



Flash Eurobarometer 366

QUALITY OF LIFE IN EUROPEAN CITIES

REPORT

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This survey has been requested by the European Commission, Directorate-General for Regional Policy and co-ordinated by Directorate-General for Communication.

This document does not represent the point of view of the European Commission.
The interpretations and opinions contained in it are solely those of the authors.

Flash Eurobarometer 366 - TNS Political & Social

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Quality of Life in European Cities

Conducted by TNS Political & Social at the request of
the European Commission,
Directorate-General for Regional and Urban Policy

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Research and Speechwriting" Unit)

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INTRODUCTION

This Flash Eurobarometer, "Quality of life in European cities" (No 366), 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 and 2009¹.

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.

A total of 79 European cities were used in this analysis. In addition to these, the surroundings areas of Athina, Lisboa, Manchester and Paris were analysed. We will therefore hereinafter refer to '83 cities', though a more accurate terminology would be '79 cities and 4 surrounding areas'.

A complete list of these is included in the annexes. These cities have been classified according to the population size of their "urban centre" into 6 categories: S, M, L, XL, XXL and Global:

- S 50 000 – 100 000 inhabitants
- M 100 000 – 250 000 inhabitants
- L 250 000 – 500 000 inhabitants
- XL 500 000 – 1 000 000 inhabitants
- XXL 1 000 000 – 5 000 000 inhabitants

- Global More than 5 000 000 inhabitants

These classifications are used in the analysis when relevant.

The results from the four surrounding areas introduced in the survey are included in the report under the following names: "Paris surroundings", "Lisbon surroundings", "Athens surroundings" and "Manchester surroundings".

This survey was carried out by the TNS Political & Social network in the then 27 Member States of the European Union, as well as Croatia, Turkey, Iceland, Norway and Switzerland, between the 15th of November and the 7th of December 2012. Some 41,137 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 ("Research and Speechwriting" Unit)². 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 intervals³.

¹ Flash Eurobarometers 156 (2004), 194 (2006) and 277 (2009).

² For more information, please consult: http://ec.europa.eu/regional_policy/sources/docgener/focus/2012_01_city.pdf [Source: "Regional Focus 01/2012: Cities in Europe - The new OECD-EC definition", by Lewis Dijkstra and Hugo Poelman]

³ 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 8 cities (Athina, Athens surroundings, Napoli, Palermo, Miskolc, Marseille, Istanbul and Ostrava), at least 80% of respondents say that they are satisfied to be living in their city.
- Aalborg (99%), Hamburg (98%), Zurich, Oslo, Kobenhavn and Groningen (all 97%) record the highest levels of satisfaction. By contrast, satisfaction is below 75% in Athina (52%), Athens surroundings (59%), Napoli (65%), Palermo (71%) and Miskolc (73%).
- Satisfaction with cleanliness, green spaces and public spaces such as markets, squares and pedestrian zones, as well as the feeling of safety both in the city and in the respondent's neighbourhood, are the features that show the highest correlation with the overall satisfaction of living in a city.
- Respondents were not asked whether they were satisfied living in their city in the 2009 survey. Compared with 2006, however, the level of satisfaction is stable in most of the cities: in 66 cities there was no change exceeding three percentage points.

Significant differences between cities in the level of satisfaction regarding public transport

- At least 7 out of 10 respondents in half of the cities surveyed are satisfied with public transport in their city, the highest levels of satisfaction being in Zurich (95%) and Rostock (90%).
- In 11 cities, fewer than half of respondents said they were satisfied with public transport in their city: Vilnius, Bucuresti (both 48%), Verona, Oulu, Budapest (all 45%), Reykjavik (42%), Miskolc (40%), Valletta (37%), Roma (32%), Napoli (23%) and Palermo (14%).
- In comparison with 2009, a significant number of cities have recorded negative evolutions as others recorded significant positive evolutions. The largest decreases were recorded in Antwerpen (60%, -21) and Oulu (45%, -20). The most substantial increases in satisfaction with public transport were seen in Lefkosia (50%, +33) and Sofia (62%, +19).

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

- In 12 cities (Groningen, Zurich, Strasbourg, Munchen, Antwerpen, Lille, Graz, Liege, Newcastle, Rotterdam, Wien and Essen), at least 9 respondents out of 10 are satisfied with the health care services of their city and in 50 cities the level of satisfaction is at least 70%.

- Nevertheless, a majority of respondents are dissatisfied with this dimension in 19 cities, including 8 EU capitals (Athina, Bucuresti, Warszawa, Bratislava, Riga, Roma, Sofia and Budapest).
- Cities from northern and central European countries are more likely to be satisfied, while eastern and southern European cities are more likely to be dissatisfied.
- Compared with 2009, very marked negative changes can be observed in a significant number of cities, most of which relate to cities that had already been in the lower half of the ranking.

A generally high level of satisfaction as regards sports facilities

- In 33 cities, the level of satisfaction equals or exceeds 70%. Oulu (87%), Groningen (86%) and Helsinki (84%) recorded the highest levels of satisfaction, while a majority of respondents said they were dissatisfied with sports facilities in only 5 cities: Napoli (60%), Athina, Palermo (both 59%), Bratislava (57%) and Kosice (50%).
- Respondents in very large cities are the least likely to be satisfied: only 4 of the 27 cities with over 1 million inhabitants included in the survey rank among the 40 most satisfied cities.
- A comparison with the 2009 results shows positive evolutions in 59 cities, with particularly noticeable rises in Liege (66%, +26), Burgas (68%, +26), Gdansk (72%, +26) and Miskolc (61%, +21). A number of cities in Belgium, Bulgaria, Hungary, Latvia, Poland, Slovenia and Turkey recorded results at least 10 points higher than in 2009.

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

- In 16 cities (Wien, Helsinki, Graz, Zurich, Groningen, Cardiff, Praha, Paris, Oslo, Munchen, Leipzig, Amsterdam, Aalborg, Stockholm, Oulu and Kobenhavn), the level of satisfaction is at least 90%, and in 63 cities at least 7 respondents out of 10 are satisfied with the cultural facilities of the city. Respondents in Wien (96%), Helsinki and Graz (both 95%) are the most satisfied.
- Valletta (37%) is the only city where fewer than 50% of respondents say that they are satisfied with their city's cultural facilities.
- Respondents in Scandinavian and central European cities are the most likely to be satisfied, while respondents from cities in southern Europe or the eastern peripheries are the least likely to be satisfied
- Compared with 2009, the greatest positive trends were observed in Napoli (57%, +16) and Burgas (67%, +15) and the largest falls in Rostock (55%, -24) and Newcastle (77%, -16).

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

- In 14 cities (Groningen, Braga, Lille, Graz, Rennes, Ljubljana, Strasbourg, Bordeaux, Oulu, Belfast, Antwerpen, Aalborg, Reykjavik and Newcastle), over 80% of respondents are satisfied with the city's educational facilities. Satisfaction is at its highest in Groningen, Braga (both 89%), Lille and Graz (both 88%).
- The highest dissatisfaction levels were recorded in Palermo (50%), Napoli (48%), Athina, Diyarbakir (both 45%), Bucuresti (44%) and Roma (43%), the only cities where more than 4 out of 10 respondents declared they were dissatisfied.
- Very large cities are most likely to be dissatisfied: 10 out of the 11 cities recording the lowest levels of satisfaction are cities with over 1 million inhabitants.
- Only 10 EU capitals (Ljubljana, Lefkosia, Helsinki, Dublin, Luxembourg, Amsterdam, Praha, Wien, Stockholm and Paris) are among the 40 best-ranked cities, and of these only one (Paris) has over 1 million inhabitants.

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

- In 34 cities, levels of satisfaction exceed 70%, and in 73 cities a majority of respondents are satisfied with the state of streets and buildings in their neighbourhood.
- Eleven EU capitals (Athina, Roma, Sofia, Bucuresti, Lisboa, Vilnius, Riga, Tallinn, Valletta, Bratislava and Madrid) are among the 20 least satisfied cities.
- Scandinavian and central European cities are more likely to be satisfied than eastern or southern European cities. Satisfaction is at its highest in Zurich (92%), Oulu and Malmo (both 90%) and is at its lowest in Napoli (22%), Athina and Roma (both 27%).

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

- Satisfaction is over 70% in 63 cities, and in 7 cities (Groningen, Oviedo, Malmo, Munchen, Aalborg, Piatra Neamt and Luxembourg) at least 9 respondents out of 10 are satisfied with regard to public spaces. Respondents in Groningen (94%), Oviedo (92%) and Malmo (91%) are the most likely to be satisfied.
- Surprisingly, EU capitals do not rank well on this dimension: only 4 EU capitals (Luxembourg, Kobenhavn, Wien and Amsterdam) are among the 20 best-ranked cities and 12 EU capitals are among the 20 worst-ranked cities.

Satisfaction regarding the availability of retail shops is generally high

- In 77 cities, at least three quarters of respondents are satisfied with this aspect, but satisfaction is below 75% in Lisbon surroundings, Madrid, Lisboa, Athina, Reykjavik, Ljubljana and Oviedo.

PEOPLE'S VIEWS ABOUT THEIR CITY

In only 9 cities do a majority of respondents say that it is easy to find a job in their city

- The 9 cities where a majority of respondents say it is easy to find a job are Oslo (70%), Praha (63%), Munchen (58%), Antalya (58%), Zurich (55%), Stockholm (53%), Helsinki (53%), Istanbul (52%) and Bratislava (51%).
- At the other end of the scale, there are 7 cities where at least 9 out of 10 respondents disagree with this statement: Palermo (98%), Napoli (97%), Malaga (94%), Athens surroundings (93%), Miskolc (91%), Athina and Oviedo (both 90%).
- The level of disagreement is also very high (over 70%) in all the cities in Ireland, Hungary and Slovenia that are included in the survey, as well as in Belfast, Ostrava, Bialystok, Kosice and Marseille.
- It seems to be most difficult to find a job in Croatia, Greece, Hungary, Italy, Spain and Portugal: in all cities in these countries at least 8 respondents out of 10 disagree with the idea that it is easy to find a job in their city.

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

- In 50 cities, at least one person in two disagrees on the easiness to find good housing at a reasonable price.
- This difficulty is particularly severe in capitals. In 9 EU capitals, at least 80% of respondents perceive difficulty in this respect, and in only one (Athina, 61%) do a majority of respondents agree that it is easy to find good housing at a reasonable price.
- The highest level of agreement was recorded in Oviedo, Piatra Neamt, Braga and Oulu (all 65%), while the highest level of disagreement was recorded in Geneva, Paris (both 95%) and Munchen (94%).
- Compared with 2009, the perception that it is easy to find good housing at a reasonable price is improving in many cities. Nevertheless, 9 cities recorded negative evolutions of at least 10 percentage points, the largest decreases being in Berlin (16%, -35), Rostock (22%, -26) and Tallinn (18%, -22). Among these 9 cities there are 6 German cities.

The presence of foreigners is generally viewed as positive

- In all but 5 of the cities surveyed, a majority of respondents agree that the *presence of foreigners* is good for the city. In 49 cities, at least 70% of respondents agree with this statement.
- The highest levels of agreement are in Cluj-Napoca (91%), Luxembourg, Krakow and Kobenhavn (all 89%), while Athina (26%), Athens surroundings (27%), Lefkosia (35%), Liege (46%) and Irakleio (48%) recorded the lowest levels of agreement.

- On the question of whether *foreigners are well integrated*, only 6 cities recorded a level of agreement of 70% or over, and in 28 cities less than half of respondents agree. Among these 28 cities, 11 are EU capitals.
- The highest levels of agreement with this statement are in Cluj-Napoca (76%), Antalya (75%), Diyarbakir (74%), Ljubljana (73%), Groningen (71%) and Luxembourg (70%). The lowest levels of agreement are in Athina (14%), Athens surroundings (17%), Malmo (26%), Berlin (30%), Dortmund (36%), Stockholm (38%) and Antwerpen (39%).
- In many cities, the level of agreement regarding the benefit of the presence of foreigners is significantly higher than regarding their integration. In 53 cities, the difference is at least 10 points, and in 16 cities it is at least 30 points.
- However, compared to 2009 more people now agree that the presence of foreigners is good for the city and that foreigners are well integrated.

A majority of respondents feel safe in almost all cities

- In more than half (48) of the cities surveyed, at least 70% of respondents say they *feel safe in their city*. The highest levels of agreement with this statement are in Munchen (96%) and Aalborg (95%).
- In 6 cities, fewer than half of respondents expressed a positive opinion on safety in their city: Athina (19%), Athens surroundings (22%), Marseille (32%), Liege (40%), Napoli (41%) and Sofia (43%).
- In all but one city (Athina), the majority of respondents say they *feel safe in their neighbourhood*, and in all but 12 cities at least 70% of respondents share this view. In 20 cities, over 90% of respondents say they feel safe in their neighbourhood.
- Nevertheless, in many cities significantly more people feel safe in their neighbourhood than in the city as a whole. In 34 cities, the difference is at least 10 points, and in 8 cities it is at least 20 points (Athens surroundings, Marseille, Liege, Istanbul, Napoli, Berlin, Paris surroundings and Brussel/Bruxelles).
- There is a strong correlation between respondents' sense of safety in their neighbourhoods and in their city and their satisfaction with life in the city.

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

- In 29 cities, at least 70% of respondents agree that *most people in their city can be trusted*, and in 64 cities at least 50% of respondents agree. Trust is highest in Aalborg (92%), Oulu (91%), Groningen (90%), Oviedo (89%), Kobenhavn and Helsinki (both 86%).
- Among the 17 cities where fewer than half of respondents say they trust people in their city are 10 EU capitals: Athina (20%), Bucuresti (31%), Budapest (32%), Bratislava (35%), Sofia, Praha (both 39%), Brussel/Bruxelles, Warszawa (both 42%), Riga (43%) and Paris (45%).
- In all but one city, Bucuresti (46%), the majority of respondents agree that *most people in their neighbourhood can be trusted*, and in 63 of the cities surveyed at least 70% of the respondents agree with this statement.

Views on the city's administrative services

- In 53 of the cities surveyed, a majority of respondents consider that *their city's administrative services help people efficiently*. In 7 cities, the level of agreement equals or exceeds 70%. Luxembourg (77%), Aalborg, Antwerpen and Zurich (all 72%) have the highest level of agreement, while Palermo (17%), Napoli (19%), Roma (21%) and Bratislava (28%) have the lowest.
- In 67 cities, a majority of respondents consider that *their city's administrative services can be trusted*, and in 21 cities at least 70% of respondents share the same view. Luxembourg, Zurich (both 87%), Aalborg (83%) and Munchen (81%) have the highest levels of agreement, while Palermo (24%), Praha (28%), Bratislava and Napoli (both 29%) have the lowest.
- There is a strong correlation between these two aspects, meaning that respondents who agree with one of the statements are very likely to agree with the other as well.

ENVIRONMENT

Air quality is the aspect on which views diverge the most

- In 58 cities, a majority of respondents are satisfied with air quality, and in 19 of these cities the level of satisfaction is at least 80%. Satisfaction is highest in Rostock (95%), Newcastle and Groningen (both 90%).
- At the other end of the scale, more than 50% are dissatisfied in 25 cities. Dissatisfaction with air quality is particularly high in Ostrava (93%), Bucuresti (82%), Krakow (81%), Athina (76%), Madrid (73%), Sofia (71%) and Graz (70%).
- Among the 20 cities recording the lowest levels of satisfaction on this statement, 11 are cities of over 1 million inhabitants.
- There are 9 EU capitals among the 20 least satisfied cities: Bucuresti (17%), Athina (21%), Madrid (25%), Sofia (26%), Paris (33%), Roma (34%), Valletta (35%), Budapest (37%) and Praha (39%).

The noise level varies in importance as an issue, often according to the size of the city

- In 66 cities, a majority of respondents are satisfied with the noise level, and in 33 of these cities the level of satisfaction is at least 70%. Satisfaction is highest in Newcastle (88%), Aalborg, Belfast, Cardiff, Groningen, Manchester surroundings and Oulu (all 85%).
- British cities are very highly-ranked on this dimension, with all 6 of them (including a global city like London) among the 25 most satisfied cities.
- 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 Bucuresti (72%), Istanbul (68%), Barcelona, Madrid (both 67%) and Athina (66%).
- The size of the city would appear to have an important role to play with regard to the noise issue: the 17 cities where a majority of respondents are dissatisfied have at least 250 000 inhabitants, and 12 of these are cities with over 1 million inhabitants.

- There are 10 EU capitals among the 20 least satisfied cities. In 8 capitals, the level of satisfaction is below 50%: Bucuresti (27%), Madrid (31%), Athina (33%), Roma (37%), Sofia (40%), Paris (43%), Warszawa (46%) and Praha (49%).

In 60 cities a majority of respondents are satisfied with the *cleanliness* of their city, but dissatisfaction is particularly high in EU capitals

- In 60 cities a majority of respondents are satisfied with the state of cleanliness of their city and in 28 cities the level of satisfaction is at least 70%. The highest levels are recorded in Oviedo (95%), Luxembourg (92%) and Piatra Neamt (91%).
- In 23 cities a majority of respondents are dissatisfied with the cleanliness of their city. The highest dissatisfaction levels were recorded in Palermo (89%), Marseille (79%), Napoli (78%), Athina (77%) and Roma (75%).
- In 13 EU capitals a majority of respondents are dissatisfied with the cleanliness of their city and in 6 of these over a quarter are "not at all satisfied".

Satisfaction with regard to *green spaces* is generally high

- In 61 cities the level of satisfaction is at least 70% and in 45 of the cities it equals or exceeds 80%. This is another aspect that shows a high correlation with satisfaction with life in the city.
- In 10 cities (Munchen, Oulu, Malmo, Oslo, Bialystok, Kobenhavn, Groningen, Geneva, Luxembourg and Hamburg), at least 9 respondents out of 10 are satisfied with the green spaces in their city. The highest satisfaction levels were recorded in Munchen (95%), Oulu and Malmo (both 94%).
- The level of dissatisfaction exceeds 50% in only 8 cities: Athina (77%), Napoli (71%), Irakleio (62%), Palermo (60%), Athens surroundings (58%), Bratislava (56%) and Valletta (52%).
- Compared with 2009, the largest improvements were in Lefkosia (55%, +17), Vilnius (75%, +14) and Sofia (57%, +10). On the other hand, satisfaction dropped sharply in Bratislava (43%, -17), Kosice (55%, -16) and Marseille (60%, -14).

In most cities, there has been a significant increase since 2009 in the number of people who feel that *their city is involved in fighting climate change*

- In almost two thirds of the cities (54), a majority agrees with the statement that "their city is involved in fighting climate change", and in 8 cities (Bordeaux, Strasbourg, Zurich, Luxembourg, Lille, Rennes, Munchen and Manchester) the level of agreement equals or exceeds 70%. In 2 cities, the level is above 80% (Bordeaux and Strasbourg, both 81%).
- By contrast, more than half of respondents disagree with this statement in 29 cities. The lowest agreement rates are in Roma (28%), Palermo, Praha (both 30%) and Warszawa (31%).
- Compared with 2009, the largest increases in agreement rates are in Burgas (59%, +39), Liege (59%, +25), Sofia (38%, +24), Vilnius (52%, +23), Ankara (62%, +23) and Diyarbakir (57%, +23). Dublin (50%, -14), Praha (30%, -12) and Kobenhavn (51%, -12) recorded the most substantial falls.

PEOPLE'S PERSONAL SITUATION

In all but one city a large majority of respondents say they are *satisfied with the lives they lead*

- Zurich, Reykjavik, Kobenhavn and Helsinki (all 97%) are the cities where respondents are most likely to be satisfied with the life they lead.
- Athina (45%), Athens surroundings (52%), Irakleio (57%), Budapest and Miskolc (61%) recorded the lowest levels of satisfaction, with Athina standing out as the only city where a majority of respondents expressed dissatisfaction with the life they lead.
- The size of the city seems to play an important role regarding life satisfaction, with respondents in cities of over 1 million inhabitants least likely to be satisfied.

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

- In 77 out of 83⁴ cities, over 80% of respondents are satisfied with the place where they live, with levels of satisfaction highest in Reykjavik (98%), Aalborg, Helsinki, Leipzig, Munchen, Oviedo, Rostock, Stockholm and Zurich (all 97%).
- Respondents in Athina (56%) demonstrated by far the lowest level of satisfaction, followed by Napoli (74%), Athens surroundings and Palermo (both 77%).

Respondents' *satisfaction concerning the financial situation of their household varies considerably from city to city*

- In 19 cities, 80% or more of respondents claim they are satisfied with their financial situation. Dissatisfaction is felt by a majority in 10 cities.
- Levels of satisfaction are highest in Aalborg (91%), Stockholm, Luxembourg (both 90%), Zurich and Oslo (both 89%).
- Levels of satisfaction are lowest in Athina (24%), Athens surroundings (29%), Irakleio (32%), Lisboa (38%), Miskolc (40%), Budapest (42%) and Riga (44%).

Satisfaction with their personal job situation varies substantially among respondents

- At least three quarters of respondents are satisfied in Oslo (81%), Zurich (80%), Rennes (78%), Paris surroundings (77%), Paris (76%), Aalborg, Reykjavik, Graz, Oulu, Strasbourg and Lille (all 75%). French cities score particularly highly on this aspect.
- Satisfaction is below 50% in 7 cities: Athens surroundings (33%), Athina (34%), Valletta (36%), Irakleio (38%), Miskolc (43%), Napoli and Palermo (both 47%). For Valletta, it is important to point out that 54% of respondents gave a "don't know" answer, and that only 10% said they were dissatisfied.

⁴ The total number of cities used in the analysis is 83, as the surroundings area of Athens, Lisbon, Manchester and Paris were added to the 79 cities of the sample.

MOST IMPORTANT ISSUES FACING CITIES

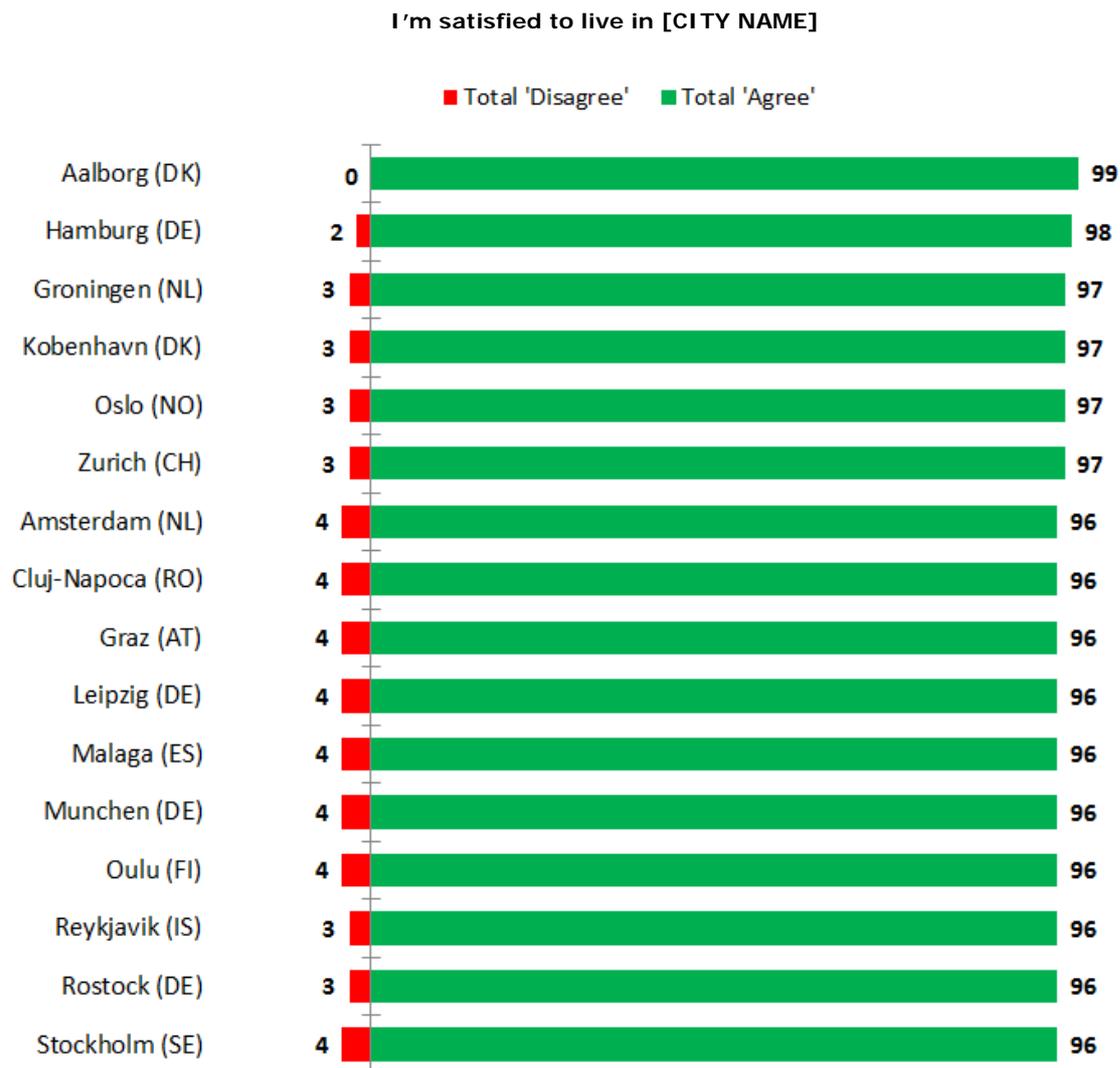
Health services, unemployment and education and training are the most important issues for cities

- These three aspects are ranked above safety, public transport, road infrastructure, air pollution, housing, social services and noise.
- In 64 cities, **health services** are cited as one of the three most important issues and are the top issue in 34 cities.
- **Unemployment** is one of the top three most important issues in 58 cities and ranks top in 18 of them.
- In 50 cities, **education and training** are cited among the three most important issues and in 14 cities they rank highest.

I. PEOPLE'S SATISFACTION WITH THEIR CITY

1. Overall satisfaction

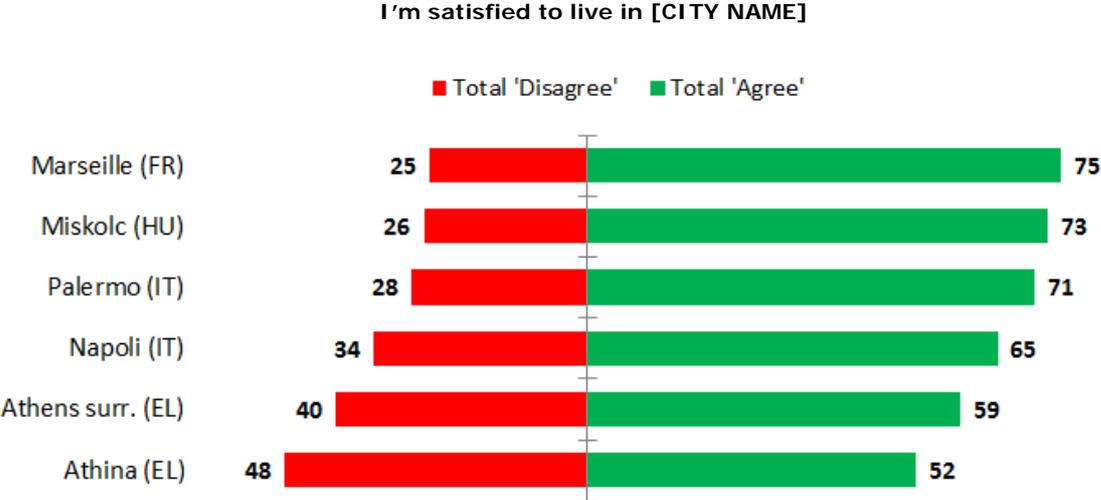
The first indicator of the quality of life in European cities analysed in this survey is the overall satisfaction of respondents with life in their city⁵. The results of this question show a high level of satisfaction, with at least 80% of the respondents declaring themselves "satisfied" in all but 8 cities. In 16 cities, the level of overall satisfaction exceeds 95% and in 46 cities it exceeds 90%.



Among the 83 cities included in the survey, Aalborg ranked first with a 99% level of satisfaction. The lowest level was recorded in Athina (52%).

⁵ 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]

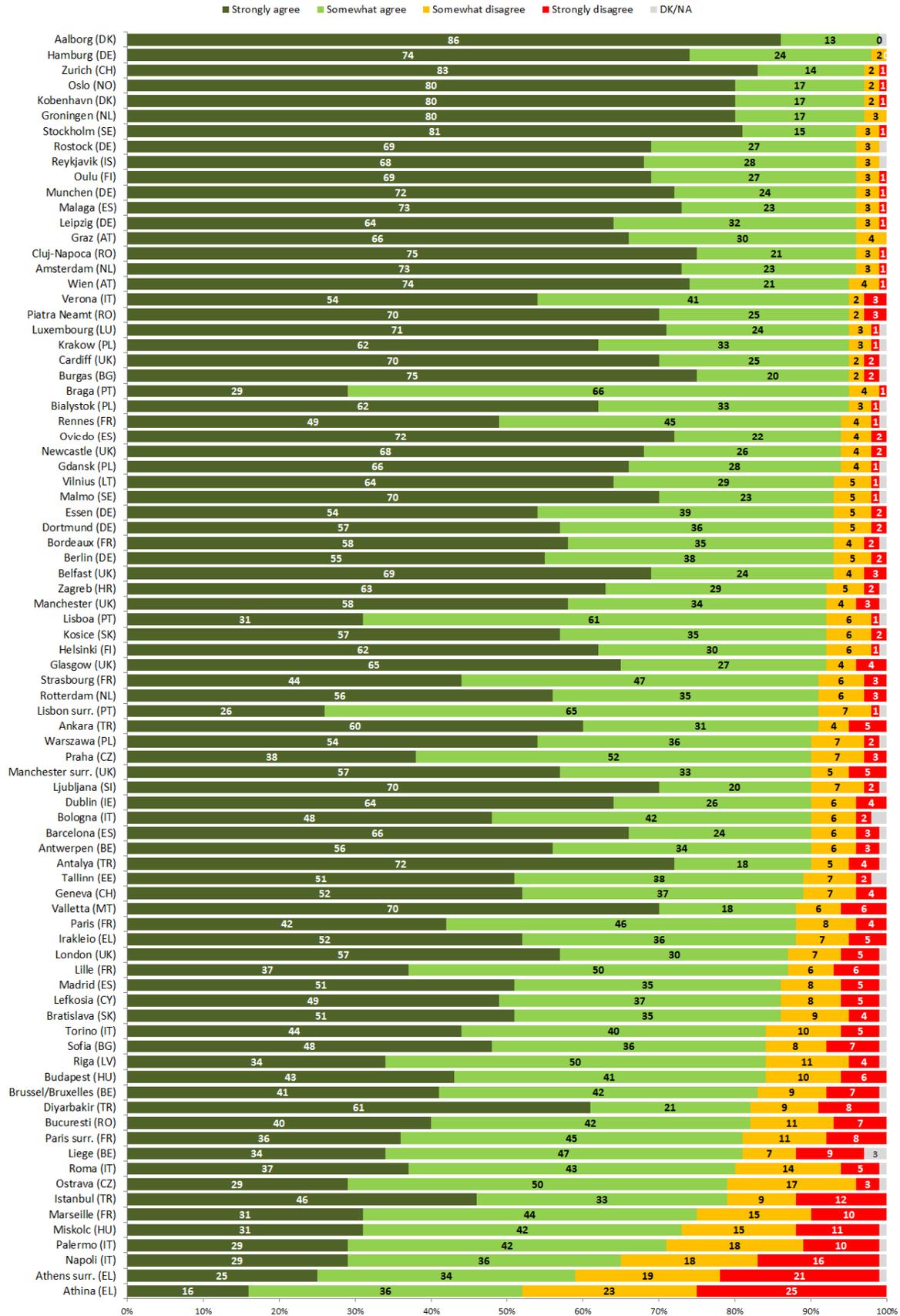
Relatively high levels of dissatisfaction were observed only in a few cities: Athina (48%), Athens surroundings (40%), Napoli (34%), Palermo (28%), Miskolc (26%) and Marseille (25%).



Levels of satisfaction in cities of less than 100 000 inhabitants seem homogenously high. In the 6 “small”⁶ cities included in this survey, at least 95% of the respondents said they were satisfied to live there: Aalborg (99%), Oulu (96%), Burgas (95%), Luxembourg (95%), Braga (95%) and Piatra Neamt (95%).

⁶ The classification of cities was described in the Introduction.

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]



Among the 28 cities with a level of satisfaction below 90%, we find 14 EU capitals and 9 cities with between 1 and 5 million inhabitants.

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

	Total 'Agree'
 København	97%
 Amsterdam	96%
 Stockholm	96%
 Wien	95%
 Luxembourg	95%
 Berlin	93%
 Vilnius	93%
 Zagreb	92%
 Helsinki	92%
 Lisboa	92%
 Praha	90%
 Dublin	90%
 Warszawa	90%
 Ljubljana	90%
 Tallinn	89%
 Paris	89%
 Valletta	88%
 Lefkosia	87%
 Madrid	87%
 London	87%
 Bratislava	86%
 Brussel/Bruxelles	84%
 Sofia	84%
 Riga	84%
 Budapest	83%
 Bucuresti	82%
 Roma	80%
 Athina	52%

Compared with 2006, the level of satisfaction is stable in most of the cities. In 53 of the 74 cities included in both surveys (2006 and 2012), there was no change exceeding three percentage points.

The results significantly increased in 3 cities only: Istanbul (79%, +9), Valletta (88%, +5) and London (87%, +4). Cities where levels of satisfaction fell the most are Palermo (71%, -15), Miskolc (73%, -15), Ostrava (79%, -13), Roma (80%, -12), Marseille (75%, -11) and Athina (52%, -10).

I'm satisfied to live in [CITY NAME]

Total "Agree"

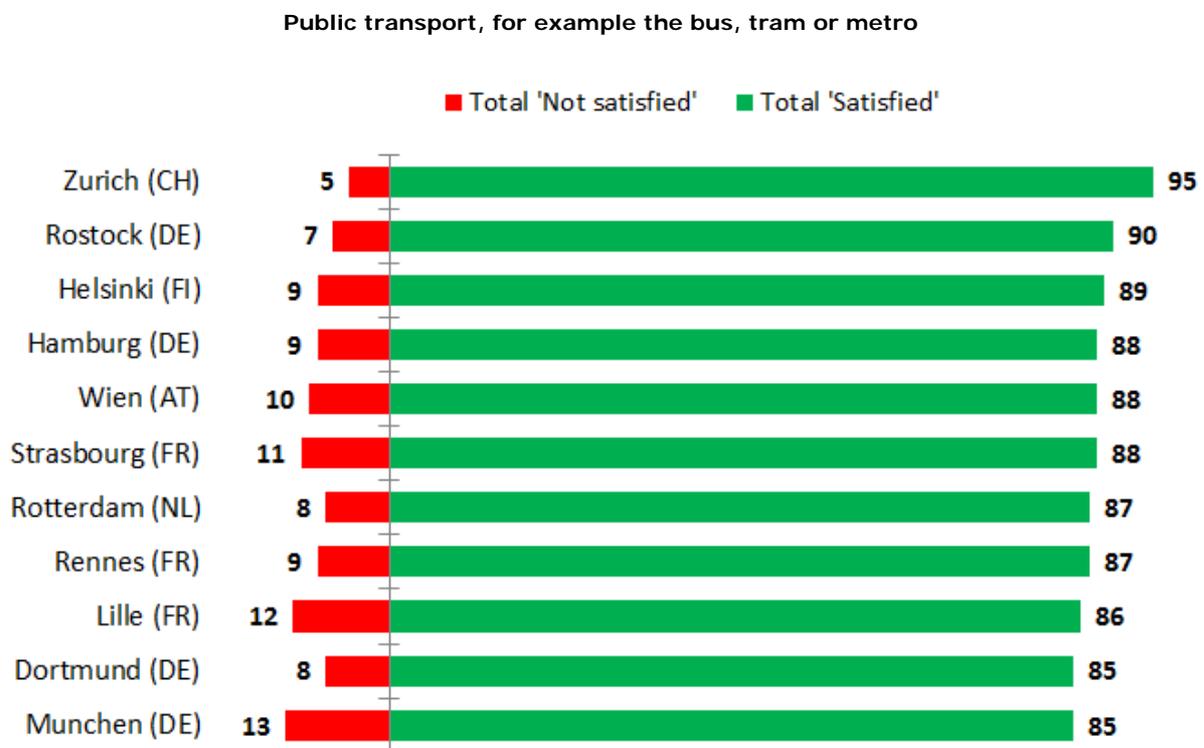
		2012	Diff. 2012 -2006
	Istanbul	79%	+9
	Valletta	88%	+5
	London	87%	+4
		...	
	Athina	52%	-10
	Marseille	75%	-11
	Roma	80%	-12
	Ostrava	79%	-13
	Miskolc	73%	-15
	Palermo	71%	-15

2. Satisfaction with infrastructure and facilities of the city

2.1. Public transport

The level of satisfaction with public transport⁷ in European cities varies significantly between the cities included in this survey. It ranges from 95% in Zurich to 14% in Palermo.

In half of the cities, 7 respondents out of 10 answered that they were satisfied with their city's public transport, and in 20 cities the level of satisfaction is at least 80%. In 2 cities, satisfaction levels were at 90% or above: Zurich (95%) and Rostock (90%). Helsinki, Vienna, Strasbourg, Hamburg, Rotterdam, Rennes, Lille, Munich and Dortmund all recorded a satisfaction level of 85% or above.

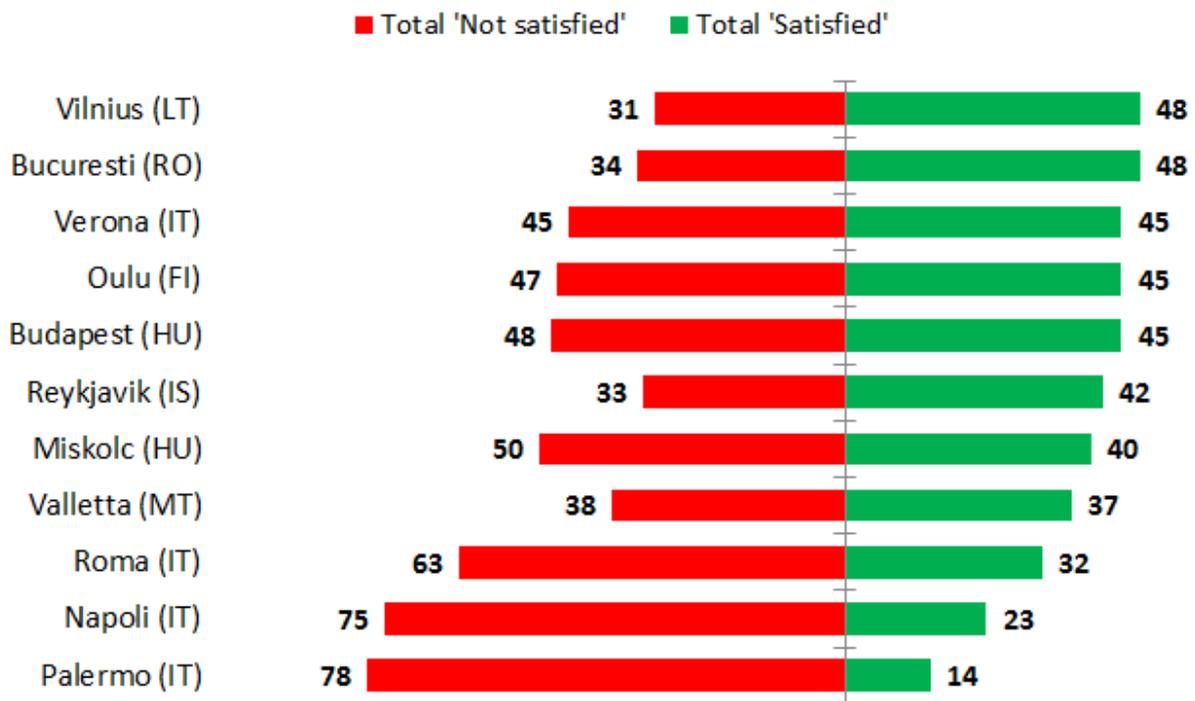


⁷ Q1.1 Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues in [CITY NAME]? – Public transport, for example the bus, tram or metro

At the other end of the scale, in 11 cities fewer than half of respondents said they were satisfied with public transport in their city: Vilnius, Bucuresti (both 48%), Verona, Oulu, Budapest (all 45%), Reykjavik (42%), Miskolc (40%), Valletta (37%), Roma (32%), Napoli (23%) and Palermo (14%).

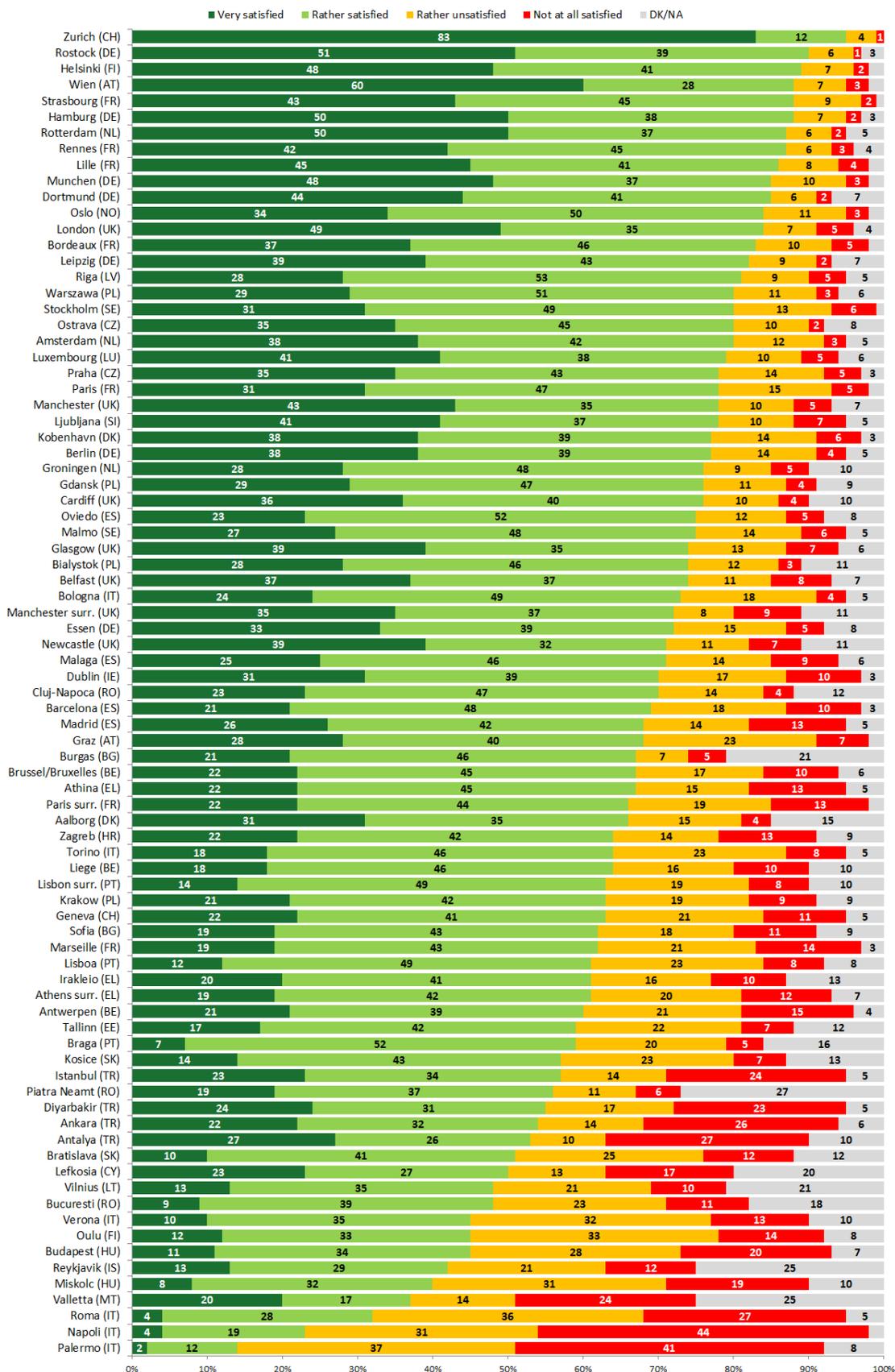
Nine of these 11 cities recorded relatively high levels of dissatisfaction. In Palermo (78%), Napoli (75%), Roma (63%) and Miskolc (50%), a majority of respondents said they were not dissatisfied. High levels of dissatisfaction were also recorded in Budapest (48%), Oulu (47%), Verona (45%), Ankara (40%) and Diyarbakir (40%).

Public transport, for example the bus, tram or metro



As shown in the graph below, 4 French cities and 5 German cities are among the 15 most satisfied cities regarding public transport. Respondents in Italian or eastern European 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.

Five EU capitals are among the 11 cities where the level of satisfaction is below 50%: Roma, Valletta, Budapest, Vilnius and Bucuresti.

Satisfaction with public transport, in EU capital cities

		Total 'Satisfied'
	Helsinki	89%
	Wien	87%
	London	84%
	Riga	81%
	Amsterdam	80%
	Warszawa	80%
	Stockholm	80%
	Luxembourg	79%
	Praha	78%
	Paris	78%
	Ljubljana	78%
	Berlin	77%
	Kobenhavn	77%
	Dublin	70%
	Madrid	68%
	Brussel/Bruxelles	67%
	Athina	67%
	Zagreb	64%
	Sofia	62%
	Lisboa	61%
	Tallinn	59%
	Bratislava	51%
	Lefkosa	50%
	Bucuresti	49%
	Vilnius	48%
	Budapest	45%
	Valletta	37%
	Roma	33%

Compared to the 2009 results, the most substantial increases in satisfaction with public transport were seen in Lefkosia (50%, +33), Sofia (62%, +19), Riga (81%, +16) and Manchester (78%, +14). The largest decreases were recorded in Antwerpen (60%, -21), Oulu (45%, -20), Miskolc (40%, -15) and Krakow (63%, -14).

Public transport, for example the bus, tram or metro

Total "Satisfied"

		2012	Diff. 2012 -2009
	Lefkosia	50%	+33
	Sofia	62%	+19
	Riga	81%	+16
	Manchester	78%	+14
		...	
	Krakow	63%	-14
	Miskolc	40%	-15
	Oulu	45%	-20
	Antwerpen	60%	-21

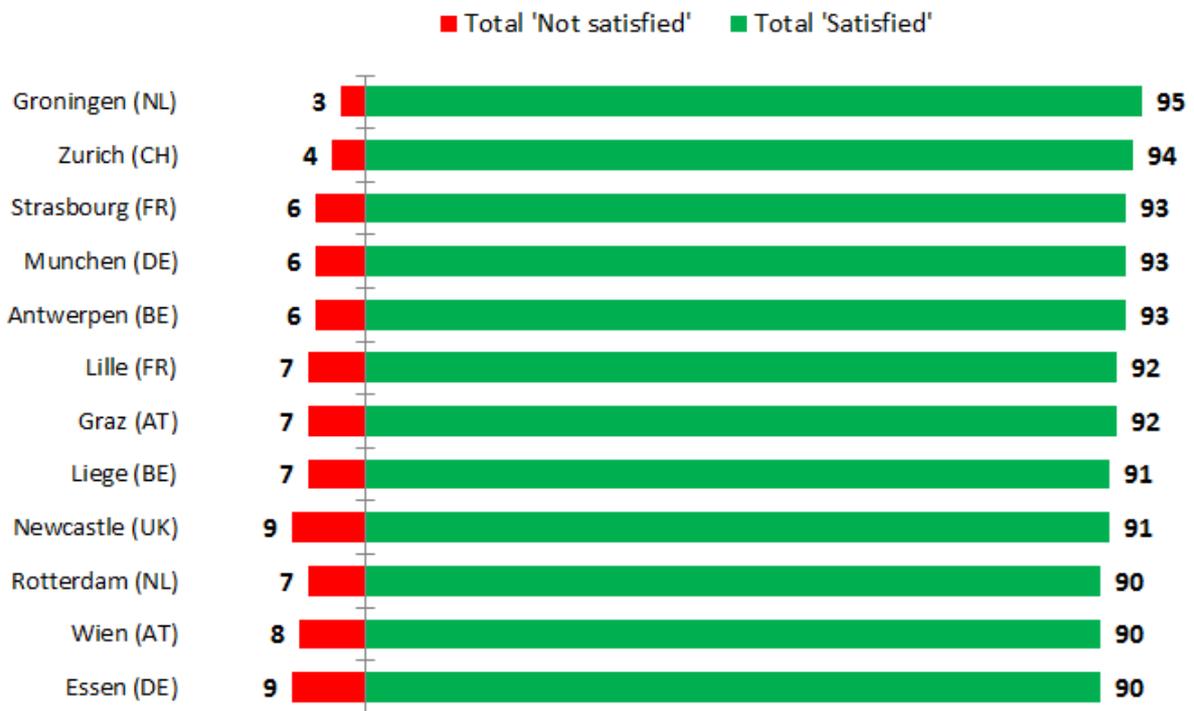
Respondents in Paris are more likely to be satisfied with public transport compared with respondents from Paris surroundings (78% vs 66%), as are respondents in Athina compared to those from Athens surroundings (67% vs 61%).

2.2. Health care services

When it comes to health care services within the city, levels of satisfaction vary considerably. In 12 cities, at least 9 respondents out of 10 are satisfied with the city's health care services, and in 38 cities the level of satisfaction is at least 80%. The highest satisfaction levels are in Groningen (95%), Zurich (94%), Antwerpen, Munchen and Strasbourg (all 93%).

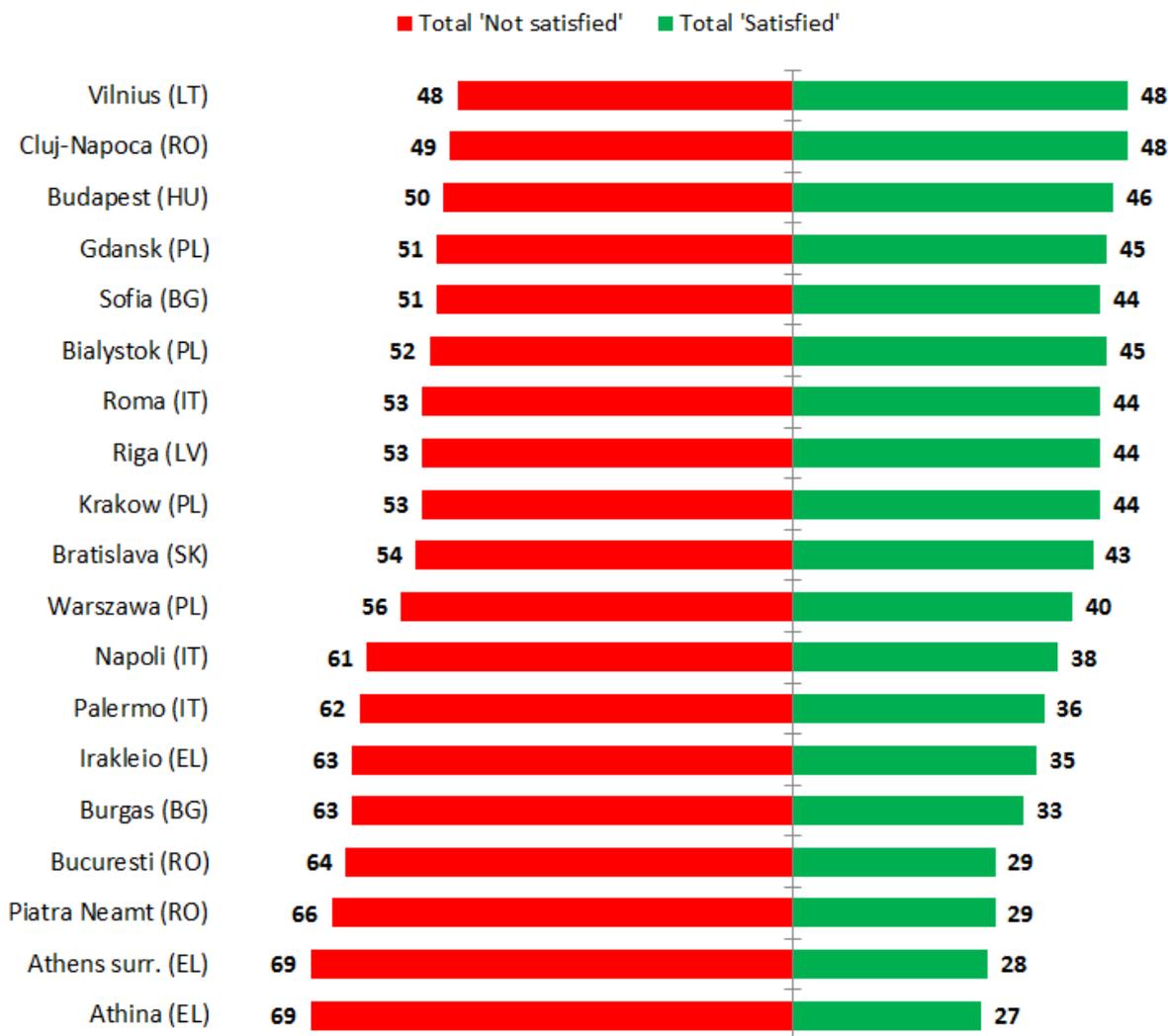
In 10 cities the majority of respondents say they are "very satisfied": Zurich, Groningen, Graz, Munchen, Newcastle, Wien, Antwerpen, Rotterdam, Aalborg and Glasgow.

Health care services, doctors and hospitals

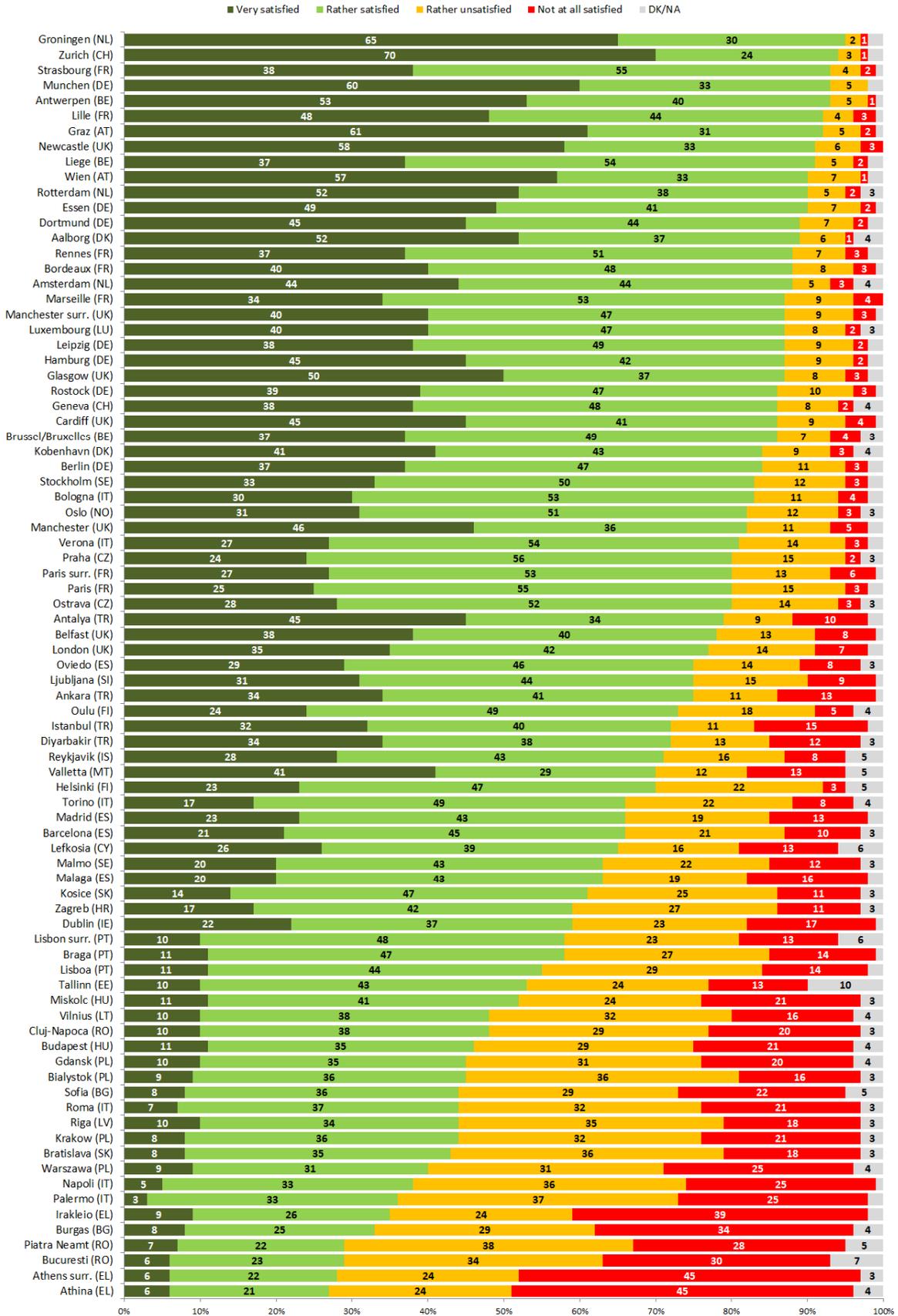


However, there are 17 cities where 50% or more of inhabitants are dissatisfied with the health care system. The level of dissatisfaction is more than 6 out of 10 in Athina, Athens surroundings (both 69%), Piatra Neamt (66%), Bucuresti (64%), Burgas, Irakleio (both 63%), Palermo (62%) and Napoli (61%). 45% of the respondents in Athina said they were "not at all satisfied".

Health care services, doctors and hospitals



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 also significant differences regarding the level of satisfaction with health care services, ranging from 90% in Wien to 27% in Athina.

Satisfaction with health care services, doctors and hospitals in EU capitals

		Total 'Satisfied'
	Wien	90%
	Amsterdam	88%
	Luxembourg	87%
	Brussel/Bruxelles	86%
	Berlin	84%
	Kobenhavn	84%
	Stockholm	82%
	Praha	80%
	Paris	80%
	London	77%
	Ljubljana	75%
	Helsinki	70%
	Valletta	70%
	Lefkosia	65%
	Madrid	65%
	Zagreb	59%
	Dublin	59%
	Lisboa	56%
	Tallinn	53%
	Vilnius	48%
	Budapest	46%
	Sofia	44%
	Roma	44%
	Riga	43%
	Bratislava	43%
	Warszawa	39%
	Bucuresti	29%
	Athina	27%

In comparison with 2009, a significant number of cities have recorded negative evolutions in satisfaction with the health care services they deliver. The most marked negative trends relate to cities whose results are in the lower half of the ranking, notably Bratislava (43%, -19), Irakleio (35%, -17), Bialystok (45%, -16) and Piatra Neamt (29%, -15).

Only a few cities recorded significant positive evolutions, the largest ones being in Valletta (70%, +10), Lefkosia (75%, +9), Strasbourg (93% +7) and Diyarbakir (72%, +6).

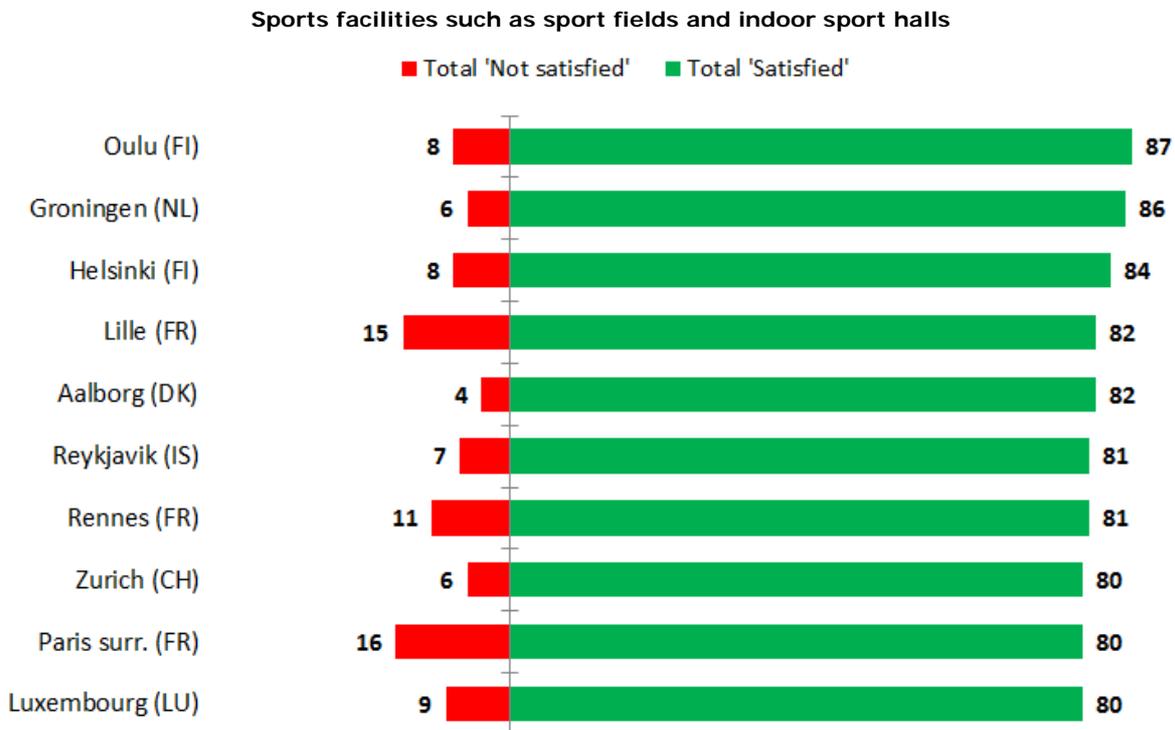
Health care services, doctors and hospitals

Total "Satisfied"

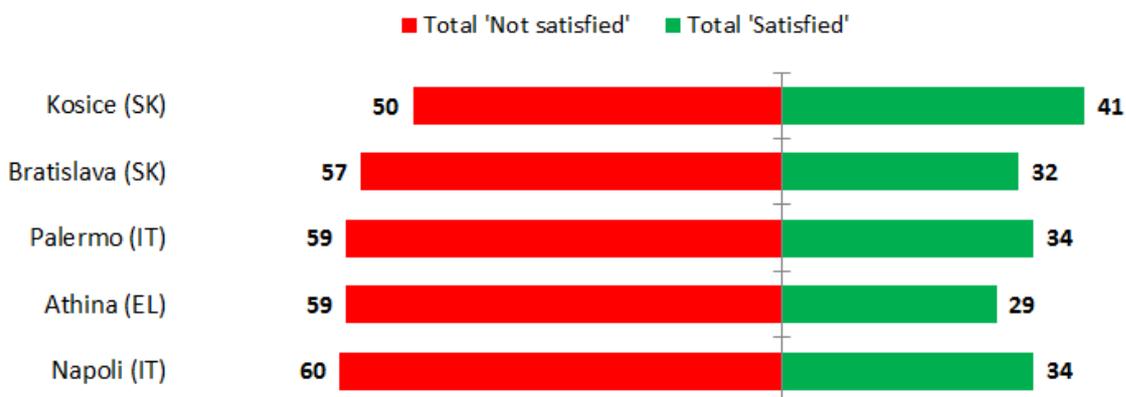
		2012	Diff. 2012 -2009
	Valletta	70%	+10
	Lefkosia	75%	+9
	Strasbourg	93%	+7
	Diyarbakir	72%	+6
...			
	Piatra Neamt	29%	-15
	Bialystok	45%	-16
	Irakleio	35%	-17
	Bratislava	43%	-19

2.3. Sports facilities

In most cities surveyed (72 out of 83), a majority of respondents are satisfied with their city's sports facilities, and in 33 cities the level of satisfaction is at least 70%. Oulu (87%), Groningen (86%) and Helsinki (84%) recorded the highest levels of satisfaction among a total of 10 cities with scores of 80% or above.

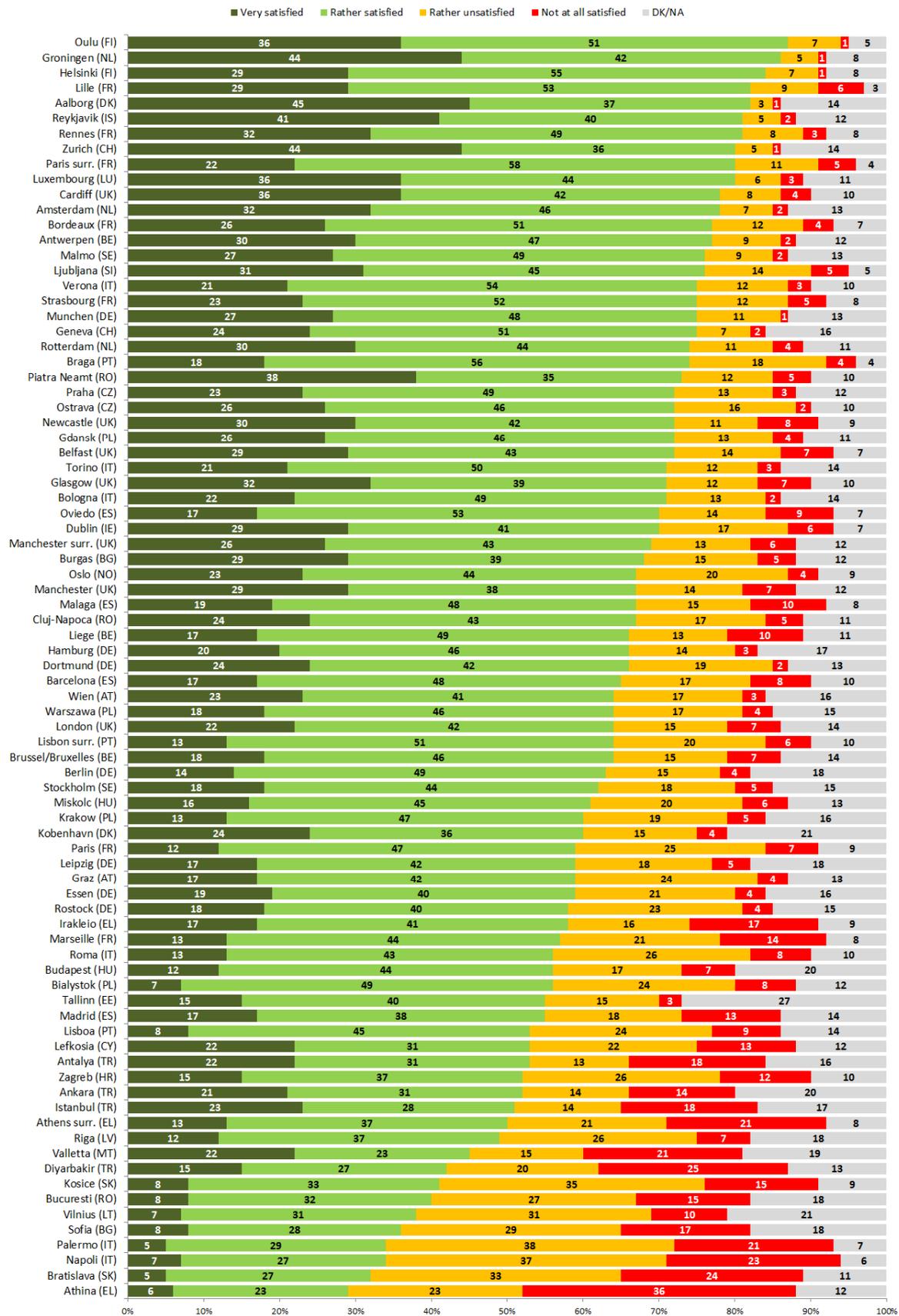


A majority of respondents said they were dissatisfied with sports facilities in only 5 cities: Napoli (60%), Palermo, Athina (both 59%), Bratislava (57%) and Kosice (50%).



The levels of "don't know" responses to this question were relatively high, especially in the following 5 cities: Tallinn (27%), Kobenhavn, Vilnius (both 21%), Ankara and Budapest (both 20%).

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 ranks first among all capitals included in the survey, while Athina and Bratislava have the highest dissatisfaction rates with their sports facilities.

In 7 EU capitals, fewer than half of respondents are satisfied with their city's sports facilities: Athina, Bratislava, Sofia, Vilnius, Bucuresti, Valletta and Riga.

Satisfaction with sports facilities in EU capitals

	Total 'Satisfied'
 Helsinki	84%
 Luxembourg	80%
 Amsterdam	78%
 Ljubljana	76%
 Praha	72%
 Dublin	70%
 Wien	64%
 Brussel/Bruxelles	64%
 Warszawa	64%
 London	64%
 Berlin	63%
 Stockholm	62%
 Kobenhavn	60%
 Paris	59%
 Budapest	56%
 Roma	56%
 Tallinn	55%
 Madrid	55%
 Lefkosia	53%
 Lisboa	53%
 Zagreb	52%
 Riga	48%
 Valletta	46%
 Bucuresti	40%
 Vilnius	38%
 Sofia	36%
 Bratislava	32%
 Athina	30%

In terms of city size, respondents living in very large cities are least likely to be satisfied: only 4 out of the 27 cities of over 1 million inhabitants surveyed rank among the 40 most satisfied.

A comparison with the 2009 results shows positive evolutions in 59 cities. The highest increases were recorded in Liege (66%, +26), Burgas (68%, +26), Gdansk (72%, +26) and Miskolc (61%, +21). A few cities recorded negative evolutions, with the highest in Bratislava (32%, -16), Athina (29%, -13), Kosice (41%, -12) and Tallinn (55%, -10).

Sports facilities such as sport fields and indoor sport halls

Total "Satisfied"

		2012	Diff. 2012 -2009
	Liege	66%	+26
	Burgas	68%	+26
	Gdansk	72%	+26
	Miskolc	61%	+21
	Riga	49%	+19
	Ljubljana	76%	+17
	Budapest	56%	+17
	Antwerpen	77%	+16
	Brussel/Bruxelles	64%	+16
...			
	Tallinn	55%	-10
	Kosice	41%	-12
	Athina	29%	-13
	Bratislava	32%	-16

Looking at the table above, we can also see that citizens in Belgium and Hungary show a wide acknowledgment of improvements made to the quality of sports facilities in their cities. Poland and Turkey also recorded results at least 10 points higher than in 2009 in each of their cities included in the survey.

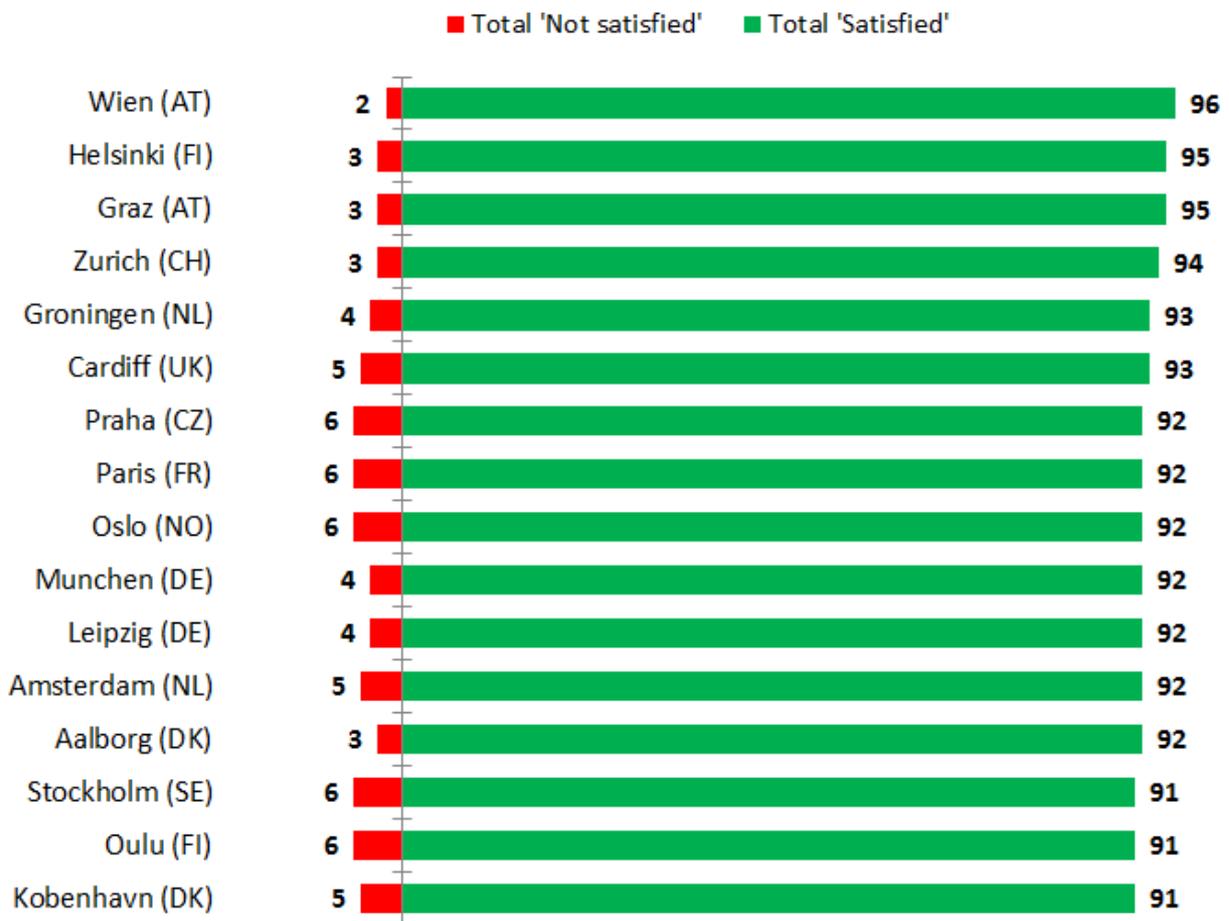
		2012	Diff. 2012 -2009
	Gdansk	72%	+26
	Warszawa	64%	+13
	Krakow	60%	+13
	Bialystok	56%	+10
	Antalya	53%	+12
	Ankara	52%	+11
	Istanbul	51%	+10
	Diyarbakir	42%	+10

2.4. Cultural facilities

The respondents were then asked about their satisfaction with cultural facilities. They were quite positive on this matter, as a majority of respondents in all but one city said they were satisfied.

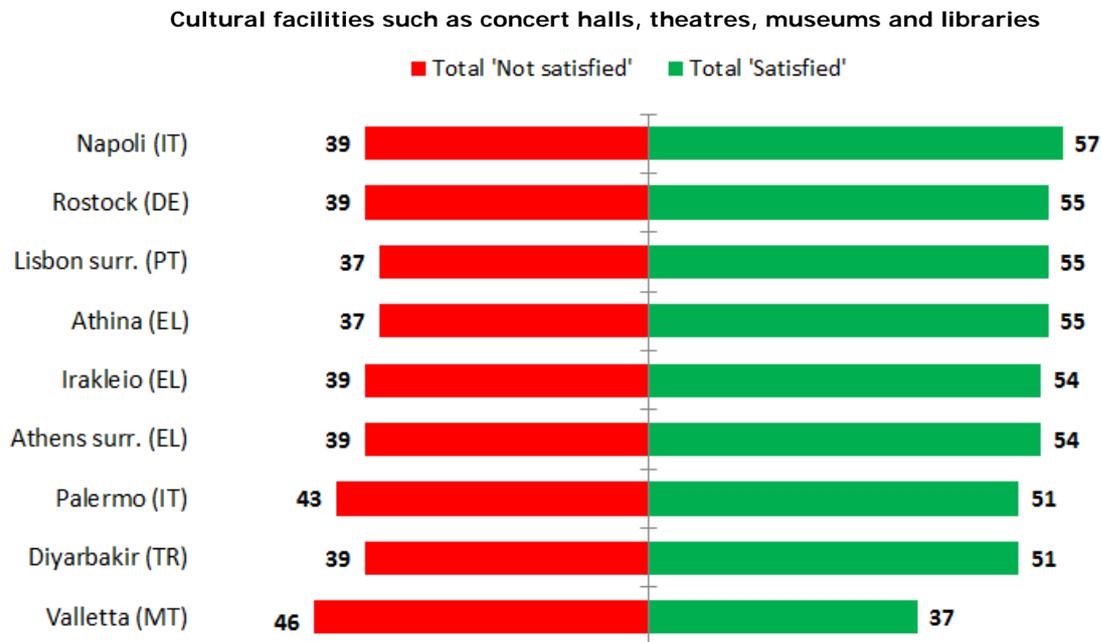
Respondents were most satisfied in Wien (96%), with no less than 77% being "very satisfied", Graz, Helsinki (both 95%) and Zurich (94%). In 16 cities the level of satisfaction is at least 90%.

Cultural facilities such as concert halls, theatres, museums and libraries

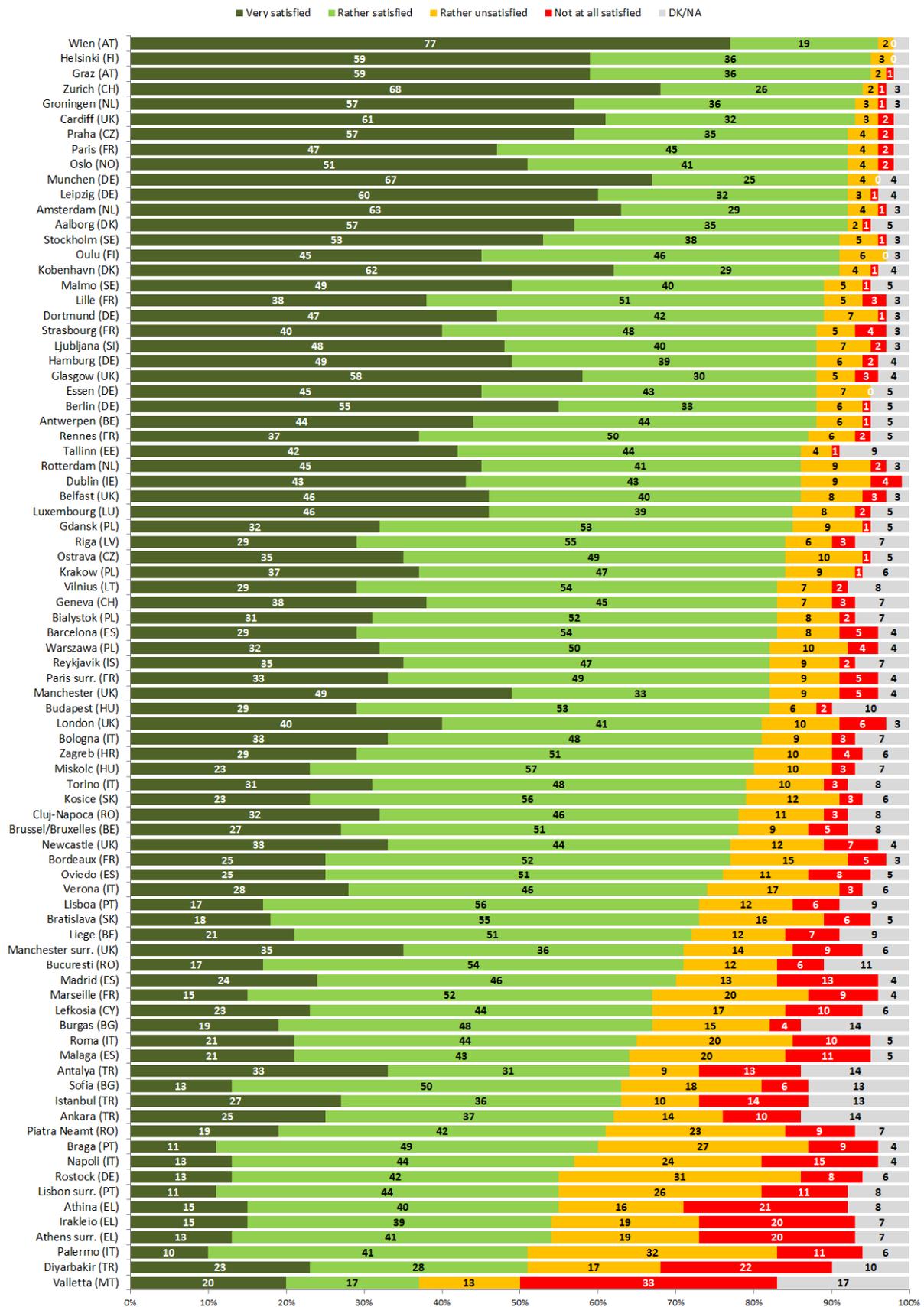


The only city where dissatisfaction exceeds satisfaction with respect to cultural facilities is Valletta. There, 37% of respondents were satisfied and 46% were dissatisfied.

Other relatively low levels of satisfaction (below 60%) were recorded in Diyarbakir, Palermo (both 51%), Athens surroundings, Irakleio (both 54%), Athina, Rostock, Lisbon surroundings (all 55%) and Napoli (57%).



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 a majority of respondents say they are satisfied with their cultural facilities, and in all but 10 EU capitals the level of satisfaction with their cultural facilities is 80% or above.

Satisfaction with cultural facilities in EU capitals

	Total 'Satisfied'
 Wien	95%
 Helsinki	95%
 Praha	92%
 Paris	92%
 Amsterdam	92%
 Kobenhavn	91%
 Stockholm	91%
 Berlin	89%
 Ljubljana	88%
 Tallinn	86%
 Dublin	86%
 Luxembourg	85%
 Riga	84%
 Vilnius	83%
 Budapest	82%
 Warszawa	82%
 London	81%
 Zagreb	80%
 Brussel/Bruxelles	77%
 Lisboa	73%
 Bratislava	73%
 Bucuresti	71%
 Madrid	70%
 Lefkosia	67%
 Roma	65%
 Sofia	63%
 Athina	55%
 Valletta	37%

Compared with 2009, the greatest positive trends were observed in Napoli (57%, +16), Burgas (67%, +15) and Riga (84%, +13). The largest falls were in Rostock (55%, -24), Newcastle (77%, -16) and Piatra Neamt (61%, -13).

Cultural facilities such as concert halls, theatres, museums and libraries

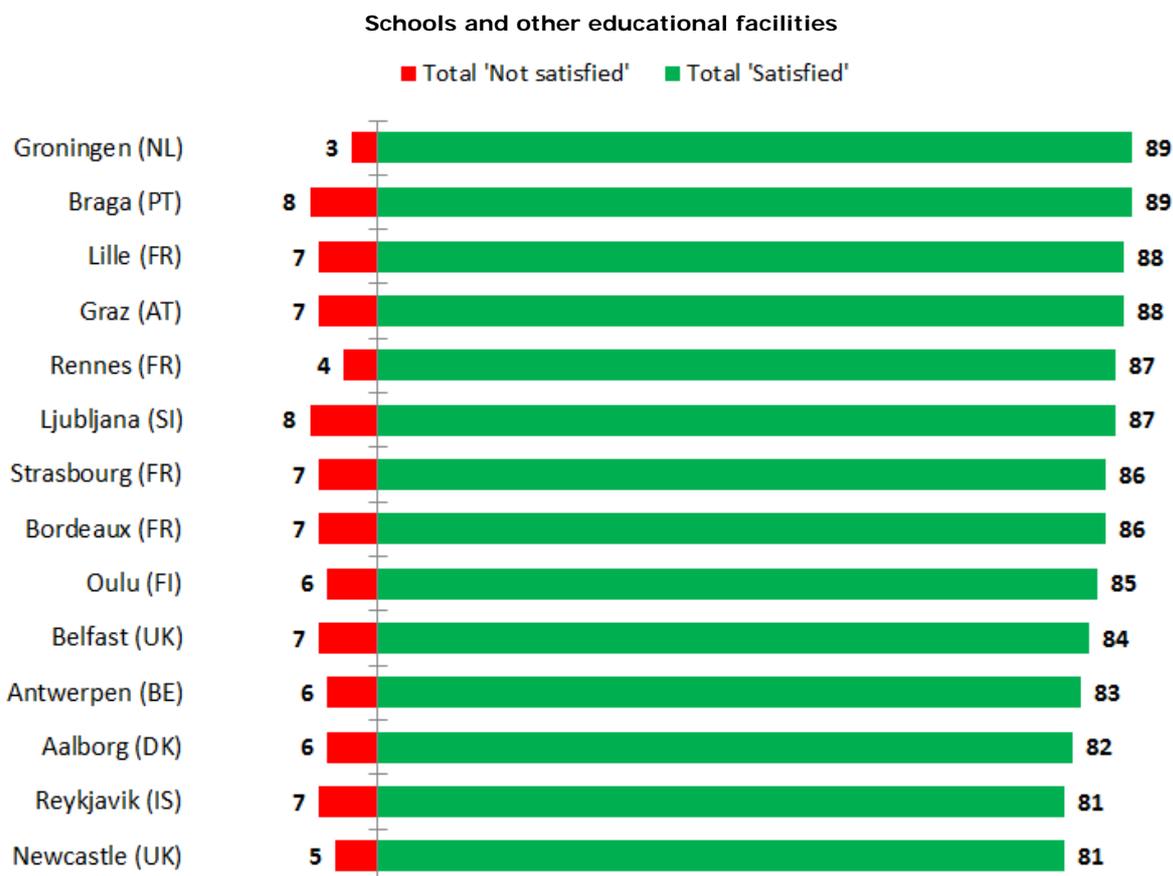
Total "Satisfied"

		2012	Diff. 2012 -2009
	Napoli	57%	+16
	Burgas	67%	+15
	Riga	84%	+13
	Lefkosia	67%	+12
	Antalya	64%	+12
		...	
	Madrid	70%	-12
	Athina	55%	-12
	Piatra Neamt	61%	-13
	Newcastle	77%	-16
	Rostock	55%	-24

Respondents in Lisboa are significantly more likely to be satisfied with the city's cultural facilities compared with respondents from Lisbon surroundings (73% vs 55%), as are respondents in Manchester compared to those from Manchester surroundings (82% vs 71%) and those in Paris compared with those from Paris surroundings (92% vs 82%).

2.5. Educational facilities

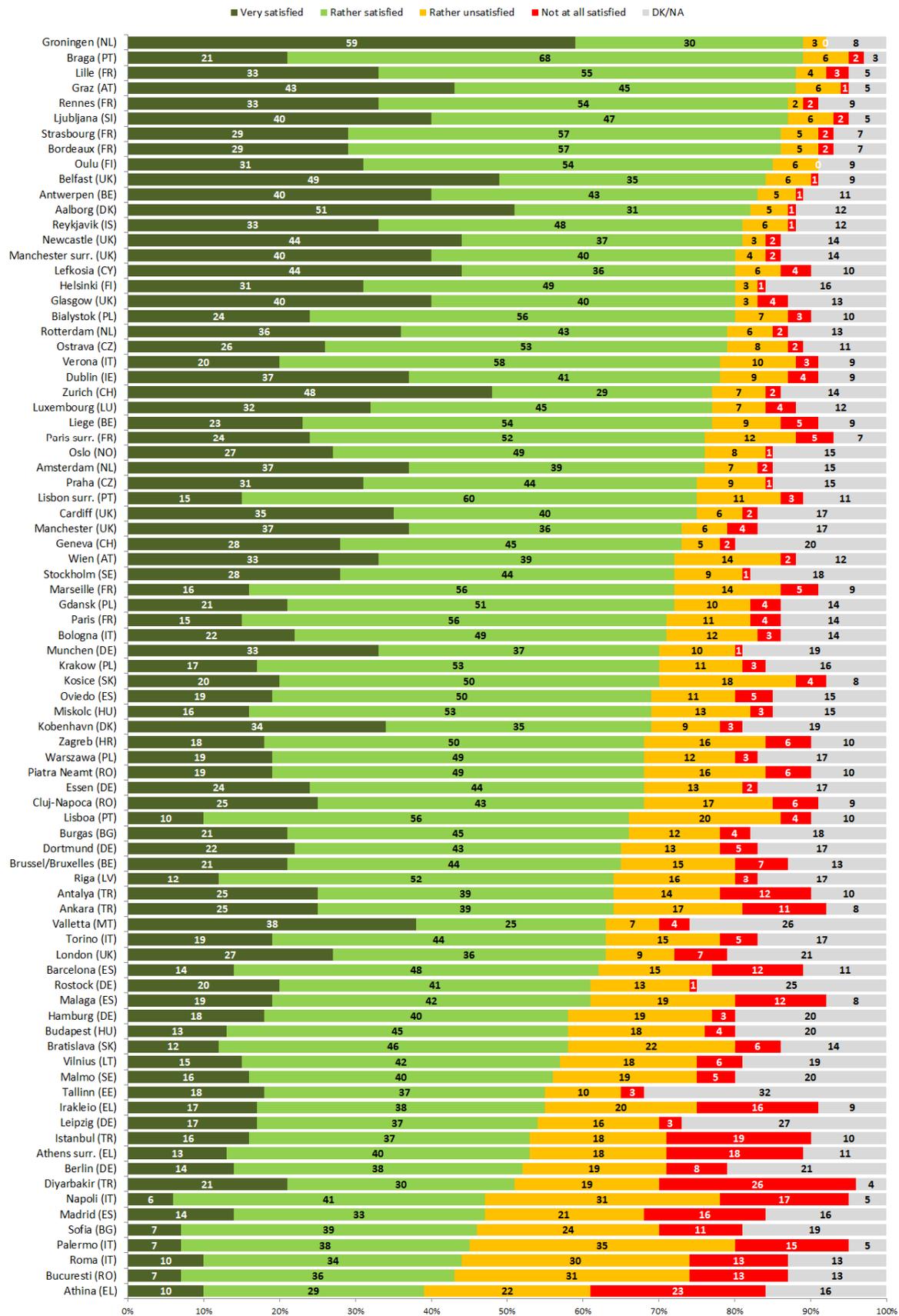
In 14 cities over 80% of respondents are satisfied with the educational facilities of the city. The highest levels of satisfaction were recorded in Groningen, Braga (both 89%), Lille and Graz (both 88%). Four French cities are among the top 8 cities on the dimension.



The highest dissatisfaction levels were recorded in 6 cities (Palermo, Napoli, Athina, Diyarbakir, Bucuresti and Roma) where more than 4 out of 10 respondents declared they were dissatisfied with schools and other educational facilities. All these cities are large in terms of their number of inhabitants.



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 10 rank among the top 40 cities in terms of satisfaction, and among these 10 cities, Paris is the only global city.

Satisfaction with schools and other educational facilities in EU capitals

		Total 'Satisfied'
	Ljubljana	87%
	Lefkosia	80%
	Helsinki	79%
	Dublin	78%
	Luxembourg	77%
	Amsterdam	75%
	Praha	74%
	Paris	72%
	Stockholm	72%
	Wien	71%
	Kobenhavn	69%
	Warszawa	69%
	Zagreb	68%
	Lisboa	66%
	Brussel/Bruxelles	65%
	Riga	64%
	Valletta	63%
	London	63%
	Budapest	58%
	Vilnius	58%
	Bratislava	58%
	Tallinn	55%
	Berlin	51%
	Madrid	47%
	Sofia	46%
	Roma	44%
	Bucuresti	43%
	Athina	39%

Very large cities are the most likely to be dissatisfied: 10 out of the 11 cities recording the lowest levels of satisfaction are cities of more than 1 million inhabitants.

Compared with 2006, satisfaction with schools has improved in 68 cities, has remained stable in 2 cities and has decreased in 4 cities. The largest increases were recorded in Luxembourg (77%, +26), Amsterdam (76%, +24), Groningen (89%, +23), Kobenhavn (69%, +23) and Rotterdam (79%, +23).

At the other end of the scale, significant decreases are recorded in Roma (44%, -11), Palermo (45%, -8) and Diyarbakir (51%, -5).

Satisfaction with schools and other educational facilities in EU capitals

Total "Satisfied"

		2012	Diff. 2012 -2006
	Luxembourg	77%	+26
	Amsterdam	76%	+24
	Groningen	89%	+23
	Kobenhavn	69%	+23
	Rotterdam	79%	+23
...			
	Diyarbakir	51%	-5
	Palermo	45%	-8
	Roma	44%	-11

Respondents in Athina are less likely to be satisfied with educational facilities in their city than respondents from Athens surroundings (39% vs 53%), as are respondents in Lisboa compared to those from Lisbon surroundings (66% vs 75%) and those in Manchester compared with those from Manchester surroundings (73% vs 80%).

2.6. Streets and buildings

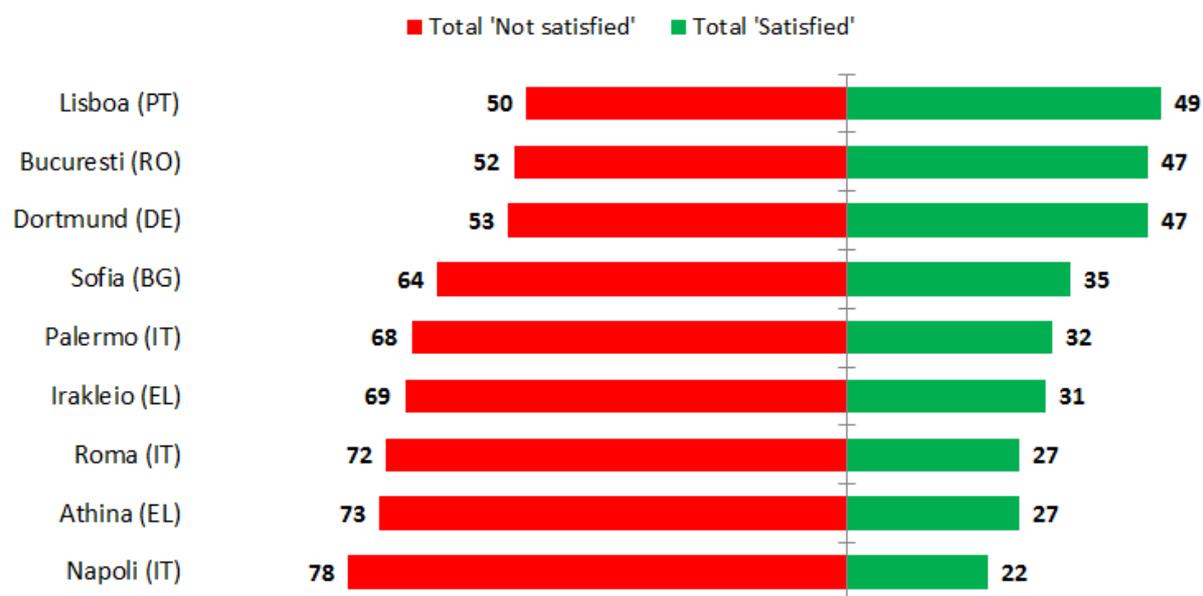
The state of neighbourhood streets and buildings is satisfactory for the majority of respondents in 73 out of 83 cities. In 16 cities, satisfaction levels exceed 80%, with the highest levels in Zurich (92%), Oulu and Malmo (both 90%).

The state of the streets and buildings in your neighbourhood

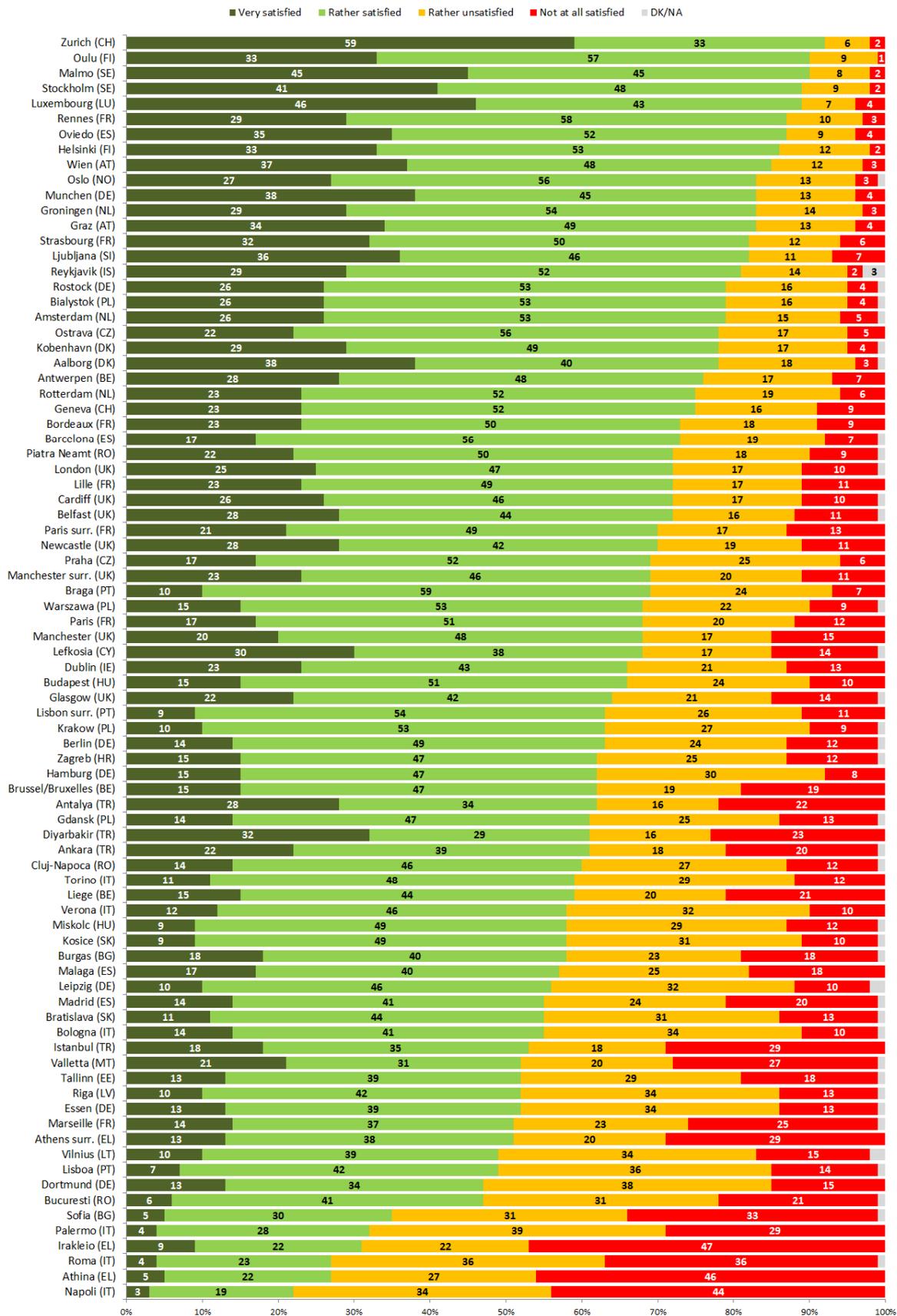


In 9 cities, a majority of respondents expressed their dissatisfaction.

The state of the streets and buildings in your 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



When it comes to EU capitals, 11 of them are among the 20 least satisfied cities.

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

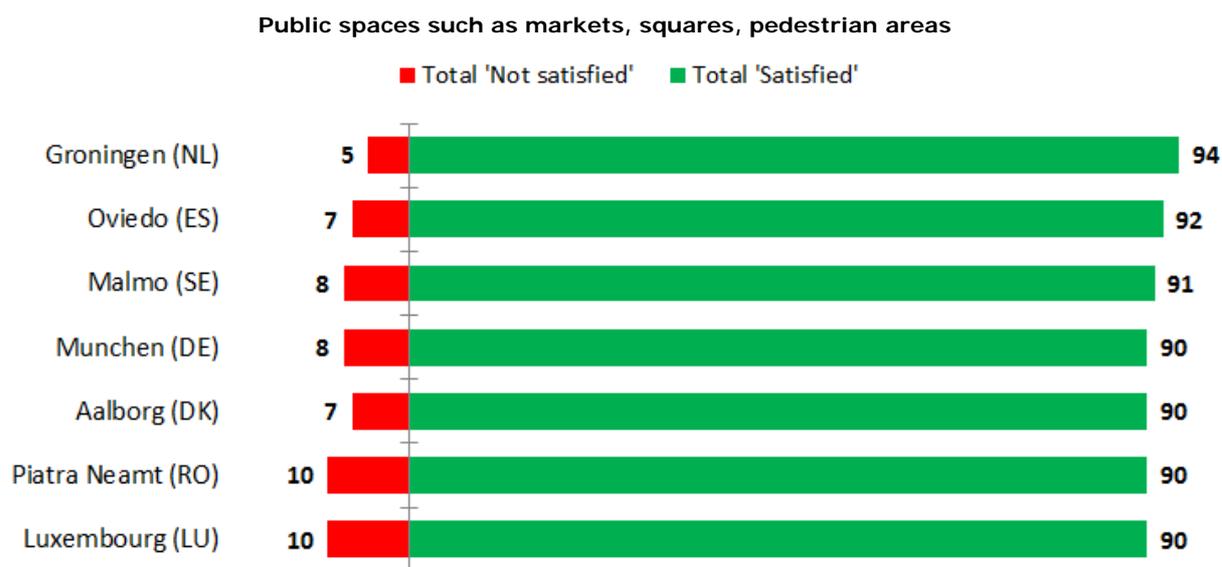
		Total 'Satisfied'
	Luxembourg	89%
	Stockholm	89%
	Helsinki	86%
	Wien	85%
	Ljubljana	82%
	Amsterdam	79%
	Kobenhavn	78%
	London	73%
	Praha	69%
	Lefkosia	68%
	Paris	68%
	Warszawa	68%
	Budapest	66%
	Dublin	66%
	Berlin	63%
	Brussel/Bruxelles	62%
	Zagreb	62%
	Madrid	56%
	Bratislava	55%
	Tallinn	52%
	Riga	52%
	Valletta	52%
	Vilnius	49%
	Lisboa	49%
	Bucuresti	47%
	Sofia	35%
	Athina	27%
	Roma	27%

In general terms, Scandinavian and central European cities are more likely to be satisfied than eastern or southern European cities. However, there are some notable exceptions like Oviedo, which is among the 10 most satisfied cities, and Dortmund, which is among the 10 least satisfied ones.

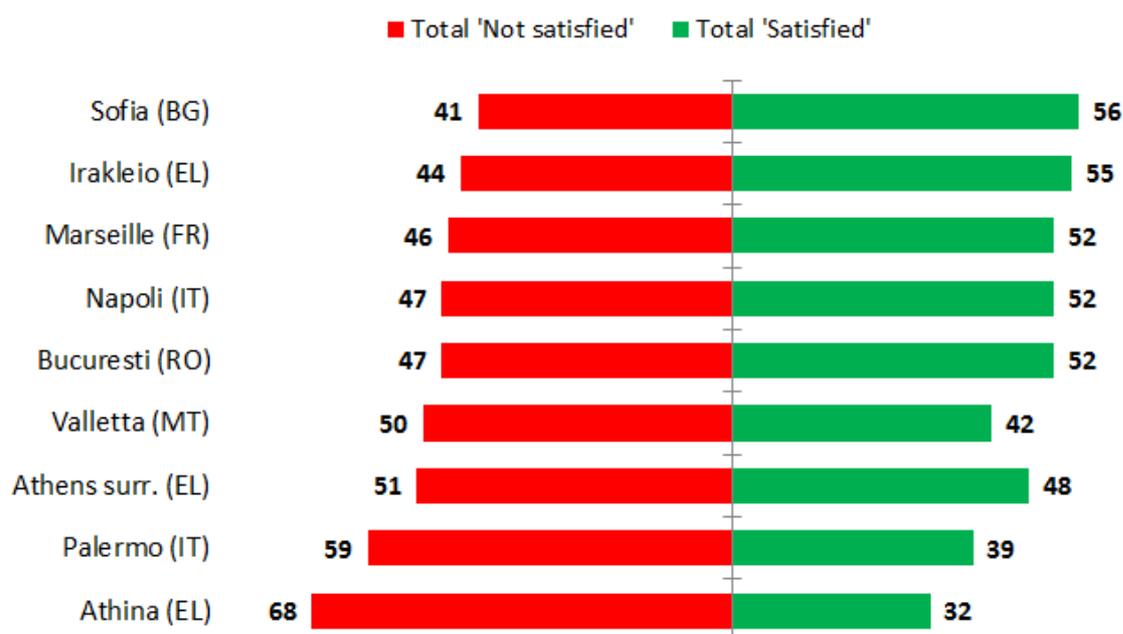
2.7. Public spaces

Satisfaction with regard to public spaces such as markets, squares and pedestrian areas is generally quite high: it is over 70% in three quarters of the cities surveyed (63 out of 83).

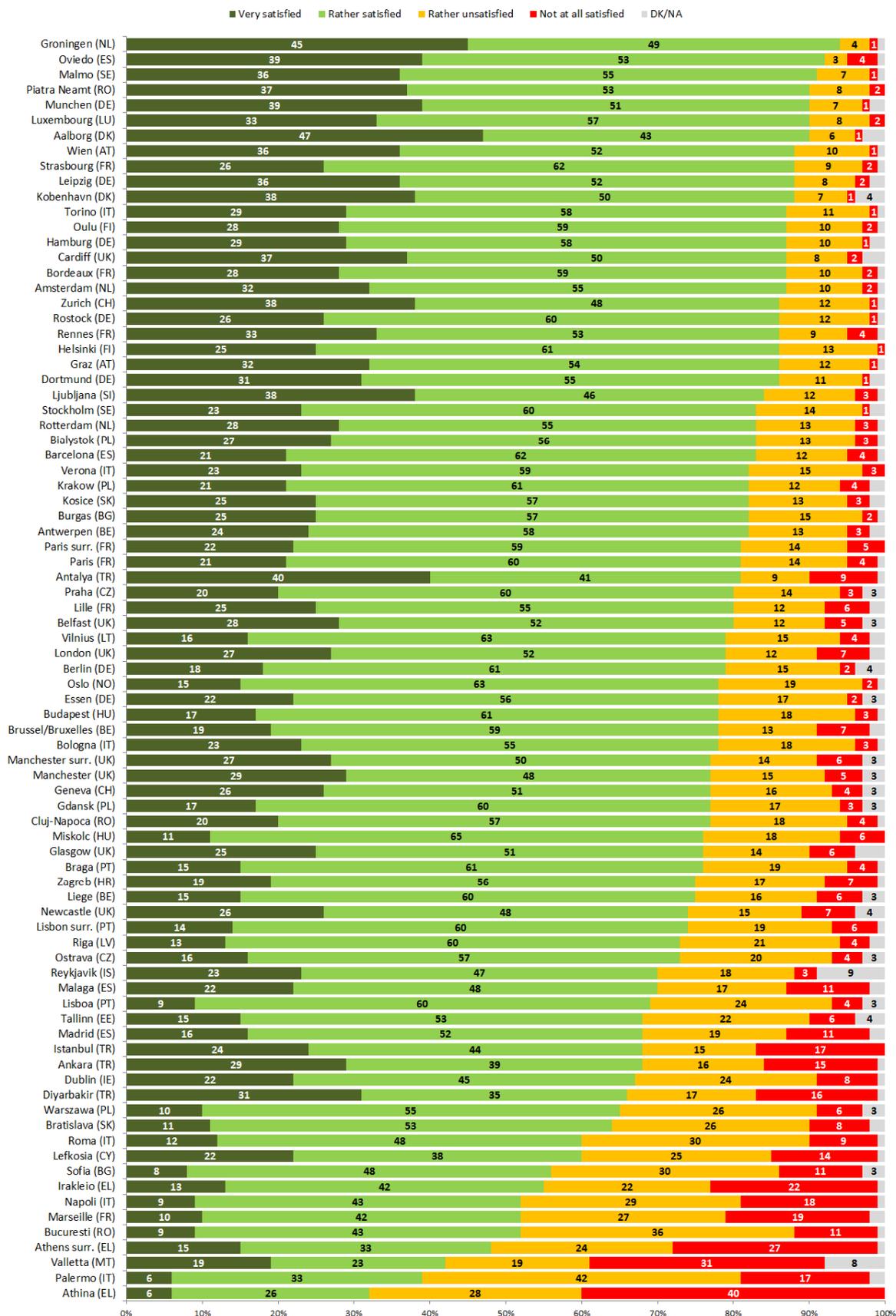
It equals or exceeds 90% in 7 cities: Groningen (94%), Oviedo (92%), Malmo (91%), Munchen, Aalborg, Piatra Neamt and Luxembourg (all 90%).



At the other end of the spectrum, in 9 cities the level of satisfaction with the city's public spaces is below 60%.



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



Surprisingly, EU capitals do not rank well on this dimension. Luxembourg, Kobenhavn and Wien are the only capitals to rank among the top 10 cities and 11 EU capitals are among the 20 worst ranked cities.

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

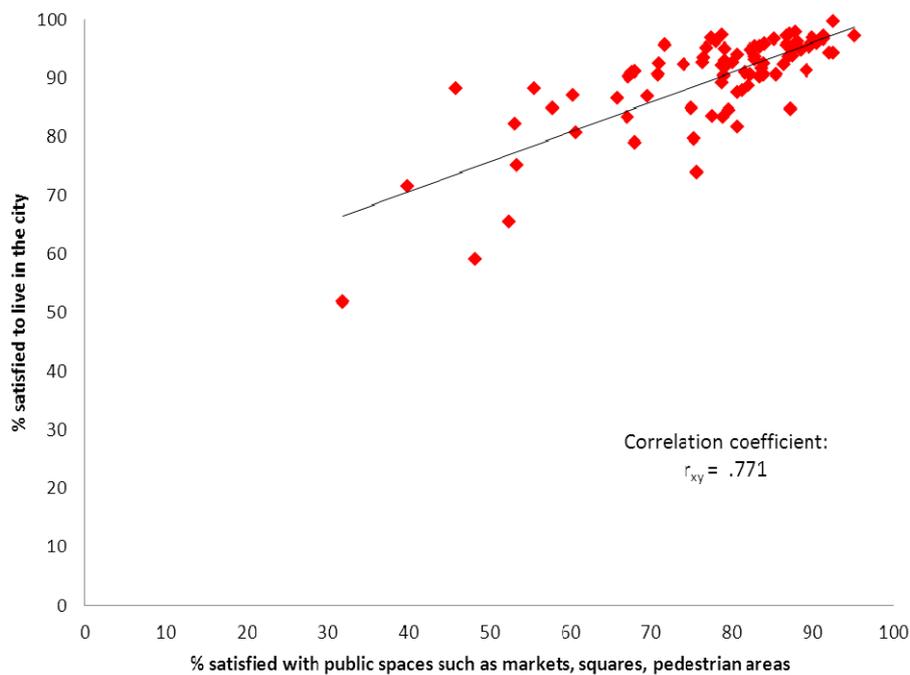
	Total 'Satisfied'
 Luxembourg	90%
 Wien	88%
 Kobenhavn	88%
 Amsterdam	87%
 Helsinki	86%
 Ljubljana	85%
 Stockholm	83%
 Paris	81%
 Praha	80%
 Berlin	80%
 Vilnius	79%
 London	79%
 Brussel/Bruxelles	78%
 Budapest	78%
 Zagreb	76%
 Riga	73%
 Lisboa	69%
 Tallinn	68%
 Madrid	68%
 Dublin	67%
 Warszawa	65%
 Bratislava	64%
 Lefkosia	60%
 Roma	60%
 Sofia	56%
 Bucuresti	53%
 Valletta	42%
 Athina	32%

Compared with 2009, the levels of satisfaction in Lefkosia (60%, +19), Sofia (56%, +17), Riga (73%, +14), and Vilnius (79%, +13) recorded the most substantial positive trend. The largest decreases in satisfaction with public spaces are noted in Marseille (52%, -17), Newcastle (74%, -16) and Madrid (68%, -11).

Public spaces such as markets, squares, and pedestrian areas
Total "Satisfied"

		2012	Diff. 2012 -2009
	Lefkosia	60%	+19
	Sofia	56%	+17
	Riga	73%	+14
	Vilnius	79%	+13
	Burgas	82%	+12
	Budapest	78%	+11
...			
	Madrid	68%	-11
	Newcastle	74%	-16
	Marseille	52%	-17

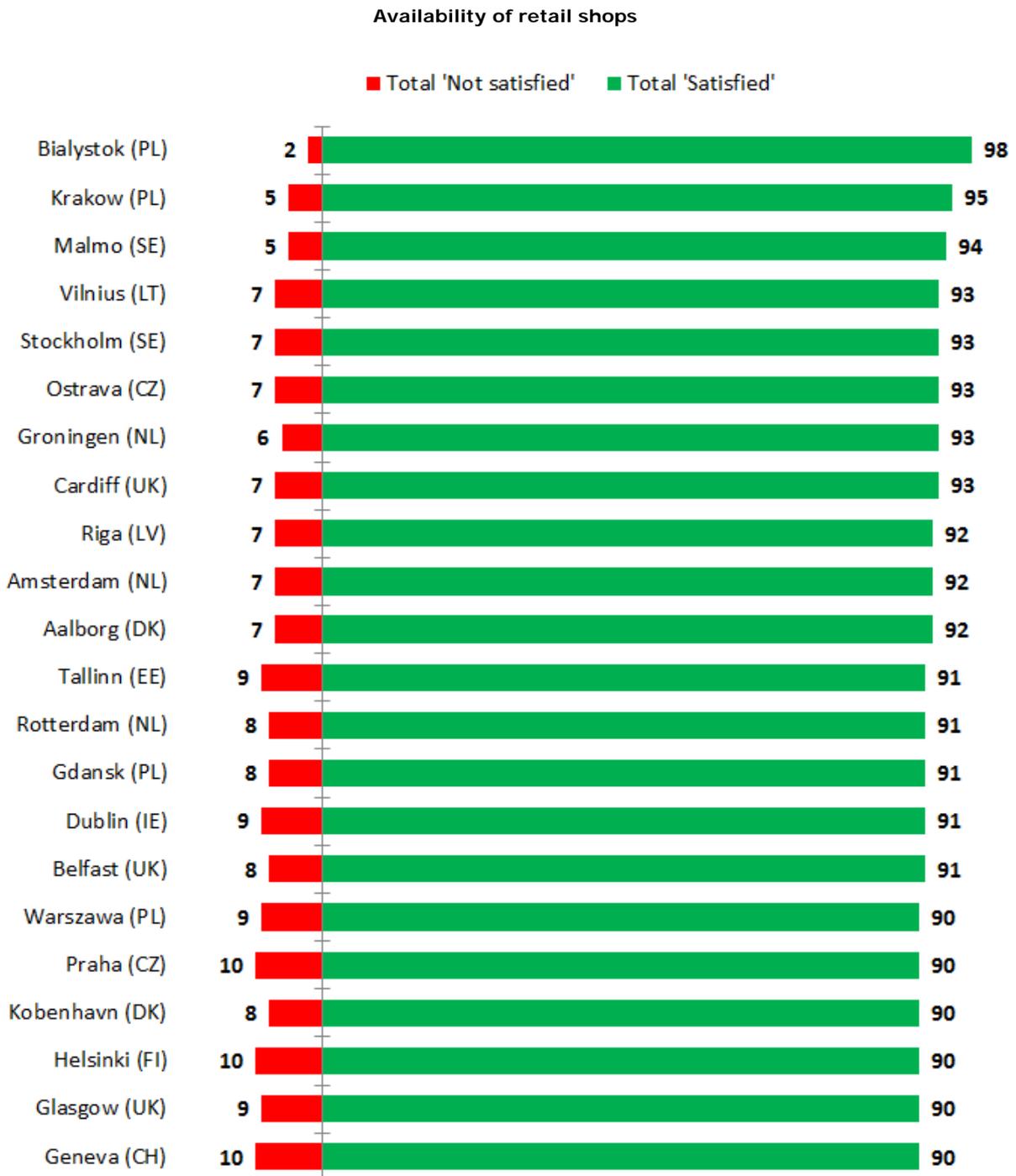
As shown in the graph below, the correlation between satisfaction to live in the city and satisfaction with regard to public spaces is rather high. That is to say, the more inhabitants are satisfied with their city's public spaces, the more satisfied they are to live there.



2.8. Availability of retail shops

The overall level of satisfaction regarding the availability of retail shops is high: in 77 cities out of 83, at least three quarters of respondents are satisfied with this aspect, and in 22 cities at least 9 respondents out of 10 are satisfied.

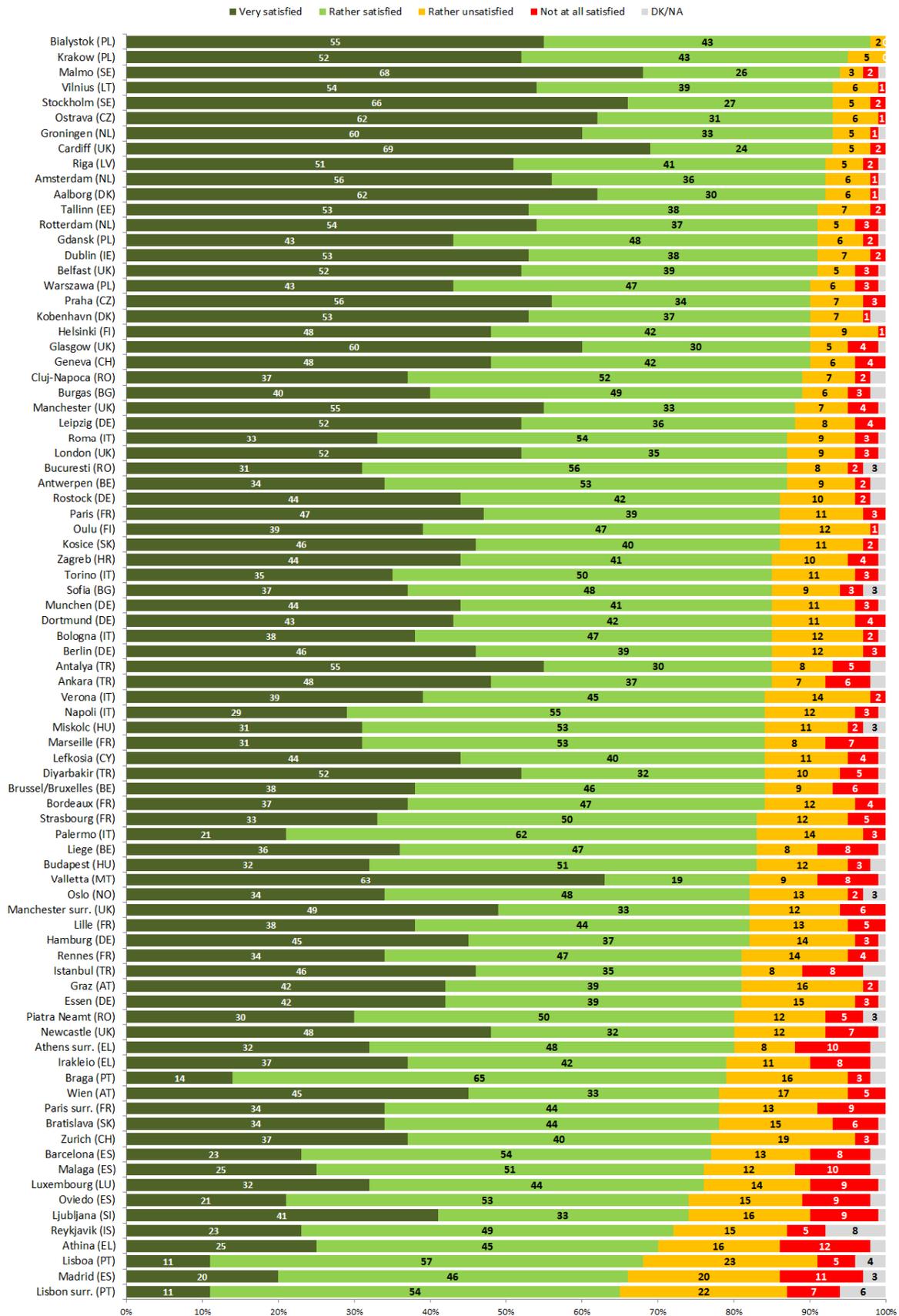
Respondents in Bialystok (98%), Krakow (95%), and Malmo (94%) express the highest levels of satisfaction on this question.



There are just 6 cities in which fewer than 75% of respondents are satisfied: Lisbon surroundings (65%), Madrid (66%), Lisboa (68%), Athina (70%), Ljubljana and Oviedo (both 74%).



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 7 EU capitals show levels of satisfaction above 80%, with respondents in Stockholm (93%), Vilnius, Riga and Amsterdam (all 92%) most satisfied.

Satisfaction with the availability of retail shops in EU capitals

	Total 'Satisfied'
 Stockholm	93%
 Vilnius	92%
 Riga	92%
 Amsterdam	92%
 Praha	91%
 Tallinn	91%
 Dublin	91%
 Kobenhavn	90%
 Helsinki	90%
 Warszawa	90%
 Roma	88%
 Bucuresti	87%
 Paris	86%
 London	86%
 Sofia	85%
 Zagreb	85%
 Berlin	85%
 Brussel/Bruxelles	84%
 Lefkosia	84%
 Budapest	83%
 Valletta	82%
 Wien	78%
 Bratislava	77%
 Luxembourg	76%
 Ljubljana	74%
 Athina	69%
 Lisboa	68%
 Madrid	67%

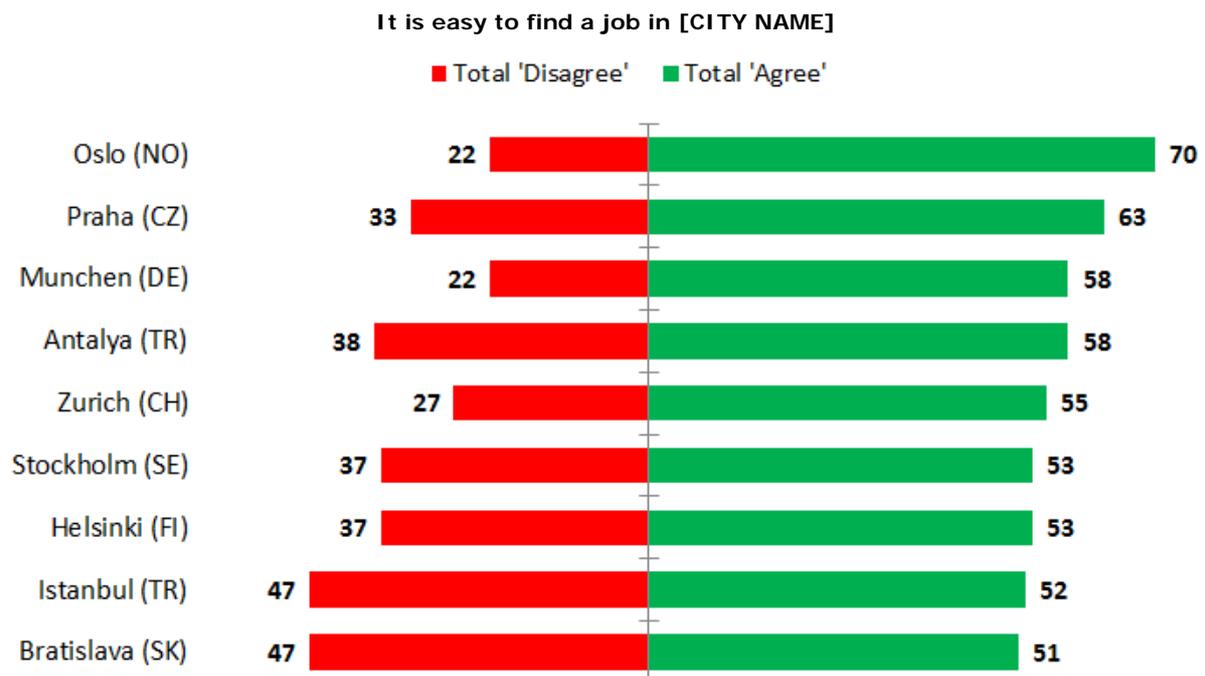
Respondents in Manchester are more likely to be satisfied on this dimension compared with respondents from Manchester surroundings (88% vs 73%), as are respondents in Paris compared to those from Paris surroundings (86% vs 78%). However, respondents in Athina are significantly less likely to be satisfied with the availability of retail shops in their city compared with those from Athens surroundings (70% vs 80%).

II. PEOPLE'S VIEWS ABOUT THEIR CITY

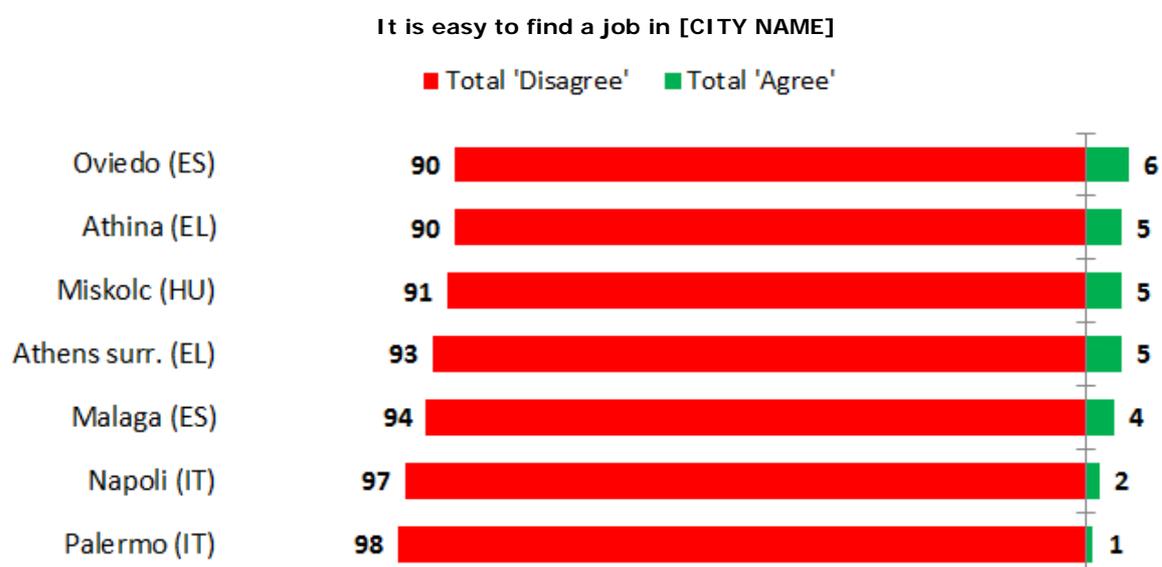
1. Employment opportunities

Respondents were asked whether it is easy to find a job in their city. There were significant differences between cities, ranging from Oslo (70%) to Palermo (1%).

In only 9 cities did a majority of inhabitants agree that it is easy to find a job in their city. These are all very large or capital cities.



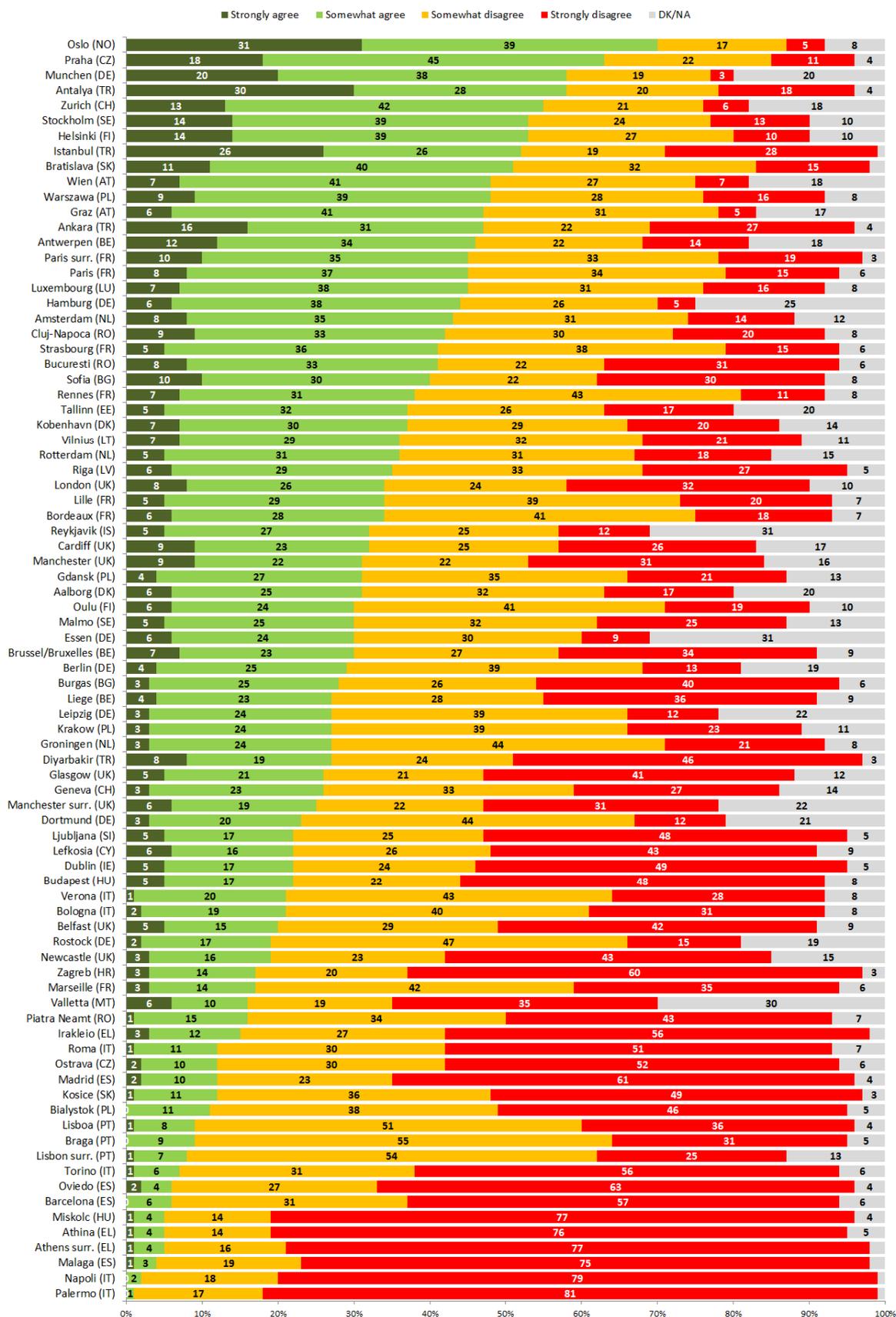
In 17 cities, more than 4 inhabitants out of 5 disagree with the idea that it is easy to find a job in their city. In 7 of them, the level of disagreement equals or exceeds 90%.



The results show that it seems to be most difficult to find a job in Croatia, Greece, Hungary, Italy, Spain and Portugal. Indeed, in all the cities located in these countries except two (Bologna and Verona in Italy), at least 8 respondents in 10 disagree with the idea that it is easy to find a job in their city. In Belfast, Ostrava, Bialystok, Kosice, Marseille, and in all cities of Ireland, Hungary and Slovenia included in the survey, the level of disagreement is also very high (over 70%).

Levels of "don't know" answers to this question were relatively high, especially in 7 cities where over a fifth of the respondents could not answer it: Reykjavik, Essen (both 31%), Valletta (30%), Hamburg (25%), Leipzig, Manchester surroundings and Krakow (all 22%).

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]



In only 4 EU capitals do a majority of respondents agree with the idea that it is easy to find a job in their city: Praha, Helsinki, Stockholm and Bratislava.

It is easy to find a job in the city - Level of agreement in EU capitals

		Total 'Agree'
	Praha	63%
	Helsinki	53%
	Stockholm	52%
	Bratislava	51%
	Wien	48%
	Warszawa	48%
	Paris	46%
	Luxembourg	45%
	Amsterdam	43%
	Bucuresti	41%
	Sofia	40%
	Kobenhavn	37%
	Tallinn	37%
	Vilnius	37%
	Riga	34%
	London	34%
	Brussel/Bruxelles	30%
	Berlin	30%
	Budapest	23%
	Lefkosia	22%
	Dublin	22%
	Ljubljana	22%
	Zagreb	17%
	Valletta	16%
	Roma	12%
	Madrid	11%
	Lisboa	9%
	Athina	5%

Compared with 2009, the proportion of respondents disagreeing with this statement increased by at least 10 points in 27 cities, and by more than 20 points in 6 of them: Lefkosia (69%, +32), Rotterdam (49%, +26), Irakleio (83%, +25), Groningen (65%, +23), Kobenhavn (49%, +22) and Ljubljana (73%, +22).

By contrast, the proportion of respondents disagreeing with the idea that it is easy to find a job in their city decreased by at least 10 points in 12 cities and exceeded 20 points in Istanbul (47%, -34), Ankara (49%, -33), Tallinn (43%, -33), Antalya (38%, -23), Riga (60%, -22) and Vilnius (53%, -21).

It is easy to find a job in [CITY NAME]

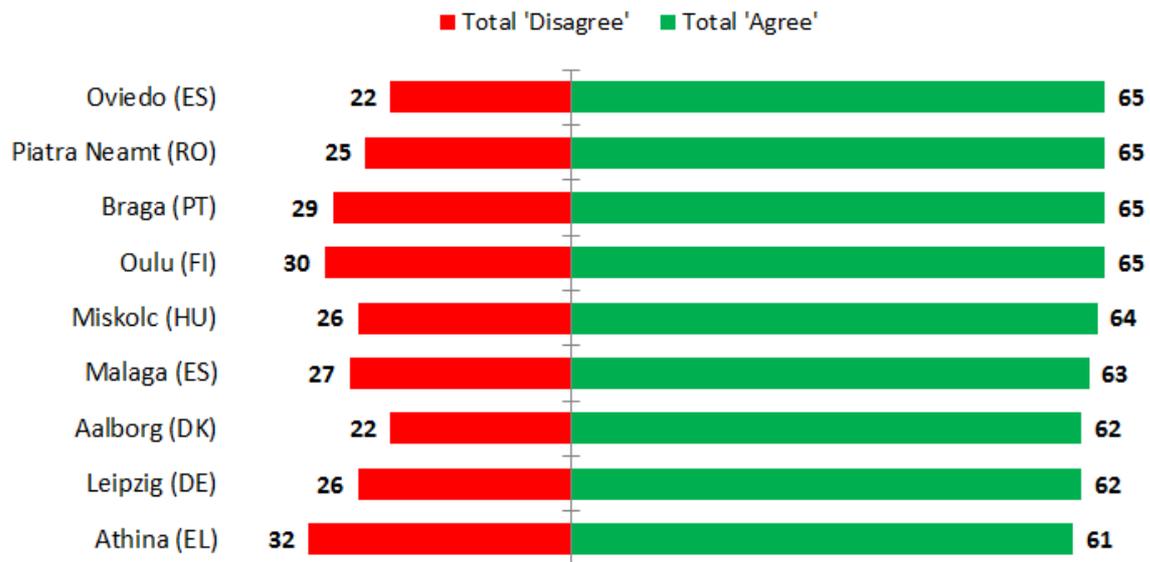
Total "Disagree"

		2012	Diff. 2012 -2009
	Lefkosia	69%	+32
	Rotterdam	49%	+26
	Irakleio	83%	+25
	Groningen	65%	+23
	Kobenhavn	49%	+22
	Ljubljana	73%	+22
...			
	Vilnius	53%	-21
	Riga	60%	-22
	Antalya	38%	-23
	Tallinn	43%	-33
	Ankara	49%	-33
	Istanbul	47%	-34

2. Housing situation

People were asked whether it was easy to find good housing at a reasonable price in their city. A majority of respondents in 18 cities agreed it is easy to find reasonably priced housing in their city and in 9 of them over 60% of respondents share this view.

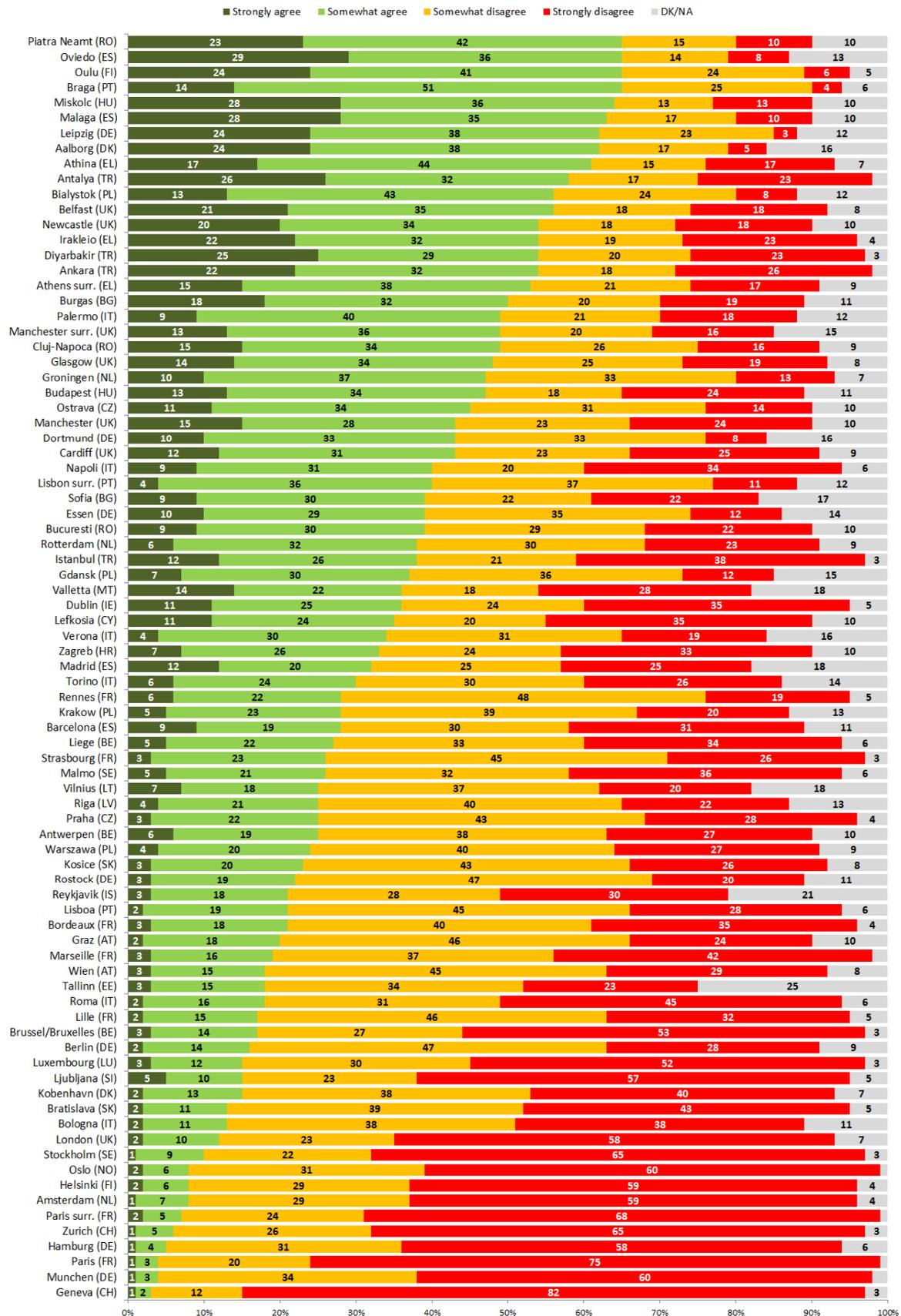
It is easy to find good housing at a reasonable price in [CITY NAME]



In 50 cities, however, a majority of respondents disagree with the idea that it is easy to find good housing at a reasonable price. Among these cities are 26 out of the 31 capitals included in the scope of the survey.

The levels of "don't know" answers to this question were relatively high, especially in 2 cities where over a fifth of the respondents could not answer it: Tallinn (25%) and Reykjavik (21%).

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]



A majority of respondents living in EU capital cities disagree with the idea that it is easy to find good housing at a reasonable price. The highest negative results were recorded in Paris (95%), Amsterdam and Helsinki (both 88%). In 9 EU capitals at least 80% of respondents disagree with the statement.

In only one EU capital, Athina (61%), do a 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 disagreement in EU capitals

	Total 'Disagree'
 Paris	95%
 Helsinki	88%
 Amsterdam	88%
 Stockholm	87%
 Luxembourg	82%
 Bratislava	81%
 London	81%
 Brussel/Bruxelles	80%
 Ljubljana	80%
 Kobenhavn	78%
 Roma	76%
 Berlin	76%
 Wien	74%
 Lisboa	73%
 Praha	71%
 Warszawa	67%
 Riga	62%
 Dublin	59%
 Vilnius	58%
 Zagreb	57%
 Tallinn	56%
 Lefkosia	55%
 Bucuresti	51%
 Madrid	50%
 Valletta	46%
 Sofia	44%
 Budapest	42%
 Athina	32%

Compared to 2009, the availability of good housing at a reasonable price is improving in many cities. There is a positive trend of at least 10 percentage points in 22 cities, with Athina (61%, +32), Bucuresti (39%, +21), Budapest (47%, +21) and Piatra Neamt (65%, +20) recording the largest increases in agreement.

In comparison, only 9 cities recorded negative trends of at least 10 percentage points, the largest decreases being in Berlin (16%, -35), Rostock (22%, -26) and Tallinn (18%, -22).

It is easy to find good housing at a reasonable price in [CITY NAME]

		2012	Diff. 2012 -2009
	Athina	61%	+32
	Bucuresti	39%	+21
	Budapest	47%	+21
	Piatra Neamt	65%	+20
...			
	Tallinn	18%	-22
	Rostock	22%	-26
	Berlin	16%	-35

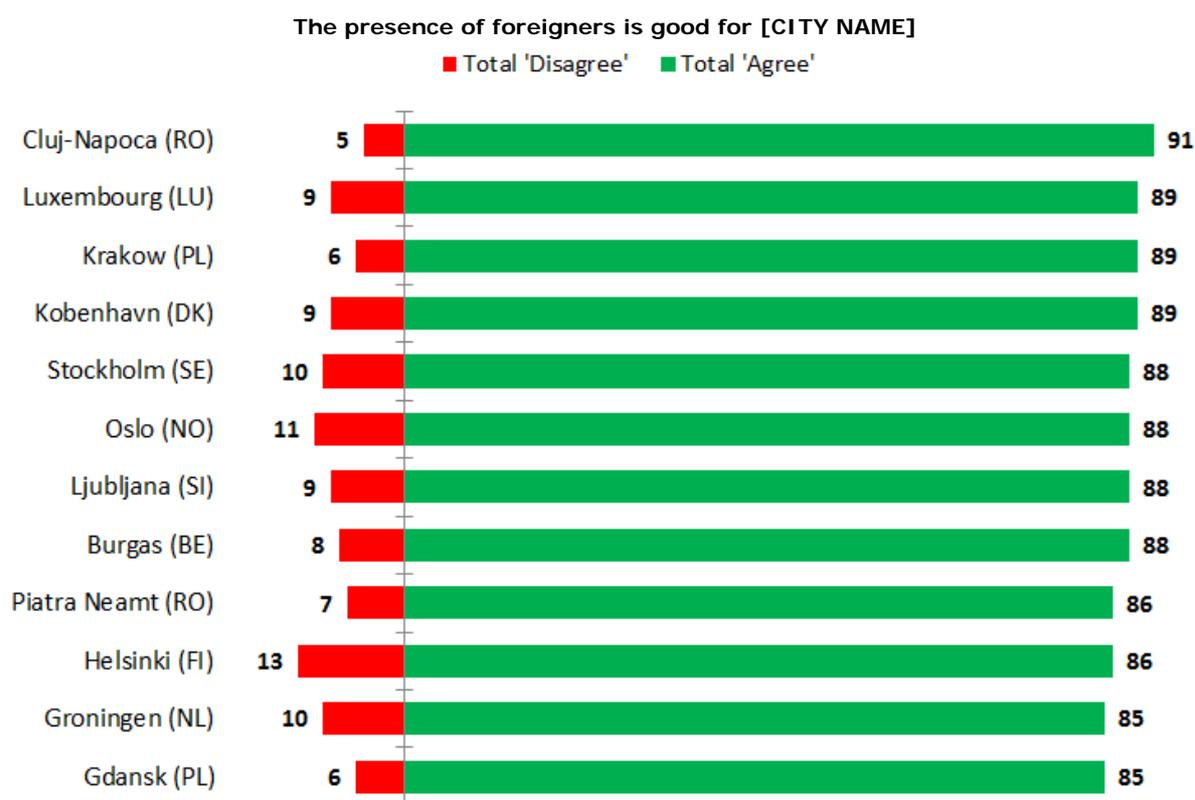
Respondents in Lisboa are significantly less likely to agree that it is easy to find good housing at a reasonable price compared with respondents from Lisbon surroundings (21% vs 40%). On the other hand, respondents in Athina are significantly more likely to consider that it is easy to find good housing at a reasonable price compared with those from Athens surroundings (86% vs 78%).

3. The presence and integration of foreigners

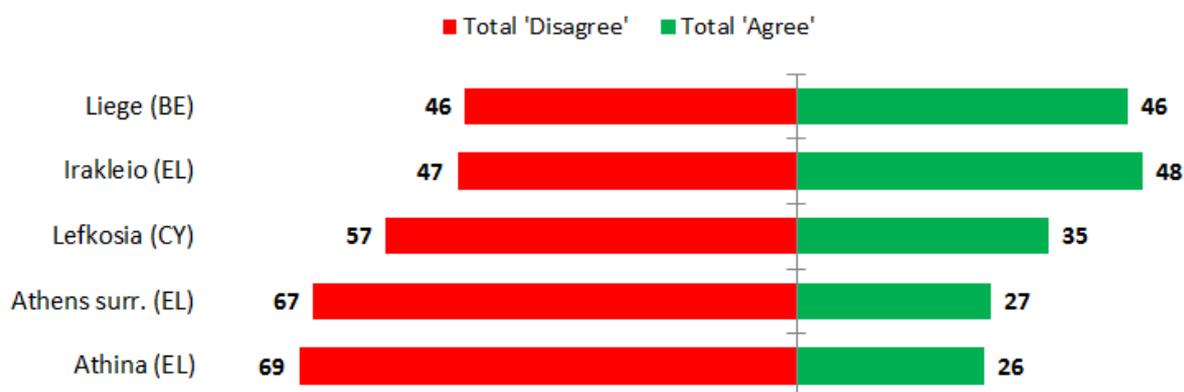
Respondents were asked whether they agreed or disagreed with two specific statements regarding foreigners: firstly, that *the presence of foreigners is good for their city*; and, secondly, that *foreigners who live in their city are well integrated*.

In 49 cities, at least 70% of respondents agreed that the presence of foreigners is good for the city. Cluj-Napoca (91%), Kobenhavn, Luxembourg and Krakow (all 89%) had the highest levels of agreement.

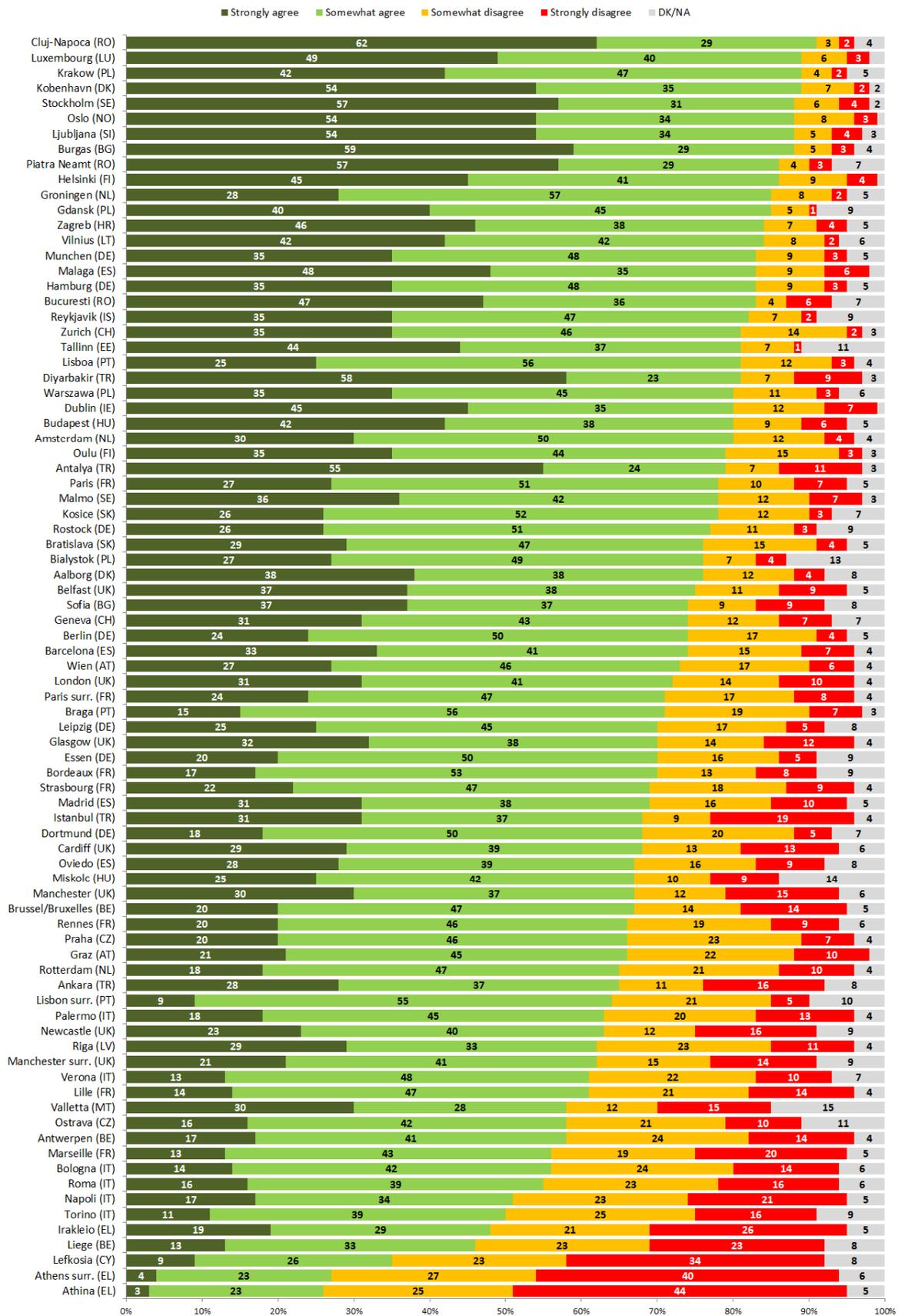
In 12 cities, this point of view is shared by at least 85% of respondents.



A majority of respondents agreed to this idea in all but 5 cities: Athina (26%), Athens surroundings (27%), Lefkosia (35%), Liege (46%) and Irakleio (48%).



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]



Nordic cities all recorded high levels of agreement with the idea that the presence of foreigners is good for their city. Nevertheless, this level of agreement does not correlate with perceptions about integration. For example, in Stockholm and Malmo – where the presence of foreigners is perceived as a good thing by a majority of respondents – there is also a majority who disagree that foreigners who live in the city are well integrated.

In 20 EU capitals, at least 7 respondents out of 10 agreed that the presence of foreigners is good for the city, but in 2 capital cities (Athina and Lefkosia) a significant majority disagree with this statement.

**The presence of foreigners is good for [CITY NAME]
Level of agreement in EU capitals**

	Total 'Agree'
 København	89%
 Luxembourg	88%
 Stockholm	88%
 Helsinki	87%
 Ljubljana	87%
 Zagreb	84%
 Vilnius	84%
 Bucuresti	83%
 Tallinn	81%
 Lisboa	81%
 Budapest	80%
 Dublin	80%
 Amsterdam	80%
 Warszawa	80%
 Paris	78%
 Bratislava	76%
 Sofia	74%
 Berlin	74%
 Wien	73%
 London	72%
 Madrid	69%
 Brussel/Bruxelles	67%
 Praha	66%
 Riga	62%
 Valletta	58%
 Roma	55%
 Lefkosia	35%
 Athina	26%

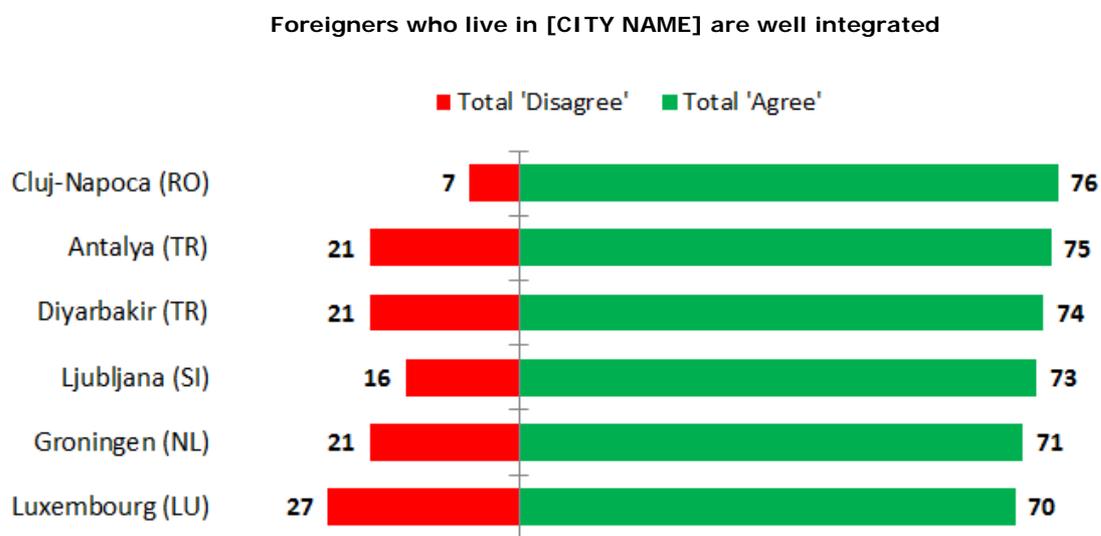
In terms of trends, more people now agree that the presence of foreigners is good for the city than was seen in the 2009 survey. This is notably the case in 20 cities where agreement increased significantly (10 points or more), whereas it decreased by the same proportion in 2 cities only.

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

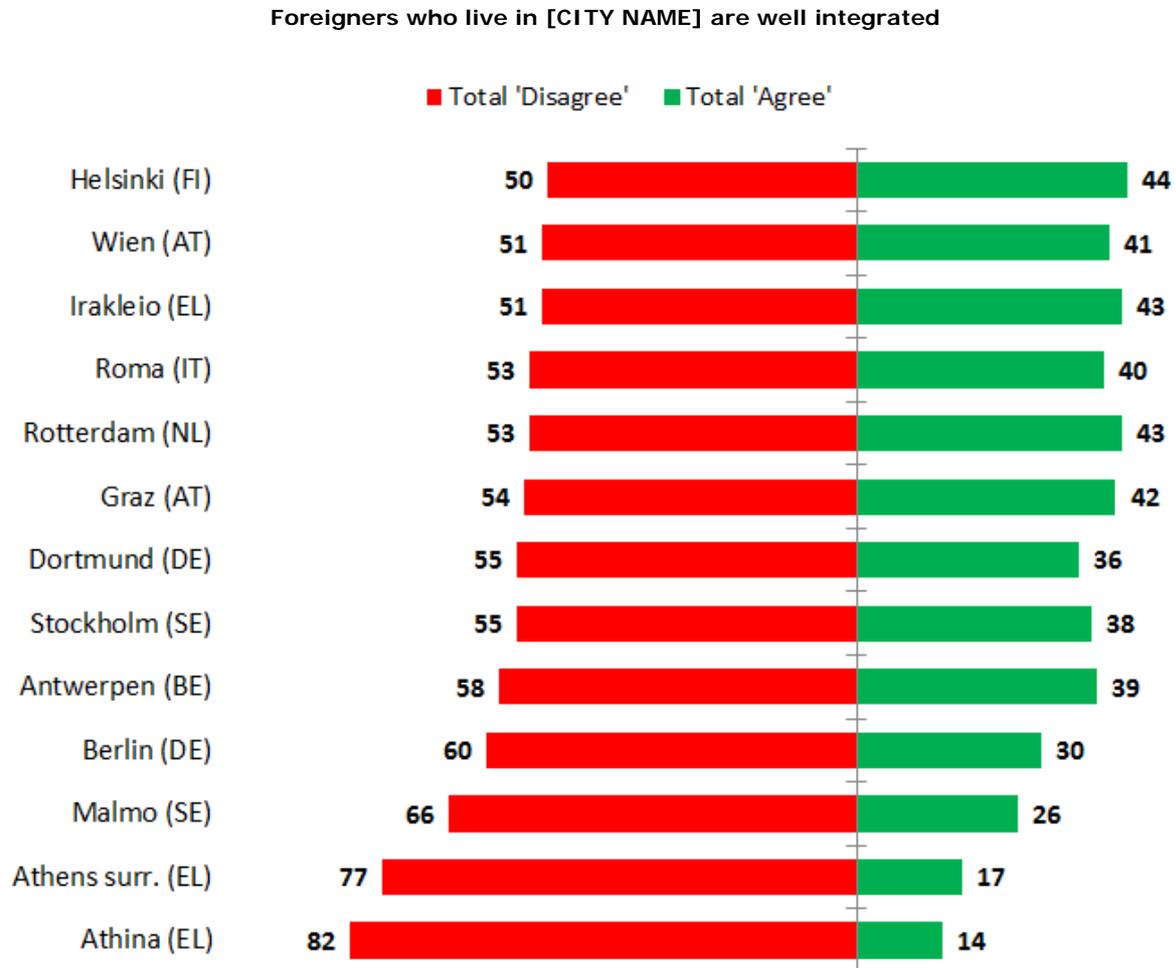
		2012	Diff. 2012 -2009
	Zagreb	84%	+19
	Barcelona	74%	+18
	Ankara	65%	+17
	Wien	73%	+16
	Diyarbakir	81%	+16
	Madrid	69%	+16
...			
	Braga	71%	-6
	Marseille	56%	-7
	Lille	61%	-8
	Athina	26%	-14
	Irakleio	48%	-15

Respondents in Lisboa are significantly more likely to agree that the presence of foreigners is good for the city compared with respondents from Lisbon surroundings (81% vs 64%), as are respondents in Paris compared to those from Paris surroundings (78% vs 71%).

In 55 cities, a positive opinion on whether foreigners are well integrated was shared by a majority of respondents, and in 6 cities at least 70% of respondents agreed with the statement.

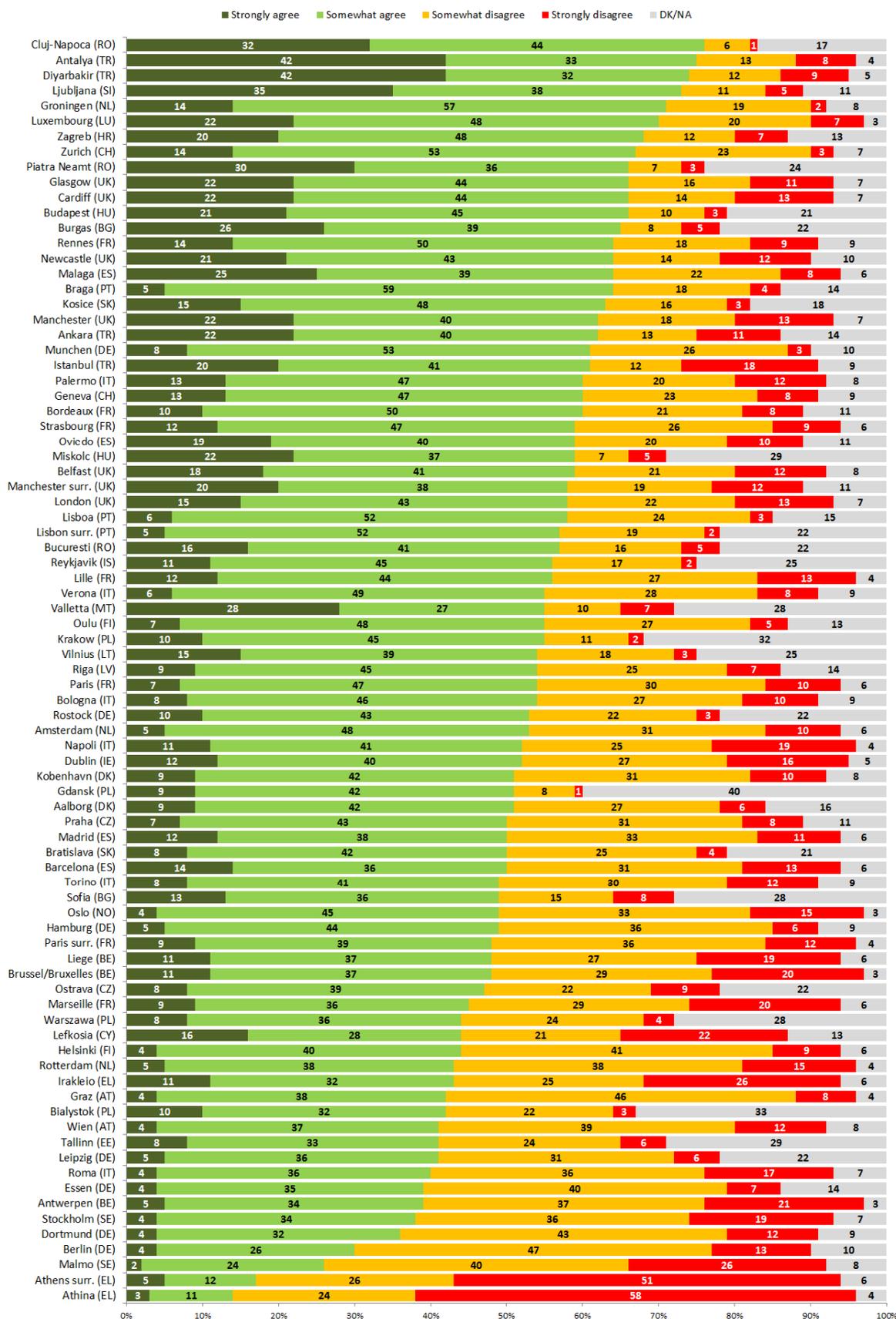


In 13 cities, a majority of respondents disagree with the idea that foreigners are well integrated in the city. In Athina (82%), Athens surroundings (77%), Malmo (66%) and Berlin (60%) the level of disagreement is particularly high.



There is a high rate of non-response to this question in some cities, with a rate of over 20% recorded in 19 cities, reaching its highest at 40% in Gdansk.

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 terms of geographical distribution, there is no specific pattern to be identified. Nevertheless, more than 60% of respondents in all 4 Turkish cities included in the survey agree with the idea that foreigners living in their city are well integrated.

The results among EU capital cities range from 73% in Ljubljana to only 14% in Athina. A majority of respondents agree with this statement in 17 of the EU capital cities, but in 11 capitals less than 50% of respondents agree and in 3 capitals the level of agreement is below 40%: Athina (14%), Berlin (30%) and Stockholm (38%).

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

	Total 'Agree'
 Ljubljana	73%
 Luxembourg	70%
 Zagreb	68%
 Budapest	65%
 Lisboa	58%
 Bucuresti	58%
 London	58%
 Valletta	55%
 Vilnius	54%
 Riga	54%
 Paris	53%
 Dublin	53%
 Amsterdam	53%
 Kobenhavn	51%
 Praha	50%
 Madrid	50%
 Bratislava	50%
 Sofia	49%
 Brussel/Bruxelles	48%
 Lefkosia	44%
 Helsinki	44%
 Warszawa	44%
 Wien	41%
 Tallinn	41%
 Roma	41%
 Stockholm	38%
 Berlin	30%
 Athina	14%

As previously observed in relation to the presence of foreigners, more people agree that foreigners are well integrated now than in 2009. In 17 cities, there has been an increase of at least 10 points in this respect.

The largest decreases were recorded in Bratislava (50%, -14), Marseille (45%, -12), Malmo (26%, -9), Roma (40%, -8), Lille (56%, -7) and Dublin (52%, -7).

Foreigners who live in [CITY NAME] are well integrated
Total "Agree"

		2012	Diff. 2012 -2009
	Diyarbakir	74%	+18
	Burgas	65%	+17
	Lefkosia	44%	+15
	Riga	54%	+15
	Wien	41%	+15
...			
	Dublin	52%	-7
	Lille	56%	-7
	Roma	40%	-8
	Malmo	26%	-9
	Marseille	45%	-12
	Bratislava	50%	-14

The level of agreement regarding the benefit of the presence of foreigners is significantly higher than the level of agreement that foreigners are well integrated: a difference of at least 10 points in 53 cities.

In some cities, this gap is even wider: at least 30 points in 16 cities. It is worth noting in this group the presence of 4 Nordic cities. Malmo and Stockholm recorded discrepancies of respectively 52 and 50 points.

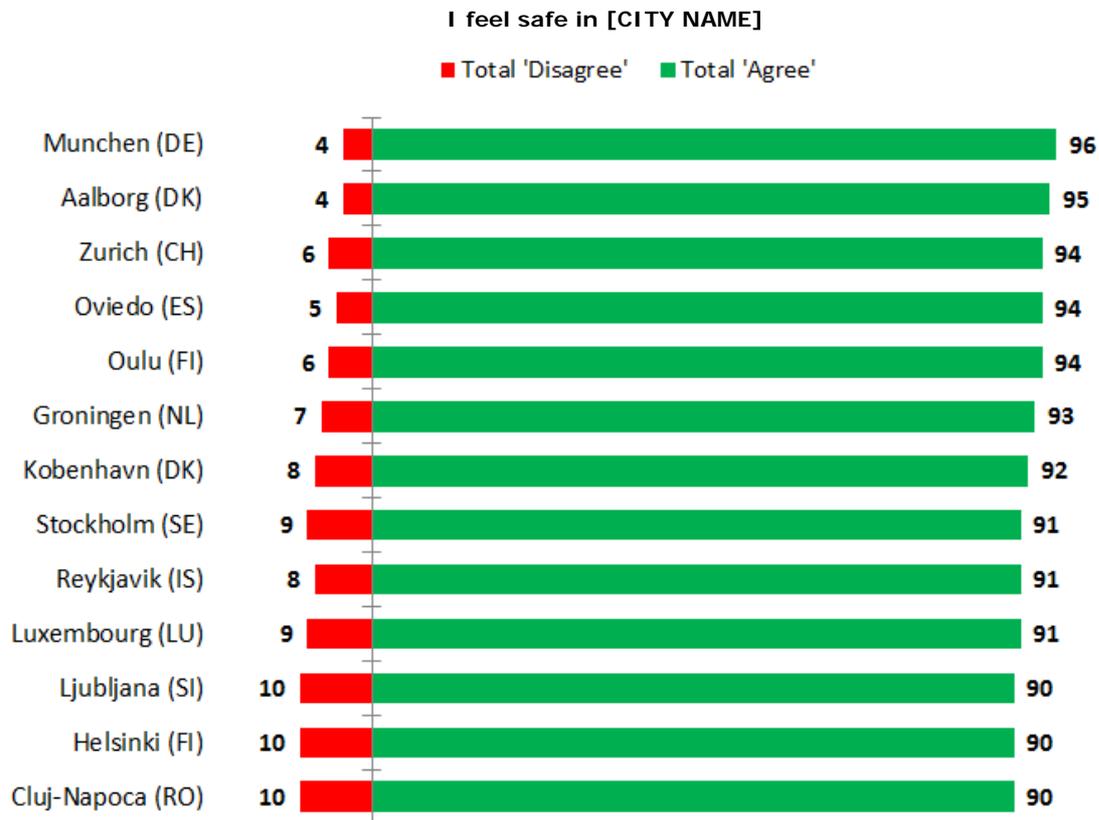
Foreigners who live in [CITY NAME] are well integrated
Total "Agree"

		The presence of foreigners is good for [CITY NAME]	Foreigners who live in [CITY NAME] are well integrated	Diff. presence - integration
	Malmo	78%	26%	+52
	Stockholm	88%	38%	+50
	Berlin	74%	30%	+44
	Helsinki	86%	44%	+42
	Tallinn	81%	41%	+40
	Kobenhavn	89%	51%	+38
	Warszawa	80%	44%	+36
	Bialystok	76%	42%	+34
	Gdansk	85%	51%	+34
	Hamburg	83%	49%	+34
	Krakow	89%	55%	+34
	Dortmund	68%	36%	+32
	Wien	73%	41%	+32
	Essen	70%	39%	+31
	Vilnius	84%	54%	+30

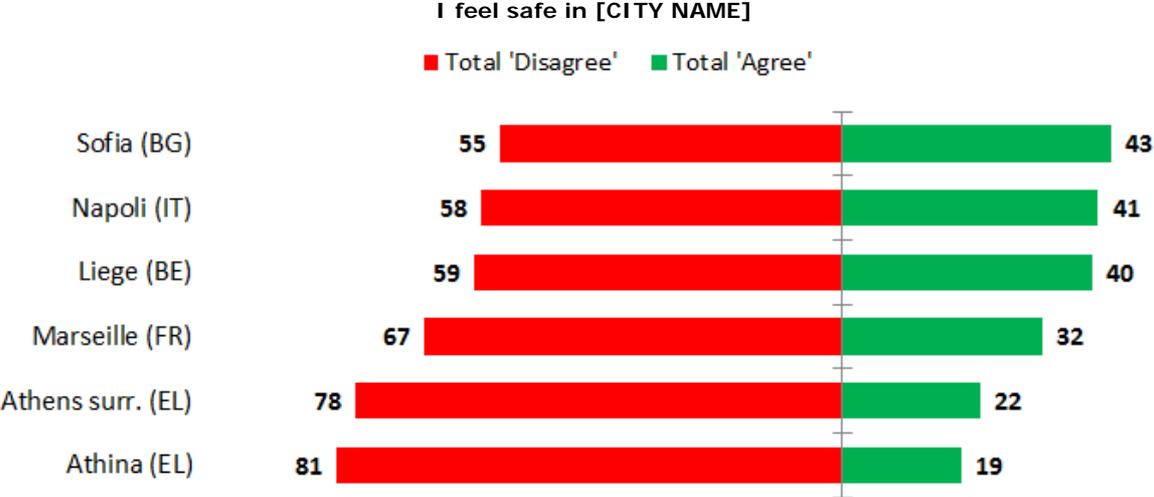
4. Safety and trust

Safety

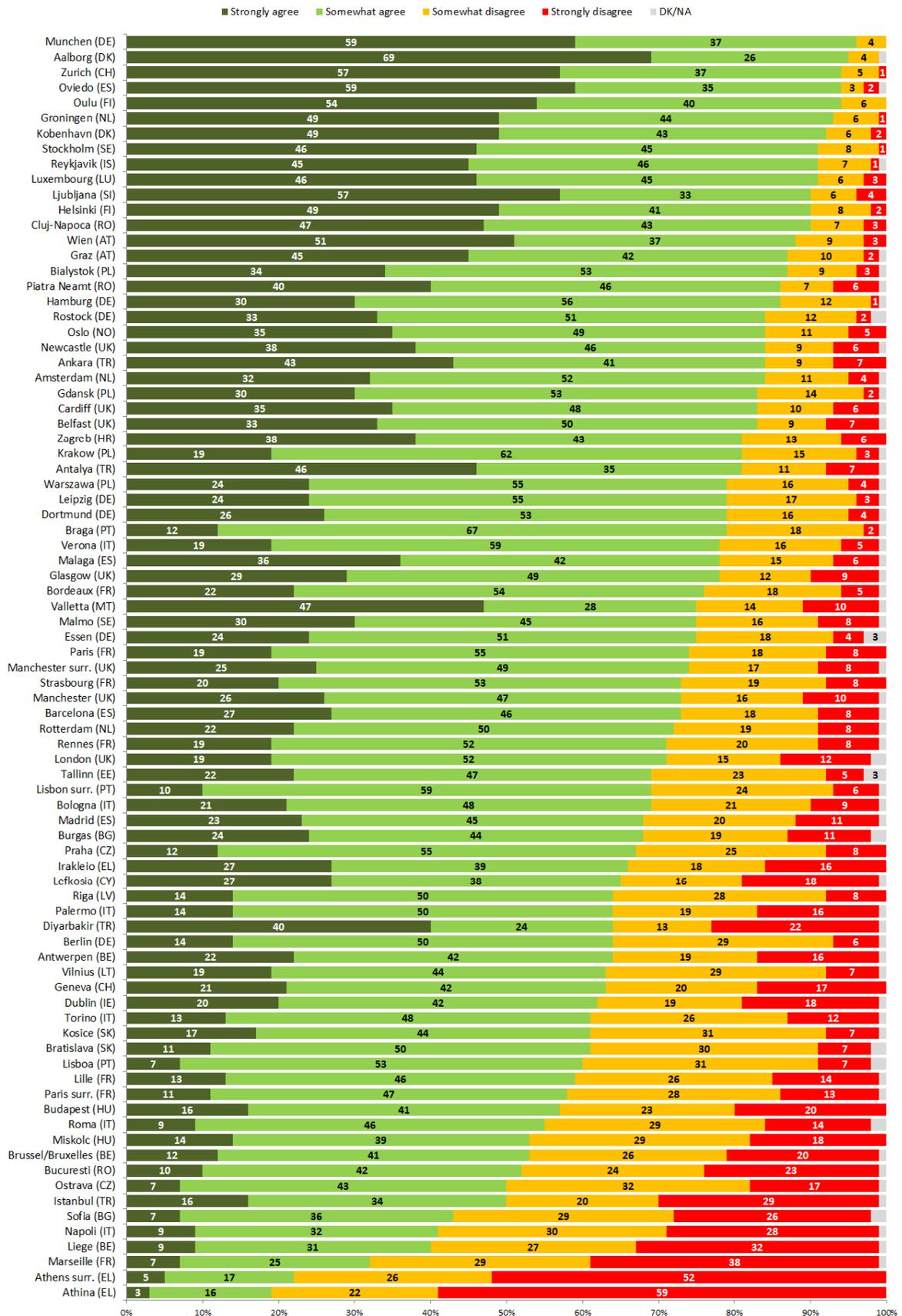
In almost half of the cities (40 out of 83), at least three quarters of the respondents felt *safe in their city*, and in 13 cities this level equalled or exceeded 90%. This was notably the case for Munchen (96%), Aalborg (95%), Oviedo, Oulu and Zurich (all 94%).



At the opposite end, a majority of respondents expressed a negative opinion on safety in their cities in Athina (81%), Athens surroundings (78%), Marseille (67%), Liege (59%), Napoli (58%) and Sofia (55%).



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 size of the cities seems to matter when it comes to feeling safe in the city, with only 4 cities of more than 1 million inhabitants among the top 20.

Agreement levels in EU capitals differed significantly, ranging from 92% in Kobenhavn to 19% in Athina.

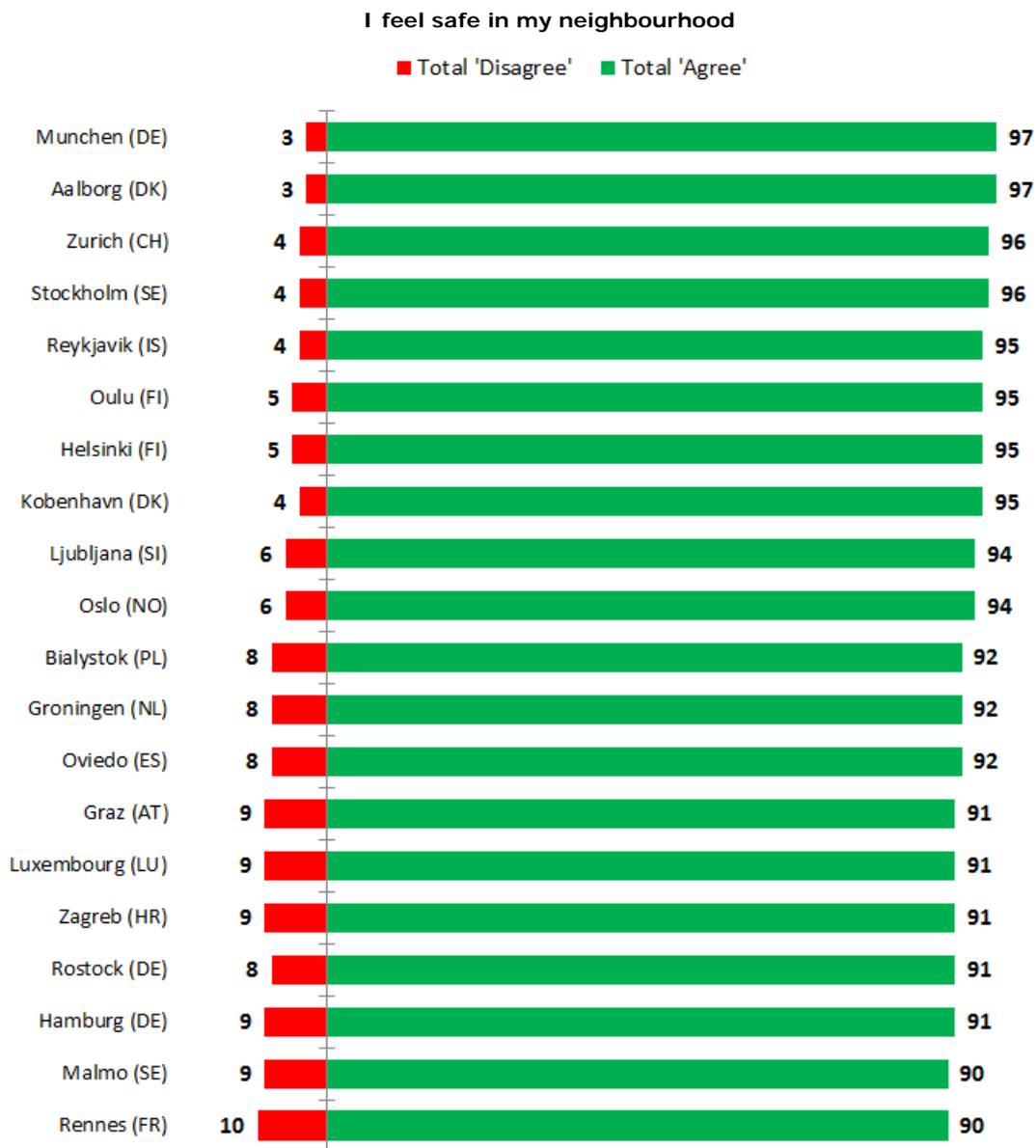
I feel safe in [CITY NAME]
Level of agreement in EU capitals

		Total 'Agree'
	Kobenhavn	92%
	Helsinki	91%
	Luxembourg	91%
	Stockholm	91%
	Ljubljana	90%
	Wien	87%
	Amsterdam	84%
	Zagreb	80%
	Warszawa	79%
	Valletta	75%
	Paris	74%
	London	71%
	Tallinn	69%
	Madrid	68%
	Praha	67%
	Lefkosia	65%
	Berlin	64%
	Riga	64%
	Vilnius	63%
	Dublin	62%
	Bratislava	61%
	Lisboa	60%
	Budapest	57%
	Roma	55%
	Brussel/Bruxelles	53%
	Bucuresti	52%
	Sofia	42%
	Athina	19%

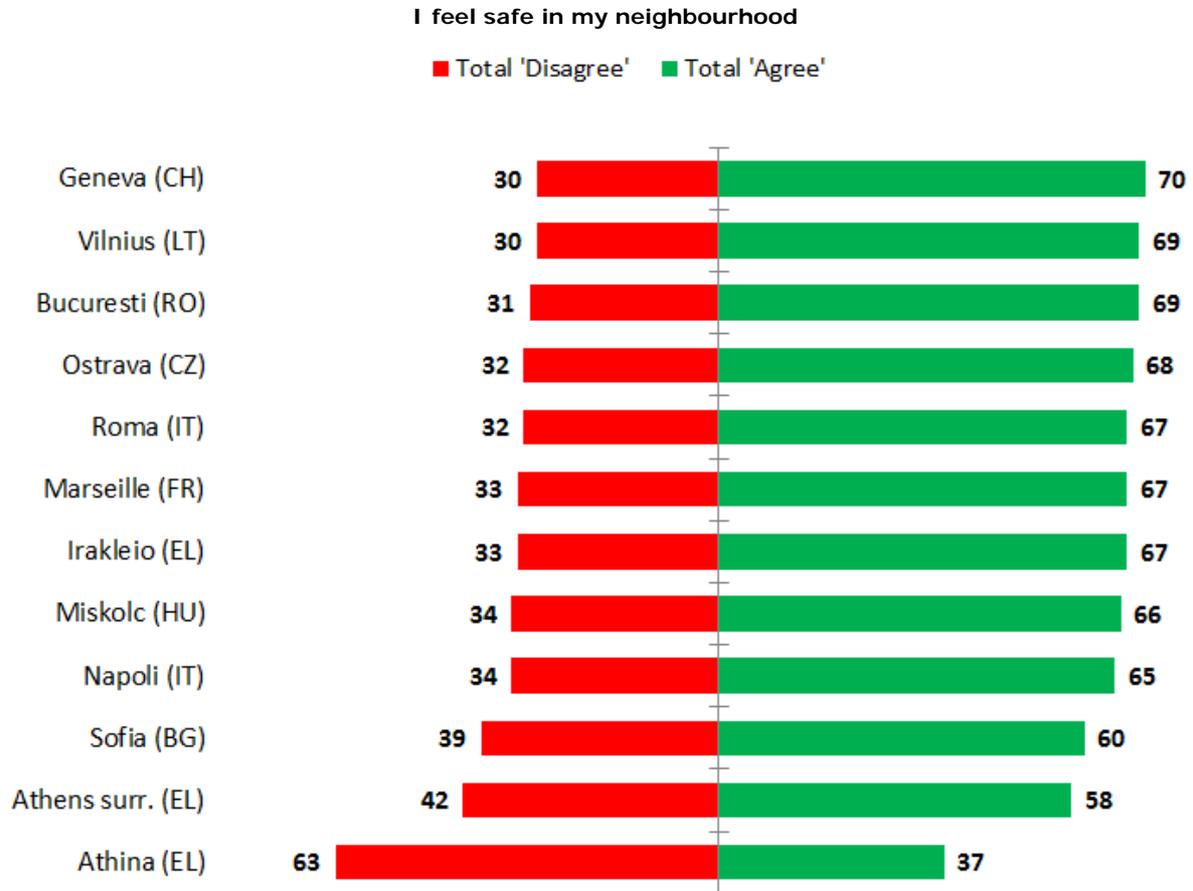
Respondents in Paris are more likely to feel safe in the city compared with respondents from Paris surroundings (74% vs 58%), but respondents in Lisboa are less likely to feel safe in the city compared with respondents from Lisbon surroundings (60% vs 69%).

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

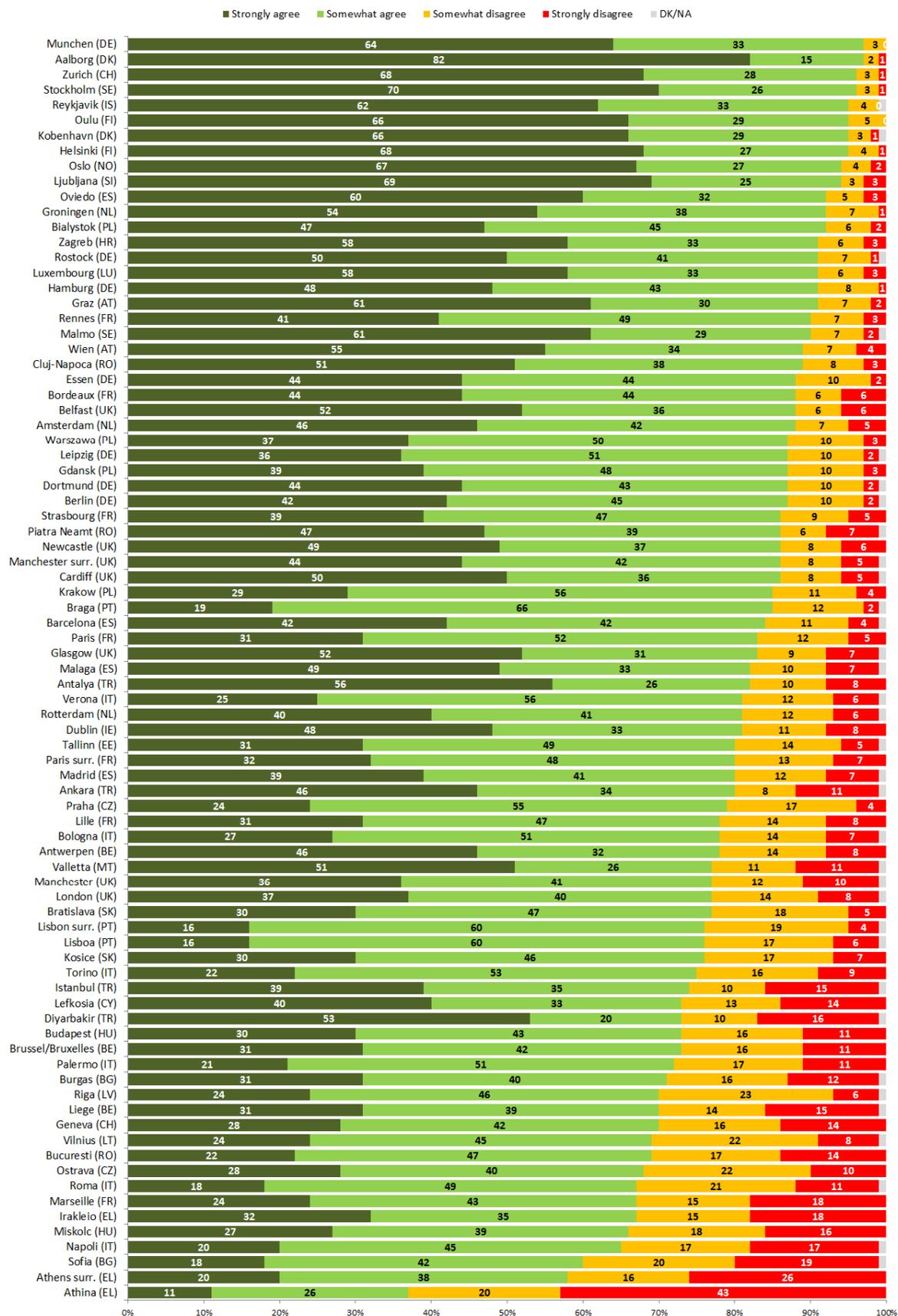
In all but one city, the majority of respondents say they feel safe in their neighbourhood, and in 20 cities at least 90% of respondents share this view. The exception is Athina, where only 37% of respondents say they feel safe in their neighbourhood.



The level of agreement is below 70% in only 12 cities. Athina (63%) has by far the largest number of people who disagree that they feel safe in their neighbourhood. Athens surroundings (42%) and Sofia (39%) also recorded relatively large levels of disagreement on this point.



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



Among the top 20 cities where respondents agree they feel safe in their neighbourhood, 11 cities have between 50 000 and 250 000 inhabitants, whereas only 5 cities of this size are found in the bottom 20.

Here again, it seems there is a link between the size of the city and the feeling of safety in the neighbourhood, although EU capitals show marked variations on this point.

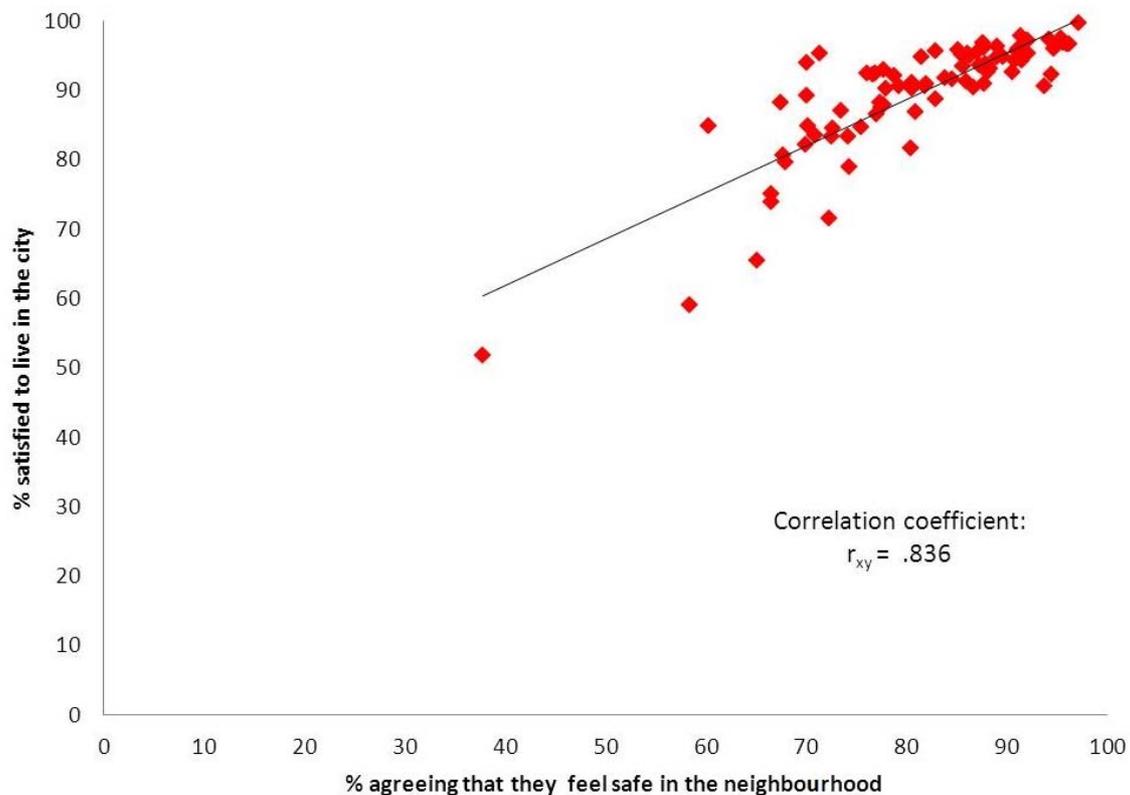
I feel safe in my neighbourhood
Level of agreement in EU capitals

		Total 'Agree'
	Stockholm	96%
	Kobenhavn	95%
	Helsinki	94%
	Ljubljana	94%
	Zagreb	91%
	Luxembourg	91%
	Wien	89%
	Berlin	88%
	Amsterdam	88%
	Warszawa	87%
	Paris	83%
	Tallinn	80%
	Madrid	80%
	Dublin	80%
	Praha	79%
	Valletta	77%
	Bratislava	77%
	London	77%
	Lisboa	76%
	Lefkosia	73%
	Brussel/Bruxelles	72%
	Budapest	72%
	Riga	70%
	Bucuresti	70%
	Vilnius	69%
	Roma	67%
	Sofia	60%
	Athina	38%

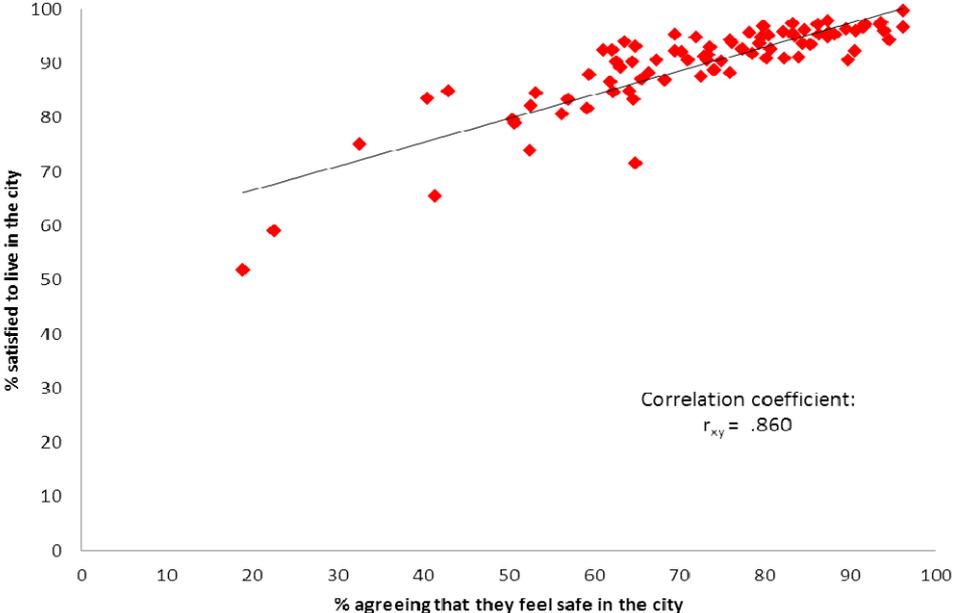
When comparing the feeling of safety in the city and in the neighbourhood, the sense of safety in the neighbourhood tends to be stronger. This is notably the case in the following 8 cities, where the sense of safety in the neighbourhood is at least 20 points higher than the sense of safety in the city.

		I feel safe in [CITY NAME]	I feel safe in my neighbourhood	Diff. feeling safe in the neighbourhood - feeling safe in the city
	Athens surr.	22%	58%	+36
	Marseille	32%	67%	+35
	Liege	40%	70%	+30
	Istanbul	50%	74%	+24
	Napoli	41%	65%	+24
	Berlin	64%	87%	+23
	Paris surr.	58%	80%	+22
	Brussel/Bruxelles	53%	73%	+20

There is a high correlation between these two variables. The more people feel safe in the city, the more they feel safe in their neighbourhood.



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

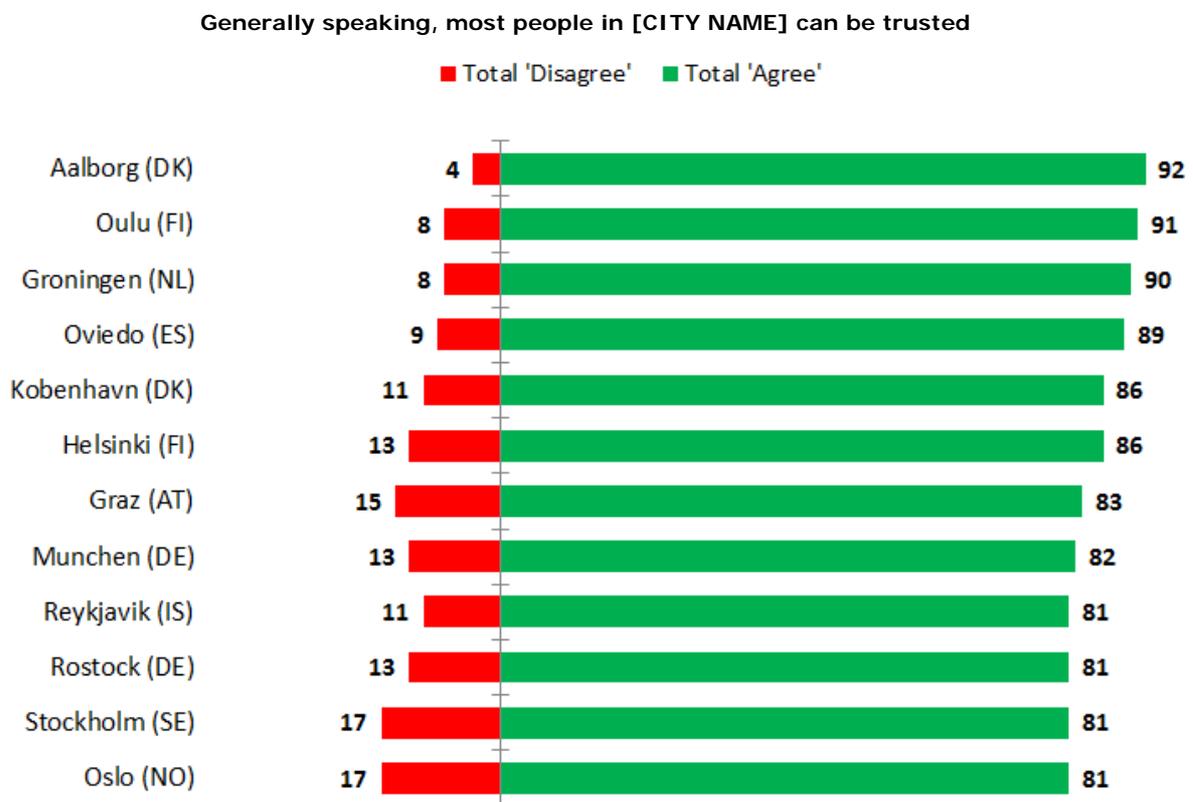


Trust

Respondents were asked whether they agree that most *people in their city can be trusted*.

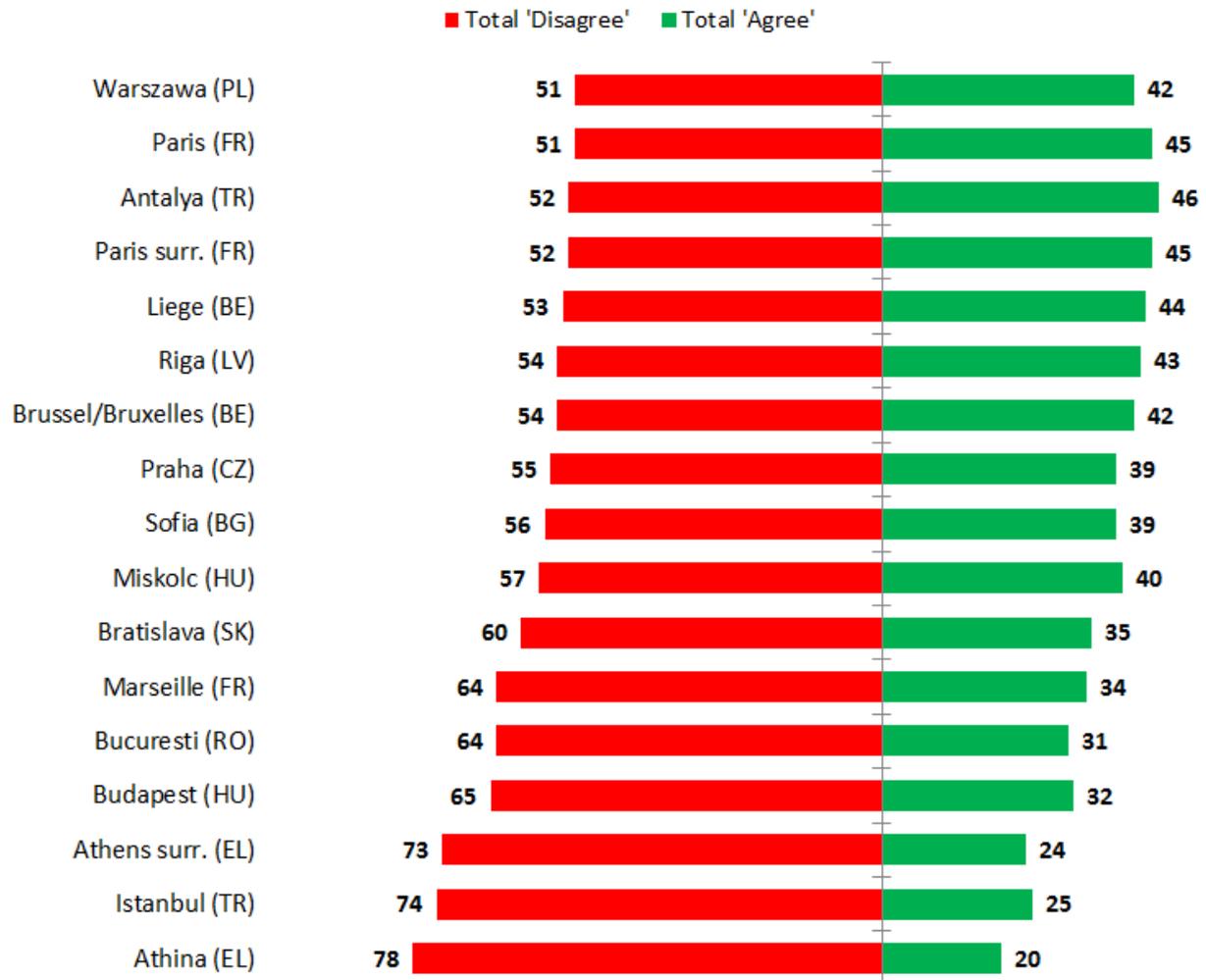
In a large majority of the cities included in this survey (64 out of 83), at least 50% of respondents agreed people can be trusted in their city.

In 12 cities, this number exceeded 80%. This was notably the case for Aalborg (92%), Oulu (91%), Groningen (90%) and Oviedo (89%). Seven out of the 8 Nordic cities included in the scope of the survey recorded more than 80%, the exception being Malmo (69%).

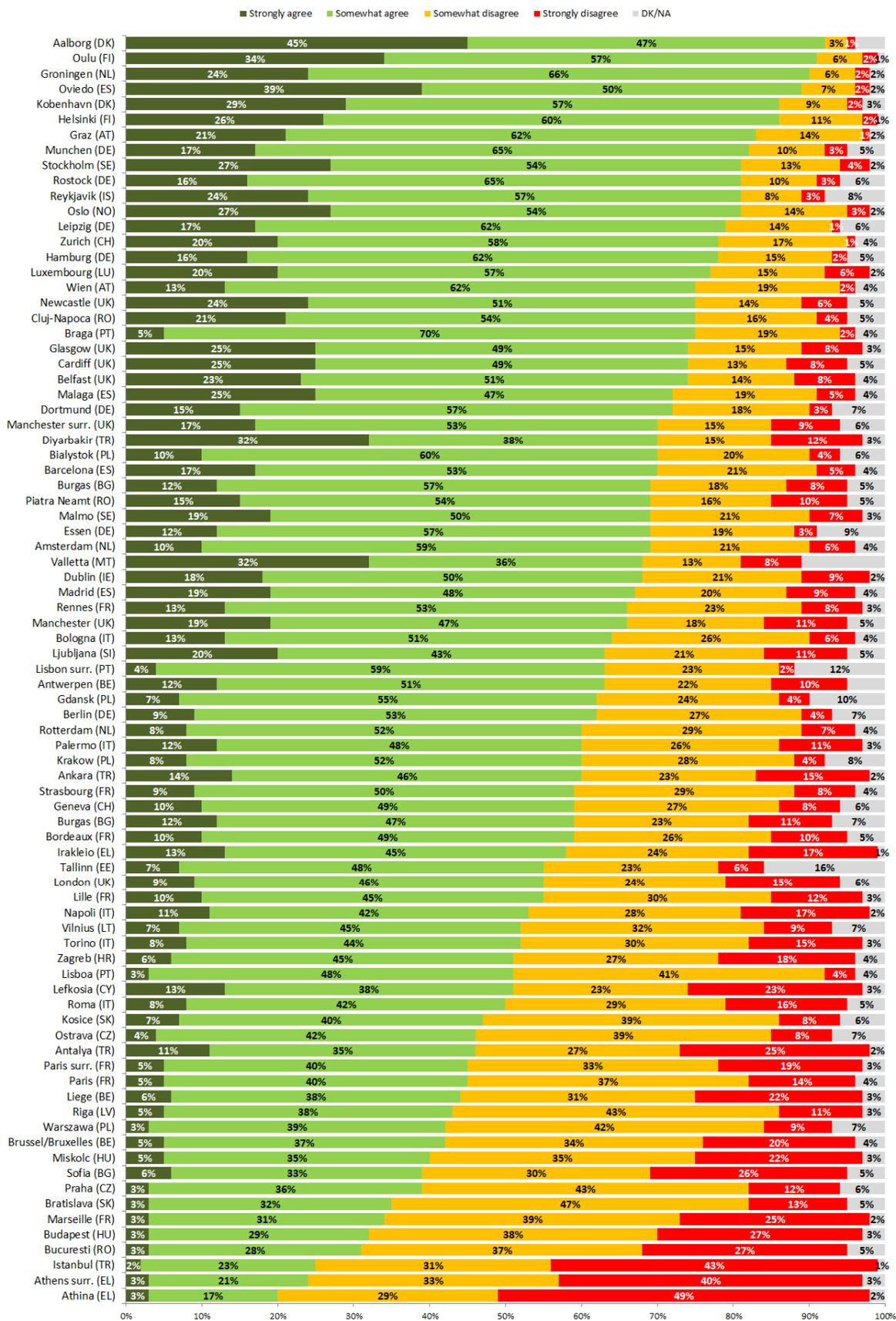


In 17 cities, a majority of respondents disagreed with the idea that most people in their city can be trusted. In Athina (78%), Istanbul (74%) and Athens surroundings (73%), the level of disagreement exceeded 7 out of 10 respondents.

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



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



As already seen with the feeling of safety, the size of the city seems to have an impact on the level of trust. Only 4 cities of more than 1 million inhabitants are among the top 20, while 11 of them can be found in the bottom 20.

Again, there are substantial differences between EU capitals on this measure.

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

	Total 'Agree'
 København	86%
 Helsinki	86%
 Stockholm	82%
 Luxembourg	77%
 Wien	75%
 Amsterdam	69%
 Madrid	68%
 Dublin	68%
 Valletta	68%
 Ljubljana	63%
 Berlin	62%
 London	55%
 Tallinn	54%
 Vilnius	52%
 Zagreb	51%
 Lisboa	51%
 Lefkosia	50%
 Roma	50%
 Paris	45%
 Riga	43%
 Warszawa	43%
 Brussel/Bruxelles	42%
 Sofia	39%
 Praha	39%
 Bratislava	35%
 Budapest	32%
 Bucuresti	31%
 Athina	20%

Compared to 2009, more positive than negative evolutions were recorded: in 11 cities agreement with this statement increased by at least 10 points, whereas disagreement increased by a comparable proportion in only 7 cities.

In comparison with 2009, the view that people in their city can be trusted increased considerably in Cluj-Napoca (75%, +18), Ankara (60%, +18), Sofia (39%, +18) and Diyarbakir (70%, +17).

Among the negative evolutions, the decrease of trust was largest in Marseille (34%, -18), Berlin (62%, -11) and Essen (69%, -10).

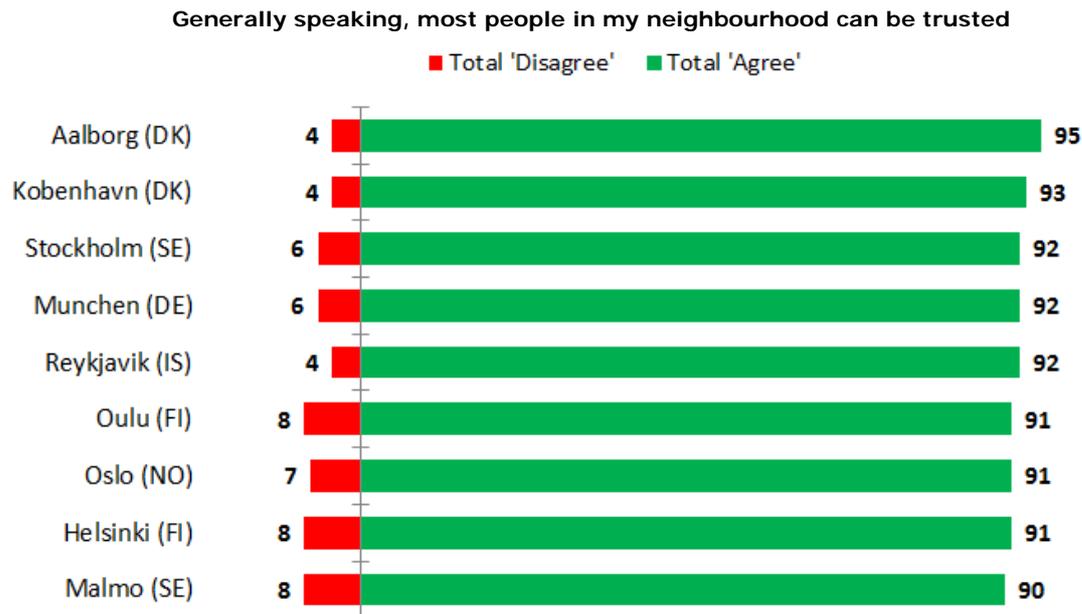
Generally speaking, most people in [CITY NAME] can be trusted
Total "Agree"

		2012	Diff. 2012 -2009
	Cluj-Napoca	75%	+18
	Sofia	39%	+18
	Ankara	60%	+18
	Diyarbakir	70%	+17
...			
	Essen	69%	-10
	Berlin	62%	-11
	Marseille	34%	-18

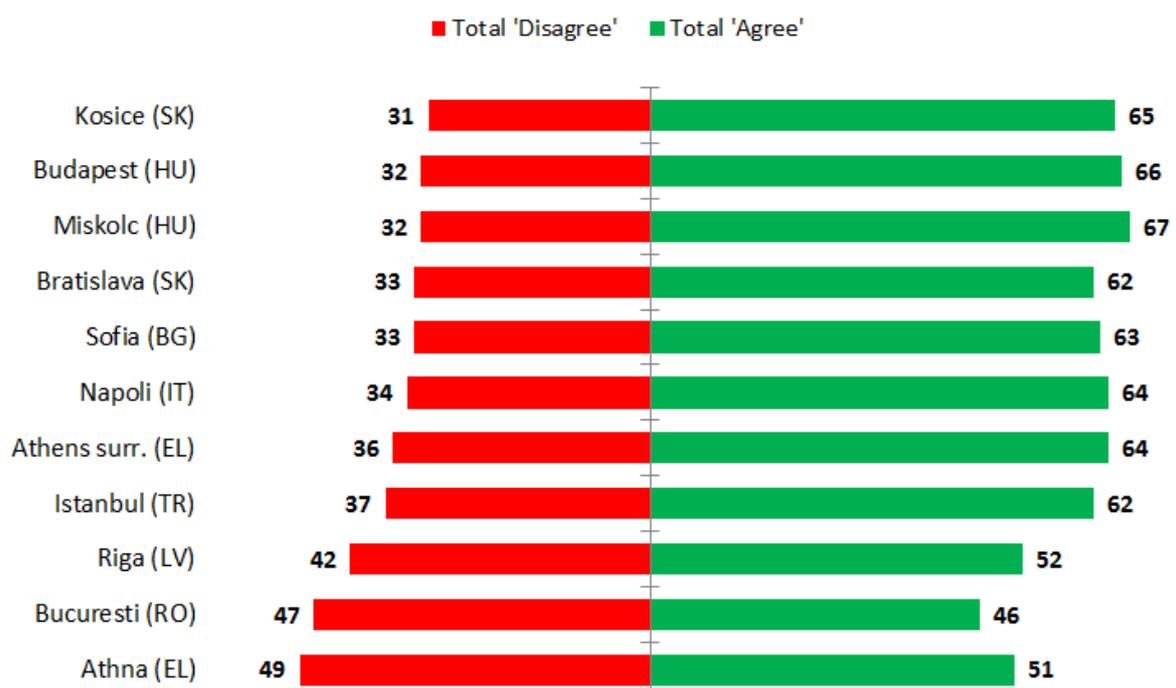
Respondents were also asked whether they agree or disagree that *people in their neighbourhood can be trusted*.

In all but one city (Bucuresti) the majority of respondents agree that they can trust people in their neighbourhood, and in 9 cities the level of agreement is at least 90%. This indicates that the degree of trust is higher at the neighbourhood level than at city level.

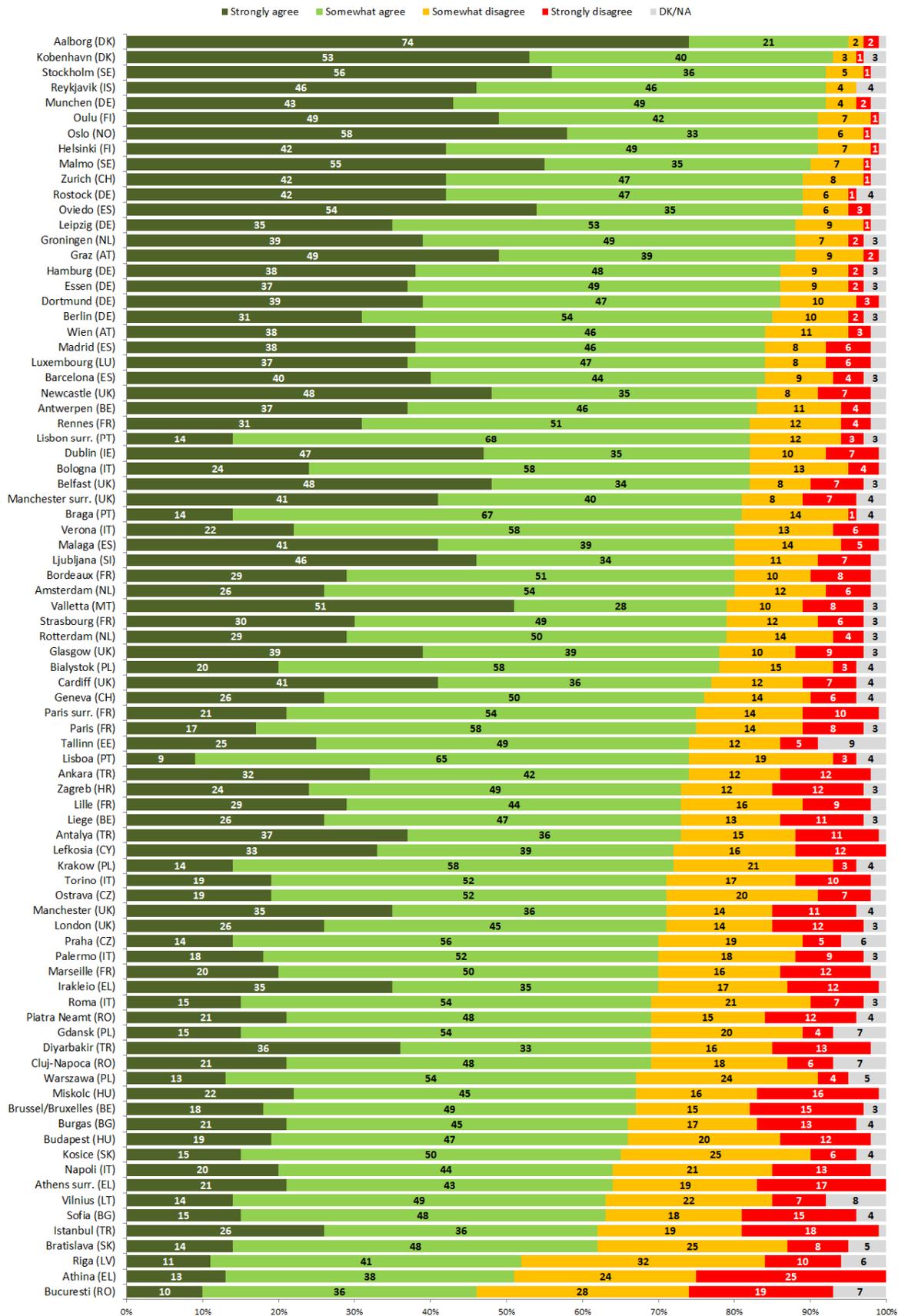
Aalborg (95%), Kobenhavn (93%), Munchen, Reykjavik and Stockholm (all 92%) have the highest proportions of respondents agreeing that people in their neighbourhood can be trusted.



In 11 cities, more than 30% disagreed with the idea that most people in their neighbourhood can be trusted.



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



Eighteen of the 27 cities with over 1 million inhabitants rank among the bottom 40 cities on this measure. By contrast, 13 of the 20 cities with between 50 000 and 250 000 inhabitants rank among the top 40 cities.

All 8 Nordic cities rank among the top 10 cities, with agreement levels of over 90%. Ten EU capitals have an agreement level of 80% or above, while another 10 capitals have agreement levels of below 70%.

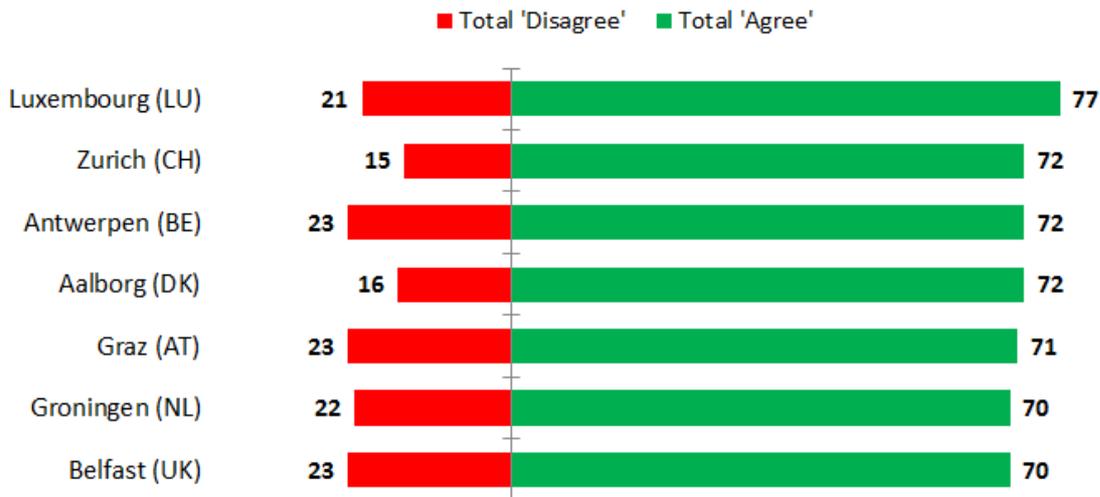
Generally speaking, most people in my neighbourhood can be trusted
Level of agreement in EU capitals

	Total 'Agree'
 Kobenhavn	93%
 Stockholm	92%
 Helsinki	91%
 Berlin	85%
 Wien	84%
 Madrid	84%
 Luxembourg	84%
 Dublin	81%
 Amsterdam	80%
 Ljubljana	80%
 Valletta	79%
 Paris	75%
 Lisboa	74%
 Zagreb	73%
 Tallinn	73%
 Lefkosia	71%
 London	71%
 Praha	70%
 Roma	69%
 Brussel/Bruxelles	67%
 Budapest	67%
 Warszawa	66%
 Vilnius	63%
 Sofia	62%
 Bratislava	62%
 Riga	52%
 Athina	51%
 Bucuresti	45%

5. City administrative services

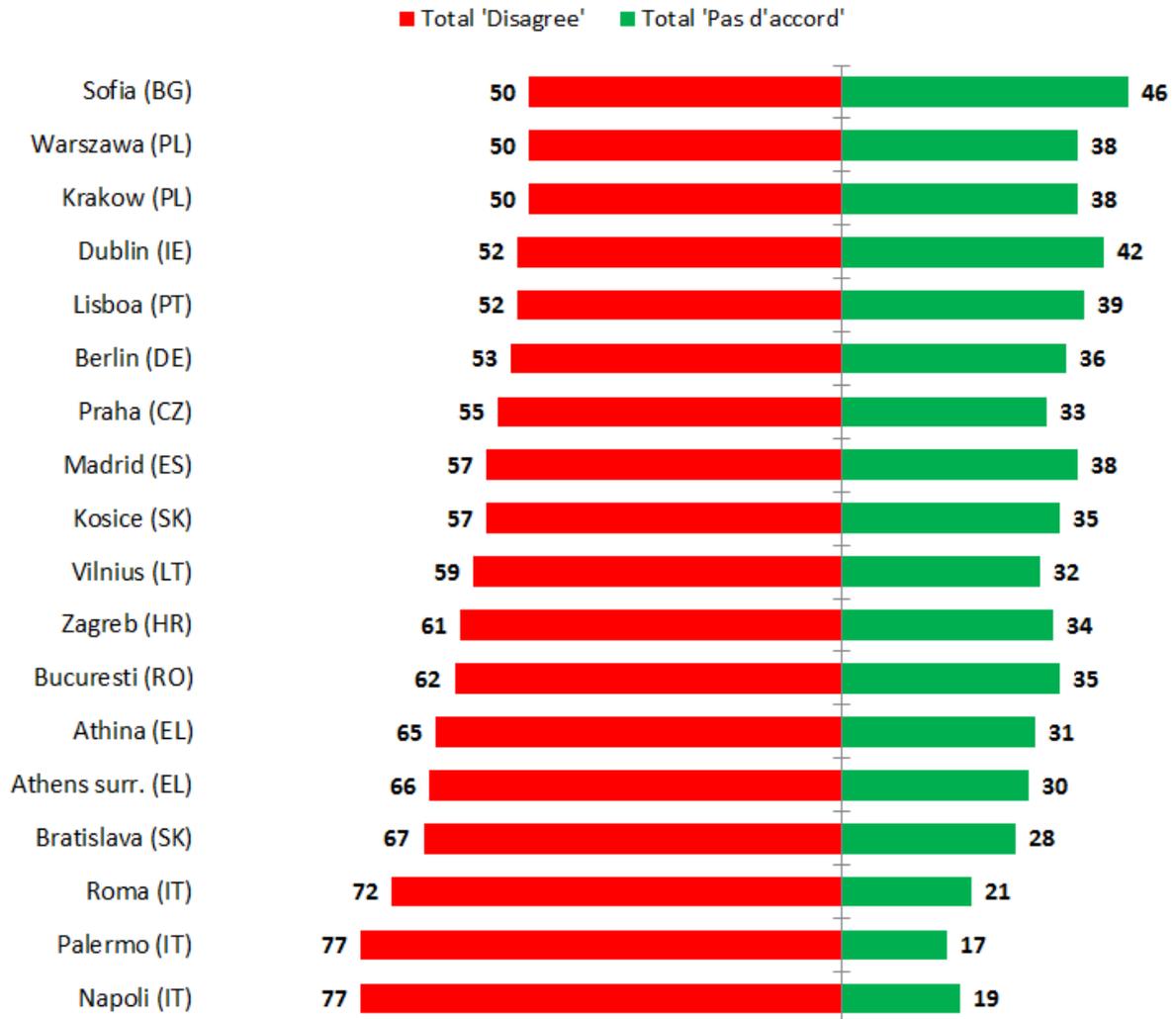
A majority of respondents agree that their *city's administrative services help people efficiently* in 53 cities out of 83, and in 7 cities the level of agreement equals or exceeds 70%. The level of agreement is particularly strong in Luxembourg (77%), Antwerpen, Aalborg and Zurich (all 72%).

The administrative services of [CITY NAME] help people efficiently

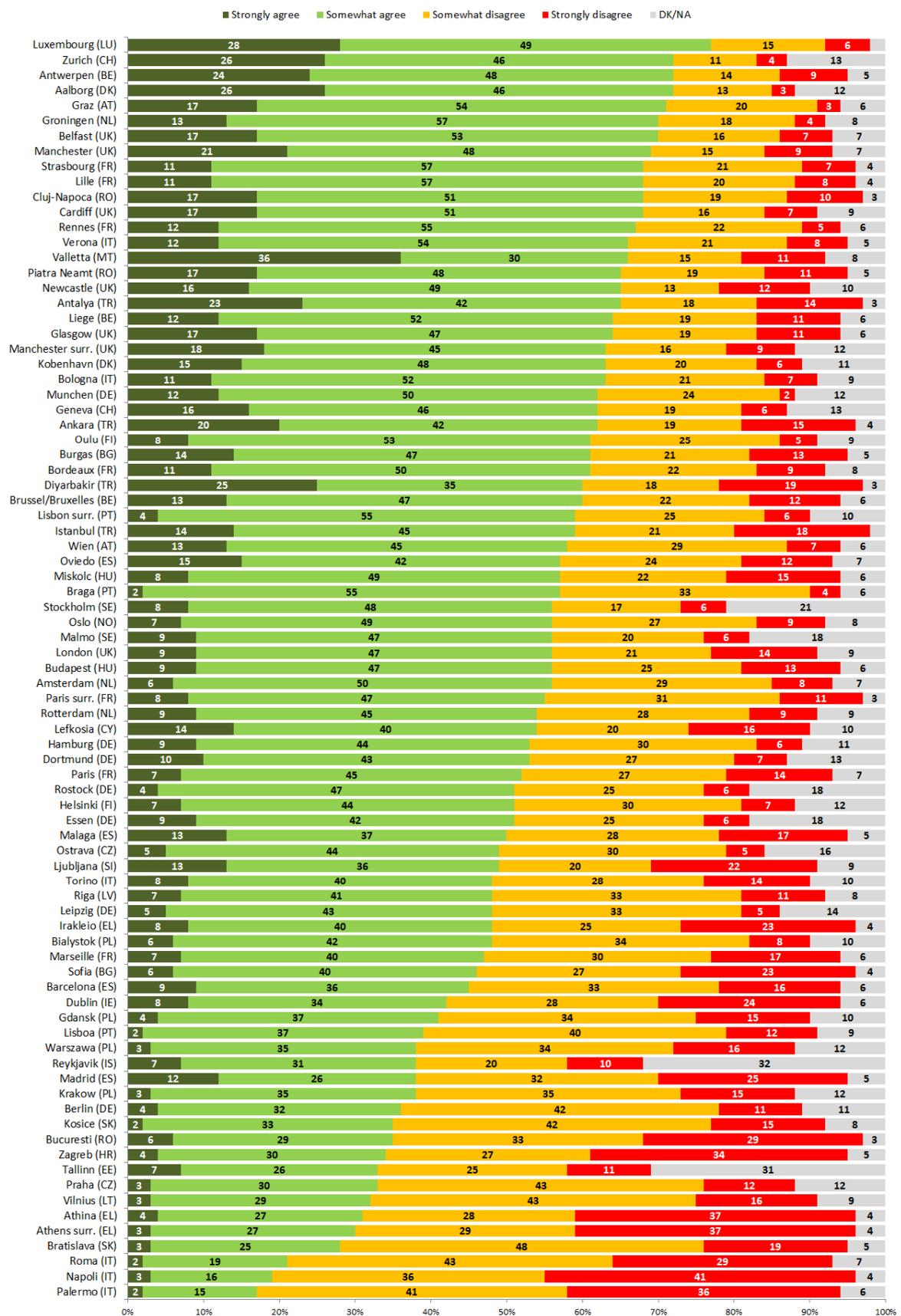


In 18 cities, 50% or more of respondents disagree that the city's services help people efficiently and in 8 of them the level of disagreement exceeds 60%.

The administrative services of [CITY NAME] help people efficiently



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



Among the 20 cities recording the lowest levels of agreement, 9 have more than 1 million inhabitants. These include 13 EU capitals, while only 2 capitals rank among the top 20 cities.

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

		Total 'Agree'
	Luxembourg	78%
	Valletta	66%
	Kobenhavn	63%
	Brussel/Bruxelles	60%
	Wien	59%
	Budapest	56%
	Amsterdam	56%
	Stockholm	56%
	London	56%
	Lefkosia	54%
	Paris	52%
	Helsinki	51%
	Ljubljana	49%
	Riga	48%
	Sofia	46%
	Dublin	42%
	Madrid	39%
	Lisboa	39%
	Warszawa	38%
	Berlin	36%
	Bucuresti	35%
	Zagreb	34%
	Praha	33%
	Tallinn	33%
	Vilnius	32%
	Athina	30%
	Bratislava	28%
	Roma	21%

Compared with the situation in 2009, the highest positive trends were recorded in Graz (71%, +35), Miskolc (57%, +26), Munchen (62%, +23), Wien (58%, +23) and Riga (48%, +22).

At the other end of the spectrum, Praha (33%, -23), Roma (21%, -23), Dublin (42%, -19), Lisboa (39%, -18) and Madrid (38%, -18) recorded the highest decreases.

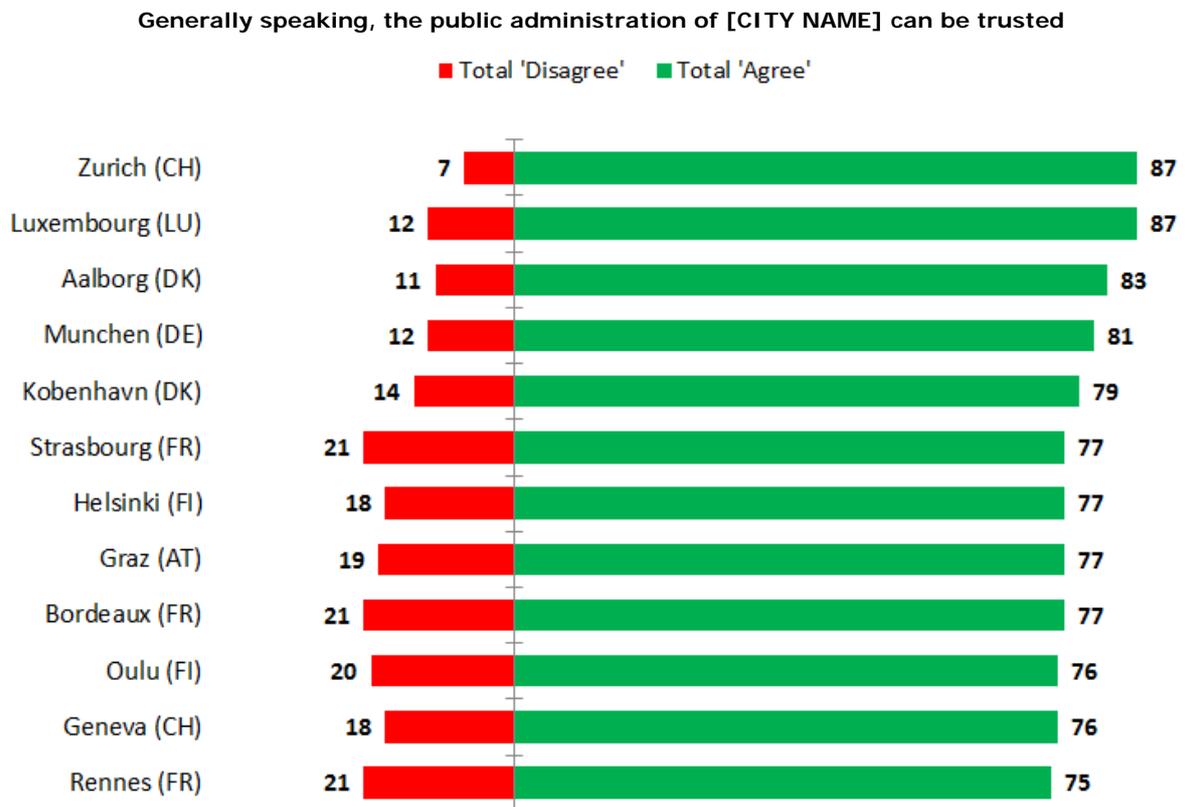
The administrative services of [CITY NAME] help people efficiently
Total "Agree"

		2012	Diff. 2012 -2009
	Graz	71%	+35
	Miskolc	57%	+26
	Munchen	62%	+23
	Wien	58%	+23
	Riga	48%	+22
...			
	Madrid	38%	-18
	Lisboa	39%	-18
	Dublin	42%	-19
	Roma	21%	-23
	Praha	33%	-23

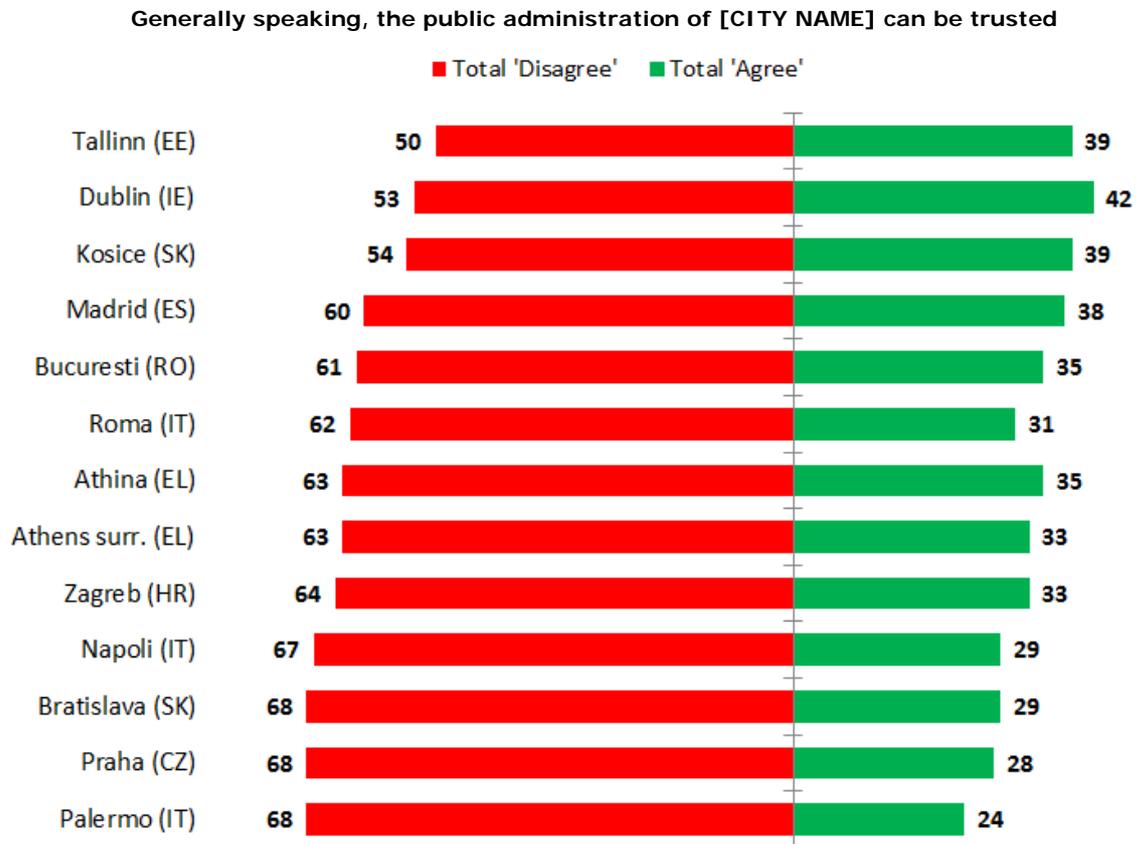
Respondents in Lisboa are significantly less likely to agree that their *city's administrative services help people efficiently* compared with respondents from Lisbon surroundings (39% vs 59%), but respondents in Manchester are more likely to agree with the same statement compared to those from Manchester surroundings (69% vs 63%).

On the question of whether the *city's public administration can be trusted*, the overall level of agreement ranges from 87% in both Luxembourg and Zurich to 24% in Palermo.

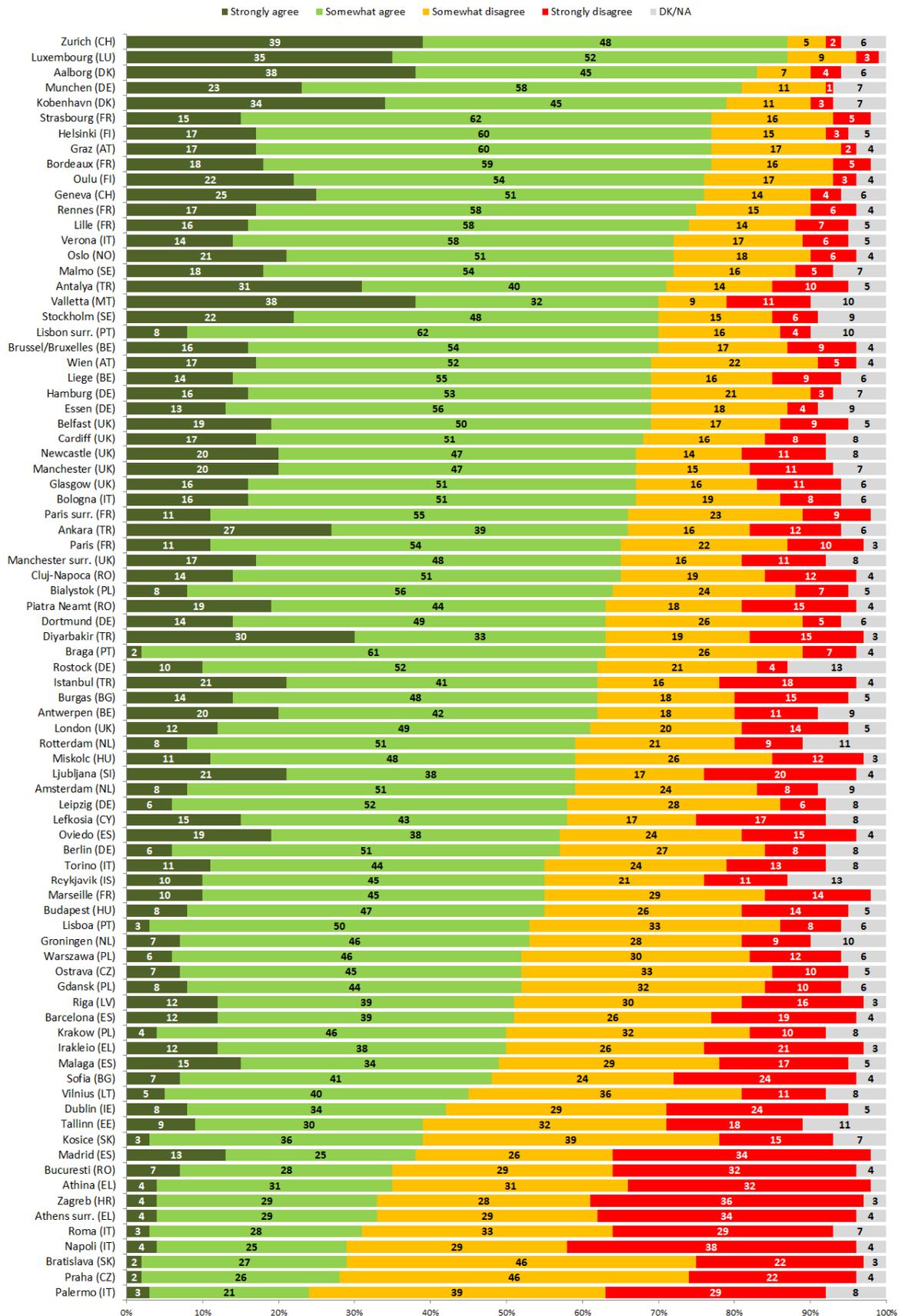
A majority of respondents agree with this statement in 67 out of the 83 cities surveyed, and in 12 cities at least three quarters of them agree. Luxembourg, Zurich (both 87%), Aalborg (83%) and Munchen (81%) recorded the highest scores for this question.



Bratislava, Praha, Palermo (all 68%) and Napoli (67%) recorded the highest levels of disagreement and this was the opinion given by a majority in 13 cities.



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

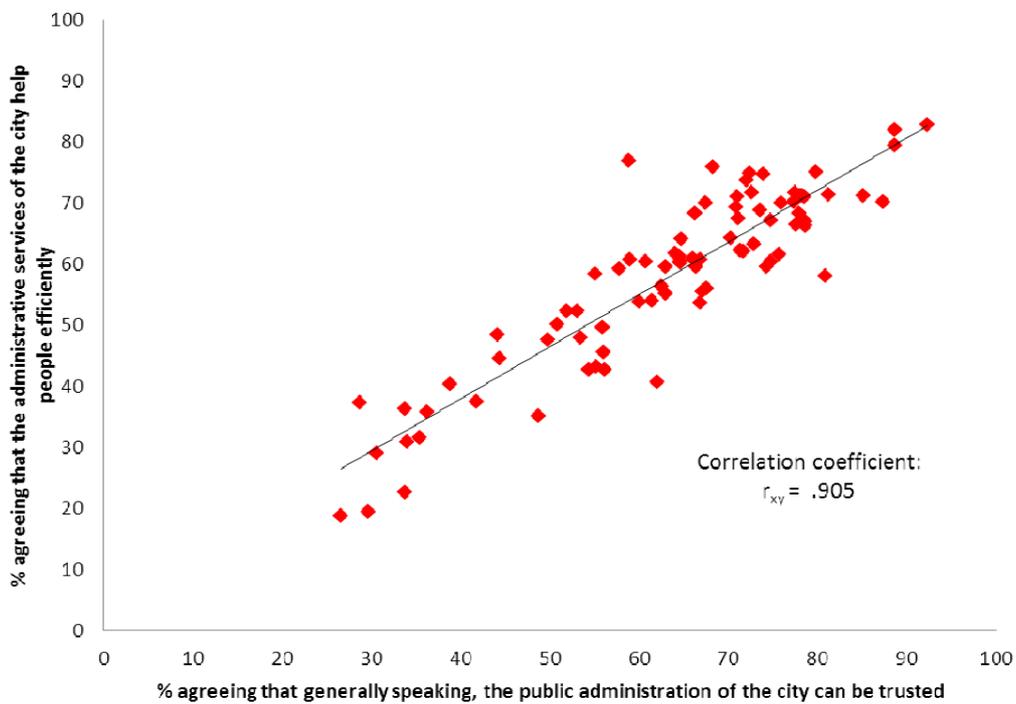


Among the 20 cities recording the lowest levels of agreement with this statement, there are 8 cities of more than 1 million inhabitants and 11 EU capitals.

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

		Total 'Agree'
	Luxembourg	87%
	Kobenhavn	79%
	Helsinki	77%
	Brussel/Bruxelles	70%
	Valletta	70%
	Stockholm	70%
	Wien	69%
	Paris	65%
	London	61%
	Amsterdam	59%
	Ljubljana	59%
	Lefkosia	58%
	Berlin	57%
	Budapest	55%
	Lisboa	53%
	Riga	52%
	Warszawa	52%
	Sofia	48%
	Vilnius	45%
	Dublin	42%
	Tallinn	39%
	Madrid	38%
	Athina	35%
	Bucuresti	35%
	Zagreb	33%
	Roma	31%
	Bratislava	30%
	Praha	28%

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.

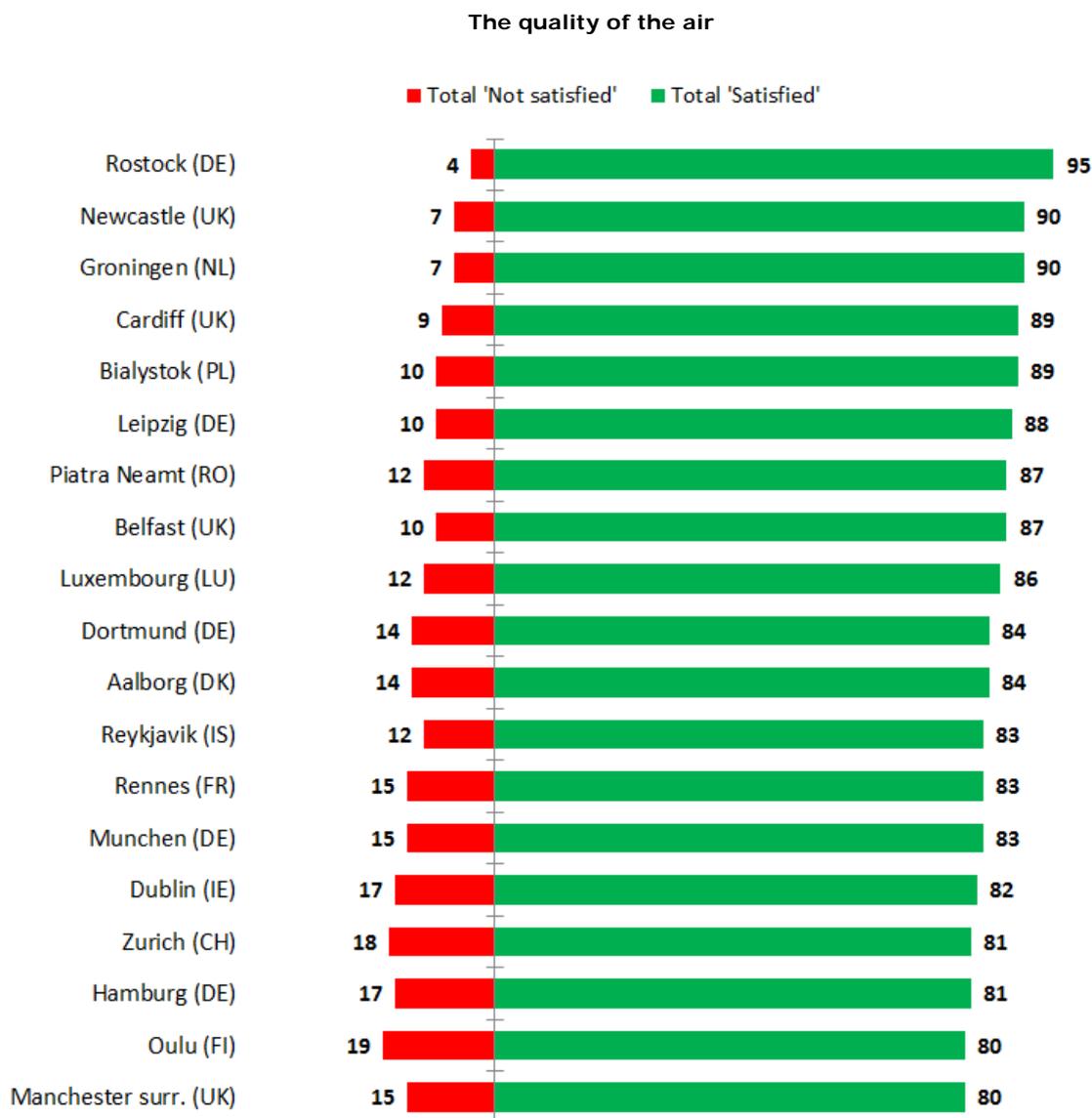


III. ENVIRONMENT

6. Air quality

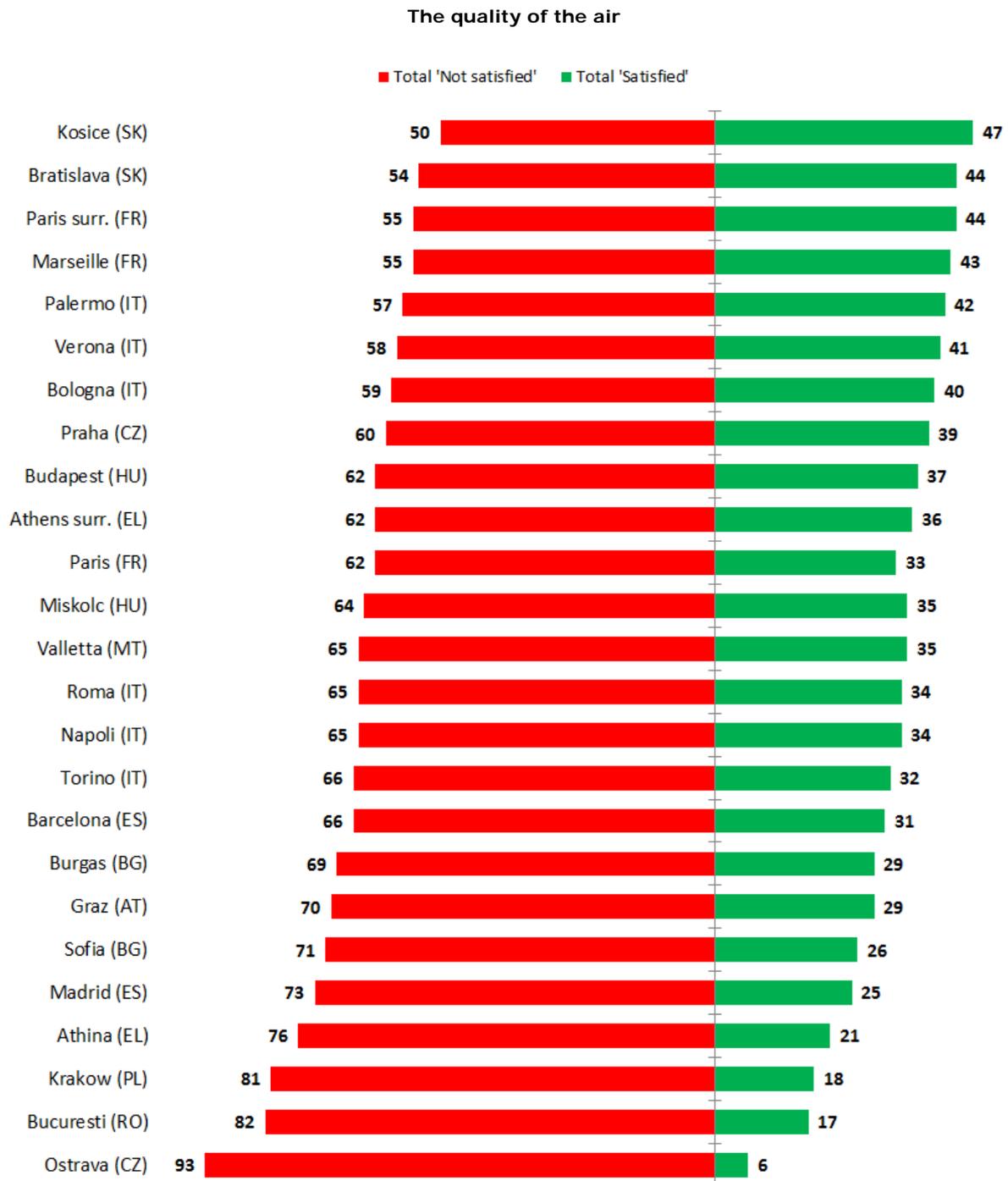
The level of satisfaction regarding air quality varies greatly among cities, ranging from 95% to only 6%.

In 58 out of 83 cities, at least half of respondents are satisfied with air quality, and in 19 cities the level of satisfaction is at least 80%. The highest results are recorded in Rostock (95%), Newcastle and Groningen (both 90%).

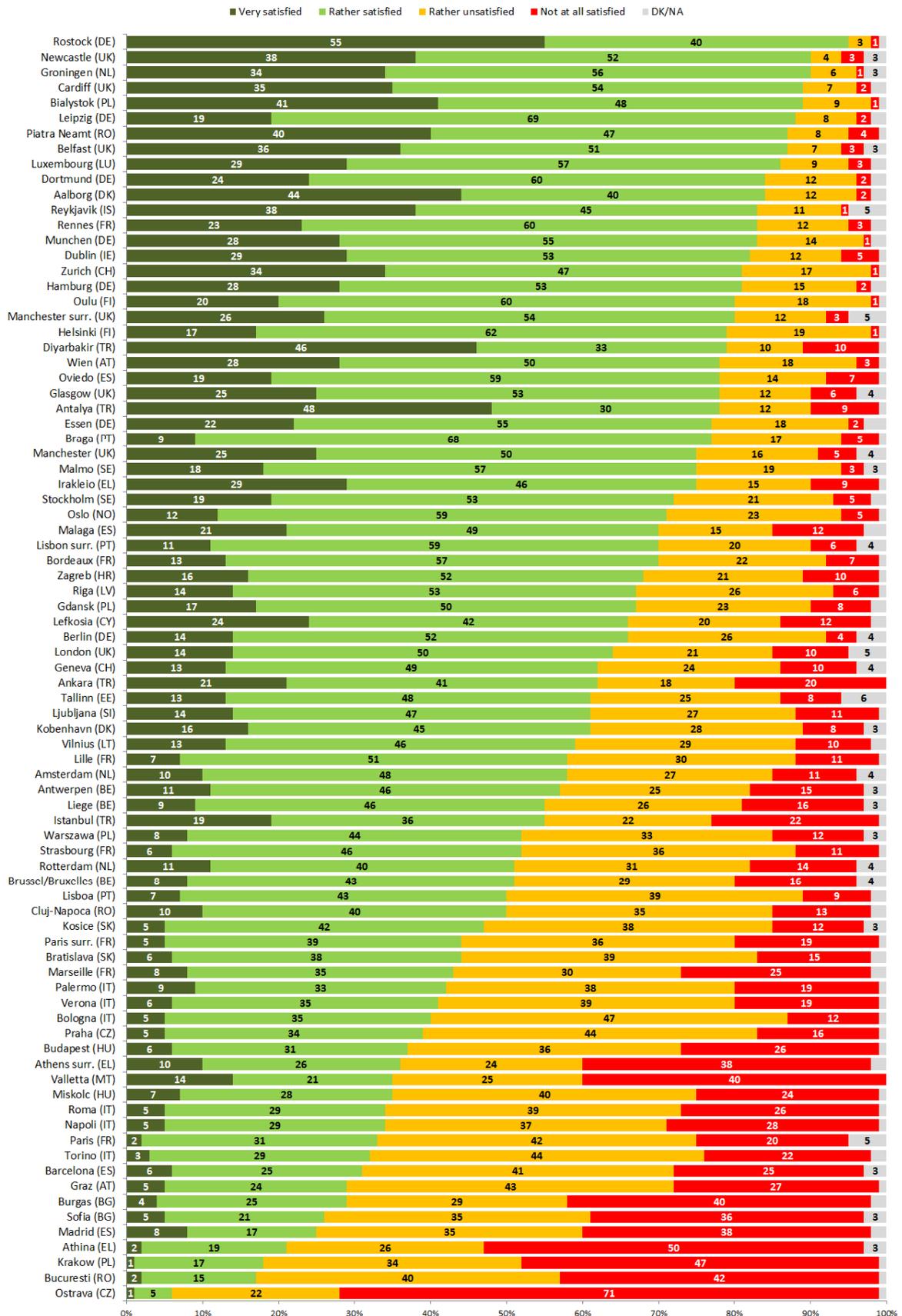


At the other end of the scale, 50% or more are dissatisfied in 25 cities. Dissatisfaction is particularly high in Ostrava (93%), Bucuresti (82%) and Krakow (81%).

In several cities the proportion of respondents who are "not at all satisfied" is very high. This is particularly the case in Ostrava (71%), Athina (50%), Krakow (47%), Bucuresti (42%), Sofia and Valletta (both 40%).



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



Among the 20 cities recording the lowest levels of satisfaction on this statement, 11 are cities of more than 1 million inhabitants.

There are also 9 capital cities among these 20 cities, with only 3 capitals among the 20 most satisfied cities.

Satisfaction with the quality of the air in EU capitals

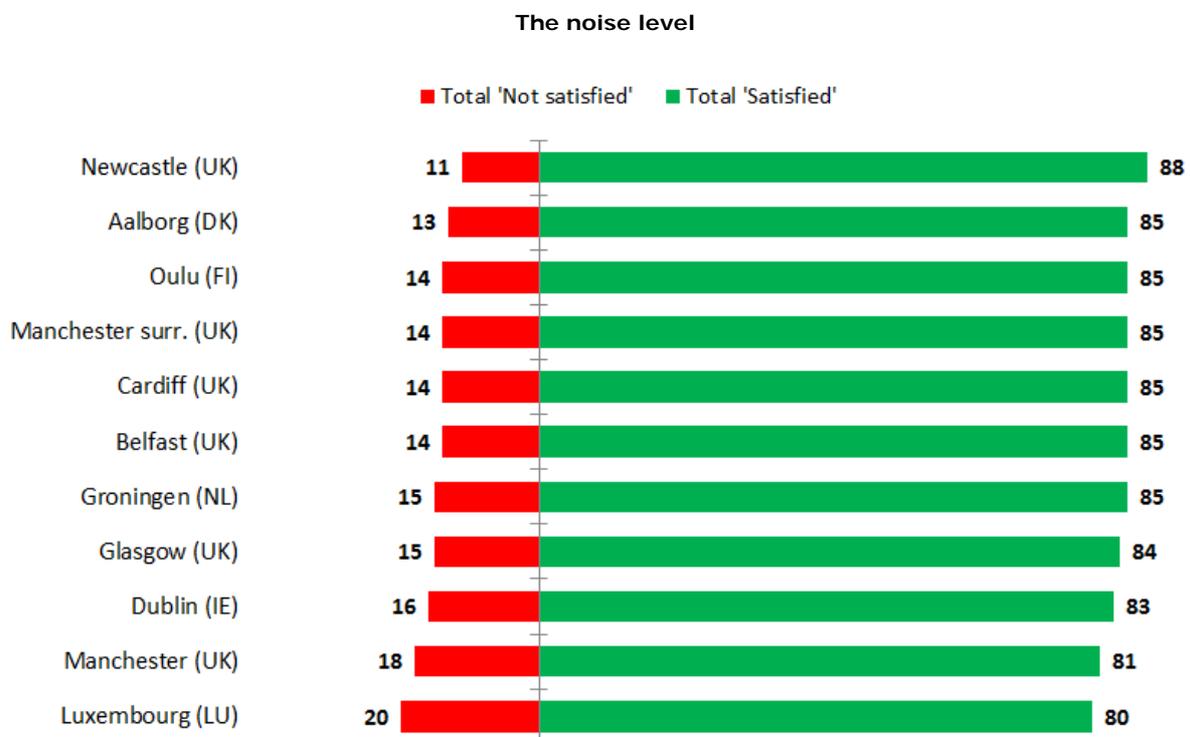
	Total 'Satisfied'
 Luxembourg	86%
 Dublin	81%
 Wien	79%
 Helsinki	78%
 Stockholm	72%
 Zagreb	67%
 Riga	67%
 Lefkosia	66%
 Berlin	66%
 London	65%
 Tallinn	61%
 Ljubljana	61%
 Kobenhavn	60%
 Vilnius	59%
 Amsterdam	58%
 Brussel/Bruxelles	51%
 Warszawa	51%
 Lisboa	50%
 Bratislava	45%
 Praha	39%
 Budapest	37%
 Valletta	35%
 Roma	34%
 Paris	33%
 Sofia	26%
 Madrid	25%
 Athina	21%
 Bucuresti	17%

Respondents in Lisboa are significantly less likely to be satisfied with air quality compared with respondents from Lisbon surroundings (70% vs 50%), as are respondents in Athina compared with those from Athens surroundings (33% vs 44%) and respondents in Paris compared with those from Paris surroundings (33% vs 45%).

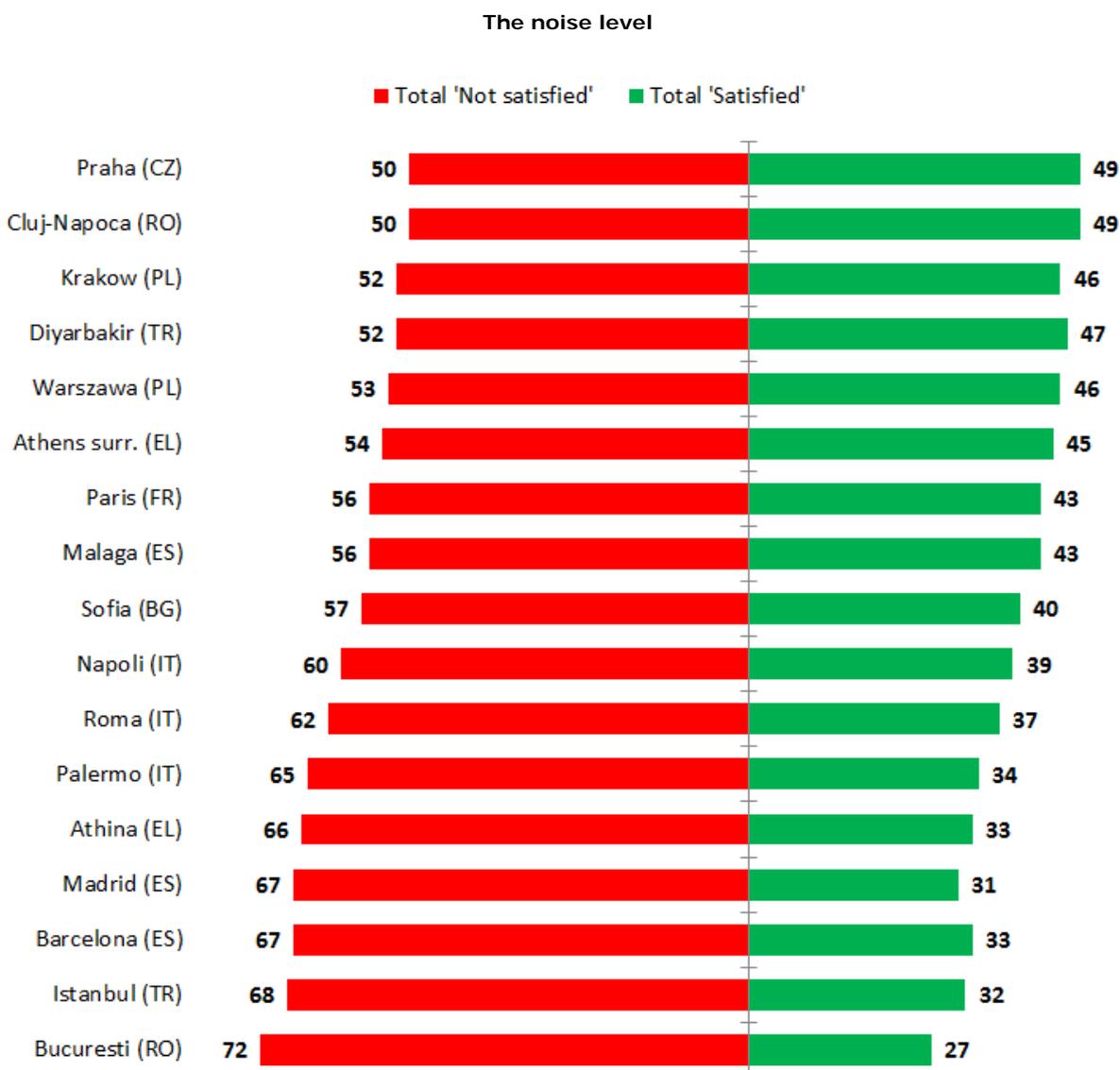
7. Noise level

In 33 cities, at least 70% of respondents are satisfied with the level of noise in their city.

In 11 cities, levels of satisfaction exceed 80%, with Newcastle at the top of the ranking with a score of 88%.

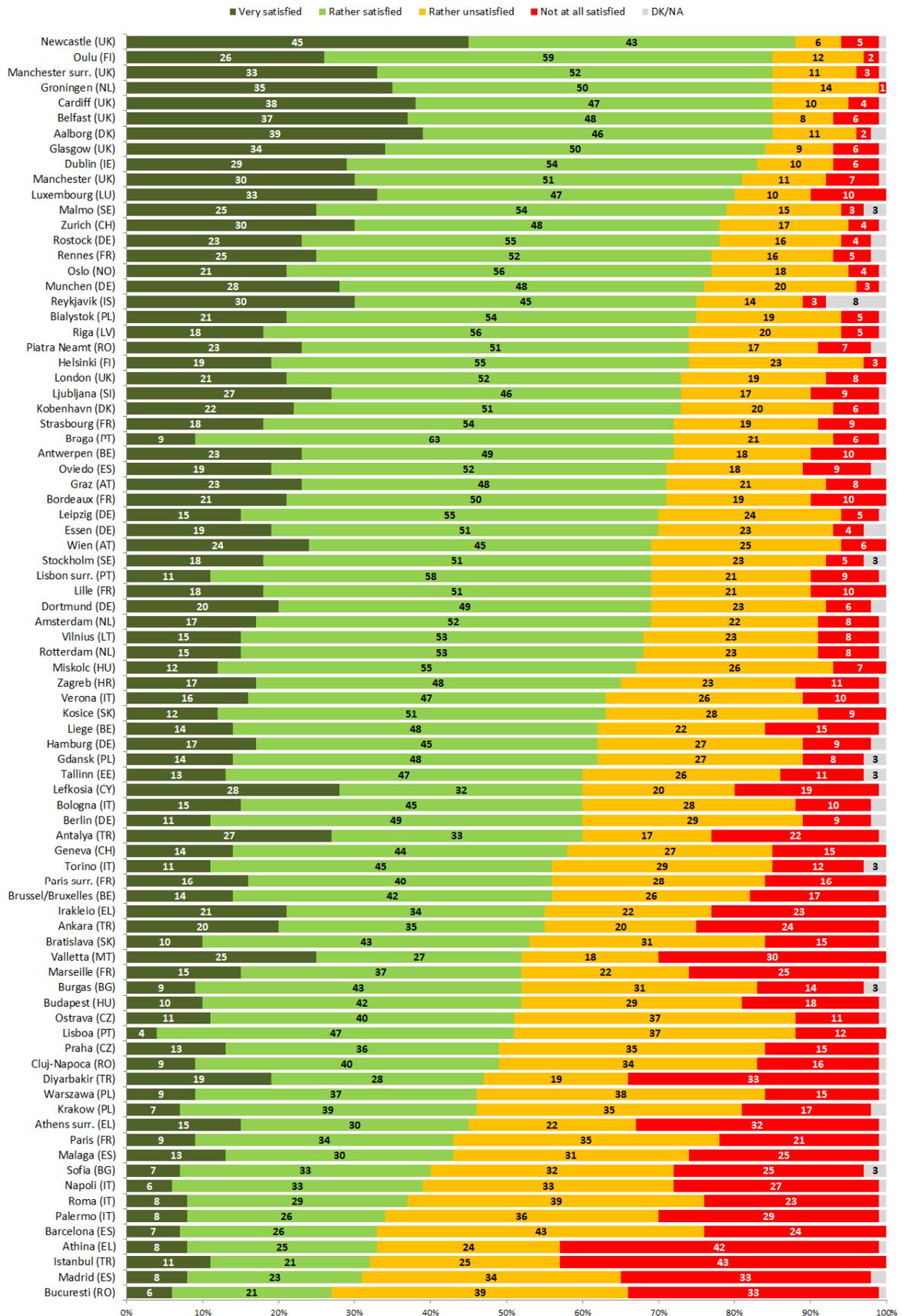


In 51 cities, more than 30% of respondents say they are not satisfied with the noise level in their city, while in 17 cities a majority of respondents are dissatisfied.



In 5 cities, two thirds or more of the respondents expressed their dissatisfaction with this issue, the highest levels being recorded in Bucuresti (72%), Istanbul (68%), Barcelona, Madrid (both 67%) and Athina (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



There are 10 capital cities among the 20 least satisfied cities, whereas there are only 2 capitals among the 20 most satisfied cities.

Satisfaction with the noise level in EU capitals

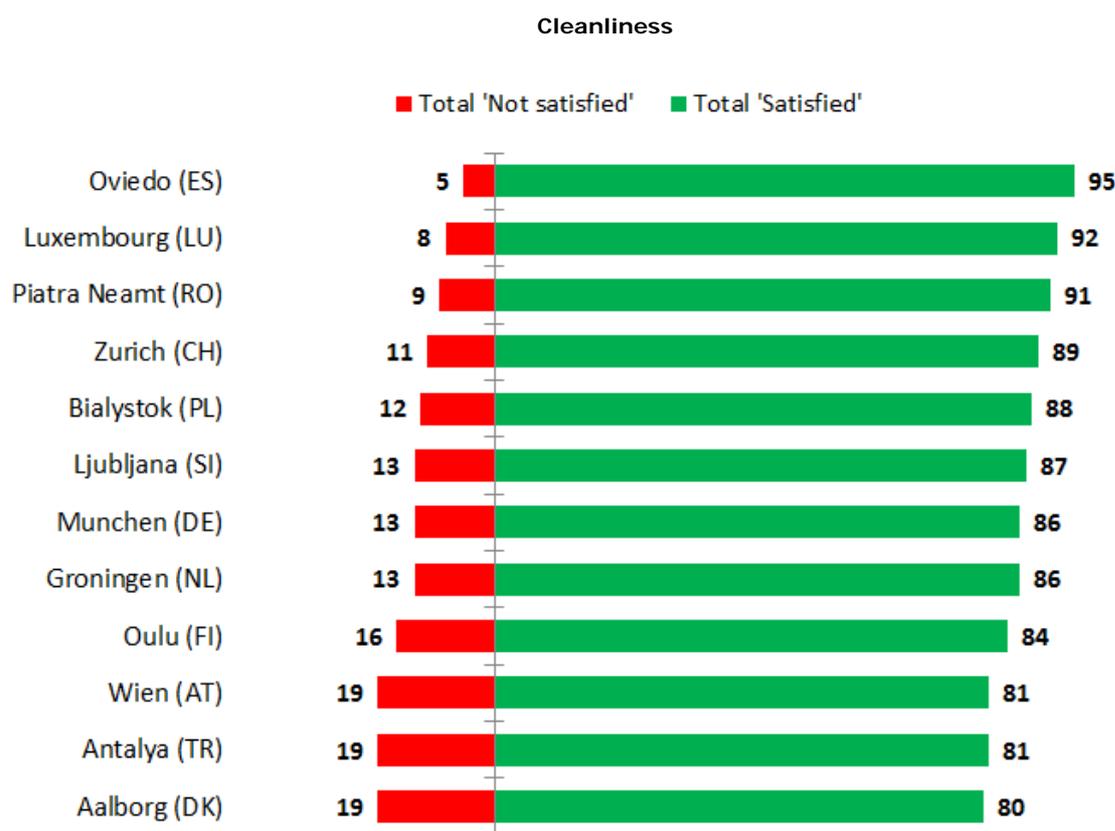
	Total 'Satisfied'
 Dublin	83%
 Luxembourg	79%
 Helsinki	74%
 Riga	74%
 Kobenhavn	73%
 Ljubljana	73%
 London	73%
 Stockholm	70%
 Wien	69%
 Amsterdam	69%
 Vilnius	68%
 Zagreb	64%
 Lefkosia	60%
 Berlin	60%
 Tallinn	60%
 Brussel/Bruxelles	55%
 Bratislava	53%
 Budapest	52%
 Valletta	52%
 Lisboa	51%
 Praha	49%
 Warszawa	46%
 Paris	43%
 Sofia	40%
 Roma	37%
 Athina	33%
 Madrid	31%
 Bucuresti	27%

The size of the city would appear to have an important role to play in regard to the noise issue: the 17 cities where a majority of respondents are dissatisfied have at least 250 000 inhabitants, and 12 of them are cities with over 1 million inhabitants. The opposite is not necessarily true: if the satisfaction recorded is high in small cities like Aalborg and Oulu (85%), it is also the case in larger cities like Newcastle (88%) or Glasgow (84%).

Respondents in Lisboa are significantly less likely to be satisfied with noise levels compared with respondents from Lisbon surroundings (51% vs 69%), as are respondents in Paris compared with those from Paris surroundings (43% vs 56%) and respondents in Athina compared with those from Athens surroundings (33% vs 45%).

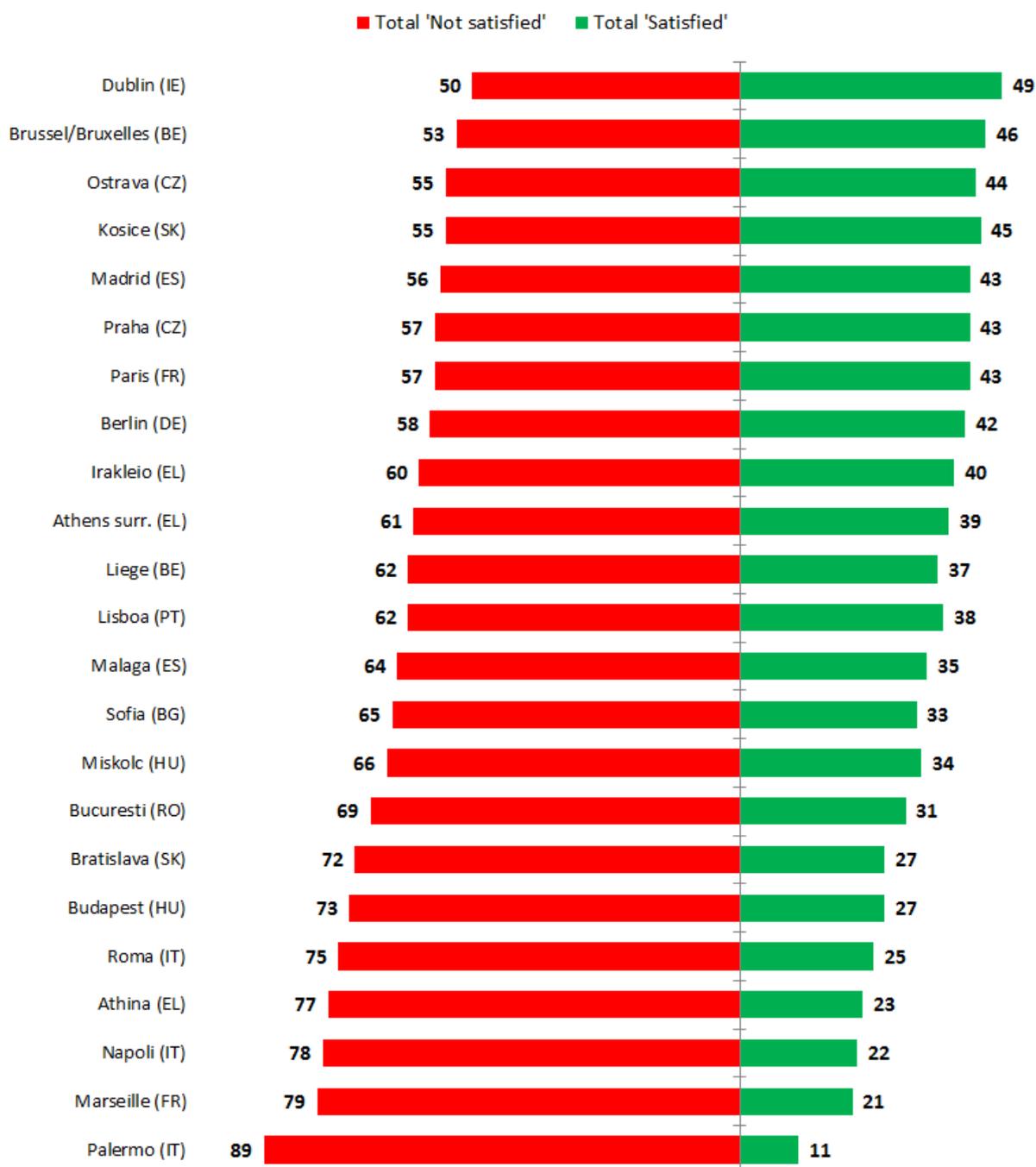
8. Cleanliness

In 60 cities, a majority of respondents are satisfied with the state of cleanliness of their city, and in 28 cities the level of satisfaction is at least 70%. In 12 cities, the level of satisfaction equals or exceeds 80%. More than 9 respondents in 10 say they are satisfied in Oviedo (95%), Luxembourg (92%) and Piatra Neamt (91%).



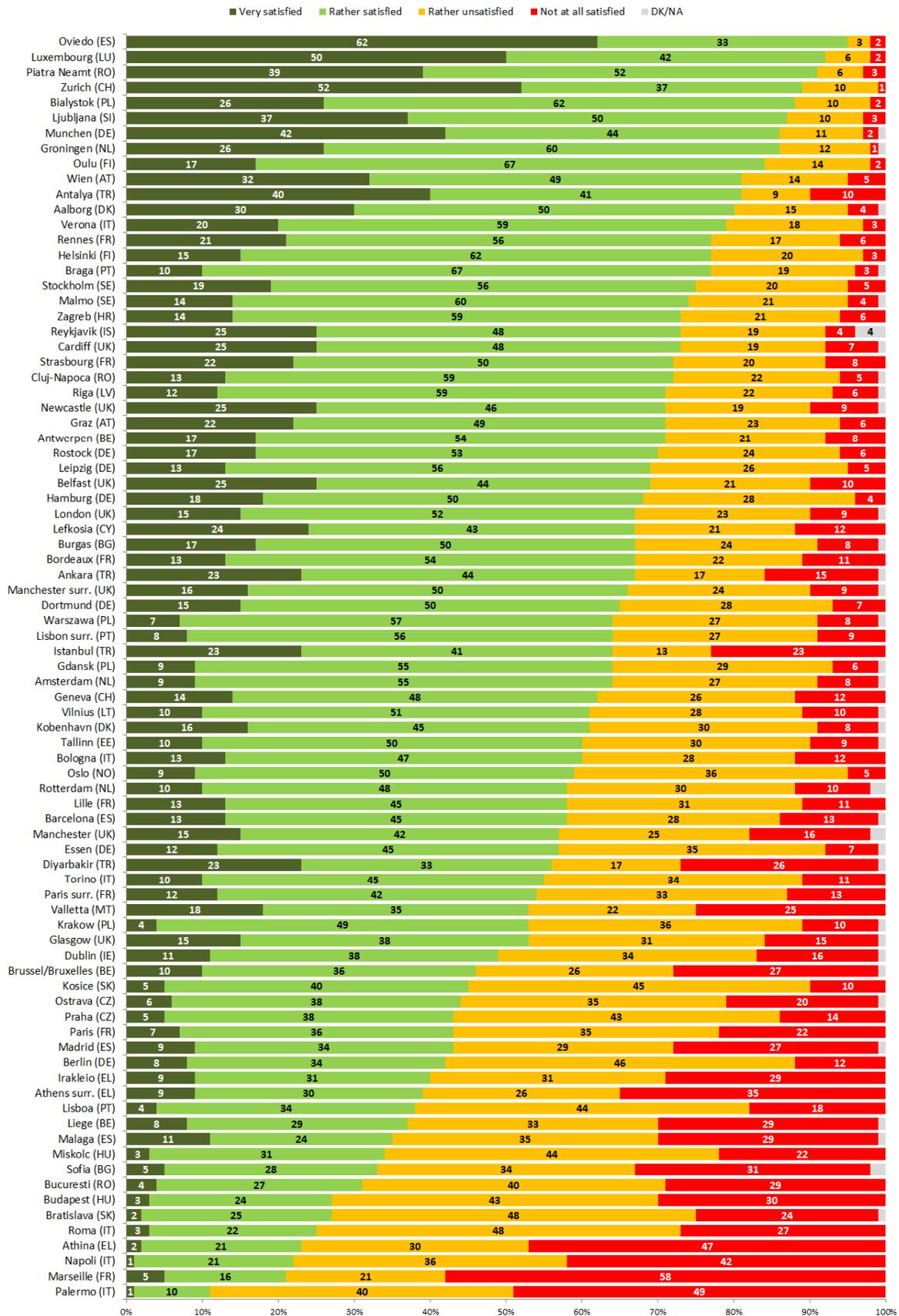
On the other hand, a majority of respondents are dissatisfied on this issue in 23 cities. The highest dissatisfaction levels were recorded in Palermo (89%), Marseille (79%), Napoli (78%), Athina (77%) and Roma (75%).

The proportion of those who declare themselves to be "not at all satisfied" is very high in 4 of these cities: Marseille (58%), Palermo (49%), Athina (47%) and Napoli (42%).



Generally speaking, the more dissatisfied cities tend to be large or very large and are located in the Mediterranean basin.

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



A majority are dissatisfied in 13 EU capitals, and in 7 of these over a quarter of the respondents are "not at all satisfied".

Satisfaction with cleanliness

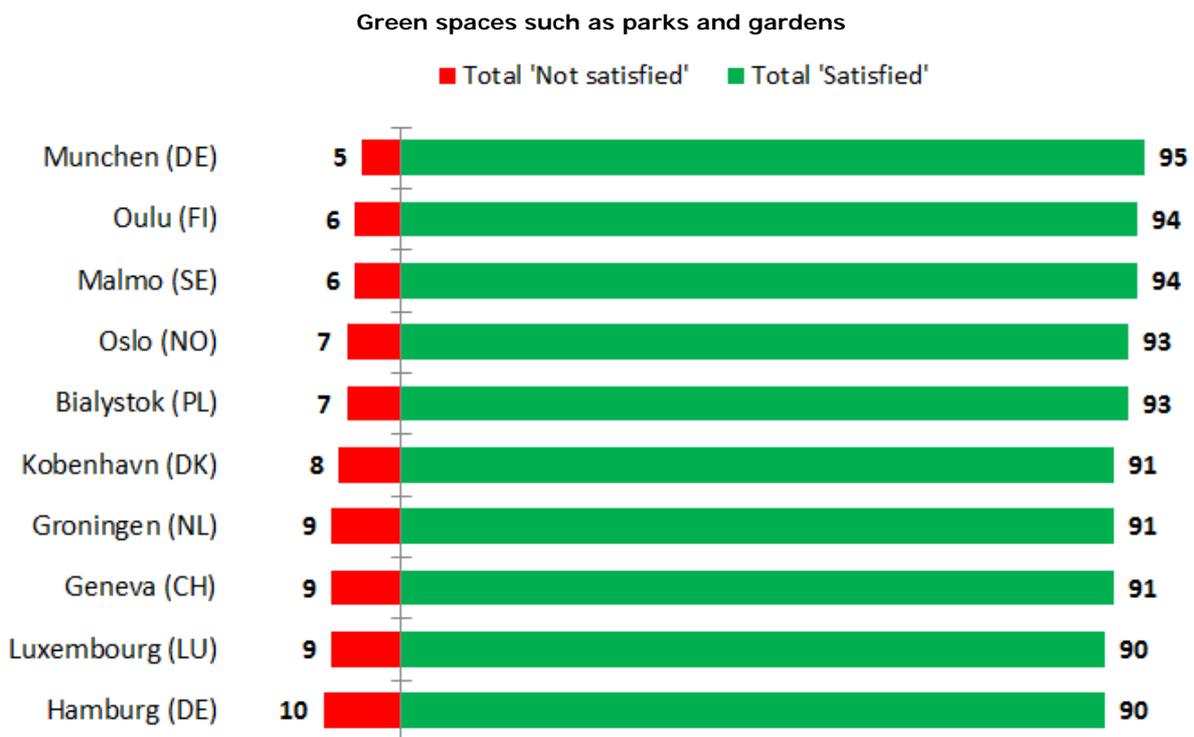
	Total 'Satisfied'
 Luxembourg	92%
 Ljubljana	87%
 Wien	81%
 Helsinki	77%
 Stockholm	75%
 Zagreb	73%
 Riga	71%
 Lefkosia	67%
 London	67%
 Amsterdam	64%
 Warszawa	64%
 Kobenhavn	61%
 Vilnius	61%
 Tallinn	60%
 Valletta	53%
 Dublin	49%
 Brussel/Bruxelles	46%
 Praha	43%
 Paris	43%
 Madrid	43%
 Berlin	42%
 Lisboa	38%
 Sofia	33%
 Bucuresti	31%
 Bratislava	27%
 Budapest	26%
 Roma	25%
 Athina	23%

Respondents in Lisboa are significantly less likely to be satisfied with *cleanliness* compared with respondents from Lisbon surroundings (38% vs 64%), as are respondents in Athina compared with those from Athens surroundings (23% vs 39%), respondents in Paris compared with those from Paris surroundings (43% vs 54%) and respondents in Manchester compared with those from Manchester surroundings (57% vs 66%).

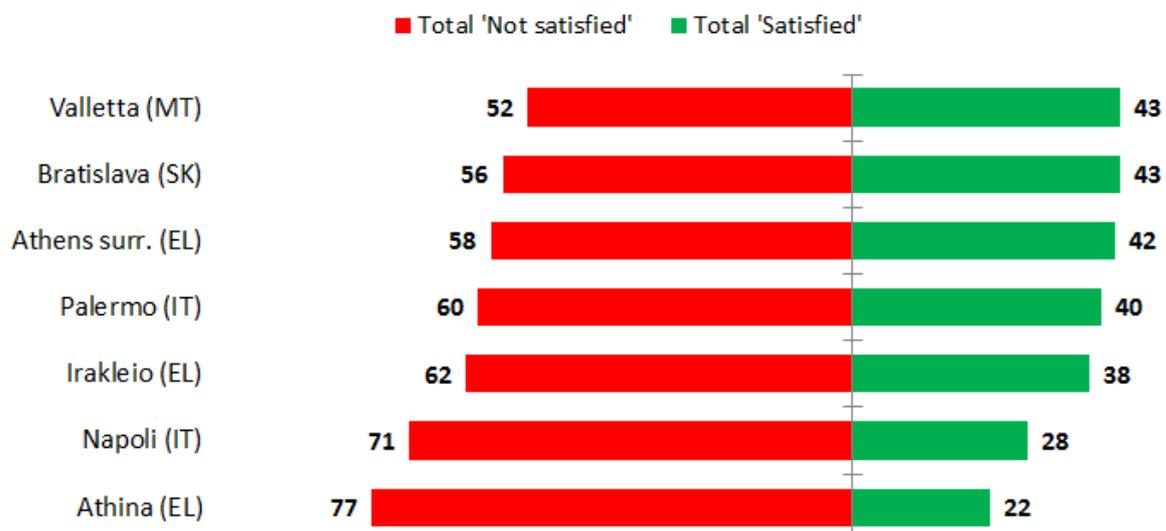
9. Green spaces

Satisfaction with regard to green spaces is generally high: in 61 cities the level of satisfaction is at least 70% and in 45 of them it is equal to or greater than 80%. In 9 cities, at least 9 respondents out of 10 are satisfied with the green spaces in their city.

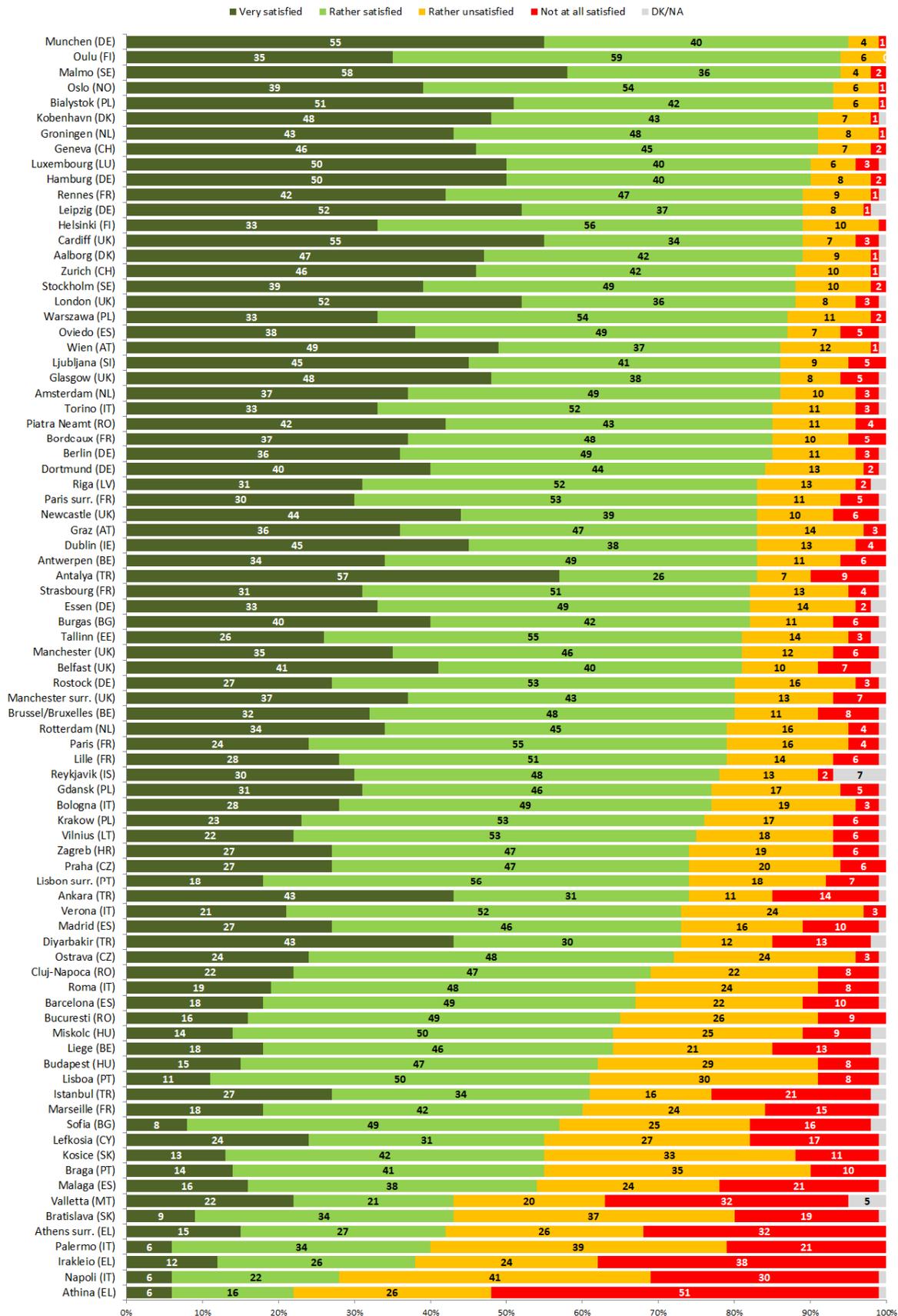
Respondents in Munchen (95%), Oulu and Malmo (both 94%) expressed the highest satisfaction with their city's green spaces.



A majority expressed dissatisfaction in only 7 cities: Athina (77%), Napoli (71%), Irakleio (62%), Palermo (60%), Athens surroundings (58%), Bratislava (56%) and Valletta (52%).



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 91% in Kobenhavn to 23% in Athina.

Satisfaction with green spaces such as parks and gardens

	Total 'Satisfied'
 Kobenhavn	91%
 Luxembourg	90%
 Helsinki	89%
 Stockholm	88%
 London	88%
 Amsterdam	87%
 Warszawa	87%
 Wien	86%
 Ljubljana	86%
 Berlin	85%
 Dublin	83%
 Riga	83%
 Tallinn	81%
 Brussel/Bruxelles	79%
 Paris	79%
 Vilnius	75%
 Zagreb	74%
 Praha	74%
 Madrid	73%
 Roma	67%
 Bucuresti	65%
 Budapest	62%
 Lisboa	62%
 Sofia	57%
 Lefkosia	55%
 Valletta	44%
 Bratislava	43%
 Athina	23%

Compared with 2009, the largest improvements were noted in Lefkosia (55%, +17), Vilnius (75%, +14) and Sofia (57%, +10). On the other hand, satisfaction fell sharply in Bratislava (43%, -17), Kosice (55%, -16) and Marseille (60%, -14).

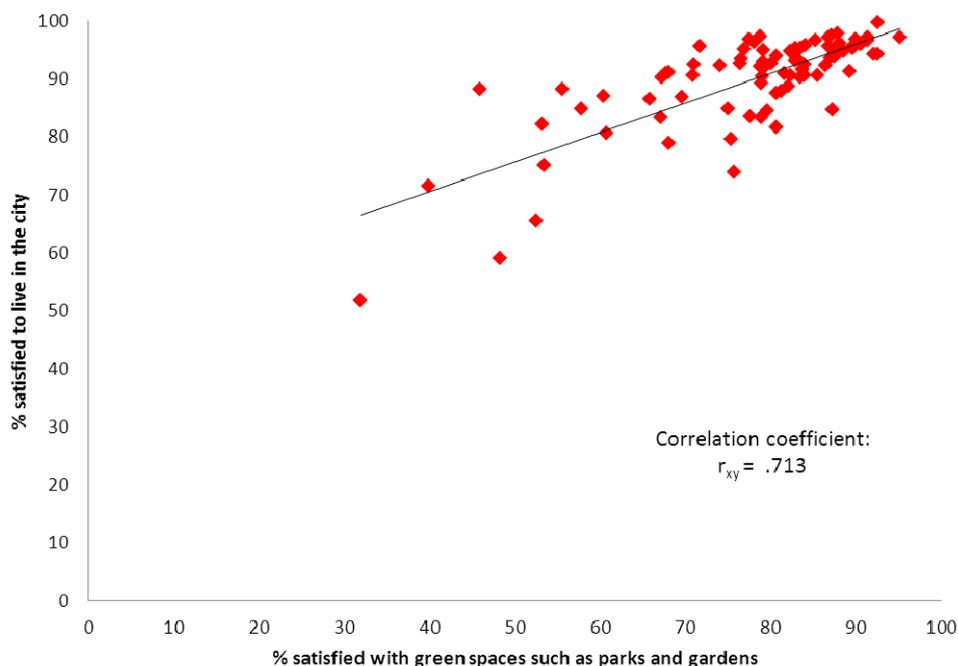
Green spaces such as parks and gardens

Total "Satisfied"

		2012	Diff. 2012 -2009
	Lefkosia	55%	+17
	Vilnius	75%	+14
	Sofia	57%	+10
...			
	Marseille	60%	-14
	Kosice	55%	-16
	Bratislava	43%	-17

Respondents in Athina are significantly less likely to be satisfied with cleanliness compared with respondents from Athens surroundings (22% vs 42%), as are respondents in Lisboa compared with those from Lisbon surroundings (61% vs 74%).

There seems to be a high correlation between satisfaction with green spaces and overall satisfaction with living in the city.

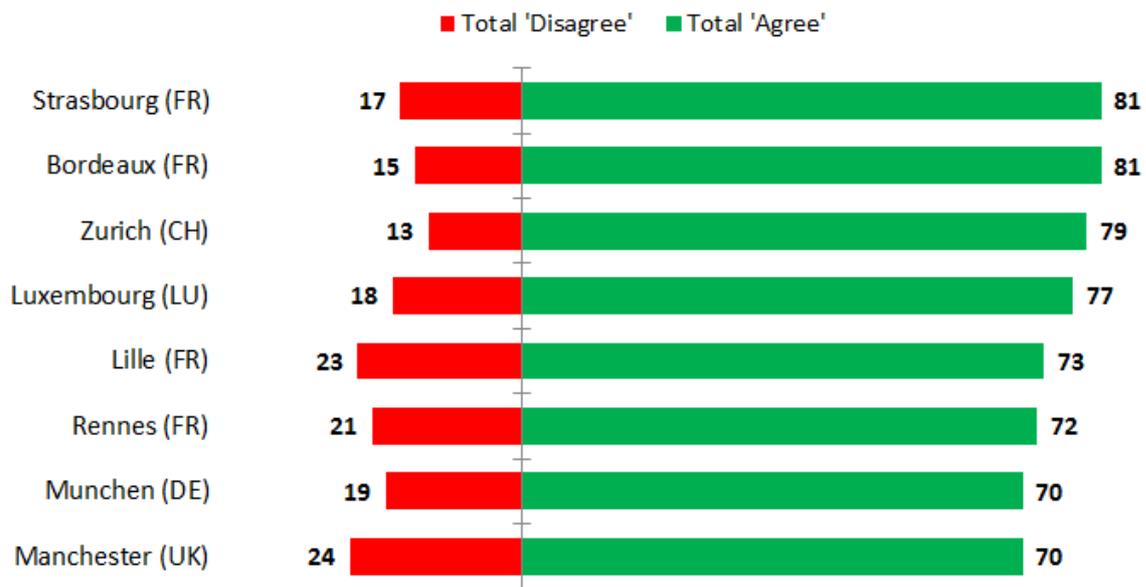


10. Fight against climate change

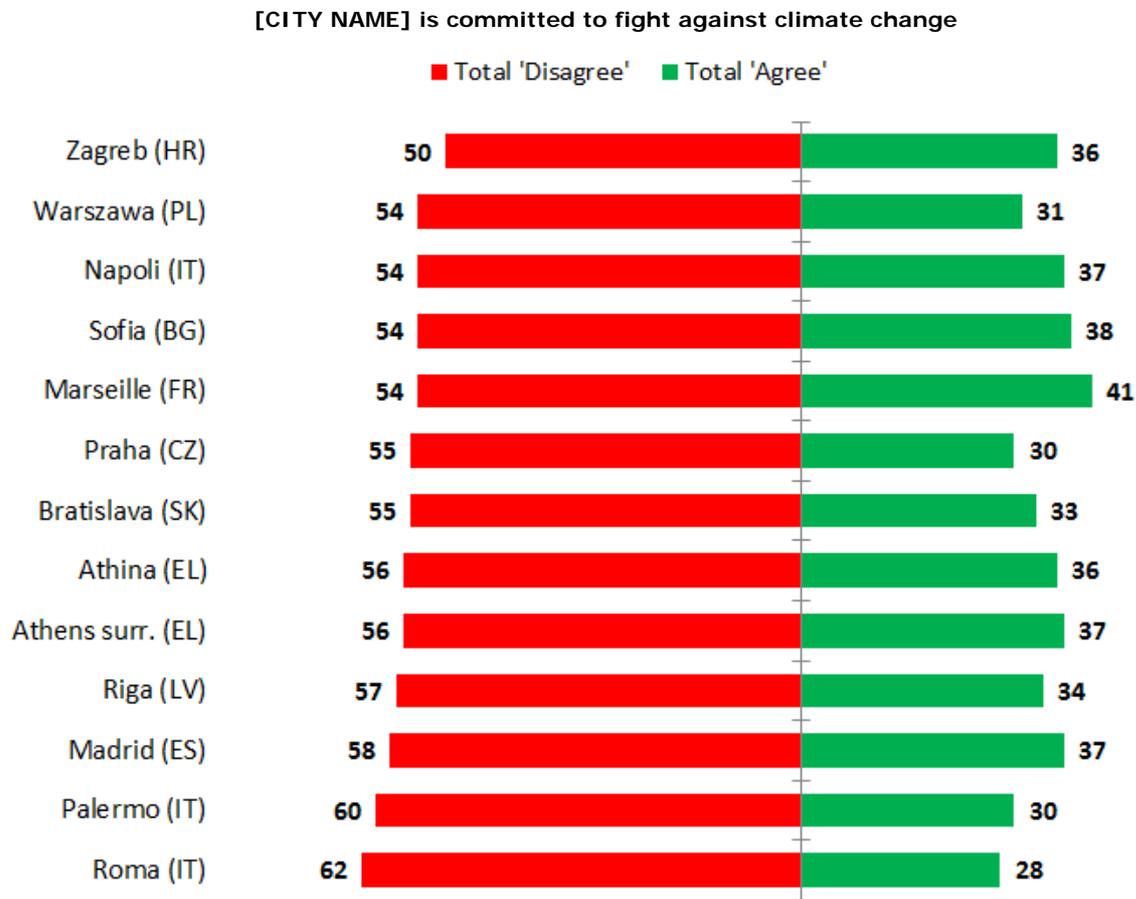
When asked about their *city's commitment to the fight against climate change*, a majority of respondents in almost two thirds of the cities surveyed (54 out of 83) agree with this statement. In 8 cities, the level of agreement is at least 70%.

The highest agreement rates are in Bordeaux, Strasbourg (both 81%), Zurich (79%) and Luxembourg (77%).

[CITY NAME] is committed to fight against climate change

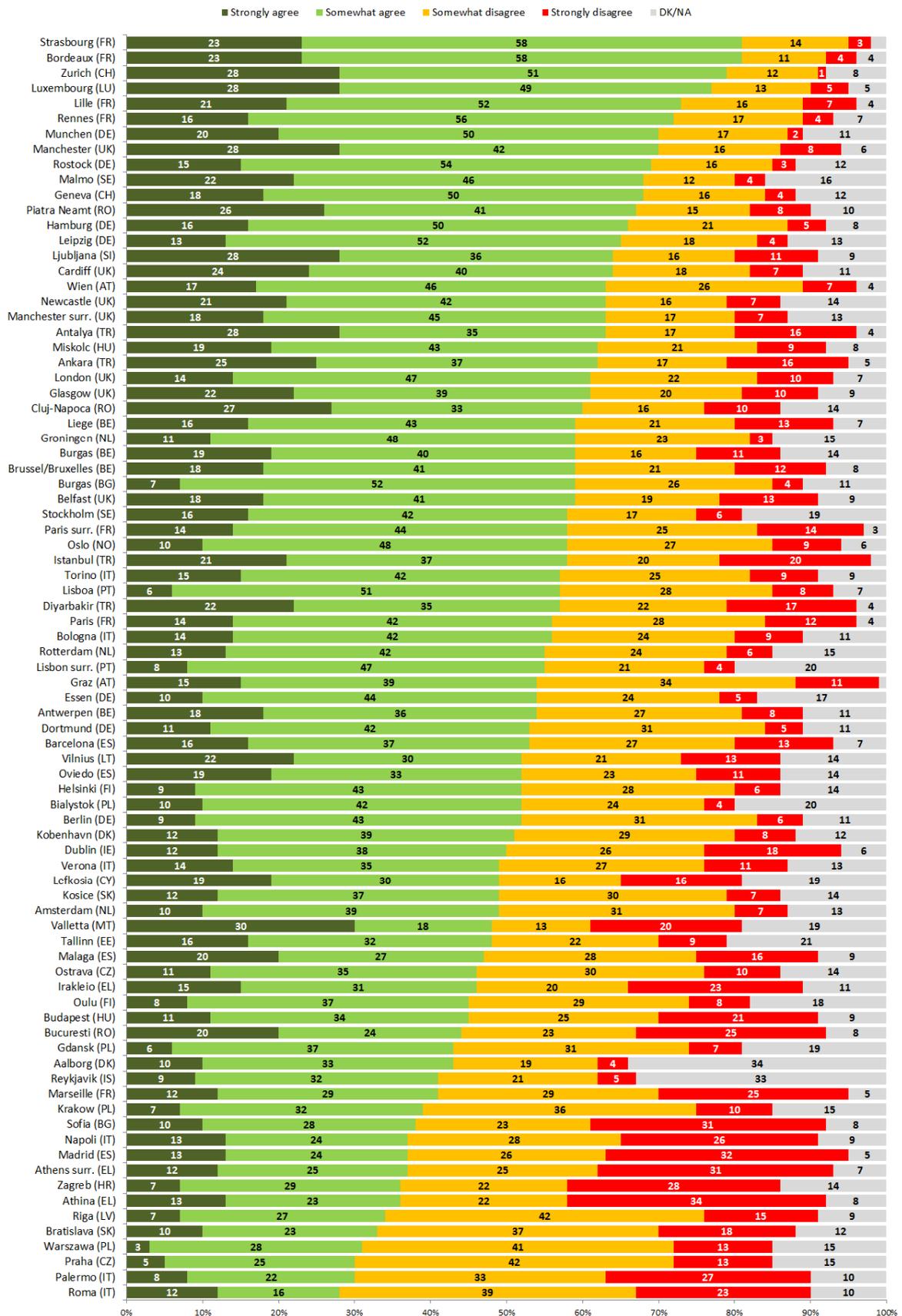


A majority of inhabitants in 13 cities disagree that their city is making sufficient effort in fighting against climate change. The level of disagreement is highest in Roma (62%) and Palermo (60%).



In some cities, the proportion of respondents not giving a response is high, probably reflecting a lack of information about and/or interest in the subject. This figure rises to 34% in Aalborg and 33% in Reykjavik.

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 9 EU capital cities, a majority of respondents disagree with the idea that their city is committed to fighting against climate change.

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

		Total 'Disagree'
	Roma	62%
	Madrid	58%
	Riga	57%
	Athina	56%
	Bratislava	55%
	Praha	55%
	Sofia	54%
	Warszawa	53%
	Zagreb	50%
	Bucuresti	48%
	Budapest	46%
	Dublin	44%
	Paris	40%
	Amsterdam	38%
	Berlin	37%
	Kobenhavn	37%
	Lisboa	36%
	Helsinki	34%
	Vilnius	34%
	London	33%
	Brussel/Bruxelles	33%
	Wien	32%
	Lefkosia	32%
	Valletta	32%
	Tallinn	31%
	Ljubljana	27%
	Stockholm	23%
	Luxembourg	18%

In a large majority of European cities, there has been a significant increase since 2009 in the number of people who feel that their city is doing enough to fight climate change. The largest increases were recorded in Burgas (59%, +39), Liege (59%, +25), Sofia (38%, +24), Vilnius (52%, +23), Ankara (62%, +23) and Diyarbakir (57%, +23). In contrast, Dublin (50%, -14), Praha (30%, -12) and Kobenhavn (51%, -12) recorded the most substantial falls.

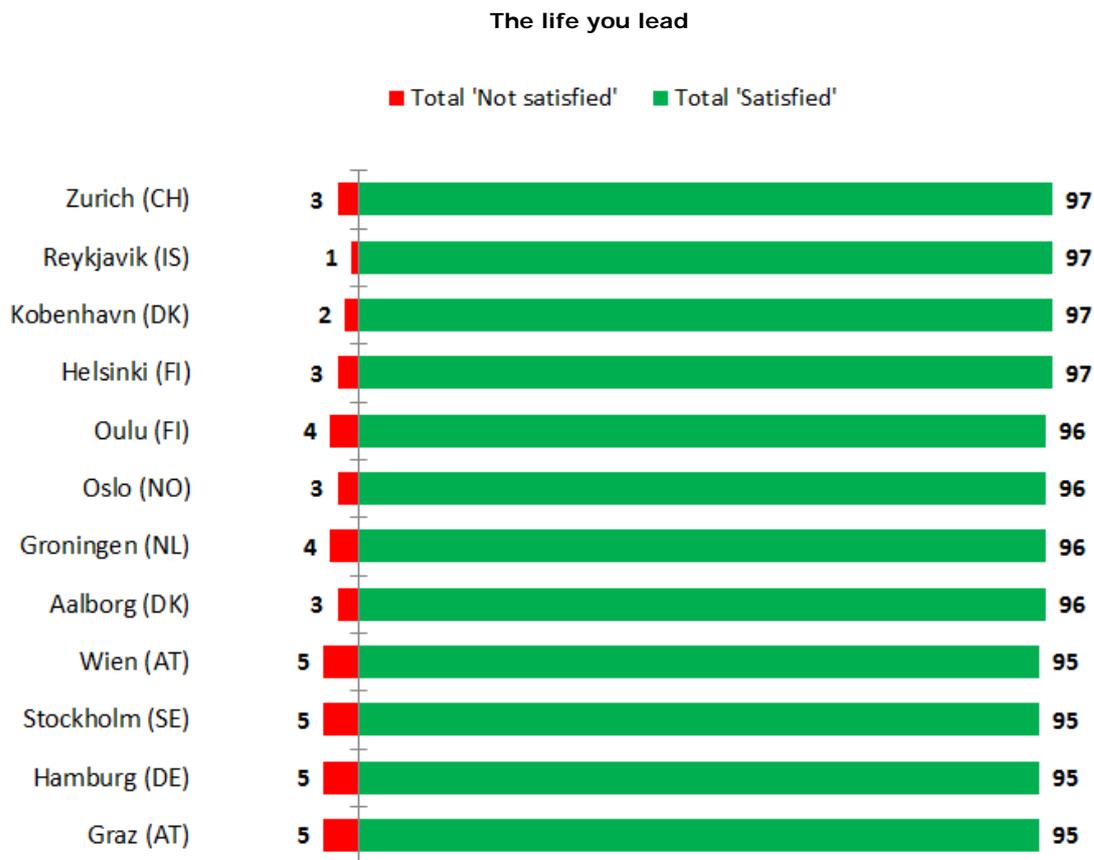
[CITY NAME] is committed to fight against climate change
Total "Agree"

		2012	Diff. 2012 -2009
	Burgas	59%	+39
	Liege	59%	+25
	Sofia	38%	+24
	Vilnius	52%	+23
	Ankara	62%	+23
	Diyarbakir	57%	+23
...			
	Praha	30%	-12
	Kobenhavn	51%	-12
	Dublin	50%	-14

IV. PEOPLE'S PERSONAL SITUATION

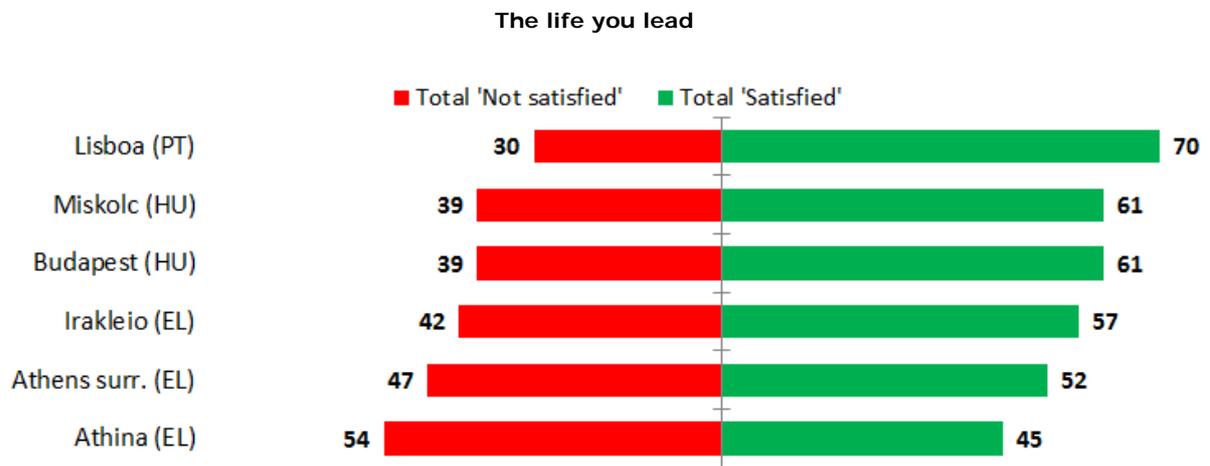
1. Life in general

When asked about their life in general, a large majority of respondents say they are satisfied with the lives they lead. One third of the cities included in this survey scored 90% and over and in 12 cities at least 95% of respondents say they are satisfied with the life they lead.

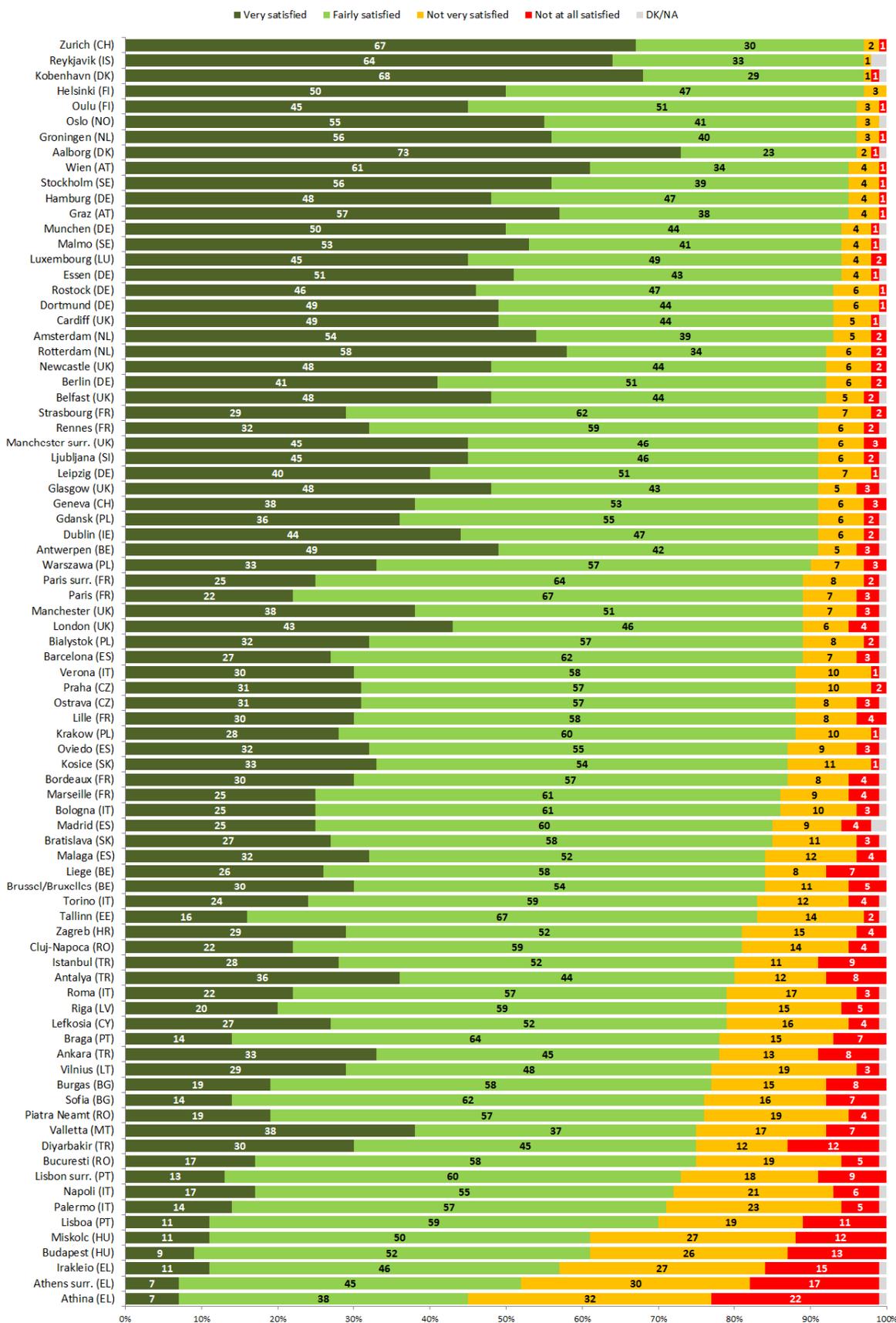


All 8 Nordic cities ranked within the top 15 cities with regards to life satisfaction.

The lowest satisfaction levels were recorded in Athina (45%), Athens surroundings (52%), Irakleio (57%), Budapest, Miskolc (both 61%) and Lisboa (70%), with Athina standing out as the only city where a majority of respondents expressed dissatisfaction with the life they lead.



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



Among the 20 cities recording the lowest levels of agreement on this statement, 11 are cities of over 1 million inhabitants.

Among EU capitals, 19 recorded satisfaction rates of 80% or above, while fewer than two thirds of respondents were satisfied in Athina (45%) and Budapest (61%).

Satisfaction with the life respondents lead

	Total 'Satisfied'
 Kobenhavn	97%
 Helsinki	96%
 Wien	95%
 Stockholm	95%
 Luxembourg	94%
 Amsterdam	93%
 Berlin	91%
 Dublin	91%
 Ljubljana	91%
 Warszawa	90%
 Paris	89%
 London	89%
 Praha	87%
 Madrid	86%
 Bratislava	85%
 Brussel/Bruxelles	84%
 Tallinn	82%
 Zagreb	81%
 Riga	80%
 Roma	79%
 Lefkosia	78%
 Sofia	76%
 Vilnius	76%
 Valletta	75%
 Bucuresti	75%
 Lisboa	70%
 Budapest	61%
 Athina	45%

2. Place where people live

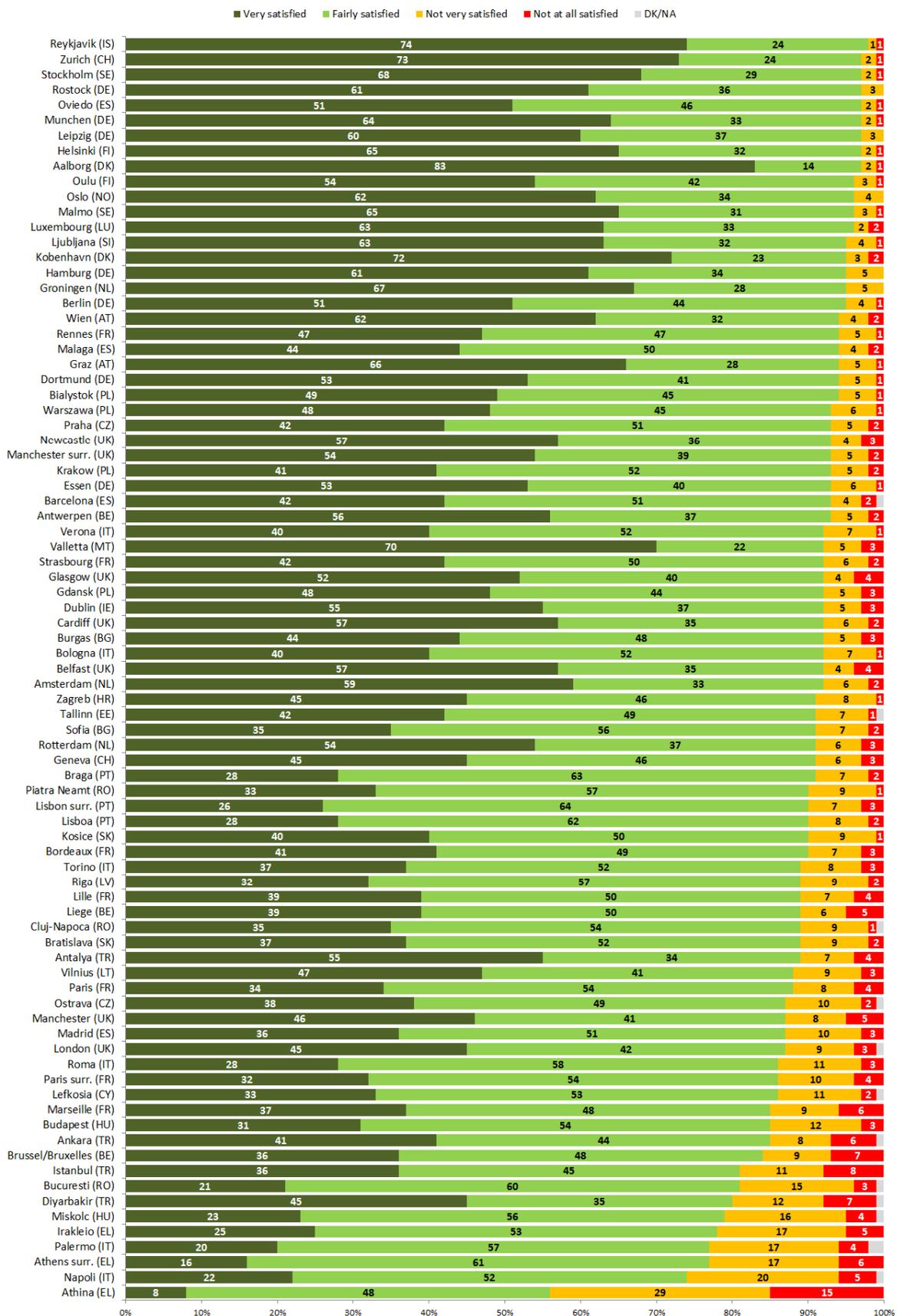
Respondents were also asked whether they are satisfied with the place where they live. Here, the results range from a 98% satisfaction rate in Reykjavik to 56% in Athina. Thus, a majority were satisfied in all cities.

People in Athina (56%) demonstrated by far the lowest level of satisfaction with the place where they live, followed by Napoli (74%), Palermo, Athens surroundings (both 77%), Irakleio (78%) and Miskolc (79%).



In all the other cities surveyed, 77 out of 83, levels of satisfaction exceeded 80%.

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 with the 83 cities is reflected again when looking at the EU capital cities. The overall level of satisfaction is very high, and Athina is the only capital city where satisfaction is below 80%.

Satisfaction with the place where respondents live

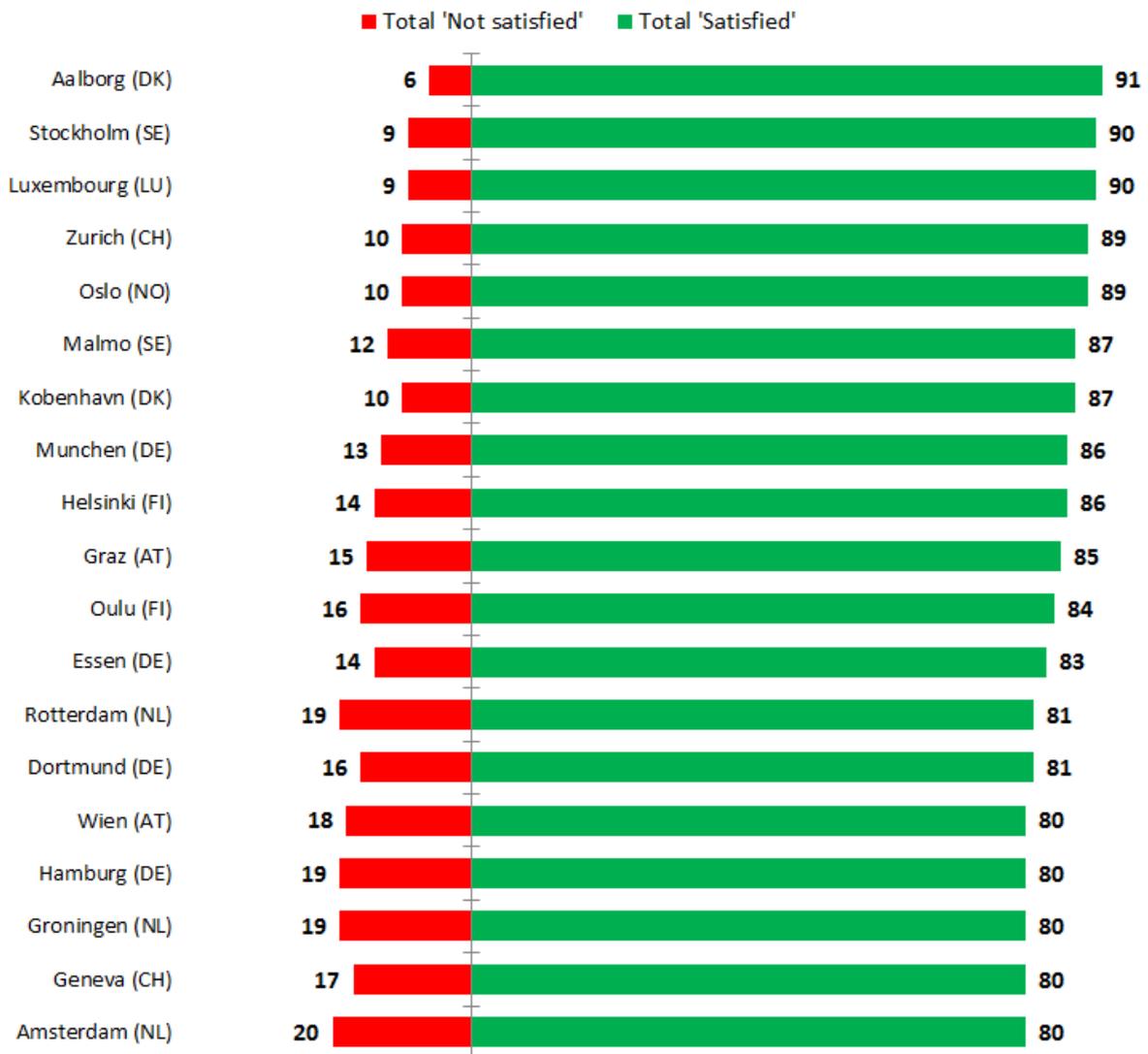
		Total 'Satisfied'
	Helsinki	97%
	Stockholm	97%
	Berlin	95%
	Kobenhavn	95%
	Luxembourg	95%
	Ljubljana	95%
	Wien	94%
	Praha	93%
	Dublin	92%
	Valletta	92%
	Amsterdam	92%
	Warszawa	92%
	Sofia	91%
	Tallinn	91%
	Zagreb	90%
	Lisboa	90%
	Riga	89%
	Bratislava	89%
	Madrid	88%
	Paris	88%
	Vilnius	88%
	London	87%
	Lefkosia	86%
	Budapest	85%
	Roma	85%
	Brussel/Bruxelles	84%
	Bucuresti	81%
	Athina	57%

3. Financial situation of household

Respondents' satisfaction concerning their household's financial situation varies considerably from city to city, with levels ranging from 91% satisfaction in Aalborg to 24% in Athina.

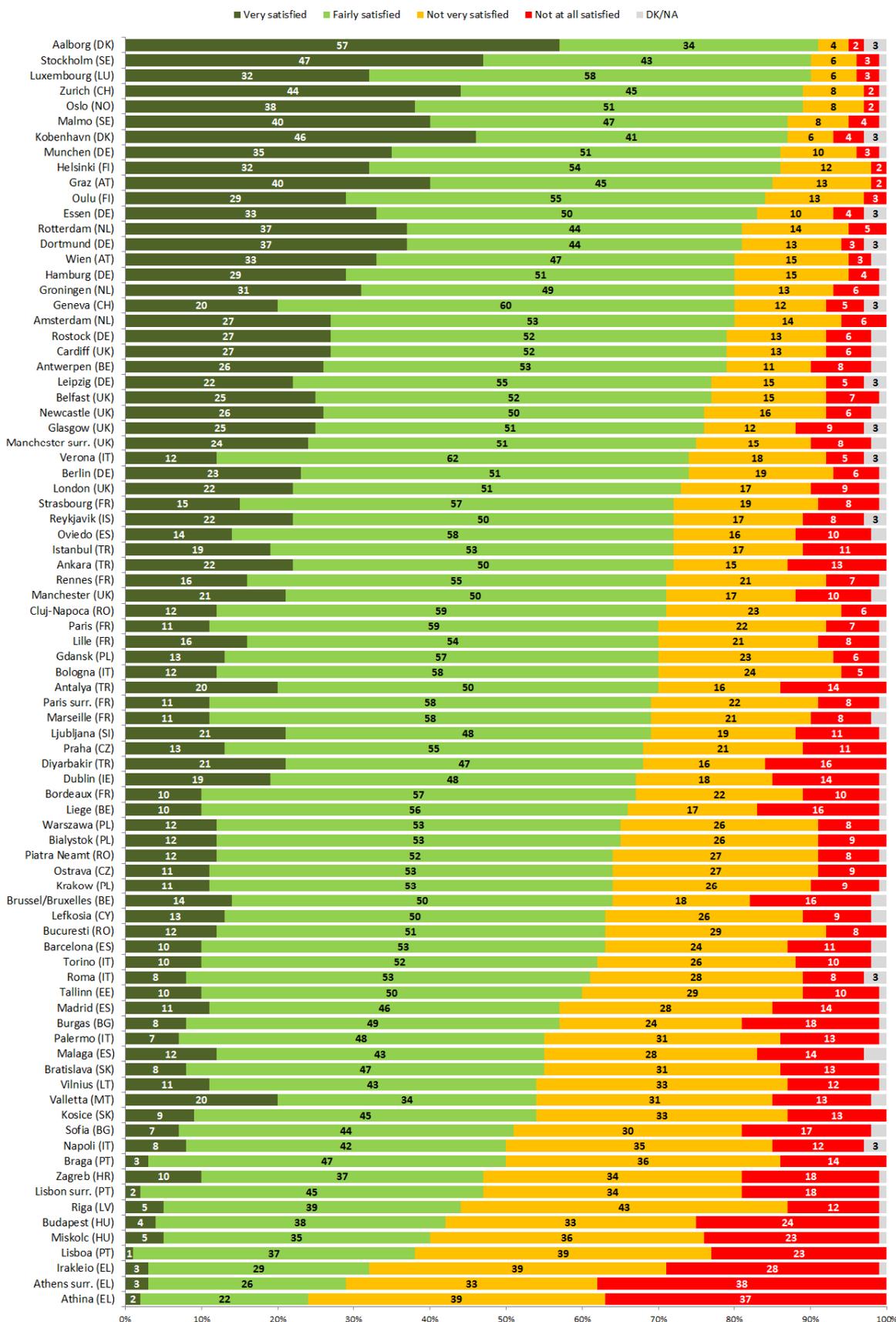
In 19 cities, 80% or more of respondents claim they are satisfied with their financial situation.

The financial situation of your household



The financial situation of your household

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



Levels of satisfaction are generally high for EU capital cities, with only 5 capitals recording levels below 50%.

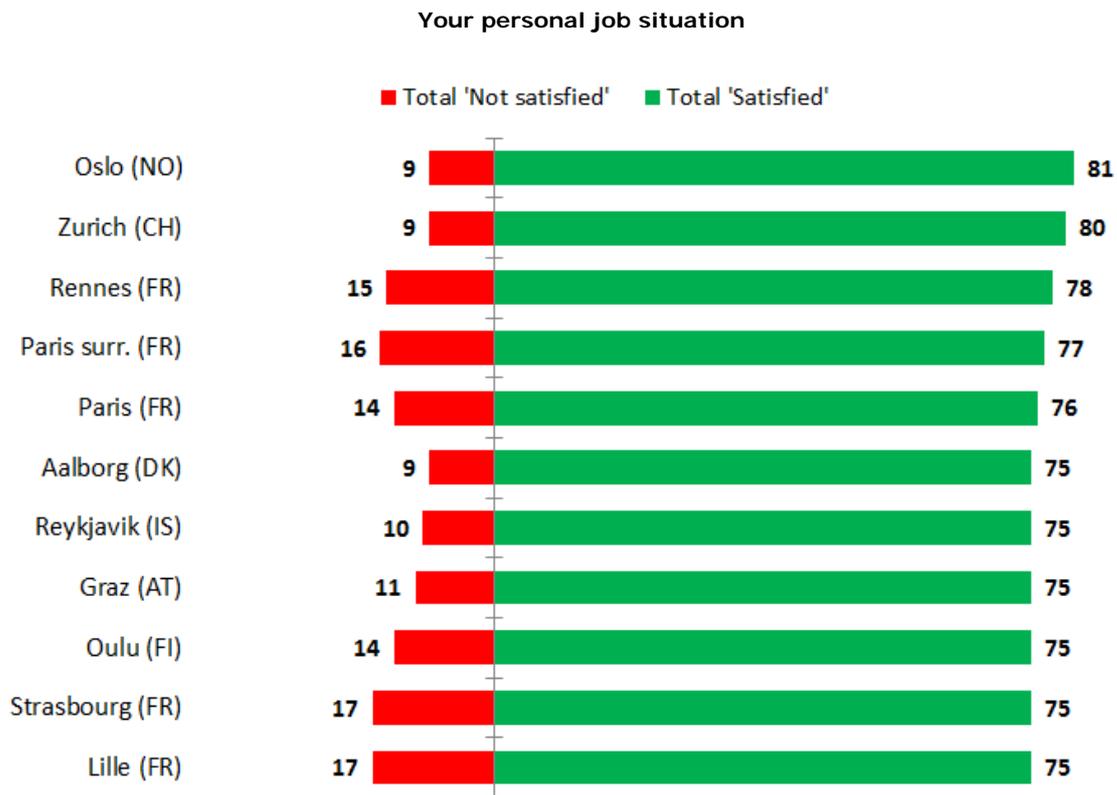
Satisfaction with the financial situation of respondents' household

	Total 'Satisfied'
 Luxembourg	90%
 Stockholm	89%
 Kobenhavn	87%
 Helsinki	86%
 Wien	80%
 Amsterdam	80%
 Berlin	74%
 London	73%
 Paris	70%
 Ljubljana	69%
 Praha	68%
 Dublin	67%
 Warszawa	65%
 Brussel/Bruxelles	64%
 Lefkosia	64%
 Bucuresti	63%
 Roma	61%
 Tallinn	60%
 Madrid	57%
 Bratislava	55%
 Valletta	54%
 Vilnius	54%
 Sofia	52%
 Zagreb	47%
 Riga	44%
 Budapest	42%
 Lisboa	38%
 Athina	23%

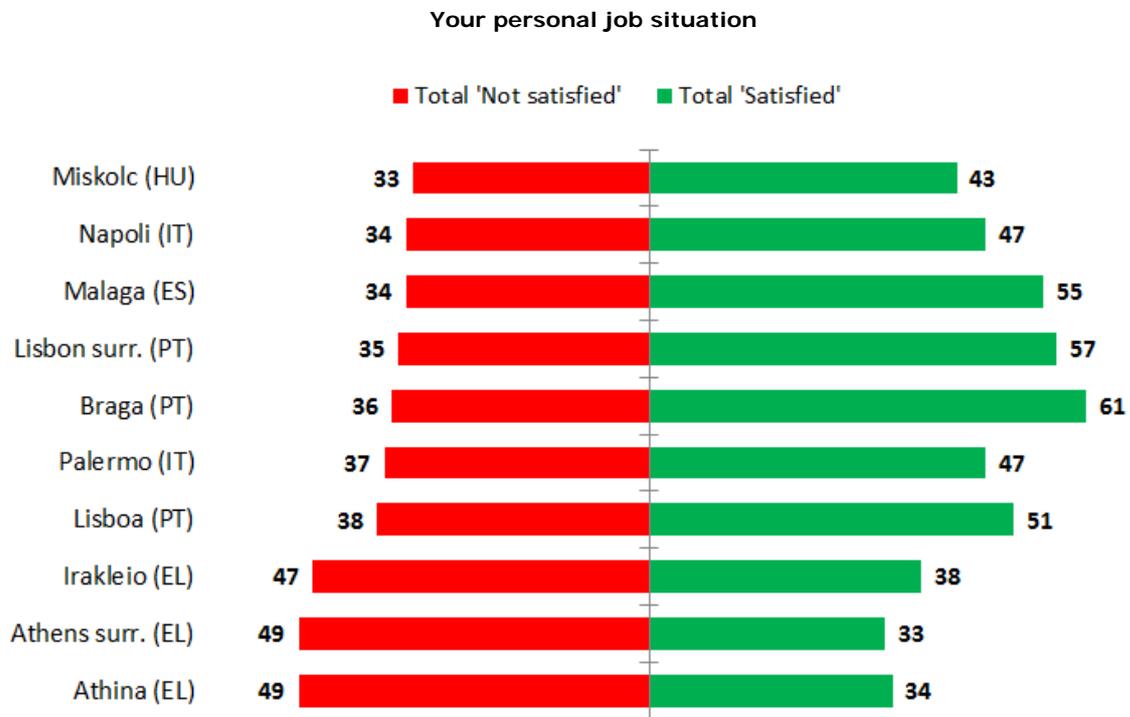
4. Personal job situation

With regard to respondents' personal job situation, satisfaction ranges from 81% to 33%, but is below 50% in only 8 cities.

At the top of the scale, at least three quarters of the respondents were satisfied in 11 cities, of which 5 were French and 4 were Nordic cities.

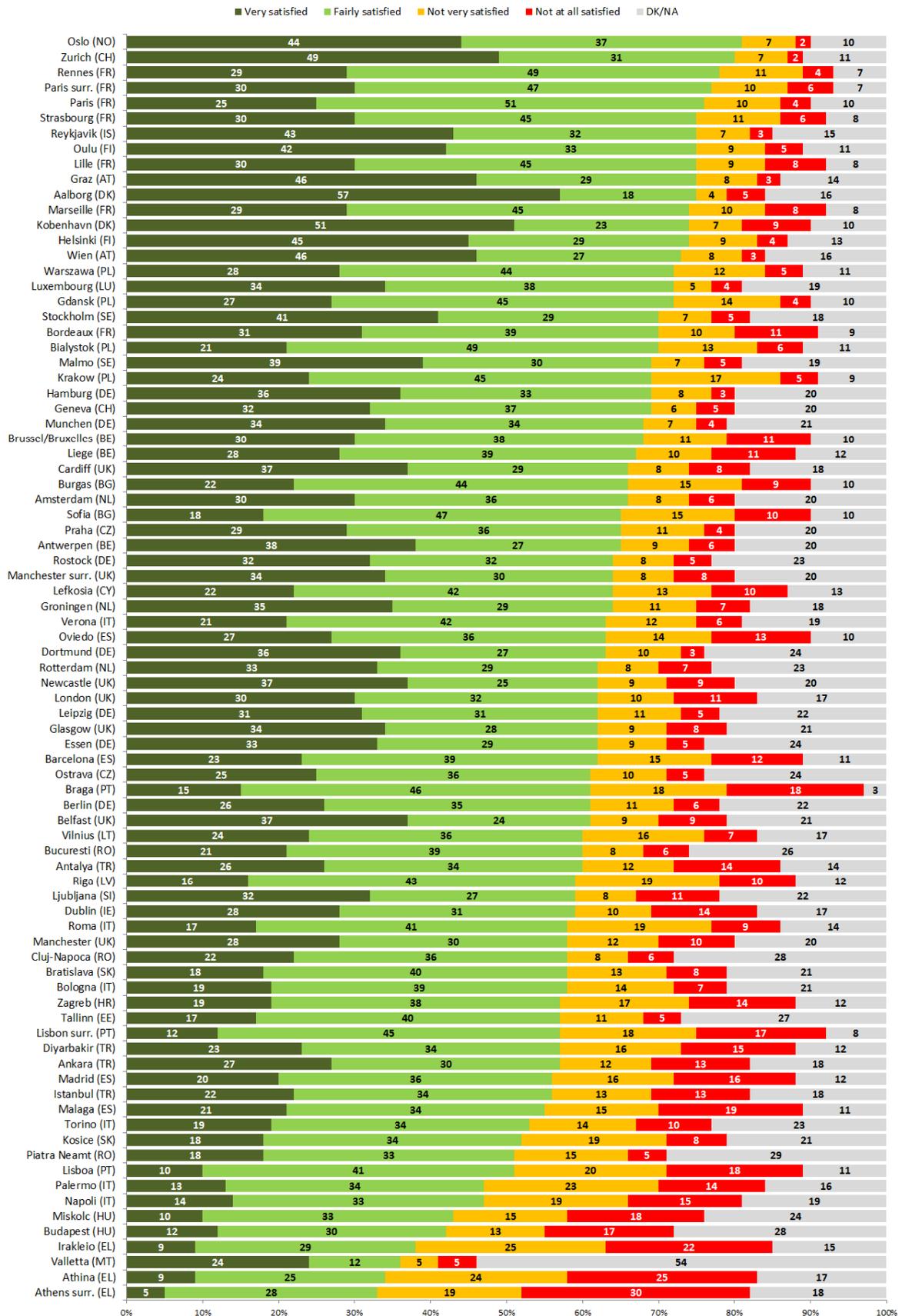


Dissatisfaction exceeds satisfaction in the three Greek cities, and at least one third of respondents in all three Portuguese cities express the same opinion.



The overall level of "don't know" answers is relatively high for this statement. It is notably the case in Valletta, where 54% of the respondents could not give an answer.

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 16 EU capitals, levels of satisfaction are 60% or above, while in 3 cities it is below 50%: Athina (34%), Valletta (36%) and Budapest (42%).

Satisfaction with respondents' personal job situation

		Total 'Satisfied'
	Paris	76%
	Helsinki	74%
	Kobenhavn	74%
	Wien	73%
	Luxembourg	72%
	Warszawa	72%
	Stockholm	70%
	Brussel/Bruxelles	69%
	Amsterdam	66%
	Sofia	65%
	Praha	64%
	Lefkosia	64%
	Berlin	62%
	London	62%
	Bucuresti	60%
	Vilnius	60%
	Ljubljana	59%
	Bratislava	59%
	Riga	59%
	Dublin	58%
	Roma	58%
	Tallinn	57%
	Zagreb	57%
	Madrid	56%
	Lisboa	50%
	Budapest	42%
	Valletta	36%
	Athina	34%

V. MOST IMPORTANT ISSUES FACING CITIES

Respondents were asked to identify the three most important issues for their city from a list of 10 which included the following 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 64 out of 83 cities, health services were cited as one of the three main issues and ranked first in 34 cities.

Nevertheless, the number of people who considered health services as an important issue varies significantly between cities, from 76% of people in Piatra Neamt to just 10% of respondents in Ostrava.

Piatra Neamt (76%), Oulu (69%) and Riga (67%) are the 3 cities where health services were cited the most frequently as the most important issue.

In comparison with the 2009 survey, more respondents seemed to consider health services as an important issue, with 17 cities recording an increase of at least 11 points on this item: Kosice (48%, +28), Bratislava (54%, +25), Piatra Neamt (76%, +17) and Oviedo (63%, +15) recorded the biggest increases.

Unemployment

In a deteriorating economic context, respondents ranked unemployment as their second greatest issue: it was cited as one of the three uppermost issues in 58 cities and as the first issue in 18 cities.

Miskolc (79%) and Ostrava (78%) had the most people mentioning this as an issue, and in 10 cities at least 60% of respondents mentioned unemployment.

Under a fifth of respondents thought that unemployment was an important issue in 6 cities: Valletta (11%), Oslo (15%), Zurich, Munchen (both 16%), Helsinki and Bratislava (both 18%).

As the wording of this question has changed in comparison with the 2009 survey ("job creation and reducing unemployment"), a certain degree of caution should be exercised when making comparisons. Nevertheless, it should be noted that, in 2009, this was the greatest issue: it was cited among the top three in 64 out of 75 cities.

Education and training

Education and training were among the highest issues in 50 out of 83 cities and were ranked in first place in 13 cities. At least 40% of respondents in half of the cities surveyed considered education and training to be an important issue. Results ranged from 56% in Hamburg to 5% in Ostrava.

Education and training was seen to be of greater importance as an issue than in 2009 in many cities. An increase of at least 5 percentage points in the proportion of respondents citing it was recorded in 29 cities, with Malmo (48%, +24), Bratislava (25%, +19), Zagreb (38%, +18), Kosice (26%, +18) and Stockholm (36%, +14) showing the largest increases.

Safety

Although safety was not one of the three issues of greatest importance in the majority of the cities surveyed, it was nevertheless cited in 27 of them.

In 6 cities, it was even seen to be the most important issue of all: Athina, Marseille (both 59%), Rotterdam (53%), Antwerpen, Liege (both 49%) and Brussel/Bruxelles (48%).

Trend analysis shows that half of the cities considered safety as a more important issue than in 2009⁸. Athina (59%, +32) and Marseille (59%, +21) recorded the largest increases, followed by Lefkosia (34%, +15), Diyarbakir (32%, +13), Valletta (28%, +13), Napoli (36%, +10), and Dublin (28%, +10). Safety was a less important issue compared to 2009 in all 4 Spanish cities: Barcelona (25%, -15), Madrid (23%, -14), Malaga (23%, -12) and Oviedo (25%, -7). Other large decreases occurred in Germany and Austria: Wien (35%, -9), Munchen (25%, -9), Hamburg (25%, -9) and Graz (27%, -9).

Other issues

The other issues surveyed were of lesser importance to respondents. However, **public transport** was one of the top three issues in 15 cities.

In 5 cities, 40% or more of respondents thought that public transport is important: Helsinki, Zurich (both 43%), Oslo (42%), Roma and Stockholm (both 40%). With the exception of Zurich, all of these are capital cities.

In a majority of cities, more people regarded public transport as an important issue than in 2009. In 22 cities, there was an increase of at least 5 percentage points, with Napoli (33%, +12), Bratislava (38%, +11), Vilnius (24%, +10) and Braga (22%, +10) experiencing the largest increases. However, there were also significant declines, with the most substantial reductions occurring in Lefkosia (25%, -20) and Warszawa (28%, -10).

In 13 cities, respondents cited **road infrastructure** as one of the three most important issues.

⁸ The description of this item has been slightly modified. In 2009, it was "urban safety".

In 4 cities, at least 40% of respondents regarded road infrastructure as an important issue: Tallinn (50%), Warszawa (48%), Praha (46%) and Irakleio (41%).

On this question, marked changes compared with 2009 are seen both in terms of increases and decreases. There was an increase of at least 5 percentage points in 13 cities, with Tallinn (50%, +17), Praha (46%, +15) and Riga (30%, +13) recording the biggest rises. In contrast, there was a decline in 16 cities, with Sofia (29%, -22), Burgas (15%, -19), Lefkosia (22%, -12) and Gdansk (38%, -11) experiencing the biggest declines.

Respondents in 12 cities saw **air pollution** as one of their three main issues. In 4 cities, over 50% of respondents identified air pollution as a problem: Ostrava (87%), Burgas (57%), Graz (55%) and Valletta (52%).

Trend analysis demonstrates that air pollution is becoming less of a priority for respondents in most cities. This was notably the case in Italy, Greece and Cyprus, where the economic situation is particularly difficult: Athina (22%, -25), Palermo (18%, -19), Irakleio (11%, -19), Napoli (21%, -18) and Lefkosia (18%, -17). At the other end of the spectrum, respondents from Ostrava (87%, +33), Krakow (49%, +19), Miskolc (33%, +19) and Graz (55%, +17) considered air pollution as an issue of growing importance.

Housing was one of the three most important issues in only 9 cities; however, it should be emphasised that, in 7 of these cases, it is an issue that greatly outweighed all others. The 7 cities concerned were: Geneva (62%), Paris (55%), Stockholm, Zurich (both 53%), Amsterdam, Munchen (both 52%) and Paris surroundings (47%).

Although **social services** were ranked among the top three issues in only one city (Dortmund, 31%), they were nevertheless an important issue for between 10 and 27% of respondents in 75 cities. Riga (33%) and Groningen (31%) were, with Dortmund, the cities most mentioning social services to be an issue.

Noise did not appear among the top three issues for respondents in any of the cities surveyed. However, it should be noted that this issue was cited by a third of respondents in Praha (33%) and by 22% in Valletta.

A detailed graphical representation showing the top three issues per city included in this survey are presented in annex 1 to this report.

Q4 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)		Paris surr. (FR)	
Safety	49	Education and training	49	Health services	61	Housing	47
Education and training	41	Road infrastructure	36	Unemployment	54	Health services	41
Public transport	32	Unemployment	34	Education and training	48	Unemployment	38
Brussel/Bruxelles (BE)		Hamburg (DE)		Malaga (ES)		Zagreb (HR)	
Safety	48	Education and training	56	Unemployment	62	Health services	58
Education and training	41	Housing	51	Health services	53	Unemployment	58
Health services	34	Safety	25	Education and training	46	Education and training	38
Liege (BE)		Leipzig (DE)		Oviedo (ES)		Budapest (HU)	
Safety	49	Education and training	50	Health services	63	Unemployment	56
Unemployment	40	Unemployment	38	Unemployment	55	Health services	45
Health services	38	Road infrastructure	38	Education and training	47	Safety	34
Burgas (BG)		Munchen (DE)		Helsinki (FI)		Miskolc (HU)	
Health services	62	Housing	52	Health services	62	Unemployment	79
Air pollution	57	Education and training	45	Education and training	44	Safety	41
Unemployment	45	Public transport	34	Public transport	43	Health services	35
Sofia (BG)		Rostock (DE)		Oulu (FI)		Reykjavik (IS)	
Health services	50	Education and training	46	Health services	69	Health services	61
Air pollution	37	Unemployment	45	Education and training	55	Education and training	50
Unemployment	33	Health services	30	Unemployment	31	Safety	33
Ostrava (CZ)		Tallinn (EE)		Bordeaux (FR)		Bologna (IT)	
Air pollution	87	Road infrastructure	50	Unemployment	44	Unemployment	44
Unemployment	78	Health services	41	Health services	36	Safety	36
Safety	37	Unemployment	34	Education and training	35	Air pollution	36
Praha (CZ)		Dublin (IE)		Lille (FR)		Napoli (IT)	
Road infrastructure	46	Health services	65	Unemployment	47	Unemployment	69
Air pollution	45	Unemployment	55	Safety	46	Health services	42
Safety	38	Education and training	44	Health services	37	Safety	36
Aalborg (DK)		Athina (EL)		Marseille (FR)		Palermo (IT)	
Education and training	45	Safety	59	Safety	59	Unemployment	68
Health services	41	Unemployment	59	Unemployment	49	Health services	47
Unemployment	31	Health services	52	Education and training	32	Public transport	37
Kobenhavn (DK)		Irakleio (EL)		Paris (FR)		Roma (IT)	
Education and training	38	Unemployment	62	Housing	55	Health services	44
Public transport	34	Health services	51	Public transport	34	Unemployment	44
Health services	33	Road infrastructure	41	Safety	33	Public transport	40
Berlin (DE)		Athens surr. (EL)		Rennes (FR)		Torino (IT)	
Education and training	53	Unemployment	66	Health services	44	Unemployment	60
Unemployment	35	Health services	55	Education and training	41	Health services	42
Safety	34	Safety	47	Unemployment	40	Air pollution	36
Dortmund (DE)		Barcelona (ES)		Strasbourg (FR)			
Unemployment	51	Health services	60	Unemployment	40		
Education and training	50	Education and training	50	Education and training	39		
Social services	31	Unemployment	49	Safety	37		

Q4 In your opinion, among the following issues, which are the three most important for [CITY NAME]? (MAX. 3 ANSWERS)

Verona (IT)		Wien (AT)		Cluj-Napoca (RO)		Istanbul (TR)	
Unemployment	48	Education and training	55	Health services	58	Health services	42
Air pollution	41	Health services	46	Road infrastructure	38	Education and training	42
Health services	37	Safety	35	Unemployment	34	Public transport	35
Lefkosia (CY)		Oslo (NO)		Piatra Neamt (RO)		Belfast (UK)	
Unemployment	56	Health services	56	Health services	76	Health services	61
Safety	34	Education and training	44	Unemployment	50	Education and training	50
Health services	32	Public transport	42	Education and training	37	Unemployment	47
Vilnius (LT)		Bialystok (PL)		Malmo (SE)		Cardiff (UK)	
Health services	45	Health services	66	Unemployment	62	Health services	54
Unemployment	45	Unemployment	56	Health services	58	Education and training	52
Road infrastructure	30	Road infrastructure	36	Education and training	48	Unemployment	37
Luxembourg (LU)		Gdansk (PL)		Stockholm (SE)		Glasgow (UK)	
Education and training	49	Health services	64	Housing	53	Education and training	54
Health services	41	Road infrastructure	38	Health services	43	Health services	50
Unemployment	38	Unemployment	34	Public transport	40	Unemployment	48
Riga (LV)		Krakow (PL)		Ljubljana (SI)		London (UK)	
Health services	67	Health services	52	Health services	48	Health services	54
Education and training	42	Air pollution	49	Unemployment	44	Education and training	54
Unemployment	42	Road infrastructure	36	Air pollution	29	Housing	38
Valletta (MT)		Warszawa (PL)		Bratislava (SK)		Manchester (UK)	
Air pollution	52	Health services	60	Health services	54	Education and training	52
Health services	35	Road infrastructure	48	Public transport	38	Health services	50
Road infrastructure	32	Safety	28	Road infrastructure	37	Unemployment	44
Amsterdam (NL)		Braga (PT)		Kosice (SK)		Newcastle (UK)	
Housing	52	Health services	61	Unemployment	55	Health services	53
Education and training	44	Unemployment	60	Health services	48	Education and training	47
Safety	37	Education and training	40	Safety	35	Unemployment	47
Groningen (NL)		Lisboa (PT)		Ankara (TR)		Manchester surr. (UK)	
Education and training	50	Health services	58	Health services	43	Health services	57
Unemployment	42	Unemployment	50	Education and training	37	Education and training	51
Health services	36	Education and training	40	Public transport	31	Unemployment	38
Rotterdam (NL)		Lisbon surr. (PT)		Antalya (TR)		Geneva (CH)	
Safety	53	Health services	61	Education and training	35	Housing	62
Education and training	45	Unemployment	46	Health services	33	Safety	47
Unemployment	34	Safety	42	Public transport	28	Education and training	35
Graz (AT)		Bucuresti (RO)		Diyarbakir (TR)		Zurich (CH)	
Air pollution	55	Health services	66	Unemployment	59	Housing	53
Education and training	40	Education and training	42	Education and training	43	Education and training	52
Public transport	35	Air pollution	38	Safety	32	Public transport	43