



FLASH EUROBAROMETER 419

QUALITY OF LIFE IN EUROPEAN CITIES 2015

JANUARY 2016

*Regional and
Urban Policy*

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This survey was conducted by TNS Opinion at the request of the European Commission, Directorate-General for Regional and Urban Policy, and was co-ordinated by the European Commission, Directorate-General for Communication ("Eurobarometer" Sector) and Directorate-General for Regional and Urban Policy ("Competence Centre Inclusive Growth, Urban and Territorial Development").

The annexes can be consulted on the EUROPA website at:

http://ec.europa.eu/regional_policy/activity/urban/audit/index_en.cfm (INFOREGIO)

or

http://ec.europa.eu/public_opinion/index_en.htm (Flash Eurobarometer reports)

This survey complements the work which is being carried out in the context of the European Urban Audit.

For more information on the Urban Audit:

http://ec.europa.eu/regional_policy/en/policy/themes/urban-development/audit/

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QUALITY OF LIFE IN EUROPEAN CITIES **2015**

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JANUARY 2016
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FOREWORD

I am pleased to present the results of the latest Eurobarometer survey on the “Perception of Quality of Life in European Cities”, conducted every three years since 2004.

For this survey more than 40,000 people were interviewed in 79 cities and in 4 greater cities, allowing comparisons with previous surveys. This survey has quite a unique focus on quality of life. People rated the quality of services such as education, cultural and sport facilities as well as public transport and administrative services. People are also asked which mode of transport they use most frequently, whether they agree or disagree with statements on urban safety, air and noise pollution and whether migration is perceived as an asset.

Some findings give a positive picture of our European cities and demonstrate improvements. For example, in Budapest and in Cracow, there has been an increase of 20% of those who have a positive perception of public transport in their city, compared to 2012. Satisfaction with health care services provides another example of such positive evolution, notably in Braga, Iraklion and Piatra Neamț. Other findings point to on-going problems. For example, finding good housing at a reasonable price is perceived as a challenge by a majority of respondents, and this difficulty is perceived as particularly severe in capitals. In only one city out of five people agree that it is easy to find a job in their city. Amongst a list of issues respondents consider that ‘health services’ followed by ‘unemployment’ and ‘education and training’ are the three most important issues for their city. Hence, this survey shows some of the areas which deserve particular attention.

I hope the findings will inspire all actors and stakeholders involved in urban development to implement a holistic approach to social, economic, cultural and environmental challenges. In this respect, the European Union provides support to urban areas to address some of the identified issues. In particular, the 2014-2020 Cohesion Policy will invest heavily in urban areas. For instance, it dedicates about €15 billion, directly managed by city authorities, to investments in sustainable urban development.

Since 1973 the Commission has been monitoring the evolution of public opinion in the Member States on a wide range of topics. I hope this new survey will provide food for thought in analysing and comparing how our European cities perform.

Corina Crețu
European Commissioner
for Regional Policy

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INTRODUCTION

This Flash Eurobarometer, “Quality of life in European cities” (No 419), was conducted at the request of the Directorate-General for Regional and Urban Policy to get a snapshot of people’s opinions on a range of urban issues. Earlier surveys were conducted in 2004, 2006, 2009 and 2012.

The survey was conducted in a total of 79 European cities. In four of these, an additional sample provided extra data, which allowed analysis of the perception of quality of life in “Greater Paris”, “Greater Lisbon”, “Greater Athens” and “Greater Manchester”. We refer to ‘83 cities’ throughout the report, although a more accurate terminology would be ‘79 cities and 4 Greater cities’¹. A complete list of these cities is included in the annexes.

This survey included all capital cities of the countries concerned (except for Switzerland), together with between one and six more cities in the larger countries. In each city, around 500 citizens were interviewed.

This survey was carried out by the TNS Political & Social network in the 28 Member States of the European Union, as well as Turkey, Iceland, Norway and Switzerland, between 21st of May and 9th of June 2015. Some 40,798 respondents from different social and demographic groups were interviewed via telephone (landline and mobile phone) in their mother tongue on behalf of the European Commission, Directorate-General for Regional and Urban Policy. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication (DG COMM “Strategy, Corporate Communication Actions and Eurobarometer” Unit). A technical note on the manner in which interviews were conducted by the institutes within the TNS Political & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals².

¹ In 2011, work carried out by the European Commission’s Directorate-General for Regional and Urban Policy (DG REGIO), Eurostat and the OECD resulted in a harmonised definition of cities and their surrounding areas. A city consists of one or more local administrative unit (LAU) where the majority of the population lives in an urban centre of at least 50,000 inhabitants (previously known as the core city). A greater city is an approximation of the urban centre when this stretches beyond the administrative city boundaries (previously referred to as the kernel). The boundaries of each greater city in this survey derived from this definition.

² The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

MAIN FINDINGS

PEOPLE'S SATISFACTION WITH THEIR CITY

Overall, there is a high level of satisfaction with regard to the cities in which respondents live

- In all except 6 cities, at least 80% of respondents say that they are satisfied to live in their city.
- Oslo, Zurich (both 99%), Aalborg, Vilnius and Belfast (all 98%) record the highest levels of satisfaction. By contrast, satisfaction is below 80% in Istanbul (65%), Palermo, Athina (both 67%), Greater Athens (71%), Napoli (75%) and Miskolc (79%).
- Satisfaction with the place where respondents live and a feeling of safety, in their neighbourhood and particularly in the city as a whole, are the features that show the highest correlation with overall satisfaction of living in a city.
- Compared with the 2012 survey, the level of satisfaction is stable in most of the cities. The largest increases in satisfaction are in Athina (67%, +15) and Greater Athens (71%, +15), while satisfaction has fallen the most in Istanbul (65%, -14).

There are significant differences between cities in the level of satisfaction regarding public transport

- In around half of the cities, at least three-quarters of respondents are satisfied with public transport in their city, the highest levels of satisfaction being in Zurich (97%), Wien (95%) and Helsinki (93%). On the other side, in 9 cities, fewer than half of respondents say they are satisfied with public transport in their city: Bucuresti (48%), Valletta (46%), Reykjavik, Kosice, Oulu (all 45%), Lefkosia (41%), Napoli (33%), Roma (30%) and Palermo (14%). Satisfaction is generally high in German and Swiss cities and low in Italian cities.
- In comparison with 2012, a number of cities have recorded large positive evolutions, most notably Miskolc (65%, +25) and Budapest (67%, +22). At the other end of the scale, very few cities recorded significant negative evolutions, with the largest decreases observed in Riga (67%, -14) and Kosice (45%, -12).
- There is a considerable variation between cities in the proportion of respondents saying they use public transport on a daily basis: while 80% do so in Paris, in Lefkosia only 5% of respondents say they use public transport on a daily basis.

The level of satisfaction with health care services shows large variations between cities

- In 10 cities (Zurich, Groningen, Antwerpen, Graz, Lille, Amsterdam, Bordeaux, Strasbourg, Geneva and Liege), at least 9 respondents out of 10 are satisfied with the health care services of their city and in 34 cities the level of satisfaction is at least 80%. Satisfaction is generally high in Belgian, German and French cities.

- Nevertheless, at least half of respondents are dissatisfied with this dimension in 16 cities, including 7 EU capitals (Athina, Warszawa, Budapest, Bucuresti, Riga, Bratislava and Roma).
- Compared with 2012, the level of satisfaction tends to be relatively stable in most of the cities with the largest increase recorded in Braga (72%, +14), and the most marked negative trend seen in Istanbul (57%, -15).

A generally high level of satisfaction with sports facilities

- In 34 cities, the level of satisfaction equals or exceeds 70%. Oulu (85%), Reykjavik, Helsinki, Antwerpen and Luxembourg (all 84%) record the highest levels of satisfaction.
- In only 3 cities do a majority of respondents say they are dissatisfied with the sports facilities of their city: Palermo (61%), Napoli (60%) and Athina (55%).
- A comparison with the 2012 results shows significant positive evolutions in some cities. The highest increases can be seen in Bialystok (75%, +19), Krakow (75%, +15), Kosice and (55%, +14).

A majority of respondents in all but one city are satisfied with their city's cultural facilities

- In 15 cities, the level of satisfaction is at least 90%, and in 64 cities at least 7 respondents out of 10 are satisfied with the cultural facilities of their city. Respondents in Wien (97%), Zurich (95%), Helsinki (94%), Leipzig, Malmo and Graz (all 93%) are the most satisfied.
- Valletta (34%) is the only city where fewer than 50% of respondents say that they are satisfied with their city's cultural facilities.
- The level of satisfaction has been relatively stable in most of the cities since 2012.

Satisfaction with schools and educational establishments is low in many EU capitals

- In 17 cities, at least 80% of respondents are satisfied with the city's educational facilities. Satisfaction is at its highest in Groningen, Rennes (both 88%), Braga (87%), Antwerpen (86%) and Zurich (85%). French cities score highly on this issue.
- The highest dissatisfaction levels are recorded in Palermo (49%), Istanbul and Diyarbakir (both 47%), the only cities where more than 4 out of 10 respondents say they are dissatisfied.
- There are 7 EU capitals among the 10 lowest-ranked cities. The lowest rated EU capitals are Sofia and Bucuresti (47% and 48% satisfied respectively).
- The level of satisfaction has been relatively stable in most of the cities since 2012.

Satisfaction regarding the state of streets and buildings in respondents' neighbourhoods is low in many EU capitals

- In 33 cities, levels of satisfaction exceed 70%, and in 17 cities at least 80% of respondents are satisfied with the state of streets and buildings in their neighbourhood. The highest satisfaction levels can be seen in Zurich (93%) and Stockholm (90%) while several Italian cities record the lowest levels of satisfaction.
- Indeed, the highest levels of dissatisfaction are observed in three Italian cities: Roma (80%), Palermo (78%) and Napoli (78%).
- In 7 EU capitals (Roma, Sofia, Athina, Lisboa, Bucuresti, Valletta and Madrid), less than half of respondents are satisfied.
- Since 2012, there have been large decreases in satisfaction in Reykjavik (52%, -29) and in Torino (44%, -15).

Satisfaction with public spaces such as markets, squares and pedestrian zones is generally high

- Satisfaction is at 70% or more in 67 cities, and in 4 cities (Rotterdam, Malmo, Oviedo and Bordeaux) at least 9 respondents out of 10 are satisfied with public spaces.
- Dissatisfaction outweighs satisfaction in 5 cities: Athina (64% dissatisfied), Palermo (57%), Valletta (53%), Greater Athens, Napoli (both 51%). In general, the lowest satisfaction ratings tend to be in Southern and Eastern Europe.
- EU capitals do not rank well on this dimension: none are among the 10 best-ranked cities and 6 EU capitals are among the 12 worst-ranked cities.
- There have been large decreases in satisfaction with public spaces since 2012 in Piatra Neamt (61%, -29) and Istanbul (51%, -17).

Satisfaction regarding the availability of retail shops is generally high

- In 78 cities, at least three-quarters of respondents are satisfied with this aspect; respondents in Krakow, Vilnius, Gdansk and Malmo (all 95%) express the highest levels of satisfaction.
- Satisfaction is below 75% only in Madrid, Reykjavik, Greater Lisbon, Lisboa and Barcelona.
- Three cities in Poland are among the 7 highest satisfied cities, while the 10 cities with the lowest satisfaction levels include 4 in Spain.
- Comparing with 2012, the level of satisfaction is relatively stable in most of the cities. Only the Greek cities show significant rises in satisfaction, with the largest in Athina (85%, +15).

PEOPLE'S VIEWS ABOUT THEIR CITY

In only 14 cities do a majority of respondents say that it is easy to find a job in their city

- Respondents are most likely to agree that it is easy to find a job in Praha (72%), Cluj Napoca (67% agree), Munchen (62%) and Bratislava (62%).
- At the other end of the scale, there are 10 cities where more than 8 out of 10 respondents disagree with this statement. Respondents are most likely to disagree in 3 Italian cities: Palermo (96%), Napoli (93%) and Torino (85%), as well as in Spanish and Greek cities.
- Compared with 2012, views have become more positive in a number of cities, most strikingly Cluj Napoca (67% agree, +25), Dublin (46%, +24), Belfast (39%, +19), Sofia (58%, +18), London (50%, +16) and Krakow (43%, +16).

Finding good housing at a reasonable price is perceived as a challenge by most respondents in more than half of the cities surveyed, and this difficulty is perceived as particularly severe in capitals

- In 45 cities, more than half of respondents disagree that it is easy to find good housing at a reasonable price.
- This difficulty is particularly severe in capitals. In 9 EU capitals, more than 80% of respondents perceive difficulty in this respect (Paris, Stockholm, Helsinki, Amsterdam, Kobenhavn, Luxembourg, Berlin, London and Dublin), and in only one (Athina, 62%) do an absolute majority of respondents agree that it is easy to find good housing at a reasonable price.
- The highest levels of agreement are recorded in Oulu (71%), Braga (64%), Malaga and Athina (both 62%), while the highest levels of disagreement are recorded in Paris (95%), Munchen (93%), Greater Paris, Geneva (both 92%) and Stockholm (91%).
- There have been some large changes since 2012. More positive views on housing can be seen in Zagreb (50%, +17), Rennes (43%, +15), Torino (42%, +12) Ljubljana (27% disagree, +12), Napoli (51%, +11) and Antwerpen (36%, +11) Respondents have become less positive in Dublin (12%, -24), Istanbul (19%, -19), Budapest (33%, -14), Antalya (49%, -13), Leipzig (50%, -12) and Miskolc (52%, -12).

The presence of foreigners is generally viewed as positive

- In all but 5 of the cities surveyed, an absolute majority of respondents agree that the *presence of foreigners* is good for the city. In 57 cities, at least 70% of respondents agree with this statement.

- Respondents are most likely to agree in Cluj-Napoca (91%) and Kobenhavn (90%), while levels of disagreement are highest in Istanbul (55%), Athina, Greater Athens, Torino (all 53%) and Ankara (52%). All 6 Italian cities in the survey are among the 15 lowest ranking cities on this question.
- Comparing with 2012, opinion about the presence of foreigners in the city have become more positive in Lefkosia (54%, +19), Irakleio (65%, +17), Braga (87%, +16), Athina (41%, +15), Greater Athens (41, +15). On the other side respondents have become significantly more negative in Istanbul (43% -25), Ankara (45%, -20) and Sofia (57%, -17).
- On the question of whether *foreigners are well integrated*, only 7 cities record a level of agreement of more than 70%, and in 33 cities less than half of respondents agree.
- The highest levels of agreement with this statement are in Zagreb (77%) and Cluj Napoca (73%). At least half of respondents disagree that foreigners are well integrated in 11 cities (Athina, Greater Athens, Malmo, Roma, Istanbul, Stockholm, Sofia, Torino, Berlin, Wien and Antwerpen).
- Since 2012, opinion on the question of whether *foreigners are well integrated* show a significant increase in Berlin (40%, +10). On the other side it has dropped significantly in Istanbul (33%, -28), Sofia (31%, -18), and Ankara (46%, -16).

A majority of respondents feel safe in almost all cities

- In most (52) of the cities surveyed, at least three-quarters of respondents say they *feel safe in their city*. The highest levels of agreement with this statement are in Zurich (97%), Munchen, Oviedo and Aalborg (all 96%).
- In 7 cities, a majority express a negative opinion on safety in their city: Greater Athens (63%), Athina (62%), Istanbul (59%), Sofia (57%), Liege (55%), Roma (54%) and Marseille (52%).

Compared with 2012, respondents are much more likely to feel safe (in both their neighbourhood and in their city) in Athina and Geneva. Feelings of safety have declined on both measures in Roma and Bologna.

In all cities, the majority of respondents say they *feel safe in their neighbourhood*, and in 30 cities, this applies to at least 90% of respondents. Respondents in Nordic countries are most likely to say they feel safe in their neighbourhood.

Trust in fellow citizens is high in more than three-quarters of cities

- In 35 cities, at least 70% of respondents agree that *most people in their city can be trusted*, and in 66 cities at least 50% of respondents agree. Trust is highest in Oulu (92%), Aalborg (91%) and Reykjavik (90%).
- Among the 17 cities where less than half of respondents say they trust people in their city are 10 EU capitals: Sofia (34%), Athina (34%), Bratislava (35%), Bucuresti (35%), Budapest (38%), Praha (42%), Warszawa (45%), Roma (47%), Lefkosia (49%) and Paris (49%).
- The largest increases in agreement can be seen in London (69%, +14), Vilnius (66%, +14), Athina (34%, +14) and Glasgow (85%, +11).

- In all cities, the majority of respondents agree that *most people in their neighbourhood can be trusted*, and in 11 of the cities surveyed at least 90% of the respondents agree with this statement.

Contrasting views on the city's administrative services

- In 50 of the cities surveyed, a majority of respondents consider that *their city's administrative services help people efficiently*. In 4 cities, the level of agreement equals or exceeds 70%: Luxembourg (80%), Zurich (78%), Belfast (71%) and Aalborg (70%).
- By contrast, in 16 cities at least half of respondents disagree that the city's services help people efficiently and in 5 of them the level of disagreement exceeds 60%: Berlin and Bratislava, as well as 3 Italian cities: Palermo, Napoli and Roma.
- In 65 cities, a majority of respondents consider that *their city's administrative services can be trusted*, and in 12 cities at least three-quarters agree. Zurich (90%), Luxembourg (87%), Graz (83%) and Oslo (80%) have the highest levels of agreement, while Roma (26%), Palermo, Bratislava (both 27%) and Napoli (29%) have the lowest.
- On both measures, EU capitals generally register lower ratings than other cities covered by the survey, with Roma and Bratislava ranked the lowest of the EU capitals.
- Since 2012, views have become more positive towards both aspects of administrative services in Zagreb and Greater Athens.

ENVIRONMENT

Air quality is the aspect on which views diverge the most

- In 61 cities, a majority of respondents are satisfied with air quality, and in 20 of these cities the level of satisfaction is at least 80%. Satisfaction is highest in Rostock (94%), Groningen, Bialystok (both 92%) and Zurich (91%).
- At the other end of the scale, at least 50% are dissatisfied in 20 cities. Dissatisfaction with air quality is particularly high in Krakow (83%), Ostrava (76%) and Bucuresti (75%). There are 9 EU capitals among the 20 least satisfied cities.
- Compared with the 2012 survey, large increases in satisfaction with air quality can be seen in Praha (59%, +20), Miskolc (54%, +19), Graz (46%, +17), Ostrava (23%, +17) and Ljubljana (76%, +15). The largest decrease in satisfaction is seen in Greater Paris (27%, -12).

Noise level varies in importance as an issue

- In 62 cities, a majority of respondents are satisfied with noise levels, and in 37 of these cities the level of satisfaction is at least 70%. Satisfaction is highest in Oulu (88%) Newcastle and Aalborg (both 87%). UK cities generally score highly on this dimension.

- At the other end of the scale, more than half of respondents are dissatisfied in 17 cities. Dissatisfaction with the noise level is particularly high in Istanbul (72%), Bucuresti (67%), Palermo and Athina (both 66%). There are 10 EU capitals among the 20 least satisfied cities.
- There have been some significant increases in satisfaction with noise levels since the 2012 survey, most notably in Ostrava (65%, +14) and Madrid (45%, +14).

Views on *cleanliness* vary considerably between cities

- In 60 cities a majority of respondents are satisfied with the state of cleanliness of their city and in 32 cities the level of satisfaction is at least 70%. The highest levels are recorded in Oviedo (95%), Luxembourg (95%), Zurich (92%) and Bialystok (91%).
- In 21 cities a majority of respondents are dissatisfied with the cleanliness of their city. The highest dissatisfaction levels are recorded in Palermo (92%) and Roma (91%).
- Three EU capitals are among the 6 most satisfied cities (Luxembourg, Wien and Ljubljana), while 11 EU capitals are among the 20 cities with the lowest levels of satisfaction.
- Compared with 2012, several cities show large increases in satisfaction, with the highest in Vilnius (78%, +17), Tallinn (76%, +16), Ostrava (59%, +15) and Miskolc (49%, +15). Some of the largest decreases in satisfaction are in Italian cities, most notably in Roma (9%, -16) and Bologna (49%, -11).

Satisfaction with *green spaces* is generally high

- In 64 cities the level of satisfaction is at least 70% and in 53 of the cities it equals or exceeds 80%. Respondents in Malmo (97%), Munchen and Bialystok (both 95%) express the highest levels of satisfaction with their city's green spaces.
- The level of dissatisfaction exceeds 50% in only 7 cities: Napoli, Athina (both 70%), Irakleio (69%), Palermo (68%), Greater Athens (56%), Valletta (55%) and Istanbul (51%).
- Compared with 2012, the largest improvements are registered in Kosice (73%, +18), Ostrava (84%, +12) and Braga (67%, +12), while satisfaction has fallen sharply in Istanbul (49%, -12), Palermo (31%, -9) and Irakleio (30%, -8).

Many cities show a large increase since 2012 in the number of people who feel that *their city is involved in fighting climate change*

- In around two-thirds of the cities, a majority agrees with the statement that "their city is involved in fighting climate change", and in 9 cities the level of agreement equals or exceeds 70%. The highest agreement rates are in French cities: Bordeaux (82%), Strasbourg (81%) and Rennes (76%).
- By contrast, more than half of respondents disagree with this statement in 8 cities, with the highest levels in Madrid (63%), Palermo (61%), Athina (60%) and Riga (58%). There are 7 EU capitals among the 10 lowest ranking cities.

- The largest increases in agreement are recorded in Krakow (60%, +21), Zagreb (51%, +15), Graz (67%, +13), Wien (75%, +12) and Malaga (58%, +11). By contrast, Istanbul (41%, -17), Brussel/Bruxelles (49%, -10) and Ankara (52%, -10) record the most substantial falls.

PEOPLE'S PERSONAL SITUATION

In around half of the cities, at least 9 out of 10 respondents say they are *satisfied with the lives they lead*

- Oslo, Zurich (both 98%), Reykjavik, Antwerpen and Graz (all 97%) are the cities where respondents are most likely to be satisfied with the life they lead. All 8 Nordic cities are ranked within the top 15 cities with regards to life satisfaction.
- The lowest satisfaction levels are recorded in Athina (60%), Greater Athens (62%), Irakleio (66%), Miskolc (67%) and Budapest (72%).
- Compared with the 2012 survey, satisfaction levels have slightly increased in most cities, with the larger increases recorded in Athina (60%, +15), Greater Athens (62%, +12), Vilnius (89%, +12), Valletta (86%, +11) and Budapest (72%, +11).

In all the cities surveyed, a majority of respondents are *satisfied with the place where they live*

- In 63 cities, at least 90% of respondents are satisfied with the place where they live, with levels of satisfaction highest in Zurich (99%), Aalborg and Oslo (both 98%).
- People in Athina (63%) demonstrate by far the lowest levels of satisfaction with the place where they live, followed by Greater Athens, Palermo (both 76%), Napoli (77%) and Istanbul (78%).
- Most cities register only slight increases in satisfaction compared with the 2012 survey.

There have been some large increases since 2012 in respondents' satisfaction concerning the financial situation of their household

- In 25 cities, more than 80% of respondents say they are satisfied with their financial situation. Levels of satisfaction are highest in Zurich (92%), Aalborg, Oslo (both 91%) and Stockholm (90%).
- In 5 cities, less than half of respondents are satisfied with the financial situation of their household. In Athina and Greater Athens, the majority of respondents are 'not satisfied' (67% and 63% respectively). Satisfaction levels are among the lowest in cities in Greece and Portugal.
- There have been some large increases since 2012 in satisfaction with the household's financial situation. In particular, satisfaction has risen very significantly in Valletta (75%, +21), Riga (63%, +19), Vilnius (70%, +16), Budapest (58%, +16) and Tallinn (75%, +15).

Satisfaction with the personal job situation varies considerably from city to city

- More than three-quarters of respondents are satisfied in 16 cities, with the highest ratings seen in Graz (85%) and Zurich (83%). French cities also score particularly highly on this aspect.
- Satisfaction is below 50% in 6 cities: Miskolc (44%), Athina, Greater Athens (both 45%), Irakleio (47%), Piatra Neamt and Budapest (both 49%).
- Compared with 2012, respondents are now much more likely to be satisfied with their personal job situation in Riga (76%, +17) and Valletta (51%, +15).

MOST IMPORTANT ISSUES FACING YOUR CITY³

Health services, unemployment and education and training are perceived as the most important issues for their city

- These three aspects are ranked above safety, public transport, road infrastructure, air pollution, housing, social services and noise.
- In 63 cities, **health services** are cited as one of the three most important issues and are identified as the top issue in 27 cities.
- **Unemployment** is cited as one of the top three most important issues in 52 cities and ranks top in 23 of them.
- In 59 cities, **education and training** is cited among the three most important issues and in 18 cities it ranks highest.
- In 15 cities **safety** is cited among the three most important issues and in 2 cities it ranks highest, while **air pollution** is among the three most important issues in 13 cities and ranks highest in 5 cities. **Housing** is among the three most important issues in 12 cities and ranks highest in 6 cities.

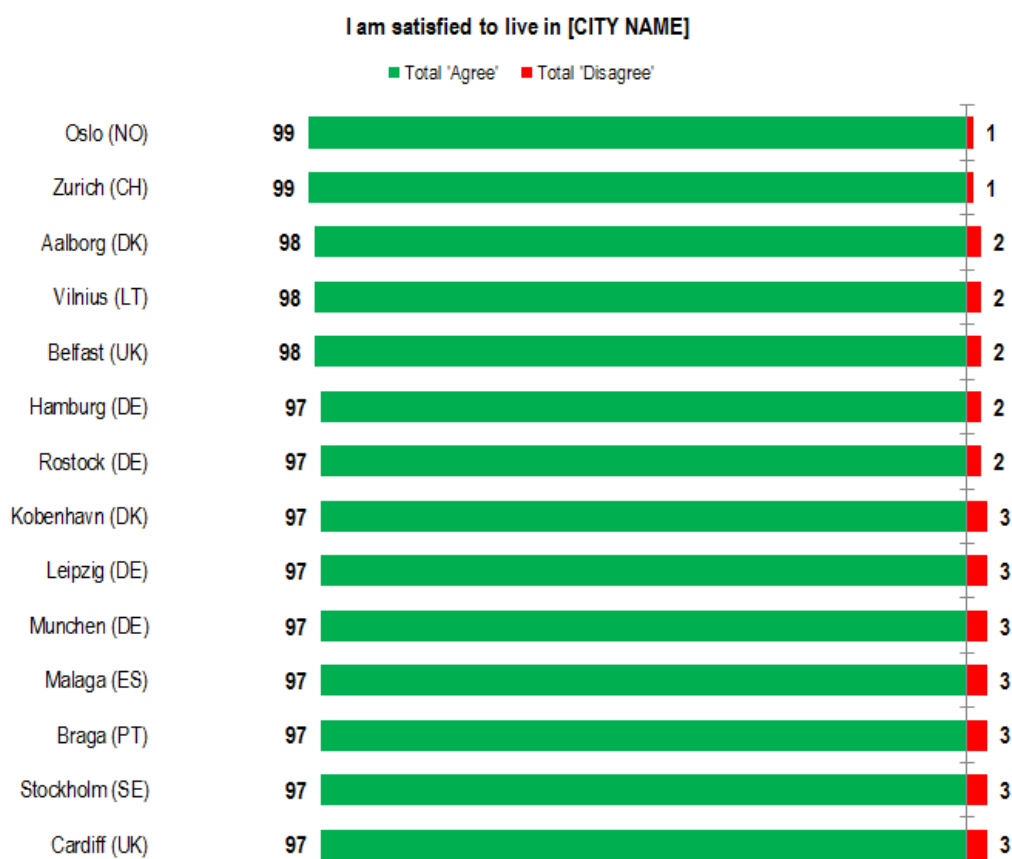
³ Respondents were asked to identify the three most important issues for their city from a list of 10.

I. PEOPLE'S SATISFACTION WITH LIVING IN THEIR CITY

1. I am satisfied to live in my city

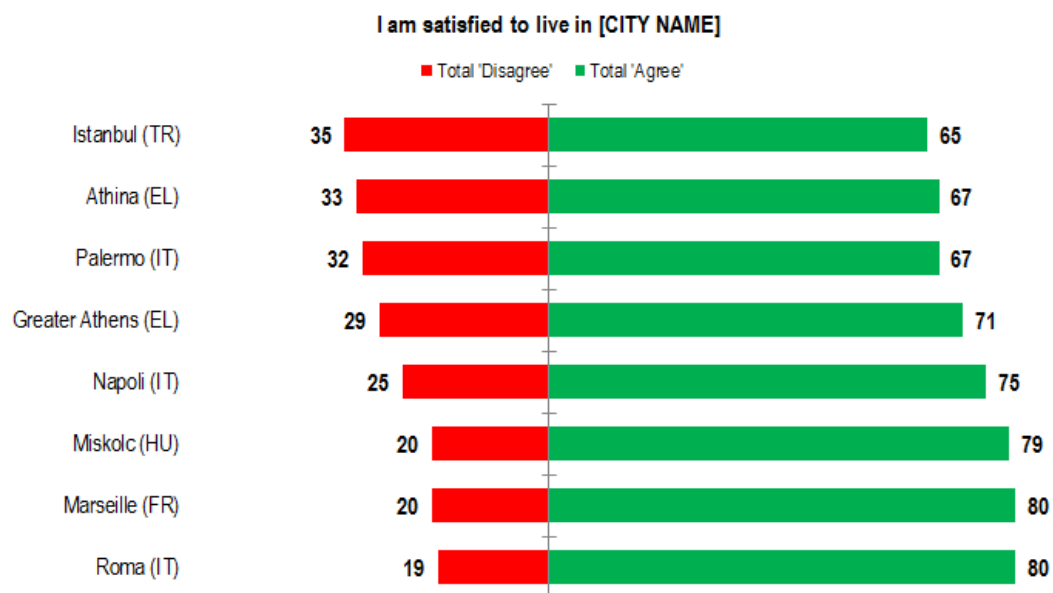
The first indicator of the quality of life in European cities analysed in this survey is the overall satisfaction of respondents with living in their city⁴. The results of this question show a high level of satisfaction. In 23 cities, the level of agreement exceeds 95% and in 54 cities it exceeds 90%.

Among the 83 cities included in the survey, Oslo and Zurich are ranked first with 99% agreeing with the statement. Aalborg, Vilnius and Belfast (all 98%) are the first ranked EU cities.

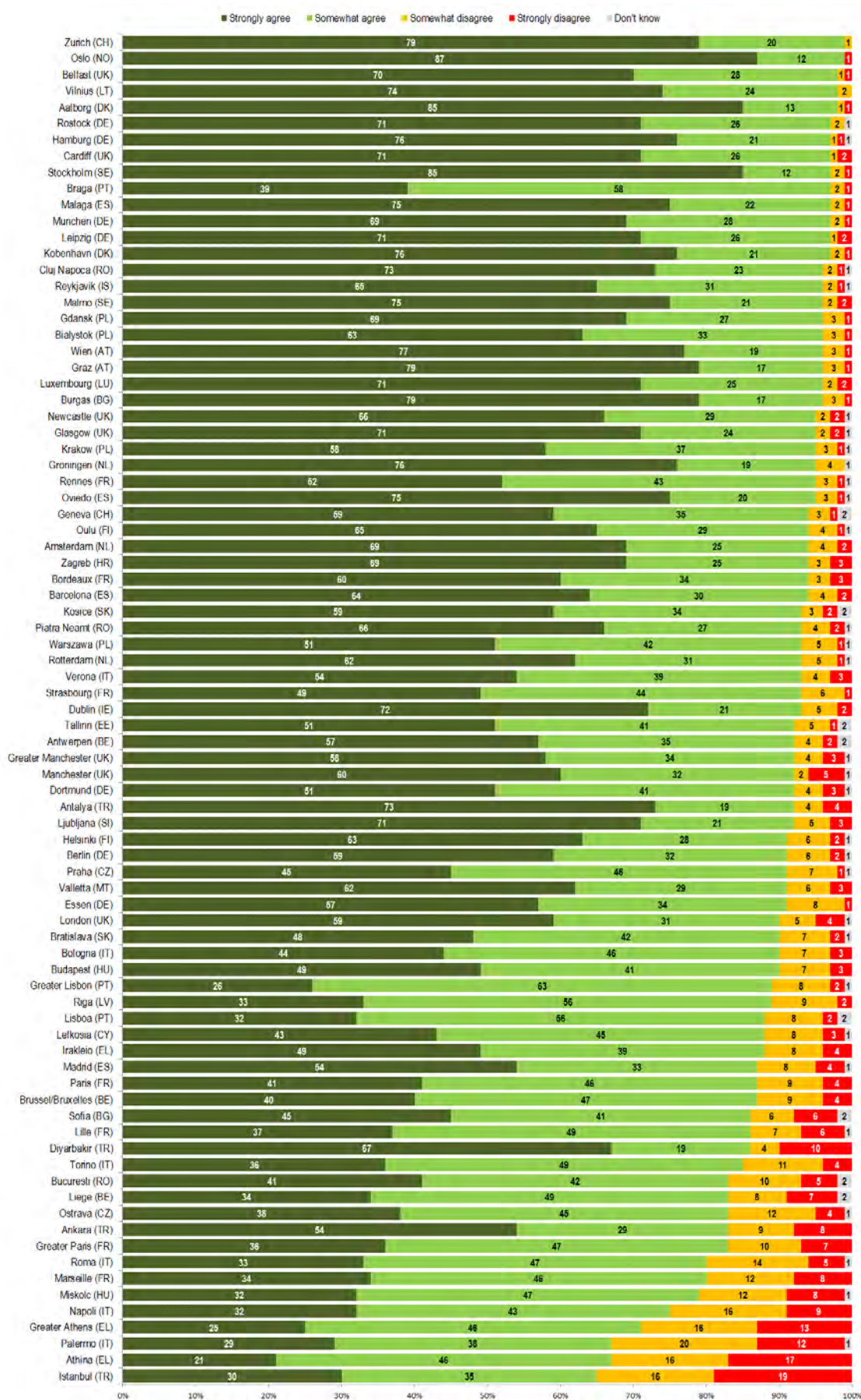


⁴ Q2.1 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? – I'm satisfied to live in [CITY NAME].

Over 80% of respondents declare themselves “satisfied” in all but 8 cities. Indeed, relatively high levels of dissatisfaction are observed in only a few cities: Istanbul (35%), Athina (33%), Palermo (32%), Greater Athens (29%), Napoli (25%), Miskolc (20%) and Marseille (20%).



Q2.1 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **I am satisfied to live in [CITY NAME]**



Satisfaction with living in their city is more likely to be lower in capital cities than in the other cities included in the survey. Among the 25 cities with a level of satisfaction below 90%, there are 10 EU capitals. This is part of a general pattern, in which satisfaction tends to be lower in large cities.

Overall satisfaction to live in the city, in EU capital cities

	Total 'Agree'
 Vilnius	98%
 København	97%
 Stockholm	97%
 Luxembourg	96%
 Wien	96%
 Zagreb	94%
 Amsterdam	94%
 Dublin	93%
 Warszawa	93%
 Tallinn	92%
 Ljubljana	92%
 Valletta	91%
 Praha	91%
 Helsinki	91%
 Berlin	91%
 Budapest	90%
 Bratislava	90%
 London	90%
 Riga	89%
 Lefkosia	88%
 Lisboa	88%
 Brussel/Bruxelles	87%
 Madrid	87%
 Paris	87%
 Sofia	86%
 Bucuresti	83%
 Roma	80%
 Athina	67%

Compared with 2012, satisfaction levels are stable in most of the cities. The largest increases in satisfaction can be seen in Greater Athens (71%, +15), Athina (67%, +15), Napoli (75%, +10), Budapest (90%, +6) and Miskolc (79%, +6).

Cities where levels of satisfaction have fallen the most are Istanbul (65%, -14) and Ankara (83%, -8).

I am satisfied to live in [CITY NAME]

Total 'Agree'

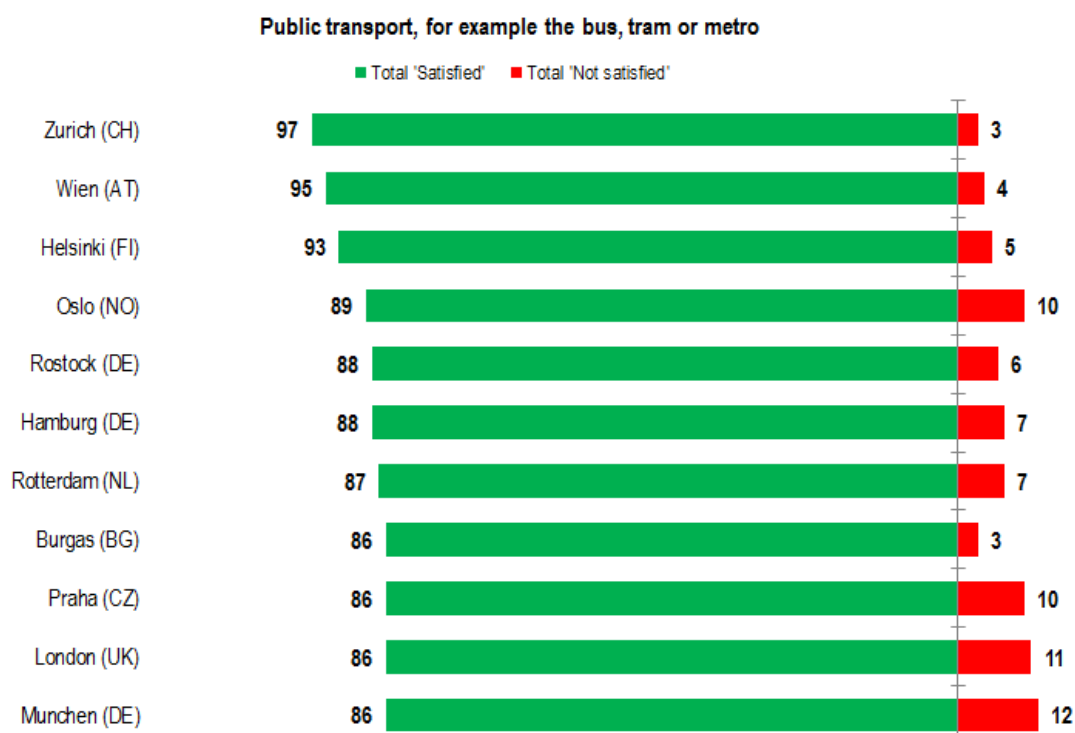
		2015	Diff. 2015- 2012
	Greater Athens	71%	+15
	Athina	67%	+15
	Napoli	75%	+10
	Budapest	90%	+6
	Miskolc	79%	+6
...			
	Ankara	83%	-8
	Istanbul	65%	-14

2. Satisfaction with infrastructure and facilities of the city

2.1. Public transport

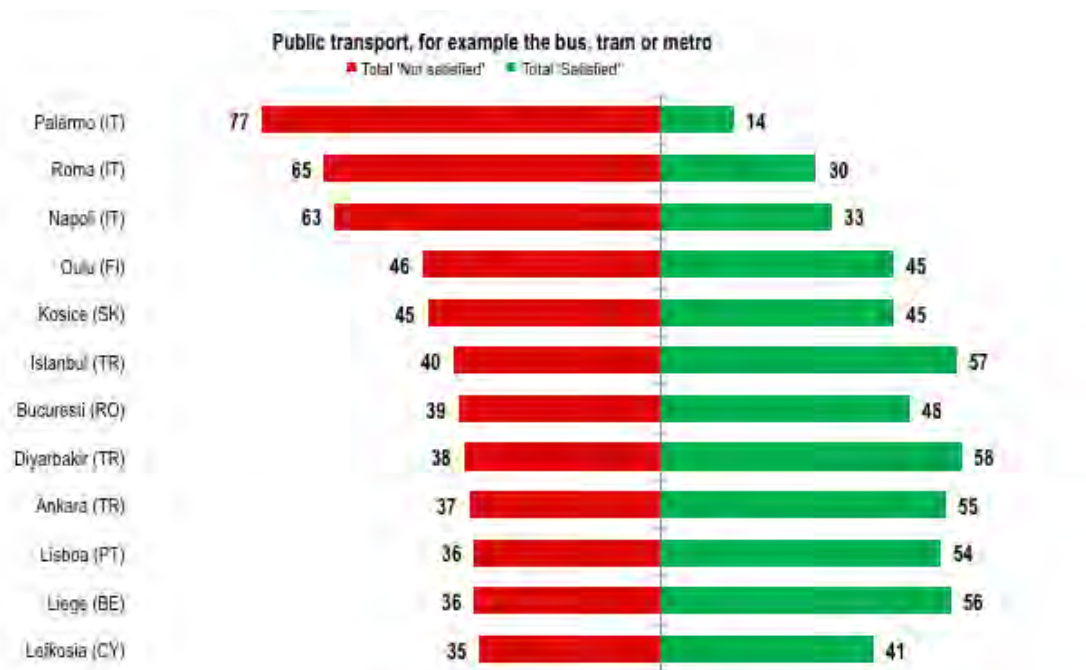
The level of satisfaction with public transport⁵ varies significantly between the cities included in this survey. It ranges from 97% in Zurich to 14% in Palermo.

In 40 of the 83 cities, at least three-quarters of respondents say that they are satisfied with their city's public transport, and in 11 of these cities the level of satisfaction is of more than 85%. Zurich (97%), Wien (95%) and Helsinki (93%) are the first ranked cities with satisfaction levels of 90% or above. Oslo, Rostock, Hamburg, Rotterdam, Burgas, Praha, London and Munchen all record a satisfaction level above 85%.



⁵ Q1.1 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? – Public transport, for example the bus, tram or metro.

At the other end of the scale, in three cities the majority of respondents say they are dissatisfied with public transport in their city, Palermo (77%), Roma (65%), Napoli (63%), and in further nine cities over one third of respondents say the same.

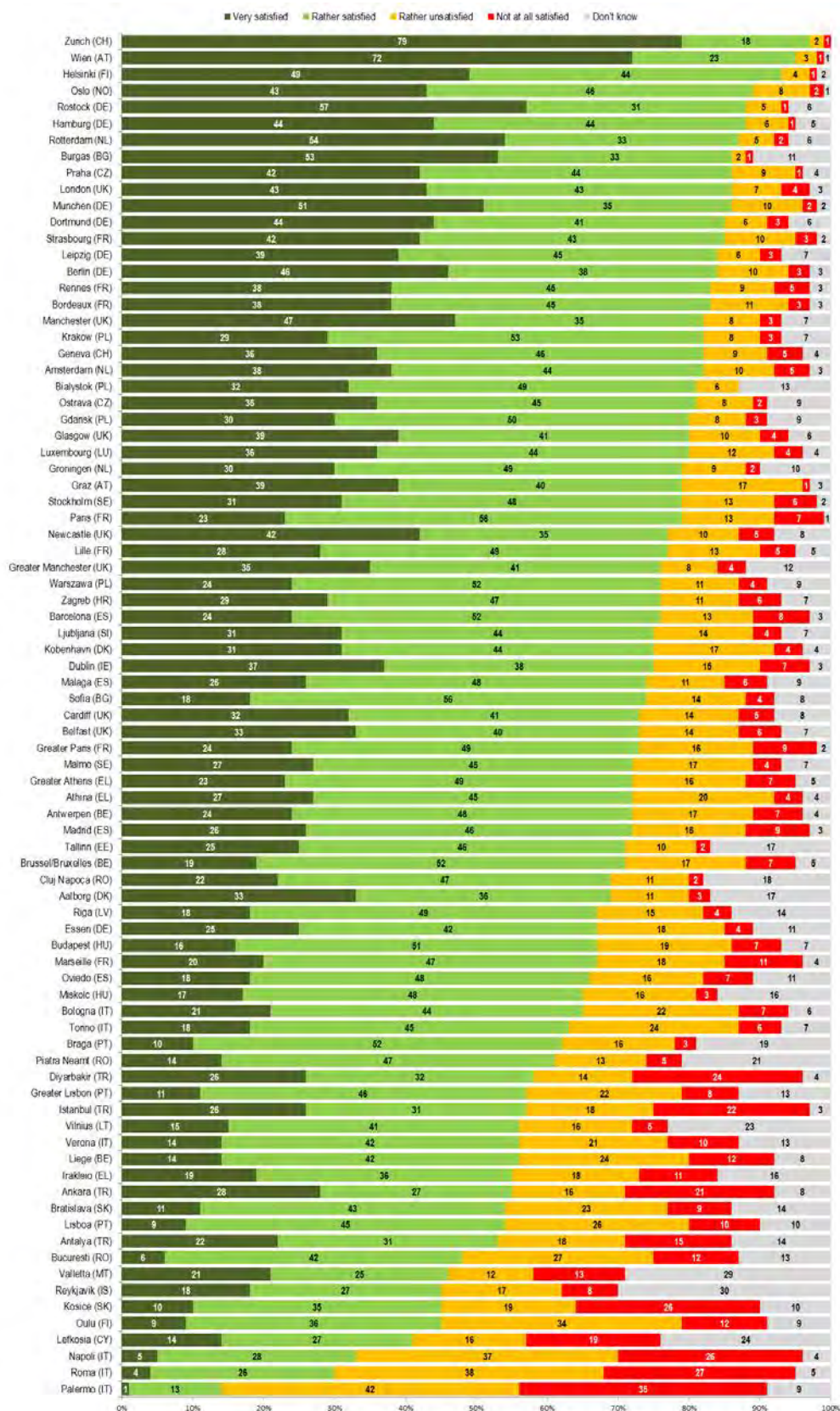


In several cities, a significant proportion of respondents could not express an opinion about the public of transport in their city, which results in high proportions of the answer "Don't know" to this question: Reykjavik (30%), Valetta (29%), Lefkosia (24%), Vilnius (23%), Piatra Neamt (21%), Braga (19%), Cluj Napoca (18%), Aalborg and Tallin (both 17%).

This can be partially explained by the fact that a significant proportion of the population living in these cities do not use public transport at all, which is to a great extent confirmed by the results of the question about the mode of transport most used on a typical day (see page 21).

As shown in the graph below, 6 German cities are among the 15 most satisfied cities regarding public transport. Respondents in Italian cities are the most likely to be dissatisfied.

Q1.1 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **Public transport, for example the bus, tram or metro**



The level of satisfaction with public transport varies significantly between EU capitals.

Four EU capitals are among the top 10 cities in terms of satisfaction: Wien, Helsinki, Praha and London. However, also 4 EU capitals are among the 10 cities with the lowest levels of satisfaction: Roma, Lefkosia, Valletta and Bucuresti.

Satisfaction with public transport in EU capital cities

	Total 'Satisfied'
 Wien	95%
 Helsinki	93%
 Praha	86%
 London	86%
 Berlin	84%
 Amsterdam	82%
 Luxembourg	80%
 Paris	79%
 Stockholm	79%
 Zagreb	76%
 Warszawa	76%
 Dublin	75%
 Kobenhavn	75%
 Ljubljana	75%
 Sofia	74%
 Athina	72%
 Madrid	72%
 Tallinn	71%
 Brussel/Bruxelles	71%
 Budapest	67%
 Riga	67%
 Vilnius	56%
 Bratislava	54%
 Lisboa	54%
 Bucuresti	48%
 Valletta	46%
 Lefkosia	41%
 Roma	30%

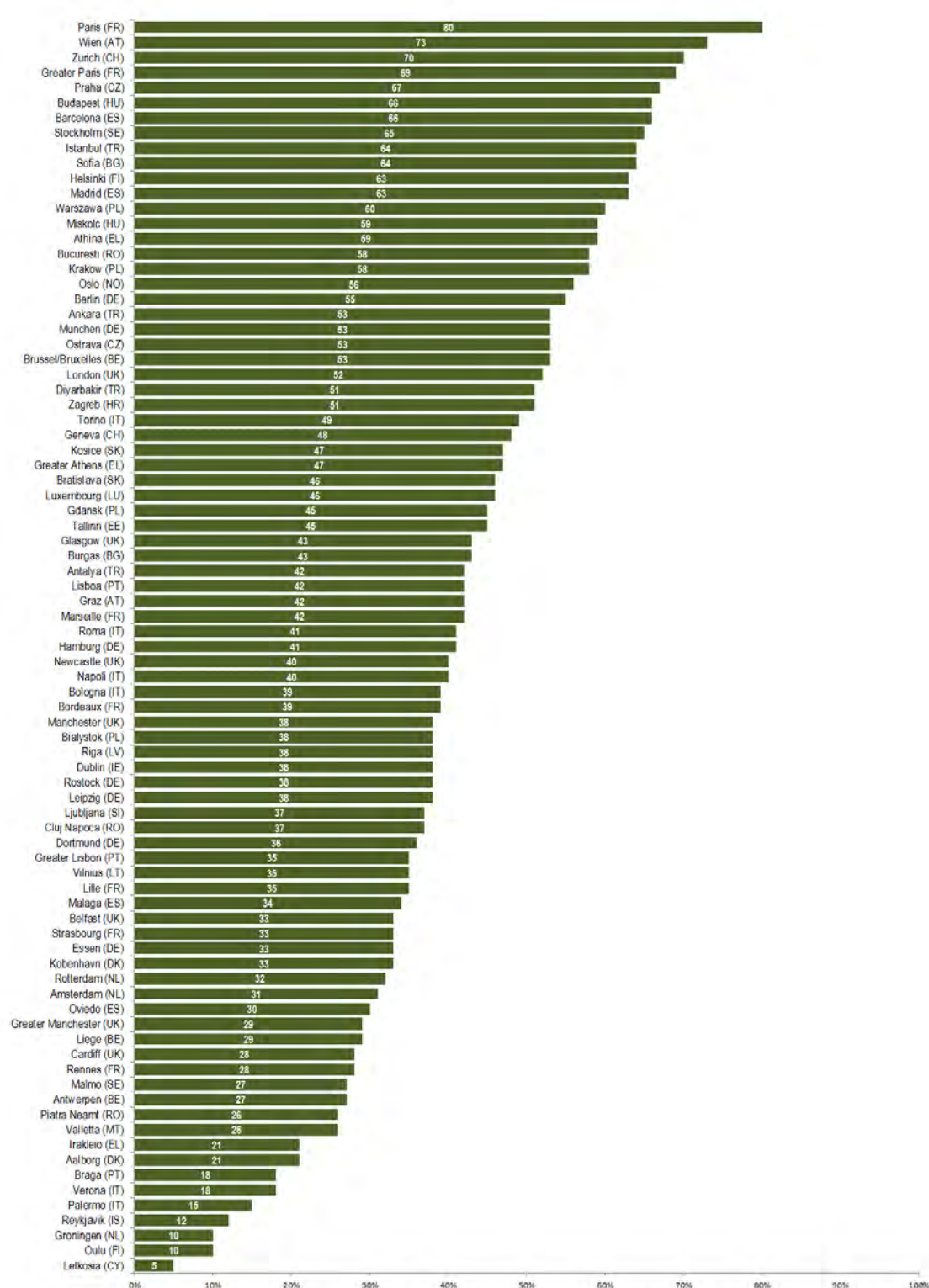
Compared to the 2012 results, the most substantial increases in satisfaction with public transport can be seen in Miskolc (65%, +25), Budapest (67%, +22), Burgas (86%, +19), Krakow (82%, +19) and Geneva (82%, +19). The largest decreases are recorded in Riga (67%, -14), Kosice (45%, -12), Lefkosia (41%, -9), Oviedo (66%, -9) and Lille (77%, -9).

Public transport, for example the bus, tram or metro			
Total 'Satisfied'			
		2015	Diff. 2015- 2012
	Miskolc	65%	+25
	Budapest	67%	+22
	Burgas	86%	+19
	Krakow	82%	+19
	Geneva	82%	+19

	Lille	77%	-9
	Oviedo	66%	-9
	Lefkosia	41%	-9
	Kosice	45%	-12
	Riga	67%	-14

Respondents were also asked which type of transport they use most often on a typical day. As indicated in the chart below, there is considerable variation between cities in the proportion that uses public transport on a daily basis, ranging from 80% in Paris to 5% in Lefkosia. Public transport is mostly used in the capital cities rather than in the other cities. Among the top 15 cities using public transport, 10 are EU capitals.

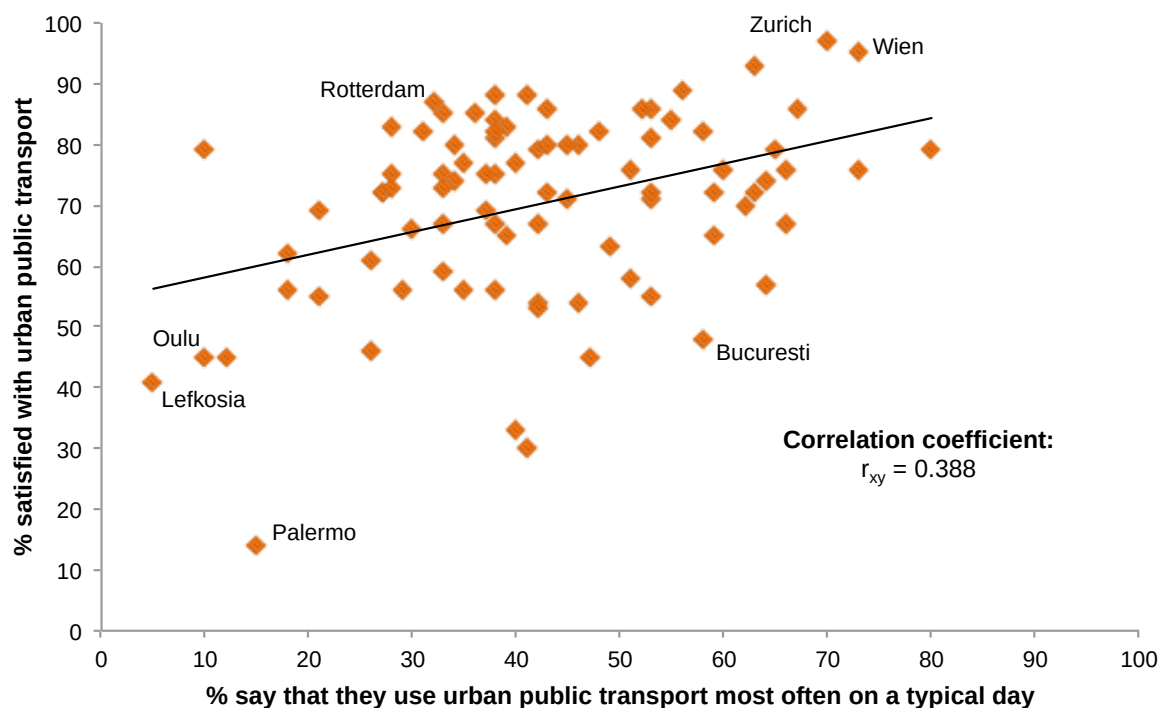
D21 On a typical day, which mode(s) of transport do you use most often? - **Urban public transport (bus, metro, tram, ferry, etc.)**



If we examine satisfaction with public transport in relation to daily transport use, a complex pattern emerges. As the graph below indicates, there is not a strong correlation between satisfaction with, and daily use of, public transport.

Some cities show high levels of satisfaction alongside high usage of public transport; for example Zurich and Wien register the highest satisfaction levels, and also have large proportions of respondents using public transport as their main mode of transport. Equally, satisfaction levels are among the lowest in Palermo, Lefkosia and Oulu, and these cities also feature at the bottom in terms of public transport usage.

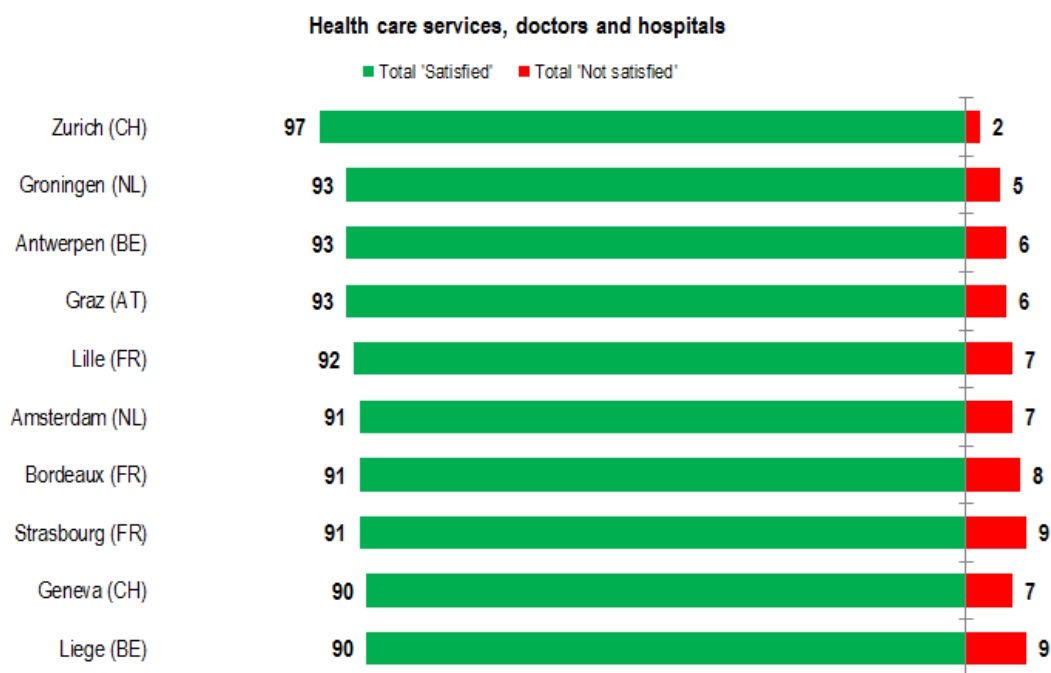
However, there are also cities which register high levels of satisfaction alongside relatively low levels of public transport use (e.g. Rotterdam), as well as those with low satisfaction alongside high public transport use (e.g. Bucuresti).



2.2. Health care services

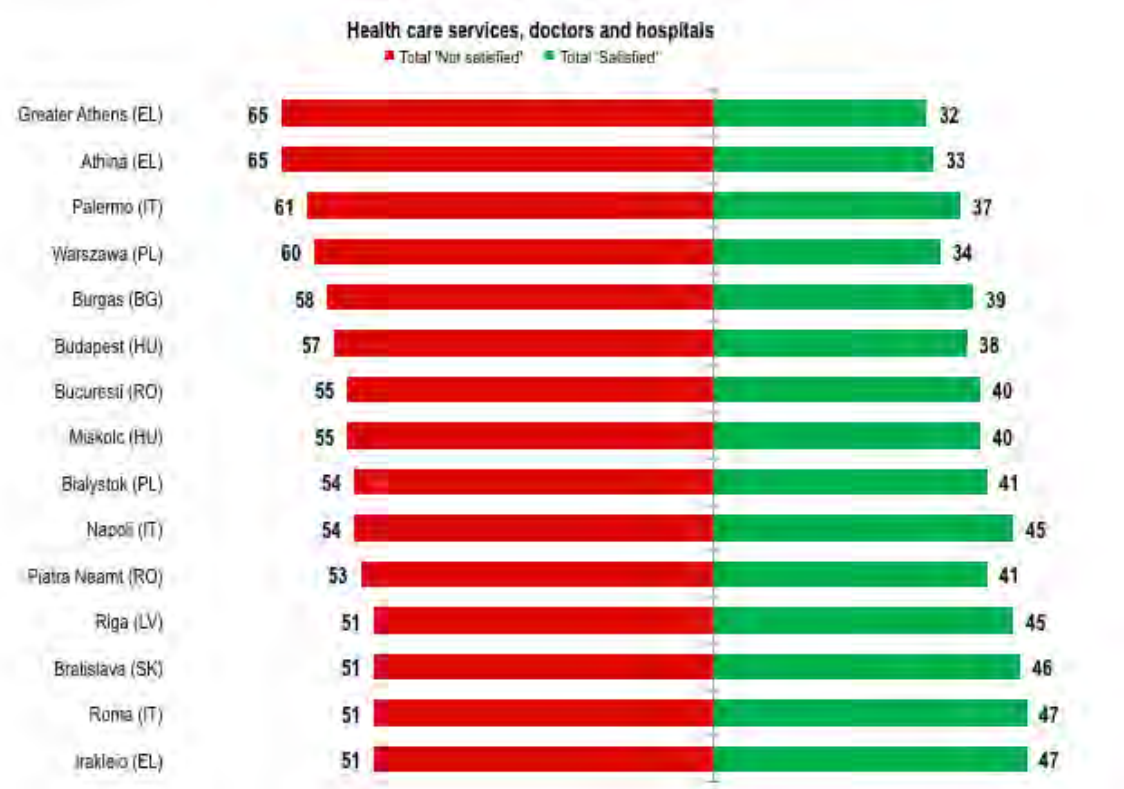
When it comes to health care services within the city⁶, levels of satisfaction vary considerably. In 10 cities, at least 9 respondents out of 10 are satisfied with the city's health care services, and in 34 cities the level of satisfaction is at least 80%. The highest satisfaction levels are in Zurich (97%), Groningen, Antwerpen, Graz (all 93%) and Lille (92%).

It is worth mentioning that the majority of respondents say they are "very satisfied" with their cities' health services in the five following cities: Zurich, Groningen, Graz, Antwerpen and Munchen.



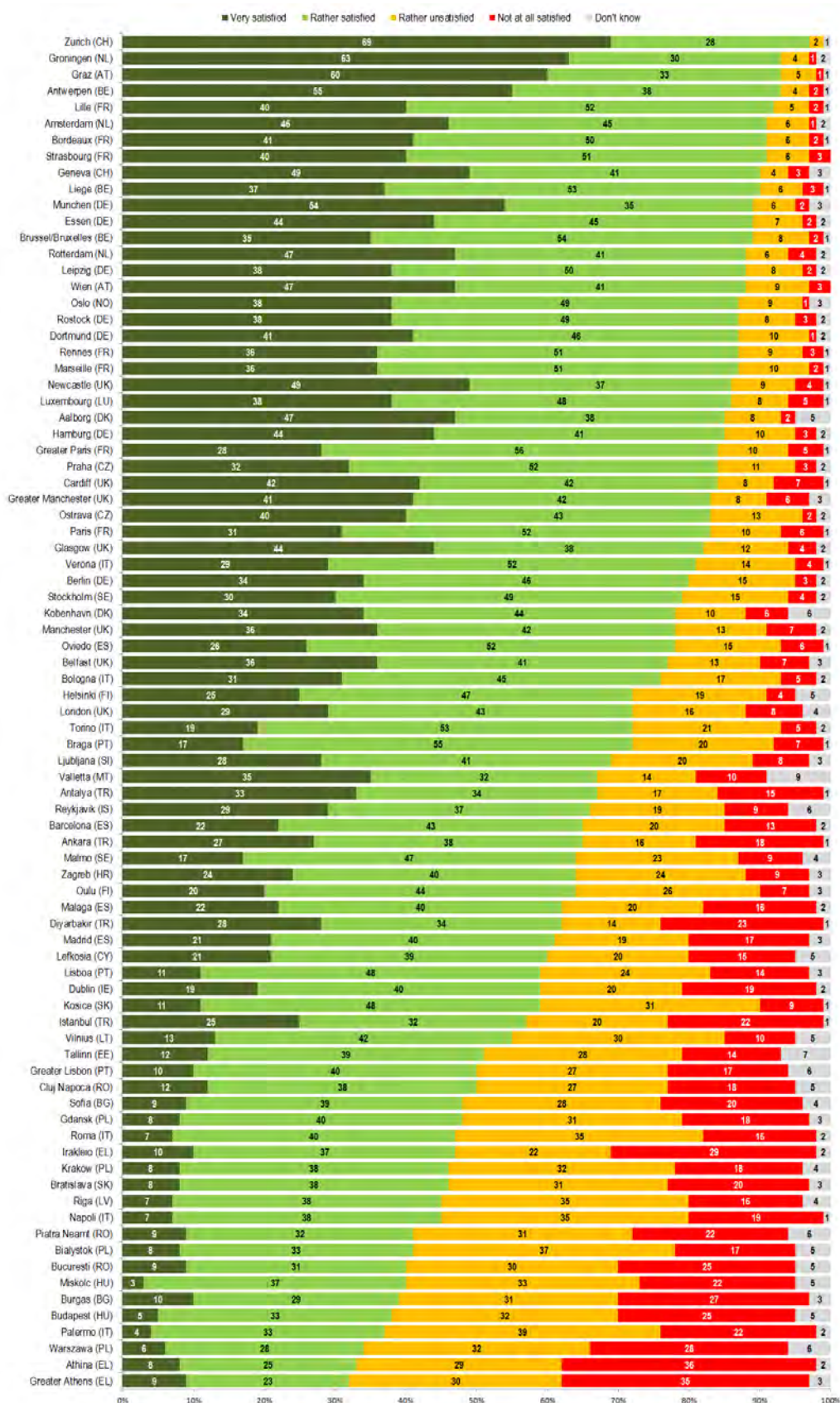
⁶ Q1.2 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - Health care services, doctors and hospitals.

However, in 18 cities, less than half of respondents say that they are satisfied with the health services in their city; in 16 of these cities, at least 50% of respondents are dissatisfied with the health care system. The level of dissatisfaction is highest in Greater Athens (65%), Athina (65%), Palermo (61%) and Warszawa (60%).



As shown in the graph below, the 25 most satisfied cities regarding health care services include the three Belgian cities, six German cities and five French cities.

Q1.2 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **Health care services, doctors and hospitals**



Among capital cities, there are substantial differences regarding the level of satisfaction with health care services, ranging from 91% in Amsterdam to 33% in Athina. Overall, there are only four EU capital cities that are in the top 20 cities for satisfaction with health care services: Amsterdam, Brussel/Bruxelles, Wien and Luxembourg, while seven EU capitals are among the 15 lowest rated cities.

Satisfaction with health care services, doctors and hospitals in EU capital cities

	Total 'Satisfied'
 Amsterdam	91%
 Brussel/Bruxelles	89%
 Wien	88%
 Luxembourg	86%
 Praha	84%
 Paris	83%
 Berlin	80%
 Stockholm	79%
 Kobenhavn	78%
 Helsinki	72%
 London	72%
 Ljubljana	69%
 Valletta	67%
 Zagreb	64%
 Madrid	61%
 Lefkosia	60%
 Dublin	59%
 Lisboa	59%
 Vilnius	55%
 Tallinn	51%
 Sofia	48%
 Roma	47%
 Bratislava	46%
 Riga	45%
 Bucuresti	40%
 Budapest	38%
 Warszawa	34%
 Athina	33%

In comparison with 2012, there have been large increases in satisfaction with health care services in Braga (72%, +14), Irakleio (47%, +12), Piatra Neamt (41%, +12) and Bucuresti (40%, +11).

The most marked negative trends can be seen in Turkish cities: Istanbul (57%, -15), Antalya (67%, -12), Diyarbakir (62%, -10) and Ankara (65%, -10), as well as Miskolc (40%, -12).

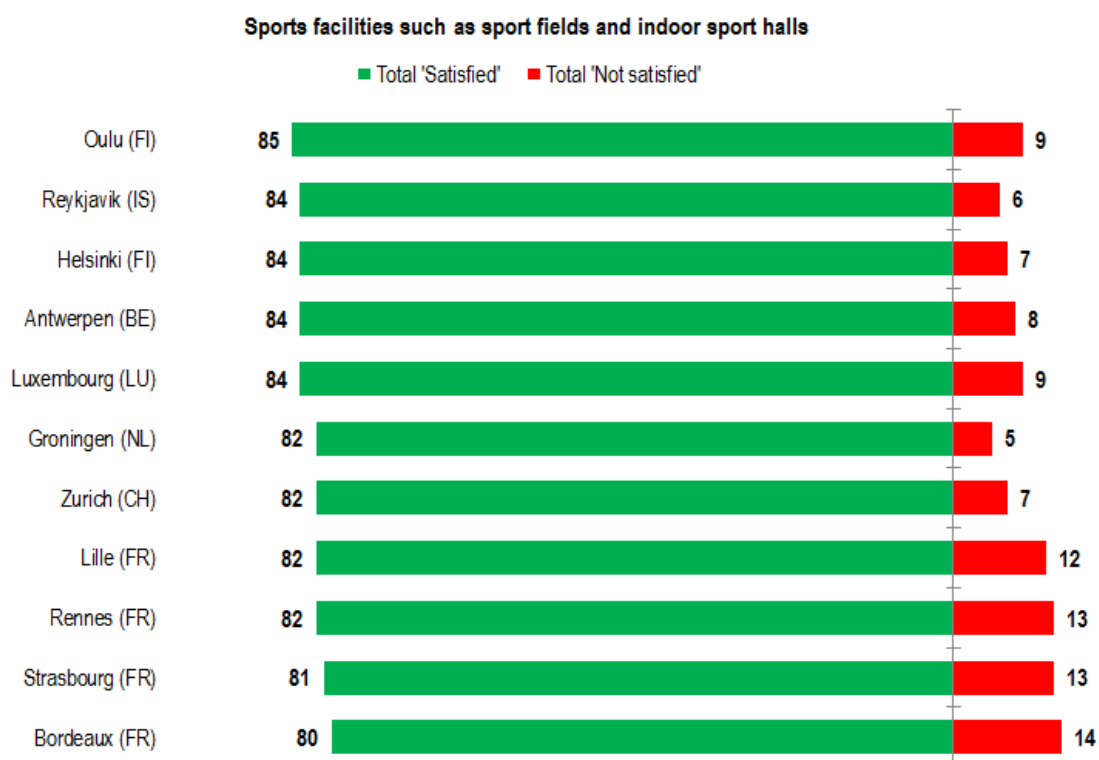
Health care services, doctors and hospitals			
Total 'Satisfied'			
		2015	Diff. 2015- 2012
	Braga	72%	+ 14
	Irakleio	47%	+ 12
	Piatra Neamt	41%	+ 12
	Bucuresti	40%	+ 11
...			
	Ankara	65%	- 10
	Diyarbakir	62%	- 10
	Antalya	67%	- 12
	Miskolc	40%	- 12
	Istanbul	57%	- 15

When comparing the results for the “city” with those for the “Greater city”, it appears that respondents from the city of Lisboa are more likely to be satisfied than those from the overall Greater Lisbon with health care services, doctors and hospitals (59% compared with 50%).

2.3. Sports facilities

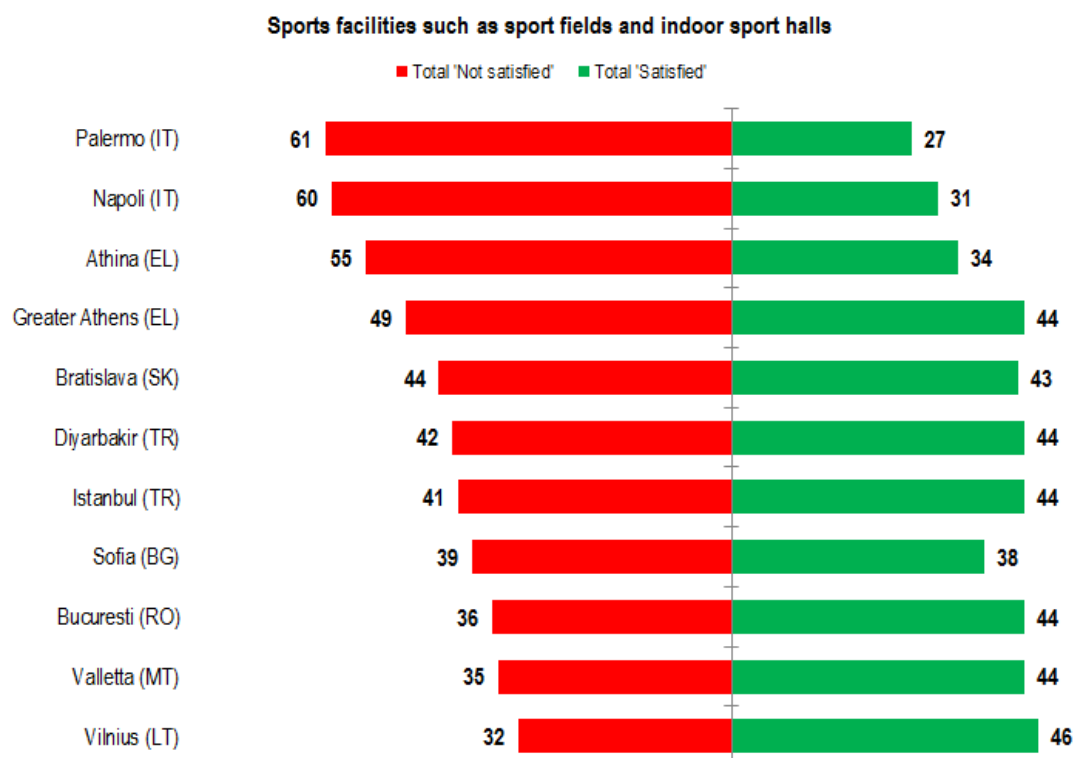
In most cities surveyed (72 out of 83), at least half of respondents are satisfied with their cities' sports facilities⁷. In 34 cities, at least 70% of respondents are satisfied with sports facilities and in 11 of these cities, the level of satisfaction reaches 80% or above.

Oulu (85%), Reykjavik, Helsinki, Antwerpen and Luxembourg (all 84%) record the highest levels of satisfaction.



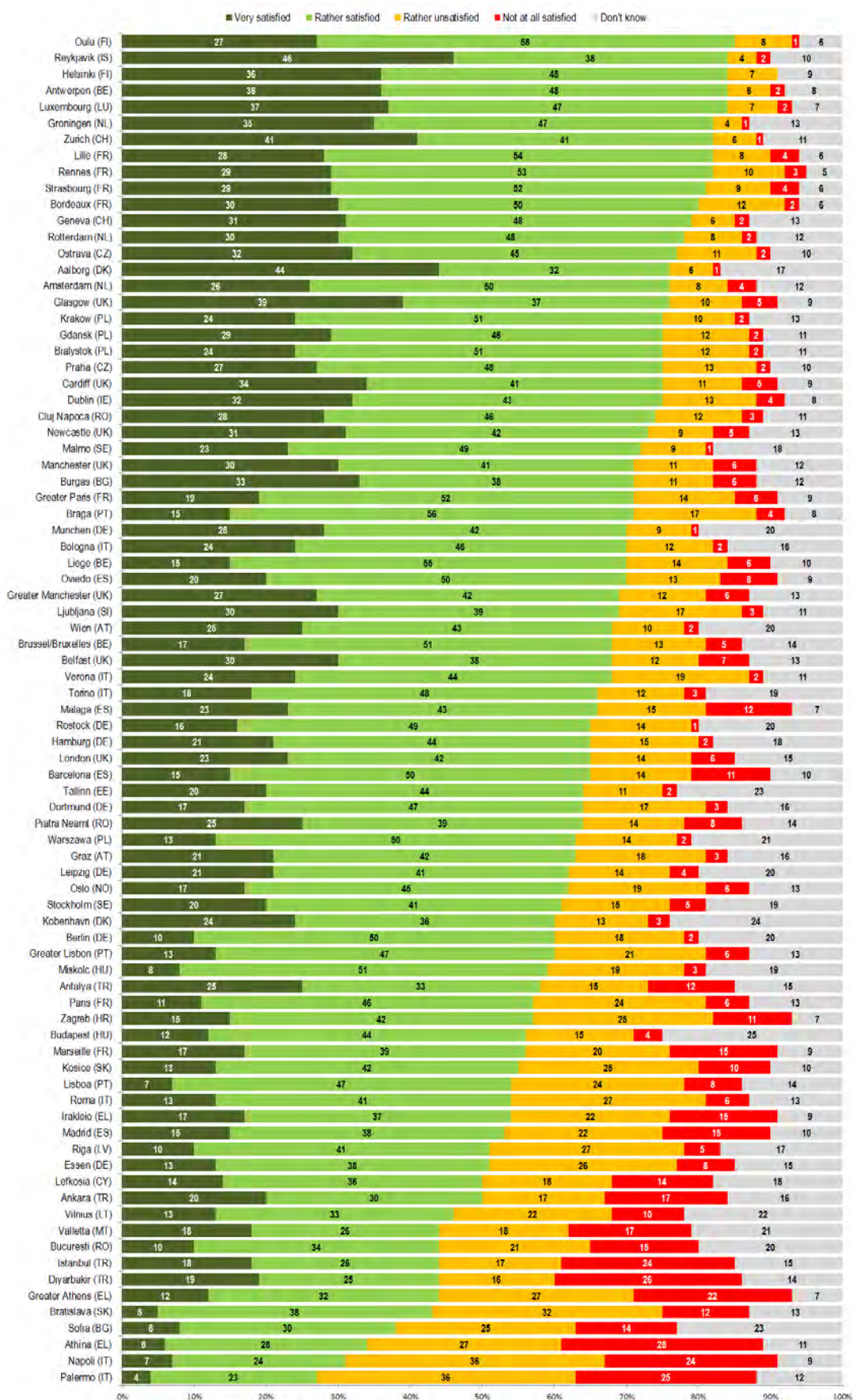
⁷ Q1.3 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - Sports facilities such as sport fields and indoor sport halls.

In 11 cities, less than half of respondents say they are satisfied with their cities' sports facilities; moreover, a majority of respondents say they are dissatisfied in three of these cities: Palermo (60%), Napoli (55%) and Athina (55%).



The levels of “don’t know” responses to this question are relatively high, with the highest proportion in Budapest (25%), Kobenhavn (24%), Sofia (23%), Tallinn (23%), Vilnius (22%), Valletta and Warszawa (both 21%).

Q1.3 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **Sports facilities such as sport fields and indoor sport halls**



Helsinki and Luxembourg rank highest among EU capitals (both 84% satisfied), while the lowest levels of satisfaction with sports facilities can be seen in Athina (34%), Sofia (38%) and Bratislava (43%).

Overall, capital cities tend to receive lower ratings than other cities: 11 capital cities are among the 20 with the lowest satisfaction levels. In general, respondents living in large cities are less likely to be satisfied with sports facilities.

Satisfaction with sports facilities in EU capital cities

	Total 'Satisfied'
 Helsinki	84%
 Luxembourg	84%
 Amsterdam	76%
 Dublin	75%
 Praha	75%
 Ljubljana	69%
 Brussel/Bruxelles	68%
 Wien	68%
 London	65%
 Tallinn	64%
 Warszawa	63%
 Stockholm	61%
 København	60%
 Berlin	60%
 Zagreb	57%
 Paris	57%
 Budapest	56%
 Lisboa	54%
 Roma	54%
 Madrid	53%
 Riga	51%
 Lefkosia	50%
 Vilnius	46%
 Bucuresti	44%
 Valletta	44%
 Bratislava	43%
 Sofia	38%
 Athina	34%

A comparison with the 2012 results shows positive evolutions in many cities. The highest increases can be seen in Bialystok (75%, +19), Krakow (75%, +15), Kosice (55%, +14) and Bratislava (43%, +11). The largest decreases in satisfaction are recorded in Piatra Neamt (64%, -9) and Essen (51%, -8).

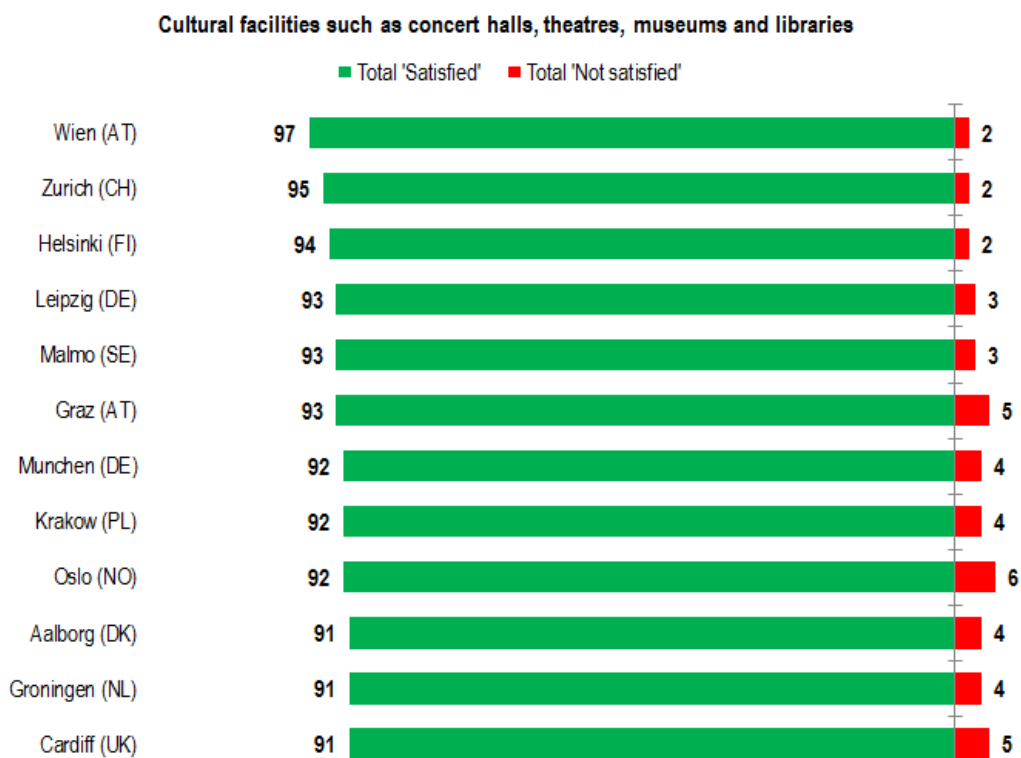
Sports facilities such as sport fields and indoor sport halls		
Total 'Satisfied'		
	2015	Diff. 2015- 2012
 Bialystok	75%	+19
 Krakow	75%	+15
 Kosice	55%	+14
 Bratislava	43%	+11
...		
 Ljubljana	69%	-7
 Verona	68%	-7
 Istanbul	44%	-7
 Palermo	27%	-7
 Essen	51%	-8
 Piatra Neamt	64%	-9

Satisfaction with sports facilities is higher among respondents in the overall "Greater Paris" than those in the city of Paris (71% compared with 57%). The same pattern also applies for those in the overall "Greater Athens" compared with the city of Athina (44% compared with 34%).

2.4. Cultural facilities

Respondents were then asked about their satisfaction with cultural facilities⁸. Satisfaction levels are high, with a majority of respondents satisfied in all but one city (Valletta).

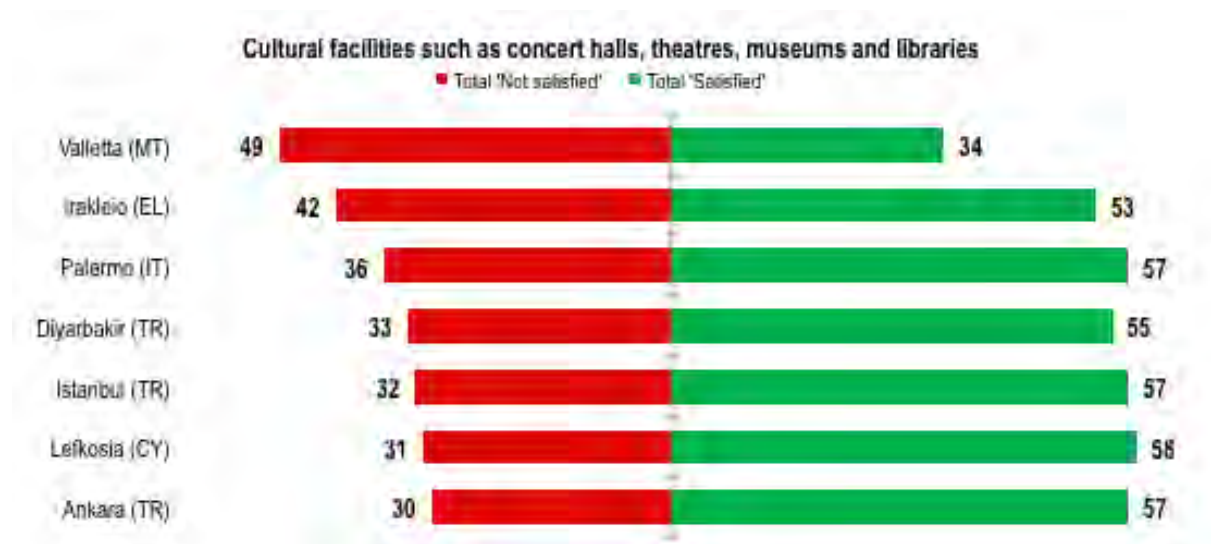
Respondents are most satisfied in Wien (97%), with as many as 80% “very satisfied”, followed by Zurich (95%) and Helsinki (94%). In 12 cities the level of satisfaction is above 90%.



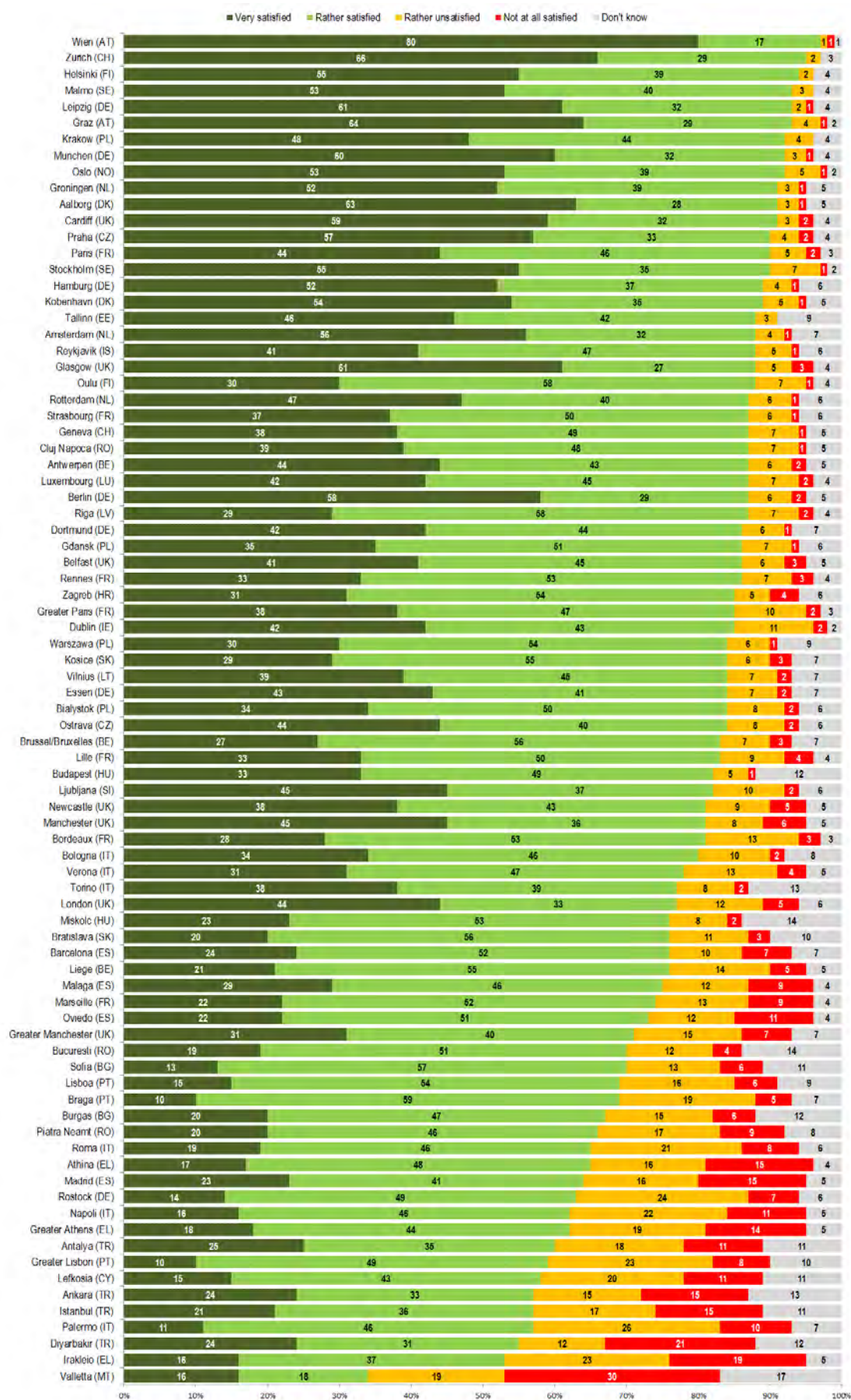
⁸ Q1.4 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - Cultural facilities such as concert halls, theatres, museums and libraries.

The level of satisfaction of respondents with their cities' cultural facilities is less than 60% in seven cities. This level of satisfaction even drops below 50% in one city: Valletta (34%). Indeed, this is the only city where dissatisfaction exceeds satisfaction with respect to cultural facilities (49% vs. 34%).

In addition, at least a third of respondents are dissatisfied with cultural facilities in Irakleio (42%), Palermo (36%), Diyarbakir (33%) and Napoli (33%).



Q1.4 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **Cultural facilities such as concert halls, theatres, museums and libraries**



Valletta is the only EU capital city where less than half of respondents say they are satisfied with their cultural facilities, and in 18 EU capitals the level of satisfaction with cultural facilities is above 80%. The highest ratings are seen in Wien (97%) and Helsinki (94%).

Satisfaction with cultural facilities in EU capital cities

	Total 'Satisfied'
 Wien	97%
 Helsinki	94%
 Stockholm	90%
 Praha	90%
 Paris	90%
 Kobenhavn	89%
 Tallinn	88%
 Amsterdam	88%
 Riga	87%
 Luxembourg	87%
 Berlin	87%
 Zagreb	85%
 Dublin	85%
 Warszawa	84%
 Vilnius	84%
 Brussel/Bruxelles	83%
 Budapest	82%
 Ljubljana	82%
 London	77%
 Bratislava	76%
 Sofia	70%
 Bucuresti	70%
 Lisboa	69%
 Roma	65%
 Athina	65%
 Madrid	64%
 Lefkosia	58%
 Valletta	34%

Compared with 2012, the greatest positive trends are observed in Malaga (75%, +11), Athina (65%, +10), Cluj Napoca (87%, +9) and Braga (69%, +9). The largest decreases can be found in Lefkosia (58%, -9) and Barcelona (76%, -7).

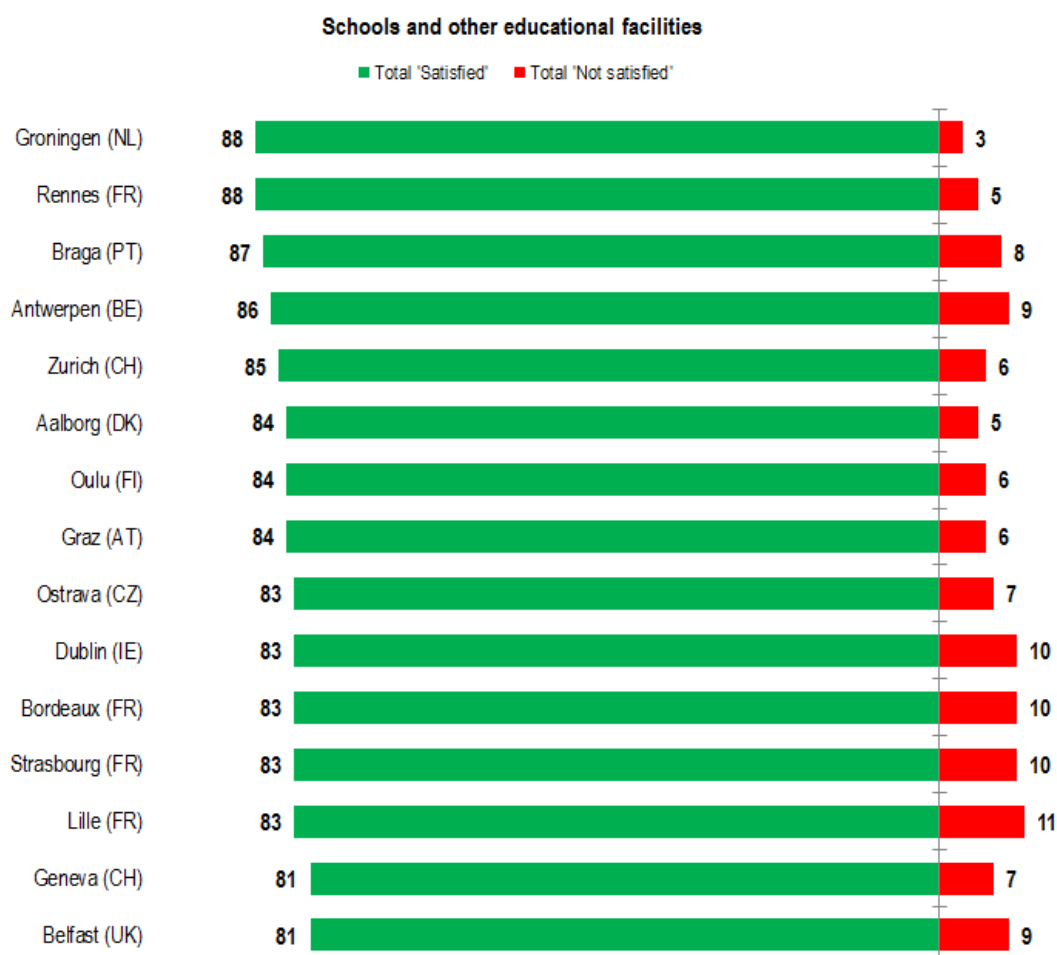
Cultural facilities such as concert halls, theatres, museums and libraries
Total 'Satisfied'

		2015	Diff. 2015- 2012
	Malaga	75%	+11
	Athina	65%	+10
	Cluj Napoca	87%	+9
	Braga	69%	+9
	Krakow	92%	+8
	Rostock	63%	+8
...			
	Lille	83%	-6
	Ljubljana	82%	-6
	Madrid	64%	-6
	Istanbul	57%	-6
	Barcelona	76%	-7
	Lefkosia	58%	-9

When comparing the results of the 'city with the overall 'Greater city', it can be found that respondents in the city of Lisboa are more likely than those from the overall "Greater Lisbon" to be satisfied with the city's cultural facilities (69% compared with 59%). The same pattern also applies for respondents in the city of Manchester compared to those from the overall "Greater Manchester" (81% compared with 71%).

2.5. Educational facilities

In 75 out of the 83 cities surveyed, more than half of the respondents are satisfied with the school and educational facilities of their city⁹. This level of satisfaction exceeds 80% in 15 cities. The highest levels of satisfaction are recorded in Groningen, Rennes (both 88%), Braga (87%), Antwerpen (86%) and Zurich (85%). Four French cities are also among the top 15 cities on this dimension.

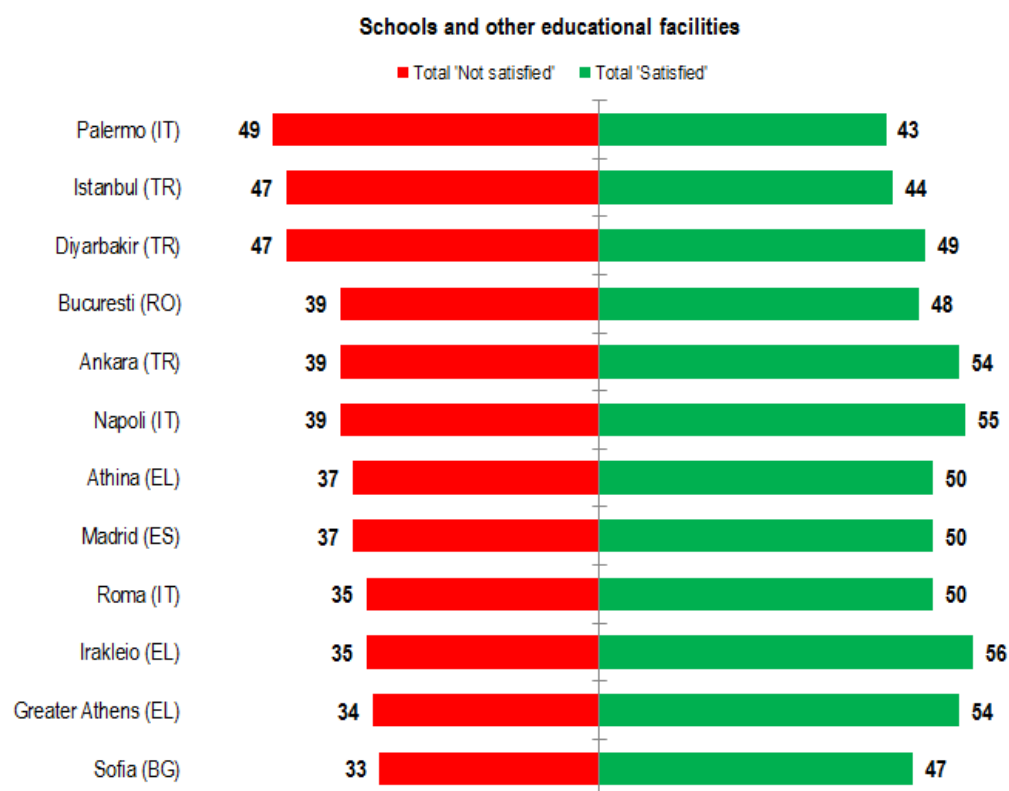


⁹ Q1.9 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - Schools and other educational facilities.

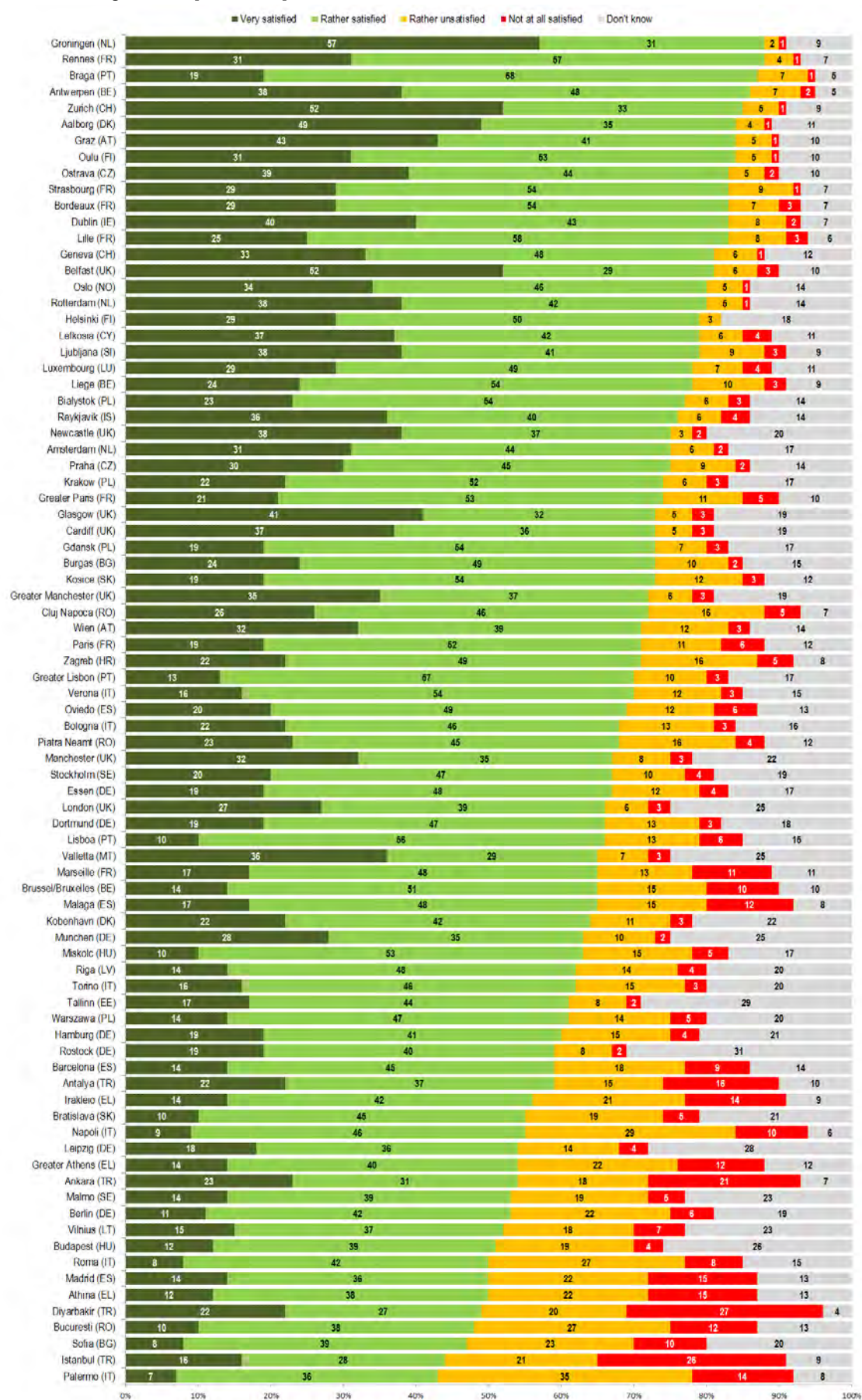
In only five cities, less than half of the respondents are satisfied with their cities' educational facilities: Palermo (43%), Istanbul (44%), Sofia (47%), Bucuresti (48%) and Diyarbakir (49%).

However, in 12 cities at least one-third of respondents are dissatisfied. The highest dissatisfaction levels are recorded in three cities where almost half of respondents say they are dissatisfied with schools and other educational facilities: Palermo (49%), Istanbul and Diyarbakir (both 47%).

In general, respondents in large cities tend to be less satisfied with schools and educational facilities, compared with those in smaller cities.



Q1.9 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **Schools and other educational facilities**



Of EU capitals, only 4 rank among the top 20 cities in terms of satisfaction with schools and other educational facilities: Dublin, Helsinki, Lefkosia and Ljubljana. By contrast, the 12 cities with the lowest ratings include 8 EU capitals.

Satisfaction with schools and other educational facilities in EU capital cities

	Total 'Satisfied'
 Dublin	83%
 Helsinki	79%
 Lefkosia	79%
 Ljubljana	79%
 Luxembourg	78%
 Praha	75%
 Amsterdam	75%
 Paris	71%
 Zagreb	71%
 Wien	71%
 Stockholm	67%
 Lisboa	66%
 London	66%
 Brussel/Bruxelles	65%
 Valletta	65%
 Kobenhavn	64%
 Riga	62%
 Tallinn	61%
 Warszawa	61%
 Bratislava	55%
 Berlin	53%
 Vilnius	52%
 Budapest	51%
 Athina	50%
 Roma	50%
 Madrid	50%
 Bucuresti	48%
 Sofia	47%

Compared with 2012, satisfaction with schools has improved in many cities. The largest increases are recorded in Athina (50%, +11), Zurich (85%, +8), Geneva (81%, +8), Napoli (55%, +8) and Burgas (73%, +7).

At the other end of the scale, significant decreases are recorded in Ankara (54%, -10), Istanbul (44%, -9), Verona (70%, -8), Greater Manchester (72%, -8) and Ljubljana (79%, -8).

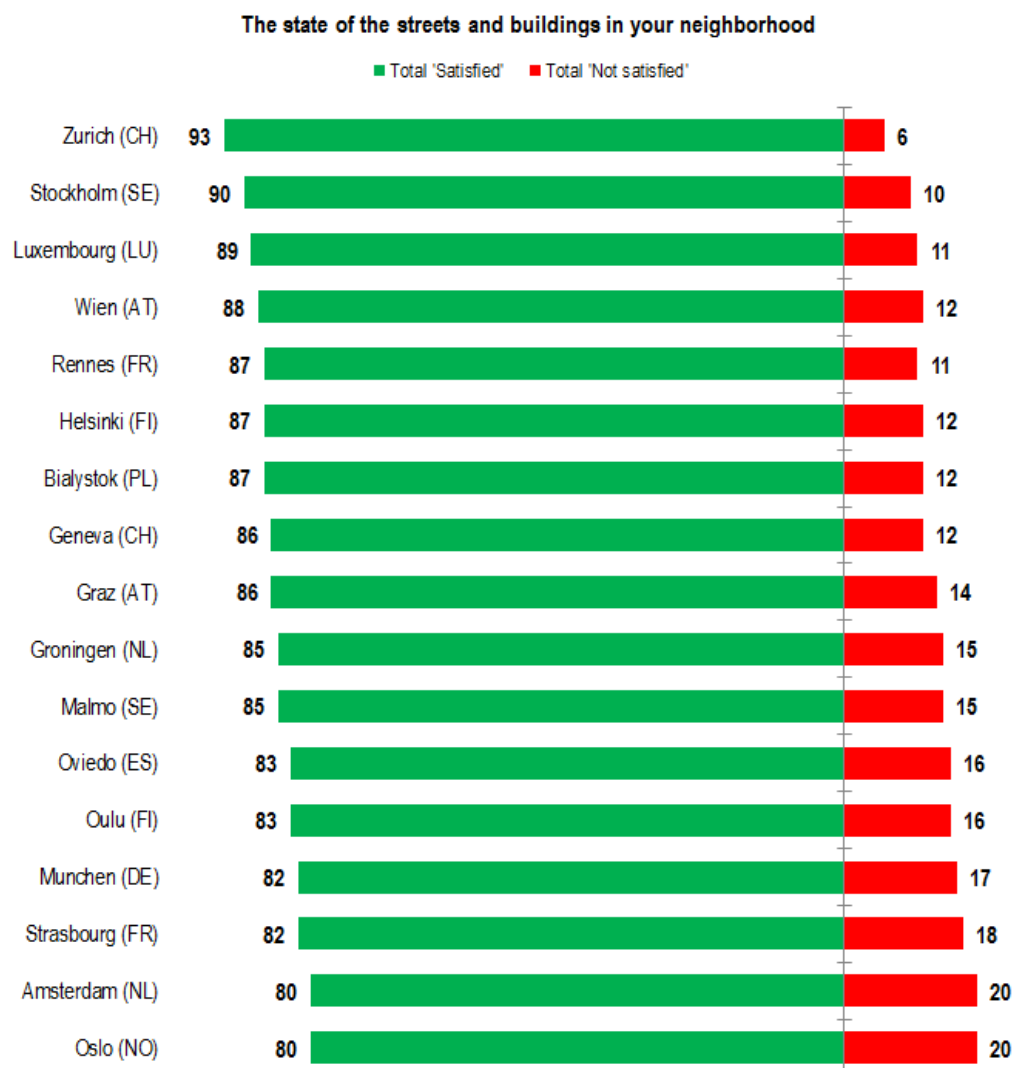
Schools and other educational facilities Total 'Satisfied'

		2015	Diff. 2015- 2012
	Athina	50%	+11
	Zurich	85%	+8
	Geneva	81%	+8
	Napoli	55%	+8
	Burgas	73%	+7
	Glasgow	73%	-7
	Marseille	65%	-7
	Munchen	63%	-7
	Warszawa	61%	-7
	Budapest	51%	-7
	Ljubljana	79%	-8
	Greater Manchester	72%	-8
	Verona	70%	-8
	Istanbul	44%	-9
	Ankara	54%	-10

2.6. Streets and buildings

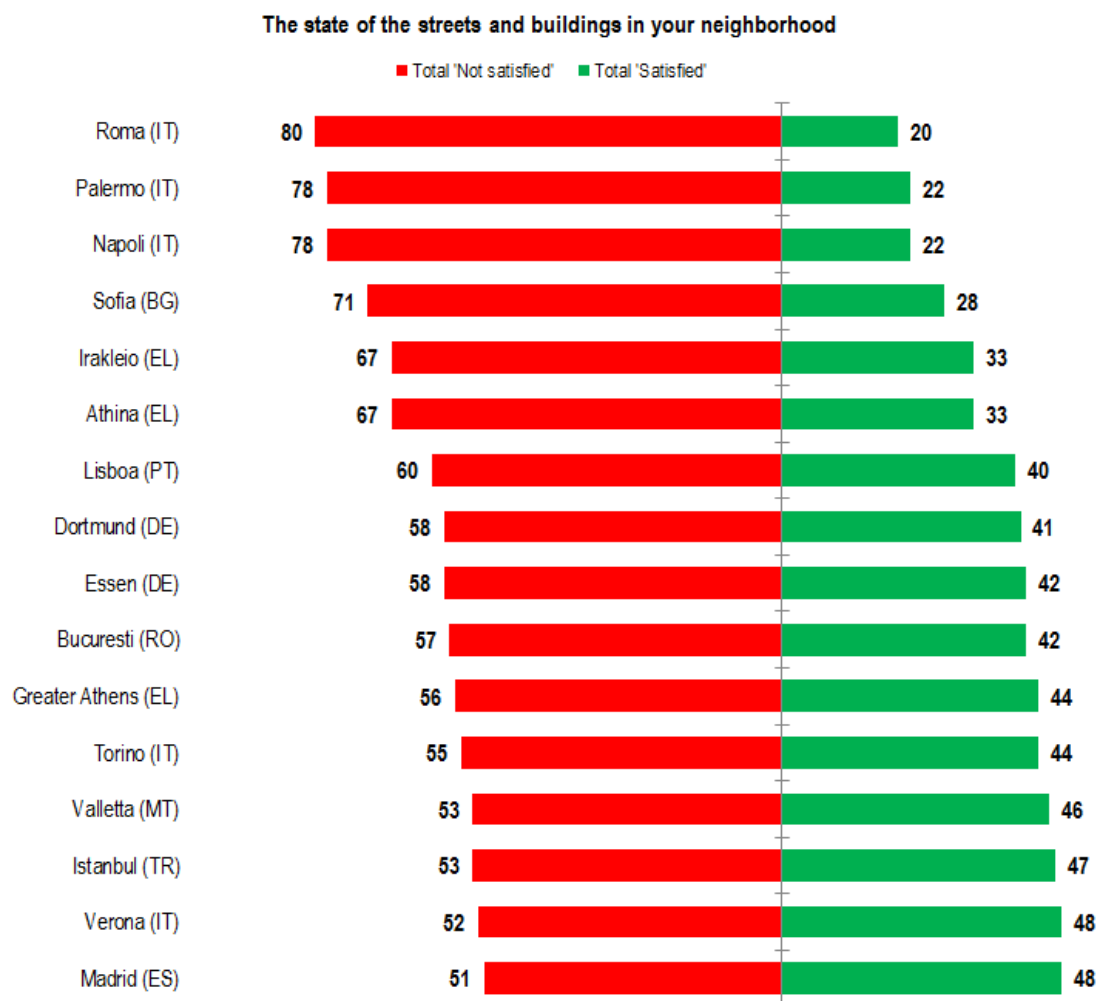
Strong disparities can be observed on this element, with levels of satisfaction rising to over 90% in some cities and dropping to around 20% in others.

In 66 of the 83 cities surveyed, over half of the respondents are satisfied with the state of the streets and buildings in their neighbourhood¹⁰. In 17 cities, this proportion even reaches or exceeds 80%. The highest satisfaction levels can be seen in Zurich (93%) and Stockholm (90%).



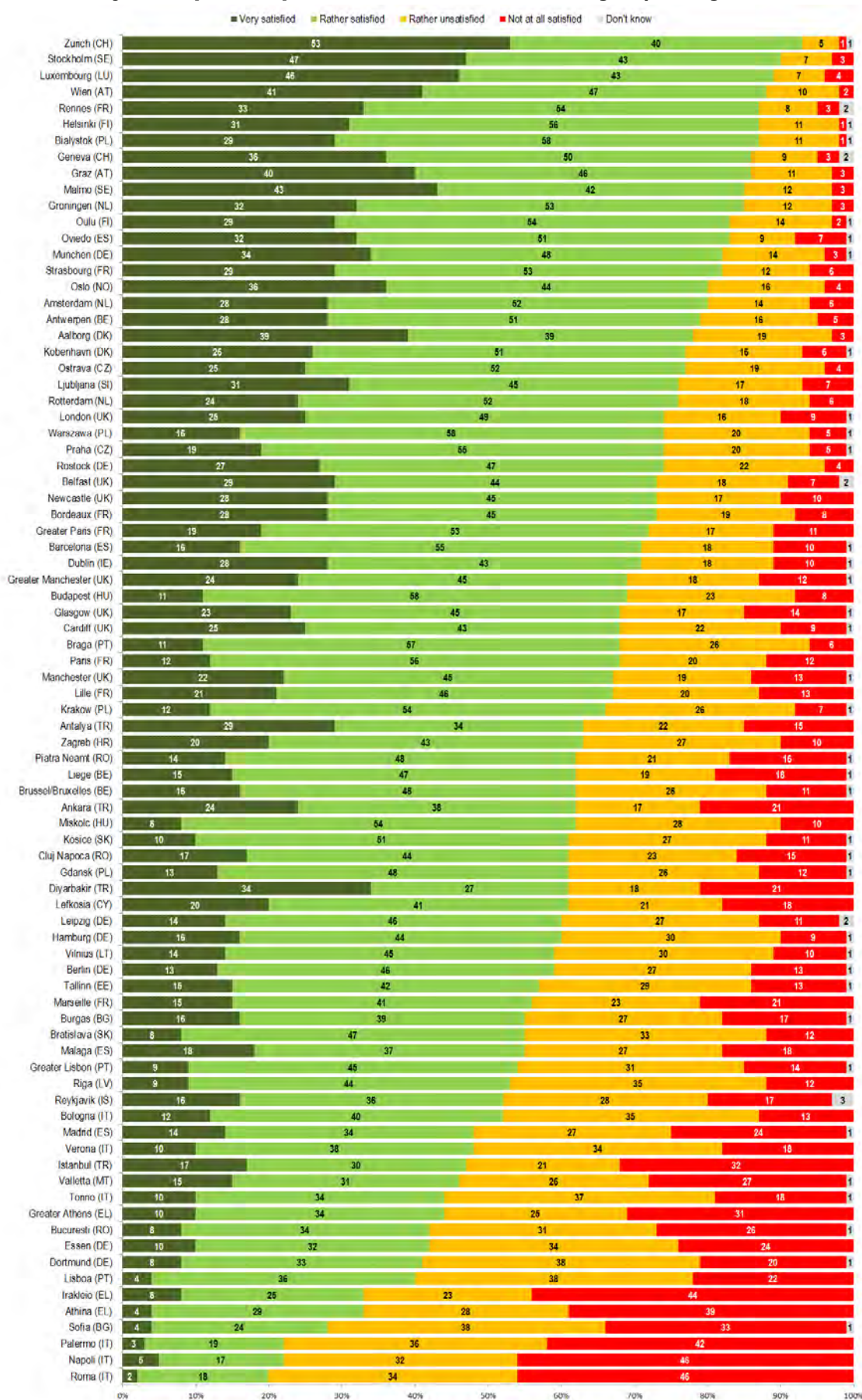
¹⁰ Q1.5 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - The state of the streets and buildings in your neighbourhood.

In 17 cities, a majority of respondents express dissatisfaction, with the highest levels of dissatisfaction in three Italian cities: Roma (80%), Palermo (78%) and Napoli (78%).



It is worth mentioning that respondents in all Italian and all Greek cities studied are amongst the most dissatisfied with the state of the streets and buildings in their neighbourhood.

Q1.5 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **The state of the streets and buildings in your neighbourhood**



There are also large differences between EU capitals. Large majorities are satisfied with the state of streets and buildings in Stockholm, Luxembourg, Wien and Helsinki, but in 7 EU capitals less than half of respondents are satisfied: Madrid (48%), Valletta (46%), Bucuresti (42%), Lisboa (40%), Athina (33%), Sofia (28%) and Roma (20%).

**Satisfaction with the state of the streets and buildings
in your neighbourhood in EU capital cities**

	Total 'Satisfied'
 Stockholm	90%
 Luxembourg	89%
 Wien	88%
 Helsinki	87%
 Amsterdam	80%
 Kobenhavn	77%
 Ljubljana	76%
 Warszawa	74%
 Praha	74%
 London	74%
 Dublin	71%
 Budapest	69%
 Paris	68%
 Zagreb	63%
 Brussel/Bruxelles	62%
 Lefkosia	61%
 Vilnius	59%
 Berlin	59%
 Tallinn	57%
 Bratislava	55%
 Riga	53%
 Madrid	48%
 Valletta	46%
 Bucuresti	42%
 Lisboa	40%
 Athina	33%
 Sofia	28%
 Roma	20%

There has been a large decrease in satisfaction since 2012 in Reykjavik (52%, -29), while 5 other cities register a fall of at least 10 percentage points, including 3 Italian cities. The largest increases in satisfaction with the state of streets and buildings can be seen in Geneva (86%, +11) and Vilnius (59%, +10).

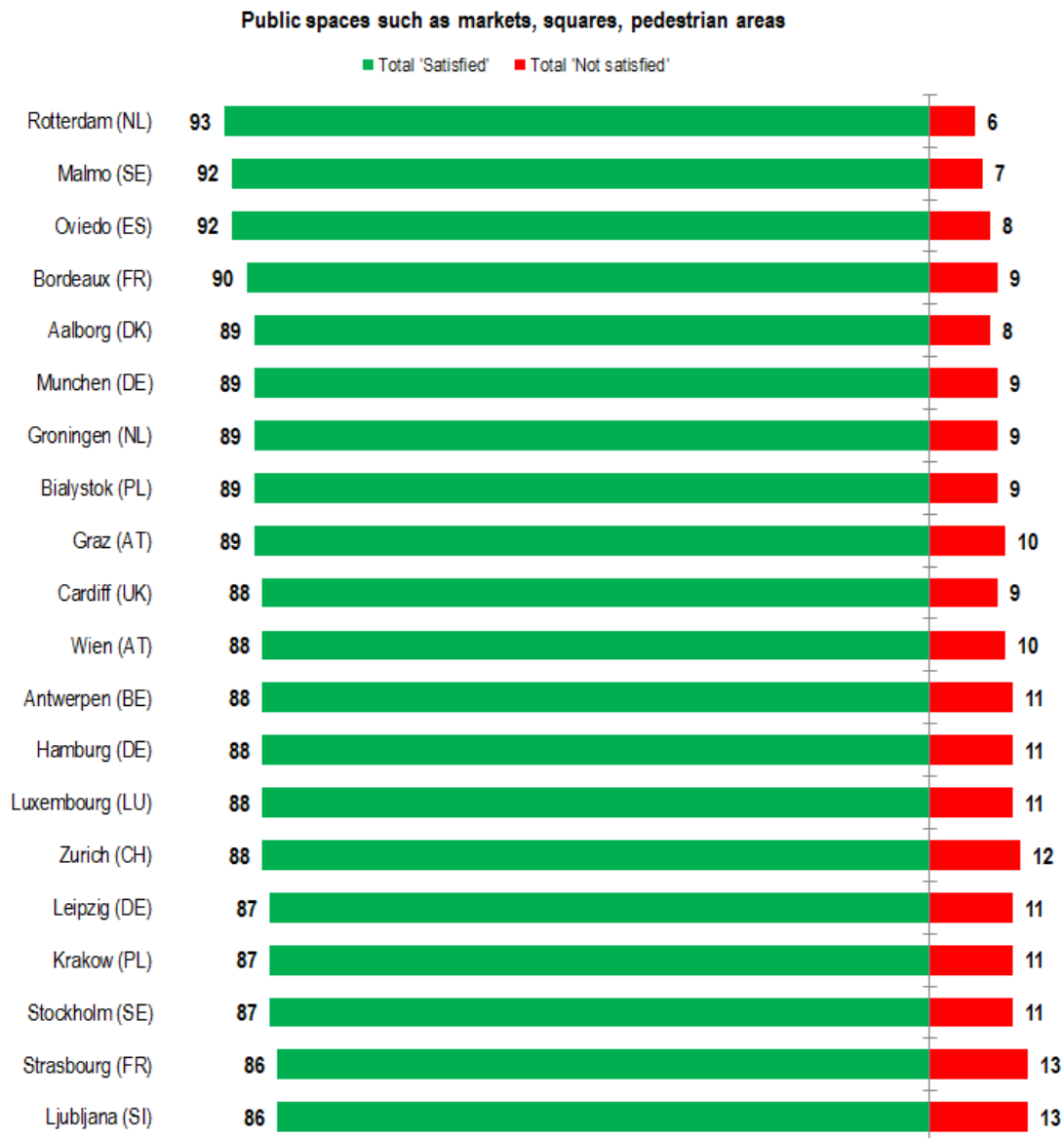
The state of the streets and buildings in your neighbourhood			
Total 'Satisfied'			
		2015	Diff. 2015- 2012
	Geneva	86%	+11
	Vilnius	59%	+10
	Bialystok	87%	+8
	Warszawa	74%	+6
	Athina	33%	+6
...			
	Piatra Neamt	62%	-10
	Verona	48%	-10
	Essen	42%	-10
	Palermo	22%	-10
	Torino	44%	-15
	Reykjavik	52%	-29

When comparing the results for the 'city' with those of the overall 'Greater city', it appears that respondents in 'Greater Lisbon' express greater satisfaction with the state of streets and buildings than those in the city of Lisboa (54% compared with 40%). The same pattern also applies to the overall 'Greater Athens', compared to the city of Athina (44% compared with 33%).

2.7. Public spaces

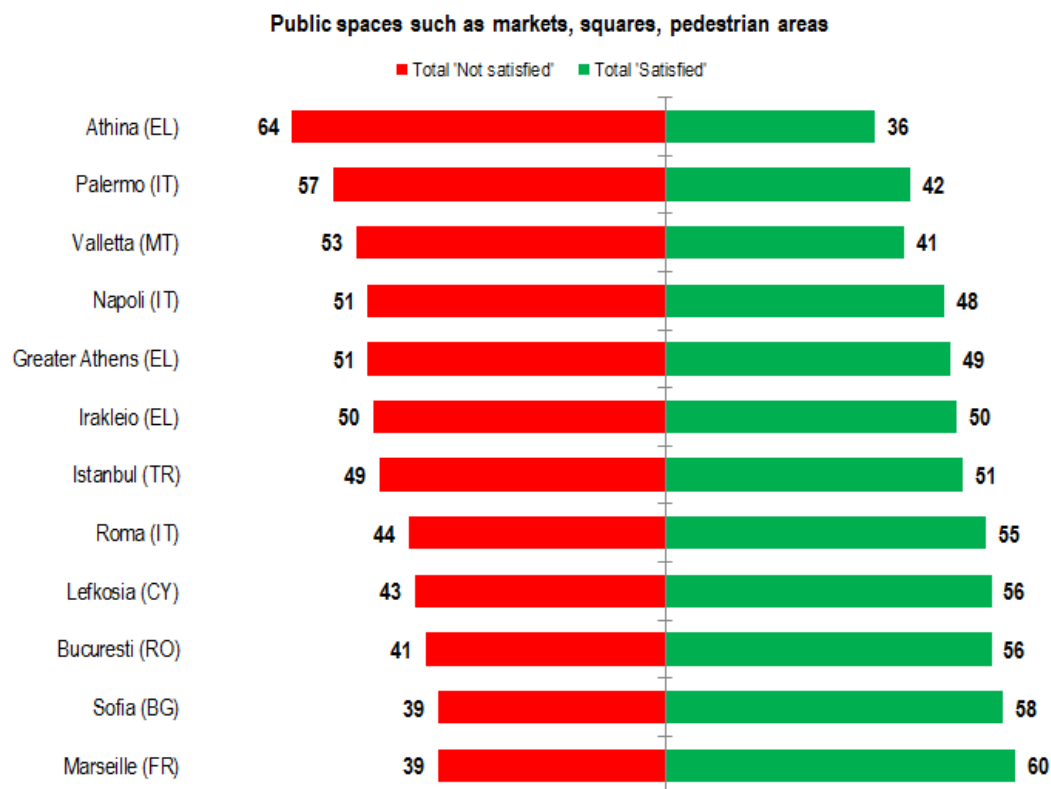
Satisfaction with public spaces such as markets, squares and pedestrian areas¹¹ is generally quite high: at least 70% of respondents are satisfied in most of the cities surveyed (67 out of 83).

In particular in four cities, at least 90% of respondents are satisfied with their cities' public spaces: Rotterdam (93%), Malmo (92%), Oviedo (92%) and Bordeaux (90%).

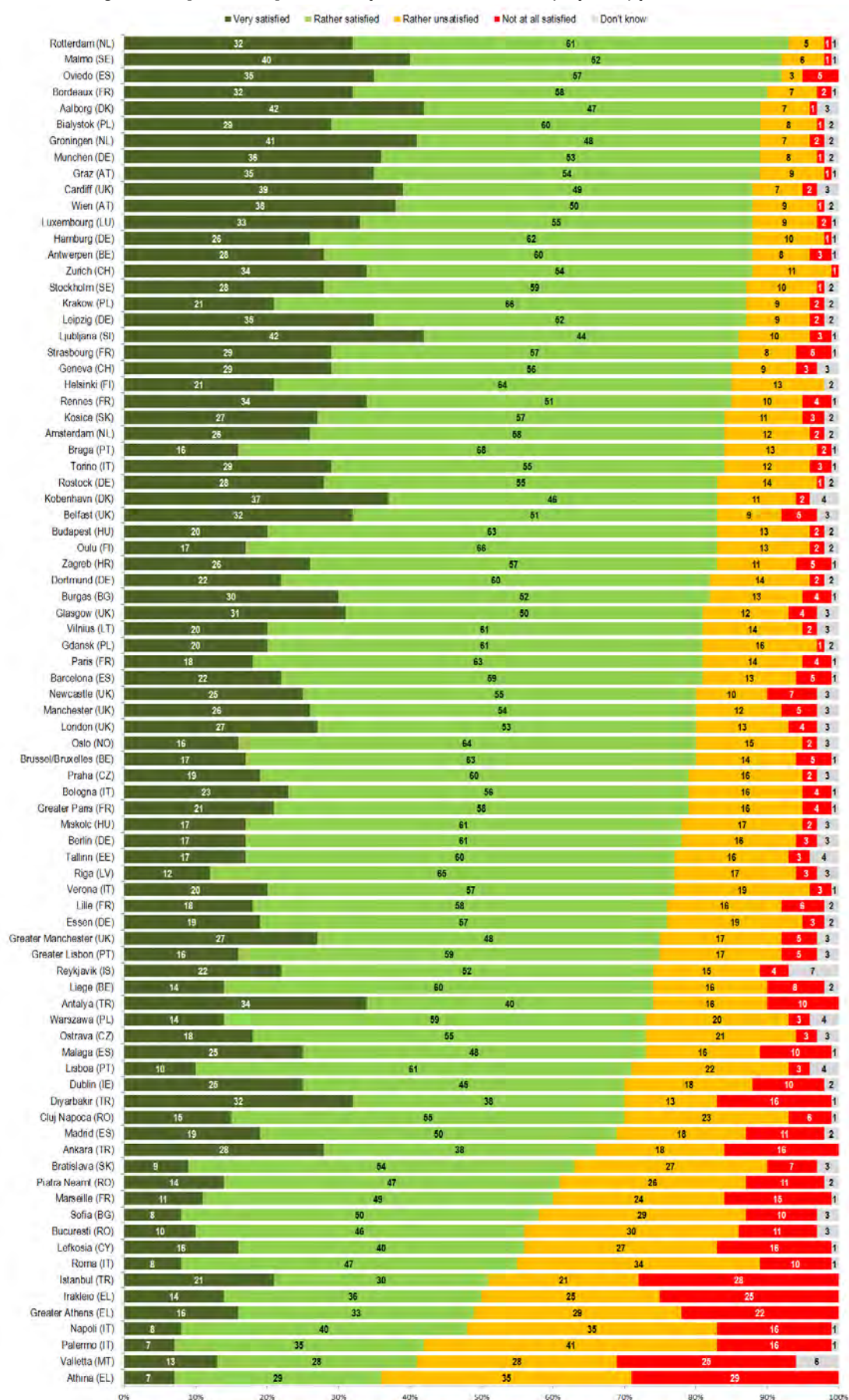


¹¹ Q1.6 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - Public spaces such as markets, squares, pedestrian areas.

At the other side of the scale, the level of satisfaction of respondents with their cities' public spaces drops to 60% or below in only 12 cities. In five of these cities, a majority of respondents is dissatisfied with the public spaces: Athina (64% dissatisfied), Palermo (57%), Valletta (53%), Greater Athens and Napoli (both 51%).



Q1.6 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **Public spaces such as markets, squares, pedestrian areas**



Levels of satisfaction with public spaces are generally lower in EU capitals than in other cities. Whilst only Wien and Luxembourg feature among the top 15 cities, 5 EU capitals are among the 15 lowest ranked cities.

Satisfaction with public spaces such as markets, squares, pedestrian areas
in EU capital cities

	Total 'Satisfied'
 Wien	88%
 Luxembourg	88%
 Stockholm	87%
 Ljubljana	86%
 Helsinki	85%
 Amsterdam	84%
 Zagreb	83%
 Budapest	83%
 Kobenhavn	83%
 Paris	81%
 Vilnius	81%
 Brussel/Bruxelles	80%
 London	80%
 Praha	79%
 Berlin	78%
 Tallinn	77%
 Riga	77%
 Warszawa	73%
 Lisboa	71%
 Dublin	70%
 Madrid	69%
 Bratislava	63%
 Sofia	58%
 Bucuresti	56%
 Lefkosia	56%
 Roma	55%
 Valletta	41%
 Athina	36%

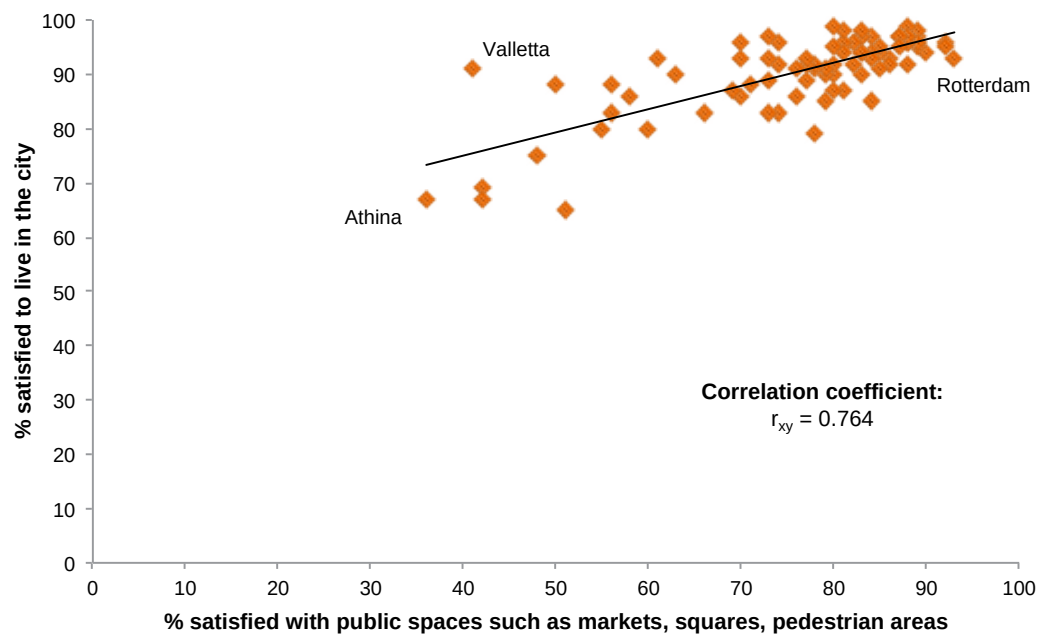
There have been large decreases in satisfaction with public spaces since 2012 in Piatra Neamt (61%, -29) and Istanbul (51%, -17). Satisfaction has also decreased in other cities in the same countries: Cluj Napoca (70%, -7) and Antalya (74%, -7). The largest increases in satisfaction can be seen in Rotterdam (93%, +10) and Tallinn (77%, +9).

Public spaces such as markets, squares, pedestrian areas
Total 'Satisfied'

		2015	Diff. 2015- 2012
	Rotterdam	93%	+10
	Tallinn	77%	+9
	Geneva	85%	+8
	Braga	84%	+8
	Zagreb	83%	+8
	Warszawa	73%	+8
	Marseille	60%	+8
...			
	Antalya	74%	-7
	Cluj Napoca	70%	-7
	Istanbul	51%	-17
	Piatra Neamt	61%	-29

When comparing the results for the 'city' with those from the overall 'Greater city', it appears that respondents from the city of Athina are less likely than those from the overall 'Greater Athens' to be satisfied with public spaces such as markets, squares and pedestrian areas (36% compared with 49%).

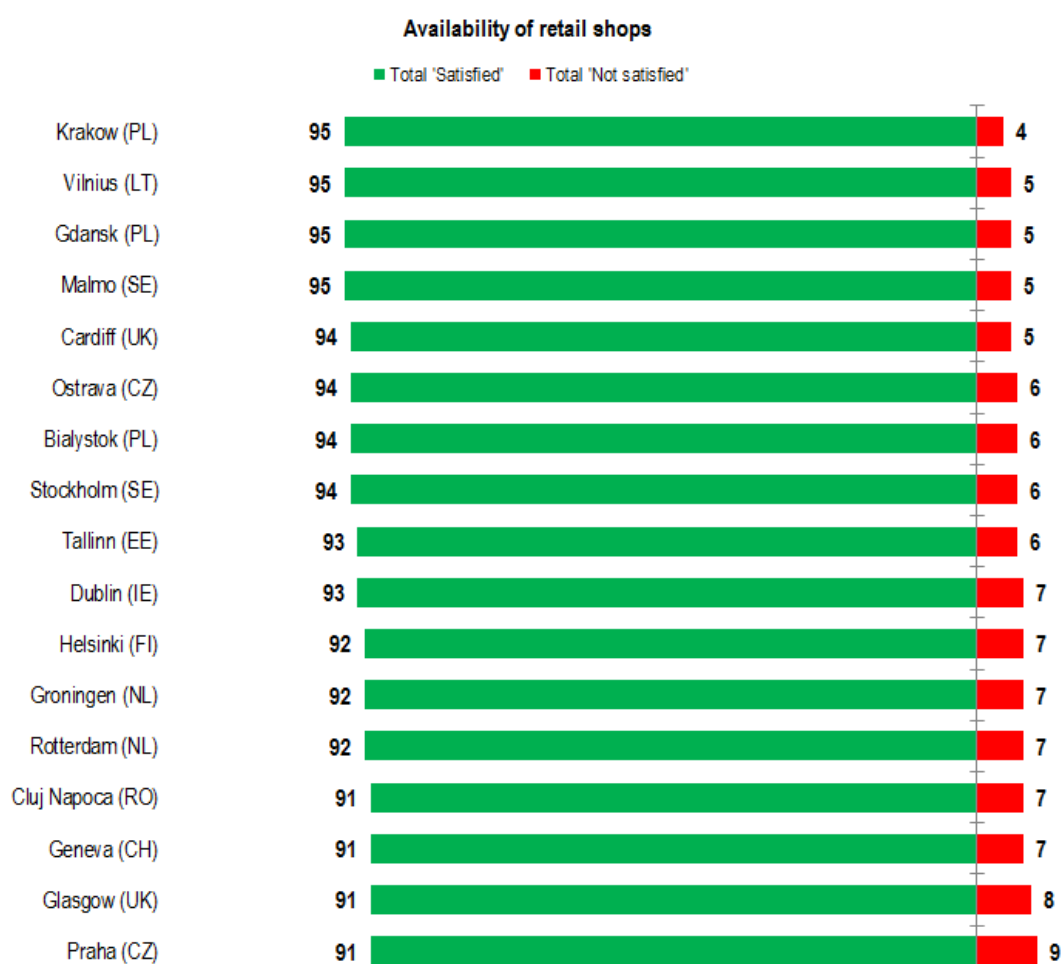
As shown in the graph below, the correlation between satisfaction with living in the city and satisfaction with public spaces is fairly high. That is to say, the more inhabitants are satisfied with their city's public spaces, the more satisfied they are to live there. For example, in Rotterdam 93% are satisfied with public spaces and the same proportions are also satisfied to live in the city. Conversely, just over a third (36%) in Athina have the same opinion of public spaces and around two thirds are satisfied to live in the city (67%). However, there are exceptions to this trend demonstrated by cities like Valletta.



2.8. Availability of retail shops

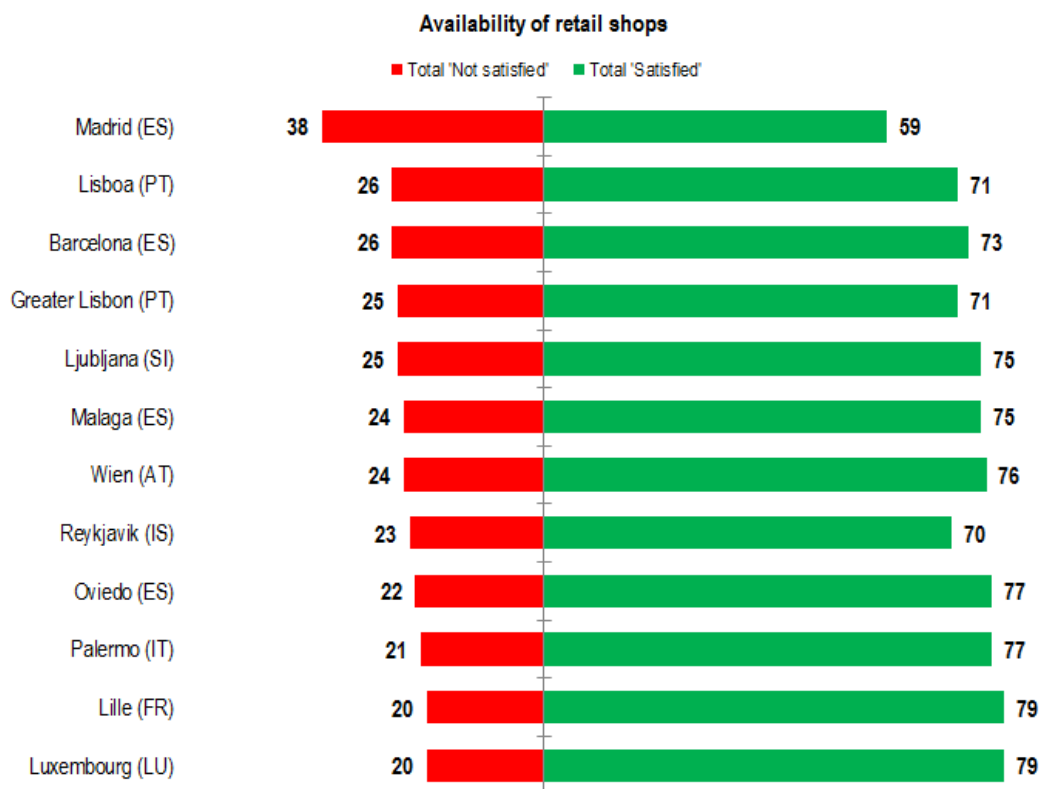
The overall level of satisfaction regarding the availability of retail shops¹² is high: in all but 5 of the 83 cities, at least three-quarters of respondents are satisfied with this aspect of their city; the level of satisfaction of respondents even exceeds 90% in 17 cities.

Respondents in Krakow, Vilnius, Gdansk and Malmo (all 95%) are the more likely to be satisfied with the availability of retail shops in their cities.



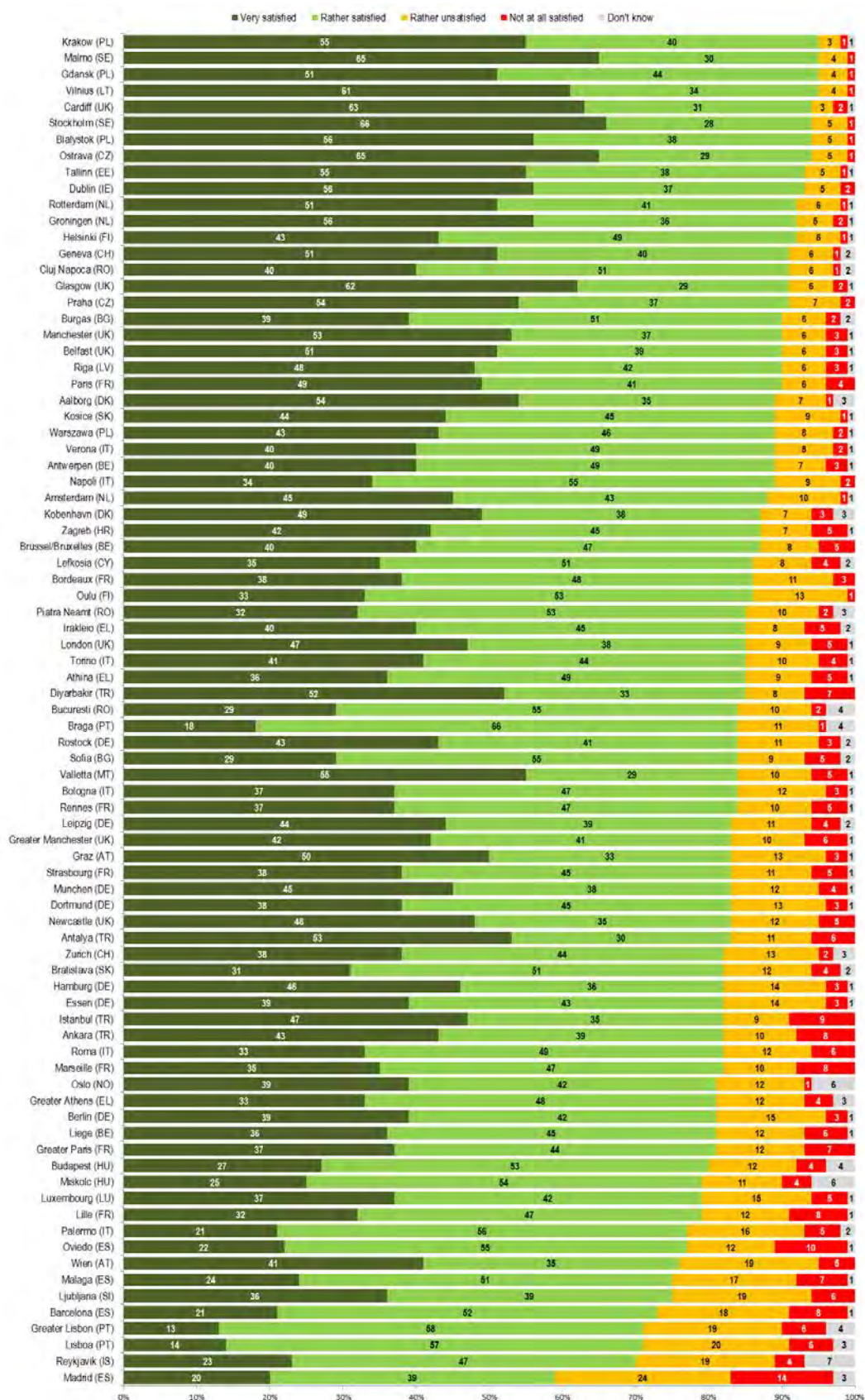
¹² Q1.8 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - Availability of retail shops.

In 12 cities, at least 20% of respondents are dissatisfied with the availability of retail shops, and such dissatisfaction is expressed by at least a quarter of respondents in five of these cities: Madrid (38% dissatisfied), Barcelona, Lisboa (both 26%), Ljubljana and Greater Lisbon (both 25%).



Three cities in Poland are among the 7 highest ranked cities, while four Spanish cities appear among the 10 cities with the lowest satisfaction.

Q1.8 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **Availability of retail shops**



All but five EU capitals show satisfaction levels of at least 80% - which is in line with the identified trend for most of the surveyed cities –, with respondents in Vilnius (95%) and Stockholm (94%) the most satisfied. Overall, four EU capitals are among the ten highest ranked cities, and four are in the lowest ten.

Satisfaction with the availability of retail shops in EU capital cities

	Total 'Satisfied'
 Vilnius	95%
 Stockholm	94%
 Tallinn	93%
 Dublin	93%
 Helsinki	92%
 Praha	91%
 Paris	90%
 Riga	90%
 Warszawa	89%
 Amsterdam	88%
 Brussel/Bruxelles	87%
 Zagreb	87%
 København	87%
 Lefkosia	86%
 Athina	85%
 London	85%
 Valletta	84%
 Sofia	84%
 Bucuresti	84%
 Bratislava	82%
 Roma	82%
 Berlin	81%
 Budapest	80%
 Luxembourg	79%
 Wien	76%
 Ljubljana	75%
 Lisboa	71%
 Madrid	59%

Greek cities show the largest rises in satisfaction since 2012. The largest increase has been registered in Athina (85%, +15) and Irakleio (85%, +6). The largest decreases in satisfaction with availability of retail shops can be seen in Madrid (59%, -7) and Palermo (77%, -6).

Availability of retail shops			
Total 'Satisfied'			
		2015	Diff. 2015- 2012
	Athina	85%	+15
	Irakleio	85%	+6
...			
	Palermo	77%	-6
	Madrid	59%	-7

When comparing the results for the 'city' with those of the overall 'Greater city' it appears that respondents in the city of Paris are more likely than those from the overall 'Greater Paris' to be satisfied with the availability of retail shops (90% compared with 81%). The same is also true for respondents residing in the city of Manchester compared with those from the overall 'Greater Manchester' (90% vs 83%).

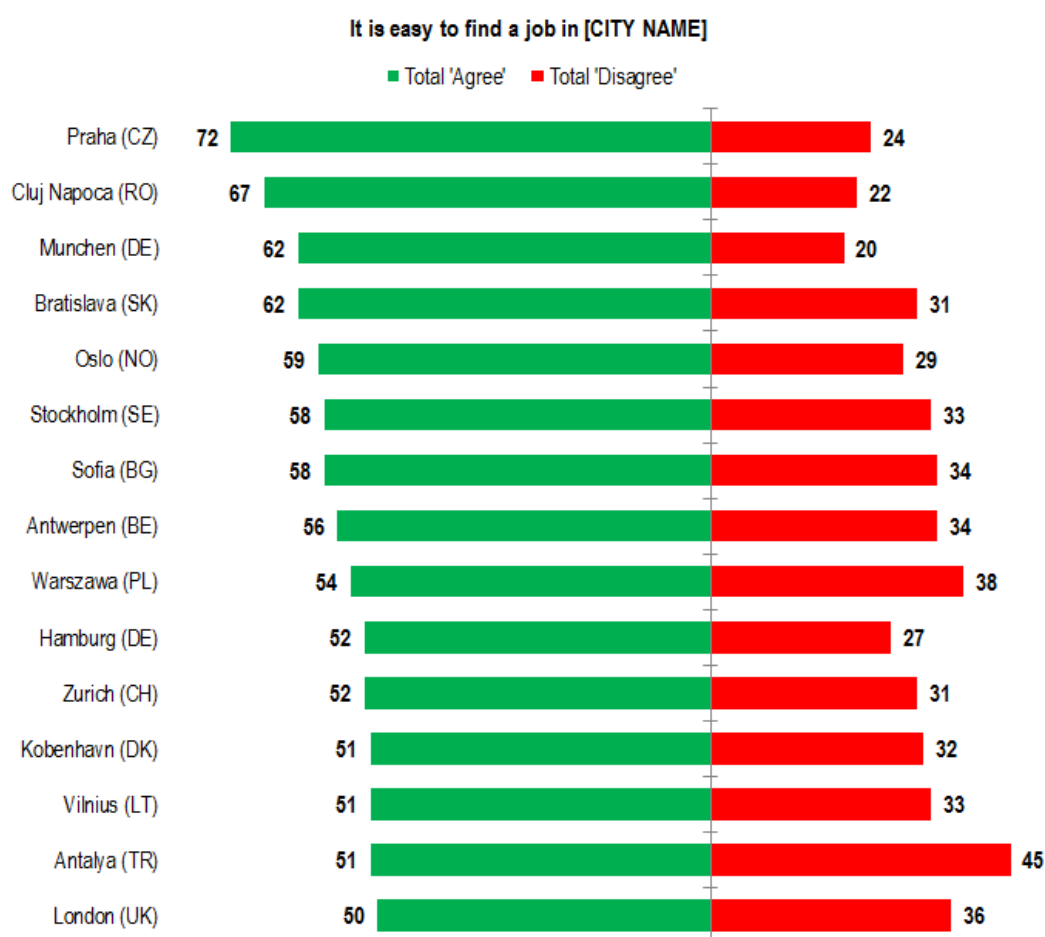
II. PEOPLE'S VIEWS ABOUT THEIR CITY

1. Employment opportunities

Respondents were asked whether they agreed or disagreed that it is easy to find a job in their city¹³.

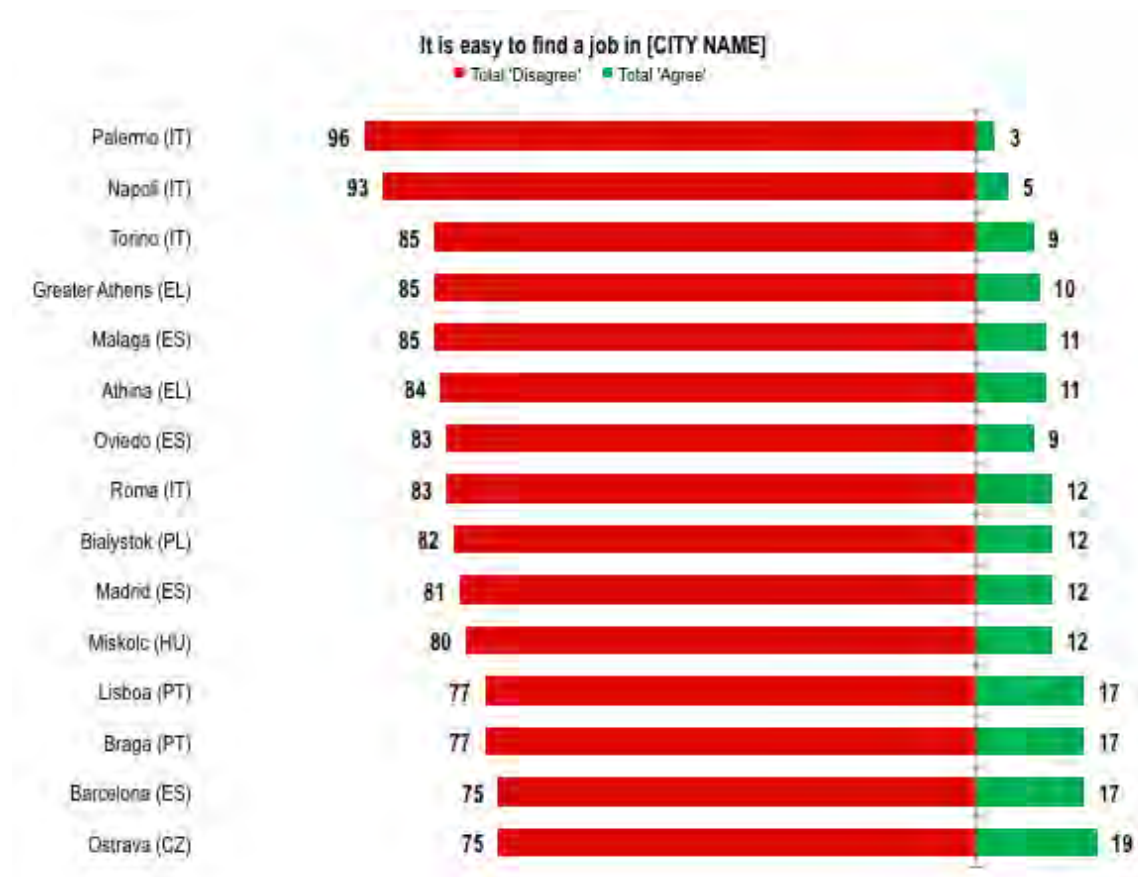
In most cities, a majority of respondents disagree with this statement. However, there are significant differences between cities, ranging from Praha, where 72% of respondents agree that it is easy to find a job in the city, to Palermo, where just 3% share this view.

In only 14 cities do a majority of inhabitants agree that it is easy to find a job in their city. Behind Praha, the highest ratings are in Cluj Napoca (67% agree), Munchen (62%) and Bratislava (62%).



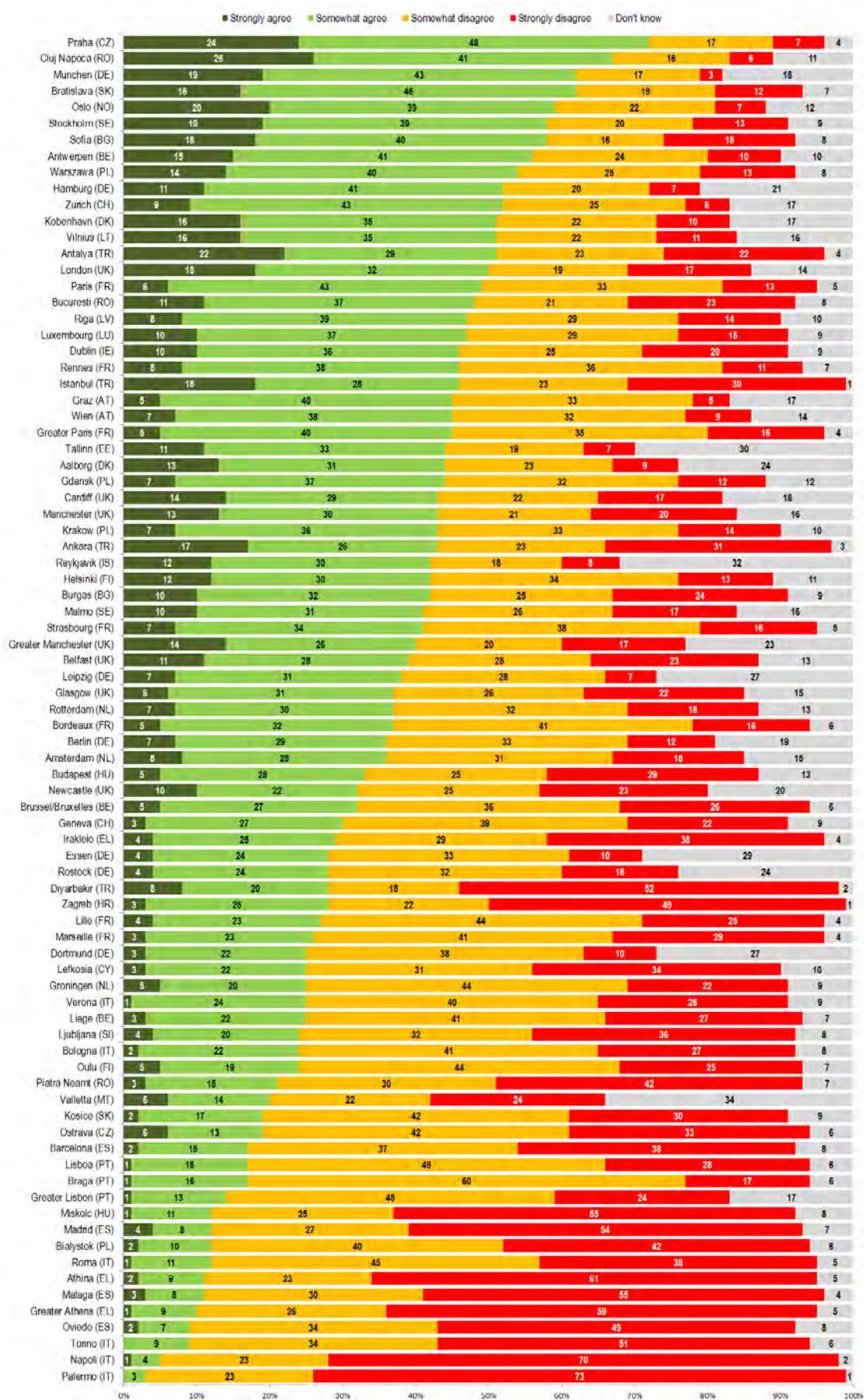
¹³ Q2.2 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - It is easy to find a job in [CITY NAME].

At the other end of the scale, in 11 cities, at least eight respondents out of 10 disagree that it is easy to find a job in their city. Respondents are most likely to disagree in three Italian cities: Palermo (96%), Napoli (93%) and Torino (85%). The four Spanish cities included in the survey are all among the 15 lowest ranked cities, as are the three cities in Portugal.



However, this issue might not be a particular concern for a significant proportion of respondents from several cities. Indeed, the proportion of those who answered “don’t know” to this question was relatively high, especially in six cities where over a quarter of respondents answered in this way: Valletta (34%), Reykjavik (32%), Tallinn (30%), Essen (29%), Leipzig and Dortmund (both 27%).

Q2.2 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **It is easy to find a job in [CITY NAME]**



Respondents living in EU capitals are slightly more likely to agree that it is easy to find a job in their city, compared with respondents living in the other cities. Indeed, 8 EU capitals are among the only 15 cities where a majority of respondents agree that it is easy to find a job in the city.

It is easy to find a job in [CITY NAME]
Level of agreement in EU capital cities

	Total 'Agree'
 Praha	72%
 Bratislava	62%
 Sofia	58%
 Stockholm	58%
 Warszawa	54%
 Vilnius	51%
 Kobenhavn	51%
 London	50%
 Paris	49%
 Bucuresti	48%
 Riga	47%
 Luxembourg	47%
 Dublin	46%
 Wien	45%
 Tallinn	44%
 Helsinki	42%
 Berlin	36%
 Amsterdam	36%
 Budapest	33%
 Brussel/Bruxelles	32%
 Zagreb	28%
 Lefkosia	25%
 Ljubljana	24%
 Valletta	20%
 Lisboa	17%
 Madrid	12%
 Roma	12%
 Athina	11%

Compared with 2012, the proportion of respondents agreeing that it is easy to find a job in their city has increased by more than 15 percentage points in the six following cities: Cluj-Napoca (67%, +25), Dublin (46%, +24), Belfast (39%, +19), Sofia (58%, +18), London (50%, +16) and Krakow (43%, +16). These changes reflect a positive outlook on the employment situation in these cities.

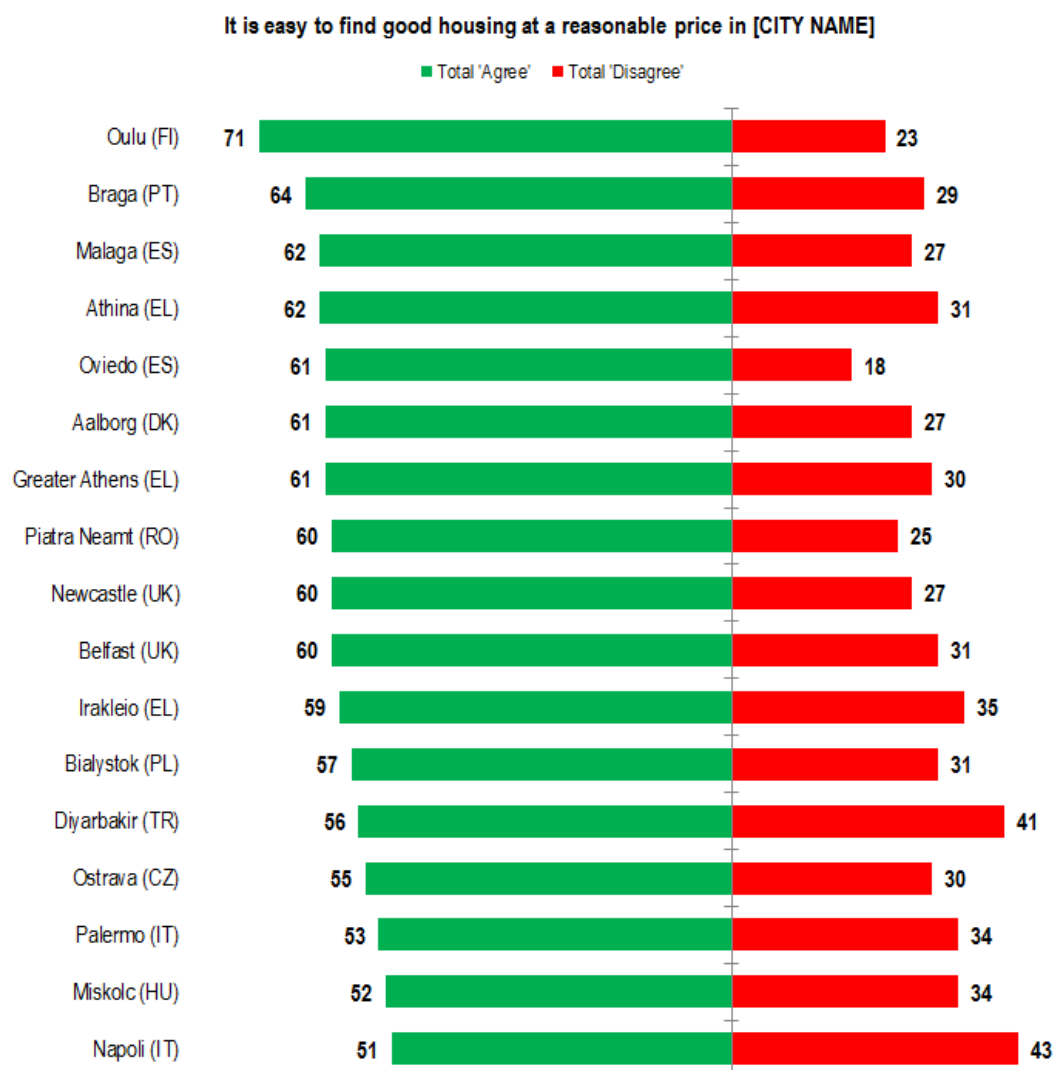
By contrast, there have been large decreases in the proportion that agree that it is easy to find a job in the following cities: Helsinki (42%, -11), Oslo (59%, -11), Lille (27%, -7), Amsterdam (36%, -7), Antalya (51%, -7), Oulu (24%, -6) and Istanbul (46%, -6). These changes illustrate a more negative outlook than in 2012.

It is easy to find a job in [CITY NAME]			
Total 'Agree'			
		2015	Diff. 2015- 2012
	Cluj-Napoca	67%	+25
	Dublin	46%	+24
	Belfast	39%	+19
	Sofia	58%	+18
	London	50%	+16
	Krakow	43%	+16
...			
	Istanbul	46%	-6
	Oulu	24%	-6
	Antalya	51%	-7
	Amsterdam	36%	-7
	Lille	27%	-7
	Oslo	59%	-11
	Helsinki	42%	-11

2. The housing situation

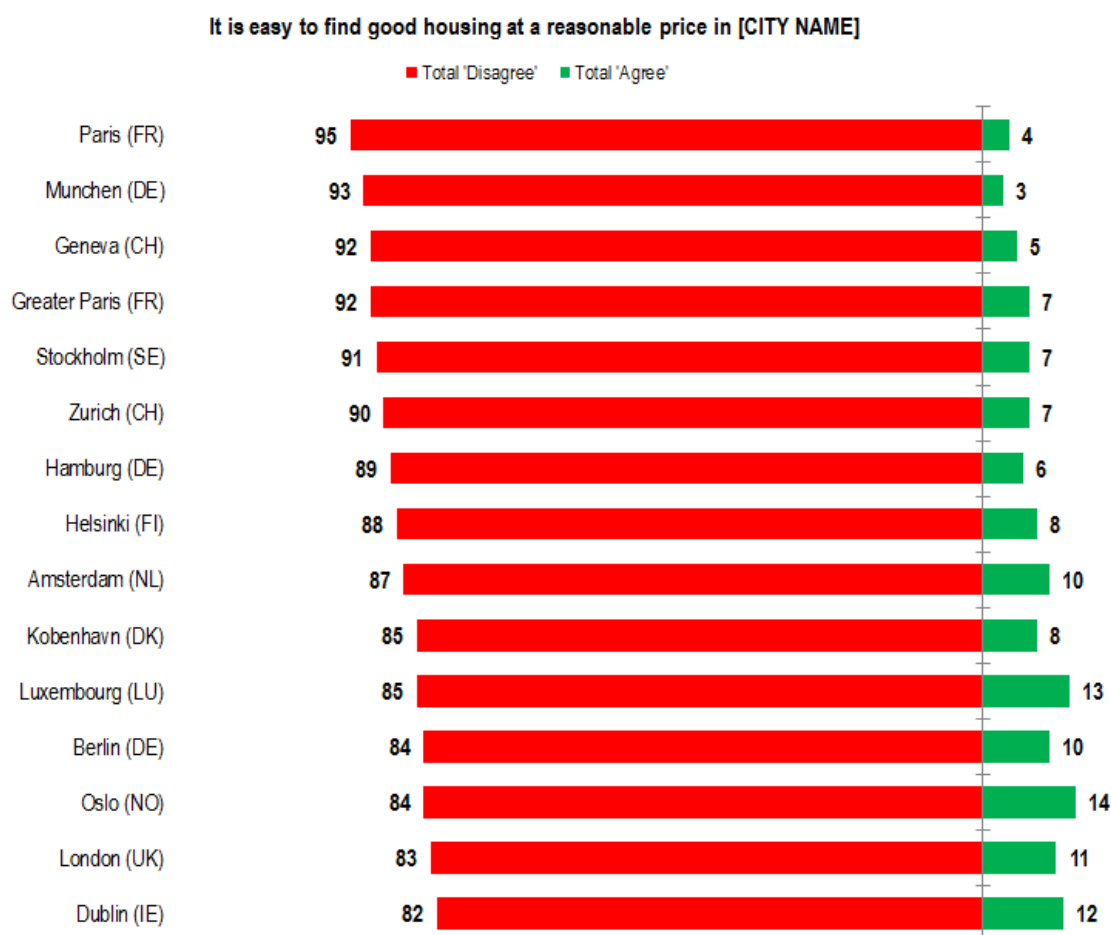
People were asked whether it is easy to find good housing at a reasonable price in their city¹⁴. There are also significant differences between cities on this statement, ranging from Oulu (71% agree) to Munchen (3% agree).

A majority of respondents in 17 cities agree that it is easy to find reasonably priced housing in their city and in 10 of them at least 60% of respondents share this view. Respondents in Oulu (71%) are most likely to agree.



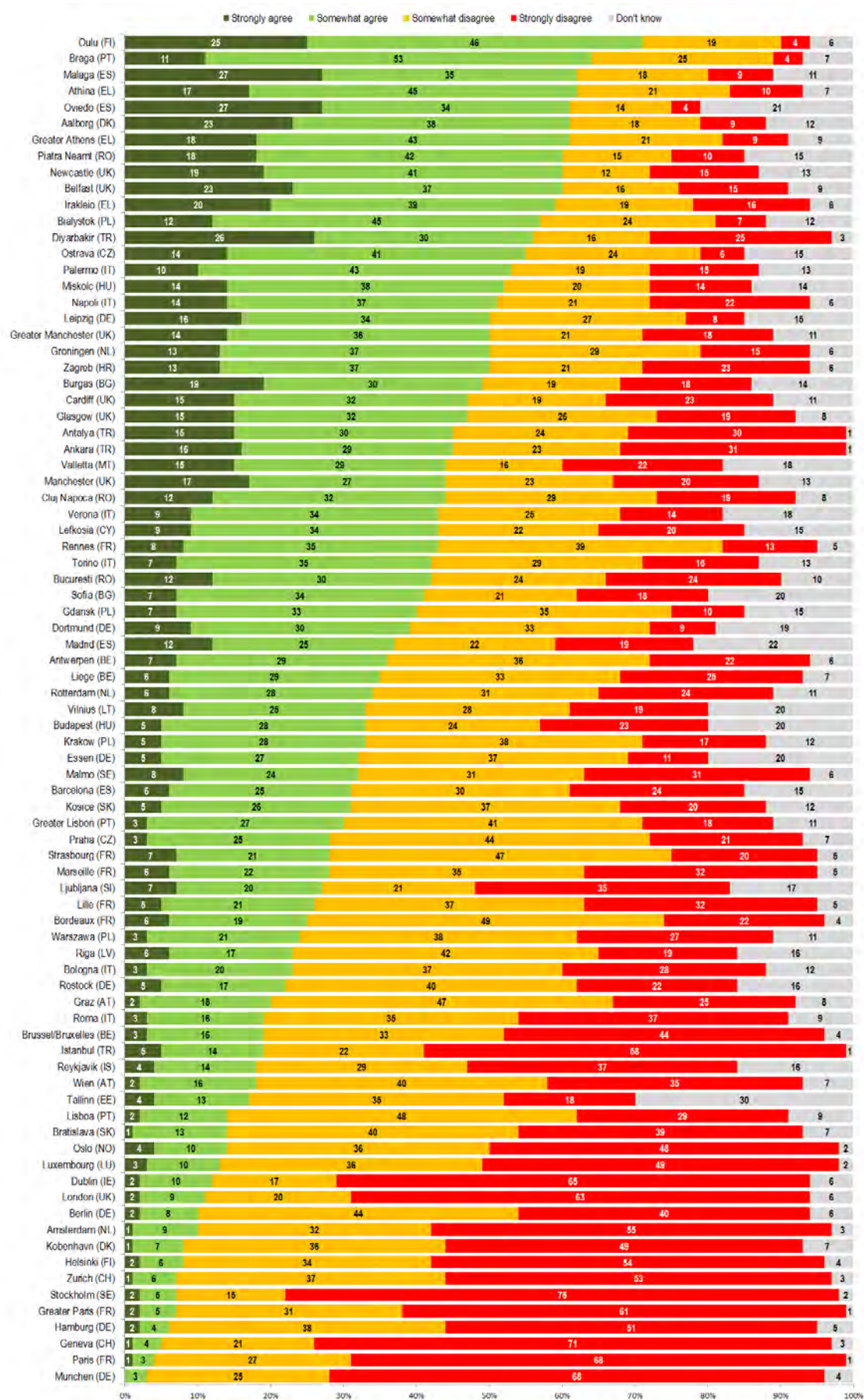
¹⁴ Q2.5 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - It is easy to find good housing at a reasonable price in [CITY NAME].

However, in 45 cities a majority of respondents disagree that it is easy to find good housing at a reasonable price and in 15 of these cities more than 8 in 10 respondents do so. In particular in four cities, more than two-thirds of respondents 'strongly' disagree: Stockholm (76%), Geneva (71%), Paris and Munchen (both 68%).



Here again it is worth mentioning that in several cities, the proportions of respondents who answered "don't know" to this question are relatively high, especially in seven cities where at least a fifth of respondents could not give an answer, most notably Tallinn (30%).

Q2.5 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **It is easy to find good housing at a reasonable price in [CITY NAME]**



Housing prices seems to be a significant issue of concern in EU capitals. Indeed, in all but two of the 28 EU capitals, only a minority of respondents agree that it is easy to find good housing at a reasonable price. The highest negative opinions are recorded in Paris (where only 4% agree) and Stockholm (7%). In 15 EU capitals, less than 20% of respondents agree with the statement.

In only one EU capital, Athina (62%), do an absolute majority of respondents agree it is easy to find good housing at a reasonable price.

It is easy to find good housing at a reasonable price in [CITY NAME]
Level of agreement in EU capital cities

	Total 'Agree'
 Athina	62%
 Zagreb	50%
 Valletta	44%
 Lefkosia	43%
 Bucuresti	42%
 Sofia	41%
 Madrid	37%
 Vilnius	33%
 Budapest	33%
 Praha	28%
 Ljubljana	27%
 Warszawa	24%
 Riga	23%
 Brussel/Bruxelles	19%
 Roma	19%
 Wien	18%
 Tallinn	17%
 Bratislava	14%
 Lisboa	14%
 Luxembourg	13%
 Dublin	12%
 London	11%
 Amsterdam	10%
 Berlin	10%
 Helsinki	8%
 Kobenhavn	8%
 Stockholm	7%
 Paris	4%

There have been some large changes since the 2012 survey in the proportion that agree that it is easy to find good housing at a reasonable price. The largest increases can be found in Zagreb (50%, +17), Rennes (43%, +15), Torino (42%, +12), Ljubljana (27%, +12), Napoli (51%, +11) and Antwerpen (51%, +11), indicating more positive views of the housing market in these cities.

Conversely, the largest decreases in agreement can be observed in Dublin (12%, -24), Istanbul (19%, -19), Budapest (33%, -14), Antalya (45%, -13), Leipzig (50%, -12) and Miskolc (52%, -12). As shown in the table below, two Turkish cities and two Hungarian cities appear amongst the largest decreases. These findings indicate that people think housing has become more expensive in these cities.

It is easy to find good housing at a reasonable price in [CITY NAME]			
Total 'Agree'			
		2015	Diff. 2015-2012
	Zagreb	50%	+17
	Rennes	43%	+15
	Torino	42%	+12
	Ljubljana	27%	+12
	Napoli	51%	+11
	Antwerpen	36%	+11
...			
	Miskolc	52%	-12
	Leipzig	50%	-12
	Antalya	45%	-13
	Budapest	33%	-14
	Istanbul	19%	-19
	Dublin	12%	-24

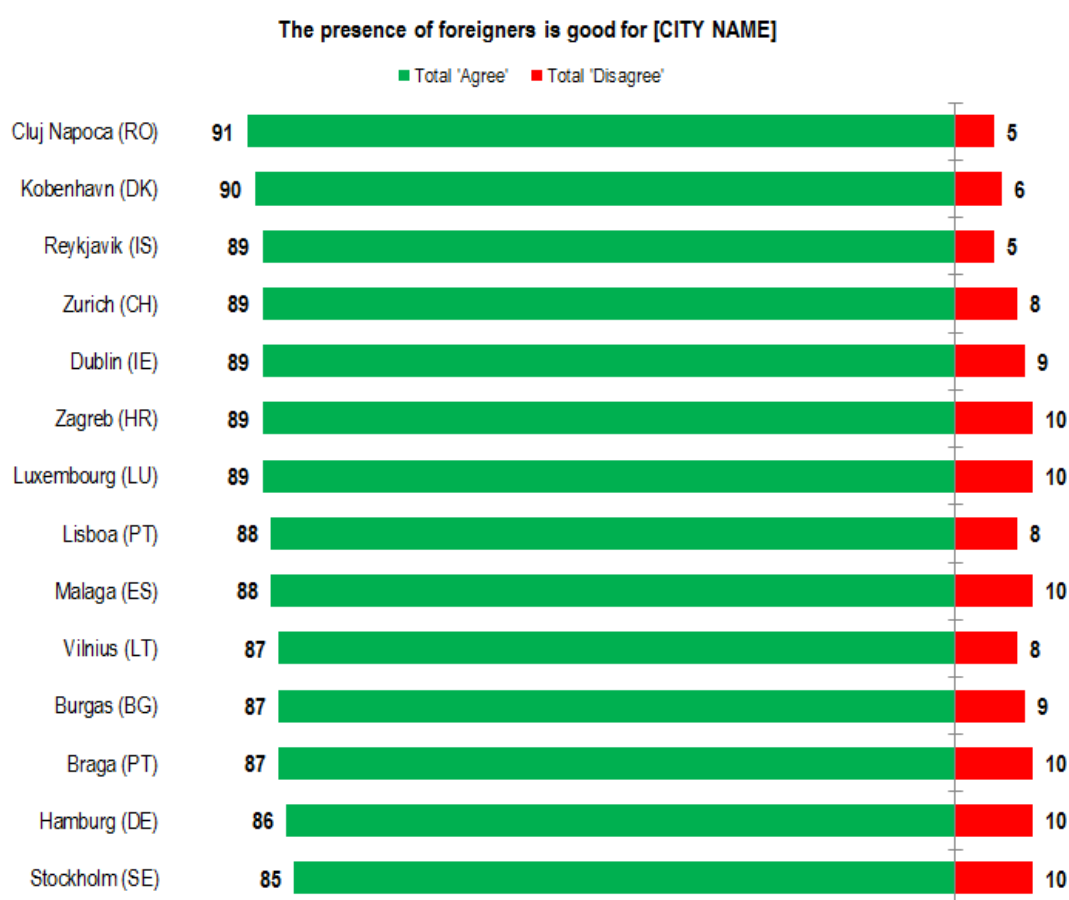
When comparing the results of the 'city' with the overall 'Greater city', it can be observed that those living in the city of Lisboa are significantly less likely than those from the overall 'Greater Lisbon' to agree that it is easy to find good housing at a reasonable price (14% compared with 30%). The same can be observed, though to a lesser extent, between respondents from the city of Manchester and those from the overall "Greater Manchester" (44% compared with 50%).

3. The presence and integration of foreigners

Respondents were asked whether they agreed or disagreed with two specific statements regarding foreigners: firstly, that *the presence of foreigners is good for their city*¹⁵; and, secondly, that *foreigners who live in their city are well integrated*.

In the majority of cities (57 out of 83), at least 70% of respondents agree that the presence of foreigners is good for the city, and in 14 cities this point of view is shared by at least 85% of respondents.

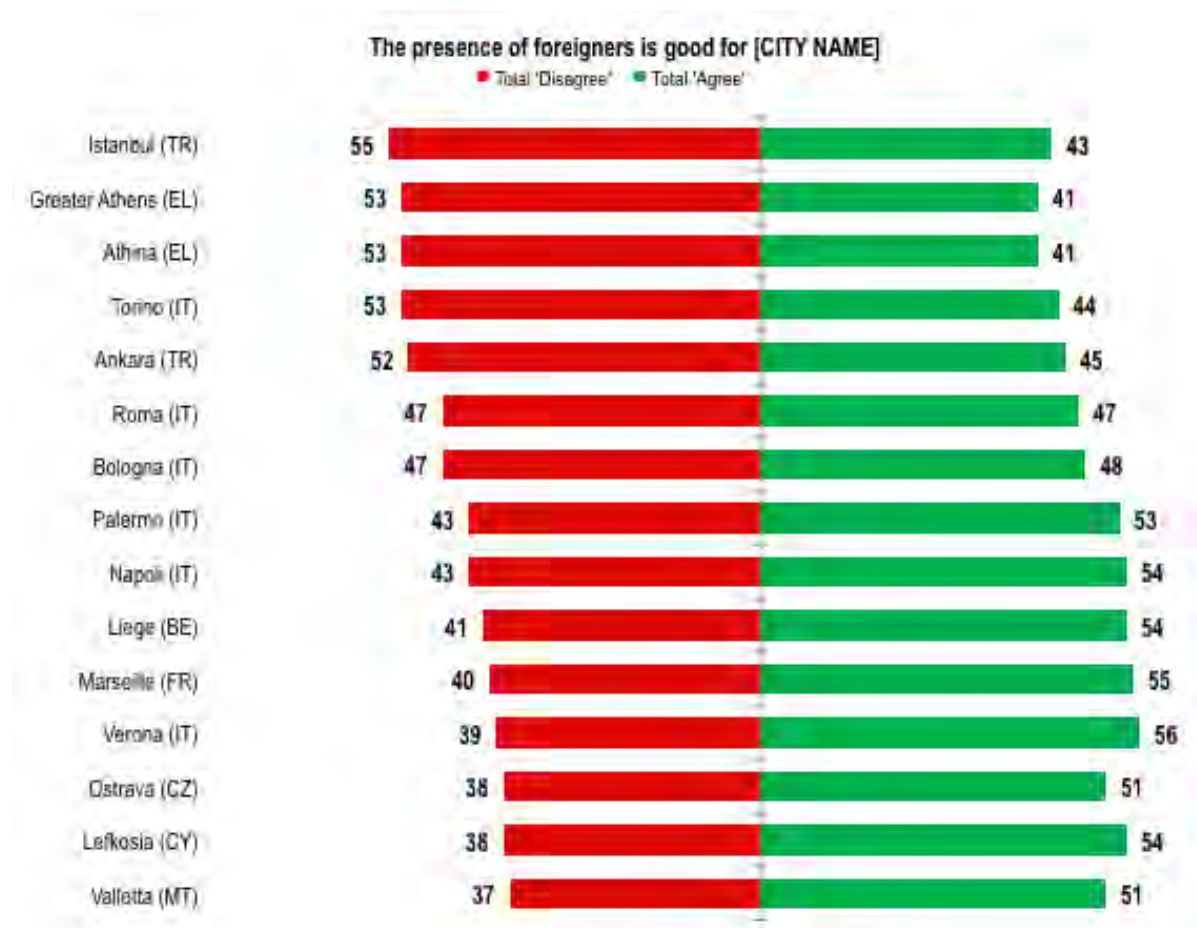
Cluj-Napoca (91%) and Kobenhavn (90%) show the highest levels of agreement.



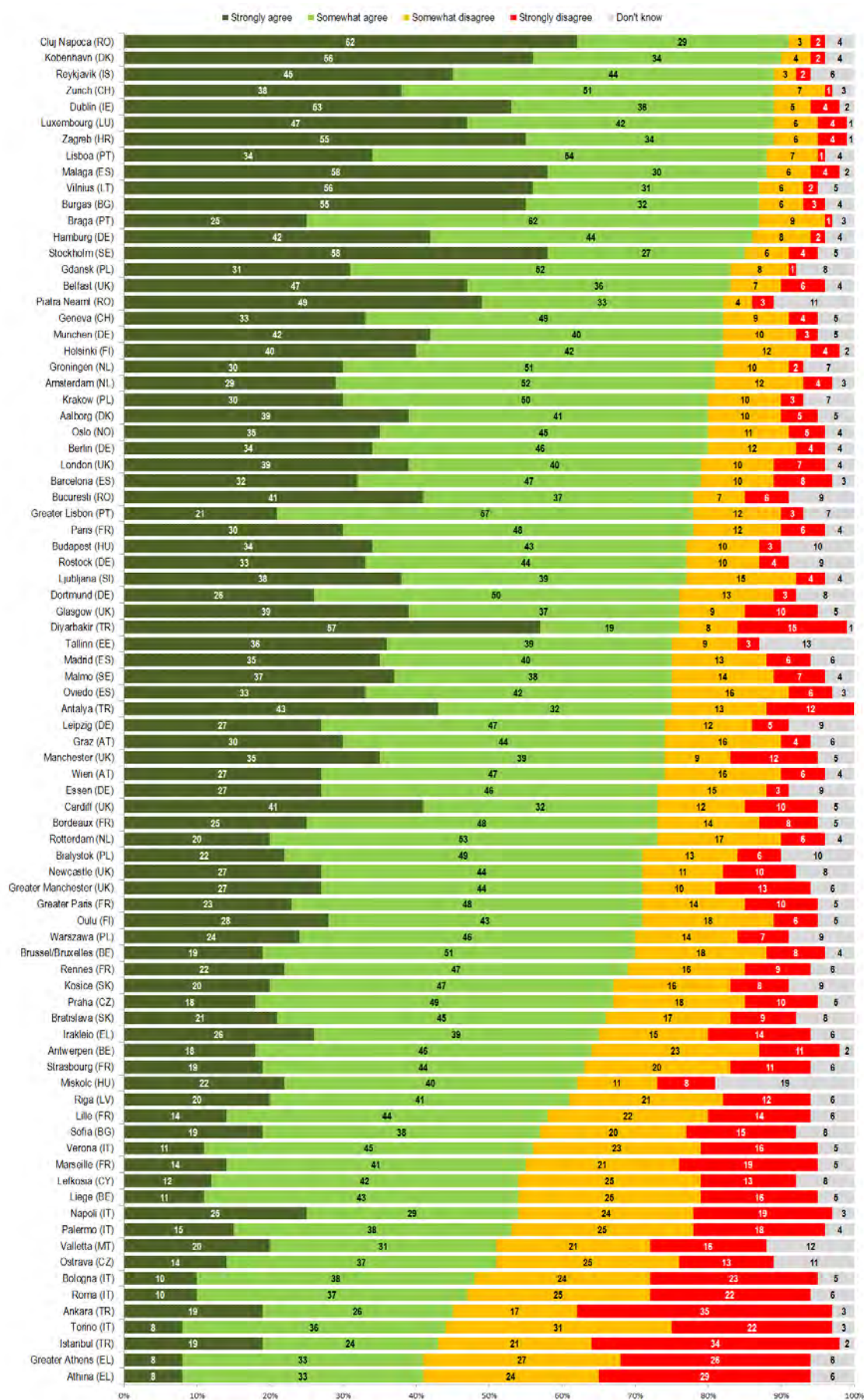
¹⁵ Q2.3 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - The presence of foreigners is good for [CITY NAME].

There are only five cities where an absolute majority of respondents disagree that the presence of foreigners is good for the city: Istanbul (55%), Greater Athens, Athina, Torino (all 53%) and Ankara (52%).

All six Italian cities in the survey are among the 15 lowest ranking cities on this question in terms of the proportion that agree.



Q2.3 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **The presence of foreigners is good for [CITY NAME]**



There is wide variation across EU capital cities in attitudes towards the presence of foreigners. In 15 EU capitals, more than three respondents out of four agree that the presence of foreigners is good for the city, and this attitude is even shared by 90% of respondents in Kobenhavn.

By contrast, agreement drops below 50% in two EU capitals, both located in southern Europe: Athina (41%) and Roma (47%).

The presence of foreigners is good for [CITY NAME]
Level of agreement in EU capital cities

	Total 'Agree'
 Kobenhavn	90%
 Luxembourg	89%
 Dublin	89%
 Zagreb	89%
 Lisboa	88%
 Vilnius	87%
 Stockholm	85%
 Helsinki	82%
 Amsterdam	81%
 Berlin	80%
 London	79%
 Paris	78%
 Bucuresti	78%
 Budapest	77%
 Ljubljana	77%
 Madrid	75%
 Tallinn	75%
 Wien	74%
 Brussel/Bruxelles	70%
 Warszawa	70%
 Praha	67%
 Bratislava	66%
 Riga	61%
 Sofia	57%
 Lefkosia	54%
 Valletta	51%
 Roma	47%
 Athina	41%

There have been some large changes in attitudes since the 2012 survey.

In five cities, there has been an increase of at least 15 points in the proportion that agree that the presence of foreigners is good for the city. The highest increases can be seen in Lefkosia (54%, +19) and Irakleio (65%, +17), indicating a more positive perception of foreigners in these cities.

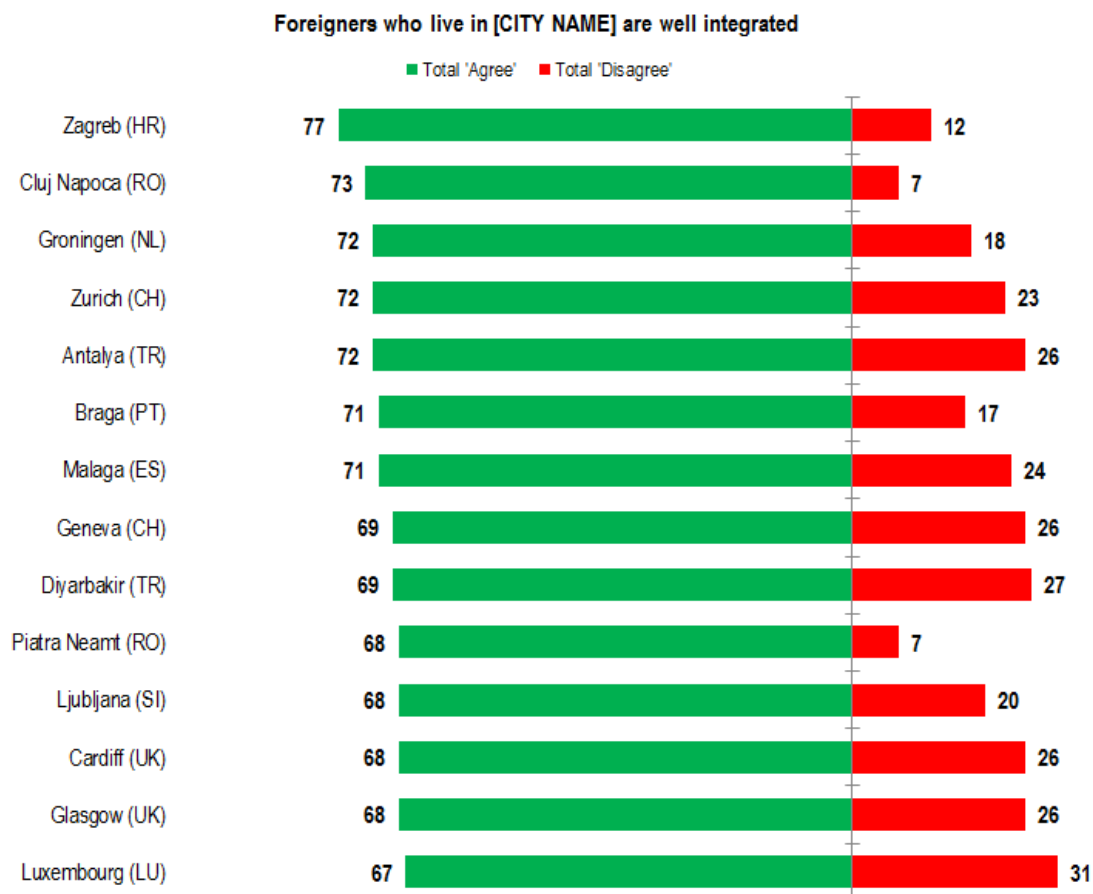
On the other hand, there have also been large decreases in the proportion that agree, with the largest decreases observed in Istanbul (43%, -25) and Ankara (45%, -20).

The presence of foreigners is good for [CITY NAME]
Total 'Agree'

		2015	Diff. 2015- 2012
	Lefkosia	54%	+19
	Irakleio	65%	+17
	Braga	87%	+16
	Athina	41%	+15
	Greater Athens	41%	+15
	Dublin	89%	+9
	Greater Lisbon	78%	+9
	Ljubljana	77%	-11
	Kosice	67%	-11
	Sofia	57%	-17
	Ankara	45%	-20
	Istanbul	43%	-25

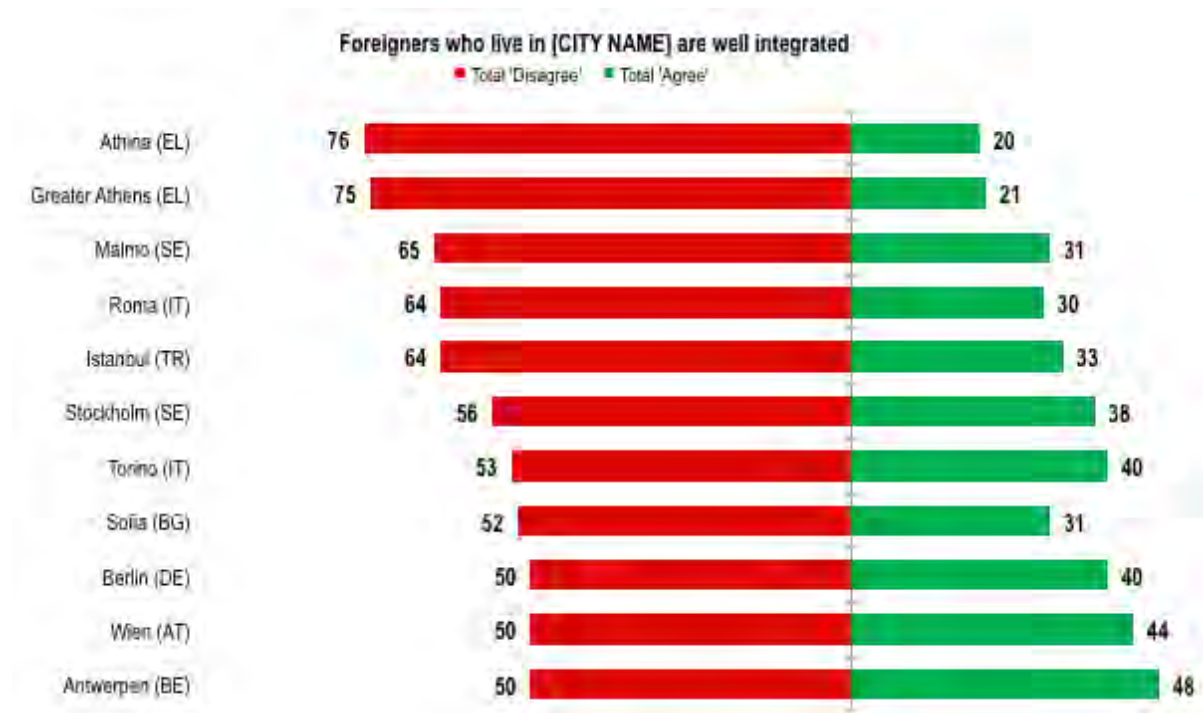
When comparing the results for the 'city' with those of the overall 'Greater city', it appears that respondents in the city of Lisboa are significantly more likely to agree than those from the overall 'Greater Lisbon' that the presence of foreigners is good for the city (88% compared with 78%), as are respondents from the city of Paris compared to those from the overall 'Greater Paris' (78% compared with 71%).

In 47 cities, a positive opinion on whether foreigners who live in the city are well integrated¹⁶ is shared by a majority of respondents, and in 14 cities at least two-thirds of respondents agree with the statement. Respondents in Zagreb (77%) and Cluj Napoca (73%) are most likely to agree.



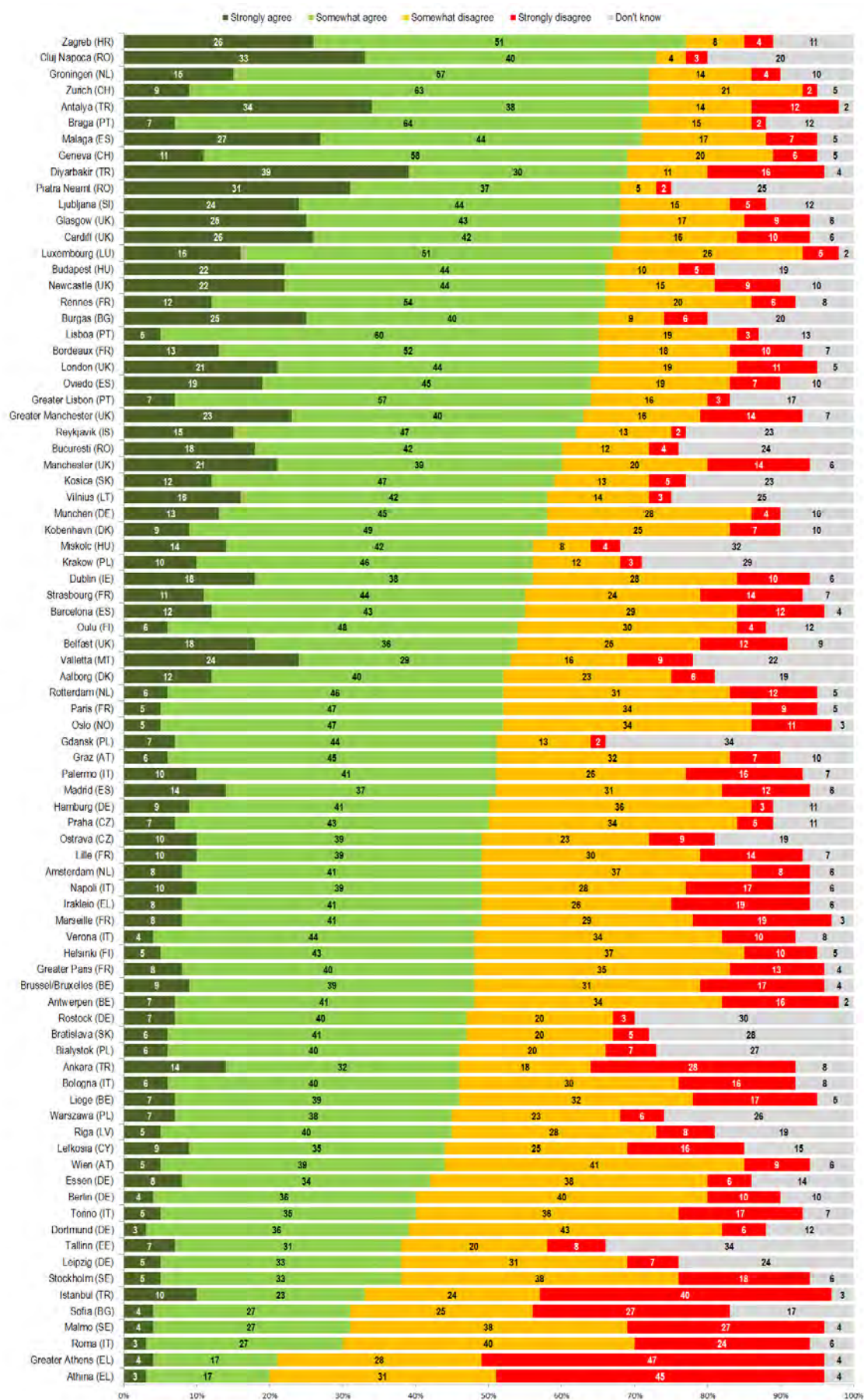
¹⁶ Q2.4 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - Foreigners who live in [CITY NAME] are well integrated.

In 11 cities, at least half of respondents disagree that foreigners are well integrated in the city. The level of disagreement is particularly high in Athina (76%) and Greater Athens (75%).



There is a high rate of non-response to this question in some cities, highest in Gdansk and Tallinn (both 34%), Miskolc (32%) and Rostock (30%).

Q2.4 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **Foreigners who live in [CITY NAME] are well integrated**



The results among EU capital cities range from 76% who agree that foreigners are well integrated in Zagreb to just 20% in Athina.

At least half of respondents agree in 14 EU capitals, whereas this proportion is less than a third in 3 EU capital cities.

Foreigners who live in [CITY NAME] are well integrated
Level of agreement in EU capital cities

	Total 'Agree'
 Zagreb	77%
 Ljubljana	68%
 Luxembourg	67%
 Budapest	66%
 Lisboa	65%
 London	65%
 Bucuresti	60%
 Kobenhavn	58%
 Vilnius	58%
 Dublin	56%
 Valletta	53%
 Paris	52%
 Madrid	51%
 Praha	50%
 Amsterdam	49%
 Brussel/Bruxelles	48%
 Helsinki	48%
 Bratislava	47%
 Warszawa	45%
 Riga	45%
 Lefkosia	44%
 Wien	44%
 Berlin	40%
 Stockholm	38%
 Tallinn	38%
 Sofia	31%
 Roma	30%
 Athina	20%

There have been some large increases in the proportion that agree that foreigners are well integrated: in Berlin (40% disagree; +10), Zagreb (77%, +9), Geneva (69%, +9), Rotterdam (52%, +9), Graz (51%, +9) and Antwerpen (48%, +9).

By contrast, respondents are less likely to agree now than in 2012 in Istanbul (33%, -28), Sofia (31%, -18), Ankara (46%, -16) and Berlin (30%, -10).

Foreigners who live in [CITY NAME] are well integrated			
Total 'Agree'			
		2015	Diff. 2015- 2012
	Berlin	40%	+10
	Zagreb	77%	+9
	Geneva	69%	+9
	Rotterdam	52%	+9
	Graz	51%	+9
	Antwerpen	48%	+9
...			
	Roma	30%	-10
	Ankara	46%	-16
	Sofia	31%	-18
	Istanbul	33%	-28

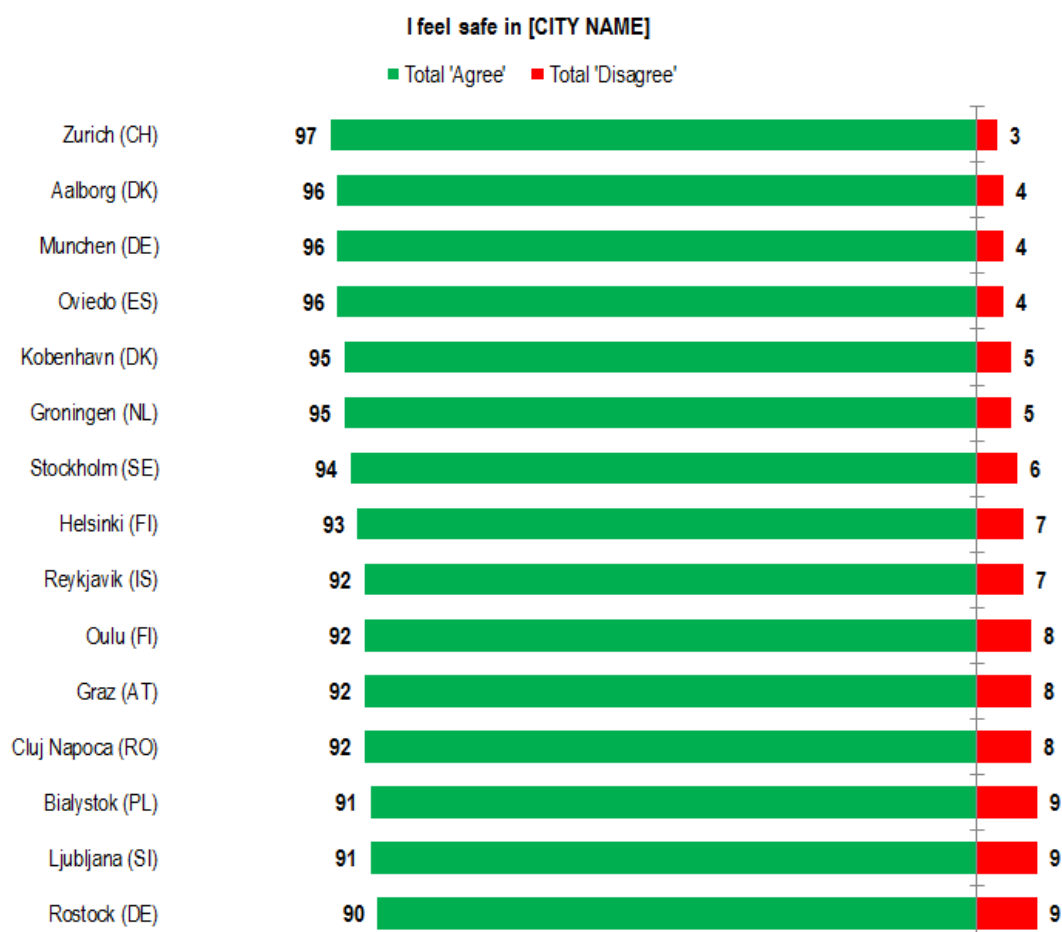
If we look at the responses to both questions on perceptions of foreigners, it is clear that respondents in some cities have positive views on both issues; for example the cities of Zagreb, Cluj Napoca, Zurich, Braga and Malaga rank highly on both questions, with large proportions agreeing that foreigners are good for the city and are well integrated. On the other side, large proportions disagree about both issues in Athina, Torino, Istanbul, Malmo and Roma.

The main exception to this pattern is Stockholm and to a lower extent Malmo and Sofia, where the presence of foreigners is perceived as a good thing by a majority of respondents, but where a majority disagree that foreigners who live in the city are well integrated.

4. Safety and trust

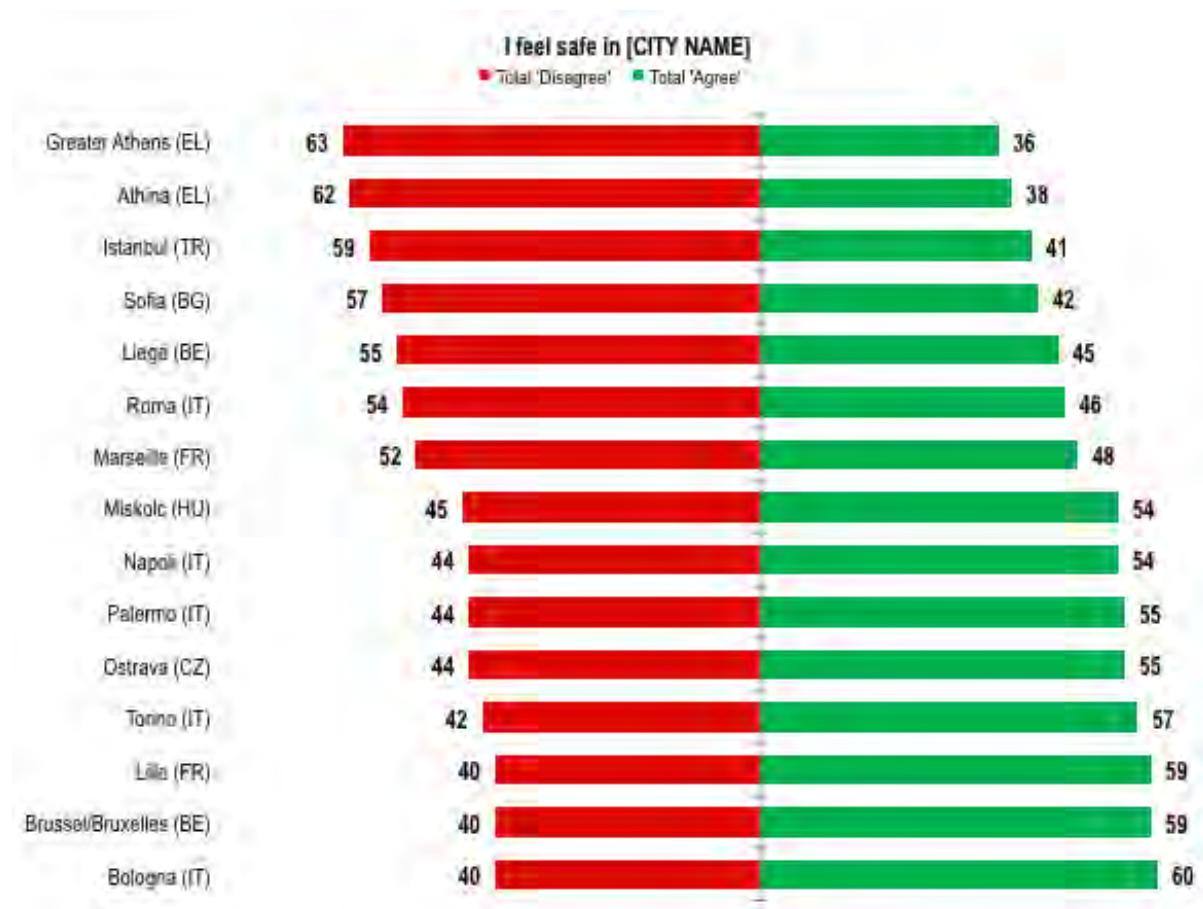
Safety

In most of the cities (52 out of 83), at least three-quarters of the respondents say they feel *safe in their city*¹⁷, and in 15 cities this level equals or exceeds 90%. Respondents are most likely to agree in Zurich (97%), Aalborg, Munchen and Oviedo (all 96%).

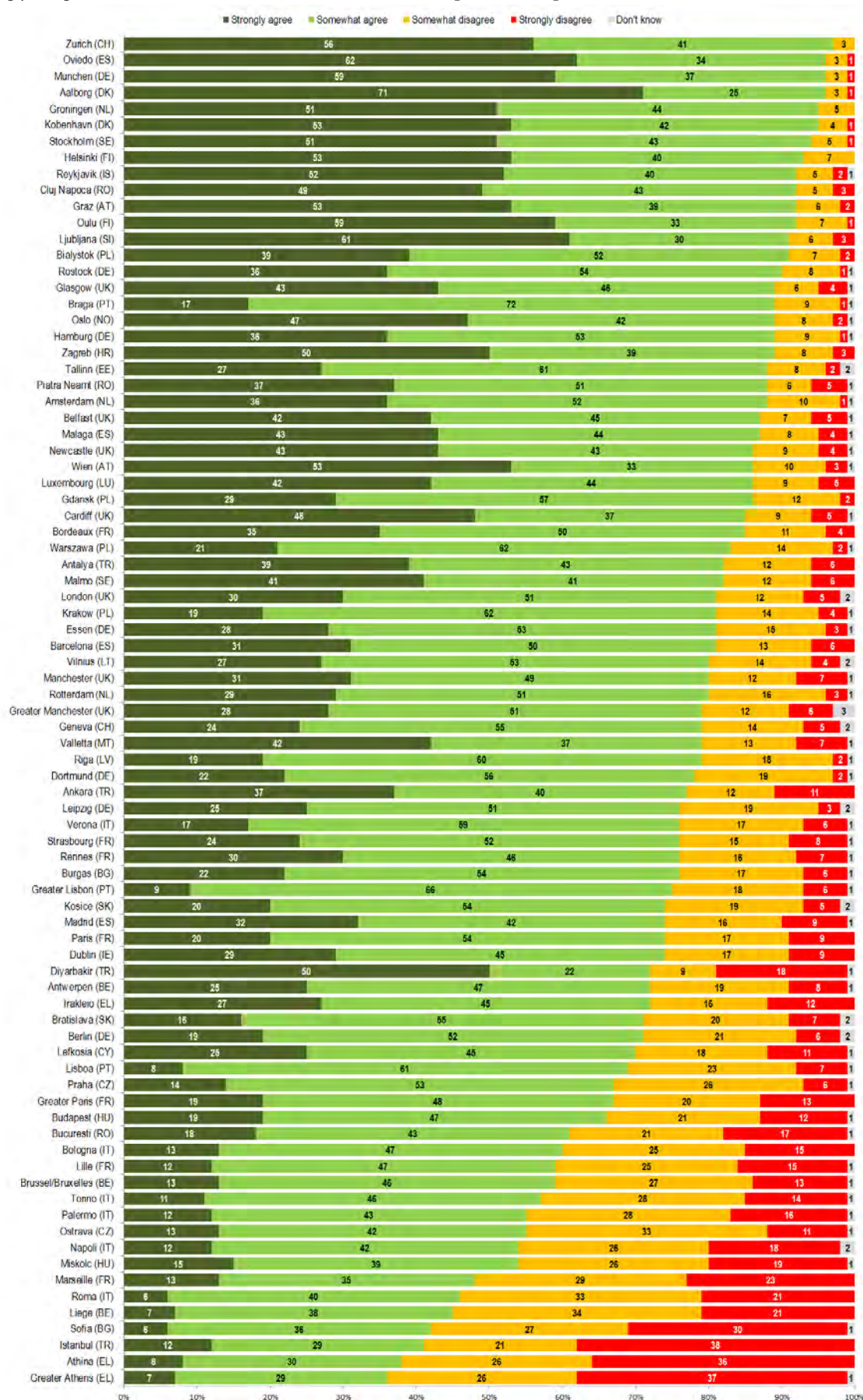


¹⁷ Q2.7 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - I feel safe in [CITY NAME].

At the opposite end of the scale, in 15 cities, at least 4 in 10 respondents disagree they feel safe in their cities; in seven of these cities a majority of respondents do so: Greater Athens (63%), Athina (62%), Istanbul (59%), Sofia (57%), Liege (55%), Roma (54%) and Marseille (52%).



Q2.7 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **I feel safe in [CITY NAME]**



The findings for EU capitals vary considerably, ranging from 5% who disagree in Kobenhavn to 62% in Athina.

Overall, feelings of safety tend to be lower in EU capitals than in other cities, which may be related, for many of them, to their relatively large size. In half of the EU capitals, at least 25% of respondents disagree that they feel safe in the city.

I feel safe in [CITY NAME]
Level of disagreement in EU capital cities

	Total 'Disagree'
 Athina	62%
 Sofia	57%
 Roma	54%
 Brussel/Bruxelles	40%
 Bucuresti	38%
 Budapest	33%
 Praha	32%
 Lisboa	30%
 Lefkosia	29%
 Berlin	27%
 Bratislava	27%
 Dublin	26%
 Paris	26%
 Madrid	25%
 Riga	20%
 Valletta	20%
 Vilnius	18%
 London	17%
 Warszawa	16%
 Luxembourg	14%
 Wien	13%
 Zagreb	11%
 Amsterdam	11%
 Tallinn	10%
 Ljubljana	9%
 Helsinki	7%
 Stockholm	6%
 Kobenhavn	5%

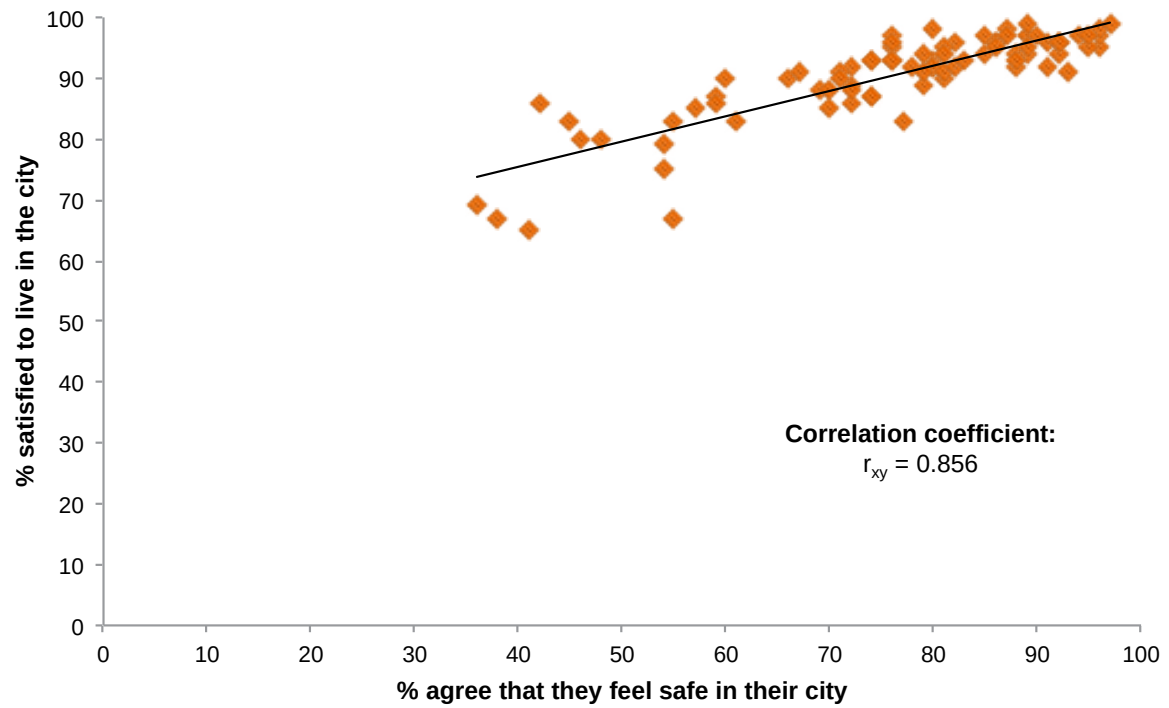
Compared with 2012, respondents are much more likely to feel safe in their city in Tallinn (88% agree, +19), Athina (38%, +19), Vilnius (80%, +17), Geneva (79%, +16), Marseille (48%, +16) and Riga (79%, +15).

However, there has been a decrease in the proportion of respondents who feel safe in two Turkish cities: Istanbul (41%, -9) and Ankara (77%, -7), as well as in three Italian cities: Roma (46%, -9), Palermo (55%, -9) and Bologna (60%, -9).

I feel safe in [CITY NAME] Total 'Agree'			
		2015	Diff. 2015- 2012
	Tallinn	88%	+19
	Athina	38%	+19
	Vilnius	80%	+17
	Geneva	79%	+16
	Marseille	48%	+16
	Riga	79%	+15
...			
	Ankara	77%	-7
	Bologna	60%	-9
	Palermo	55%	-9
	Roma	46%	-9
	Istanbul	41%	-9

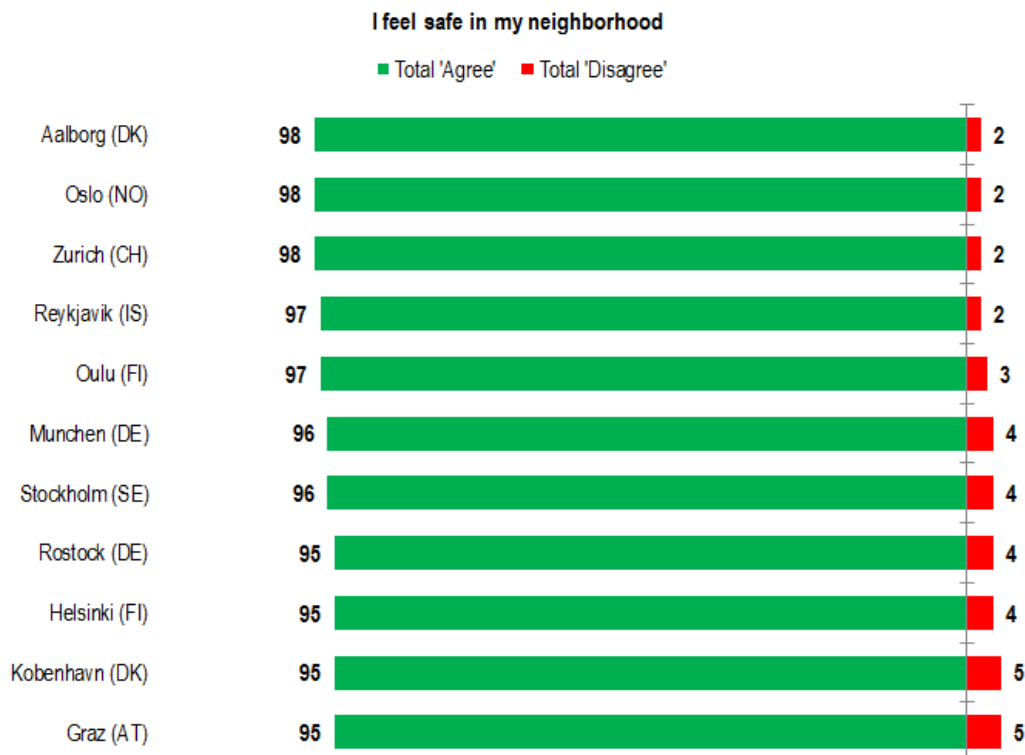
When comparing the results for the 'city' with those of the overall 'Greater city', it appears that respondents in the overall 'Greater Lisbon' are more likely than those in the city of Lisboa to feel safe in their city (75% compared with 69%). The opposite pattern applies to the overall 'Greater Paris', compared to the city of Paris (67% compared with 74%).

The feeling of safety in the city and satisfaction with living in the city are very highly correlated: the more respondents agree they feel safe, the more they are satisfied to live in their city.



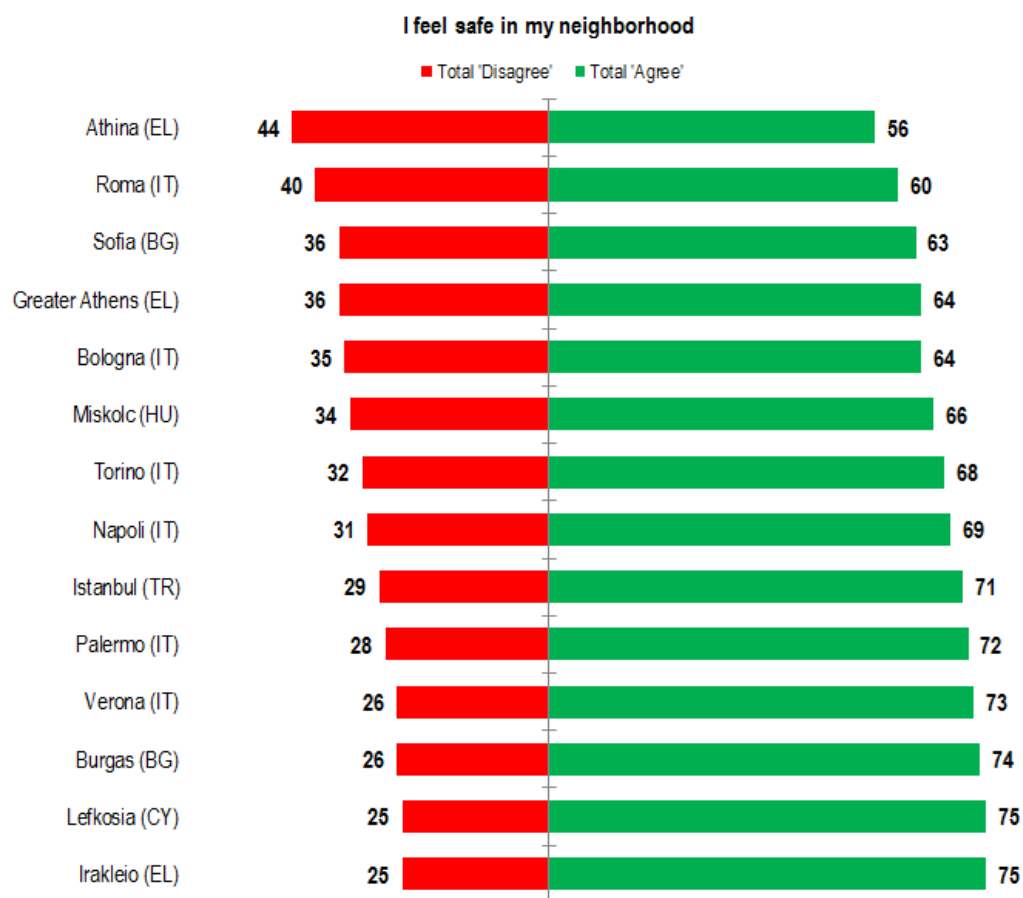
Respondents were also asked whether they feel *safe in their neighbourhood*¹⁸.

In all of the cities, the majority of respondents say they feel safe in their neighbourhood, and in 30 cities at least 90% of respondents share this view. Respondents in Aalborg, Oslo and Zurich (all 98%) are most likely to say they feel safe in their neighbourhood.



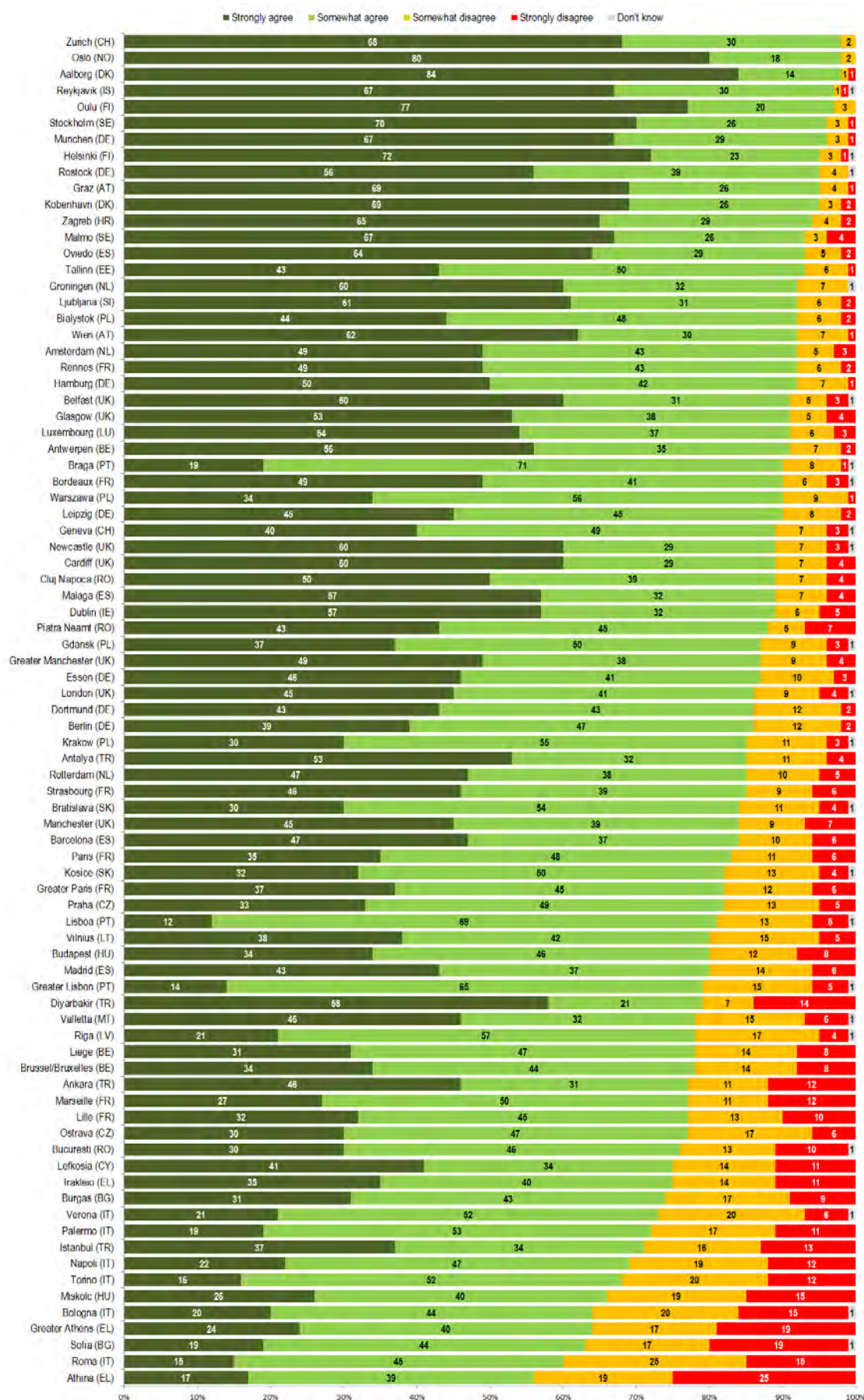
¹⁸ Q2.8 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - I feel safe in my neighbourhood.

In only 14 cities, at least a quarter of respondents express a negative opinion about feeling safe in their neighbourhood. The level of disagreement is higher in Athina (44% disagree), and Roma (40%).



Respondents in Nordic countries are most likely to say they feel safe in their neighbourhood: all eight cities in these countries are among the top 13 in terms of perceived neighbourhood safety.

Q2.8 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **I feel safe in my neighbourhood**



Although a majority of respondents agree they feel safe in their neighbourhood in all EU capitals, strong variations can be observed from one capital city to the other: from 96% who agree they feel safe in their neighbourhood in Stockholm to 56% who do so in Athina. In 25 of the 28 capitals, at least three respondents out of four feel safe in their neighbourhood.

I feel safe in my neighborhood - Level of agreement in EU capital cities

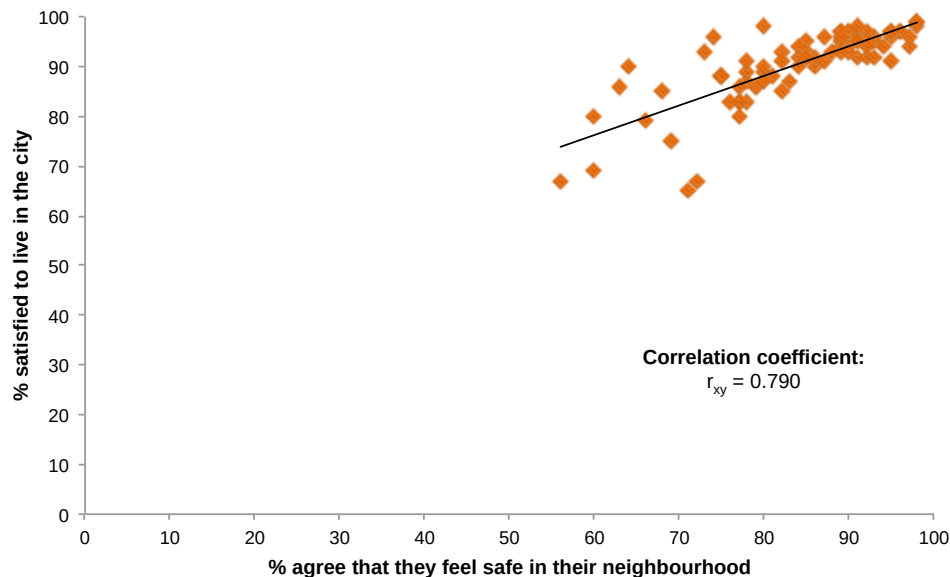
		Total 'Agree'
	Stockholm	96%
	Kobenhavn	95%
	Helsinki	95%
	Zagreb	94%
	Tallinn	93%
	Amsterdam	92%
	Wien	92%
	Ljubljana	92%
	Luxembourg	91%
	Warszawa	90%
	Dublin	89%
	London	86%
	Berlin	86%
	Bratislava	84%
	Paris	83%
	Praha	82%
	Lisboa	81%
	Madrid	80%
	Vilnius	80%
	Budapest	80%
	Riga	78%
	Brussel/Bruxelles	78%
	Valletta	78%
	Bucuresti	76%
	Lefkosia	75%
	Sofia	63%
	Roma	60%
	Athina	56%

In many cities, respondents feel safer in their neighbourhood than they did in 2012. The largest changes can be seen in Geneva (89% agree, +19) and Athina (56%, +19).

At the other end of the scale, the largest decreases in agreement can be observed in four Italian cities: Bologna (64% agree, -14), Verona (73%, -8), Roma (60%, -7) and Torino (68%, -7).

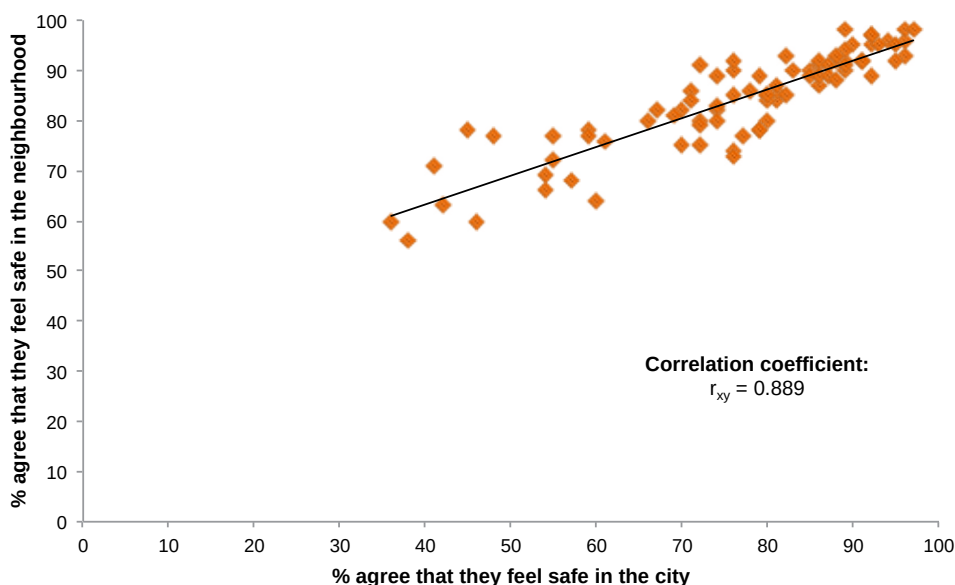
I feel safe in my neighborhood			
Total 'Agree'			
		2015	Diff. 2015- 2012
	Geneva	89%	+19
	Athina	56%	+19
	Tallinn	93%	+13
	Antwerpen	91%	+13
	Vilnius	80%	+11
	Greater Athens	64%	+11
	Marseille	77%	+10
...			
	Torino	68%	-7
	Roma	60%	-7
	Verona	73%	-8
	Bologna	64%	-14

A feeling of safety in the neighbourhood is fairly strongly correlated with overall satisfaction with living in the city, although the relationship is less strong than for safety at the city level. In other words, overall satisfaction is more strongly influenced by feeling safe in the city as a whole than feeling safe in one's own neighbourhood.



When *comparing the feeling of safety in the city and in the neighbourhood*, the sense of safety in the neighbourhood tends to be stronger. For example, in 30 cities at least 90% of respondents agree that they feel safe in their neighbourhood, but this applies to only 15 cities with regards to feeling safe in the city as a whole.

At the same time, there is a very high correlation between these two variables. The more people feel safe in the city, the more they feel safe in their neighbourhood. In particular, the cities of Zurich, Munchen, Aalborg, Stockholm, Helsinki and Reykjavik appear in the top 10 highest ranking cities on both variables, while Athina, Greater Athens, Istanbul, Sofia, Roma, Miskolc and Napoli are in the lowest 10 on both variables.

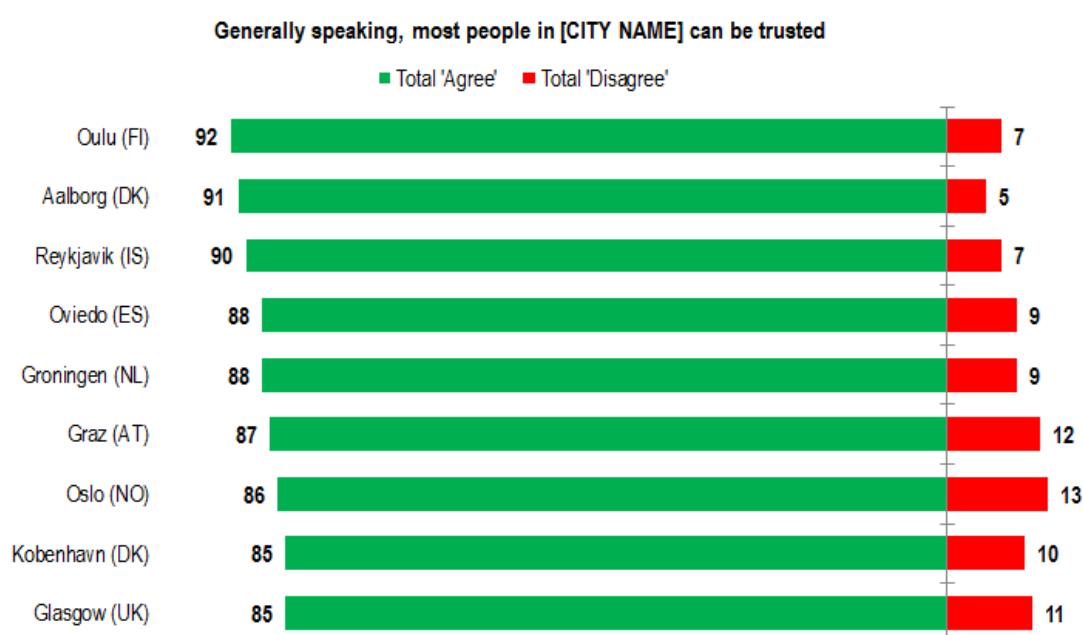


Trust

Respondents were asked whether they agree that most *people in their city can be trusted*¹⁹. There are significant differences between cities on this statement ranging from Oulu, where 72% agree that most people in the city can be trusted to Istanbul (26% agree) or Greater Athens (31% agree).

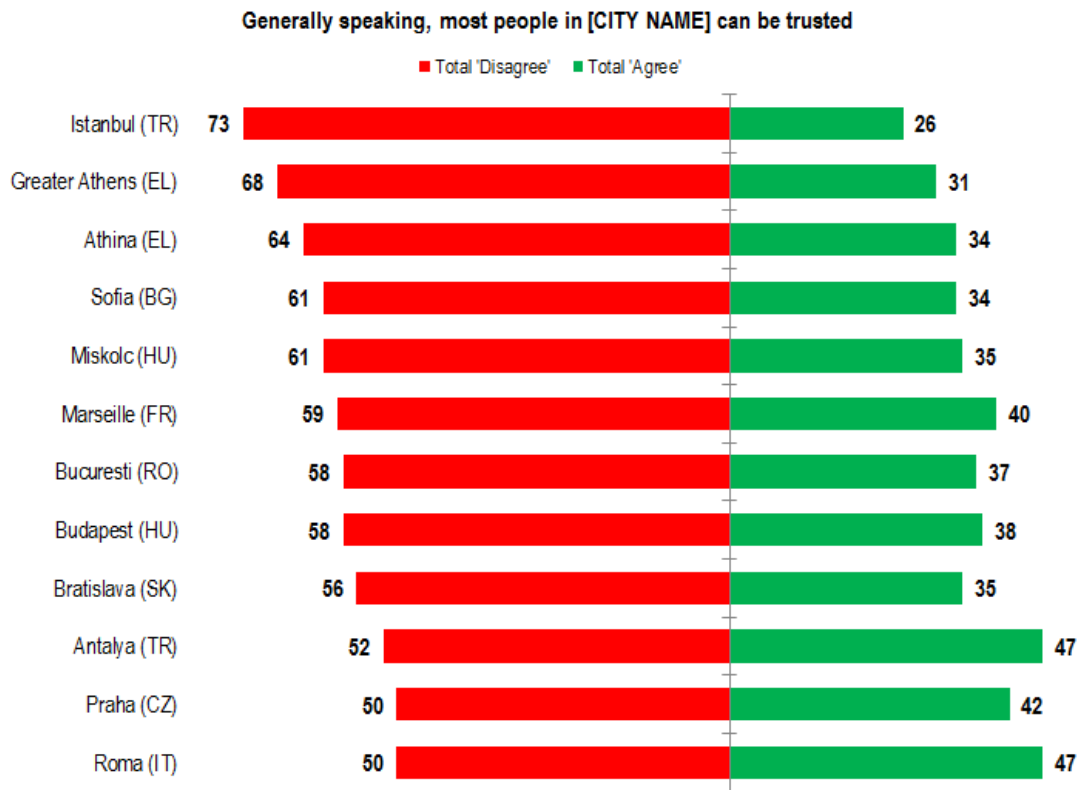
In a large majority of the cities included in this survey (66 out of 83), at least half of respondents agree that people can be trusted in their city.

In 14 cities, this number exceeds 80%. This is notably the case for Oulu (92%), Aalborg (91%) and Reykjavik (90%). Seven out of the 8 Nordic cities included in the scope of the survey record more than 80%, the exception being Malmo (71%).

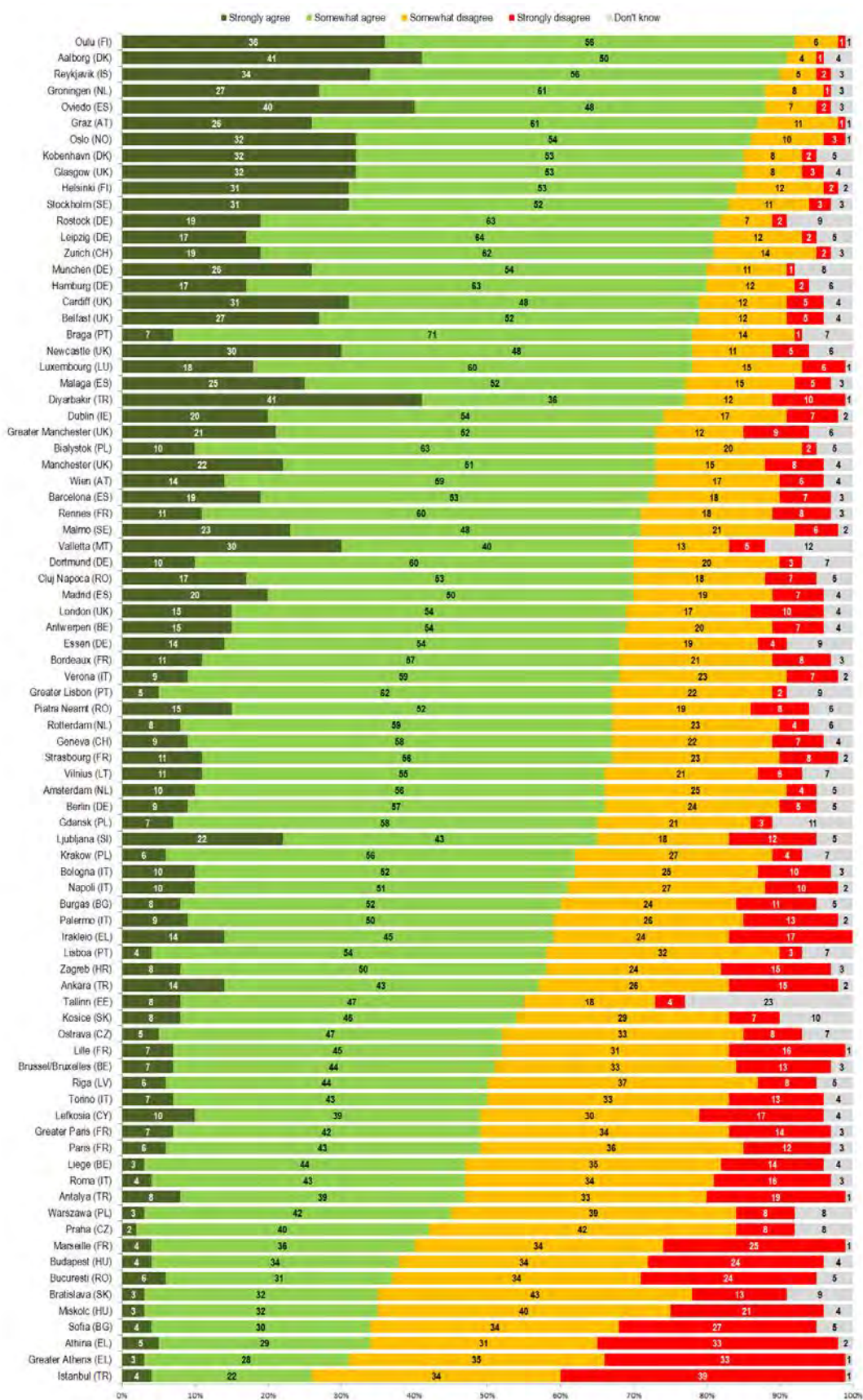


¹⁹ Q2.10 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - Generally speaking, most people in [CITY NAME] can be trusted.

In 12 cities, at least half of respondents disagree that most people in their city can be trusted. The highest levels of disagreement can be observed in Istanbul (73%), Greater Athens (68%), Athina (64%), Sofia (61%) and Miskolc (61%).



Q2.10 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **Generally speaking, most people in [CITY NAME] can be trusted**



There are substantial differences between EU capitals on this measure, ranging between Kobenhavn (where 85% agree that most people in the city can be trusted) to Sofia and Athina (where, in both cities, only 34% agree).

Levels of trust tend to be lower in EU capitals compared with the other cities: in the survey as a whole, there are 17 cities where less than half of respondents agree that most people in the city can be trusted, and 10 of these are EU capitals. In general, as already seen with the feeling of safety, levels of trust tend to be lower in large cities.

Generally speaking, most people in [CITY NAME] can be trusted
Level of agreement in EU capital cities

	Total 'Agree'
 Kobenhavn	85%
 Helsinki	84%
 Stockholm	83%
 Luxembourg	78%
 Dublin	74%
 Wien	73%
 Madrid	70%
 Valletta	70%
 London	69%
 Vilnius	66%
 Berlin	66%
 Amsterdam	66%
 Ljubljana	65%
 Zagreb	58%
 Lisboa	58%
 Tallinn	55%
 Brussel/Bruxelles	51%
 Riga	50%
 Paris	49%
 Lefkosia	49%
 Roma	47%
 Warszawa	45%
 Praha	42%
 Budapest	38%
 Bucuresti	37%
 Bratislava	35%
 Athina	34%
 Sofia	34%

Evolutions since 2012 are more likely to be positive than negative. The largest increases in agreement can be seen in London (69%, +14), Vilnius (66%, +14), Athina (34%, +14) and Glasgow (85%, +11).

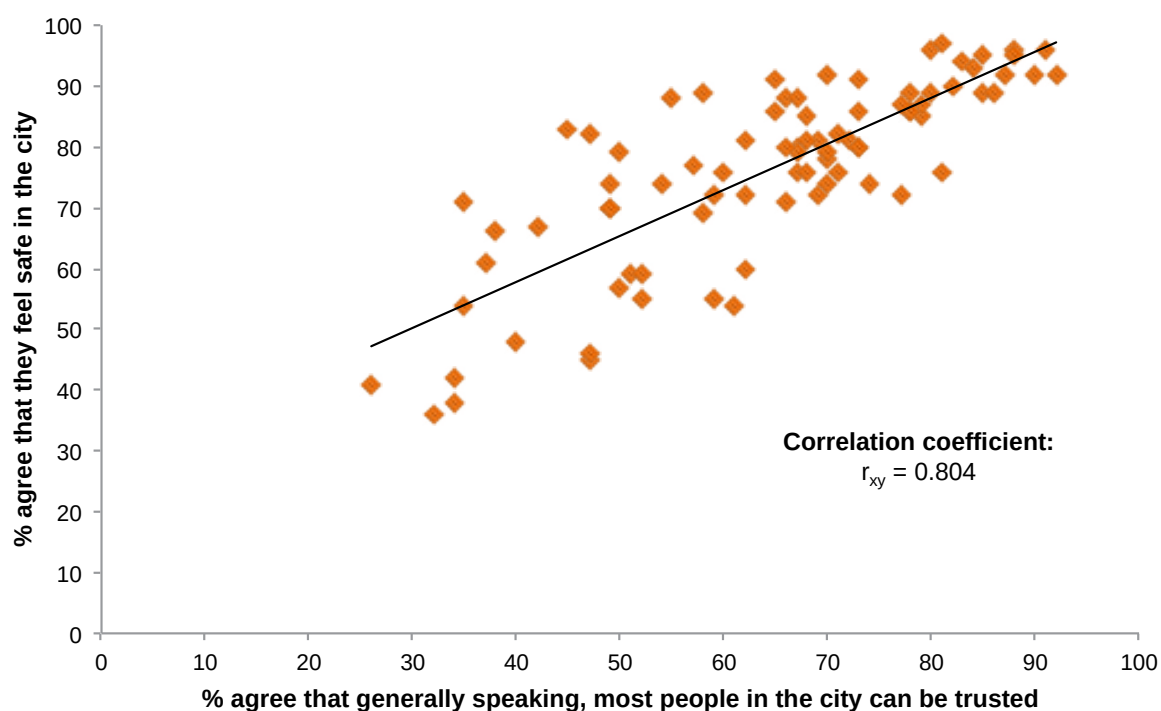
There have been no significant decreases in agreement since the 2012 survey.

Generally speaking, most people in [CITY NAME] can be trusted
Total 'Agree'

		2015	Diff. 2015- 2012
	London	69%	+14
	Vilnius	66%	+14
	Athina	34%	+14
	Glasgow	85%	+11

When comparing the results of the 'city' with the overall 'Greater city' it can be found that those residing in the overall 'Greater Lisbon' are more likely than those in the city of Lisboa itself to agree that most people in the city can be trusted (67% compared with 58%).

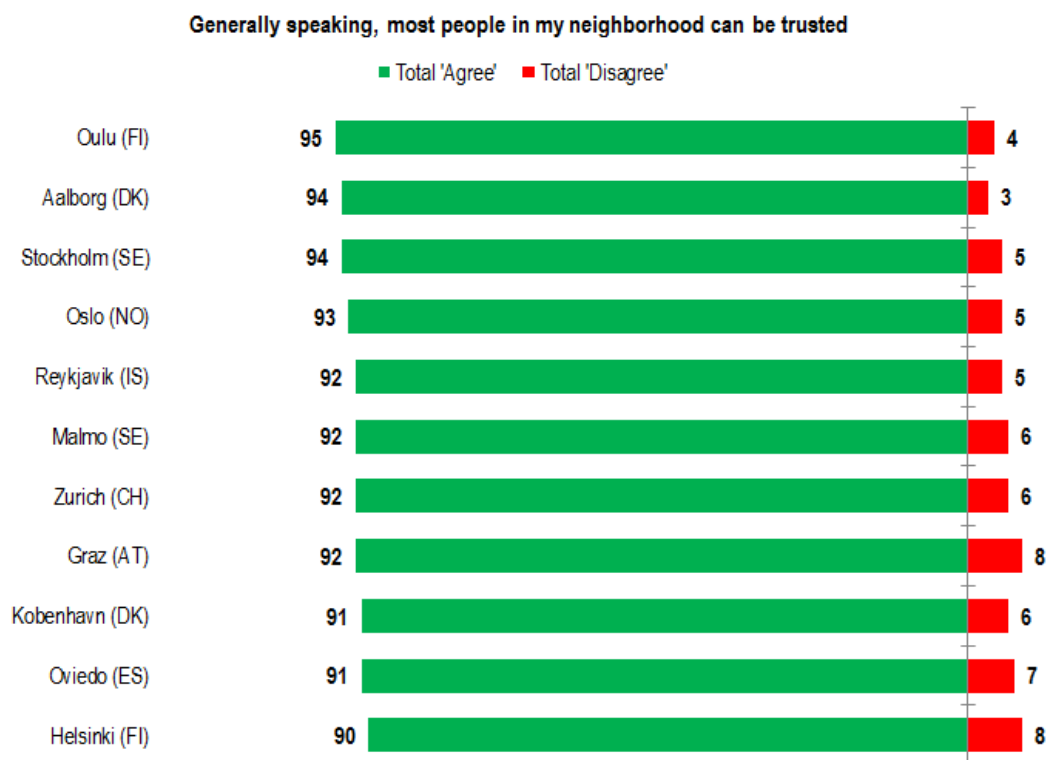
The graph below indicates that there is a fairly strong correlation between trust in other people and feeling safe in the city: the more that respondents trust other people in the city, the more likely they are to feel safe.



Respondents were also asked whether they agree or disagree that *people in their neighbourhood can be trusted*²⁰.

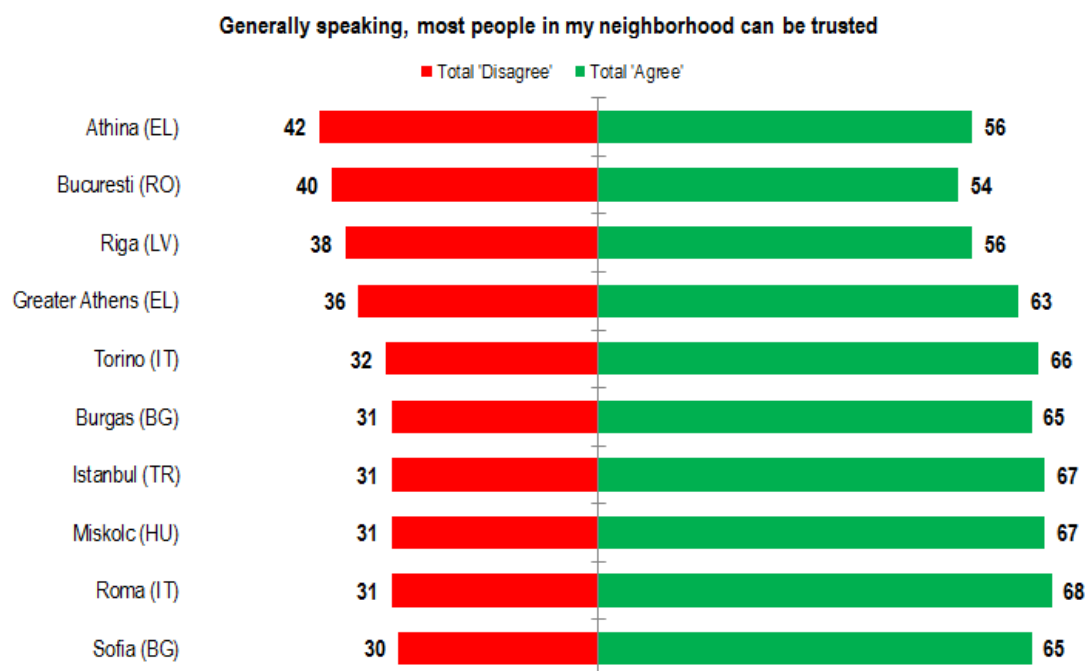
In every city, the majority of respondents agree that they can trust people in their neighbourhood, and in 11 cities the level of agreement is of at least 90%.

Oulu (95%), Aalborg (94%), Stockholm (94%) and Oslo (93%) have the highest proportions of respondents agreeing that people in their neighbourhood can be trusted.

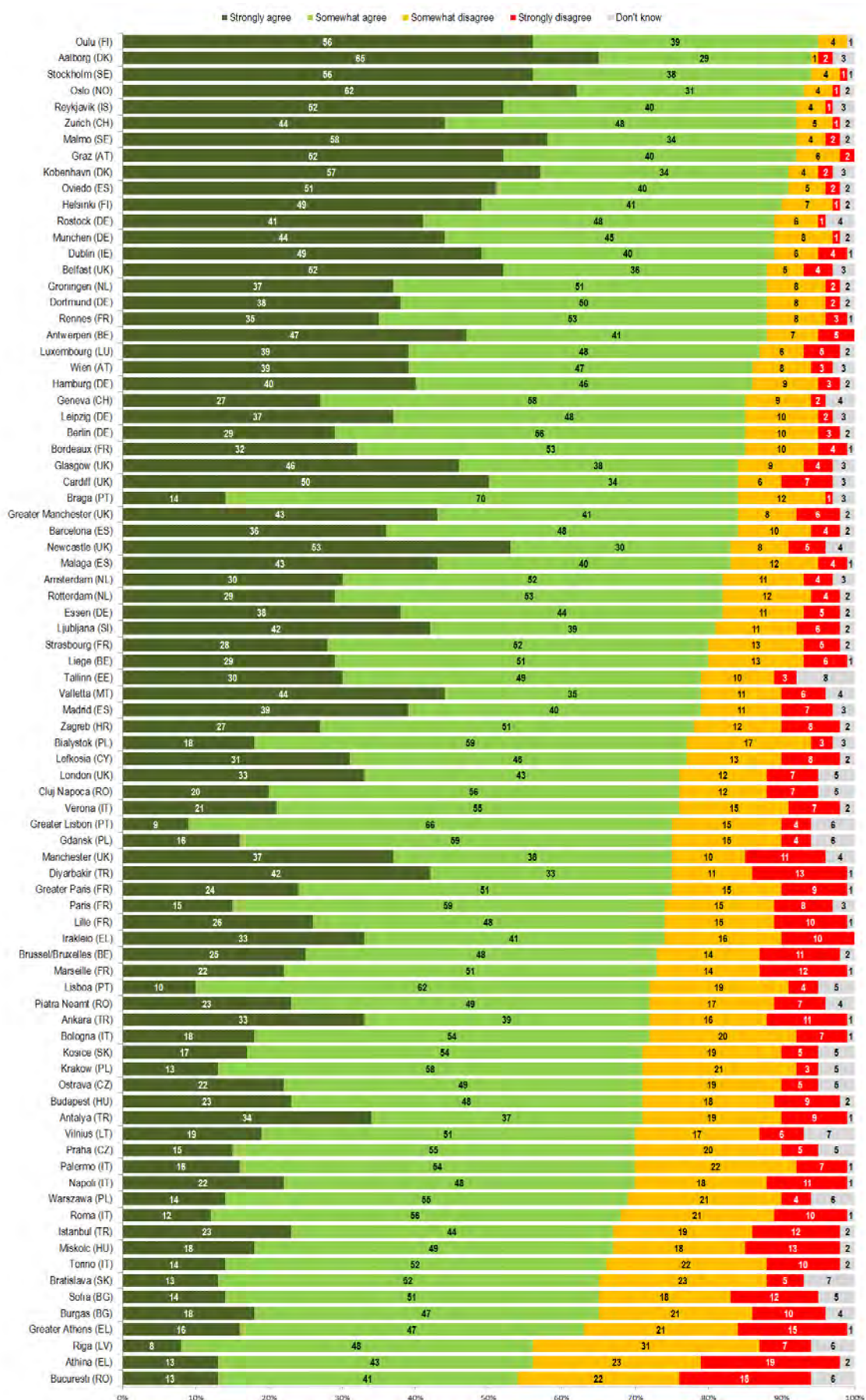


²⁰ Q2.11 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - Generally speaking, most people in my neighbourhood can be trusted.

In ten cities, at least three in ten respondents disagree that most people in their neighbourhood can be trusted. The most likely to disagree are respondents in Athina (42% disagree), Bucuresti (40%), Riga (38%) and Greater Athens (36%).



Q2.11 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **Generally speaking, most people in my neighbourhood can be trusted**



In nine EU capitals, an agreement level of over 80% can be observed; on the other hand, 70% of respondents or less agree in seven capitals that most people in their neighbourhood can be trusted. Overall, ratings tend to be lower in EU capitals than in other cities: of the seven lowest ranking cities overall, five are EU capitals.

Generally speaking, most people in my neighborhood can be trusted
 Level of agreement in EU capital cities

		Total 'Agree'
	Stockholm	94%
	Kobenhavn	91%
	Helsinki	90%
	Dublin	89%
	Luxembourg	87%
	Wien	86%
	Berlin	85%
	Amsterdam	82%
	Ljubljana	81%
	Valletta	79%
	Tallinn	79%
	Madrid	79%
	Zagreb	78%
	Lefkosia	77%
	London	76%
	Paris	74%
	Brussel/Bruxelles	73%
	Lisboa	72%
	Budapest	71%
	Praha	70%
	Vilnius	70%
	Warszawa	69%
	Roma	68%
	Bratislava	65%
	Sofia	65%
	Athina	56%
	Riga	56%
	Bucuresti	54%

Compared with the 2012 survey, results are generally stable, with most cities showing only small changes. The largest increases in agreement can be observed in Geneva (85%, +9) and Bucuresti (54%, +8), while the largest decrease (72%, -10) can be observed in Bologna.

Generally speaking, most people in my neighborhood can be trusted			
Total 'Agree'			
		2015	Diff. 2015- 2012
	Geneva	85%	+9
	Bucuresti	54%	+8
	Dublin	89%	+7
	Cardiff	84%	+7
	Liege	80%	+7
	Cluj-Napoc	76%	+7
	Vilnius	70%	+7
...			
	Bologna	72%	-10

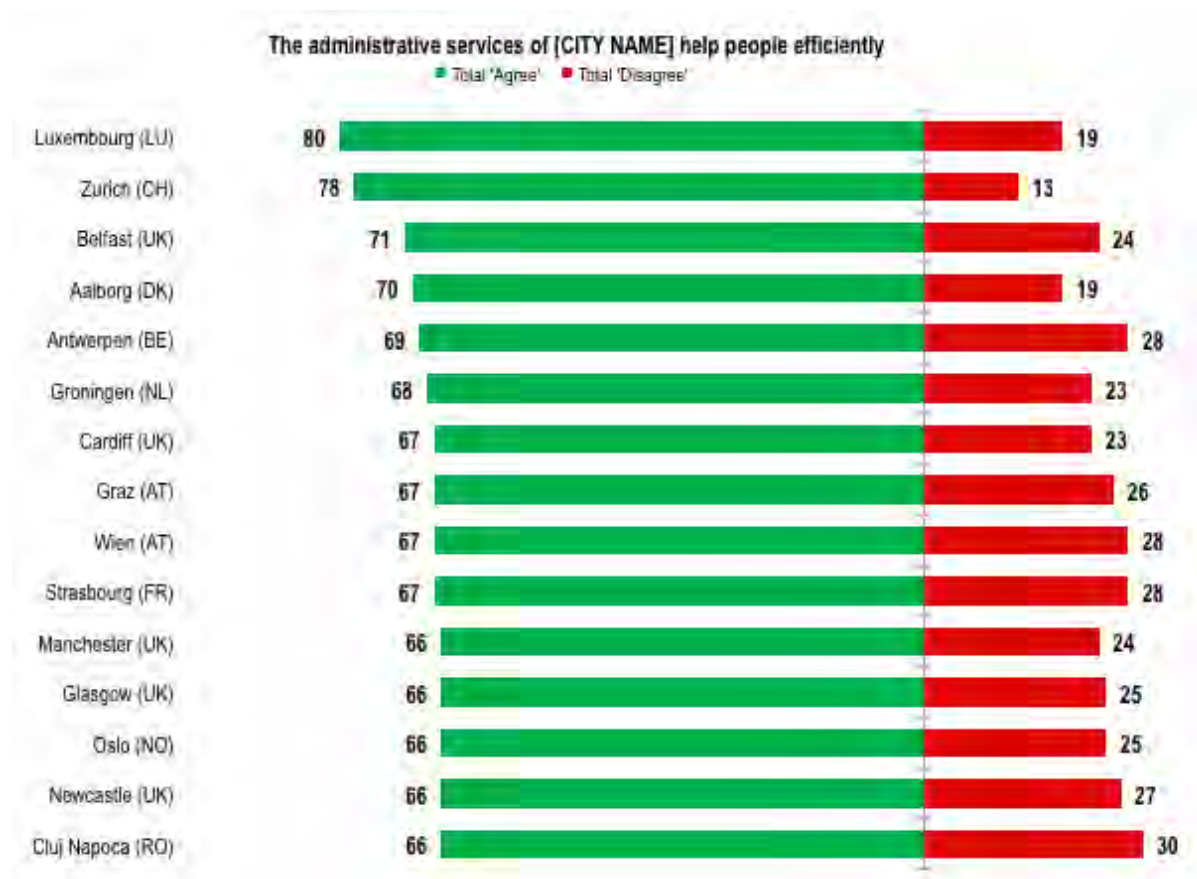
In general, the degree of trust tends to be higher at the neighbourhood level than at city level. This applies in particular to Marseille (73% agree in relation to the neighbourhood, 40% in relation to the city).

When comparing the results for the 'city' with those of the overall 'Greater city', it can be observed that those residing in the city of Manchester are less likely than those from the overall 'Greater Manchester' to agree that most people in their neighbourhood can be trusted (75% compared with 84%). The same is also true when comparing respondents from the city of Athens and from the overall 'Greater Athens' (56% compared with 63%).

5. City administrative services

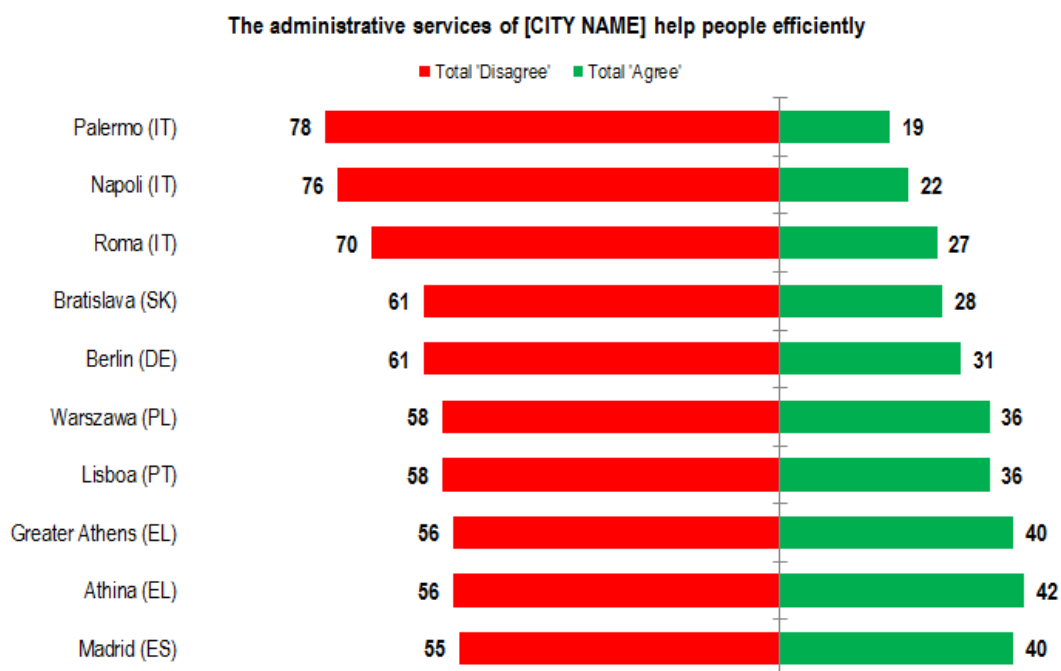
There are significant differences in the perceptions regarding city's administrative services.

A majority of respondents agree that their *city's administrative services help people efficiently*²¹ in 50 cities out of 83. In fifteen cities, the level of agreement is higher than 65%, with particularly strong levels of agreement in Luxembourg (80%) and Zurich (78%).



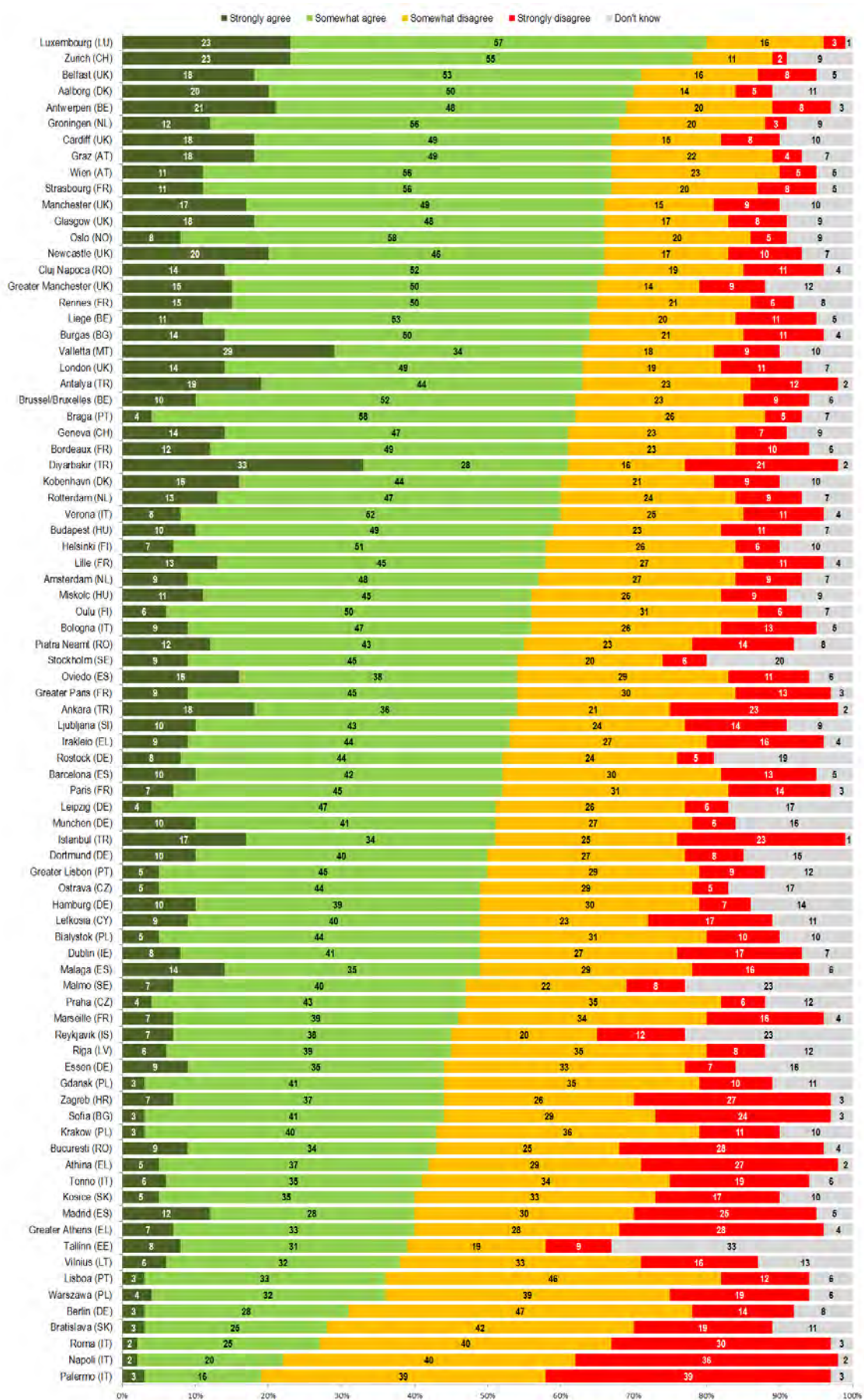
²¹ Q2.6 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - The administrative services of [CITY NAME] help people efficiently.

In 15 cities, at least half of respondents disagree that the city's services help people efficiently; the level of disagreement even exceeds 60% in the following five cities: Palermo (78%), Napoli (76%), Roma (70%), Berlin (61%) and Bratislava (61%).



There is a high rate of non-response to this question in a few cities, especially in Tallinn (33%), Reykjavik (23%) and Malmo (23%).

Q2.6 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **The administrative services of [CITY NAME] help people efficiently**



Attitudes tend to be less positive in EU capitals than in other cities covered by the survey. Only two EU capitals (Luxembourg and Wien) feature in the ten highest-ranking cities, while the ten cities with the lowest ratings include eight EU capitals.

The administrative services of [CITY NAME] help people efficiently
Level of agreement in EU capital cities

	Total 'Agree'
 Luxembourg	80%
 Wien	67%
 London	63%
 Valletta	63%
 Brussel/Bruxelles	62%
 Kobenhavn	60%
 Budapest	59%
 Helsinki	58%
 Amsterdam	57%
 Stockholm	54%
 Ljubljana	53%
 Paris	52%
 Dublin	49%
 Lefkosia	49%
 Praha	47%
 Riga	45%
 Zagreb	44%
 Sofia	44%
 Bucuresti	43%
 Athina	42%
 Madrid	40%
 Tallinn	39%
 Vilnius	38%
 Warszawa	36%
 Lisboa	36%
 Berlin	31%
 Bratislava	28%
 Roma	27%

Compared with the situation in 2012, the highest positive trends have been recorded in Praha (47%, +14), Athina (42%, +11), Oslo (66%, +10), Zagreb (44%, +10) and Greater Athens (40%, +10).

At the other end of the spectrum, Munchen (51%, -11), Piatra Neamt (55%, -10), Lille (58%, -10) and Malmo (47%, -9) register the highest decreases.

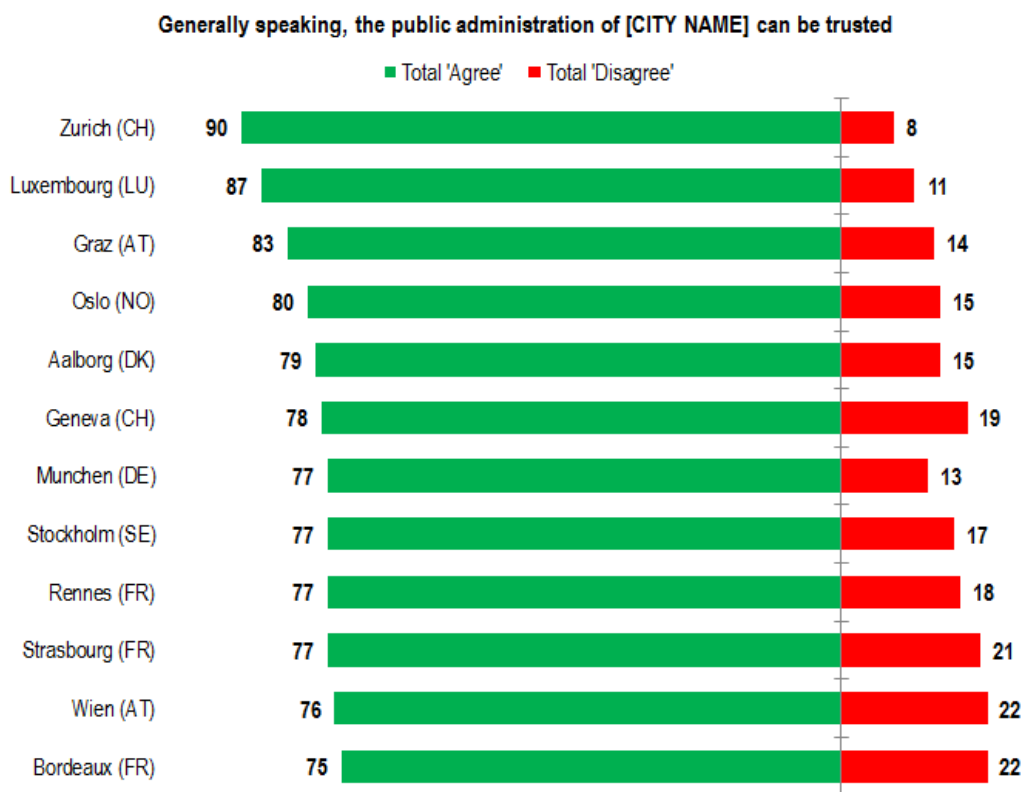
The administrative services of [CITY NAME] help people efficiently
Total 'Agree'

		2015	Diff. 2015- 2012
	Praha	47%	+14
	Athina	42%	+11
	Oslo	66%	+10
	Zagreb	44%	+10
	Greater Athens	40%	+10
- - - -			
	Malmo	47%	-9
	Lille	58%	-10
	Piatra Neamt	55%	-10
	Munchen	51%	-11

When comparing the results for the 'city' with those of the overall 'Greater city', it appears that respondents in the city of Lisboa are significantly less likely to agree than those from the overall 'Greater Lisbon' that their city's administrative services help people efficiently (36% compared with 50%).

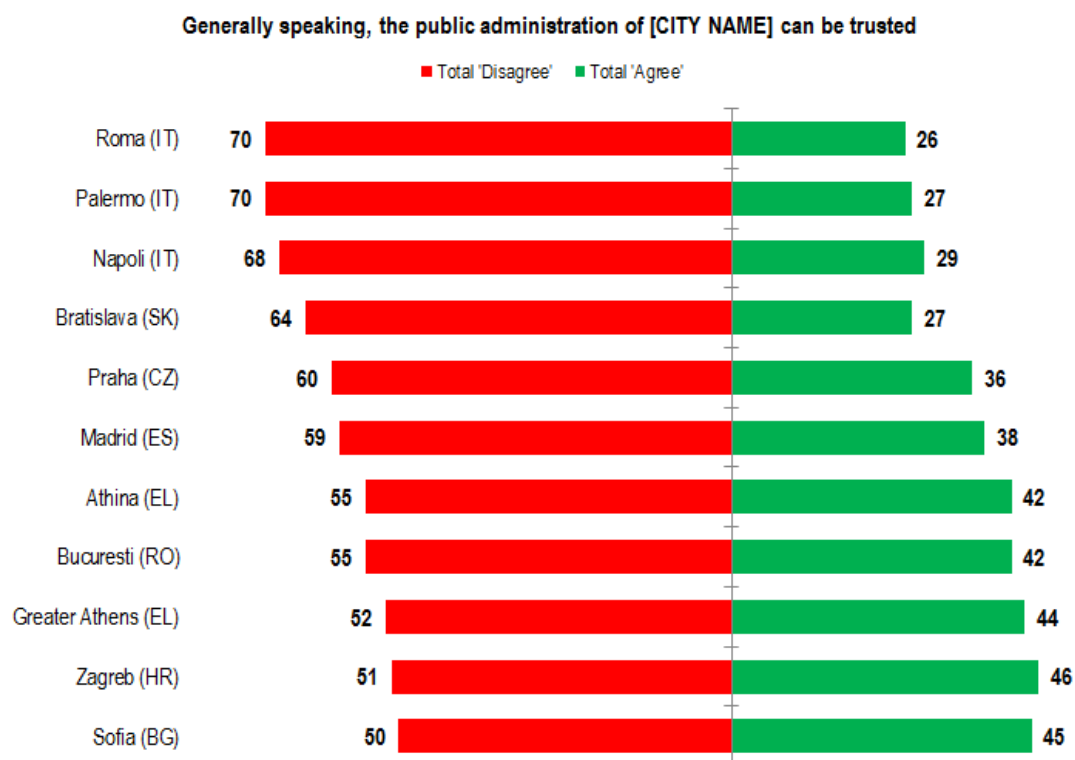
On the question of whether the *city's public administration can be trusted*²², significant differences in agreement may be underlined as well. The overall level of agreement ranges from 90% in Zurich to 26% in Roma.

A majority of respondents agree with this statement in 65 out of the 83 cities surveyed, and in 12 cities at least three-quarters agree. Zurich (90%), Luxembourg (87%), Graz (83%) and Oslo (80%) record the highest scores for this question.

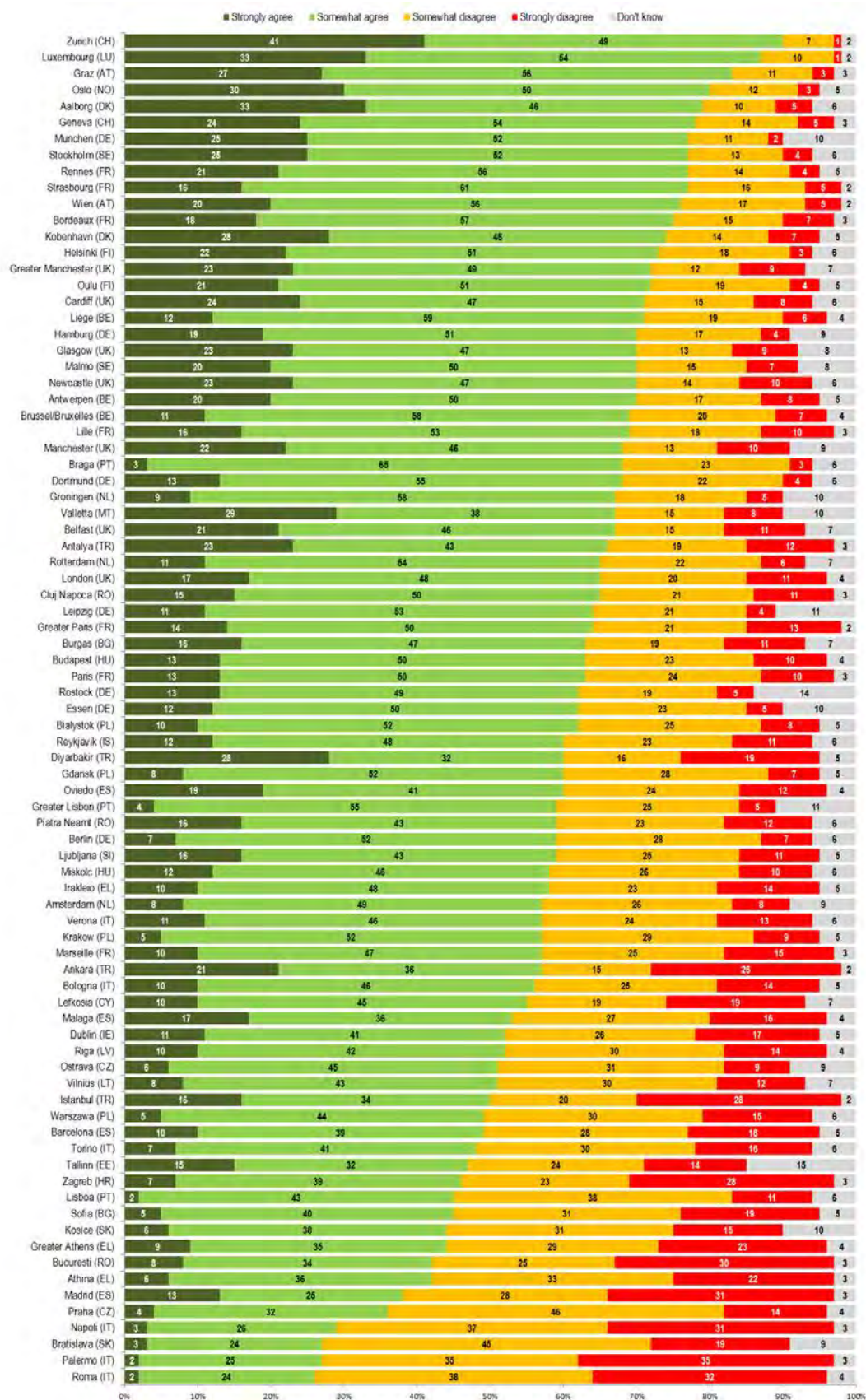


²² Q2.12 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - Generally speaking, the public administration of [CITY NAME] can be trusted.

In 11 cities, at least half of respondents disagree that the city's public administration can be trusted. Levels of disagreement are highest in three Italian cities: Roma (70%), Palermo (70%) and Napoli (68%).



Q2.12 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **Generally speaking, the public administration of [CITY NAME] can be trusted**



Respondents in Luxembourg are much more likely than those in other EU capitals to agree that the city's public administration can be trusted (87% agree).

In general, the ratings for EU capitals are lower than for other cities covered by the survey: of the 18 cities where less than half of respondents agree that the city's public administration can be trusted, 11 of them are EU capitals. This is linked to the size of the cities: overall, trust in the city's public administration tends to be lower in larger cities.

Generally speaking, the public administration of [CITY NAME] can be trusted
Level of agreement in EU capital cities

	Total 'Agree'
 Luxembourg	87%
 Stockholm	77%
 Wien	76%
 Kobenhavn	74%
 Helsinki	73%
 Brussel/Bruxelles	69%
 Valletta	67%
 London	65%
 Budapest	63%
 Paris	63%
 Ljubljana	59%
 Berlin	59%
 Amsterdam	57%
 Lefkosia	55%
 Dublin	52%
 Riga	52%
 Vilnius	51%
 Warszawa	49%
 Tallinn	47%
 Zagreb	46%
 Sofia	45%
 Lisboa	45%
 Athina	42%
 Bucuresti	42%
 Madrid	38%
 Praha	36%
 Bratislava	27%
 Roma	26%

There have been some large increases since the 2012 survey, in the proportion that agree that the city's public administration can be trusted. The largest rises can be observed in Groningen (67%, +14), Zagreb (46%, +13), Greater Athens (44%, +11) and Dublin (52%, +10).

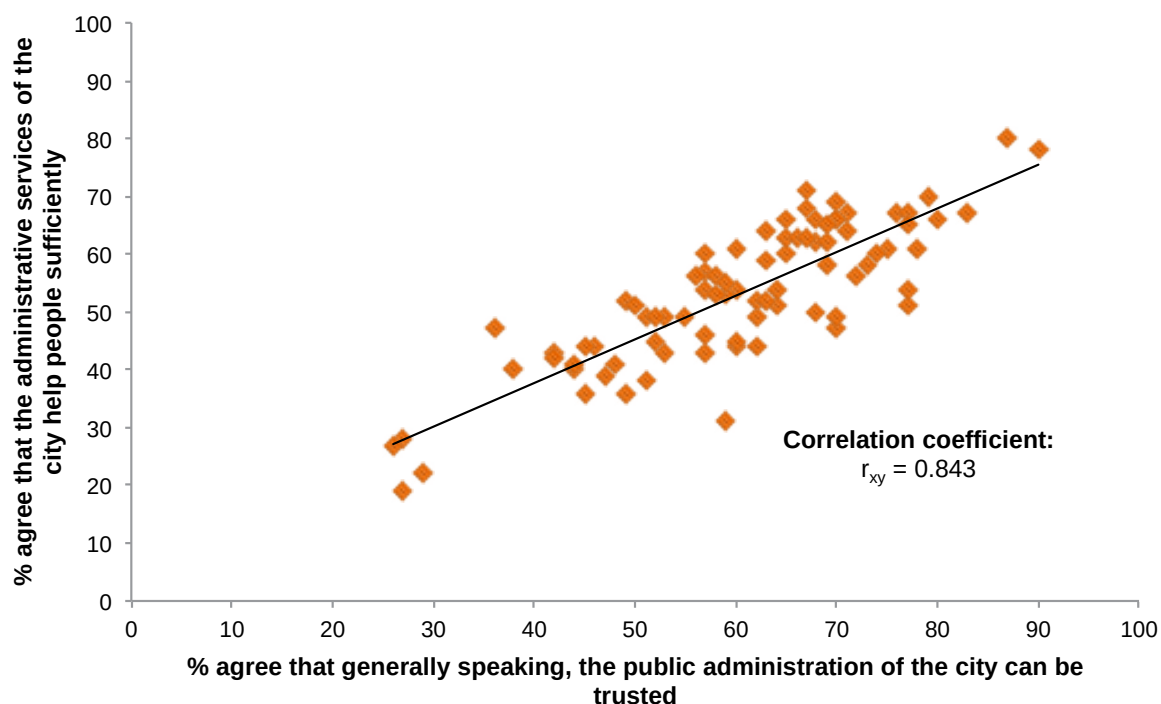
The cities where agreement has fallen the most since 2012 are Verona (57%, -15), Istanbul (50%, -12) and Bologna (56%, -11).

Generally speaking, the public administration of [CITY NAME] can be trusted
Total 'Agree'

		2015	Diff. 2015- 2012
	Groningen	67%	+14
	Zagreb	46%	+13
	Greater Athens	44%	+11
	Dublin	52%	+10
...			
	Lisboa	45%	-8
	Ankara	57%	-9
	Bologna	56%	-11
	Istanbul	50%	-12
	Verona	57%	-15

When comparing the results for the 'city' with the overall 'Greater city', it appears that respondents in the city of Lisboa are significantly less likely than those residing in the overall 'Greater Lisbon' to agree that their city's public administration can be trusted (45% compared with 59%).

As the graph below illustrates, there is a strong correlation between the efficiency of a city's administrative services and the trust that they inspire: the more people agree that public administration can be trusted, the more they agree that administrative services in their city help people efficiently. This pattern applies particularly to the following cities, which are among the 10 highest ranked cities on both measures: Luxembourg, Zurich, Aalborg, Graz and Strasbourg.

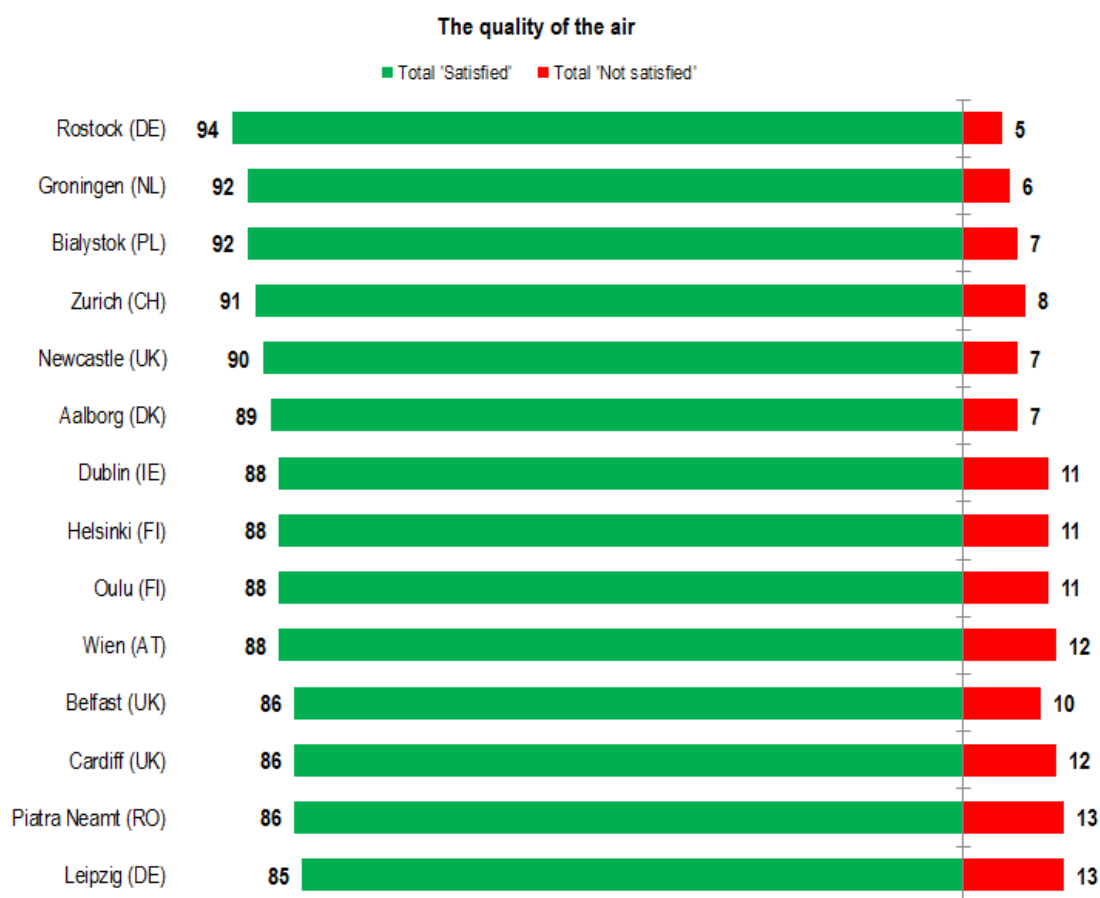


III. PEOPLE'S SATISFACTION WITH THEIR CITY IN RELATION WITH ENVIRONMENT

1. Air quality

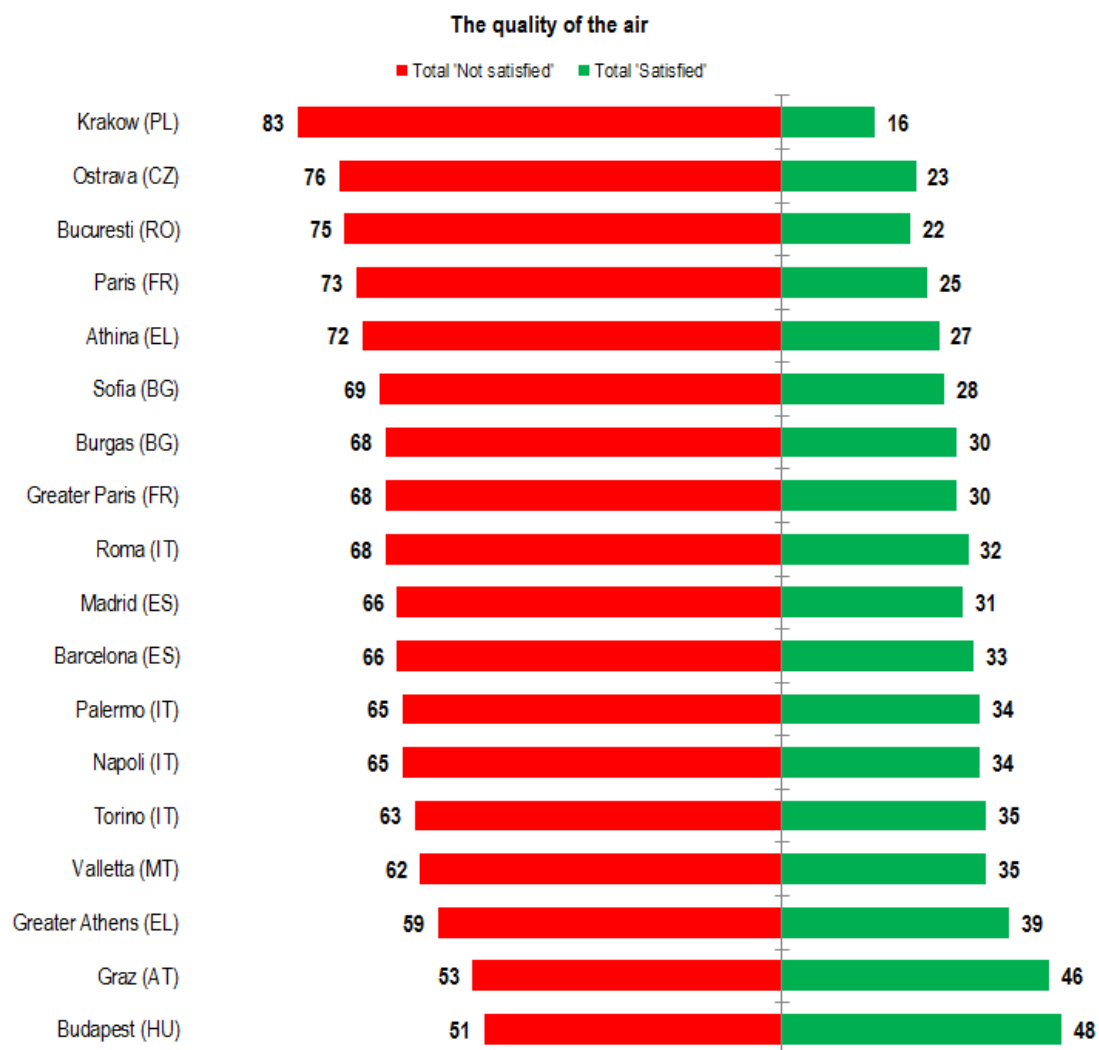
The level of satisfaction regarding air quality²³ varies greatly among cities, ranging from 94% in Rostock to only 16% in Krakow.

In 62 out of 83 cities, at least half of respondents are satisfied with air quality, and in 14 cities the level of satisfaction is at least 85%. The highest results are recorded in Rostock (94%), Groningen, Bialystok (both 92%), Zurich (91%) and Newcastle (90%).

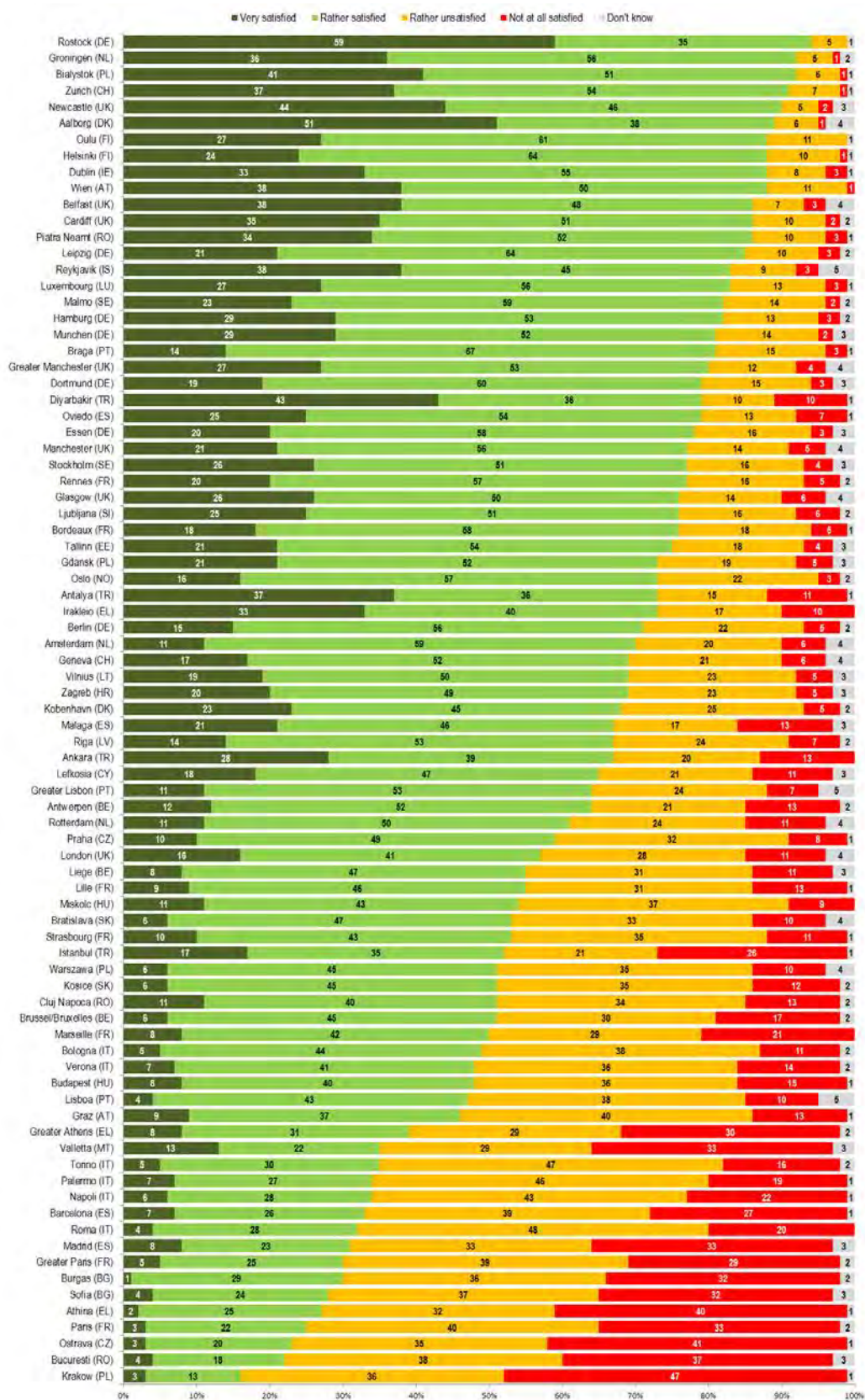


²³ Q1.10 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - The quality of the air.

At the other end of the scale, more than half of respondents are dissatisfied in 18 cities. Dissatisfaction is highest in Krakow (83%), Ostrava (76%) and Bucuresti (75%).



Q1.10 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **The quality of the air**



There is also a wide variation in the levels of satisfaction with air quality amongst EU capitals, ranging from 88% in Wien to just 22% in Bucuresti.

Indeed, there are three EU capitals among the ten cities recording the highest levels of satisfaction with air quality: Wien, Helsinki and Dublin (all 88% of satisfaction) but there are also six EU capitals among the ten lowest ranked cities.

Satisfaction with the quality of the air in EU capital cities

	Total 'Satisfied'
 Wien	88%
 Helsinki	88%
 Dublin	88%
 Luxembourg	83%
 Stockholm	77%
 Ljubljana	76%
 Tallinn	75%
 Berlin	71%
 Amsterdam	70%
 Vilnius	69%
 Zagreb	69%
 Kobenhavn	68%
 Riga	67%
 Lefkosia	65%
 Praha	59%
 London	57%
 Bratislava	53%
 Brussel/Bruxelles	51%
 Warszawa	51%
 Budapest	48%
 Lisboa	47%
 Valletta	35%
 Roma	32%
 Madrid	31%
 Sofia	28%
 Athina	27%
 Paris	25%
 Bucuresti	22%

Compared with the 2012 survey, large increases in satisfaction with air quality can be seen in Praha (59%, +20), Miskolc (54%, +19), Graz (46%, +17), Ostrava (23%, +17) and Ljubljana (76%, +15).

The largest decreases in satisfaction are seen in Greater Paris (30%, - 10), Paris (25%, -8) and Palermo (34%, -8).

The quality of the air
Total 'Satisfied'

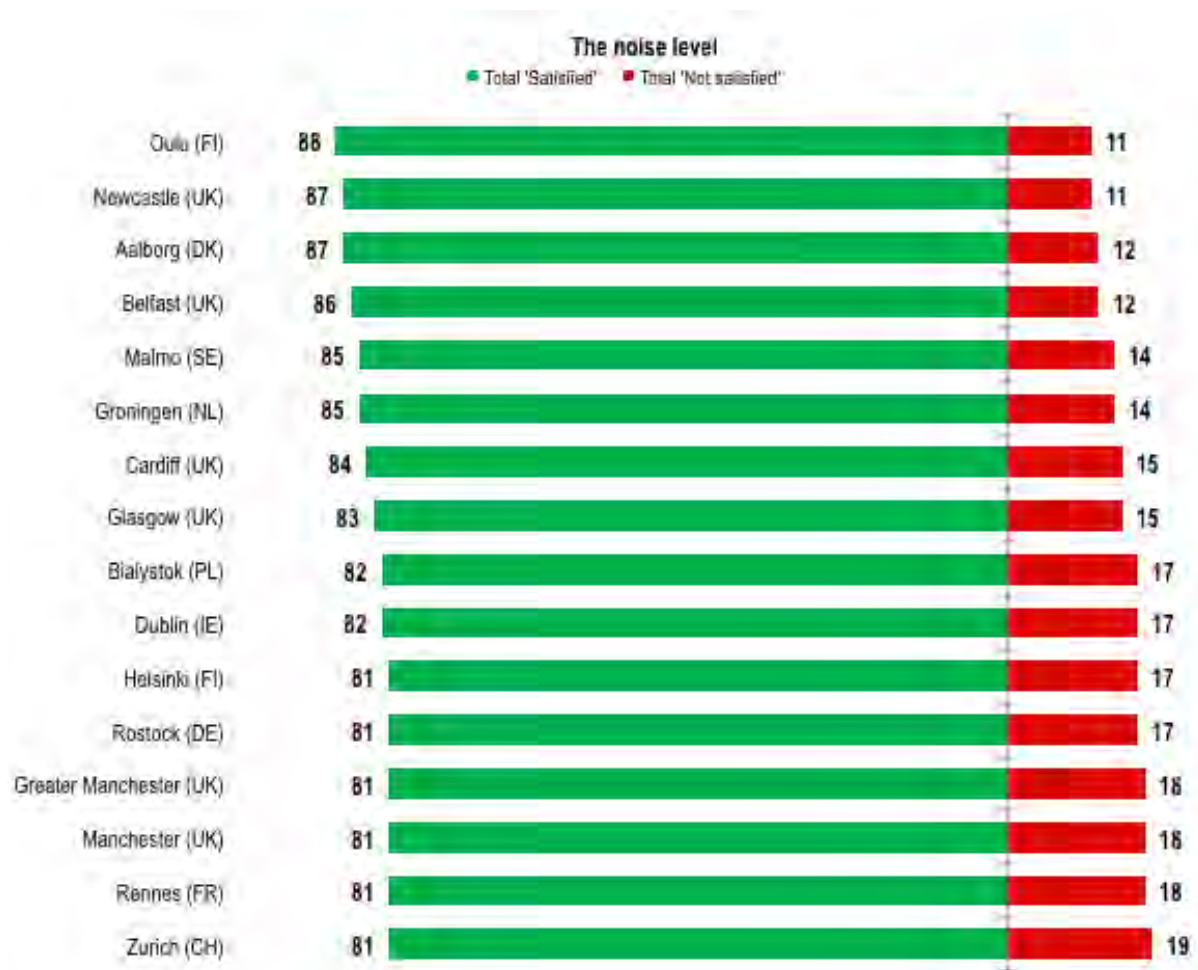
		2015	Diff. 2015- 2012
	Praha	59%	+20
	Miskolc	54%	+19
	Graz	46%	+17
	Ostrava	23%	+17
	Ljubljana	76%	+15
	Rennes	77%	-6
	London	57%	-7
	Palermo	34%	-8
	Paris	25%	-8
	Greater Paris	30%	-10

Interestingly, when comparing the results of the 'city' with the overall 'Greater city', it can be found that respondents in the city of Lisboa are significantly less likely than those from Greater Lisbon to be satisfied with the air quality (47% compared with 64%), as are respondents in the city of Athina compared with those from Greater Athens (27% compared with 39%).

2. Noise level

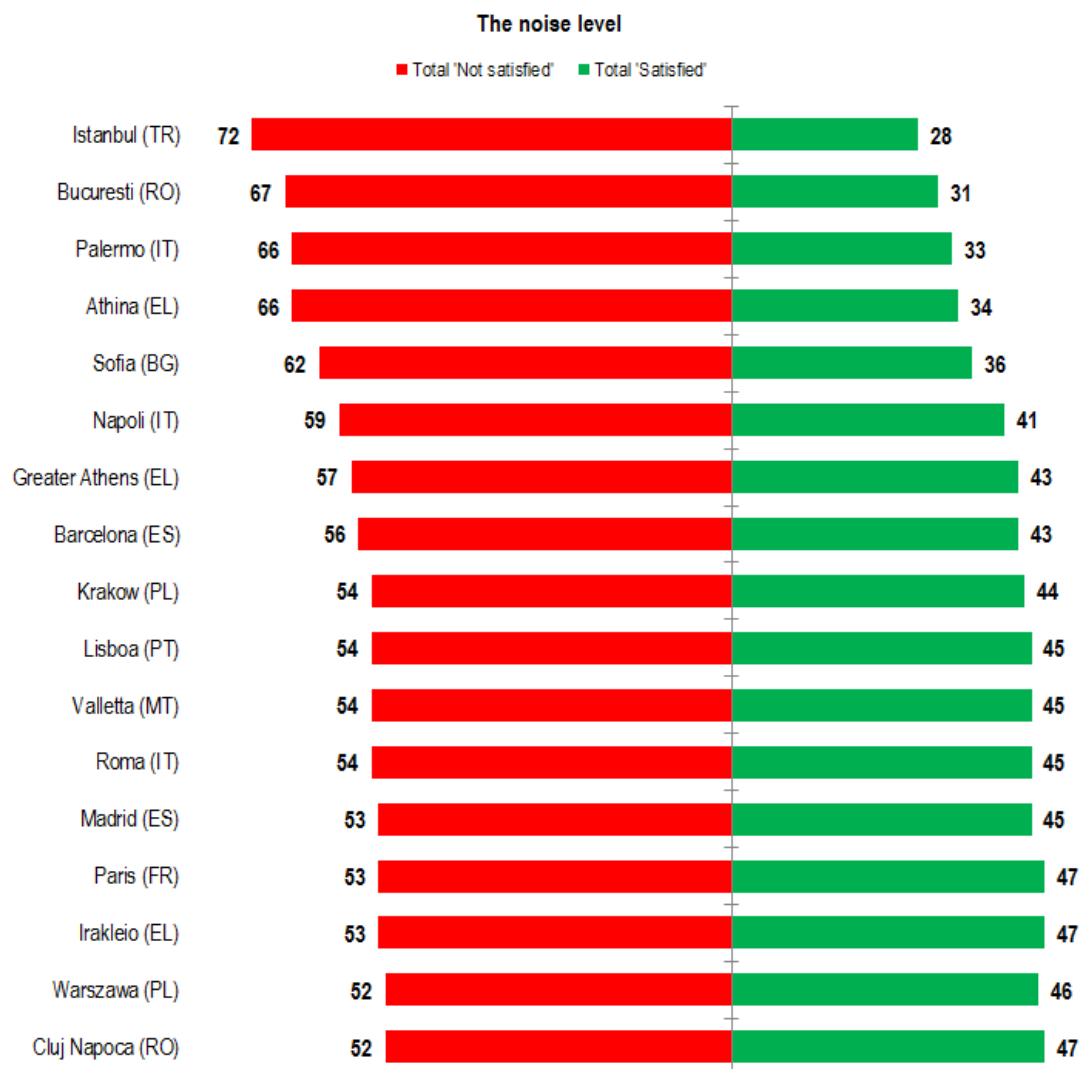
In 66 cities, at least half of respondents are satisfied with the level of noise in their city²⁴.

In 16 cities, levels of satisfaction even exceed 80%, with Oulu at the top of the ranking with 88% of respondents being satisfied, followed by Newcastle and Aalborg (both 87%). Interestingly, six UK cities are among these 16 cities.

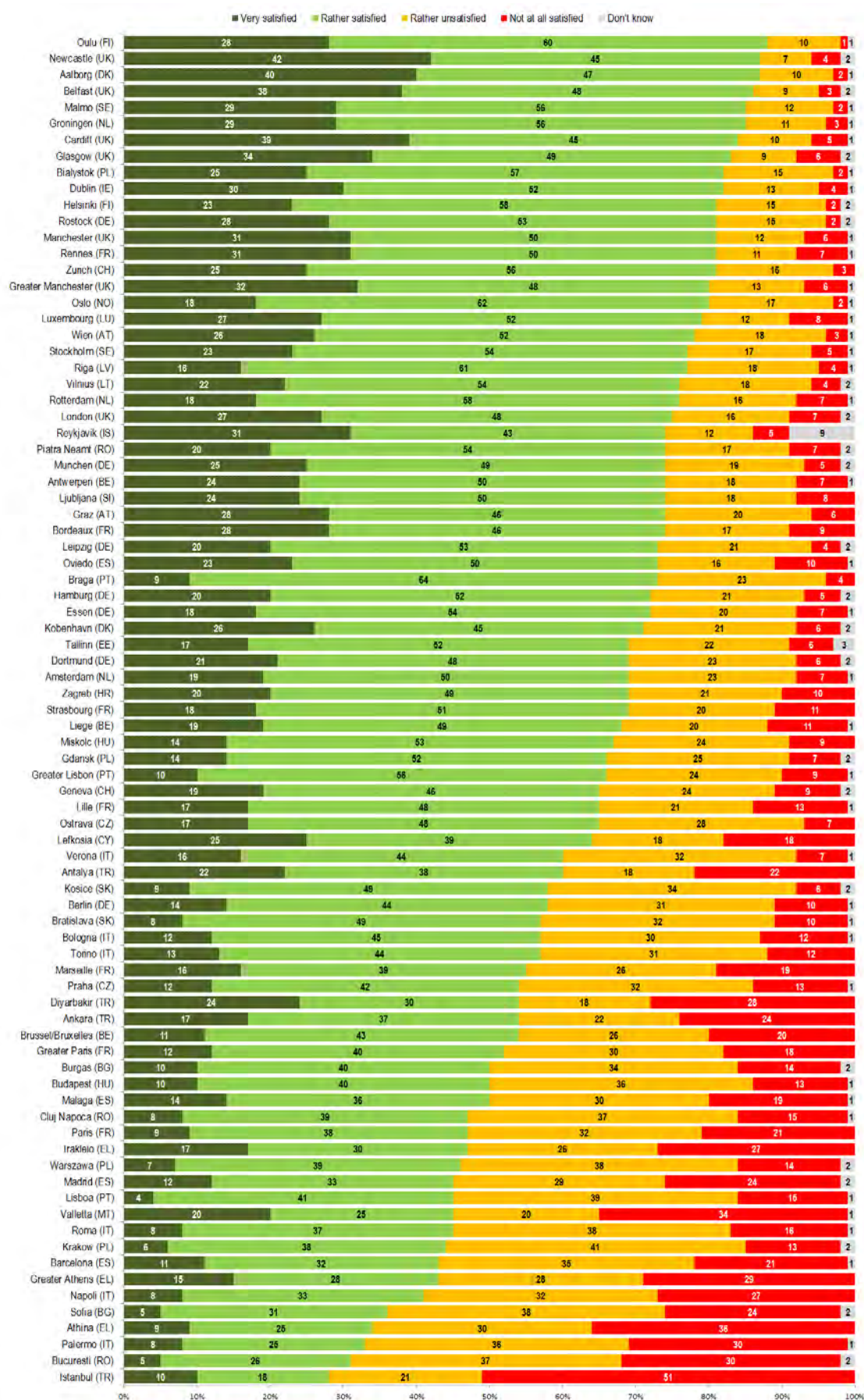


²⁴ Q1.11 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - The noise level.

On the other hand, in 17 cities a majority of respondents are dissatisfied with the noise level in their city and in 4 cities, at least two-thirds of the respondents express their dissatisfaction with this issue: Istanbul (72%), Bucuresti (67%), Athina and Palermo (both 66%).



Q1.11 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **The noise level**



Respondents living in EU capitals are significantly less likely to be satisfied with the noise level at their city compared with those living in the other cities. There is only one EU capital – Dublin – among the ten most satisfied cities, whereas there are ten EU capitals among the 20 least satisfied cities. In general, satisfaction tends to be lower in large cities.

Satisfaction with the noise level in EU capital cities

	Total 'Satisfied'
 Dublin	82%
 Helsinki	81%
 Luxembourg	79%
 Wien	78%
 Stockholm	77%
 Riga	77%
 Vilnius	76%
 London	75%
 Ljubljana	74%
 Kobenhavn	71%
 Amsterdam	69%
 Tallinn	69%
 Zagreb	69%
 Lefkosia	64%
 Berlin	58%
 Bratislava	57%
 Praha	54%
 Brussel/Bruxelles	54%
 Budapest	50%
 Paris	47%
 Warszawa	46%
 Madrid	45%
 Roma	45%
 Lisboa	45%
 Valletta	45%
 Sofia	36%
 Athina	34%
 Bucuresti	31%

There have been some large increases in satisfaction with noise levels since the 2012 survey, most notably in Ostrava (65%, +14) and Madrid (45%, +14).

A few significant decreases in satisfaction can be seen in Irakleio (47%, -8), Valletta (45%, -7) and Lisboa (45%, -6).

The noise level
Total 'Satisfied'

		2015	Diff. 2015- 2012
	Ostrava	65%	+14
	Madrid	45%	+14
	Hamburg	72%	+10
	Barcelona	43%	+10
	Wien	78%	+9
	Tallinn	69%	+9
...			
	Lisboa	45%	-6
	Valletta	45%	-7
	Irakleio	47%	-8

When looking at the results for the 'city' and comparing them to those in the overall 'Greater city', it can be found that respondents residing in the city of Lisboa are significantly less likely to be satisfied with noise levels compared with respondents from Greater Lisbon (45%, vs. 66%). To a lesser extent, the same also applies to respondents from the city of Athina compared with those from Greater Athens (34%, vs. 43%).

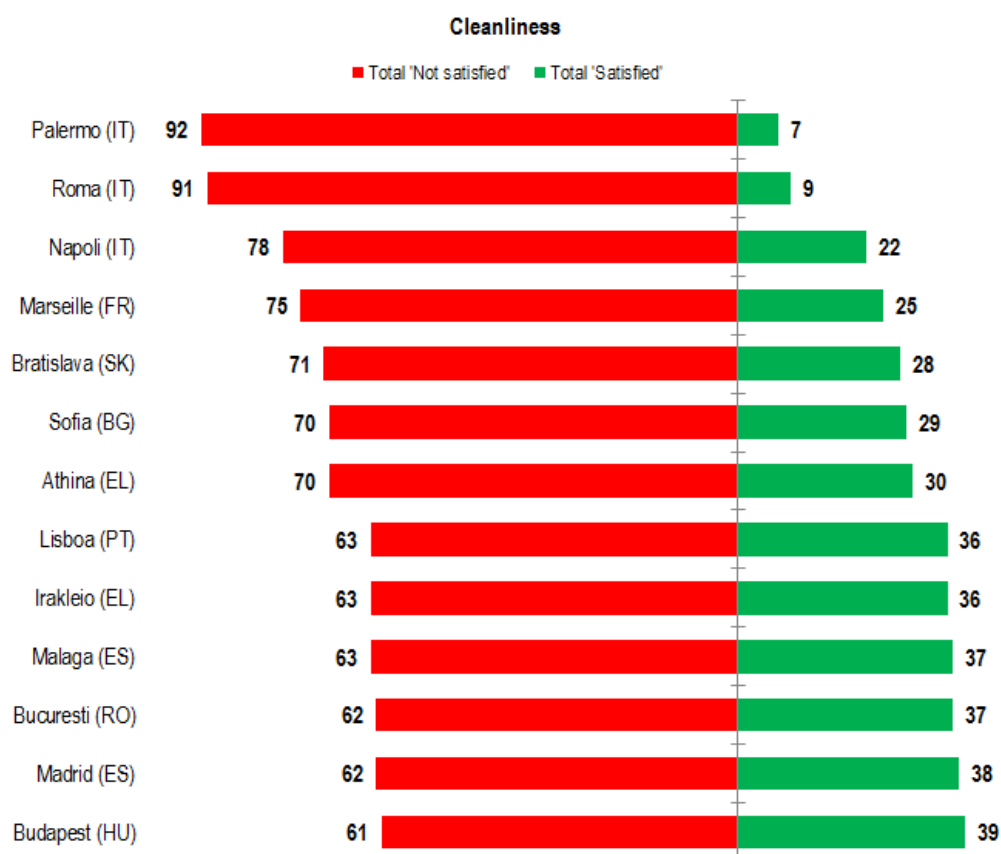
3. Cleanliness

In 60 cities, a majority of respondents are satisfied with the state of cleanliness of their city²⁵, and in 15 cities the level of satisfaction reaches at least 80%. More than 9 respondents in 10 say they are satisfied in Oviedo (95%), Luxembourg (95%), Zurich (92%) and Bialystok (91%).



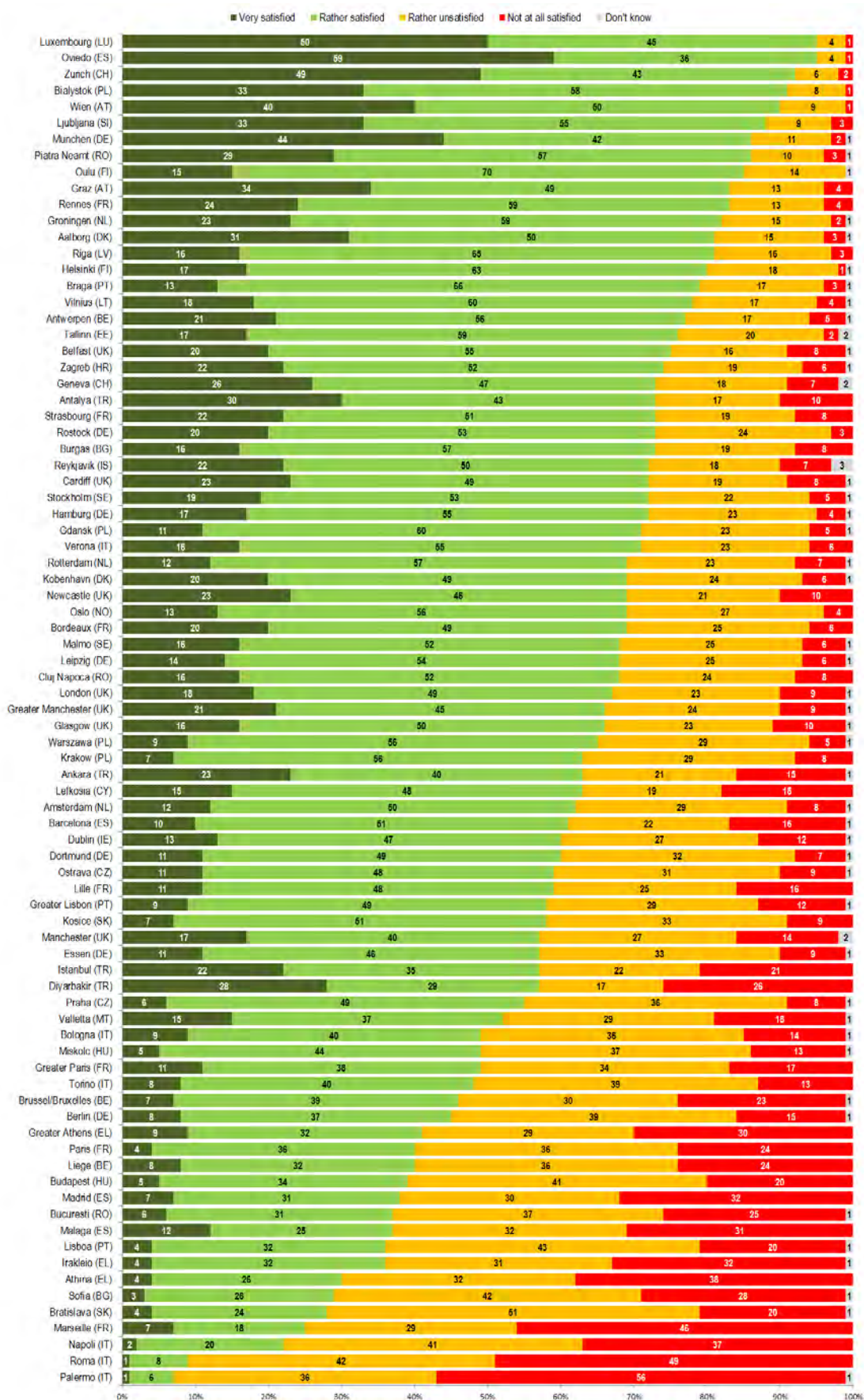
²⁵ Q1.12 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? – Cleanliness.

On the other hand, in 23 cities at least half of respondents are dissatisfied with the cleanliness of their city, and in 14 of these cities the level of dissatisfaction is above 60%. The highest dissatisfaction levels are recorded in Palermo (92%) and Roma (91%); in each of these cities, a large proportion even say they are “not at all satisfied” with the cleanliness: 56% in Palermo and 49% in Roma, with a high proportion also in Marseille (46%).



Generally speaking, the most dissatisfied cities tend to be located in the Mediterranean basin, and satisfaction also tends to be lower in large cities.

Q1.12 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **Cleanliness**



Satisfaction levels vary considerably across EU capitals, ranging from 95% in Luxembourg to 9% in Roma. Five EU capitals are among the 15 most satisfied cities, while eight EU capitals appear amongst the 15 cities with the lowest levels of satisfaction.

Satisfaction with cleanliness in EU capital cities

	Total 'Satisfied'
 Luxembourg	95%
 Wien	90%
 Ljubljana	88%
 Riga	81%
 Helsinki	80%
 Vilnius	78%
 Tallinn	76%
 Zagreb	74%
 Stockholm	72%
 Kobenhavn	69%
 London	67%
 Warszawa	65%
 Lefkosia	63%
 Amsterdam	62%
 Dublin	60%
 Praha	55%
 Valletta	52%
 Brussel/Bruxelles	46%
 Berlin	45%
 Paris	40%
 Budapest	39%
 Madrid	38%
 Bucuresti	37%
 Lisboa	36%
 Athina	30%
 Sofia	29%
 Bratislava	28%
 Roma	9%

Compared with 2012, several cities show large increases in satisfaction. The largest rises can be observed in Vilnius (78%, +17), Tallinn (76%, +16), Ostrava (59%, +15) and Miskolc (49%, +15).

Some of the largest decreases in satisfaction are in four Italian cities: Roma (9%, -16), Bologna (49%, -11), Verona (71%, -8) and Torino (48%, -7), as well as in two Turkish cities: Antalya (73%, -8) and Istanbul (57%, -7).

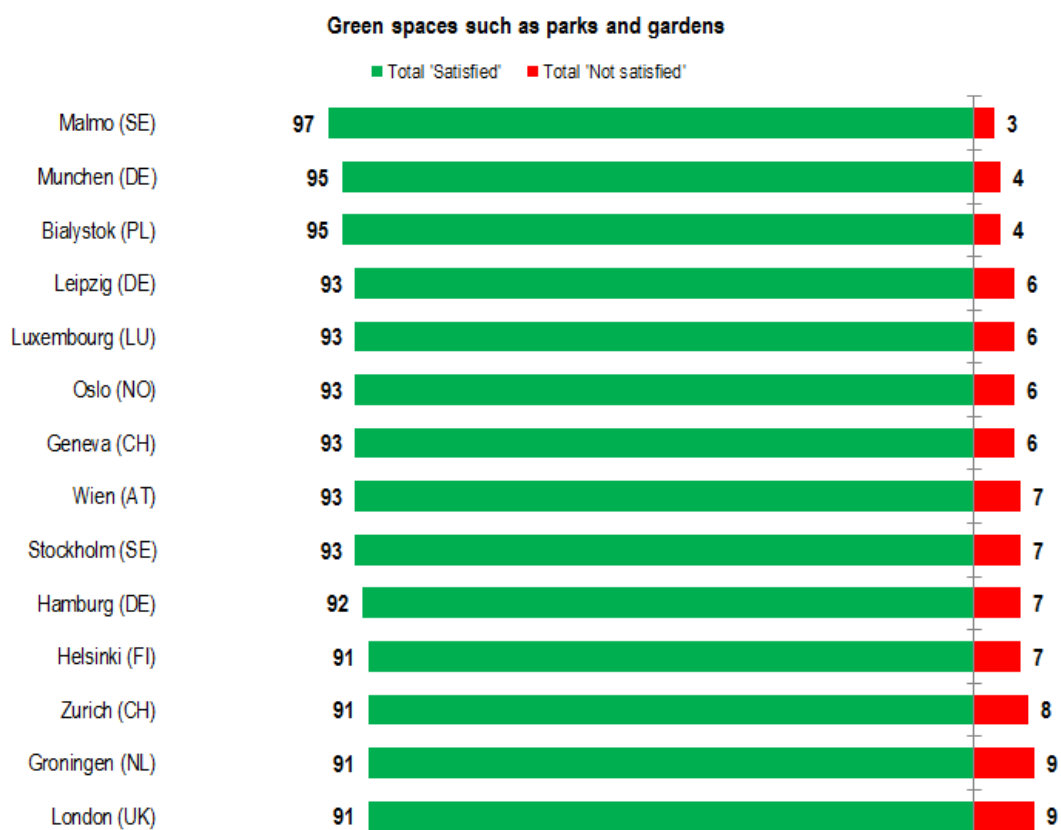
Cleanliness Total 'Satisfied'			
		2015	Diff. 2015- 2012
	Vilnius	78%	+17
	Tallinn	76%	+16
	Ostrava	59%	+15
	Miskolc	49%	+15
	Glasgow	66%	+13
	Kosice	58%	+13
...			
	Istanbul	57%	-7
	Torino	48%	-7
	Antalya	73%	-8
	Verona	71%	-8
	Bologna	49%	-11
	Roma	9%	-16

When looking at the results of the 'city' and the overall 'Greater city', it appears that respondents in the city of Lisboa are significantly less likely to be satisfied than those in Greater Lisbon with the cleanliness (36%, vs. 58%). To a slightly lesser extent, the same applies to respondents in the city of Athina compared with those from Greater Athens (30%, vs. 41%), to respondents in the city of Paris compared with those from Greater Paris (40%, vs. 49%) and to respondents in the city of Manchester compared with those from Greater Manchester (57%, vs. 66%).

4. Green spaces

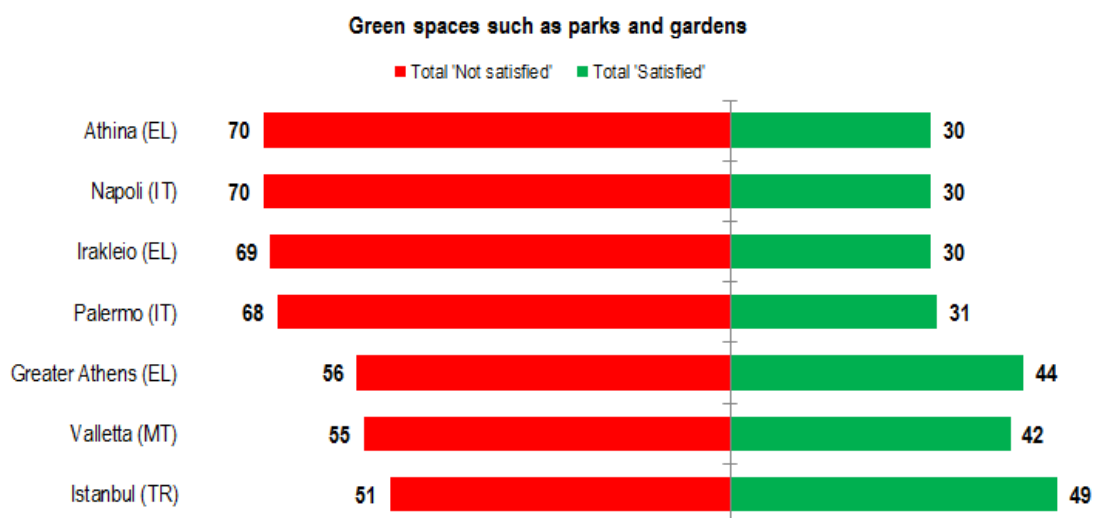
Satisfaction with regard to green spaces²⁶ is generally high: in 76 of the 83 cities studied, at least half of the respondents are satisfied with the green spaces of their city, and in 53 of these cities the level of satisfaction even reaches 80% or above. In 14 cities, more than 9 respondents out of 10 are satisfied with the green spaces in their city.

Respondents in Malmo (97%), Munchen and Bialystok (both 95%) express the highest levels of satisfaction with their city's green spaces.

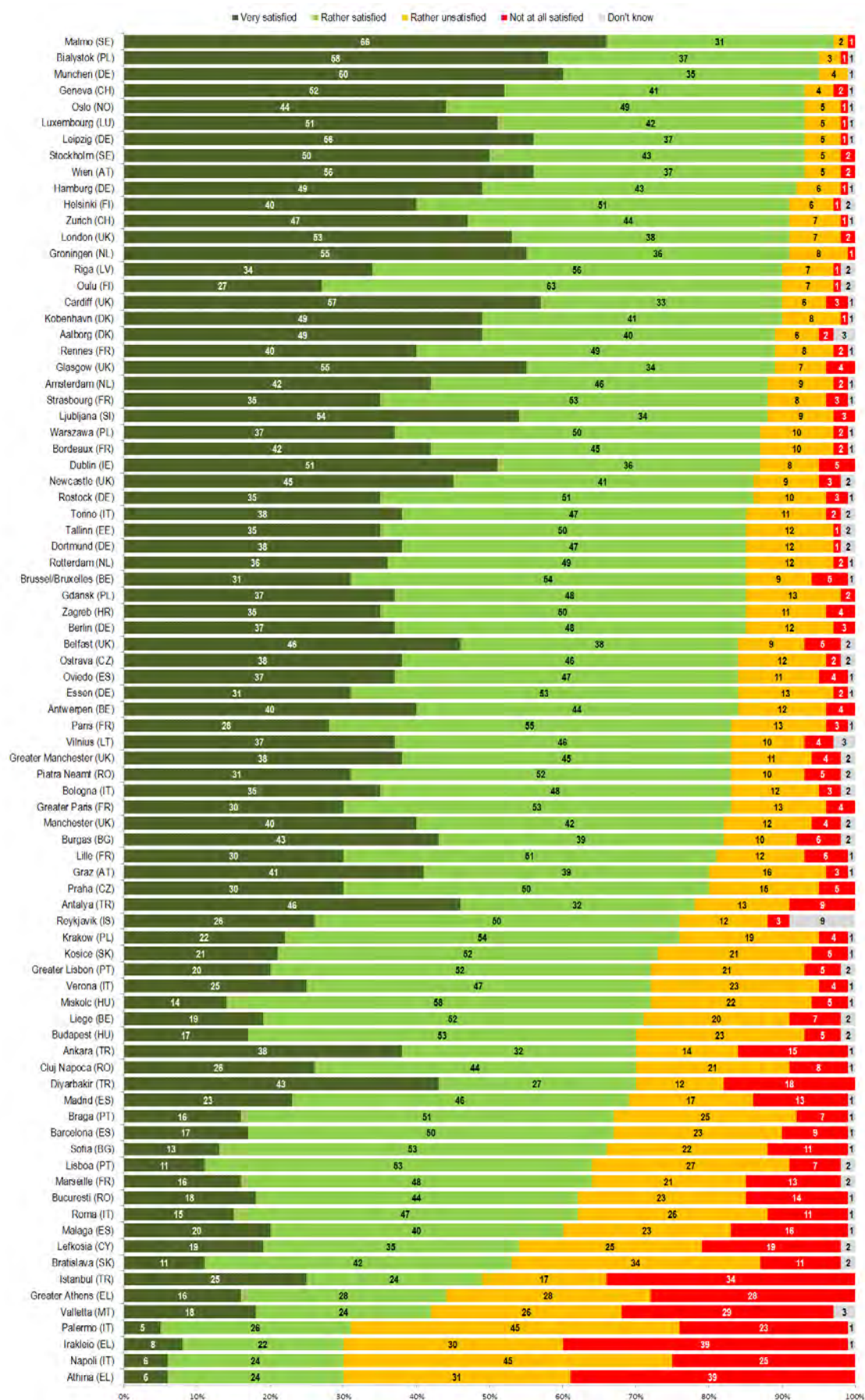


²⁶ Q1.7 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - Green spaces such as parks and gardens.

In 7 cities, at least half of respondents express dissatisfaction. Interestingly, the four cities where more than two-thirds are dissatisfied can be found in Greece (Athina, 70%; Irakleio, 69%) and in Italy (Napoli, 70%; Palermo, 68%).



Q1.7 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? - **Green spaces such as parks and gardens**



Levels of satisfaction differ significantly among EU capitals, ranging from 93% in Wien, Stockholm and Luxembourg, to 30% in Athina. Three EU capitals –Wien, Stockholm and Luxembourg– are among the ten most satisfied cities, while there are four EU capitals among the ten least satisfied cities: Athina, Valletta, Bratislava and Lefkosia.

Satisfaction with green spaces such as parks and gardens in EU capital cities

	Total 'Satisfied'
 Wien	93%
 Stockholm	93%
 Luxembourg	93%
 London	91%
 Helsinki	91%
 Riga	90%
 Kobenhavn	90%
 Amsterdam	88%
 Ljubljana	88%
 Warszawa	87%
 Dublin	87%
 Berlin	85%
 Zagreb	85%
 Brussel/Bruxelles	85%
 Tallinn	85%
 Vilnius	83%
 Paris	83%
 Praha	80%
 Budapest	70%
 Madrid	69%
 Sofia	66%
 Lisboa	64%
 Bucuresti	62%
 Roma	62%
 Lefkosia	54%
 Bratislava	53%
 Valletta	42%
 Athina	30%

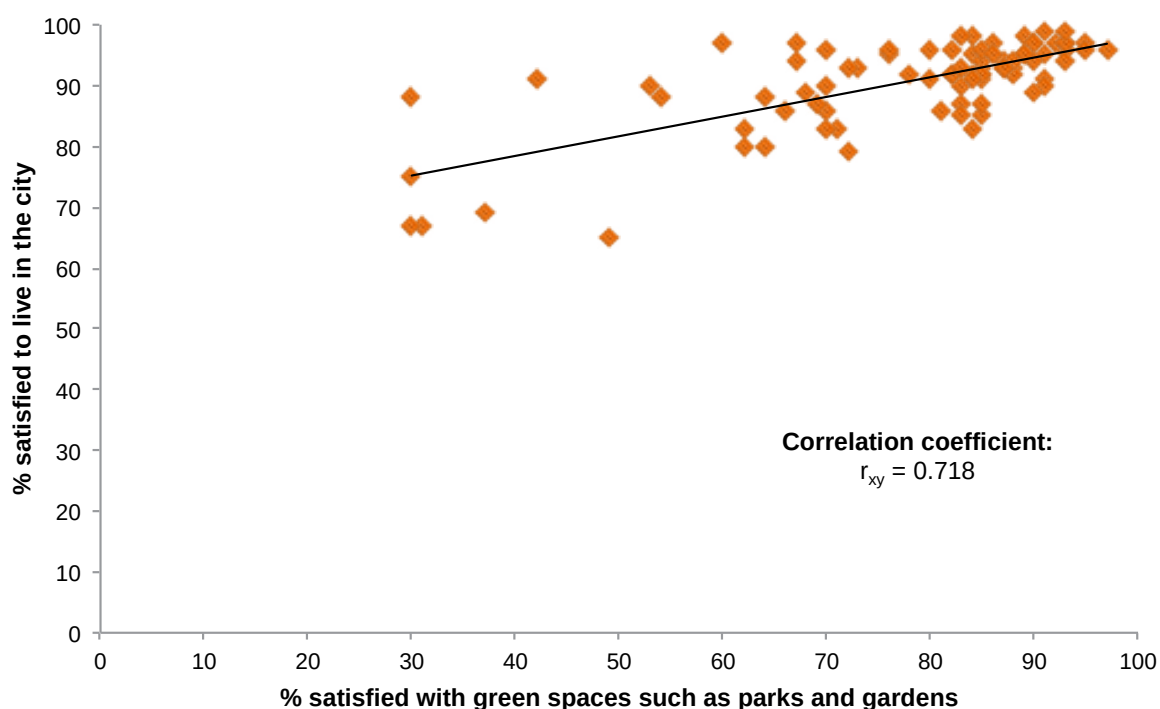
Compared with 2012, the largest improvements are registered in Kosice (73%, +18), Ostrava (84%, +12), Braga (67%, +12), Zagreb (85%, +11) and Bratislava (53%, +10). On the other hand, satisfaction fell sharply in Istanbul (49%, -12), Palermo (31%, -9) and Irakleio (30%, -8).

Green spaces such as parks and gardens
Total 'Satisfied'

		2015	Diff. 2015- 2012
	Kosice	73%	+18
	Ostrava	84%	+12
	Braga	67%	+12
	Zagreb	85%	+11
	Bratislava	53%	+10
...			
	Irakleio	30%	-8
	Palermo	31%	-9
	Istanbul	49%	-12

When comparing the results of the 'city' with those of the overall 'Greater city', it can be observed that respondents from the city of Athina are less likely than those from Greater Athens to be satisfied with the green spaces such as parks and gardens (30% compared with 44%). The same pattern also applies for the city of Lisboa and Greater Lisbon (64% compared with 72%).

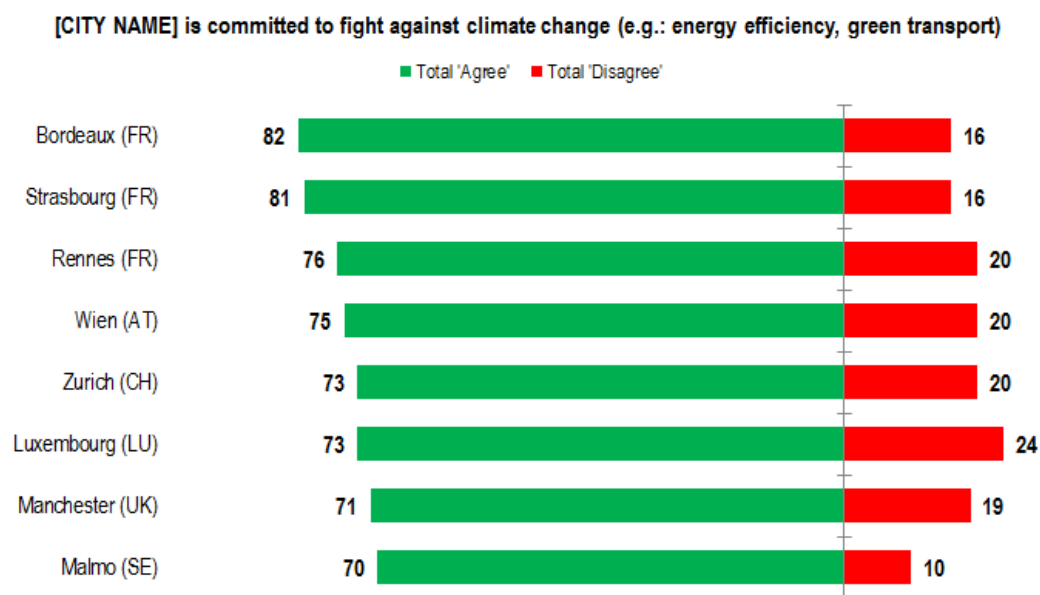
As the graph below indicates, there is a fair correlation between satisfaction with green spaces and overall satisfaction with living in the city, although this is weaker than for some of the other issues covered by the survey, such as feelings of safety.



5. Fight against climate change

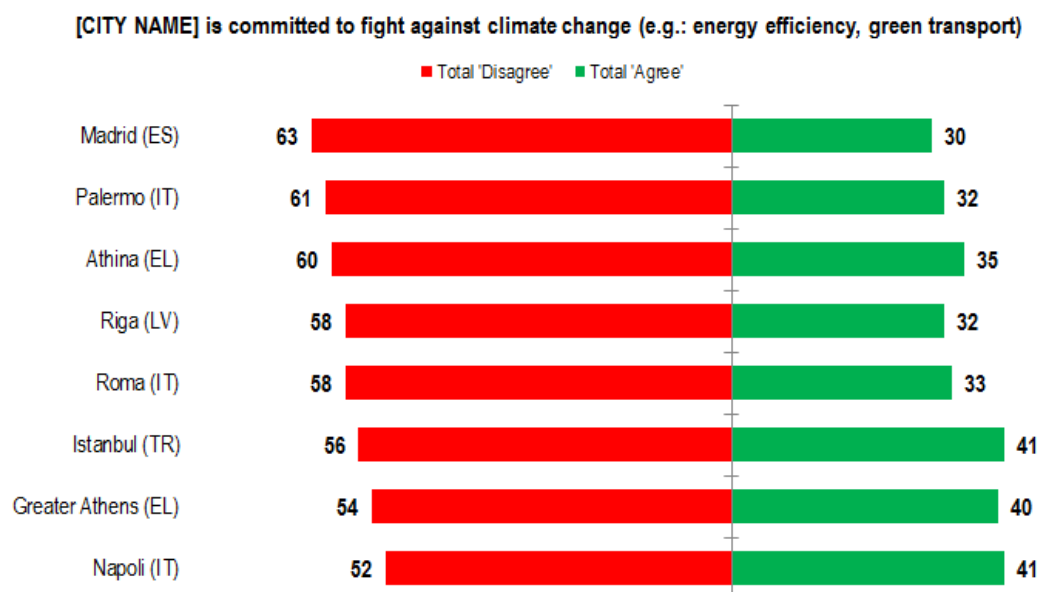
When asked about their *city's commitment to the fight against climate change*²⁷, a majority of respondents in around two-thirds of the cities surveyed (57 out of 83) agree with this statement. In 9 cities, the level of agreement is at least 70%.

The highest agreement rates are in French cities: Bordeaux (82%), Strasbourg (81%) and Rennes (76%).



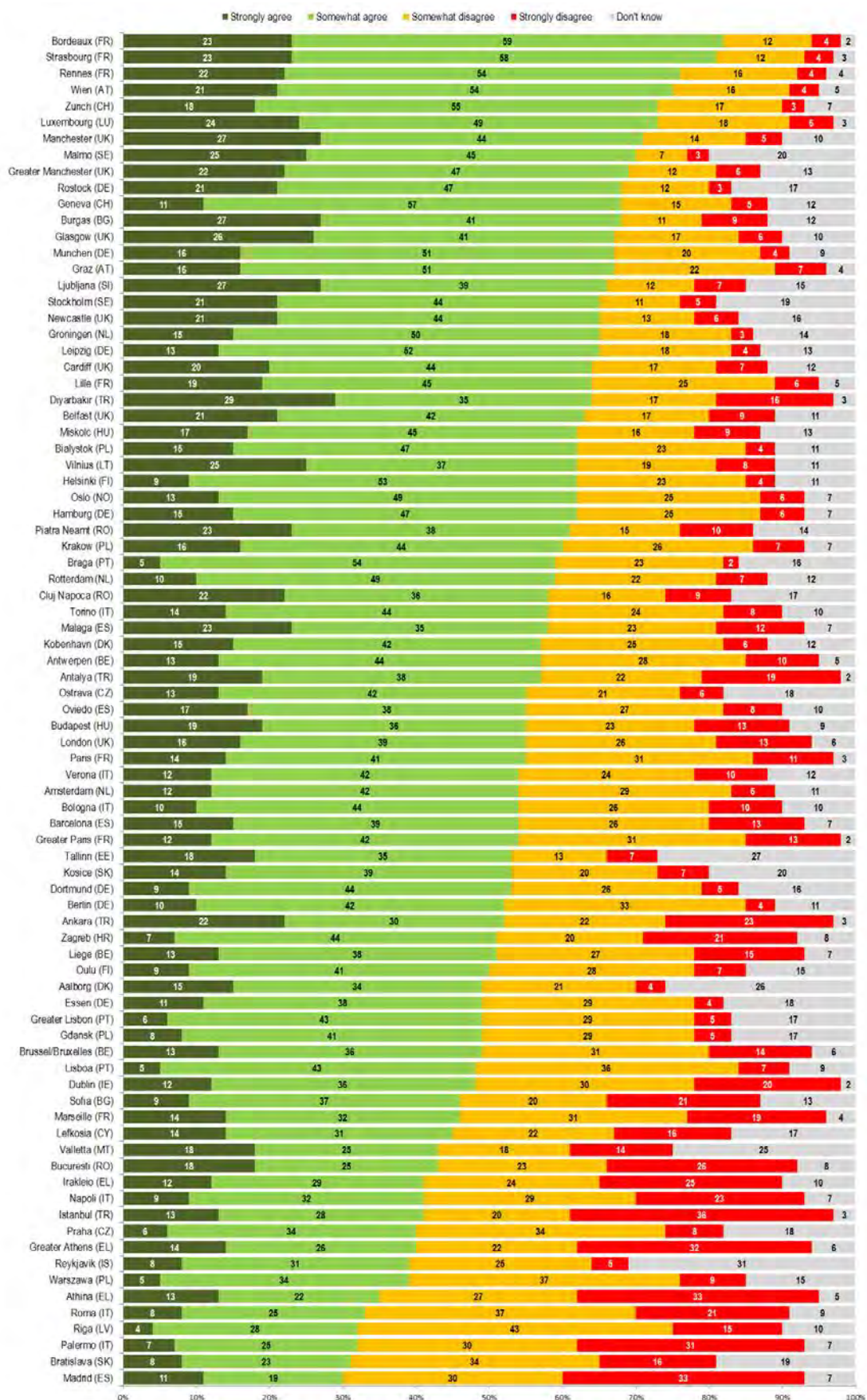
²⁷ Q2.9 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - [CITY NAME] is committed to fight against climate change (e.g.: energy efficiency, green transport).

A majority of inhabitants in eight cities disagree that their city is making sufficient effort in fighting against climate change. The level of disagreement is highest in Madrid (63%), Palermo (61%) and Athina (60%).



In some cities, the proportion of respondents not giving a response is high, suggesting a lack of information about and/or interest in the subject. This is more likely to be the case in Reykjavik (31%), Tallinn (27%), Aalborg (26%) and Valletta (25%).

Q2.9 I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements? - **[CITY NAME] is committed to fight against climate change (e.g.: energy efficiency, green transport)**



In half of EU capitals, a majority of respondents agree that their city is committed to fight against climate change, with the highest agreement levels in Wien (75%) and Luxembourg (73%); these are the two EU capitals that are among the ten highest ranking cities in the survey. Overall, however, EU capitals tend to have lower agreement scores than other cities; of the ten lowest ranking cities, seven are EU capitals.

[CITY NAME] is committed to fight against climate change
Level of agreement in EU capital cities

	Total 'Agree'
 Wien	75%
 Luxembourg	73%
 Ljubljana	66%
 Stockholm	65%
 Helsinki	62%
 Vilnius	62%
 København	57%
 Budapest	55%
 Paris	55%
 London	55%
 Amsterdam	54%
 Tallinn	53%
 Berlin	52%
 Zagreb	51%
 Brussel/Bruxelles	49%
 Dublin	48%
 Lisboa	48%
 Sofia	46%
 Lefkosia	45%
 Bucuresti	43%
 Valletta	43%
 Praha	40%
 Warszawa	39%
 Athina	35%
 Roma	33%
 Riga	32%
 Bratislava	31%
 Madrid	30%

In a large number of European cities, there has been a significant increase since 2012 in the number of people who feel that their city is committed to fight against climate change. The largest increases are recorded in Krakow (60%, +21), Zagreb (51%, +15), Graz (67%, +13), Wien (75%, +12) and Malaga (58%, +11).

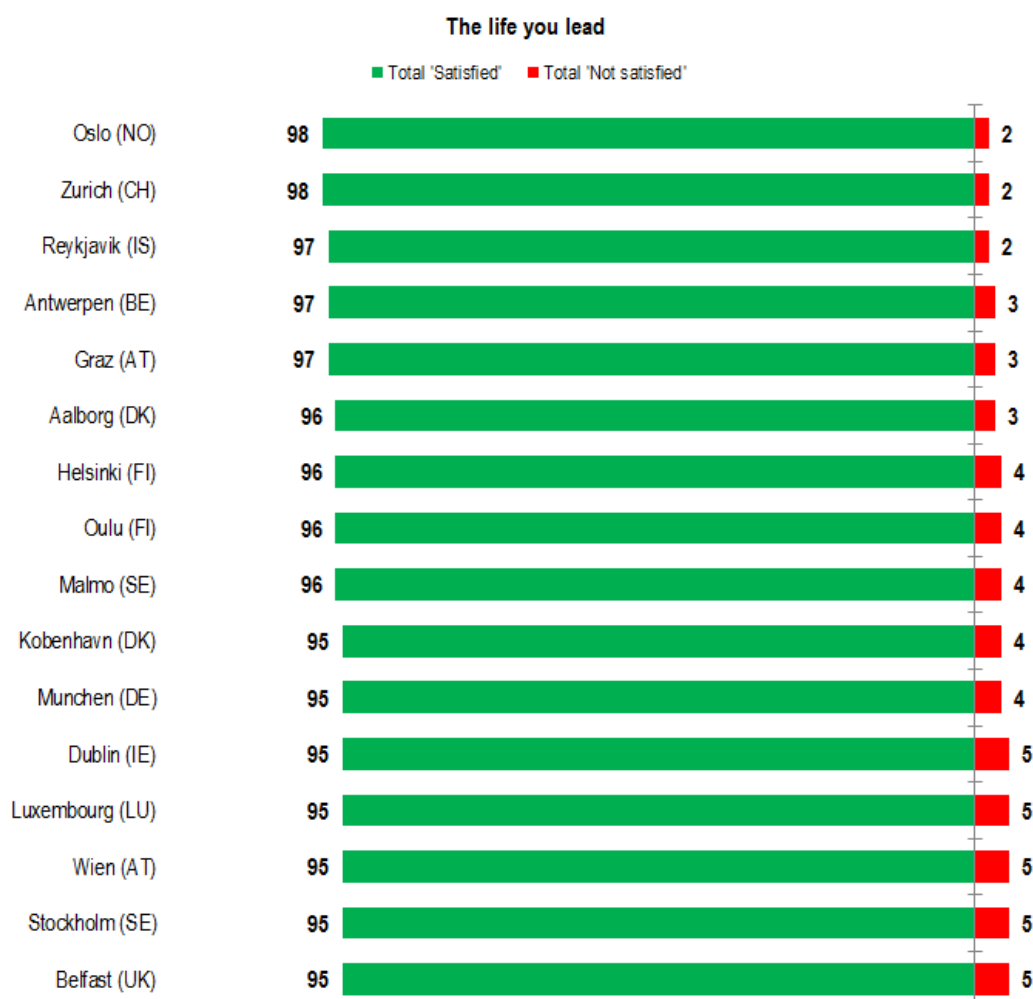
By contrast, Istanbul (41%, -17), Brussel/Bruxelles (49%, -10) and Ankara (52%, -10) record the most substantial decreases.

[CITY NAME] is committed to fight against climate change			
Total 'Agree'			
		2015	Diff. 2015- 2012
	Krakow	60%	+21
	Zagreb	51%	+15
	Graz	67%	+13
	Wien	75%	+12
	Malaga	58%	+11
	Helsinki	62%	+10
	Vilnius	62%	+10
	Bialystok	62%	+10
	Budapest	55%	+10
	Praha	40%	+10
...			
	Lille	64%	-9
	Lisboa	48%	-9
	Ankara	52%	-10
	Brussel/Bruxelles	49%	-10
	Istanbul	41%	-17

IV. PEOPLE'S SATISFACTION WITH THEIR PERSONAL SITUATION

1. Life in general

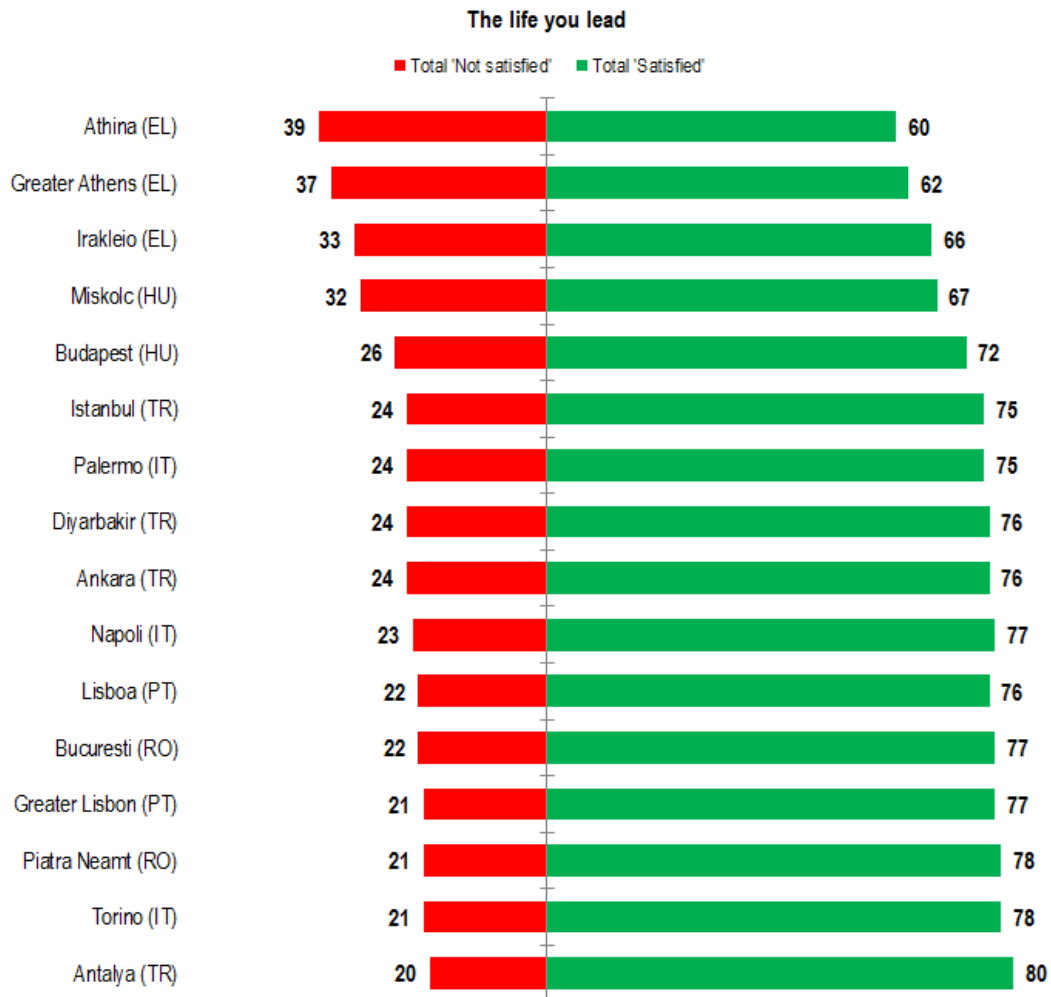
When asked about their life in general²⁸, a large majority of respondents say they are satisfied with the life they lead. In around half of the cities included in this survey (41 out of 83), at least 90% of respondents say they are satisfied with the life they lead and at least 95% of respondents say so in 16 cities. The highest proportions can be observed in Oslo and Zurich (both 98%).



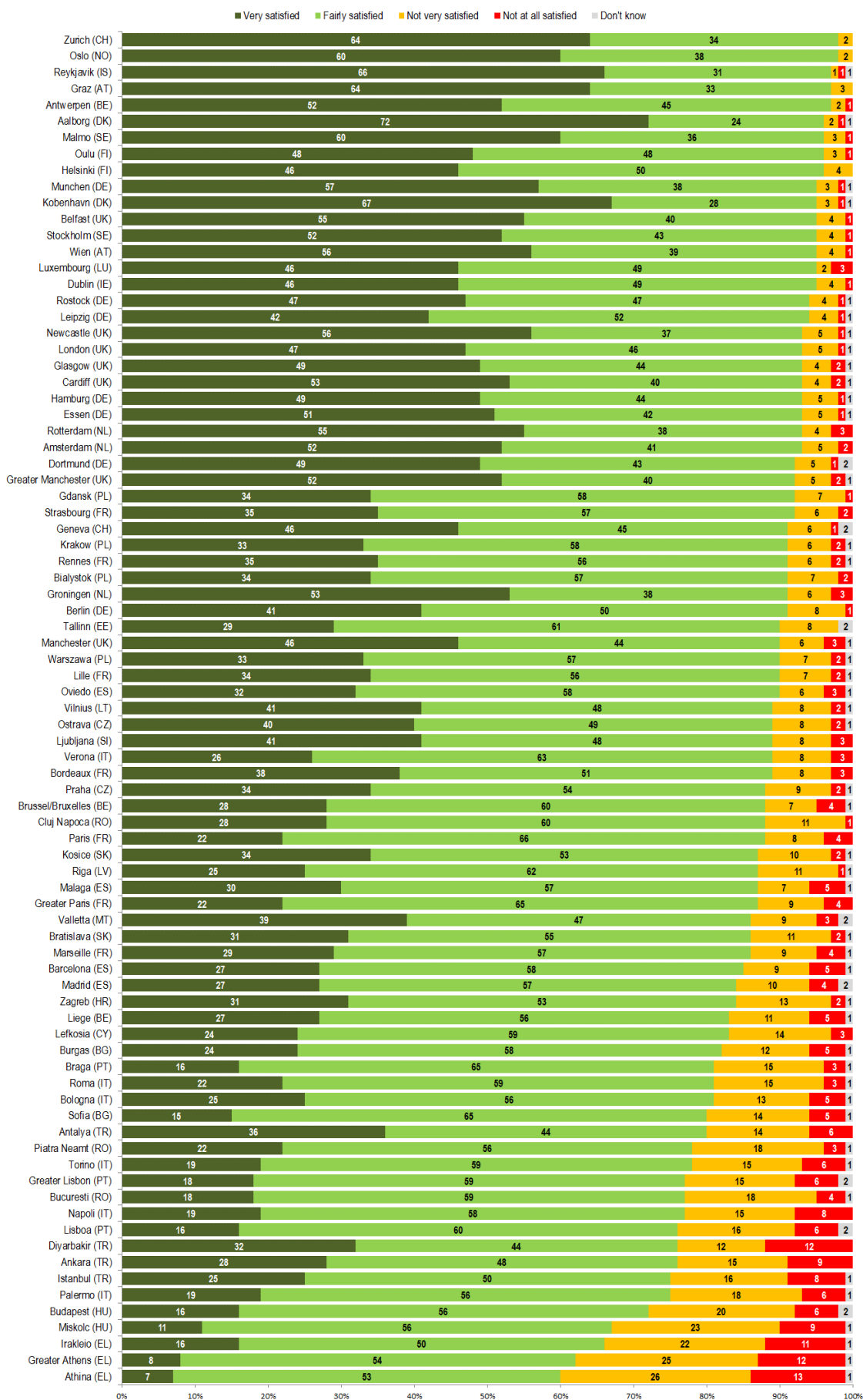
Interestingly, all eight Nordic cities covered in this survey are amongst the top 15 cities with regards to life satisfaction.

²⁸ Q3.3 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with ...? - The life you lead.

On the other hand, in 16 cities, at least one in five respondents say they are not satisfied with the life they lead. The highest levels of dissatisfaction are recorded in Athina (39%), Greater Athens (37%), Irakleio (33%), Miskolc (32%) and Budapest (26%). In each of these cities, more than a quarter of respondents say they are 'not satisfied' with the life they lead. Overall, respondents in Greek, Hungarian and Turkish cities express the lowest levels of satisfaction.



Q3.3 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with ...? - **The life you lead**



Amongst all 28 EU capitals, six record satisfaction rates of 95% or above, and in 11 EU capitals, at least 90% of respondents are satisfied.

However, three EU capitals are among the ten cities with the lowest levels of satisfaction: Athina (60%), Budapest (72%) and Lisboa (76%).

Satisfaction with the life respondents lead in EU capital cities

		Total 'Satisfied'
	Helsinki	96%
	Wien	95%
	Stockholm	95%
	Dublin	95%
	Luxembourg	95%
	Kobenhavn	95%
	Amsterdam	93%
	London	93%
	Berlin	91%
	Warszawa	90%
	Tallinn	90%
	Vilnius	89%
	Ljubljana	89%
	Praha	88%
	Brussel/Bruxelles	88%
	Paris	88%
	Riga	87%
	Valletta	86%
	Bratislava	86%
	Zagreb	84%
	Madrid	84%
	Lefkosia	83%
	Roma	81%
	Sofia	80%
	Bucuresti	77%
	Lisboa	76%
	Budapest	72%
	Athina	60%

Compared with the 2012 survey, satisfaction levels have increased in most cities, with large increases recorded in Athina (60%, +15), Vilnius (89%, +12), Greater Athens (62%, +12), Valletta (86%, +11) and Budapest (72%, +11).

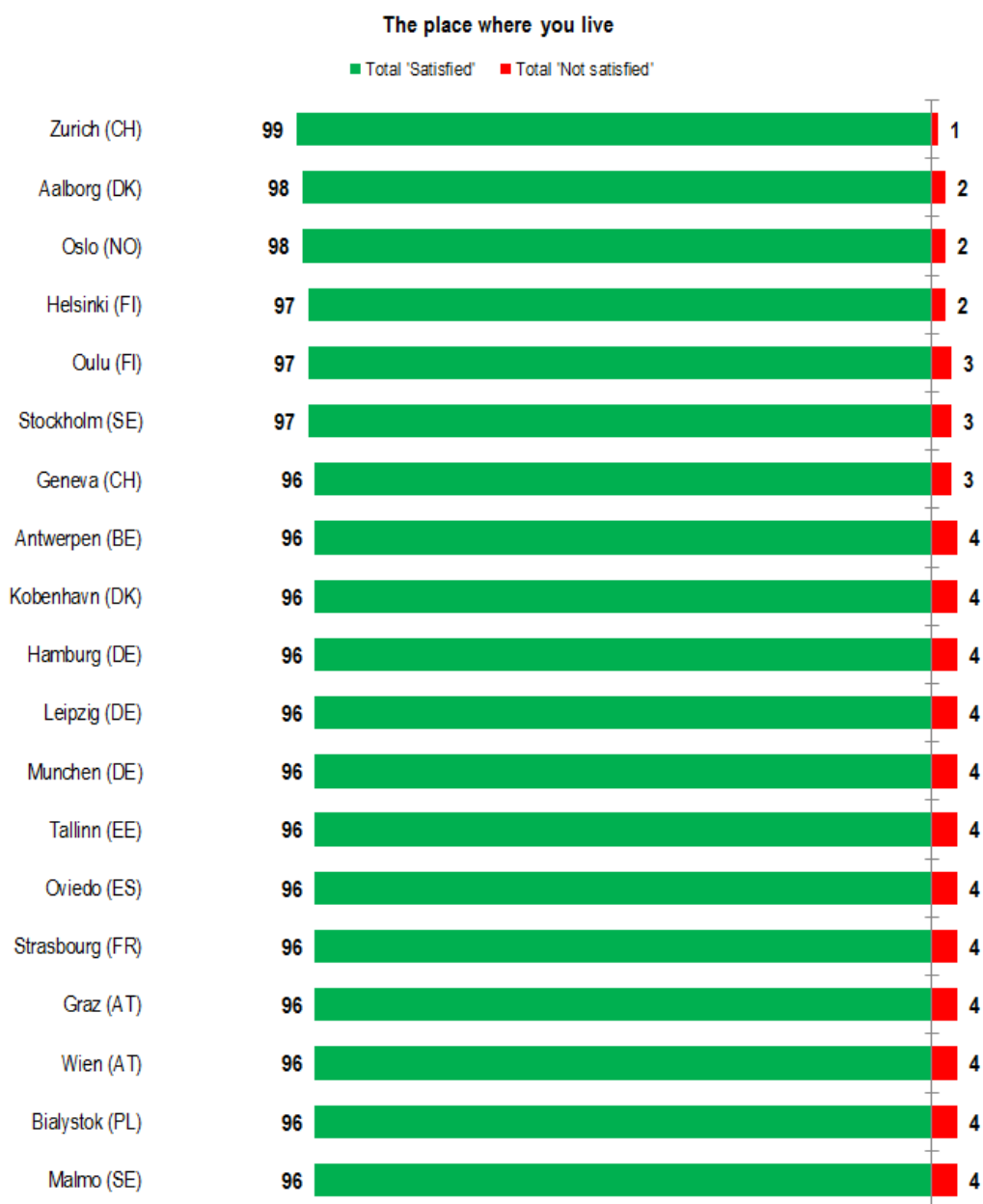
No significant decrease in the level of satisfaction of respondents with the life they lead can be observed since 2012.

The life you lead
Total 'Satisfied'

		2015	Diff. 2015- 2012
	Athina	60%	+15
	Vilnius	89%	+12
	Greater Athens	62%	+12
	Valletta	86%	+11
	Budapest	72%	+11

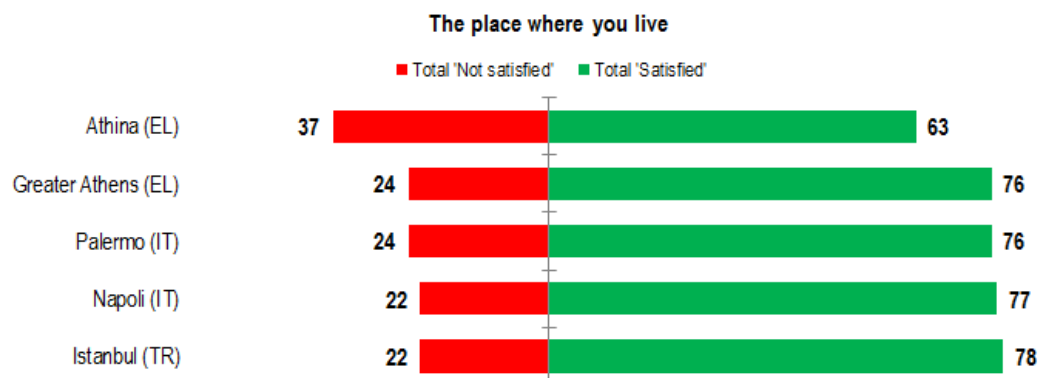
2. Place where people live

Respondents were also asked whether they are satisfied with the place where they live²⁹. Most cities record high levels of satisfaction: the majority (63 out of 83) have satisfaction levels of 90% or above, and in 19 cities more than 95% of respondents are satisfied. The highest rating is seen in Zurich (99% satisfied).

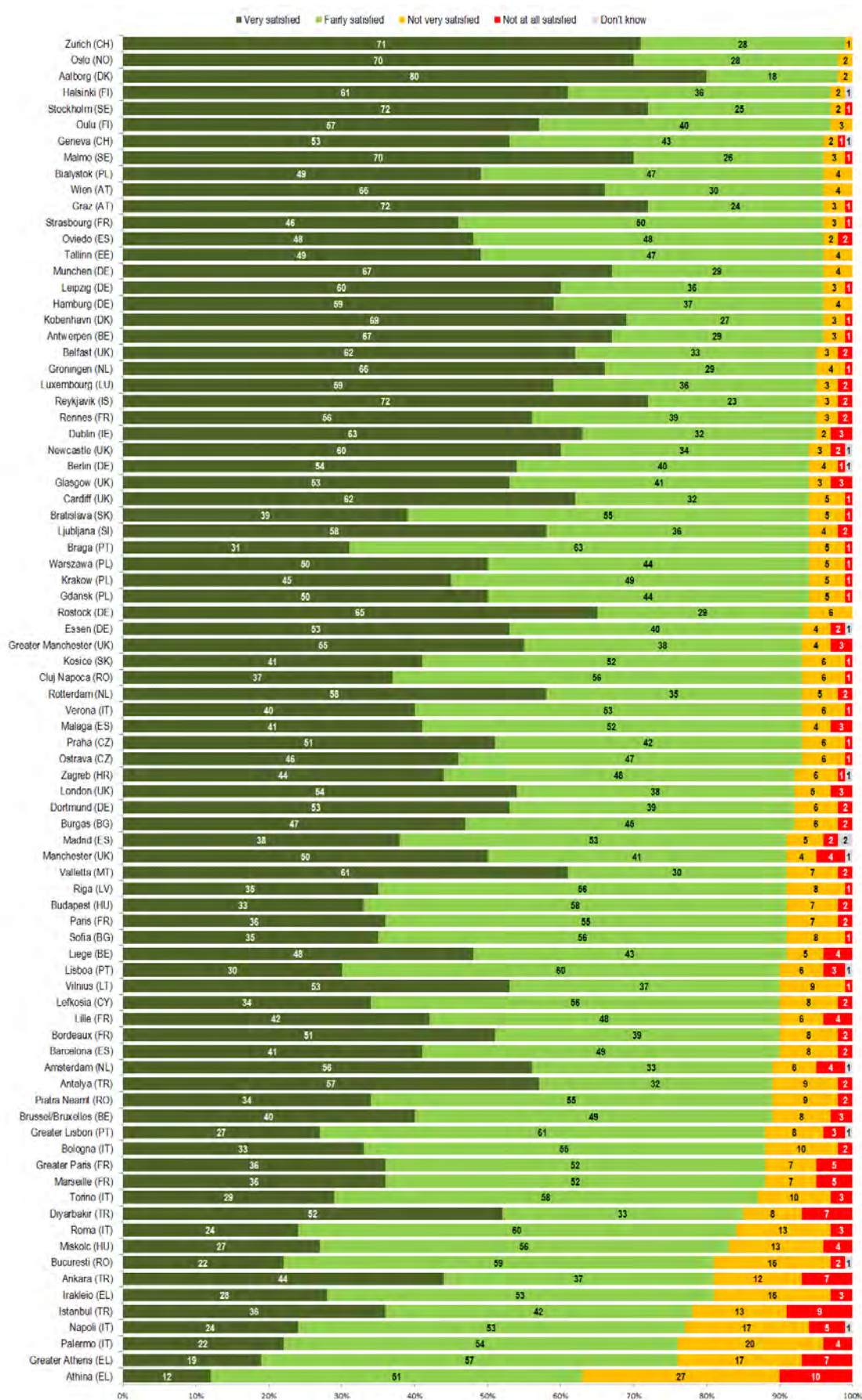


²⁹ Q3.4 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with ...? - The place where you live.

In only five cities, more than one in five respondents are not satisfied with the place where they live. People in Athina (37%) demonstrate by far the highest levels of dissatisfaction with the place where they live, followed by those in Greater Athens, Palermo (both 24%), Napoli and Istanbul (both 22%).



Q3.4 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with ...? - **The place where you live**



The pattern observed among the 83 cities is reflected again when looking at EU capital cities. The overall levels of satisfaction are very high: at least 90% are satisfied in 23 out of 28 EU capitals and there is only one capital city (Athina, 63%) where satisfaction is below 80%. Helsinki and Stockholm record the highest satisfaction scores (both 97%).

Satisfaction with the place where respondents live in EU capital cities

	Total 'Satisfied'
 Helsinki	97%
 Stockholm	97%
 Tallinn	96%
 Wien	96%
 Kobenhavn	96%
 Dublin	95%
 Luxembourg	95%
 Bratislava	94%
 Warszawa	94%
 Berlin	94%
 Ljubljana	94%
 Praha	93%
 London	92%
 Zagreb	92%
 Sofia	91%
 Budapest	91%
 Madrid	91%
 Paris	91%
 Riga	91%
 Valletta	91%
 Lisboa	90%
 Lefkosia	90%
 Vilnius	90%
 Brussel/Bruxelles	89%
 Amsterdam	89%
 Roma	84%
 Bucuresti	81%
 Athina	63%

Only a few cities register slight increases in satisfaction compared with the 2012 survey. The largest rises can be observed in Athina (63%, +7), Ostrava (93%, +6) and Budapest (91%, +6).

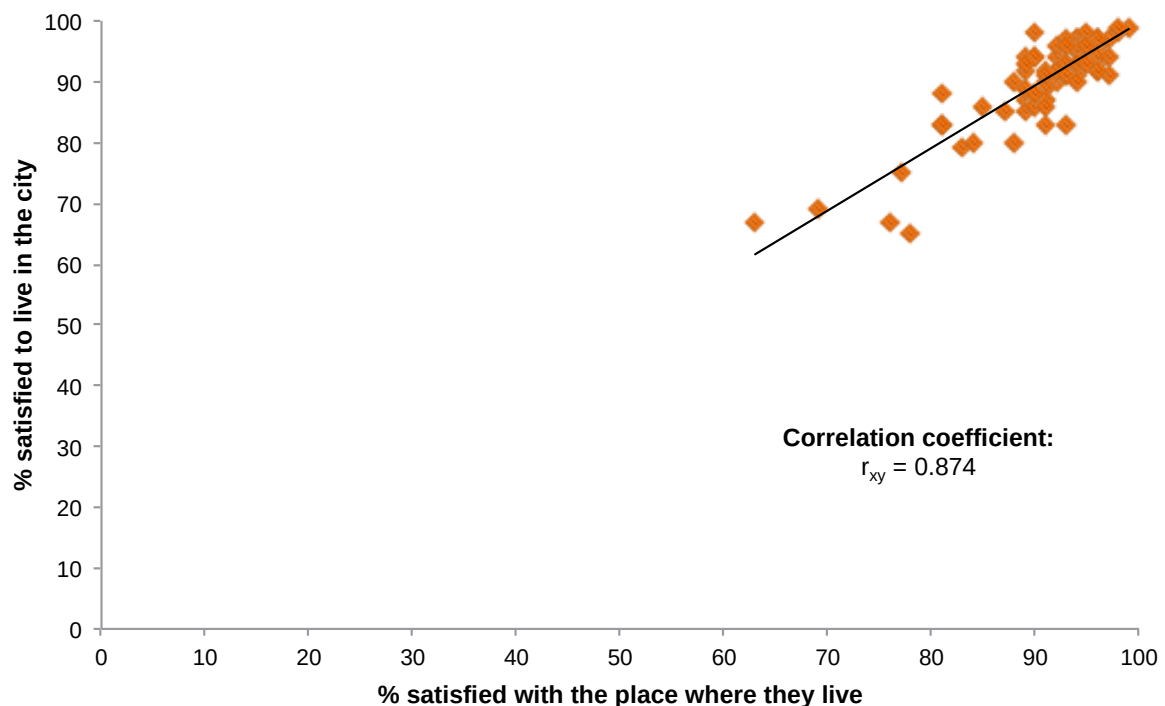
No significant decrease since 2012 can be observed in the level of satisfaction of respondents with the place where they live.

The place where you live
Total 'Satisfied'

		2015	Diff. 2015- 2012
	Athina	63%	+7
	Ostrava	93%	+6
	Budapest	91%	+6

When comparing the results of the 'city' with the overall 'Greater city', it can be observed that respondents from the city of Athina are less likely than those residing in Greater Athens to be satisfied with the place where they live (63% compared with 76%).

As shown in the graph below, there is a very strong correlation between satisfaction with the place where respondents live and their overall satisfaction with living in the city.

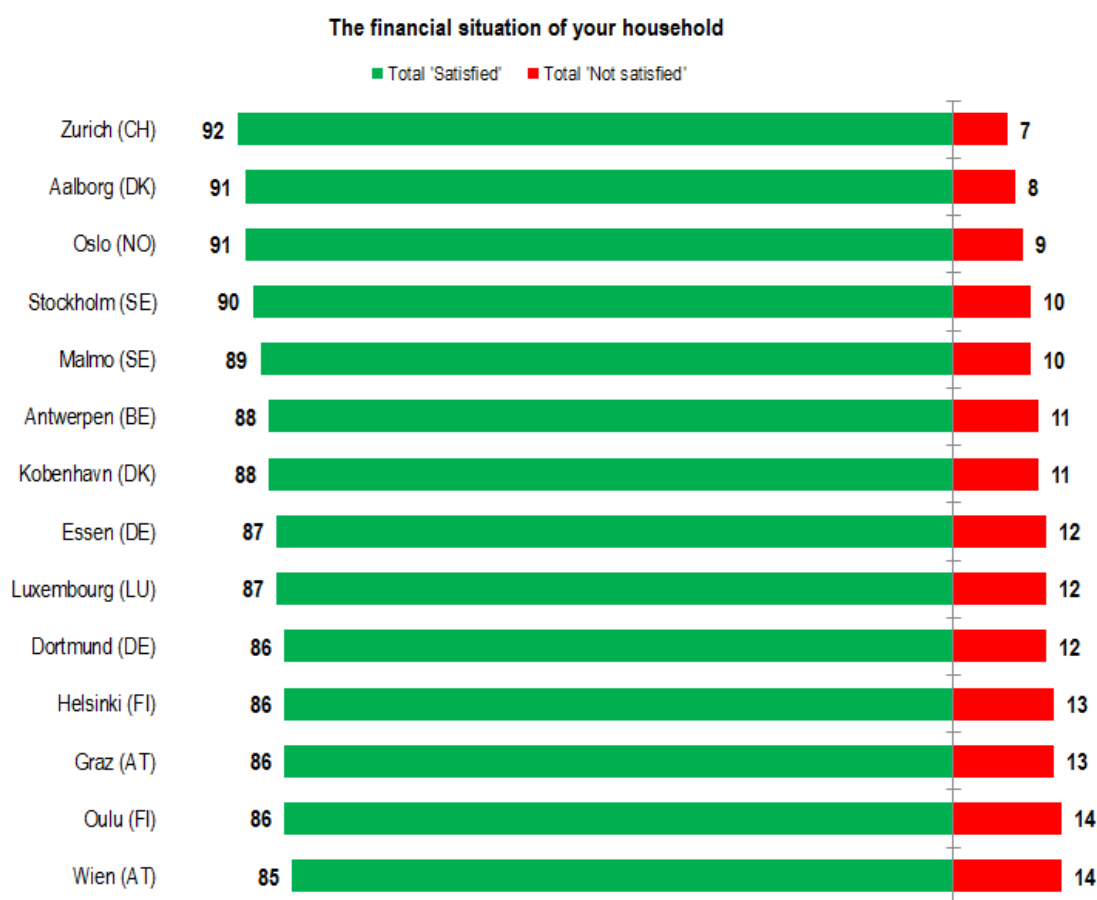


3. Financial situation of household

Respondents' satisfaction concerning their household's financial situation³⁰ varies considerably from city to city, with levels ranging from 92% satisfaction in Zurich to 33% in Athina.

In 14 cities, at least 85% of respondents are satisfied with their financial situation, and this proportion reaches 90% and above in the four following cities: Zurich (92%), Aalborg and Oslo (91%) and Stockholm (90%).

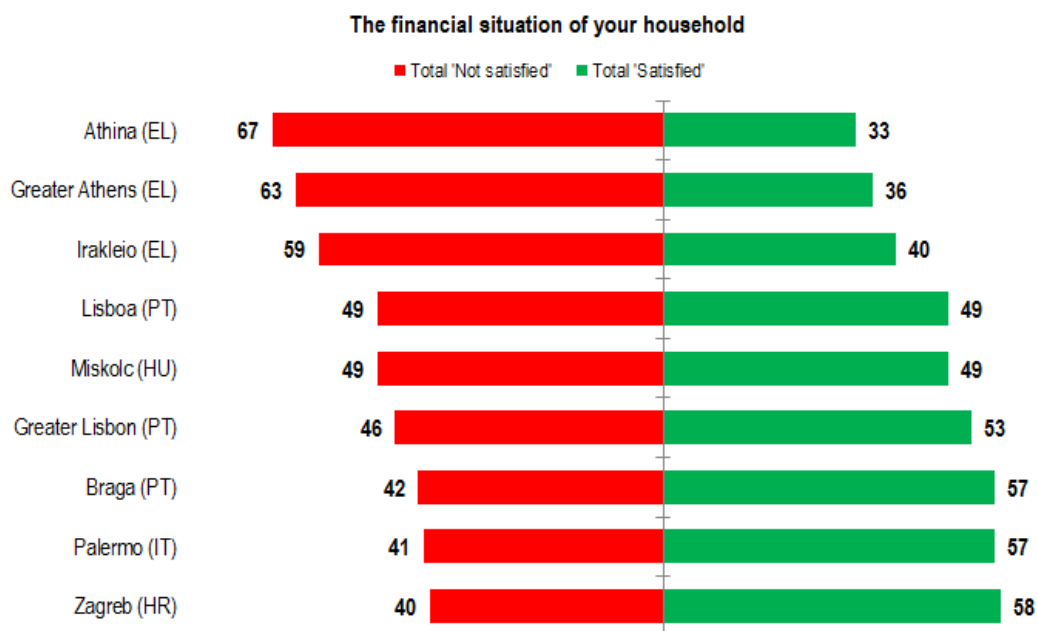
Cities in Denmark and Sweden show particularly high satisfaction scores.



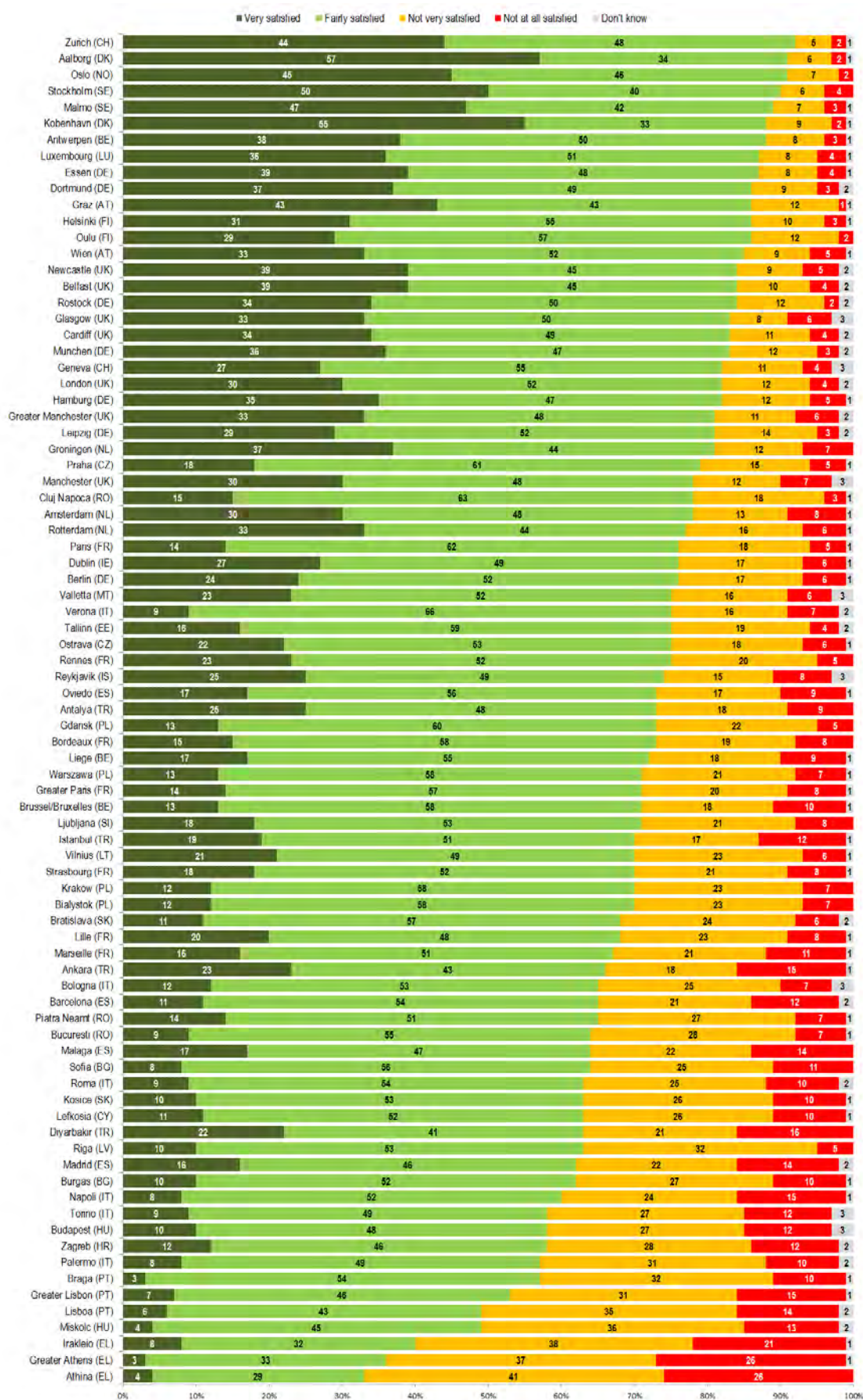
³⁰ Q3.2 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with...? - The financial situation of your household.

At the other end of the scale, at least four in ten respondents in 9 cities are not satisfied with the financial situation of their household. More than half of respondents express dissatisfaction in three of these cities, all in Greece: Athina (67%), Greater Athens (63%), and Irakleio (59%).

Dissatisfaction levels are among the highest in cities located in Greece and Portugal.



Q3.2 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with ...? - **The financial situation of your household**



As observed within all 83 cities covered in the survey, levels of satisfaction vary considerably between EU capitals, from 90% in Stockholm to 33% in Athina.

Three EU capitals are among the ten most satisfied cities in the survey, while four are in the lowest ten.

**Satisfaction with the financial situation of respondents' household
in EU capital cities**

	Total 'Satisfied'
 Stockholm	90%
 Kobenhavn	88%
 Luxembourg	87%
 Helsinki	86%
 Wien	85%
 London	82%
 Praha	79%
 Amsterdam	78%
 Dublin	76%
 Paris	76%
 Berlin	76%
 Valletta	75%
 Tallinn	75%
 Brussel/Bruxelles	71%
 Warszawa	71%
 Ljubljana	71%
 Vilnius	70%
 Bratislava	68%
 Sofia	64%
 Bucuresti	64%
 Lefkosia	63%
 Riga	63%
 Roma	63%
 Madrid	62%
 Budapest	58%
 Zagreb	58%
 Lisboa	49%
 Athina	33%

There have been some large increases since 2012 in respondents' satisfaction with their household's financial situation. In particular, satisfaction has increased substantially in Valletta (75%, +21), Riga (63%, +19), Vilnius (70%, +16), Budapest (58%, +16) and Tallinn (75%, +15).

The only significant decrease in satisfaction can be observed in Ankara (66%, -6).

The financial situation of your household
Total 'Satisfied'

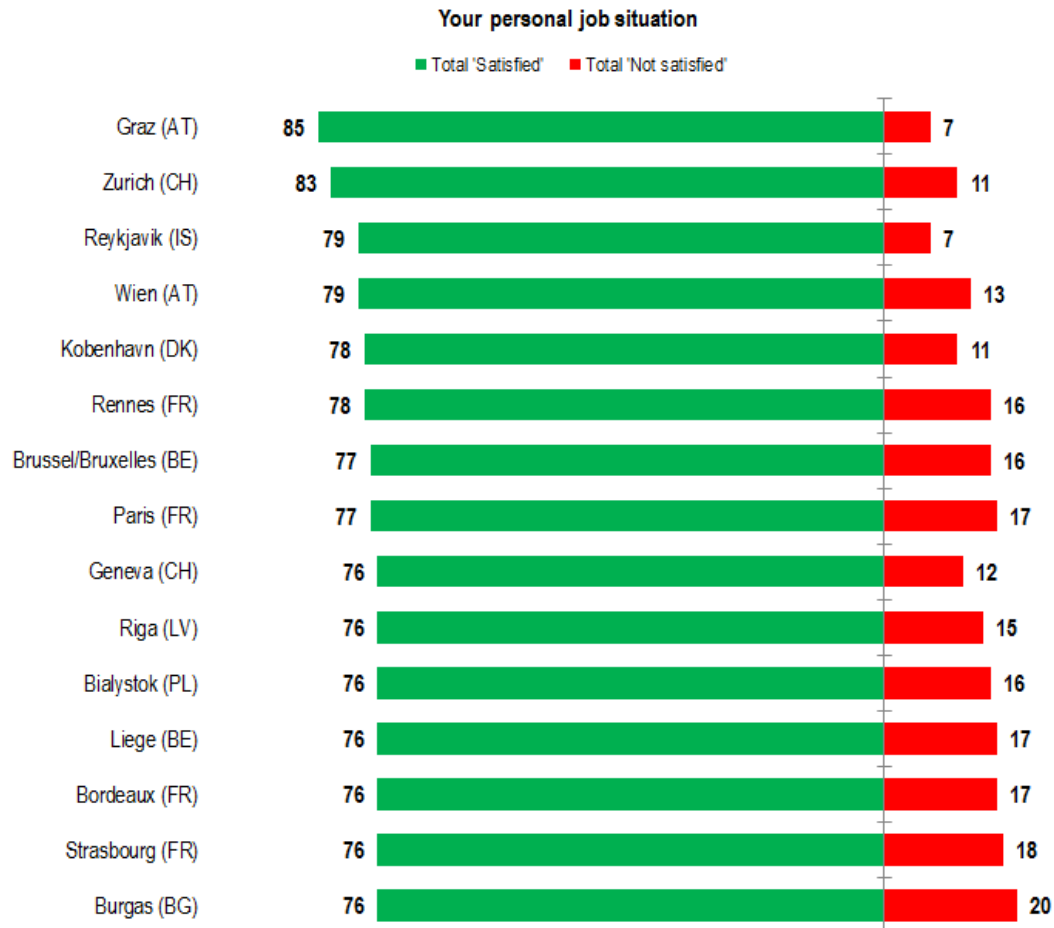
		2015	Diff. 2015- 2012
	Valletta	75%	+21
	Riga	63%	+19
	Vilnius	70%	+16
	Budapest	58%	+16
	Tallinn	75%	+15

	Ankara	66%	-6

4. Personal job situation

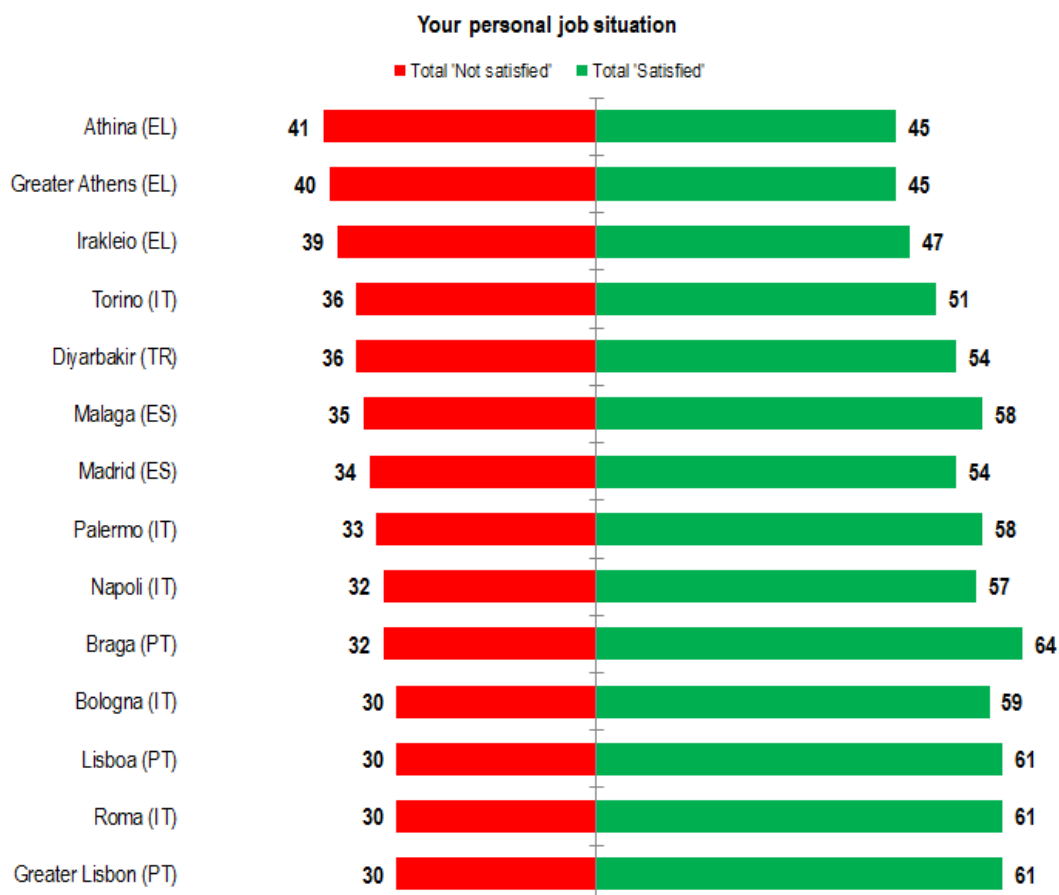
With regard to respondents' personal job situation³¹, satisfaction ranges from 85% in Graz to 44% in Miskolc.

At the top of the scale, more than three-quarters of respondents are satisfied in 16 cities, of which 5 are French cities.



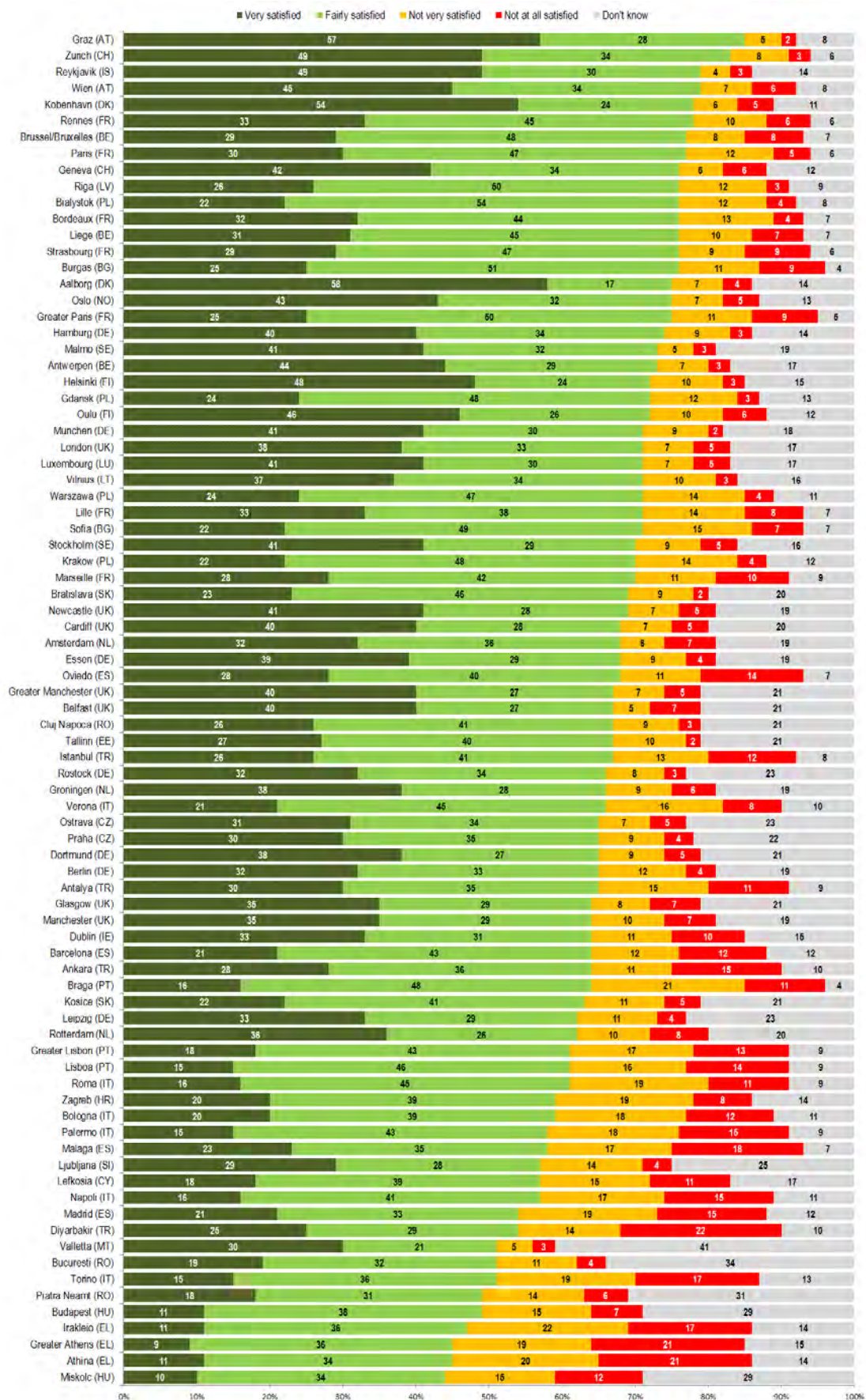
³¹ Q3.1 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with...? - Your personal job situation.

In 14 cities, at least three in ten respondents are dissatisfied with their personal job situation. The highest levels of dissatisfaction can be seen in the three Greek cities.



The overall level of “don’t know” answers is relatively high for this question in several cities. It is notably the case in Valletta (41%), Bucuresti (34%) and Piatra Neamt (31%).

Q3.1 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with ...? - **Your personal job situation**



In 12 EU capitals, at least 70% of respondents are satisfied with their personal job situation, while this proportion drops below 50% in 2 cities: Athina (45%) and Budapest (49%).

Satisfaction with respondents' personal job situation in EU capital cities

	Total 'Satisfied'
 Wien	79%
 Kobenhavn	78%
 Brussel/Bruxelles	77%
 Paris	77%
 Riga	76%
 Helsinki	72%
 Vilnius	71%
 London	71%
 Sofia	71%
 Luxembourg	71%
 Warszawa	71%
 Stockholm	70%
 Bratislava	69%
 Amsterdam	68%
 Tallinn	67%
 Praha	65%
 Berlin	65%
 Dublin	64%
 Lisboa	61%
 Roma	61%
 Zagreb	59%
 Ljubljana	57%
 Lefkosia	57%
 Madrid	54%
 Valletta	51%
 Bucuresti	51%
 Budapest	49%
 Athina	45%

Compared with 2012, there have been some very large increases in respondents' satisfaction with their personal job situation. Respondents are now much more likely to be satisfied with their personal job situation in Riga (76%, +17) and Valletta (51%, +15).

A significant decrease on this element can be observed in Bucuresti (51%, -9), Lefkosia (57%, -7) and Oslo (75%, -6).

Your personal job situation			
Total 'Satisfied'			
		2015	Diff. 2015- 2012
	Riga	76%	+17
	Valletta	51%	+15
	Vilnius	71%	+11
	Bratislava	69%	+11
	Istanbul	67%	+11
	Kosice	63%	+11
	Palermo	58%	+11
	Athina	45%	+11
	Greater Athens	45%	+11
...			
	Oslo	75%	-6
	Lefkosia	57%	-7
	Bucuresti	51%	-9

V. THE THREE MOST IMPORTANT ISSUES FACING YOUR CITY

Respondents were asked to identify the three most important issues for their city from the following list of ten items: safety, air pollution, noise, public transport, health services, social services, education and training, unemployment, housing and road infrastructure.

Health services, followed by unemployment and education and training are the three main issues for respondents in the cities surveyed.

Health services

In 63 out of 83 cities, health services are cited as one of the three main issues, and ranked first in 27 cities.

Budapest (67%), Reykjavik and Belfast (both 66%) are the cities where health services are cited the most frequently as one of the most important issues. Health services are ranked as the most important issue in all of the cities in the UK, Slovakia, Romania and Portugal that are covered by the survey.

Nevertheless, the number of people who consider health services as an important issue for their city varies significantly between cities, from 67% of people in Budapest to just 7% of respondents in Ostrava.

In comparison with the 2012 survey, health services are now slightly less likely to be seen as one of the three most important issues facing cities. In 2012, health services ranked first in 34 cities, whereas in the current survey this applies to 27 cities.

The evolutions for individual cities since 2012 show a large increase in the proportion who think health services are one of the three most important issues in Miskolc (58%, +23) and Budapest (67%, +22), while the largest decrease can be seen in Piatra Neamt (61%, -15).

Unemployment

In a difficult economic context across Europe, unemployment continues to feature as a key issue: it is cited as one of the three uppermost issues in 52 cities and as the first issue in 23 cities, including all of the Italian and Greek cities included in the survey.

Napoli (73%), Ostrava (71%) and Miskolc (70%) are the cities where most people mention this as an issue, and in 21 cities, at least half of respondents mention unemployment as a key issue.

Under a fifth of respondents think that unemployment is an important issue in seven cities: Valletta (5%), Munchen (14%), Reykjavik (15%), Bratislava, Praha (both 16%), Hamburg (18%) and Cluj Napoca (19%).

Unemployment has a similar level of prominence in this survey as in 2012. It is now more likely to be mentioned as the single most important issue (in 23 cities compared with 18 in 2012), but is slightly less likely to be one of the top three issues (52 compared with 58 cities).

Respondents in Bialystok are now more likely to mention unemployment as an important issue than in 2012 (69%, +13). However, in 11 cities there has been a decrease of more than 10 percentage points since 2012, most notably in Budapest (40%, -16), Vilnius (30%, -15) and Cluj Napoca (19%, -15).

Education and training

Education and training is one of the top three issues in 59 out of 83 cities and is ranked in first place in 18 cities. It is most likely to be chosen as an important issue in Oulu (60%), Wien (58%) and Belfast (58%), and by more than half of respondents in eight other cities. By contrast, it is mentioned by less than a fifth of respondents in 11 cities, with the lowest proportion in Ostrava (4%).

Education and training has grown in importance since the 2012 survey, when it was the number one issue in 13 cities (now 18), and one of the top three in 50 cities (now up to 59). In six cities, there has been an increase of at least 10 percentage points in the proportion that see it as an important issue; the highest increase can be found in Geneva (51%, +16).

Other issues

The other issues surveyed are of lesser importance to respondents. However, **housing** is considered the most important issue in seven cities and one of the top three issues in another ten cities. The cities where housing is considered the number one identified issue are Stockholm (61%), Munchen (56%), Paris (54%), Geneva (51%), Greater Paris (49%), Amsterdam (45%) and Kobenhavn (38%). Housing is now much more likely to be mentioned as an important issue than in 2012 in Dublin (45%, +25), with large increases (of at least 10 points) also seen in five other cities.

Respondents in 14 cities see **air pollution** as one of their three main issues. In five cities, respondents rate it as the most important issue facing their city: Ostrava (76%), Burgas (62%), Krakow (60%), Valletta (54%) and Graz (54%). The proportion mentioning air pollution has increased since 2012 in Paris (45%, +14) and Greater Paris (47%, +19).

In two cities, respondents cite **road infrastructure** as the single most important issue: Tallinn (52%) and Praha (49%). Road infrastructure also features as one of the top three most important issues in another 18 cities. The largest increase since 2012 is seen in Riga (44%, +14).

Compared with the 2012 survey, **safety** is now less likely to be seen as one of the most important issues facing cities. In 2012, it was among the top three issues in 27 cities, but this applies to only 16 cities in the 2015 survey.

It is considered the single most important issue in three cities (compared with 6 in 2012): Marseille (52%), Liege (47%) and Rotterdam (44%).

Public transport is one of the top three issues in ten cities, a smaller number than in the 2012 survey, when it was one of the three main issues in 15 cities. It is not considered the number one issue in any city, although it is chosen by more than 40% of respondents in Helsinki (49%), Oslo (45%) and Istanbul (42%).

Social services is ranked among the top three issues in only four cities: Vilnius (31%), Munchen (27%), Ljubljana (25%) and Bialystok (21%).

Noise does not appear among the top three issues for respondents in any of the cities surveyed, although it is mentioned by more than a quarter of respondents in Praha (35%) and Valletta (28%).

In your opinion, among the following issues, which are the three most important for [CITY NAME]? (MAX. 3 ANSWERS)

Antwerpen (BE)	Essen (DE)	Madrid (ES)	Greater Paris (FR)
Education and training 45%	Education and training 49%	Health services 60%	Air pollution 47%
Safety 38%	Road infrastructure 39%	Unemployment 58%	Housing 46%
Health services 36%	Unemployment 32%	Education and training 53%	Education and training 37%
Brussel/Bruxelles (BE)	Hamburg (DE)	Malaga (ES)	Zagreb (HR)
Education and training 47%	Education and training 55%	Unemployment 66%	Unemployment 61%
Safety 40%	Housing 47%	Health services 54%	Health services 49%
Unemployment 38%	Road infrastructure 33%	Education and training 47%	Education and training 29%
Liege (BE)	Leipzig (DE)	Oviedo (ES)	Budapest (HU)
Safety 47%	Education and training 49%	Health services 62%	Health services 67%
Education and training 43%	Road infrastructure 33%	Unemployment 52%	Unemployment 40%
Health services 37%	Safety 32%	Education and training 47%	Air pollution 33%
Burgas (BG)	München (DE)	Helsinki (FI)	Miskolc (HU)
Air pollution 62%	Housing 56%	Health services 52%	Unemployment 70%
Health services 58%	Education and training 43%	Public transport 49%	Health services 58%
Unemployment 37%	Social services 27%	Education and training 44%	Safety 38%
Sofia (BG)	Rostock (DE)	Oulu (FI)	Reykjavik (IS)
Health services 48%	Education and training 44%	Education and training 60%	Health services 66%
Air pollution 47%	Unemployment 35%	Health services 57%	Education and training 49%
Road infrastructure 37%	Health services 33%	Unemployment 35%	Housing 34%
Ostrava (CZ)	Tallinn (EE)	Bordeaux (FR)	Bologna (IT)
Air pollution 76%	Road infrastructure 52%	Unemployment 40%	Unemployment 48%
Unemployment 71%	Health services 49%	Housing 38%	Safety 38%
Safety 38%	Education and training 30%	Education and training 37%	Health services 29%
Praha (CZ)	Dublin (IE)	Lille (FR)	Napoli (IT)
Road infrastructure 49%	Health services 60%	Unemployment 52%	Unemployment 73%
Safety 42%	Housing 45%	Safety 43%	Health services 34%
Air pollution 38%	Unemployment 42%	Education and training 37%	Safety 29%
Aalborg (DK)	Athina (EL)	Marseille (FR)	Palermo (IT)
Education and training 55%	Unemployment 58%	Unemployment 52%	Unemployment 67%
Health services 40%	Health services 48%	Safety 52%	Health services 39%
Unemployment 33%	Safety 40%	Education and training 35%	Road infrastructure 34%
København (DK)	Iraklio (EL)	Paris (FR)	Roma (IT)
Housing 38%	Unemployment 51%	Housing 54%	Unemployment 45%
Unemployment 37%	Road infrastructure 50%	Air pollution 45%	Public transport 40%
Education and training 37%	Health services 47%	Education and training 34%	Health services 39%
Berlin (DE)	Greater Athens (EL)	Rennes (FR)	Torino (IT)
Education and training 53%	Unemployment 62%	Education and training 47%	Unemployment 68%
Housing 41%	Health services 50%	Health services 39%	Safety 33%
Unemployment 33%	Safety 38%	Unemployment 38%	Health services 31%
Dortmund (DE)	Barcelona (ES)	Strasbourg (FR)	Verona (IT)
Unemployment 48%	Health services 56%	Unemployment 42%	Unemployment 53%
Education and training 47%	Unemployment 51%	Air pollution 39%	Air pollution 34%
Road infrastructure 32%	Education and training 48%	Education and training 38%	Road infrastructure 32%

In your opinion, among the following issues, which are the three most important for [CITY NAME]? (MAX. 3 ANSWERS)

Lefkosia (CY)	Oslo (NO)	Piatra Neamt (RO)	Belfast (UK)
Unemployment 57%	Health services 52%	Health services 61%	Health services 66%
Health services 36%	Public transport 45%	Unemployment 48%	Education and training 58%
Road infrastructure 31%	Education and training 45%	Education and training 39%	Unemployment 35%
Vilnius (LT)	Bialystok (PL)	Malmö (SE)	Cardiff (UK)
Health services 44%	Unemployment 69%	Unemployment 59%	Health services 53%
Education and training 34%	Health services 63%	Health services 56%	Education and training 48%
Social services 31%	Education and training 21%	Education and training 50%	Housing 32%
Luxembourg (LU)	Gdansk (PL)	Stockholm (SE)	Glasgow (UK)
Education and training 53%	Health services 63%	Housing 61%	Health services 55%
Health services 42%	Road infrastructure 36%	Health services 48%	Education and training 49%
Housing 39%	Unemployment 32%	Unemployment 40%	Unemployment 36%
Riga (LV)	Krakow (PL)	Ljubljana (SI)	London (UK)
Health services 61%	Air pollution 60%	Unemployment 43%	Health services 58%
Road infrastructure 44%	Health services 49%	Health services 41%	Education and training 46%
Education and training 42%	Road infrastructure 33%	Air pollution 25%	Housing 44%
Valletta (MT)	Warszawa (PL)	Bratislava (SK)	Manchester (UK)
Air pollution 54%	Health services 63%	Health services 52%	Health services 48%
Road infrastructure 43%	Road infrastructure 41%	Road infrastructure 42%	Education and training 48%
Health services 33%	Education and training 28%	Public transport 38%	Unemployment 35%
Amsterdam (NL)	Braga (PT)	Kosice (SK)	Newcastle (UK)
Housing 45%	Health services 56%	Health services 50%	Health services 58%
Education and training 41%	Unemployment 55%	Unemployment 45%	Education and training 50%
Safety 40%	Education and training 44%	Public transport 33%	Unemployment 33%
Groningen (NL)	Lisboa (PT)	Ankara (TR)	Greater Manchester (UK)
Unemployment 45%	Health services 47%	Education and training 47%	Health services 51%
Health services 45%	Unemployment 41%	Health services 44%	Education and training 46%
Education and training 41%	Education and training 40%	Public transport 34%	Housing 29%
Rotterdam (NL)	Greater Lisbon (PT)	Antalya (TR)	Geneva (CH)
Safety 44%	Health services 56%	Education and training 44%	Education and training 51%
Health services 44%	Education and training 42%	Health services 39%	Housing 51%
Education and training 40%	Unemployment 39%	Public transport 29%	Health services 37%
Graz (AT)	Bucuresti (RO)	Diyarbakir (TR)	Zurich (CH)
Air pollution 54%	Health services 57%	Unemployment 57%	Education and training 55%
Education and training 50%	Air pollution 45%	Education and training 51%	Housing 51%
Public transport 33%	Education and training 41%	Health services 35%	Public transport 34%
Wien (AT)	Cluj Napoca (RO)	Istanbul (TR)	
Education and training 58%	Health services 55%	Education and training 44%	
Health services 48%	Road infrastructure 47%	Public transport 42%	
Unemployment 35%	Education and training 39%	Health services 40%	

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