondents were asked corruption / transparency to select 5 that they perceived as the most social mobility / inclusiveness urgent for their city. The higher the percentage of responses per area, the basic amenities (water, waste) greater the priority for the



#### ATTITUDES

city.

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

				LEGEND	: MIN 🔵 C	ITY MEAN GROUP MAX
STRUCTURES			ore			TECHNOLOG
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					86.6	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					79.3	A website or App allows residents to easily give away unwanted items
Public safety is not a problem	_				76.0	Free public wifi has improved access to city services
Air pollution is not a problem					64.0	CCTV cameras has made residents feel safer
Medical services provision is satisfactory	_				80.4	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem	_				63.4	Arranging medical appointments online has improved access
					00.1	
Mobility						Mobility
Traffic congestion is not a problem		$\bigcirc$			45.2	Car-sharing Apps have reduced congestion
Public transport is satisfactory		Ŭ			73.9	Apps that direct you to an available parking space have reduced journey time
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to use
						The city provides information on traffic congestion through mobile phones
Activities						Activities
Green spaces are satisfactory					84.0	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory					84.4	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					84.0	Online access to job listings has made it easier to find work
Most children have access to a good school					74.3	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					69.7	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs					79.6	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					81.7	
Governance						Governance
Information on local government decisions are easily accessible					77.1	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern			$\bigcirc$		57.6	Online voting has increased participation
Residents contribute to decision making of local government			$\bigcirc$	l i	60.8	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					74.1	Processing Identification Documents online has reduced waiting times

12,360,000 Population

0.799 (Global Data Lab)

HDI

66 in 2023

Out of 141

SMART **CITY RATING** 

CCC

CCC in 2023

FACTOR RATINGS CCC

STRUCTURES

CCC

TECHNOLOGIES

GROUP

All ratings range from AAA to D



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



# Singapore



SMART

**CITY RATING** 

Α

#### **BACKGROUND INFORMATION**

City

5,940,000 Population (UN World Urbanization Prospects)

0.939 HDI (Global Data Lab)

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

Country					
Singapore	2019	2020	2021	2022	1 yr change
HDI	0.945	0.942	0.942	0.949	+0.007
Life expectancy at birth	83.8	82.9	82.8	84.1	+1.4
Expected years of schooling	16.7	16.8	16.9	16.9	+0.0
Mean years of schooling	11.9	11.9	11.9	11.9	+0.0
GNI per capita (PPP \$)	86,456	81,431	88,519	88,761	+242

### PRIORITY AREAS

From a list of 15	affordable housing fulfilling employment
indicators, survey	unemployment
respondents were asked	health services
to select 5 that they	recycling
	citizen engagement
perceived as the most	social mobility / inclusiveness
urgent for their city. The	public transport
6	road congestion
higher the percentage of	security
responses per area, the	basic amenities (water, waste)
greater the priority for the	air pollution
greater the phonty for the	Green spaces
city.	school education
	corruption / transparency

0%

0%

#### ATTITUDES

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

			LEGEND: MIN C	MEAN GROUP MAX
A in 2023	STRUCTURES			TECHNOLO
	Health & Safety 0 20	Score 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		84.8	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		68.9	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem		80.4	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem		64.9	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory		81.5	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		45.0	Arranging medical appointments online has improved access
A	Mobility			Mobility
	Traffic congestion is not a problem		50.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		78.5	Apps that direct you to an available parking space have reduced journey time
				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
Δ				The city provides information on traffic congestion through mobile phones
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		76.7	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory		77.1	
	Opportunities (Work & School)			Opportunities (Work & School)
GROUP	Employment finding services are readily available		74.1	Online access to job listings has made it easier to find work
anoon	Most children have access to a good school		78.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		80.7	Online services provided by the city has made it easier to start a new business
<b>9</b>	Businesses are creating new jobs		69.1	The current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome		69.9	
	Governance			Governance
	Information on local government decisions are easily accessible		79.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		66.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		61.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		68.0	Processing Identification Documents online has reduced waiting times
<u></u>	L			





# Sofia

SMART CITY RANKING
113
Out of 142
▼
111 in 2023 Out of 141
SMART CITY RATING
С
CC in 2023
FACTOR RATINGS

CC STRUCTURES

CC TECHNOLOGIES

GROUP



All ratings range from AAA to D

### BACKGROUND INFORMATION

1,240,000

0.856

City

Population

(Eurostat)

(Global Data Lab)

HDI



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Country					
Bulgaria	2019	2020	2021	2022	1 yr change
HDI	0.813	0.802	0.796	0.799	+0.003
Life expectancy at birth	75.1	73.6	71.8	71.5	-0.3
Expected years of schooling	14.3	14.0	13.9	13.9	+0.0
Mean years of schooling	11.4	11.4	11.4	11.4	+0.0
GNI per capita (PPP \$)	22,591	21,653	23,725	25,921	+2,196

### PRIORITY AREAS

From a list of 15	air pollution	
	road congestion	
indicators, survey	corruption / transparency	
respondents were asked	security	
to coloct E that thay	affordable housing	
to select 5 that they	health services	
perceived as the most	Green spaces	
urgent for their city. The	unemployment	
5	basic amenities (water, waste)	
higher the percentage of	recycling	
responses per area, the	school education	
greater the priority for the	fulfilling employment	
greater the phonty for the	public transport	
city.	social mobility / inclusiveness	9.5
	citizen engagement	6.9%



ATTTODES	0%								
You are willing to concede personal data in order to improve traffic congestion									
You are comfortable with face recognition technologies to lower crime									
You feel the availability of online information has increased your trust in authorities									
The proportion of your day-to-day payment transactions that are non-cash % of transactions)									
······									
LEGEND: GROUP MEAN CITY									

					LEGEN	D: MIN	CITY MEAN GROUP MAX
STRUCTUR	RES					•	TECHNOL
Health & Safety	0	20	Sco 40	re 60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas						53.1	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						46.5	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						40.7	Free public wifi has improved access to city services
Air pollution is not a problem						23.4	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						45.9	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem						31.7	Arranging medical appointments online has improved access
			Ŭ I				
Mobility							Mobility
Traffic congestion is not a problem						20.3	Car-sharing Apps have reduced congestion
Public transport is satisfactory						50.7	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
							The city provides information on traffic congestion through mobile phones
Activities							Activities
Green spaces are satisfactory			$\bigcirc$			43.9	Online purchasing of tickets to shows and museums has made it easier to attend
Cultural activities (shows, bars, and museums) are satisfactory						68.9	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available						66.7	Online access to job listings has made it easier to find work
Most children have access to a good school			(			53.1	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						48.5	Online services provided by the city has made it easier to start a new business
Businesses are creating new jobs						55.2	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						44.0	
Governance							Governance
Information on local government decisions are easily accessible						44.0	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						21.6	Online voting has increased participation
Residents contribute to decision making of local government						30.2	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						36.4	Processing Identification Documents online has reduced waiting times

9.5%

0%



IOLOGIES



# Stockholm



A

#### BACKGROUND INFORMATION

City	
Population	

950,000 (Eurostat)

0.972 HDI (Global Data Lab)



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Country					
Sweden	2019	2020	2021	2022	1 yr change
HDI	0.947	0.944	0.949	0.952	+0.003
Life expectancy at birth	83.1	82.4	83.0	83.5	+0.5
Expected years of schooling	18.5	18.7	19.0	19.0	+0.0
Mean years of schooling	12.6	12.7	12.7	12.7	+0.0
GNI per capita (PPP \$)	54,441	53,195	55,908	56,996	+1,088

### PRIORITY AREAS

	affordable housing	
From a list of 15		
· · ·	security	
indicators, survey	health services	
respondents were asked	unemployment	
to coloret E that they	school education	
to select 5 that they	public transport	
perceived as the most	road congestion	
urgent for their city. The	fulfilling employment	
argent for their eity. The	Green spaces	
higher the percentage of	social mobility / inclusiveness	
responses per area, the	air pollution	
greater the priority for the	recycling	
greater the phonty for the	corruption / transparency	12
city.	basic amenities (water, waste)	12.
	citizen engagement	7.8%

0%

0%

#### ATTITUDES

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

A		LEGEND: MIN CITY MEAN GROUP MAX
A in 2023	STRUCTURES	TECHNO
	Score	
	Health & Safety         0         20         40         60	80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	63.8 Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	71.4 A website or App allows residents to easily give away unwanted items
	Public safety is not a problem	41.1 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	50.8 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	58.8 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	26.2 Arranging medical appointments online has improved access
A	Mobility	Mobility
	Traffic congestion is not a problem	27.4 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	53.5 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
Δ		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	73.3 Online purchasing of tickets to shows and museums has made it easier to atten
	Cultural activities (shows, bars, and museums) are satisfactory	78.7
	Opportunities (Work & School)	Opportunities (Work & School)
	Employment finding services are readily available	69.2 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	70.7 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	66.8 Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs	65.6 The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	53.8
	Governance	Governance
	Information on local government decisions are easily accessible	65.9 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	50.6 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	48.7 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	54.0         Processing Identification Documents online has reduced waiting times





end



 $\bigcirc$ 

48.0 48.7

37.9

57.8

# Sydney



**CITY RATING** 

Α

BACKGROUND INFORMATION

City

4,930,000 Population (UN World Urbanization Prospects)

0.952 HDI (Global Data Lab)



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

Country					
Australia	2019	2020	2021	2022	1 yr change
HDI	0.941	0.948	0.949	0.946	-0.003
Life expectancy at birth	83.1	84.3	84.5	83.6	-0.9
Expected years of schooling	21.4	20.9	21.1	21.1	+0.0
Mean years of schooling	12.7	12.7	12.7	12.7	+0.0
GNI per capita (PPP \$)	47,054	48,075	48,076	49,257	+1,181

### PRIORITY AREAS

From a list of 15	affor
	ro
indicators, survey	h
respondents were asked	pu
to select 5 that they	u fulfilling
perceived as the most	
urgent for their city. The	corruption /
higher the percentage of	
responses per area, the	sch
greater the priority for the	basic amenities social mobility /
city.	social mobility /
	citizer

0% affordable housing oad congestion health services oublic transport unemployment ng employment security / transparency air pollution recycling chool education s (water, waste) / inclusiveness 12.3% 12.1% Green spaces 10.9% citizen engagement

0%

#### ATTITUDES

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

<b>A</b>		LEGEND: MIN OTTY MEAN GROUP MAX
AA in 2023	STRUCTURES	TECHNOL
	Score	
	Health & Safety 0 20 40 60	80 100 Health & Safety
	Basic sanitation meets the needs of the poorest areas	67.8 Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	69.9 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	48.8 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	47.1 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	65.8 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	23.1 Arranging medical appointments online has improved access
BBB	Mobility	Mobility
	Traffic congestion is not a problem	24.5 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	59.2 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
Δ		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	65.6 Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	74.3
	Opportunities (Work & School)	<b>Opportunities (Work &amp; School)</b>
	Employment finding services are readily available	68.3 Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	72.2 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	63.9 Online services provided by the city has made it easier to start a new business
4	Businesses are creating new jobs	63.0 The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	61.3
	Governance	Governance
	Information on local government decisions are easily accessible	56.7 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	35.1 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	47.8 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	58.1 Processing Identification Documents online has reduced waiting times
L		



 $\bigcirc$ 75.9 70.0  $\bigcirc$ 52.2 50.5 62.9 38.1 

50.0  $\bigcirc$ 47.7  $\bigcirc$ 61.9

# Taipei City



**CITY RATING** 

Α

#### **BACKGROUND INFORMATION**



HDI



0.916



Country					
Taiwan	2019	2020	2021	2022	1 yr change
HDI	0.916		0.926		N/A
Life expectancy at birth	80.9	81.3	80.9	79.8	-1.1
Expected years of schooling	16.5			16.9	N/A
Mean years of schooling	13.0				N/A
GNI per capita (PPP \$)	42,404	41,946	44,057		N/A

### PRIORITY AREAS

From a list of 15	affordab
1 Ion a list of 15	road
indicators, survey	ai
respondents were asked	fulfilling er
to select 5 that they	corruption / tra
perceived as the most	uner
urgent for their city. The	basic amenities (wa
	public
higher the percentage of	heal
responses per area, the	Gre
greater the priority for the	social mobility / inc
greater the phoney for the	school
city.	citizen en



#### ATTITUDES

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

A					LEGENI	D: MIN	CITY MEAN GROUP MAX
A in 2023	STRUCTURES						TECHNOLO
			Scor				
	Health & Safety 0	20	40	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas					85.	
FACTOR	Recycling services are satisfactory					84.	
FACIOR	Public safety is not a problem				)	70.	
RATINGS	Air pollution is not a problem		$\bigcirc$			41.	
	Medical services provision is satisfactory					84	
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem					29.	2.7 Arranging medical appointments online has improved access
BBB	Mahilia						Mobility
	Mobility					22.	Mobility
STRUCTURES	Traffic congestion is not a problem				_	22. 58.	
SIRUCIURES	Public transport is satisfactory					56.	
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
A							The city provides information on traffic congestion through mobile phones
	Activities						Activities
TECHNOLOGIES	Green spaces are satisfactory			$\bigcirc$		62.	.4 Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			(		71.	.3
	Opportunities (Work & School)						Opportunities (Work & School)
000110	Employment finding services are readily available					68.	
GROUP	Most children have access to a good school	_				63	
	Lifelong learning opportunities are provided by local institutions					72.	_
	Businesses are creating new jobs					63.	2.2 The current internet speed and reliability meet connectivity needs
2	Minorities feel welcome			$\bigcirc$		64.	.0
	Governance						Governance
	Information on local government decisions are easily accessible					69	
	Corruption of city officials is not an issue of concern					37.	
All ratings range	Residents contribute to decision making of local government					63.	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	1				67.	.3 Processing Identification Documents online has reduced waiting times
	L						

# Tallinn



Out of 141

SMART

**CITY RATING** 

BBB

BBB in 2023

FACTOR

RATINGS

BBB

STRUCTURES

BBB

TECHNOLOGIES

GROUP

2

All ratings range

from AAA to D

BACKGROUND INFORMATION

|--|

Population 440,000 (Eurostat)

HDI 0.932 (Global Data Lab)



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Country					
Estonia	2019	2020	2021	2022	1 yr change
HDI	0.893	0.891	0.890	0.899	+0.009
Life expectancy at birth	78.7	78.3	77.1	79.2	+2.0
Expected years of schooling	15.7	15.8	15.9	15.9	+0.0
Mean years of schooling	13.6	13.5	13.5	13.5	+0.0
GNI per capita (PPP \$)	35,472	35,481	38,027	37,152	-876

### PRIORITY AREAS

From a list of 15	affordable housing
	unemployment
indicators, survey	corruption / transparency
respondents were asked	road congestion
to colocit E that thay	health services
to select 5 that they	fulfilling employment
perceived as the most	Green spaces
urgent for their city. The	public transport
0	basic amenities (water, waste)
higher the percentage of	school education
responses per area, the	citizen engagement
greater the priority for the	recycling
	security
city.	social mobility / inclusiveness
	air pollution

#### ATTITUDES

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

STRU	CTURES					TECHN
			Score			
Health & Safety	0	20	40 60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					71.4	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					71.5	A website or App allows residents to easily give away unwanted items
Public safety is not a problem					73.7	Free public wifi has improved access to city services
Air pollution is not a problem					66.9	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					72.5	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to $30\%$ or less of a monthly salary is not a pr	roblem				33.0	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem					29.3	Car-sharing Apps have reduced congestion
Public transport is satisfactory					69.5	Apps that direct you to an available parking space have reduced journey time
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to use
						The city provides information on traffic congestion through mobile phones
Activities						Activities
Green spaces are satisfactory					67.7	Online purchasing of tickets to shows and museums has made it easier to att
Cultural activities (shows, bars, and museums) are satisfactory					81.5	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					76.8	Online access to job listings has made it easier to find work
Most children have access to a good school				$\bigcirc$	74.0	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions					63.2	Online services provided by the city has made it easier to start a new busines
Businesses are creating new jobs					63.4	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					53.3	
Governance						Governance
Information on local government decisions are easily accessible					67.0	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern			$\bigcirc$		39.1	Online voting has increased participation
Residents contribute to decision making of local government					46.1	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects					53.5	Processing Identification Documents online has reduced waiting times

0%

0%





# Tel Aviv

SMART CITY RANKING
94
Out of 142
▼
91 in 2023 Out of 141
SMART CITY RATING
B

#### BACKGROUND INFORMATION



460,000 (UN Data)

HDI 0.919 (Global Data Lab)



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Country					
Israel	2019	2020	2021	2022	1 yr change
HDI	0.909	0.906	0.911	0.915	+0.004
Life expectancy at birth	82.8	82.4	82.3	82.6	+0.3
Expected years of schooling	14.8	14.8	15.0	15.0	+0.0
Mean years of schooling	13.3	13.4	13.4	13.4	+0.0
GNI per capita (PPP \$)	40,920	39,324	41,754	43,588	+1,834

### PRIORITY AREAS

From a list of 15	road congestion	
	affordable housing	
indicators, survey	public transport	
respondents were asked	security	
to select 5 that they	air pollution	
to select 5 that they	Green spaces	
perceived as the most	school education	
urgent for their city. The	health services	
0	corruption / transparency	
higher the percentage of	recycling	
responses per area, the	fulfilling employment	
greater the priority for the	basic amenities (water, waste)	15
greater the phonty for the	unemployment	12.0%
city.	citizen engagement	11.4%
	social mobility / inclusiveness	9.8%

0%

0%

#### ATTITUDES

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

B in 2023	STRUC <sup>-</sup>	TURES						TECHNOL
D 111 2020	51100	IONES		Score				
	Health & Safety	0	20	40	8 0	30	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas						51.1	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory						54.5	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem						43.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem					-	32.2	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory						66.9	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a prob	lem					17.1	Arranging medical appointments online has improved access
B	Mobility							Mobility
	Traffic congestion is not a problem	(					10.5	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			$\bigcirc$			34.6	Apps that direct you to an available parking space have reduced journey time
								Bicycle hiring has reduced congestion
								Online scheduling and ticket sales has made public transport easier to use
B								The city provides information on traffic congestion through mobile phones
	Activities							Activities
TECHNOLOGIES	Green spaces are satisfactory						48.8	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory				$\bigcirc$		75.4	
	Opportunities (Work & School)							Opportunities (Work & School)
GROUP	Employment finding services are readily available			$\bigcirc$			52.8	Online access to job listings has made it easier to find work
anooi	Most children have access to a good school						63.3	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions						57.8	Online services provided by the city has made it easier to start a new business
<b>9</b>	Businesses are creating new jobs			(			59.7	The current internet speed and reliability meet connectivity needs
<b>_</b>	Minorities feel welcome						41.9	
	Governance							Governance
	Information on local government decisions are easily accessible						54.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern						38.7	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government						35.8	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects						48.4	Processing Identification Documents online has reduced waiting times





78.1 63.8 56.5  $\bigcirc$ 50.1 63.7 



# The Hague



SMART

**CITY RATING** 

Α

#### BACKGROUND INFORMATION

City
Population

770,000 Population (Eurostat)

0.941 HDI (Global Data Lab)



Country					
Netherlands	2019	2020	2021	2022	1 yr change
HDI	0.941	0.938	0.941	0.946	+0.005
Life expectancy at birth	82.0	81.6	81.7	82.5	+0.8
Expected years of schooling	18.4	18.4	18.6	18.6	+0.0
Mean years of schooling	12.5	12.6	12.6	12.6	+0.0
GNI per capita (PPP \$)	55,628	52,500	55,355	57,278	+1,923

France Bat of 15	affordable housing	
From a list of 15	security	
indicators, survey	road congestion	
respondents were asked	health services	
to select 5 that they	Green spaces	
to select 5 that they	basic amenities (water, waste)	
perceived as the most	air pollution	
urgent for their city. The	school education	
argent for their only. The	public transport	
higher the percentage of	unemployment	
responses per area, the	citizen engagement	
greater the priority for the	social mobility / inclusiveness	
greater the phonty for the	recycling	
city.	corruption / transparency	
	fulfilling employment	

0%

0%

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

A		LEGEND: MIN CITY MEAN GROUP MAX
A in 2023	STRUCTURES	TECHN
	Score	
	Health & Safety         0         20         40         60	<sup>80</sup> <sup>100</sup> Health & Safety
	Basic sanitation meets the needs of the poorest areas	62.8 Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	62.6 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	46.4 Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	41.5 CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	72.6 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	21.9 Arranging medical appointments online has improved access
BBB		
	Mobility	Mobility
	Traffic congestion is not a problem	26.0 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	65.0 Apps that direct you to an available parking space have reduced journey time
		Bicycle hiring has reduced congestion
		Online scheduling and ticket sales has made public transport easier to use
		The city provides information on traffic congestion through mobile phones
	Activities	Activities
TECHNOLOGIES	Green spaces are satisfactory	56.9 Online purchasing of tickets to shows and museums has made it easier to att
	Cultural activities (shows, bars, and museums) are satisfactory	74.1
	Opportunities (Work & School)	Opportunities (Work & School)
GROUP	Employment finding services are readily available	66.2 Online access to job listings has made it easier to find work
	Most children have access to a good school	70.6 IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	59.4 Online services provided by the city has made it easier to start a new busines
	Businesses are creating new jobs	61.2 The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome	59.4
	Governance	Governance
	Information on local government decisions are easily accessible	59.1 Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	48.0 Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	49.4 An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	55.6 Processing Identification Documents online has reduced waiting times



NOLOGIES Score 0 20 100 40 60 80 45.4 53.7 52.0 49.6 34.4  $\bigcirc$ 66.1 34.3 44.9  $\bigcirc$ 47.1 64.8 48.2 76.9 ttend  $\bigcirc$ 69.9  $\bigcirc$ 53.1 49.8 ess  $\bigcirc$ 67.4  $\bigcirc$ 40.2 48.3  $\bigcirc$ 51.5 59.0

# Tianjin



BACKGROUND INFORMATION

City

Population 13,590,000 (UN World Urbanization Prospects)

HDI 0.844 (Global Data Lab)



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Country					
China	2019	2020	2021	2022	1 yr change
HDI	0.775	0.781	0.785	0.788	+0.003
Life expectancy at birth	78.0	78.1	78.2	78.6	+0.4
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0
Mean years of schooling	8.0	8.1	8.1	8.1	+0.0
GNI per capita (PPP \$)	15,934	16,168	17,499	18,025	+526

### PRIORITY AREAS

road congestion	
air pollution	
fulfilling employment	
corruption / transparency	
health services	
affordable housing	
basic amenities (water, waste)	
recycling	
social mobility / inclusiveness	
unemployment	
public transport	
Green spaces	
security	
school education	
citizen engagement	
	air pollution fulfilling employment corruption / transparency health services affordable housing basic amenities (water, waste) recycling social mobility / inclusiveness unemployment public transport Green spaces security school education

0%

0%

#### ATTITUDES

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

					LEGEN	ID: MIN OCIT	Y MEAN GROUP MAX
	STRUCTURE	S		Score			TECHNOLOG
	Health & Safety	0 2	0 40		80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas		_			77.9	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory		- 7			66.6	A website or App allows residents to easily give away unwanted items
	Public safety is not a problem					73.5	Free public wifi has improved access to city services
	Air pollution is not a problem					55.6	CCTV cameras has made residents feel safer
)	Medical services provision is satisfactory					70.2	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			(		66.2	Arranging medical appointments online has improved access
	Mobility						Mobility
	Traffic congestion is not a problem			$\bigcirc$		53.2	Car-sharing Apps have reduced congestion
S	Public transport is satisfactory					62.8	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
							The city provides information on traffic congestion through mobile phones
	Activities						Activities
ES	Green spaces are satisfactory				$\bigcirc$	75.8	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory					73.1	
-							
	Opportunities (Work & School)						Opportunities (Work & School)
	Employment finding services are readily available					72.9	Online access to job listings has made it easier to find work
	Most children have access to a good school					71.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions					61.9	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs					67.5	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome				$\bigcirc$	80.1	
	Governance						Governance
-	Information on local government decisions are easily accessible					66.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern					51.0	Online voting has increased participation
ge	Residents contribute to decision making of local government					54.6	An online platform where residents can propose ideas has improved city life
D	Residents provide feedback on local government projects				)	64.3	Processing Identification Documents online has reduced waiting times

SMART CITY RATING

BB

BB in 2023

FACTOR RATINGS

STRUCTURES

BB

TECHNOLOGIES

GROUP

3

All ratings range from AAA to D





70.9

76.4

# Tokyo



#### BACKGROUND INFORMATION

9,730,000

City	
Population	
(UN Data)	

HDI 0.951 (Global Data Lab)



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Country					
Japan	2019	2020	2021	2022	1 yr change
HDI	0.918	0.917	0.920	0.920	+0.000
Life expectancy at birth	84.4	84.7	84.8	84.8	+0.0
Expected years of schooling	15.4	15.5	15.5	15.5	+0.0
Mean years of schooling	12.7	12.7	12.7	12.7	+0.0
GNI per capita (PPP \$)	43,276	41,446	43,008	43,644	+636

### PRIORITY AREAS

From a list of 15	basic amenities (water, waste)	
	affordable housing	
indicators, survey	health services	
respondents were asked	security	
to select 5 that they	road congestion	
to select 5 that they	public transport	
perceived as the most	school education	
urgent for their city. The	air pollution	
6	citizen engagement	
higher the percentage of	fulfilling employment	
responses per area, the	corruption / transparency	
greater the priority for the	unemployment	
greater the phonty for the	Green spaces	
city.	social mobility / inclusiveness	
	recycling	

0%

0%

#### ATTITUDES

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

BB			
		LEGEND: MIN O	ITY MEAN GROUP MAX
BB in 2023	STRUCTURES		TECHNOLO
	Score		
	Health & Safety 0 20 40 60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	68.1	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	61.8	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	56.3	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	40.7	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	66.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	40.2	Arranging medical appointments online has improved access
BB	Mobility		Mobility
	Traffic congestion is not a problem	32.3	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	68.4	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
BB			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	40.5	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	59.7	
	Opportunities (Work & School)		Opportunities (Work & School)
	Employment finding services are readily available	56.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	49.8	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	53.5	Online services provided by the city has made it easier to start a new business
4	Businesses are creating new jobs	48.4	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	36.9	
	Governance		Governance
	Information on local government decisions are easily accessible	50.1	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	31.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	39.9	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	36.8	Processing Identification Documents online has reduced waiting times
L	i		



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# Toronto



Out of 141

SMART

**CITY RATING** 

BACKGROUND INFORMATION



2,930,000 Population

0.943 HDI

(UN World Urbanization Prospects)

(Global Data Lab)



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Country					
Canada	2019	2020	2021	2022	1 yr change
HDI	0.932	0.928	0.934	0.935	+0.001
Life expectancy at birth	82.4	82.0	82.7	82.8	+0.2
Expected years of schooling	15.9	15.9	16.0	16.0	+0.0
Mean years of schooling	13.8	13.9	13.9	13.9	+0.0
GNI per capita (PPP \$)	48,591	45,828	47,933	48,444	+512

### PRIORITY AREAS

From a list of 15	affordable housing	
	health services	
indicators, survey	road congestion	
respondents were asked	security	
to calcot E that thay	unemployment	
to select 5 that they	public transport	
perceived as the most	fulfilling employment	
urgent for their city. The	air pollution	
0	school education	
higher the percentage of	corruption / transparency	
responses per area, the	Green spaces	
greater the priority for the	basic amenities (water, waste)	13
greater the priority for the	recycling	11.19
city.	social mobility / inclusiveness	8.1%
	citizen engagement	5.8%

0%

11.1%

ATTTODES	0%						
You are willing to concede personal data in order to improve traffic congestion							
You are comfortable with face recognition technologies to lower crime							
You feel the availability of online information has increased your trust in authorities							
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)							
LEGEND: GROUP MEAN CITY							

BBB		! i	
DDD			MEAN GROUP MAX
BBB in 2023			TECHNOLO
	Score		
	Health & Safety         0         20         40         60         80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	63.3	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	68.6	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	37.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	43.3	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	51.7	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	16.5	Arranging medical appointments online has improved access
BBB	Mobility		Mobility
	Traffic congestion is not a problem	14.2	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	46.8	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
Δ			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	66.5	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	80.1	
	Opportunities (Work & School)		Opportunities (Work & School)
000110	Employment finding services are readily available	58.5	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	65.9	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	67.2	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs	57.0	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	64.1	
	Governance		Governance
	Information on local government decisions are easily accessible	60.6	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	42.6	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	49.1	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	58.0	Processing Identification Documents online has reduced waiting times
<u> </u> ]			





# Tunis



#### BACKGROUND INFORMATION



2,440,000 Population (UN World Urbanization Prospects)

HDI 0.775 (Global Data Lab)



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

Country						
Tunisia	2019	2020	2021	2022	1 yr change	
HDI	0.740	0.734	0.729	0.732	+0.003	
Life expectancy at birth	76.0	75.3	73.8	74.3	+0.5	
Expected years of schooling	14.6	14.6	14.6	14.6	+0.0	
Mean years of schooling	7.8	8.0	8.0	8.0	+0.0	
GNI per capita (PPP \$)	10,821	9,710	10,123	10,297	+174	

### PRIORITY AREAS

From a list of 15	unemployment	
	public transport	
indicators, survey	health services	
respondents were asked	security	
	corruption / transparency	
to select 5 that they	road congestion	
perceived as the most	affordable housing	
urgent for their city. The	basic amenities (water, waste)	
digent for their eity. The	school education	l.
higher the percentage of	fulfilling employment	
responses per area, the	air pollution	
greater the priority for the	Green spaces	
greater the priority for the	recycling	
city.	social mobility / inclusiveness	6.1%
	citizen engagement	5.3%

0%

0%

You are willing to concede personal data in order to improve traffic congestion						
You are comfortable with face recognition technologies to lower crime						
Ver feel the social childs, of enline information has increased on where the sother time.						
You feel the availability of online information has increased your trust in authorities						
The proportion of your day-to-day payment transactions that are non-cash						
(% of transactions)						
LEGEND: GROUP MEAN CITY						

<b>D</b> in 2023	STRUCTURES	LEGEND: MIN CITY MEAN GROUP MAX
D III 2023	STRUCTURES	TECHNOLO
FACTOR RATINGS	Health & Safety       0       20       40       60         Basic sanitation meets the needs of the poorest areas       Image: Comparison of the poorest areas         Recycling services are satisfactory       Image: Comparison of the poorest areas       Image: Comparison of the po	0       80       100       Health & Safety         38.4       Online reporting of city maintenance problems provides a speedy solution         33.2       A website or App allows residents to easily give away unwanted items         39.0       Free public wifi has improved access to city services         26.7       CCTV cameras has made residents feel safer         37.2       A website or App allows residents to effectively monitor air pollution         26.6       Arranging medical appointments online has improved access
D STRUCTURES	Mobility         Traffic congestion is not a problem         Public transport is satisfactory	Mobility         19.0       Car-sharing Apps have reduced congestion         17.9       Apps that direct you to an available parking space have reduced journey time         Bicycle hiring has reduced congestion       Online scheduling and ticket sales has made public transport easier to use         The city provides information on traffic congestion through mobile phones
TECHNOLOGIES	Activities Green spaces are satisfactory Cultural activities (shows, bars, and museums) are satisfactory	Activities 41.0 Online purchasing of tickets to shows and museums has made it easier to attend 51.9
GROUP	Opportunities (Work & School)         Employment finding services are readily available         Most children have access to a good school         Lifelong learning opportunities are provided by local institutions         Businesses are creating new jobs         Minorities feel welcome	Opportunities (Work & School)33.4Online access to job listings has made it easier to find work40.8IT skills are taught well in schools49.0Online services provided by the city has made it easier to start a new business33.9The current internet speed and reliability meet connectivity needs44.9
All ratings range from AAA to D	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	Governance40.1Online public access to city finances has reduced corruption19.5Online voting has increased participation33.7An online platform where residents can propose ideas has improved city life34.8Processing Identification Documents online has reduced waiting times



# Vancouver



Out of 141

SMART

**CITY RATING** 

**BACKGROUND INFORMATION** 

City

670,000 Population (UN World Urbanization Prospects)

0.944 HDI (Global Data Lab)



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Country					
Canada	2019	2020	2021	2022	1 yr change
HDI	0.932	0.928	0.934	0.935	+0.001
Life expectancy at birth	82.4	82.0	82.7	82.8	+0.2
Expected years of schooling	15.9	15.9	16.0	16.0	+0.0
Mean years of schooling	13.8	13.9	13.9	13.9	+0.0
GNI per capita (PPP \$)	48,591	45,828	47,933	48,444	+512

### PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most social mobility / inclusivenes urgent for their city. The basic amenities (water, wast higher the percentage of responses per area, the greater the priority for the city.

C	)%	209
affordable housing		
health services		
road congestion		
security		
unemployment		
public transport		
fulfilling employment		
cial mobility / inclusiveness		1
sic amenities (water, waste)		17
corruption / transparency		17
air pollution		16.
school education		13.9%
citizen engagement		13.4%
recycling		12.5%
Green spaces		11.8%

0%

#### ATTITUDES

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

BBB	· · · · · · · · · · · · · · · · · · ·			
DDD			LEGEND: MIN OCI	MEAN GROUP MAX
A in 2023	STRUCTURES			TECHNOL
	Health & Safaty	Score 20 40 60	80 100	Licelth 9. Cofety
	Health & Safety 0 Basic sanitation meets the needs of the poorest areas	20 40 00	56.2	Health & Safety Online reporting of city maintenance problems provides a speedy solution
			78.5	
FACTOR	Recycling services are satisfactory Public safety is not a problem		43.8	A website or App allows residents to easily give away unwanted items Free public wifi has improved access to city services
	Air pollution is not a problem		54.0	CCTV cameras has made residents feel safer
RATINGS	Medical services provision is satisfactory		50.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem		13.0	Arranging medical appointments online has improved access
DDD			13.0	Arranging medical appointments online has improved access
BBB	Mobility			Mobility
	Traffic congestion is not a problem		23.1	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory		57.4	Apps that direct you to an available parking space have reduced journey time
STRUCTURES				Bicycle hiring has reduced congestion
				Online scheduling and ticket sales has made public transport easier to use
DDD				The city provides information on traffic congestion through mobile phones
BBB				The city provides information on a drife congestion an ough mobile provides
	Activities			Activities
TECHNOLOGIES	Green spaces are satisfactory		75.5	Online purchasing of tickets to shows and museums has made it easier to attend
TEORINOEDGIEG	Cultural activities (shows, bars, and museums) are satisfactory		74.6	
	Cultural activities (shows, bars, and museums) are satisfactory			
	Opportunities (Work & School)			Opportunities (Work & School)
	Employment finding services are readily available		63.8	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school		72.5	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions		70.2	Online services provided by the city has made it easier to start a new business
4	Businesses are creating new jobs		56.9	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome		63.0	
-				
	Governance			Governance
	Information on local government decisions are easily accessible		59.3	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern		48.8	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government		48.4	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects		59.7	Processing Identification Documents online has reduced waiting times
				-





40.3 57.5

end





# Vienna



SMART

**CITY RATING** 

BACKGROUND INFORMATION



1,930,000 Population (UN World Urbanization Prospects)

0.942 HDI (Global Data Lab)



2019	2020	2021	2022	1 yr change
0.920	0.916	0.920	0.926	+0.006
81.9	81.5	81.6	82.4	+0.8
16.1	16.1	16.4	16.4	+0.0
12.3	12.3	12.3	12.3	+0.0
55,647	52,446	54,361	56,530	+2,169
	0.920 81.9 16.1 12.3	0.920         0.916           81.9         81.5           16.1         16.1           12.3         12.3	0.9200.9160.92081.981.581.616.116.116.412.312.312.3	0.9200.9160.9200.92681.981.581.682.416.116.116.416.412.312.312.312.3

### PRIORITY AREAS

From a list of 15	affordable housing	
1 Ion a list of 15	security	
indicators, survey	road congestion	
respondents were asked	unemployment	
to select 5 that they	corruption / transparency	
to select 5 that they	health services	
perceived as the most	Green spaces	
urgent for their city. The	school education	
0	air pollution	
higher the percentage of	public transport	
responses per area, the	recycling	
greater the priority for the	citizen engagement	
0 1 9	fulfilling employment	
city.	social mobility / inclusiveness	
	basic amenities (water, waste)	

#### ATTITUDES

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

ΔΔ	· · · · · · · · · · · · · · · · · · ·		3	·	
			LEGEND	: MIN	CITY MEAN GROUP MAX
AA in 2023	STRUCTURES				TECHNOI
	ScoreHealth & Safety02040	60	80	100	Health & Safety
	Basic sanitation meets the needs of the poorest areas			77.5	-
	Recycling services are satisfactory			76.7	7 A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			62.0	D Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			57.4	4 CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory			72.9	9 A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			31.0	D Arranging medical appointments online has improved access
AA	Mobility				Mobility
	Traffic congestion is not a problem			42.3	3 Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			75.0	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
Δ					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			69.6	6 Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory			85.8	3
	Opportunities (Work & School)				Opportunities (Work & School)
GROUP	Employment finding services are readily available			68.	1 Online access to job listings has made it easier to find work
anoor	Most children have access to a good school			69.2	
	Lifelong learning opportunities are provided by local institutions			68.0	
1	Businesses are creating new jobs			67.9	9 The current internet speed and reliability meet connectivity needs
•	Minorities feel welcome			60.2	2
	Governance				Governance
	Information on local government decisions are easily accessible			57.	
A.U	Corruption of city officials is not an issue of concern		_	43.	
All ratings range	Residents contribute to decision making of local government			44.9	· · · · · · · · · · · · · · · · · · ·
from AAA to D	Residents provide feedback on local government projects			52.0	O Processing Identification Documents online has reduced waiting times

0%

0%





# Vilnius



65 in 2023

Out of 141

SMART

**CITY RATING** 

BBB

BB in 2023

FACTOR

RATINGS

BBB

STRUCTURES

BBB

TECHNOLOGIES

GROUP

2

All ratings range

from AAA to D

BACKGROUND INFORMATION

550,000

City		
Population		

(Eurostat)

0.913 HDI (Global Data Lab)

•Minsk Belarus Germany Poland (e)Ki Czech Republ Ukraine Map tiles by Stam en Design CC BY 3.0 Map Data

Country					
Lithuania	2019	2020	2021	2022	1 yr change
HDI	0.886	0.880	0.875	0.879	+0.004
Life expectancy at birth	76.2	75.1	73.7	74.3	+0.6
Expected years of schooling	16.5	16.4	16.4	16.4	+0.0
Mean years of schooling	13.4	13.5	13.5	13.5	+0.0
GNI per capita (PPP \$)	35,897	36,103	37,854	38,131	+277

### PRIORITY AREAS

From a list of 15	affordable ho
	road conge
indicators, survey	corruption / transpar
respondents were asked	health ser
to select 5 that they	fulfilling employ
to select 5 that they	air pollu
perceived as the most	unemploy
urgent for their city. The	school educ
0	sec
higher the percentage of	recy
responses per area, the	public trans
greater the priority for the	basic amenities (water, w
0 1 5	Green sp
city.	citizen engage
	social mobility / inclusive
	social mobility / inclusive



#### ATTITUDES

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

STRUCTURES						<pre>TECH</pre>
		Sco	ore			
Health & Safety 0	20	40	60	80	100	Health & Safety
Basic sanitation meets the needs of the poorest areas					72.2	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory					75.8	A website or App allows residents to easily give away unwanted items
Public safety is not a problem			$\bigcirc$		65.6	Free public wifi has improved access to city services
Air pollution is not a problem					47.1	CCTV cameras has made residents feel safer
Medical services provision is satisfactory					63.7	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to 30% or less of a monthly salary is not a problem					31.6	Arranging medical appointments online has improved access
Mobility						Mobility
Traffic congestion is not a problem					29.0	Car-sharing Apps have reduced congestion
Public transport is satisfactory					58.7	Apps that direct you to an available parking space have reduced journey
						Bicycle hiring has reduced congestion
						Online scheduling and ticket sales has made public transport easier to us
						The city provides information on traffic congestion through mobile phone
Activities						Activities
Green spaces are satisfactory					68.6	Online purchasing of tickets to shows and museums has made it easier to
Cultural activities (shows, bars, and museums) are satisfactory					79.0	
Opportunities (Work & School)						Opportunities (Work & School)
Employment finding services are readily available					70.5	Online access to job listings has made it easier to find work
Most children have access to a good school					60.1	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions			$\bigcirc$		61.6	Online services provided by the city has made it easier to start a new busi
Businesses are creating new jobs					65.8	The current internet speed and reliability meet connectivity needs
Minorities feel welcome					52.0	
Governance						Governance
Information on local government decisions are easily accessible					54.7	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern					34.1	Online voting has increased participation
Residents contribute to decision making of local government					41.9	An online platform where residents can propose ideas has improved city
Residents provide feedback on local government projects					56.4	Processing Identification Documents online has reduced waiting times

OGIES Score 0 20 100 40 60 80 54.1 70.1 65.7 61.7 55.9 63.4 43.3 53.1 48.0 73.1 58.7 76.6 nd  $\bigcirc$ 74.6 65.4  $\bigcirc$ 60.3 76.6 41.4 49.8 51.2  $\bigcirc$ 65.8

# Warsaw



44 in 2023

Out of 141

SMART

**CITY RATING** 

BBB

BBB in 2023

FACTOR

RATINGS

BBB

STRUCTURES

BBB

TECHNOLOGIES

GROUP

2

All ratings range

from AAA to D

**BACKGROUND INFORMATION** 

City

1,780,000 Population (UN World Urbanization Prospects)

0.926 HDI (Global Data Lab)



Country					
Poland	2019	2020	2021	2022	1 yr change
HDI	0.880	0.874	0.876	0.881	+0.005
Life expectancy at birth	77.9	76.9	76.5	77.0	+0.5
Expected years of schooling	15.9	15.8	15.9	15.9	+0.0
Mean years of schooling	13.1	13.2	13.2	13.2	+0.0
GNI per capita (PPP \$)	31,772	31,293	33,264	35,151	+1,887

### PRIORITY AREAS

	effected a laboration of the second second	
From a list of 15	affordable housing	
	security	
indicators, survey	health services	
respondents were asked	fulfilling employment	
	road congestion	
to select 5 that they	air pollution	
perceived as the most	public transport	
urgent for their city. The	basic amenities (water, waste)	
digent for their city. The	Green spaces	
higher the percentage of	recycling	
responses per area, the	unemployment	
greater the priority for the	school education	
greater the phonty for the	corruption / transparency	
city.	social mobility / inclusiveness	
	citizen engagement	

0%

0%

#### ATTITUDES

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

STRUCTURE	S —						TECHN
		Sc	ore				
Health & Safety	0 20	40	60	80	100		Health & Safety
Basic sanitation meets the needs of the poorest areas						64.7	Online reporting of city maintenance problems provides a speedy solution
Recycling services are satisfactory						62.0	A website or App allows residents to easily give away unwanted items
Public safety is not a problem						59.4	Free public wifi has improved access to city services
Air pollution is not a problem						33.4	CCTV cameras has made residents feel safer
Medical services provision is satisfactory						46.9	A website or App allows residents to effectively monitor air pollution
Finding housing with rent equal to $30\%$ or less of a monthly salary is not a problem						25.6	Arranging medical appointments online has improved access
Mobility							Mobility
Traffic congestion is not a problem						30.0	Car-sharing Apps have reduced congestion
Public transport is satisfactory						61.9	Apps that direct you to an available parking space have reduced journey time
							Bicycle hiring has reduced congestion
							Online scheduling and ticket sales has made public transport easier to use
							The city provides information on traffic congestion through mobile phones
Activities							Activities
Green spaces are satisfactory						60.8	Online purchasing of tickets to shows and museums has made it easier to at
Cultural activities (shows, bars, and museums) are satisfactory		1				79.5	
Opportunities (Work & School)							Opportunities (Work & School)
Employment finding services are readily available			$\bigcirc$			64.7	Online access to job listings has made it easier to find work
Most children have access to a good school				)		69.5	IT skills are taught well in schools
Lifelong learning opportunities are provided by local institutions						67.8	Online services provided by the city has made it easier to start a new busines
Businesses are creating new jobs						68.4	The current internet speed and reliability meet connectivity needs
Minorities feel welcome						58.3	
Governance							Governance
Information on local government decisions are easily accessible						62.4	Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern						44.0	Online voting has increased participation
Residents contribute to decision making of local government						54.9	An online platform where residents can propose ideas has improved city life
Residents provide feedback on local government projects						65.4	Processing Identification Documents online has reduced waiting times





# Washington D.C.

SMART CITY RANKING
<b>50</b>
Out of 142
39 in 2023 Out of 141

SMART

**CITY RATING** 

#### BACKGROUND INFORMATION



(	)r	ty		

690,000 Population (UN Data)

0.940 HDI (Global Data Lab)



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

Country						
USA	2019	2020	2021	2022	1 yr change	
HDI	0.933	0.923	0.921	0.927	+0.006	
Life expectancy at birth	79.1	77.4	77.2	78.2	+1.0	
Expected years of schooling	16.6	16.6	16.4	16.4	+0.0	
Mean years of schooling	13.6	13.7	13.6	13.6	+0.0	
GNI per capita (PPP \$)	63,654	61,077	64,484	65,565	+1,081	

From a list of 15	affordable housi
	securi
indicators, survey	road congesti
respondents were asked	health servic
to coloct E that thay	unemployme
to select 5 that they	school educati
perceived as the most	fulfilling employme
urgent for their city. The	public transpo
0	air pollutio
higher the percentage of	corruption / transparen
responses per area, the	basic amenities (water, wast
greater the priority for the	social mobility / inclusivene
greater the phonity for the	recycli
city.	citizen engageme
	Green spac



0%

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

BB in 2023	STRUCTURES			LEGEN			MTY MEAN GROUP MAX	ни
DD 111 2023	STRUCTURES	Sc	ore					1111
	Health & Safety 0	20 40	60	80	100		Health & Safety	
	Basic sanitation meets the needs of the poorest areas					53.7	Online reporting of city maintenance problems provides a speedy solution	n
	Recycling services are satisfactory					58.8	A website or App allows residents to easily give away unwanted items	
FACTOR	Public safety is not a problem					33.1	Free public wifi has improved access to city services	
RATINGS	Air pollution is not a problem					42.5	CCTV cameras has made residents feel safer	
	Medical services provision is satisfactory		$\bigcirc$			58.5	A website or App allows residents to effectively monitor air pollution	
	Finding housing with rent equal to $30\%$ or less of a monthly salary is not a problem					30.2	Arranging medical appointments online has improved access	
BB	Mobility						Mobility	
	Traffic congestion is not a problem					25.6	Car-sharing Apps have reduced congestion	
STRUCTURES	Public transport is satisfactory					54.1	Apps that direct you to an available parking space have reduced journey	time
							Bicycle hiring has reduced congestion	
							Online scheduling and ticket sales has made public transport easier to u	se
BB							The city provides information on traffic congestion through mobile phon	es
	Activities						Activities	
TECHNOLOGIES	Green spaces are satisfactory					60.8	Online purchasing of tickets to shows and museums has made it easier t	o att
	Cultural activities (shows, bars, and museums) are satisfactory					81.4		
	Opportunities (Work & School)						Opportunities (Work & School)	
	Employment finding services are readily available		$\bigcirc$			62.1	Online access to job listings has made it easier to find work	
GROUP	Most children have access to a good school					51.8	IT skills are taught well in schools	
	Lifelong learning opportunities are provided by local institutions					59.3	Online services provided by the city has made it easier to start a new bus	ines
<b>9</b>	Businesses are creating new jobs					60.8	The current internet speed and reliability meet connectivity needs	
<b>_</b>	Minorities feel welcome					60.7		
	Governance						Governance	
	Information on local government decisions are easily accessible					61.3	Online public access to city finances has reduced corruption	
	Corruption of city officials is not an issue of concern					36.3	Online voting has increased participation	
All ratings range	Residents contribute to decision making of local government					50.7	An online platform where residents can propose ideas has improved city	life
from AAA to D	Residents provide feedback on local government projects					58.0	Processing Identification Documents online has reduced waiting times	



# Wellington



SMART

**CITY RATING** 

#### **BACKGROUND INFORMATION**

200,000 Population (UN Data)

0.958 HDI (Global Data Lab)



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

Country					
New Zealand	2019	2020	2021	2022	1 yr change
HDI	0.937	0.935	0.936	0.939	+0.003
Life expectancy at birth	82.6	82.7	82.5	83.0	+0.6
Expected years of schooling	19.5	19.2	19.7	19.7	+0.0
Mean years of schooling	13.0	12.9	12.9	12.9	+0.0
GNI per capita (PPP \$)	42,210	41,225	42,850	43,665	+816

### PRIORITY AREAS

From a list of 15	affordab
FIOIN A LIST OF 15	healt
indicators, survey	basic amenities (wat
respondents were asked	public
to select 5 that they	road c
2	unen
perceived as the most	fulfilling en
urgent for their city. The	school
higher the percentage of	
responses per area, the	corruption / tra
greater the priority for the	citizen en
greater the phonity for the	social mobility / incl
city.	air
	Gre



#### ATTITUDES

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

BBB		i i	
DDD		LEGEND: MIN CITY	MEAN GROUP MAX
A in 2023	STRUCTURES		TECHNOL
	ScoreHealth & Safety0204060	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	66.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory	68.1	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	52.0	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	64.0	CCTV cameras has made residents feel safer
NATINGS	Medical services provision is satisfactory	55.4	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	19.6	Arranging medical appointments online has improved access
A	Mobility		Mobility
	Traffic congestion is not a problem	29.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	41.7	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
BBB			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	72.4	Online purchasing of tickets to shows and museums has made it easier to attend
	Cultural activities (shows, bars, and museums) are satisfactory	74.4	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	64.7	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school	72.7	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	67.3	Online services provided by the city has made it easier to start a new business
1	Businesses are creating new jobs	56.1	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome	62.2	
	Governance		Governance
	Information on local government decisions are easily accessible	51.9	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	52.1	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	46.2	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	60.6	Processing Identification Documents online has reduced waiting times

# Zagreb

SMART
CITY
RANKING
102
Out of 142
SMART CITY RANKING 1002 Out of 142 106 in 2023 Out of 141 SMART
106 in 2023
Out of 141
SMART CITY RATING
B

BACKGROUND INFORMATION

800,000



HDI 0.916 (Global Data Lab)



Country					
Croatia	2019	2020	2021	2022	1 yr change
HDI	0.866	0.860	0.867	0.878	+0.011
Life expectancy at birth	78.7	78.0	77.6	79.2	+1.7
Expected years of schooling	15.5	15.5	15.6	15.6	+0.0
Mean years of schooling	12.2	12.3	12.3	12.3	+0.0
GNI per capita (PPP \$)	29,373	27,624	32,073	34,324	+2,251

### PRIORITY AREAS

From a list of 15	basic amenities (water, waste) road congestion		
indicators, survey	corruption / transparency		
respondents were asked	affordable housing		
	air pollution		
to select 5 that they	health services		
perceived as the most	unemployment		
urgent for their city. The	recycling		
0 ,	fulfilling employment		
higher the percentage of	public transport		
responses per area, the	Green spaces		
greater the priority for the	security		
greater the phonty for the	school education	9.7%	)
city.	citizen engagement	9.6%	,
	social mobility / inclusiveness	5.6%	

#### ATTITUDES

ATTTUDES	0%				
You are willing to concede personal data in order to improve traffic congestion					
You are comfortable with face recognition technologies to lower crime					
You feel the availability of online information has increased your trust in authorities					
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)					
LEGEND: GROUP MEAN CITY					

								000:0000
TECHNO	•			Score		STRUCTURES	•	CCC in 2023
v	Health & Safety	100	80	40 60	20	0	Health & Safety	
ity maintenance problems provides a speedy solution		49.4					Basic sanitation meets the needs of the poorest areas	
ows residents to easily give away unwanted items	A website or App allows	42.5					Recycling services are satisfactory	
mproved access to city services	Free public wifi has impr	65.9					Public safety is not a problem	FACTOR
1ade residents feel safer	CCTV cameras has made	33.2					Air pollution is not a problem	RATINGS
ows residents to effectively monitor air pollution	A website or App allows	44.6					Medical services provision is satisfactory	NATINGS
ppointments online has improved access	Arranging medical appoi	18.9				salary is not a problem	Finding housing with rent equal to 30% or less of a monthly s	
	Mobility						Mobility	B
ve reduced congestion	Car-sharing Apps have re	15.9					Traffic congestion is not a problem	
to an available parking space have reduced journey time	Apps that direct you to a	42.5					Public transport is satisfactory	STRUCTURES
duced congestion	Bicycle hiring has reduce							
nd ticket sales has made public transport easier to use	Online scheduling and tio							
ormation on traffic congestion through mobile phones	The city provides informa							B
	Activities						Activities	
tickets to shows and museums has made it easier to atten	Online purchasing of tick	56.1					Green spaces are satisfactory	TECHNOLOGIES
		74.0				ory	Cultural activities (shows, bars, and museums) are satisfactor	
Work & School)	Opportunities (Wo						Opportunities (Work & School)	
listings has made it easier to find work	Online access to job listir	60.8					Employment finding services are readily available	
ell in schools	IT skills are taught well i	62.5					Most children have access to a good school	GROUP
ided by the city has made it easier to start a new business	Online services provided	56.1				tions	Lifelong learning opportunities are provided by local institution	
speed and reliability meet connectivity needs	The current internet spee	50.7					Businesses are creating new jobs	
		56.4					Minorities feel welcome	2
	Governance						Governance	
to city finances has reduced corruption	Online public access to c	47.7				sible	Information on local government decisions are easily accessil	
reased participation	Online voting has increas	23.0			$\bigcirc$		Corruption of city officials is not an issue of concern	
here residents can propose ideas has improved city life	An online platform where	28.7				ıt	Residents contribute to decision making of local government	All ratings range
ation Documents online has reduced waiting times	Due e cerie a lalentification	35.7					Residents provide feedback on local government projects	from AAA to D

0%





# Zaragoza



SMART

**CITY RATING** 

SMART

#### BACKGROUND INFORMATION

City	

670,000 Population (Eurostat)

HDI 0.912 (Global Data Lab)



Country					
Spain	2019	2020	2021	2022	1 yr change
HDI	0.904	0.894	0.904	0.911	+0.007
Life expectancy at birth	83.5	82.3	83.0	83.9	+0.9
Expected years of schooling	17.5	17.5	17.8	17.8	+0.0
Mean years of schooling	10.4	10.6	10.6	10.6	+0.0
GNI per capita (PPP \$)	40,854	36,076	38,133	40,043	+1,911

### 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	corr basic am
higher the percentage of	Dasic all
responses per area, the	
greater the priority for the	social m
city.	5561411

0% affordable housing health services fulfilling employment unemployment security public transport school education rruption / transparency menities (water, waste) Green spaces recycling citizen engagement mobility / inclusiveness 12.7% road congestion air pollution 11.2%

#### ATTITUDES

ATTTODES	0%			
You are willing to concede personal data in order to improve traffic congestion				
You are comfortable with face recognition technologies to lower crime				
You feel the availability of online information has increased your trust in authorities				
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)				
LEGEND: GROUP MEAN CITY				

Score       Score         FACTOR RATINGS       Haith & Safety       0       20       40       60       90       00       Audbit of the reporting of city maintenance problems provides a speedy subtion A website or App allows residents to easily give away unwanted terms Arizedular sity in our a problem       65.2       Fealth & Safety       0       20       40       60       90       00       A website or App allows residents to easily give away unwanted terms Arizedular site in and a problem       A website or App allows residents to easily give away unwanted terms Arizedular site in and a problem       CCV compares here need residents to easily give away unwanted terms Arizedular site in and a problem       A website or App allows residents to easily site arise arized area in another site in and a problem       A website or App allows residents to easily give away arized appeiding medical appeidi	CCC		
Score       Score         FACTOR RATINGS       Haith & Safety       0       20       40       60       90       00       Audbit of the reporting of city maintenance problems provides a speedy subtion A website or App allows residents to easily give away unwanted terms Arizedular sity in our a problem       65.2       Fealth & Safety       0       20       40       60       90       00       A website or App allows residents to easily give away unwanted terms Arizedular site in and a problem       A website or App allows residents to easily give away unwanted terms Arizedular site in and a problem       CCV compares here need residents to easily give away unwanted terms Arizedular site in and a problem       A website or App allows residents to easily site arise arized area in another site in and a problem       A website or App allows residents to easily give away arized appeiding medical appeidi			LEGEND: MIN CITY MEAN GROUP MAX
Health & Safety       0       20       40       60       80       100       Health & Safety         Bais antitation meets the needs of the poorest areas       Recycling services are astingtactory       652       A website of Appliance readents to easily give avay unwared items         PAID: calledy is not a problem       Paid is antifation meets the needs of the poorest areas       652       A website of Appliance readents to easily give avay unwared items         Bais antifation meets the needs of the poorest areas       Paid: calledy is not a problem       650       Proc public with has improved access to oily corvices         Bais antifation meets the needs of the poorest areas       Paid: calledy is not a problem       650       Proc public with an improved access to oily corvices         Bais antifation meets the needs of the poorest areas       Paid: calledy is not a problem       650       Proc public with an improved access to oily corvices         Bais antifation meets the needs of the poorest areas       Paid: tamport is satisfactory       Car-sharing medical appointments online has improved access         Bais antifation meets the needs of the poorest areas       Paid: tamport is satisfactory       Car-sharing Apps has meet realuced poores         Technologies       Paid: tamport is satisfactory       Paid: tamport is satisfactory       Paid: tamport is satisfactory         Cultural activities (thoway, barz, and museuma) are satisfactory       Paid: tamport is nond apple	CCC in 2023		TECHNO
FACTOR       Revelopments the needs of the poorest areas       65.2       Dulke reporting of city maintenance problems provides a speedy solution         RATINGS       Revelopments the needs of the poorest areas       65.2       Dulke reporting of city maintenance problems provides a speedy solution         B       Revelopments areas       65.2       Dulke reporting of city maintenance problems provides a speedy solution         B       Air pollution is not a problem       55.0       Free public with hes improved access to ity survices         CCTV cameras has madio residents to effectively monitor air pollution       62.2       CCTV cameras has madio residents to effectively monitor air pollution         FINITURES       Air pollution is not a problem       52.4       CCTV cameras has madio residents to effectively monitor air pollution         STRUCTURES       Mobility       Taffic congestion is not a problem       52.5       Auraping pas have reduced congestion         Public transport is satisfactory       Taffic congestion       Cambrid       Cambrid       Cambrid         TECHNOLOGIES       Activities       Carina mainsgraph mole and museums has made it easier to attransport easier to attransport is satisfactory       Taffic congestion       Oulne scheduling and tickets to shows and museums has made it easier to attransport easier to attranspor			80 100 Health & Safety
FACTOR       Reveling services are satisfactory       673       A website of App allows residents to easily give away unwanted items         RATINGS       A vebsite of App allows residents to assily give away unwanted items       650       Free public with his improved access to ity services         B       A vebsite of App allows residents to affectively monitor in public astrong appointments online has improved access       524       CCTV comers has made vebsite of App allows residents to affectively monitor in public tomaport and appointments online has improved access         B       Mobility       A website of App allows residents to affectively monitor in public tomaport is satisfactory       Autivities         STRUCTURES       Mobility       Mobility       Comparison and public transport asisfactory         CCCC       Activities       Activities       Activities         GROUP       Activities       Activities       Opportunities (Work & School)         B       Opportunities (Work & School)       Taking app and and the sale of the made it easier to atta         GROUP       Mathiers and museums has mode it casier to sale       Taking app and the sale appoint in the apportance on approved access to a point and the sale of the made it easier to stat         3       Minorities feel webcom       76.7       Online purchasing of tickets to shows and museum has mode it easier to atta         4       Differe purchasing app trunites and public transport is satisfactory			Treatting ourory
FACTOR       Public safety is not a problem       65.0       Free public with has improved access to city services         RATINGS       Air public safety is not a problem       52.4       CCTV cameras has made residents feel safer         Medical services provision is satisfactory       52.4       CCTV cameras has made residents feel safer         B       Mobility       52.4       CCTV cameras has made residents feel safer         STRUCTURES       Mobility       Tarfic consection is not a problem       32.2       Arranging medical appointments online has improved access         CCC       Tarfic consection is not a problem       43.1       Car sharing Appe have reduced congestion         Public transport is satisfactory       43.1       Car sharing Appe have reduced congestion         Public transport is satisfactory       43.1       Car sharing Appe have reduced congestion         Public transport is satisfactory       43.1       Car sharing Appe have reduced congestion         Online scheduling and ticket sales has made resider to use       The city provides information on traffic congestion through mobile phones         TECHNOLOGIES       Opportunities (Work & School)       Online scheduling and it easier to attra         GROUP       Most children have access to a good shool       72.5       Online services to rotage through and it easier to attra new busines         3       Most children have acce			
RATINGS       Air pollution is not a problem       52.4       CCTV cameras has made residents feel safer         Medical services provision is satisfactory       51.9       A website or App allows residents to effectively monitor air pollution         B       Mobility       28.2       Arranging medical appointments online has improved access         STRUCTURES       Mobility       Car-abaring Apps have reduced congestion         Public transport is satisfactory       62.5       Apps that direct you to an available parking space have reduced journey time Bicycle hining has reduced congestion         OCCC       CCC       Activities       Activities         TECHNOLOGIES       Opportunities (Work & School)       Online purchasing of tickets to shows and museums have made it easier to start a new busines         GROUP       Opportunities (Work & School)       72.7       Online purchasing of tickets to show and velocies to start a new busines         Businesses are crasting new jobs       Modility       72.7       Online access to job listings has made it easier to start a new busines         Businesses are crasting new jobs       Most divitien have access as a god school       73.7       Testils are trasting the well have access to start a new busines         Businesses are crasting new jobs       Most divitien have access as a god school       73.7       Testils are trasting the well have access as a god school         Businesses are crasting new j	FACTOR		
Medical services provides in is satisfactory       51.9       A website or App allows residents to effectively monitor air pollution         B       Mobility       Finding housing with rent equal to 30% or less of a monthly salary is not a problem       28.2       Arranging medical appointments online has improved access         STRUCTURES       Mobility       Tarfic congestion is not a problem       88.1       Car-sharing Apps have reduced congestion         Public transport is satisfactory       88.1       Car-sharing Apps have reduced congestion       Online scheduling and ticket sales has made public transport easier to use         TECHNOLOGIES       Activities       Activities       Activities         Green spaces are satisfactory       76.7       Online purchasing of tickets to shows and museums has made it easier to attra activities (shows, bars, and museums) are satisfactory       Opportunities (Work & School)         GROUP       Difforg tearning opportunities are provided by local institutions       72.5       Online access to job listings has made it easier to find work         3       Morities generation new jobs       53.8       The current infernet speed and reliability met connectivity needs	DATINGS		
B       Mobility       Mobility         STRUCTURES       Mobility       Taffic congestion is not a problem       48.1       Car-sharing Apps have reduced congestion         B       STRUCTURES       48.1       Car-sharing Apps have reduced congestion       Car-sharing Apps have reduced congestion         B       Outlic transport is satisfactory       62.5       Apps that direct you to an available parking space have reduced journey time Bicycle hiring has reduced congestion         CCC       Activities       Online scheduling and ticket sales has made public transport easier to use         TECHNOLOGIES       Activities       Activities         GROUP       Opportunities (Work & School)       Online scheduling and ticket so shows and museums) are satisfactory       77.5         Chidren have access to a good school       Tiskils are taught well in schools       Online services provided by local institutions       73.7         Businesses are creating new jobs       Minorities rel welcome       53.8       The current internet speed and reliability meet connectivity needs	RATINGS	Medical services provision is satisfactory	51.9 A website or App allows residents to effectively monitor air pollution
Traffic congestion is not a problem       48.1       Car-sharing Apps have reduced congestion         STRUCTURES       Public transport is satisfactory       62.5       Apps that direct you to an available parking space have reduced congestion         Ohie scholaring Apps       Public transport is satisfactory       62.5       Apps that direct you to an available parking space have reduced congestion         Ohie scholaring Apps       Activities       Bicycle hing has reduced congestion       Ohie scholaring and ticket sales has made public transport asis ro use The city provides information on traffic congestion through mobile phones         TECHNOLOGIES       Activities       Activities         Green spaces are satisfactory       76.7       Online purchasing of tickets to shows and museums has made it easier to atter the city provides information on traffic congestion through mobile phones         GROUP       Diportunities (Work & School)       Carlo ticket so shows and museums has made it easier to atter the city and ticket sale shows and divert as a set of add to be local institutions       72.5       Online access to job listings has made it easier to find work         3       Ifelong learning opportunities are provided by local institutions       72.5       Online access to job listings has made it easier to start a new busines         3       Businesses are creating new jobs       53.8       The current internet speed and reliability meet connectivity needs		Finding housing with rent equal to 30% or less of a monthly salary is not a problem	28.2 Arranging medical appointments online has improved access
STRUCTURES       Public transport is satisfactory       62.5       Apps that direct you to an available parking space have reduced journey time Bicycle hiring has reduced congestion         CCC       Online scheduling and ticket sales has made public transport easier to use The city provides information on traffic congestion through mobile phones         TECHNOLOGIES       Activities         Green spaces are satisfactory       76.7         Opportunities (Work & School)       Opportunities (Work & School)         Employment finding services are readily available       72.5         Most children have access to a good school       73.7         Lifelong learning opportunities are provided by local institutions       72.0         Businesses are creating new jobs       53.8         Minorities feel welcome       61.1	B	Mobility	Mobility
Bicycle hiring has reduced congestion       Online scheduling and ticket seles has made public transport easier to use The city provides information on traffic congestion through mobile phones         TECHNOLOGIES       Activities       Green spaces are satisfactory       76.7       Online purchasing of tickets to shows and museums has made it easier to atter the city provides information on traffic congestion         GROUP       Opportunities (Work & School)       Opportunities (Work & School)       Online access to a good school       73.7       IT skills are taught well in schools         Lifelong teerning opportunities are provided by local institutions       If skills are taught well in schools       0.0       0.0       0.0         Minorities feel welcome       61.1       61.1       10       10       10       10			48.1 Car-sharing Apps have reduced congestion
CCC   TECHNOLOGIES   Activities   Green spaces are satisfactory   Cutural activities (shows, bars, and museums) are satisfactory   Cutural activities (shows, bars, and museums) are satisfactory   Opportunities (Work & School)   Broupe   3  Cutural activities (shows, bars, and museums) are satisfactory <ul> <li> <b>Opportunities (Work &amp; School)</b></li> <li> <ul> <li> <b>Employment finding services are readily available</b> </li> <li> <ul> <li> <b>Deportunities (Work &amp; School)</b></li> <li> <ul> <li> <b>Itel ong learning opportunities are provided by l</b></li></ul></li></ul></li></ul></li></ul>	STRUCTURES	Public transport is satisfactory	62.5 Apps that direct you to an available parking space have reduced journey time
CCC The city provides information on traffic congestion through mobile phones   TECHNOLOGIES Activities   Creen spaces are satisfactory 76.7   Cultural activities (shows, bars, and museums) are satisfactory 77.5   Cultural activities (shows, bars, and museums) are satisfactory 77.5   Cultural activities (shows, bars, and museums) are satisfactory 76.7   Cultural activities (shows, bars, and museums) are satisfactory 77.5   Cultural activities (shows, bars, and museums) are satisfactory 72.5   Cultural activities (shows, bars, and museums) are satisfactory 72.5   Coportunities (Work & School) More children have access to a good school   Employment finding services are readily available 72.5   Most children have access to a good school 73.7   Lifelong learning opportunities are provided by local institutions 72.0   Businesses are creating new jobs 53.8   Minorities feel welcome 61.1			Bicycle hiring has reduced congestion
Activities   TECHNOLOGIES   Activities   GROUP   And the problem of the p			Online scheduling and ticket sales has made public transport easier to use
TECHNOLOGIES       Green spaces are satisfactory       76.7       Online purchasing of tickets to shows and museums has made it easier to attribute (shows, bars, and museums) are satisfactory         GROUP       Opportunities (Work & School)       Opportunities (Work & School)         Bradiant finding services are readily available       72.5       Online access to job listings has made it easier to find work         Most children have access to a good school       73.7       IT skills are taught well in schools         Lifelong learning opportunities are provided by local institutions       72.0       Online services provided by the city has made it easier to start a new busines         Businesses are creating new jobs       53.8       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       61.1	CC		The city provides information on traffic congestion through mobile phones
Cultural activities (shows, bars, and museums) are satisfactory 77.5   Cultural activities (shows, bars, and museums) are satisfactory   Opportunities (Work & School)   Employment finding services are readily available   Most children have access to a good school   Lifelong learning opportunities are provided by local institutions   Businesses are creating new jobs   Minorities feel welcome   Cultural activities (shows, bars, and museums) are satisfactory   Triskills are taught well in schools   The current internet speed and reliability meet connectivity needs   Minorities feel welcome		Activities	Activities
GROUP       Opportunities (Work & School)       Opportunities are readily available       72.5       Online access to job listings has made it easier to find work         3       Most children have access to a good school       73.7       IT skills are taught well in schools         Lifelong learning opportunities are provided by local institutions       72.0       Online services provided by the city has made it easier to start a new business         Businesses are creating new jobs       53.8       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       61.1       61.1	TECHNOLOGIES	Green spaces are satisfactory	76.7 Online purchasing of tickets to shows and museums has made it easier to atter
GROUPEmployment finding services are readily available72.5Online access to job listings has made it easier to find workMost children have access to a good schoolIT skills are taught well in schoolsIT skills are taught well in schoolsLifelong learning opportunities are provided by local institutionsImage: Comparison of the city has made it easier to start a new businesBusinesses are creating new jobsImage: Comparison of the city has made it easier to start a new businesMinorities feel welcomeImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to start a new businesImage: Comparison of the city has made it easier to sta		Cultural activities (shows, bars, and museums) are satisfactory	77.5
GROUPMost children have access to a good school73.7IT skills are taught well in schoolsLifelong learning opportunities are provided by local institutions72.0Online services provided by the city has made it easier to start a new businesBusinesses are creating new jobs53.8The current internet speed and reliability meet connectivity needsMinorities feel welcome61.1		Opportunities (Work & School)	Opportunities (Work & School)
Most children have access to a good school       73.7       IT skills are taught well in schools         Lifelong learning opportunities are provided by local institutions       72.0       Online services provided by the city has made it easier to start a new busines         Businesses are creating new jobs       9       53.8       The current internet speed and reliability meet connectivity needs         Minorities feel welcome       61.1       61.1	GROUP	Employment finding services are readily available	72.5 Online access to job listings has made it easier to find work
Businesses are creating new jobs53.8The current internet speed and reliability meet connectivity needsMinorities feel welcome61.1	anoor	Most children have access to a good school	73.7 IT skills are taught well in schools
Minorities feel welcome     61.1		Lifelong learning opportunities are provided by local institutions	72.0 Online services provided by the city has made it easier to start a new business
	2	Businesses are creating new jobs	53.8 The current internet speed and reliability meet connectivity needs
Governance		Minorities feel welcome	61.1
Governance		Governance	Governance
Information on local government decisions are easily accessible 58.6 Online public access to city finances has reduced corruption		Information on local government decisions are easily accessible	58.6 Online public access to city finances has reduced corruption
Corruption of city officials is not an issue of concern 42.3 Online voting has increased participation		Corruption of city officials is not an issue of concern	
All ratings range Residents contribute to decision making of local government 42.4 An online platform where residents can propose ideas has improved city life	All ratings range	Residents contribute to decision making of local government	
from AAA to D Residents provide feedback on local government projects 48.8 Processing Identification Documents online has reduced waiting times	from AAA to D	Residents provide feedback on local government projects	48.8 Processing Identification Documents online has reduced waiting times



NOLOGIES Score 0 20 100 40 60 80 50.0 59.8 49.7 49.0 49.2 67.6 46.5 44.3 60.1 66.1 53.7 81.9 ttend 66.8 57.1 51.8 ess  $\bigcirc$ 75.6 40.5 46.6  $\bigcirc$ 51.0

60.4

# Zhuhai



60 in 2023

Out of 141

SMART

**CITY RATING** 

**BACKGROUND INFORMATION** 

City

1,760,000 Population (UN World Urbanization Prospects)

0.799 HDI (Global Data Lab)



sign CC BY 3.0 Map Data

Country					
China	2019	2020	2021	2022	1 yr change
HDI	0.775	0.781	0.785	0.788	+0.003
Life expectancy at birth	78.0	78.1	78.2	78.6	+0.4
Expected years of schooling	15.0	15.2	15.2	15.2	+0.0
Mean years of schooling	8.0	8.1	8.1	8.1	+0.0
GNI per capita (PPP \$)	15,934	16,168	17,499	18,025	+526

### PRIORITY AREAS

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

0% security filling employment ility / inclusiveness health services air pollution road congestion affordable housing tion / transparency public transport ities (water, waste) Green spaces recycling unemployment citizen engagement school education

0%

#### ATTITUDES

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

CCC	· · · · · · · · · · · · · · · · · · ·	I L	
		LEGEND: MIN	TY MEAN GROUP MAX
CCC in 2023	STRUCTURES		TECHNOLOG
	Score		
	Health & Safety         0         20         40         60	80 100	Health & Safety
	Basic sanitation meets the needs of the poorest areas	82.5	Online reporting of city maintenance problems provides a speedy solution
FACTOR	Recycling services are satisfactory	74.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem	61.7	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem	65.7	CCTV cameras has made residents feel safer
	Medical services provision is satisfactory	80.4	A website or App allows residents to effectively monitor air pollution
000	Finding housing with rent equal to 30% or less of a monthly salary is not a problem	78.7	Arranging medical appointments online has improved access
CCC	Mobility		Mobility
	Traffic congestion is not a problem	72.6	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory	72.7	Apps that direct you to an available parking space have reduced journey time
			Bicycle hiring has reduced congestion
			Online scheduling and ticket sales has made public transport easier to use
CCC			The city provides information on traffic congestion through mobile phones
	Activities		Activities
TECHNOLOGIES	Green spaces are satisfactory	85.0	Online purchasing of tickets to shows and museums has made it easier to attend
TEORINOLOGIES	Cultural activities (shows, bars, and museums) are satisfactory	81.3	
	Opportunities (Work & School)		Opportunities (Work & School)
GROUP	Employment finding services are readily available	80.2	Online access to job listings has made it easier to find work
anoor	Most children have access to a good school	72.1	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions	69.8	Online services provided by the city has made it easier to start a new business
	Businesses are creating new jobs	81.3	The current internet speed and reliability meet connectivity needs
•••	Minorities feel welcome	83.0	
	Governance		Governance
	Information on local government decisions are easily accessible	77.0	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern	67.0	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government	71.3	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects	80.4	Processing Identification Documents online has reduced waiting times

from AAA to D





85.1 88.1

# Zurich



#### BACKGROUND INFORMATION



HDI 0.989 (Global Data Lab)



Country					
Switzerland	2019	2020	2021	2022	1 yr change
HDI	0.960	0.957	0.965	0.967	+0.002
Life expectancy at birth	83.8	83.1	84.0	84.3	+0.3
Expected years of schooling	16.3	16.4	16.6	16.6	+0.0
Mean years of schooling	13.9	13.9	13.9	13.9	+0.0
GNI per capita (PPP \$)	67,531	66,267	68,550	69,433	+882

From a list of 15	affordable housing	
	road congestion	
indicators, survey	air pollution	
respondents were asked	unemployment	
to coloct E that thay	security	
to select 5 that they	Green spaces	
perceived as the most	fulfilling employment	
urgent for their city. The	health services	
<b>o</b> ,	public transport	
higher the percentage of	social mobility / inclusiveness	
responses per area, the	recycling	
greater the priority for the	citizen engagement	
greater the phonty for the	basic amenities (water, waste)	
city.	corruption / transparency	
	school education	

nt 13.7% re) 11.8% cy 11.2% on 11.1%

0%

0%

You are willing to concede personal data in order to improve traffic congestion	
You are comfortable with face recognition technologies to lower crime	
You feel the availability of online information has increased your trust in authorities	
The memory tion of view days to device any two provides that are non-	
The proportion of your day-to-day payment transactions that are non-cash (% of transactions)	
(70 OF LIAISACTIONS)	
LEGEND: GROUP MEAN CITY	

ΑΑΑ			i l.		
		LEG	GEND: MI		CITY MEAN GROUP MAX
AAA in 2023	STRUCTURES     Score				< TECHNO
	Health & Safety 0 20 40	60 80	100		Health & Safety
	Basic sanitation meets the needs of the poorest areas	(		86.2	Online reporting of city maintenance problems provides a speedy solution
	Recycling services are satisfactory			86.3	A website or App allows residents to easily give away unwanted items
FACTOR	Public safety is not a problem			75.9	Free public wifi has improved access to city services
RATINGS	Air pollution is not a problem			62.9	CCTV cameras has made residents feel safer
ITATING5	Medical services provision is satisfactory			86.3	A website or App allows residents to effectively monitor air pollution
	Finding housing with rent equal to 30% or less of a monthly salary is not a problem			29.6	Arranging medical appointments online has improved access
AAA	Mobility				Mobility
	Traffic congestion is not a problem			41.0	Car-sharing Apps have reduced congestion
STRUCTURES	Public transport is satisfactory			80.0	Apps that direct you to an available parking space have reduced journey time
					Bicycle hiring has reduced congestion
					Online scheduling and ticket sales has made public transport easier to use
ΔΔ					The city provides information on traffic congestion through mobile phones
	Activities				Activities
TECHNOLOGIES	Green spaces are satisfactory			74.1	Online purchasing of tickets to shows and museums has made it easier to atter
	Cultural activities (shows, bars, and museums) are satisfactory			84.3	
	Opportunities (Work & School)				Opportunities (Work & School)
GROUP	Employment finding services are readily available			75.9	Online access to job listings has made it easier to find work
GROUP	Most children have access to a good school			84.0	IT skills are taught well in schools
	Lifelong learning opportunities are provided by local institutions			74.3	Online services provided by the city has made it easier to start a new business
-	Businesses are creating new jobs			71.4	The current internet speed and reliability meet connectivity needs
	Minorities feel welcome			67.0	
	Governance				Governance
	Information on local government decisions are easily accessible			73.8	Online public access to city finances has reduced corruption
	Corruption of city officials is not an issue of concern			65.5	Online voting has increased participation
All ratings range	Residents contribute to decision making of local government			74.7	An online platform where residents can propose ideas has improved city life
from AAA to D	Residents provide feedback on local government projects			69.6	Processing Identification Documents online has reduced waiting times
<u> </u>					





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