

# Perception survey on quality of life in European cities

## Analytical report

Fieldwork: November 2009

This survey was requested by the Directorate General for Regional Policy and coordinated by Directorate General 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.

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# Perception survey on quality of life in European cities

Conducted by  
The Gallup Organisation, Hungary  
upon the request of Directorate General for  
Regional Policy



Survey co-ordinated by  
Directorate General Communication

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THE GALLUP ORGANISATION

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## Introduction

This “Perception survey on quality of life in European cities” was conducted in November 2009 to measure local perceptions in 75 cities in the EU, Croatia and Turkey. The European Commission (DG Regional Policy) has been using such surveys for several years to get a snapshot of people’s opinions on a range of urban issues. Earlier surveys were conducted in 2004 and 2006<sup>1</sup>. These perception surveys allow for comparisons between perceptions and “real” data from various statistical sources on issues such as urban security, unemployment and air quality (e.g. the Urban Audit<sup>2</sup>).

This perception survey included all capital cities of the countries concerned, together with between one and six more cities in the larger countries. This resulted in the following 75 cities being selected:

<i>Country</i>	<i>City</i>	<i>Country</i>	<i>City</i>
België/Belgique	Antwerpen	Lietuva	Vilnius
	Brussel/Bruxelles	Luxembourg (G.D.)	Luxembourg
	Liège	Magyarország	Budapest
Bulgaria	Burgas		Miskolc
	Sofia	Malta	Valletta
Česká Republika	Ostrava	Nederland	Amsterdam
	Praha		Groningen
Danmark	Aalborg		Rotterdam
	København	Österreich	Graz
Deutschland	Berlin		Wien
	Dortmund	Polska	Białystok
	Essen		Gdańsk
	Hamburg		Kraków
	Leipzig		Warszawa
	München	Portugal	Braga
	Rostock*		Lisboa
Eesti	Tallinn	România	București
Éire/Ireland	Dublin		Cluj-Napoca
Elláda	Athína		Piatra Neamț
	Irakleio	Slovenija	Ljubljana
España	Barcelona	Slovensko	Bratislava
	Madrid		Kosice
	Málaga	Suomi/Finland	Helsinki
	Oviedo		Oulu
France	Bordeaux	Sverige	Malmö
	Lille		Stockholm
	Marseille	United Kingdom	Belfast
	Paris		Cardiff
	Rennes		Glasgow
	Strasbourg		London
Italia	Bologna		Manchester
	Napoli		Newcastle
	Palermo	Hrvatska	Zagreb
	Roma	Türkiye	Ankara
	Torino		Antalya
	Verona		Diyarbakır
Kypros / Kibris	Lefkosia		İstanbul
Latvija	Riga		

\* Frankfurt an der Oder was included in earlier reports and has now been replaced by Rostock.

This Flash Eurobarometer survey (N° 227) was conducted by Gallup Hungary. In each city, 500 randomly selected citizens (aged 15 and older) were interviewed. This constituted a representative profile of the wider population; the respondents were taken from all areas of the designated cities. In total, more than 37,500 interviews were conducted between 30 October and 10 November 2009. More details on the survey methodology are included in the report’s annex.

<sup>1</sup> For more details see: [http://ec.europa.eu/public\\_opinion/flash/fl\\_156\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_156_en.pdf) (Flash EB 196) and [http://ec.europa.eu/regional\\_policy/themes/urban/audit/index\\_en.htm](http://ec.europa.eu/regional_policy/themes/urban/audit/index_en.htm) (also in French and German)

<sup>2</sup> [www.urbandaudit.org](http://www.urbandaudit.org)

Compared with previous surveys, Flash Eurobarometer N° 227 introduced new questions to assess people's satisfaction with, for example, public spaces in their city (such as markets, squares and pedestrian areas) and possibilities for outdoor recreation (such as walking and cycling). A new series of questions was also introduced about transport modes and the usage of public transport, together with a question on perceptions about the most important issues of cities. Finally, new question statements were added, such as "poverty is a problem in this city", "this city is a healthy place to live" and "generally speaking, most people in this city can be trusted".

In most charts, the 75 cities have been ranked according to their respondents' perceptions about quality of life – from most positive to least positive. Note that due to rounding, the percentages shown in the charts and tables do not always add up exactly to the totals mentioned in the text.

## Main findings

### Health care, jobs and housing

- Of the 75 cities surveyed, residents of north-western European cities were most satisfied with health care services: at least 80% of respondents in those cities said they were content. The levels of satisfaction were considerably lower in many southern and eastern European cities.
- The picture in regard to job opportunities was rather bleak: there were only six cities where more than half of respondents agreed that it was easy to find a good job.
- Apart from 10 cities, respondents held a pessimistic view about the availability of reasonably priced housing; many cities where respondents held such a view were capitals and/or large cities.

### Poverty / economic situation

- Except for nine cities, respondents who thought that poverty was a problem in their city outnumbered those who believed it was not an issue.
- Despite those prevailing views about poverty, it was rare for more than half of respondents in any of the cities to admit that they have financial difficulties themselves.

### Immigration / presence of foreigners

- Opinions about the presence of foreigners in the surveyed cities were generally positive: in 68 cities, a slim majority of interviewees, at least, agreed that their presence was beneficial.
- However, in almost all cities, the proportion who agreed that foreigners in their city were well integrated was lower than the proportion who agreed that their presence was good for the city.

### Safety and trust

- As to whether people could be trusted, the picture across cities was mixed. In about one-third, less than half agreed that most of their fellow citizens were trustworthy. Several eastern European capitals were at the lower end of the scale.
- In most Nordic cities, about two-thirds of respondents always felt safe in their city. There was a strong correlation between the proportion of respondents who agreed that most of their fellow citizens could be trusted and the proportion who always felt safe in their city.
- Respondents across all surveyed cities were more likely to say they always felt safe in their neighbourhood than they were to say that they always felt safe in their city.

### Main issues facing city dwellers

- When asked to list the three main issues facing their city, respondents typically opted for “job creation/reducing unemployment”, “availability/quality of health services” and “educational facilities”.
- Job creation and reducing unemployment appeared among the three most significant problems that respondents’ cities faced in 64 of the 75 surveyed cities.
- The need to improve the quality/availability of health services appeared among the top three problems in 54 cities.

### Pollution / climate change

- There appears to have been an improvement in the situation regarding air and noise pollution in European cities.
- In all Italian cities in this study, a large majority of respondents agreed that air pollution was a major problem. A large number of cities in that same situation were capitals and/or large cities (with at least 500,000 inhabitants).
- In most cities, more than half of respondents agreed that noise was a major problem in their city – this proportion ranged from 51% in Rotterdam and Strasbourg to 95% in Athens.

- As with the results for air and noise pollution, a majority of cities seemed to have made progress in terms of cleanliness in the past few years.
- There was a strong correlation between the perceived levels of air pollution and perceptions about whether a city was healthy to live in or not - the same cities appeared at the higher and lower ends of the rankings.
- Cities where respondents were more likely to agree that there was a commitment to fight climate change were also the ones where respondents were somewhat more likely to agree that their city was a healthy place to live.

### **Administrative services**

- In roughly one in three of the surveyed cities, a slim majority of respondents – at least – thought that their city spent its resources in a responsible way.
- All surveyed German cities (except Munich) were at the bottom of the ranking relating to administrative services – the proportion of respondents who disagreed that resources were spent responsibly in their city ranged from 52% in Leipzig to 73% in Dortmund.
- There was a strong correlation between the proportion of respondents who agreed that resources were spent in a responsible way and those who felt that administrative services helped citizens efficiently.

### **City infrastructure**

- In a majority of cities (54 of 75), at least three-quarters of respondents were satisfied with their own city's cultural facilities, such as concert halls, museums and libraries.
- In 69 cities, a majority of respondents said they were satisfied with public spaces, such as markets and pedestrian areas. Many cities at the higher end of the ranking (where most respondents were satisfied with their city's markets and pedestrian areas) were situated in northern and western European countries.
- In 25 cities, at least three-quarters of interviewees were satisfied with the beauty of streets and buildings in their neighbourhood, and in another 40 cities, between half and three-quarters of respondents expressed satisfaction.
- Nonetheless, in almost all cities, respondents were more likely to be satisfied with their city's markets and pedestrian areas than they were to be satisfied with the outlook of the streets and buildings in their neighbourhood.
- A majority of citizens were satisfied with parks and gardens in their cities except in 7 of the 75 listed cities. Similarly, a majority of citizens were satisfied with outdoor recreational facilities in all cities except for 9 of the 75.
- Many citizens found it difficult to estimate their satisfaction with their city's sports facilities – the proportion of "don't know" responses reached 44% in Liege and Riga.
- Overall, a positive picture emerged in terms of satisfaction with the types of facilities provided. In a majority of surveyed cities, at least three-quarters of respondents were satisfied with at least four of the six items listed in the survey, while this proportion dropped below 50% in just 11 cities.

### **Public transport**

- In about half of the surveyed cities roughly two-thirds of respondents said they were very or rather satisfied with their city's public transport.
- The largest proportions of "frequent public transport users" were found in Paris, London, Prague, Stockholm and Budapest – there, at least three-quarters of respondents took a bus, metro or another means of public transport in their city at least once a week.
- Europe's capitals were among the cities with the highest proportions of respondents who used public transport to commute – for example, 90% in London, 56% in Bratislava and 52% in Sofia.
- Commuting times were the longest in Europe's capitals and large cities (i.e. those with more than 500,000 inhabitants).
- In eight cities, a relative majority of respondents – at least – said they usually walked or cycled to work or college.

## 1. Perceptions about social reality

### 1.1 Health care, employment opportunities and housing costs

#### Health care services

There is a large variation, across cities in the EU, in the level of satisfaction with health care services offered by doctors and hospitals. The total level of satisfaction (i.e. the sum of “very” and “fairly” satisfied citizens) ranged from less than 40% in Athens, Bucharest and Burgas to more than 90% in cities such as Groningen, Antwerp, Vienna and Bordeaux.

A detailed look at the ranking showed that residents of western European cities were most satisfied with health care services: at least 80% of respondents in those cities said they were *rather* or *very* satisfied with health care services provided by doctors and hospitals in their city. Furthermore, not more than 1 in 20 respondents in these cities said they were *not at all satisfied*. For example, 92% of interviewees in Bordeaux said they were content with the services provided by the city’s doctors and hospitals (35% “very satisfied” and 57% “rather satisfied”), while just 2% were *not at all satisfied* with such services.

London and Paris ranked among the lowest western European cities: 78% of Londoners and 79% of Parisians were *rather* or *very* satisfied with health care services provided by doctors and hospitals in their respective cities (compared to, for example, 91% in Rotterdam or 88% in Essen). However, Dublin was the real outlier among western European cities: a slim majority (57%) of Dubliners expressed their satisfaction with the city’s health care services – compared to 40% who were dissatisfied (25% “rather unsatisfied” and 15% “not at all satisfied”).

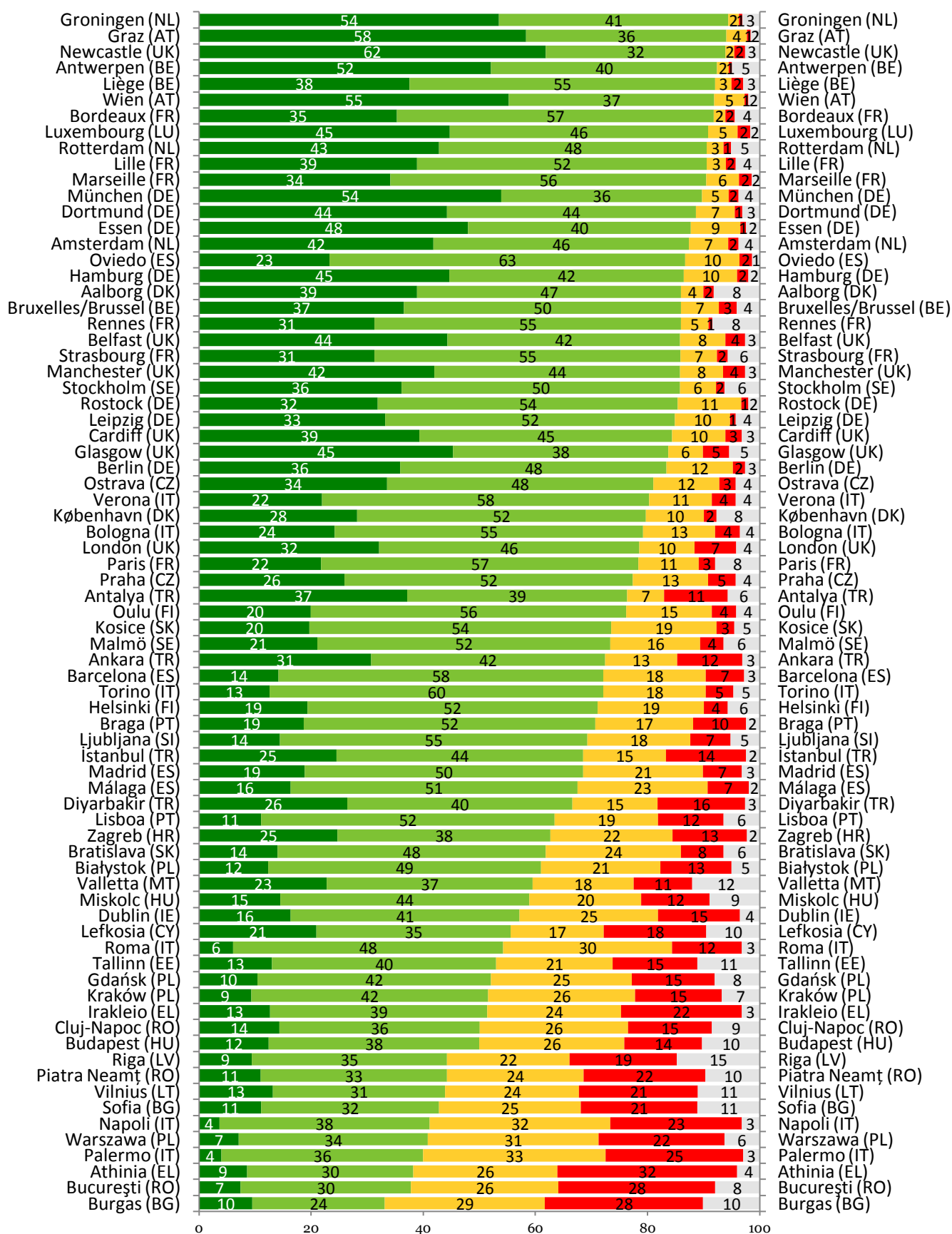
Somewhat lower, but still high levels of satisfaction were measured in the six Nordic cities included in this study: 86% in both Aalborg and Stockholm, 80% in Copenhagen, 76% in Oulu, 73% in Malmo and 71% in Helsinki. As with the results for western European cities, very few respondents in the Nordic cities were *not at all satisfied* with health care services provided by doctors and hospitals in their city (between 2% and 4%).

Satisfaction levels were considerably lower in many southern and eastern European cities. In the 10 cities at the bottom of the ranking, satisfaction with health care services dropped below 50% and ranged from 34% in Burgas to 44% in Vilnius, Piatra Neamt and Riga. Furthermore, in these 10 cities, respondents who were *not at all satisfied* with health services provided by doctors and hospitals in their city largely outnumbered those who were *very satisfied*. For example, 32% of respondents in Athens answered they were *not at all satisfied* compared to 9% of “very satisfied” respondents.



### Satisfaction with health care services (offered by doctors and hospitals)

■ Very satisfied ■ Rather satisfied ■ Rather unsatisfied ■ Not at all satisfied ■ DK/NA



Q1. 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:

Base: all respondents, % by city

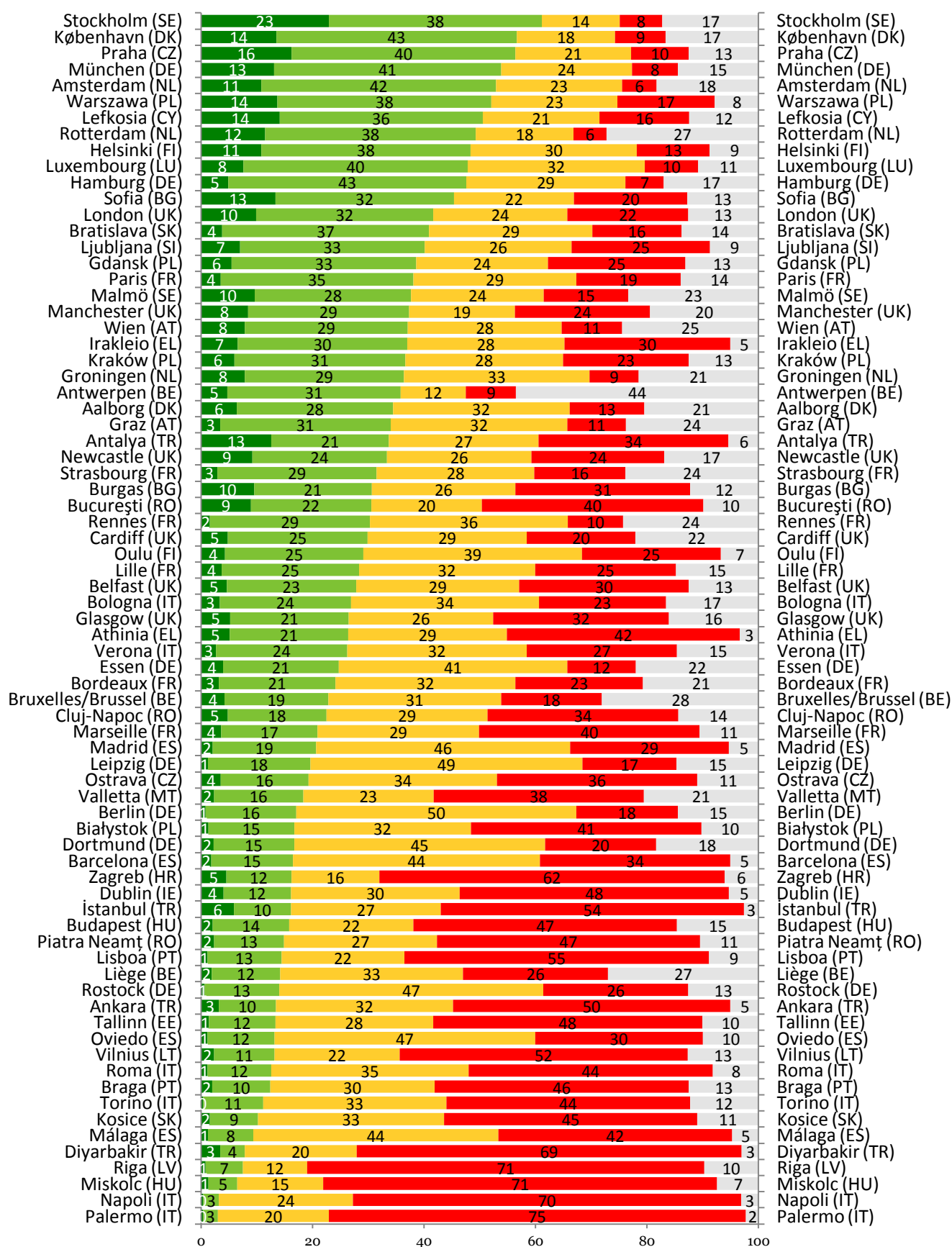
### Employment opportunities

Although satisfaction with health services was generally high, a less rosy picture emerged when respondents were asked about job opportunities in their cities. More than half of respondents agreed that it was easy to find a good job in only six cities: Stockholm (61% in total agreed), Copenhagen (57%), Prague (56%), Munich (54%), Amsterdam (53%) and Warsaw (52%). However, even in these locations, less than a quarter of respondents expressed strong agreement (between 11% and 23%).

In most cities (62 of 75), respondents who disagreed that it was easy to find a good job outnumbered those who agreed with the statement. For example, while a slim majority (53%) of respondents in Essen disagreed that good jobs were easy to find in their city, only half as many (25%) agreed that this was the case. It should be noted, however, that in several cities a large proportion of – mostly retired – respondents did not express an opinion on this topic (e.g. 20% in Manchester, 27% in Rotterdam and 44% in Antwerp). For a more detailed discussion of the results of the cities where respondents were the most pessimistic about job opportunities in their city, see page 12.

## It is easy to find a good job – cities ranked from most positive to least positive

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ DK/NA



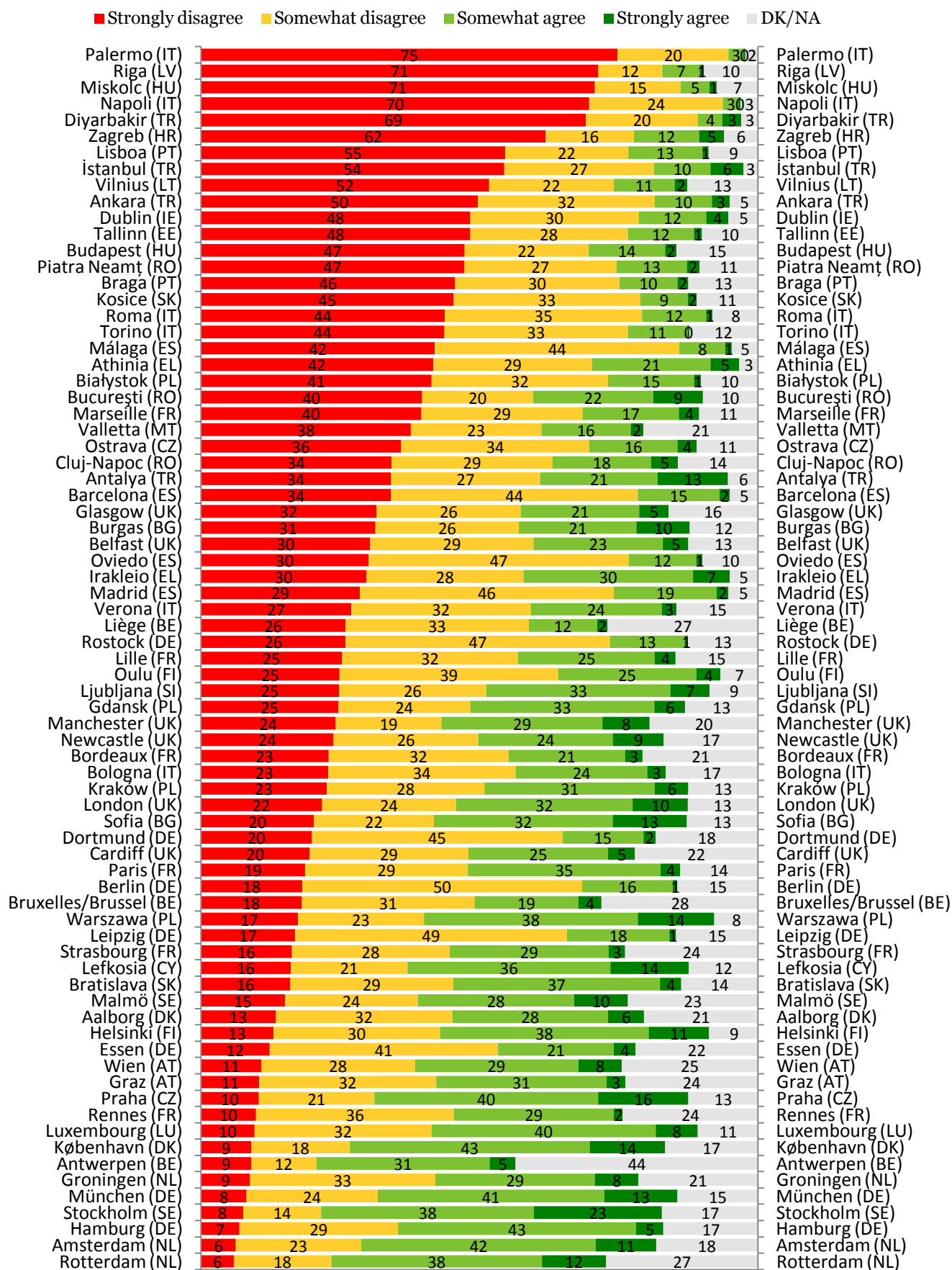
Q2. I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements?

Base: all respondents, % by city

In the cities where respondents were the most pessimistic about job opportunities, a large majority of respondents *strongly disagreed* that it was easy to find a good job in their city: 75% in Palermo, 71% in Riga and Miskolc, 70% in Naples and 69% in Diyarbakir. Other cities where more than half of respondents expressed their strong disagreement were Vilnius (52%), Istanbul (54%), Lisbon (55%) and Zagreb (62%). Moreover, in the other surveyed cities in Italy, Hungary, Turkey and Portugal, a relative majority of interviewees - at least – *disagreed strongly* that good jobs were easy to find (e.g. 44% in Rome, 46% in Braga and 50% in Ankara – in Bologna, however, just 33% “strongly disagreed”).

A comparison with results of the previous perception survey showed that Naples and Palermo scored the lowest in both surveys: in 2006 and in 2009, just 3% of respondents in these two Italian cities agreed that it was easy to find a good job. Similarly, only a small change was observed in the proportion of respondents agreeing with this statement in Diyarbakir and Miskolc; Riga, however, has experienced a 28 percentage point decrease in the proportion of respondents who thought that good jobs were easy to find (8% in 2009, compared to 36% in 2006). Other cities where respondents were considerably less optimistic about job opportunities in 2009 than in 2006 included Dublin (-50 percentage points), Tallinn (-24), Verona (-21), Cardiff (-21), Vilnius (-20) and Glasgow (-20).

In only a few cities were respondents more optimistic in 2009 than in 2006. The greatest increase in the proportion of respondents who agreed that good jobs were easy to find was seen in Stockholm – from 20<sup>th</sup> position in 2006 (43%) to top place in 2009 (61%); an increase of 18 percentage points. Comparable increases in respondents’ likelihood to agree with the statements were observed in Malmö (+17 percentage points) and Hamburg (+15). For more details, see the chart on page 75.

**It is easy to find a good job – ranked from most negative to least negative (% strongly disagree)**

**Q2. 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?**

Base: all respondents, % by city

## Housing costs

About two-thirds of respondents living in Leipzig, Aalborg, Braga and Oulu *strongly* or *somewhat* agreed that it was easy to find good housing at a reasonable price in their respective cities (between 64% and 71%). In six other cities – Dortmund, Oviedo, Newcastle, Malaga, Diyarbakir and Berlin – a slim majority of interviewees agreed (between 51% and 59%).

In all other cities, respondents had a less optimistic view about housing in their city; the proportion of respondents who *strongly* or *somewhat* disagreed that it was easy to find good housing at a reasonable price ranged from less than a quarter in some of the above-mentioned cities (Leipzig, Aalborg and Braga – between 20% and 24%) to almost 9 in 10 respondents in Luxembourg, Munich and Rome (88%-89%) and virtually all respondents in Paris (96%).

About three-quarters of Parisians (77%) and two-thirds of Romans (65%) *strongly disagreed* that reasonably priced housing was easy to find in their respective cities; this proportion, however, was lower in Munich and Luxembourg (48% and 53%, respectively). Other cities where more than half of respondents *strongly disagreed* with this statement were Zagreb (67%), Ljubljana (64%), Lisbon (64%), London (60%), Bucharest (56%), Bologna (55%), Helsinki (54%).

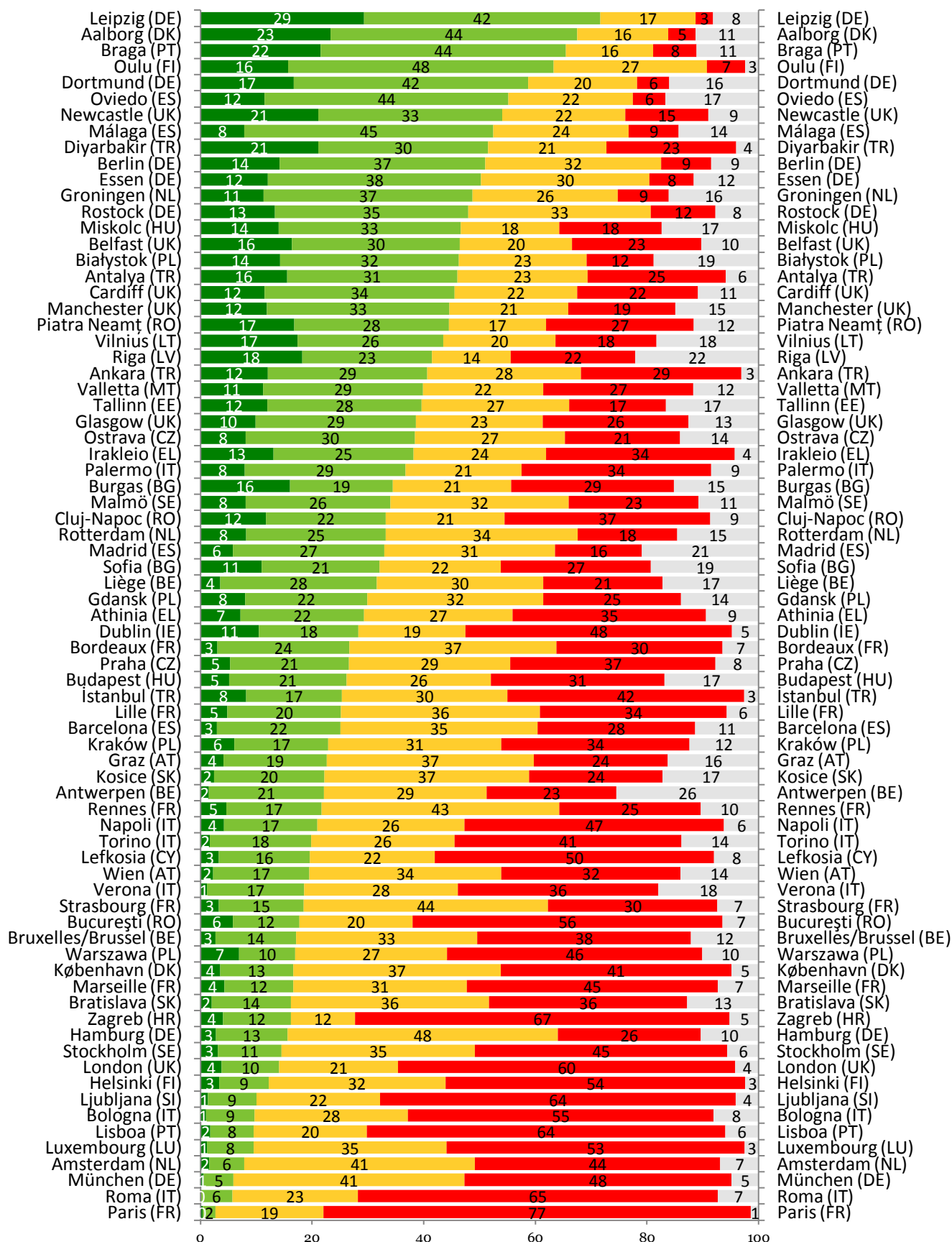
A large number of cities positioned in the lowest third of this ranking were capitals and/or large cities (with at least 500,000 inhabitants). Several of these were listed in the previous paragraphs (Rome, Lisbon, etc.), but the lowest third also included cities such as Stockholm, Marseilles and Brussels. The most important exception among these large capital cities was Berlin, which was ranked in the top 10 of cities where at least half of respondents agreed that it was easy to find reasonably priced housing in their city; none of the others in the top 10 were capitals and most of the cities had less than 500,000 inhabitants (such as Leipzig, Braga or Oulu).

Contrary to the negative change, from 2006 to 2009, in city dwellers' perceptions about job opportunities in their city, not many of the surveyed cities have seen a decrease in the proportion of respondents who agreed that it was easy to find reasonably priced good housing. In fact, in one-third of the cities, this proportion has even increased by 10 percentage points or more. The most significant changes in such positive opinions about the availability of reasonably priced housing were seen in Riga (+32 percentage points), Vilnius (+28), Tallinn (+23), Cluj-Napoca (+25), Piatra Neamt (+25), Valetta (+25) and Dublin (+23). For more details on the latter, see the chart on page 76.



## It is easy to find good housing at a reasonable price

Strongly agree Somewhat agree Somewhat disagree Strongly disagree DK/NA



Q2. 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?

Base: all respondents, % by city

## 1.2 Poverty and financial difficulties

### Poverty at city level

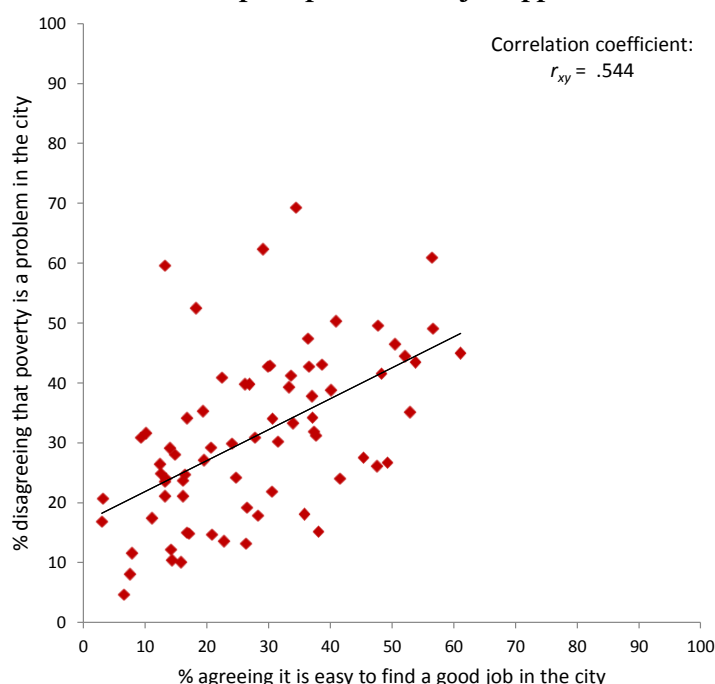
Respondents in Prague, Luxembourg, Copenhagen, Stockholm, Warsaw and Nicosia were not only among the most likely to agree that it was easy to find a good job in their respective cities, they were also among the most likely to disagree that their city has a problem with poverty. Similarly, Miskolc, Riga, Lisbon, Diyarbakir and Liege were not only found at the bottom of the ranking in terms of perceptions about job opportunities, but they were also among the most likely to agree that poverty was a problem. Nevertheless, the correlation between perceptions about these two topics was relatively weak (a correlation coefficient of .544)<sup>3</sup> – as illustrated in the scatter plot on this page.

Half or more respondents in Aalborg, Oulu, Prague, Oviedo, Valletta, Bratislava and Luxembourg *somewhat* or *strongly disagreed* that poverty was a problem in their city (between 50% and 69%). In Groningen and Copenhagen, just less than half of respondents disagreed with this statement (48%-49%). These nine cities were the only ones where respondents who did not think that poverty was a problem outnumbered those who believed it was an issue in their city (the level of agreement ranged from 21% in Aalborg to 46% Luxembourg).

About 9 in 10 interviewees in Miskolc, Riga, Budapest, Lisbon and Diyarbakir *somewhat* or *strongly agreed* that poverty was a problem in their city (between 87% and 93%). Furthermore, in each of these cities at least half of respondents *strongly* agreed that poverty constituted a problem: ranging from 50% in Lisbon to 78% in Miskolc. Other cities where a majority of interviewees *strongly* agreed with the statement were Athens (61%), Istanbul (58%) and Zagreb (53%).

There was not only a large variation between European cities in respondents' perceptions about poverty being an issue in their city, but also between cities within some countries. For example, in Germany, the proportion of respondents who thought that poverty was a problem in their city ranged from 48% in Munich to 79% in Dortmund and 82% in Berlin. Similarly, while 85% of respondents in Athens agreed that poverty was a problem, this proportion was 60% in Iraklion.

**Correlation between perceptions about job opportunities and poverty**

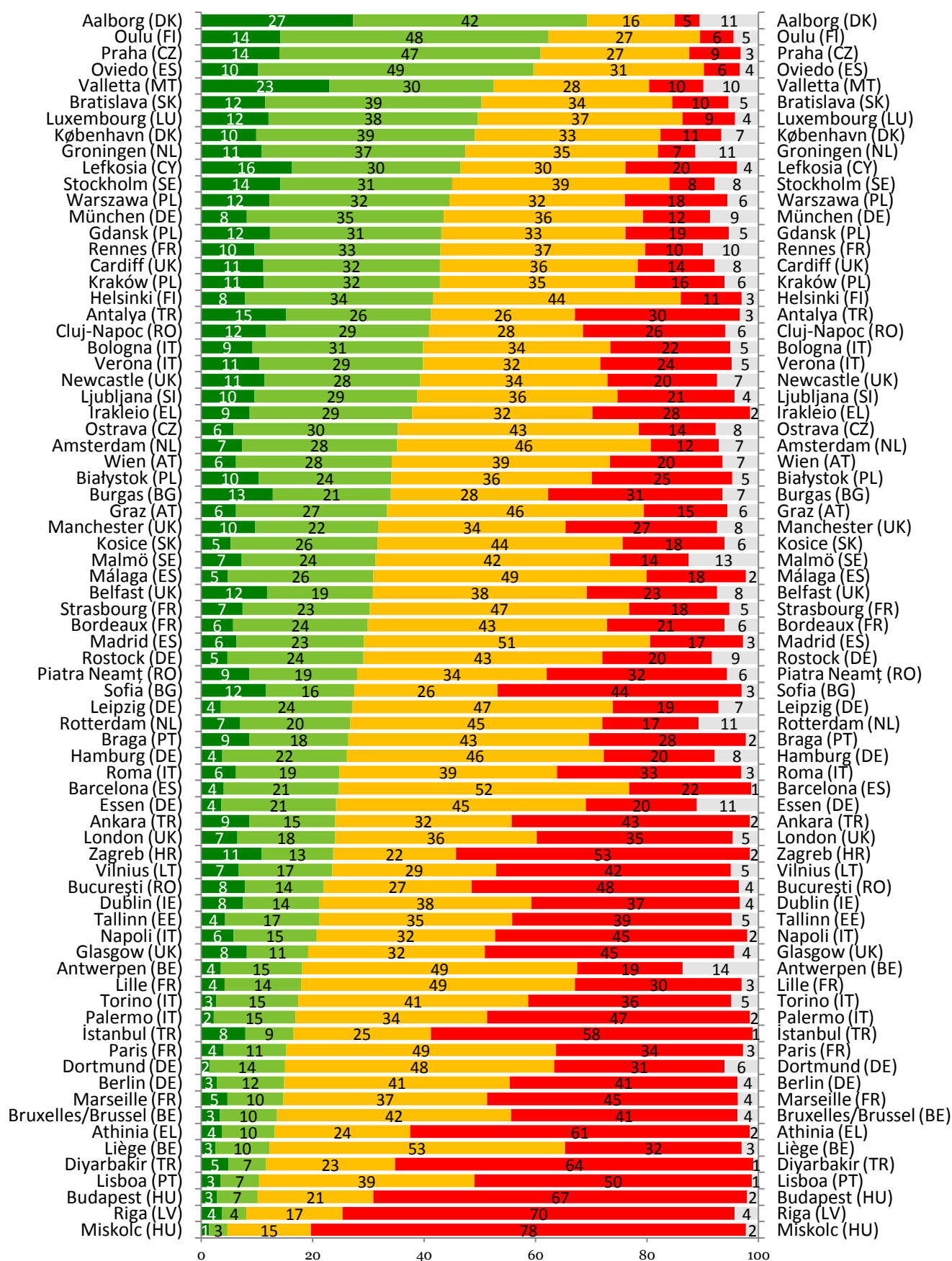


<sup>3</sup> A correlation coefficient summarises the strength of the (linear) relationship between two measures. While a correlation of -1 or 1 indicates a perfect correlation, a coefficient of 0 indicates that there is no correlation between two measures. A positive correlation means that as one measure gets larger, the other gets larger too (i.e. the higher the score on variable A, the higher the score is for variable B). A negative correlation means that as one measure gets larger the other gets smaller.



## Poverty is a problem

■ Strongly disagree ■ Somewhat disagree ■ Somewhat agree ■ Strongly agree ■ DK/NA



Q2. 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?

Base: all respondents, % by city

## Difficulties in paying bills

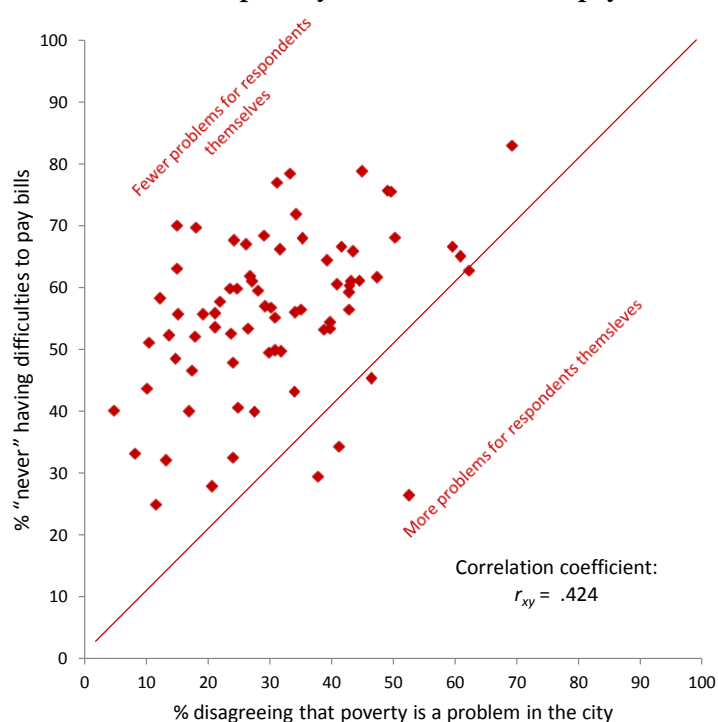
The proportion of respondents who answered that they *never* or *rarely* have difficulties in paying their bills at the end of month was the highest in Copenhagen, Aalborg and Stockholm (between 88% and 94%). In 12 other cities, more than 80% of respondents said they *never* or *rarely* have difficulties in paying such bills – almost all of these cities being in the northern or western part of Europe (e.g. Luxembourg, Essen, Hamburg and Helsinki).

A majority of respondents in many cities across Europe thought that poverty was a problem in their city (see previous section); nevertheless, it was rare for more than half of them to admit having financial difficulties themselves. In Istanbul and Diyarbakir, roughly two-thirds (65%-66%) of respondents felt that they *sometimes* or *always* have difficulties in paying their monthly bills. In Valletta, Antalya, Ankara, Naples and Riga, between 50% and 57% of respondents stated that they have had a similar experience.

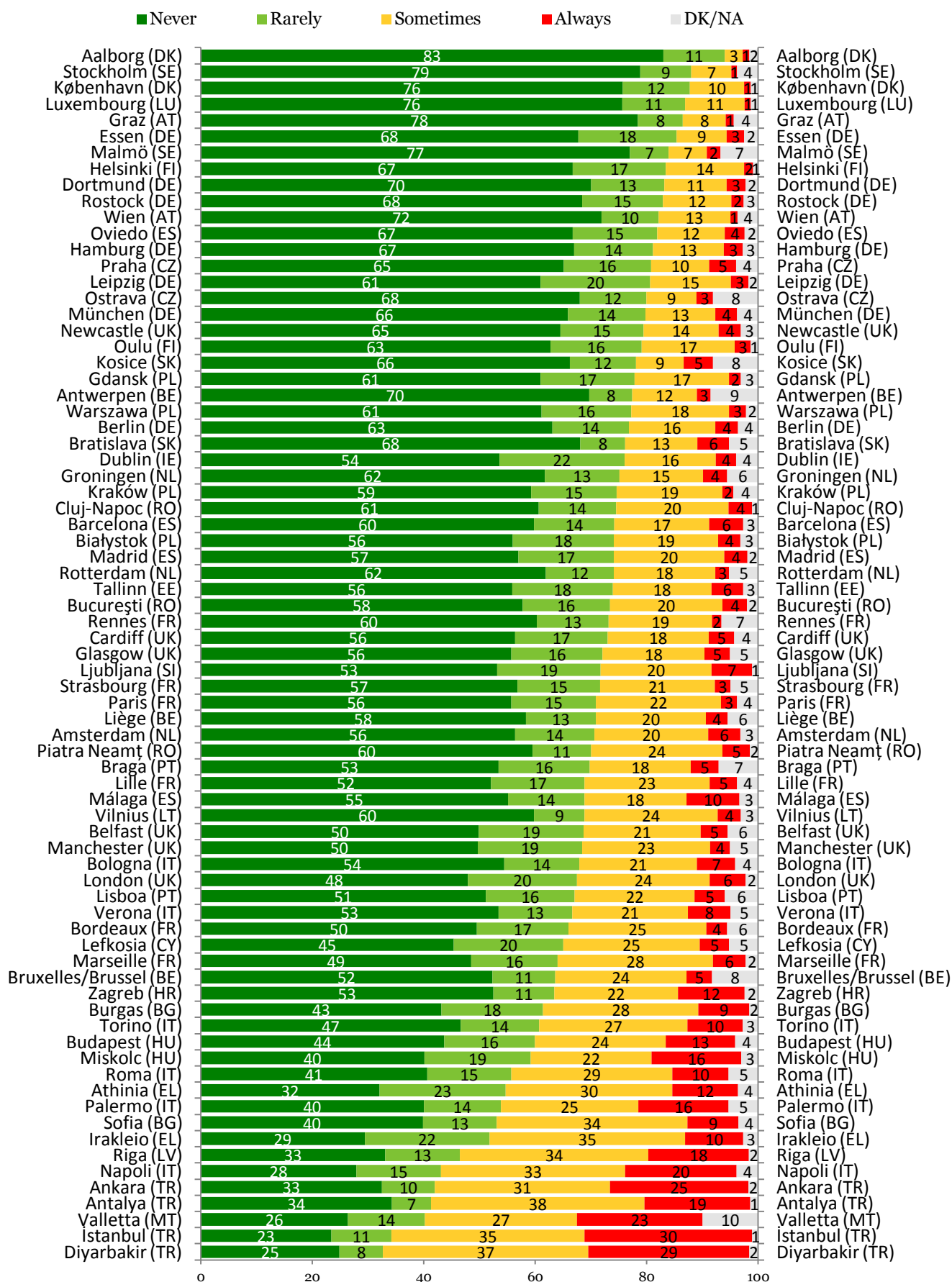
A comparison with the results of the previous perception survey showed that, in Naples and Valletta, there was only a small change in the proportion of respondents who said they *never* have difficulties in paying monthly bills. However, the other cities at the bottom of the ranking in the current survey – Istanbul, Diyarbakir, Ankara, Athens and Iraklion – have seen a considerable decrease in the proportion of respondents who *never* or *rarely* have difficulties in paying such bills (between -9 and -16 percentage points).

The opposite trend (i.e. a larger proportion of respondents who *never* or *rarely* have difficulties in paying bills in 2009 than in 2006) was observed, for example, in the Polish cities included in this survey: Gdansk (+18 percentage points), Cracow (+14), Warsaw (+12) and Bialystok (+6). For more details on the comparison of the results of the 2006 and 2009 perception surveys, see the chart on page 77.

**Correlation between “poverty” and “difficulties to pay bills”**



## Difficulties in paying bills at the end of the month



Q3. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you?

Base: all respondents, % by city

### 1.3 The presence of foreigners

#### The presence of foreigners is good for the city

City dwellers' opinions about the presence of foreigners in their city were generally positive: in 68 cities (out of 75), a slim majority of interviewees, at least, *strongly* or *somewhat* agreed that the presence of foreigners was good for their city.

Respondents living in Luxembourg or Stockholm were the most likely to think that the presence of foreigners was beneficial to their cities: 92% and 88%, respectively, of respondents in these cities agreed with the statement (48% and 55%, respectively, “strongly agreed”). Other cities where respondents were very likely to see their presence as being useful were Cracow, Gdansk, Piatra Neamt, Burgas, Copenhagen and Paris – in these cities more than 8 in 10 respondents agreed (between 81% and 84%).

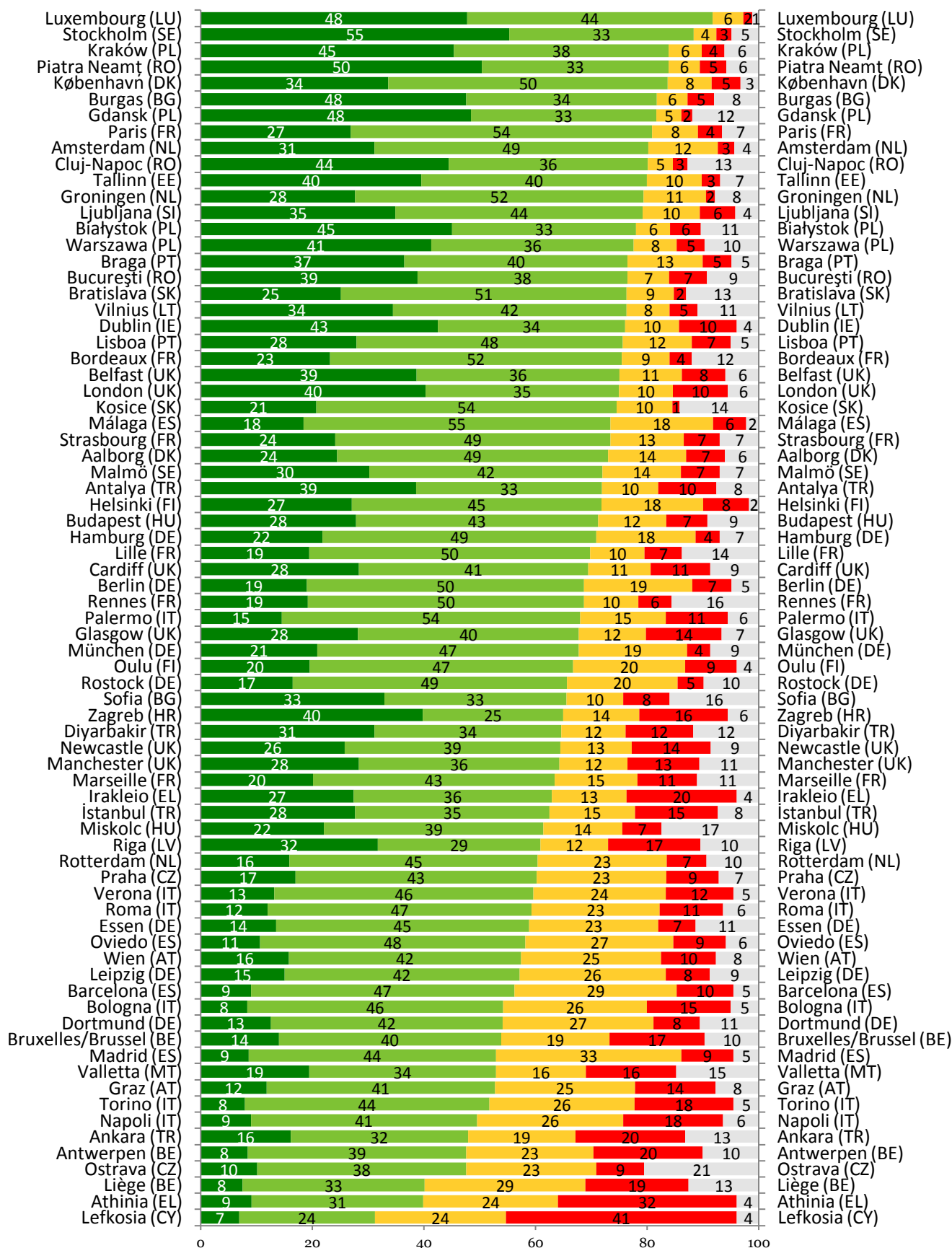
Respondents in Nicosia, on the other hand, were the least likely to *strongly* or *somewhat* agree that the presence of foreigners was good (7% “strongly agreed” and 24% “somewhat agreed”), while about two-thirds of them disagreed with the statement (41% “strongly disagreed” and 24% “somewhat disagreed”). Respondents who disagreed with the statement outnumbered those who agreed in just two other cities: Athens (40% “agreed” vs. 56% “disagreed”) and Liege (41% “agreed” vs. 48% “disagreed”).

Ostrava, Ankara and Antwerp were also found at the bottom of this ranking, although in those cities, more respondents thought that the presence of foreigners was a good thing for their city than the equivalent number in Nicosia: 47%-48% of respondents in those cities *strongly* or *somewhat* agreed with the statement. About 4 in 10 interviewees in Antwerp and Ankara disagreed that the presence of foreigners was good for their cities; however, this proportion was only 32% in Ostrava – in this city, a fifth of respondents could not, or did not want to answer this question.

As with the results presented in previous sections, views about the presence of foreigners did not only vary between cities in Europe, but also between cities within a specific country. For example, while 80% of respondents in Amsterdam agreed that the presence of foreigners was beneficial for their city, this proportion dropped to 61% in Rotterdam. In some other countries, however, a more uniform picture emerged; for example, it was noted above that both Liege and Antwerp were found at the bottom of the ranking (41% and 47%, respectively, agreed), but Brussels did not score much higher – just 54% agreed that the presence of foreigners was good for their city.

## The presence of foreigners is good for the city

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ DK/NA



Q2. 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?

Base: all respondents, % by city

## Integration of foreigners

Although many city dwellers appeared to agree that the presence of foreigners in their city was advantageous (see previous section), they were less likely to agree that those foreigners were well integrated. In almost all surveyed cities, the proportion of respondents who agreed that foreigners in their city were well integrated was lower than the proportion who agreed that their presence was good for their city – this can easily be seen on the scatter plot below.

The proportion of respondents who *strongly* or *somewhat* agreed that foreigners in their city were well integrated ranged from 20% in Athens to 67% in Antalya. Other cities at the higher end of this ranking were Groningen, Cluj-Napoca, Cardiff, Kosice, Braga and Luxembourg; in these cities, roughly two-thirds (65%-66%) of respondents agreed that foreigners were well integrated.

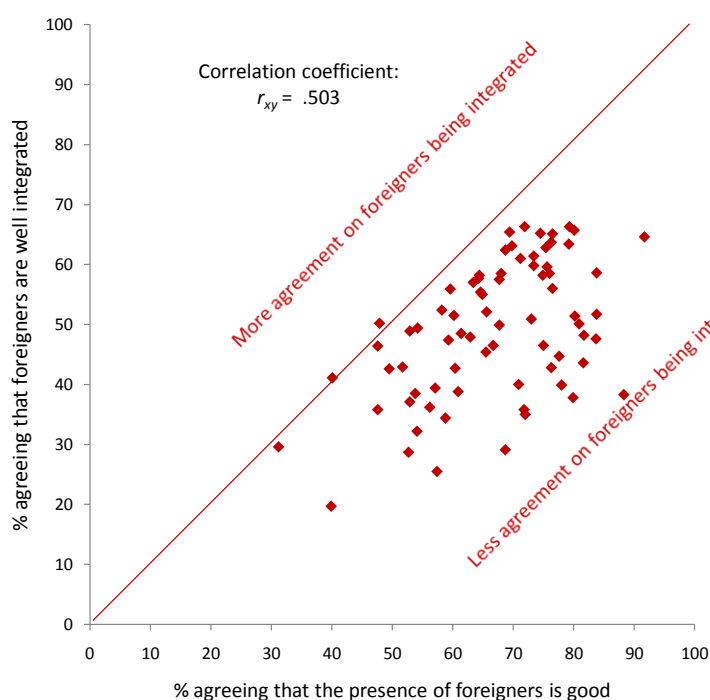
More than three-quarters of respondents in Athens disagreed that foreigners in their city were well integrated: 25% *somewhat* disagreed and 52% *strongly* disagreed. A majority of respondents *somewhat* or *strongly* disagreed in 13 other cities (e.g. 64% in Vienna, 58% in Barcelona); however, Athens was the only city where a majority of respondents *strongly* disagreed.

Many respondents found it difficult to express an opinion about the integration of foreigners in their city: the proportion of “don’t know” responses ranged from 3% in Athens and Luxembourg to 44% in Gdansk. Other cities where roughly 4 in 10 respondents could not, or would not, say whether foreigners were well integrated were Miskolc and Burgas (40%-41%).

The correlation coefficient for the relationship between the proportion of respondents who agreed that a) the presence of foreigners was good and b) they were well integrated was .503 – a relatively weak correlation between the two variables at a city level. In other words, cities where many respondents believed that the presence of foreigners was positive, were not necessarily characterised by a high proportion of respondents who thought that those foreigners were well integrated, and vice versa.

Stockholm illustrated this perfectly: its respondents were among the most likely to think that the presence of foreigners was good for their city; however, they were among the least likely to think that foreigners were well integrated (88% vs. 38% agreed). Note that the city’s current result on the latter question represents an improvement of 26 percentage points over its situation in 2006; in that year, just 12% of respondents in Stockholm agreed that foreigners were well integrated (see the chart on page 78).

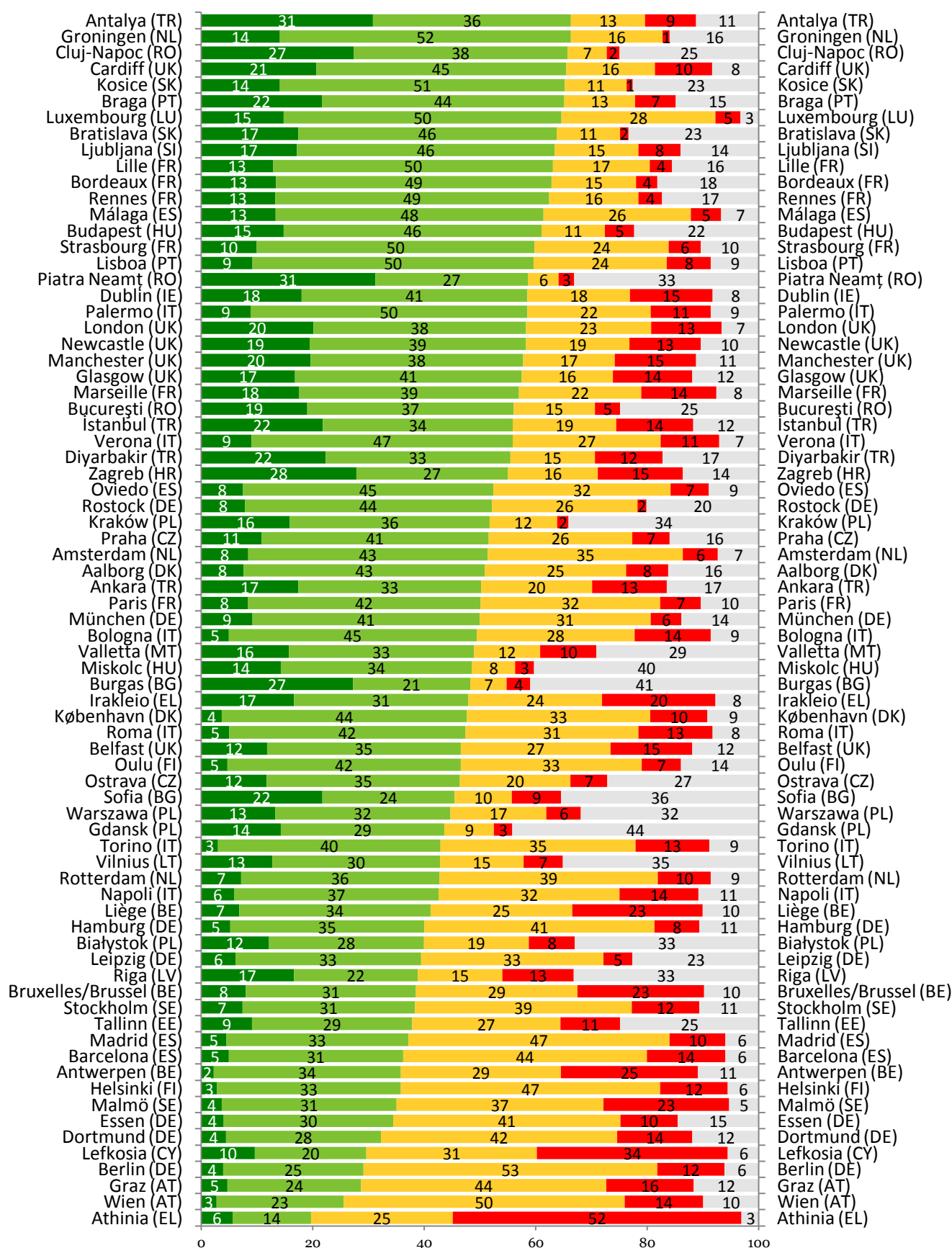
**Correlation between two statements about foreigners**





## Foreigners are well integrated

Strongly agree Somewhat agree Somewhat disagree Strongly disagree DK/NA



Q2. 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?

Base: all respondents, % by city

## 1.4 Feelings of safety and trust

### People can be trusted

When city dwellers were asked whether they thought that, generally speaking, most people living in their city could be trusted, there was, once more, a large variation. Aalborg was found at the top of the ranking with 34% of respondents who *strongly* agreed and 56% that *somewhat* agreed – only 6% in Aalborg disagreed that most people could be trusted. Istanbul was found at the bottom of the ranking with results that were almost a mirror image of Aalborg's: 59% of people living in Istanbul *strongly* disagreed and 26% *somewhat* disagreed that most of their fellow citizens could be trusted – only 14% agreed with the statement.

A very high level of trust was also measured in Rostock, Groningen and Oviedo; in these three cities, 88% of respondents agreed that, generally speaking, most people living in their city could be trusted. Nevertheless, even in those cities, only about a quarter of respondents *strongly* agreed with the statement (between 24% and 27%). The largest proportions of “strongly agree” responses were in Aalborg (see above), Newcastle, Belfast, Glasgow, Stockholm and Leipzig (between 30% and 35%).

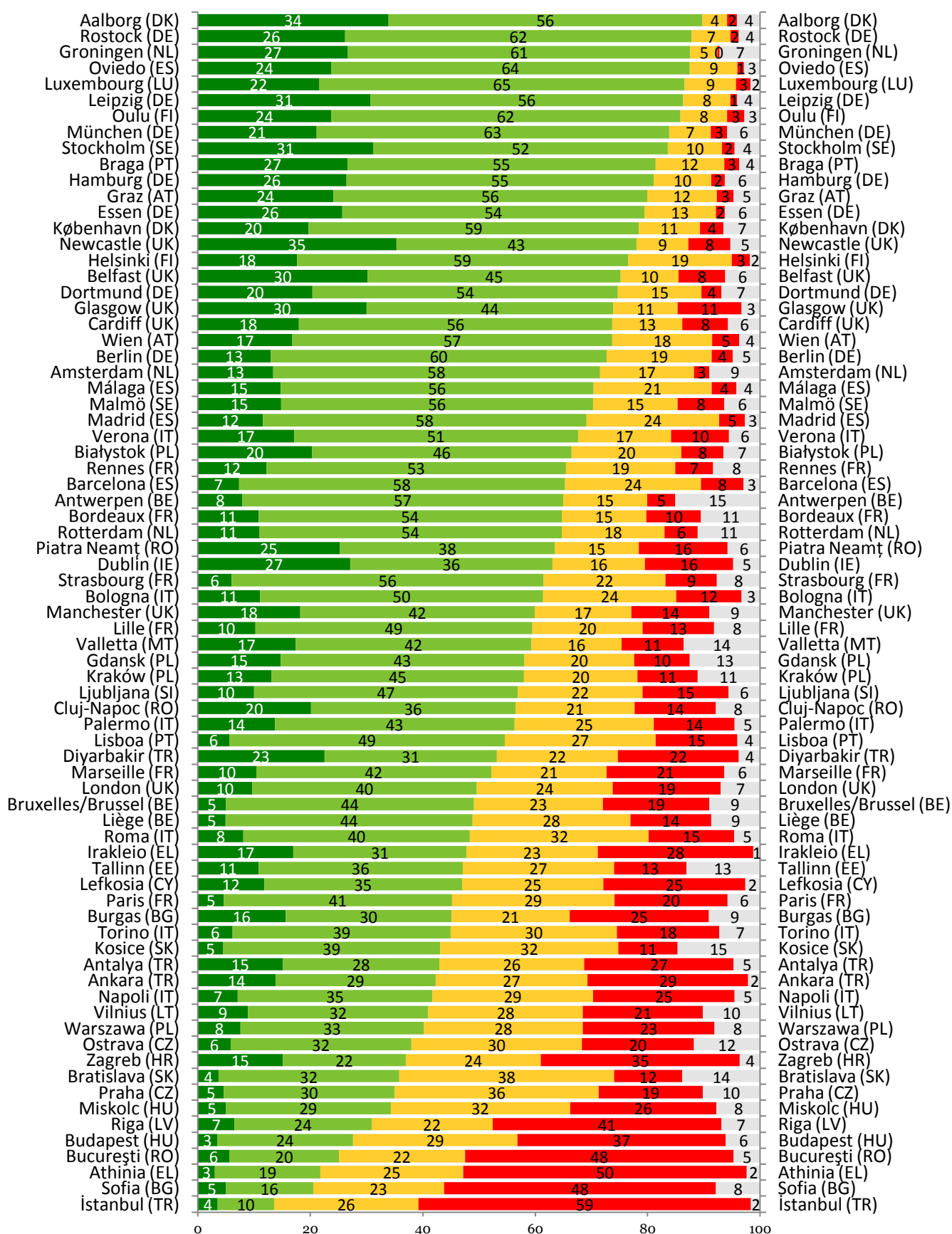
In about one-third of cities, less than half of interviewees *somewhat* or *strongly* agreed that most of their fellow citizens could be trusted. Several capital cities of eastern European countries joined Istanbul at the lower end of the scale; these included Sofia, Bucharest, Budapest, Riga, Prague, Bratislava, Zagreb and Warsaw. In these capitals, between 21% and 41% of respondents agreed that, generally speaking, most people living in their city could be trusted; however, at least half of respondents thought the opposite (between 50% and 71%). Other cities where at least half of interviewees disagreed with this statement were Naples, Athens, Iraklion, Miskolc, Ostrava, Nicosia, Ankara and Antalya (between 50% and 75%).

It was noted above that Newcastle had the largest proportion of “strongly agree” responses – 35%. The largest proportion of “strongly disagree” responses, however, was almost twice that figure: 59% of respondents in Istanbul *strongly disagreed* that most of their fellow citizens could be trusted. In Sofia, Bucharest and Athens, about half of respondents expressed strong disagreement (48%-50%).



## Generally speaking, most people in the city can be trusted

Strongly agree Somewhat agree Somewhat disagree Strongly disagree DK/NA



Q2. 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?

Base: all respondents, % by city

## Feeling safe in the city

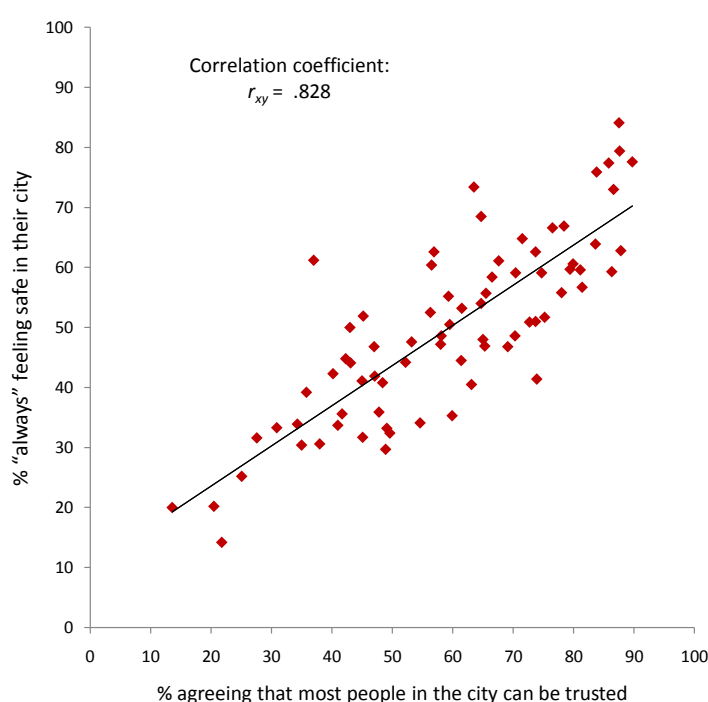
The proportion of respondents who answered that they *always* felt safe in their city was highest in Oviedo (84%). Other cities where respondents were more likely to say they *always* felt safe in their city were Groningen (79%), Aalborg (78%), Oulu (77%), Munich (76%), Piatra Neamt and Luxembourg (both 73%). Not more than 1 in 20 respondents in the aforementioned cities *rarely* or *never* felt safe in their city (between 1% and 5%).

Similarly, in most other surveyed cities in the Nordic countries (e.g. Copenhagen and Helsinki), about two-thirds of respondents *always* felt safe in their city (between 64% and 67%), while less than 1 in 20 respondents *rarely* or *never* did so (3%-4%). There was, however, one exception: only half (49%) of respondents in Malmo said they *always* felt safe and one-tenth (9%) *rarely* or *never* felt this way. That city's current result, however, represented an improvement of 15 percentage points compared to 2006; in that year, just 34% of respondents in Malmo said they *always* felt safe in their city (see the chart on page 79).

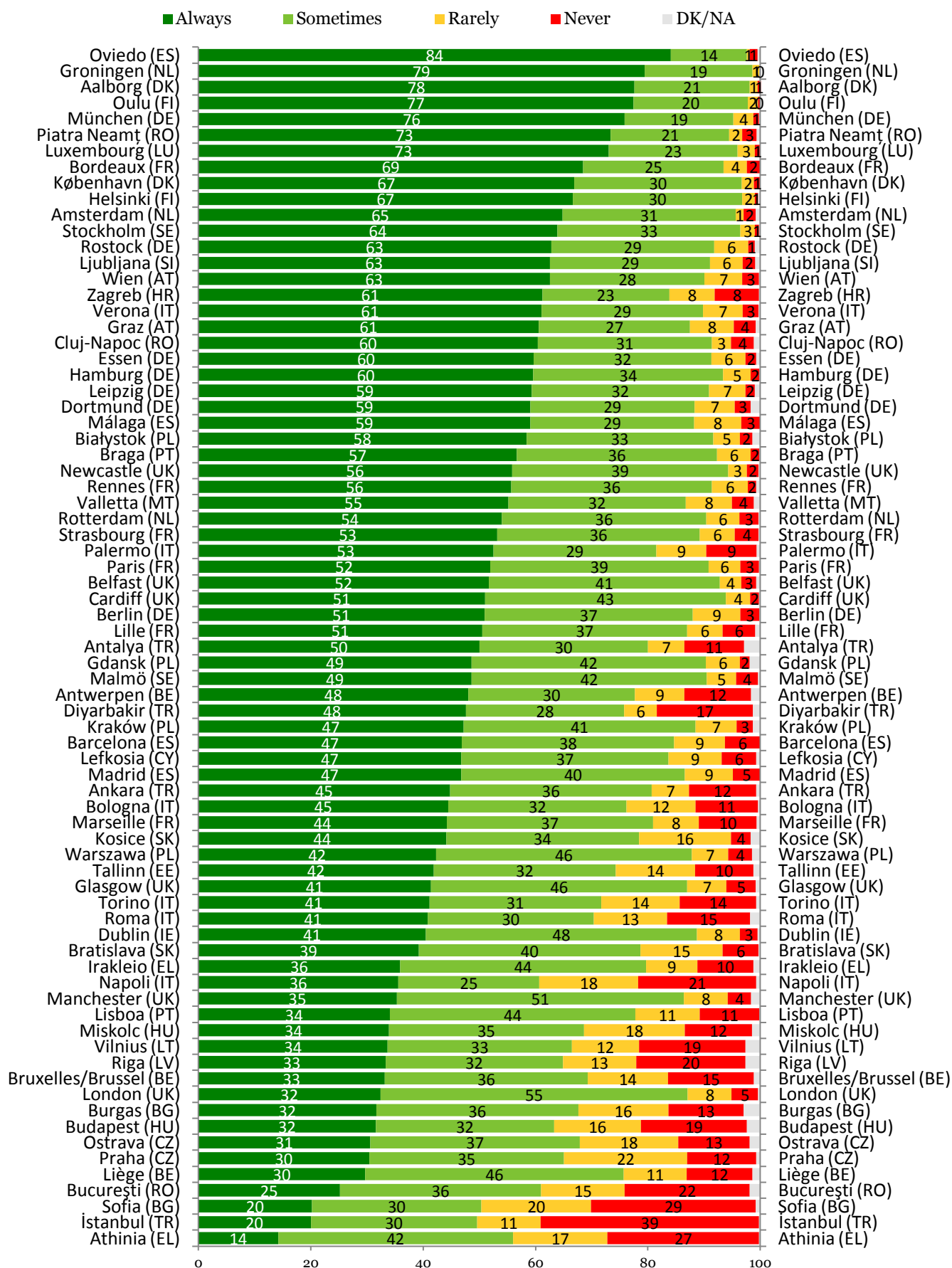
This dominant feeling of safety was in sharp contrast to the results for cities at the lower end of this ranking; in the latter, less than 4 in 10 respondents answered that they *always* felt safe in their city – e.g. 34% of interviewees in Lisbon, Miskolc and Vilnius selected “always” as a response. Interviewees in Athens, Istanbul, Sofia and Bucharest were the least likely to *always* feel safe in their respective cities (between 14% and 25%). In Istanbul and Sofia, about half of interviewees answered that they *rarely* or *never* felt safe in their city; this proportion was somewhat lower in Athens and Bucharest (44% and 37%, respectively).

The scatter plot below shows a strong correlation between the proportion of respondents who agreed that most of their fellow citizens could be trusted and the proportion who *always* felt safe in their city. In other words, cities where a large majority felt that most people in their city could be trusted were also characterised by a large proportion of respondents who always felt safe in their city – cities in this group included Oviedo, Luxembourg and Stockholm. There were, nevertheless, a few outliers worth mentioning: although Brussels, Liege, London, Manchester and Lisbon had average scores for the proportion of respondents who generally trusted their fellow citizens (between 49% and 60%), respondents in these cities were among the least likely to *always* feel safe in their city (between 30% and 35%).

**Correlation between “trust in people” and “feeling safe in the city”**



## Respondents feel safe in the city



Q3. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you?

Base: all respondents, % by city

### Feeling safe in one's neighbourhood

Not surprisingly, a strong correlation was observed between a more general feeling of safety (at a city level – discussed in the previous section) and the more specific feeling of being safe in one's neighbourhood (a correlation coefficient of .897). In addition, the scatter plot below shows that respondents across all cities in this study were more likely to say they *always* felt safe in their neighbourhood than they were to say that they *always* felt safe in their city (in general).

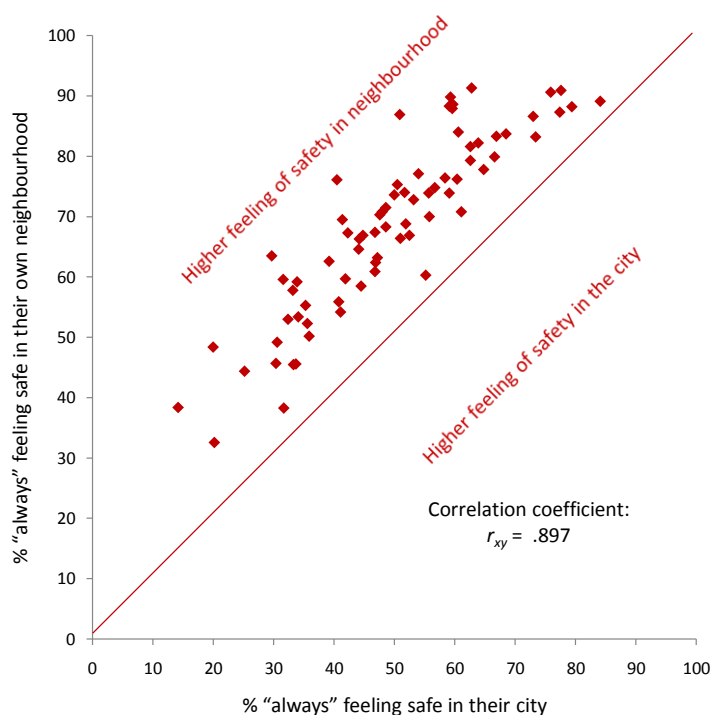
In 65 cities, a majority of interviewees selected “always” as a response when asked how often they felt safe in their neighbourhood – ranging from 52% in Napoli to 91% in Munich, Aalborg and Rostock. In the other 10 cities, not more than half of interviewees said they *always* felt safe in the area where they lived, while between 15% and 34% of them *rarely*, or even *never* felt safe.

Each of the German cities included in this study were placed at the higher end of this scale – where about 9 in 10 respondents *always* felt safe in their neighbourhood: 91% of interviewees in Rostock and Munich, 90% in Leipzig, 89% in Essen, 88% in Dortmund and Hamburg and 87% in Berlin *always* felt safe in the area where they lived. Other cities that belonged to this group were Aalborg (91%), Oviedo (89%), Groningen (88%), Oulu and Luxembourg (both 87%).

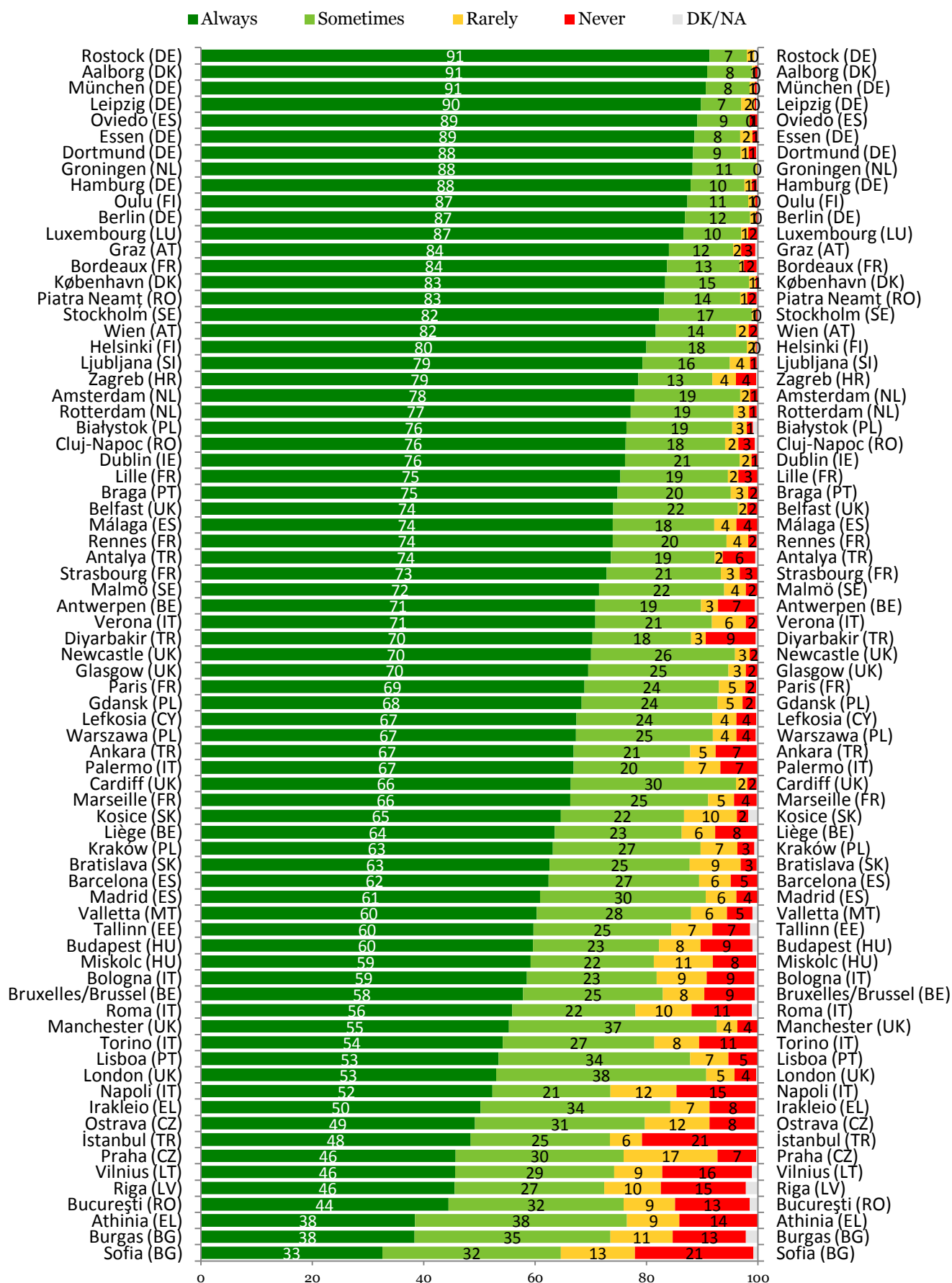
Respondents living in Sofia, on the other hand, were the most likely to answer that they *rarely* or *never* felt safe in their neighbourhood (13% “rarely” and 21% “never”). In Athens, Burgas, Bucharest, Riga, Vilnius, Prague, Istanbul and Naples more than a fifth of interviewees *rarely* or *never* felt safe in the area where they lived (between 22% and 27%). While the proportion of respondents who *always* felt safe in their neighbourhood has decreased from 2006 to 2009 in most of the aforementioned cities, the current result for Naples represented a 21 percentage point improvement over 2006 (31% in 2006 vs. 52% in 2009).

Other cities that have seen an increase in the proportion of interviewees who *always* felt safe in their area included the German cities (e.g. Berlin: +21 percentage points; Essen: +16; Munich: +8), Gdansk (+18) and Dublin (+15). For more details on the comparison of the results of the 2006 and 2009 perception surveys, see the chart on page 80.

**Correlation between feeling safe in cities and neighbourhoods**



## Respondents feel safe in their neighbourhood



Q3. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you?

Base: all respondents, % by city

## 1.5 Cities' most important problems

The chart on the following page shows – for each city – respondents' views about the three major issues facing their city, chosen from a list of 10 potential problems (e.g. housing conditions, job creation/reducing unemployment, education, urban safety and air pollution).

A first glance showed that “job creation/reducing unemployment”, “quality/availability of health services” and “education” were among the three most important problems in the largest number of cities.

In 64 (out of 75) cities, **job creation and reducing unemployment** appeared among the three most significant problems that respondents' cities faced. In these cities, the proportion of respondents who selected this problem ranged from 33% in Copenhagen to 78% in Miskolc. In Naples, Malaga, Rostock, Bialystok and Braga, between 70% and 73% of respondents selected this problem – note that respondents in these cities were among the least likely to agree that it was easy to find a good job in their city (see section 1.1).

The need to improve the quality/availability of **health services** appeared among the top three problems in 54 cities; respondents in Lisbon, Braga, Dublin, Helsinki and Oulu were the most likely to select this issue (between 62% and 67%). **Education and training** was chosen as one of the main issues in 39 cities; respondents in Diyarbakir, Berlin, Hamburg and Belfast were the most likely to mention this challenge for their city (between 58% and 61%).

It was noted earlier that respondents in Paris and Luxembourg were among the most likely to think that reasonably priced housing was difficult to find in their city. Not surprisingly, **the availability of good housing** also appeared among the three most important problems identified by inhabitants of those cities (51% and 39%, respectively, mentioned this problem). Other cities where “housing conditions” appeared among the most important problems were Bordeaux, Stockholm, Ljubljana and Zagreb (between 31% and 41%).

Earlier in this chapter (section 1.4), feelings of safety and trust in European cities were discussed – these results showed a large variation between cities. A similar disparity was also seen in the proportion of respondents who selected **urban safety** as a priority issue for their city; this was one of the top three problems in 23 cities, with the proportion selecting “urban safety” ranging from 27% in Kosice to 52% in Rotterdam.

Other regularly mentioned issues were air pollution, road infrastructure and public transport. The problem of **air pollution** appeared among the top three of the most mentioned problems in 21 cities; respondents in Burgas, Sofia and Ostrava were the most likely to select this issue (between 55% and 63%). **Road infrastructure** was chosen as one of the main problems in 11 cities, while **public transport** appeared among the top three of most important problems in four cities. A problematic road infrastructure was most frequently mentioned by respondents in Sofia (51%) and respondents in the surveyed Polish cities: Gdansk (49%), Cracow (45%), Warsaw (44%) and Bialystok (38%). Respondents in Nicosia were the most likely to identify public transport as one of the most important problems in their city – selected by 45% of respondents. Each of these topics will be discussed in more detail in the following chapters.



## Perceptions about cities' most important problems (three most mentioned issues)

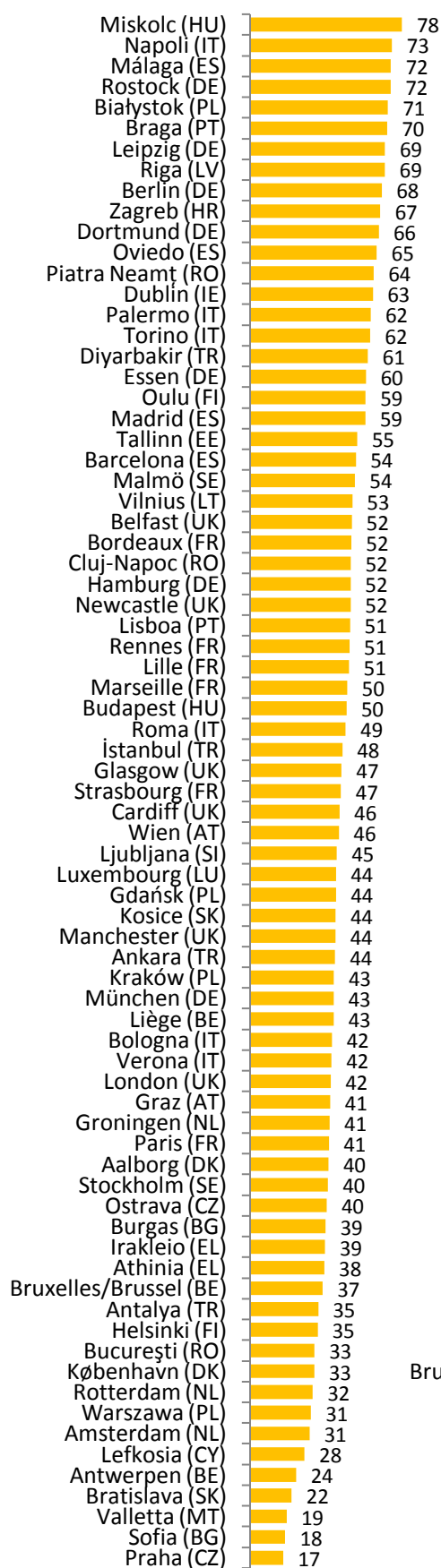
Antwerpen (BE)	Málaga (ES)	Budapest (HU)	Malmö (SE)
Urban safety 47	Jobs creation 72	Jobs creation 50	Jobs creation 54
Roads 30	Health services 45	Health services 46	Health services 46
Air pollution 30	Education 39	Air pollution 39	Urban safety 38
Bruxelles/Brussel (BE)	Oviedo (ES)	Miskolc (HU)	Stockholm (SE)
Urban safety 45	Jobs creation 65	Jobs creation 78	Housing 41
Jobs creation 37	Health services 48	Urban safety 49	Jobs creation 40
Education 35	Education 40	Health services 40	Health services 40
Liège (BE)	Bordeaux (FR)	Valletta (MT)	Belfast (UK)
Urban safety 50	Jobs creation 52	Air pollution 45	Education 58
Jobs creation 43	Housing 37	Health services 37	Health services 57
Air pollution 33	Health services 36	Roads 31	Jobs creation 52
Ostrava (CZ)	Lille (FR)	Amsterdam (NL)	Cardiff (UK)
Air pollution 55	Jobs creation 51	Education 46	Health services 55
Jobs creation 40	Urban safety 39	Urban safety 39	Education 49
Urban safety 32	Health services 37	Health services 38	Jobs creation 46
Praha (CZ)	Marseille (FR)	Groningen (NL)	Glasgow (UK)
Air pollution 43	Jobs creation 50	Education 44	Health services 53
Noise 38	Urban safety 38	Jobs creation 41	Education 51
Urban safety 34	Education 34	Health services 40	Jobs creation 47
Aalborg (DK)	Paris (FR)	Rotterdam (NL)	London (UK)
Health services 49	Housing 51	Urban safety 52	Health services 49
Education 47	Jobs creation 41	Education 41	Education 44
Jobs creation 40	Education 36	Health services 38	Jobs creation 42
København (DK)	Rennes (FR)	Wien (AT)	Manchester (UK)
Health services 39	Jobs creation 51	Education 48	Education 47
Education 38	Education 42	Jobs creation 46	Health services 46
Jobs creation 33	Health services 35	Urban safety 45	Jobs creation 44
Berlin (DE)	Strasbourg (FR)	Graz (AT)	Newcastle (UK)
Jobs creation 68	Jobs creation 47	Jobs creation 41	Health services 53
Education 59	Air pollution 44	Education 41	Jobs creation 52
Urban safety 34	Education 39	Air pollution 38	Education 50
Dortmund (DE)	Dublin (IE)	Białystok (PL)	Burgas (BG)
Jobs creation 66	Jobs creation 63	Jobs creation 71	Air pollution 63
Education 51	Health services 63	Health services 60	Health services 51
Roads 31	Education 48	Roads 38	Jobs creation 39
Essen (DE)	Bologna (IT)	Gdańsk (PL)	Sofia (BG)
Jobs creation 60	Jobs creation 42	Health services 52	Air pollution 56
Education 51	Air pollution 38	Roads 49	Roads 51
Health services 29	Urban safety 37	Jobs creation 44	Health services 38
Hamburg (DE)	Napoli (IT)	Kraków (PL)	Zagreb (HR)
Education 59	Jobs creation 73	Health services 53	Jobs creation 67
Jobs creation 52	Air pollution 39	Roads 45	Health services 47
Urban safety 35	Health services 35	Jobs creation 43	Housing 31
Leipzig (DE)	Palermo (IT)	Warszawa (PL)	București (RO)
Jobs creation 69	Jobs creation 62	Health services 56	Health services 55
Education 50	Air pollution 38	Roads 44	Education 37
Roads 31	Health services 36	Public transport 38	Air pollution 37
München (DE)	Roma (IT)	Braga (PT)	Cluj-Napoca (RO)
Education 50	Jobs creation 49	Jobs creation 70	Jobs creation 52
Jobs creation 43	Air pollution 39	Health services 67	Health services 52
Urban safety 34	Public transport 33	Education 43	Education 34
Rostock (DE)	Torino (IT)	Lisboa (PT)	Piatra Neamț (RO)
Jobs creation 72	Jobs creation 62	Health services 62	Jobs creation 64
Education 51	Air pollution 39	Jobs creation 51	Health services 59
Health services 36	Urban safety 37	Urban safety 37	Education 32
Tallinn (EE)	Verona (IT)	Ljubljana (SI)	Ankara (TR)
Jobs creation 55	Air pollution 48	Health services 45	Health services 53
Health services 44	Jobs creation 42	Jobs creation 45	Education 52
Social services 34	Urban safety 29	Housing 33	Jobs creation 44
Athina (EL)	Lefkosia (CY)	Bratislava (SK)	Antalya (TR)
Health services 52	Public transport 45	Roads 30	Health services 51
Air pollution 47	Health services 44	Air pollution 30	Education 50
Jobs creation 38	Air pollution 35	Health services 29	Jobs creation 35
Irakleio (EL)	Riga (LV)	Kosice (SK)	Diyarbakir (TR)
Roads 45	Jobs creation 69	Jobs creation 44	Education 61
Health services 44	Health services 59	Urban safety 27	Jobs creation 61
Jobs creation 39	Social services 38	Air pollution 23	Health services 52
Barcelona (ES)	Vilnius (LT)	Helsinki (FI)	Istanbul (TR)
Jobs creation 54	Jobs creation 53	Health services 66	Health services 50
Health services 46	Health services 46	Education 46	Jobs creation 48
Urban safety 41	Urban safety 31	Public transport 40	Education 47
Madrid (ES)	Luxembourg (LU)	Oulu (FI)	
Jobs creation 59	Education 47	Health services 64	
Health services 48	Jobs creation 44	Jobs creation 59	
Urban safety 37	Housing 39	Education 53	

Q5. Among the following issues, which are the three most important for your city?

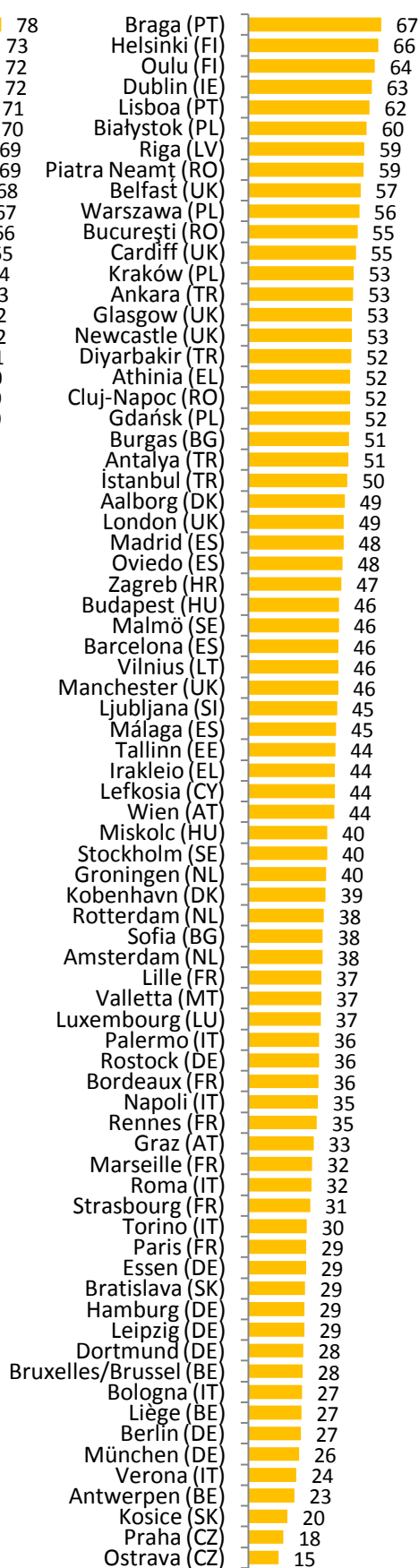
Base: all respondents, % by city

## Perceptions about cities' most important problems:

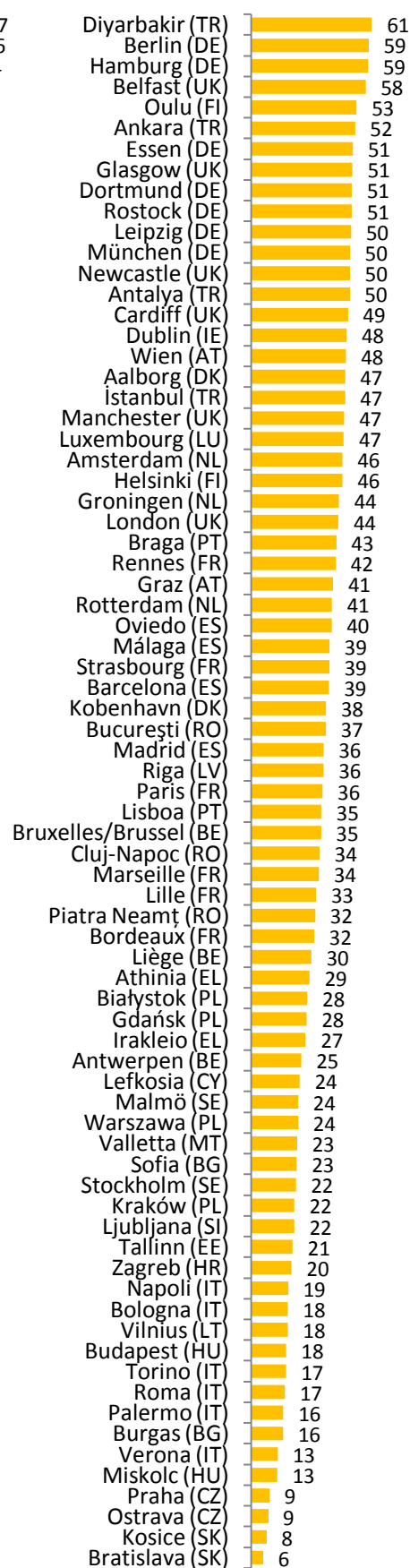
## Jobs creation, reducing unemployment



## Health services



## Education and training



Q5. Among the following issues, which are the three most important for your city?

Base: all respondents, % by city



## 2. Pollution and climate change

### 2.1 Clean and healthy cities

#### Air quality and air pollution

It was noted in the previous chapter that air pollution appeared among the three most important problems in 21 cities; for example, 56% of respondents in Sofia, 47% in Athens, 39% in Budapest and 37% in Bucharest mentioned it as one of their city's main problems. Respondents in those four cities were also the most likely to *somewhat* or *strongly* agree with the statement that “air pollution was a major problem in their city” (between 92% and 96%). In Athens and Bucharest, more than 8 in 10 respondents *strongly* agreed with that statement (88% and 83%, respectively).

All Italian cities included in this study were found at the bottom of this ranking – with a large majority of respondents who *somewhat* or *strongly* agreed that air pollution was a major problem in their city: 89% of interviewees in Rome, 86% in Naples, 84% in Bologna, 83% in Turin, and 82% in Palermo and Verona.

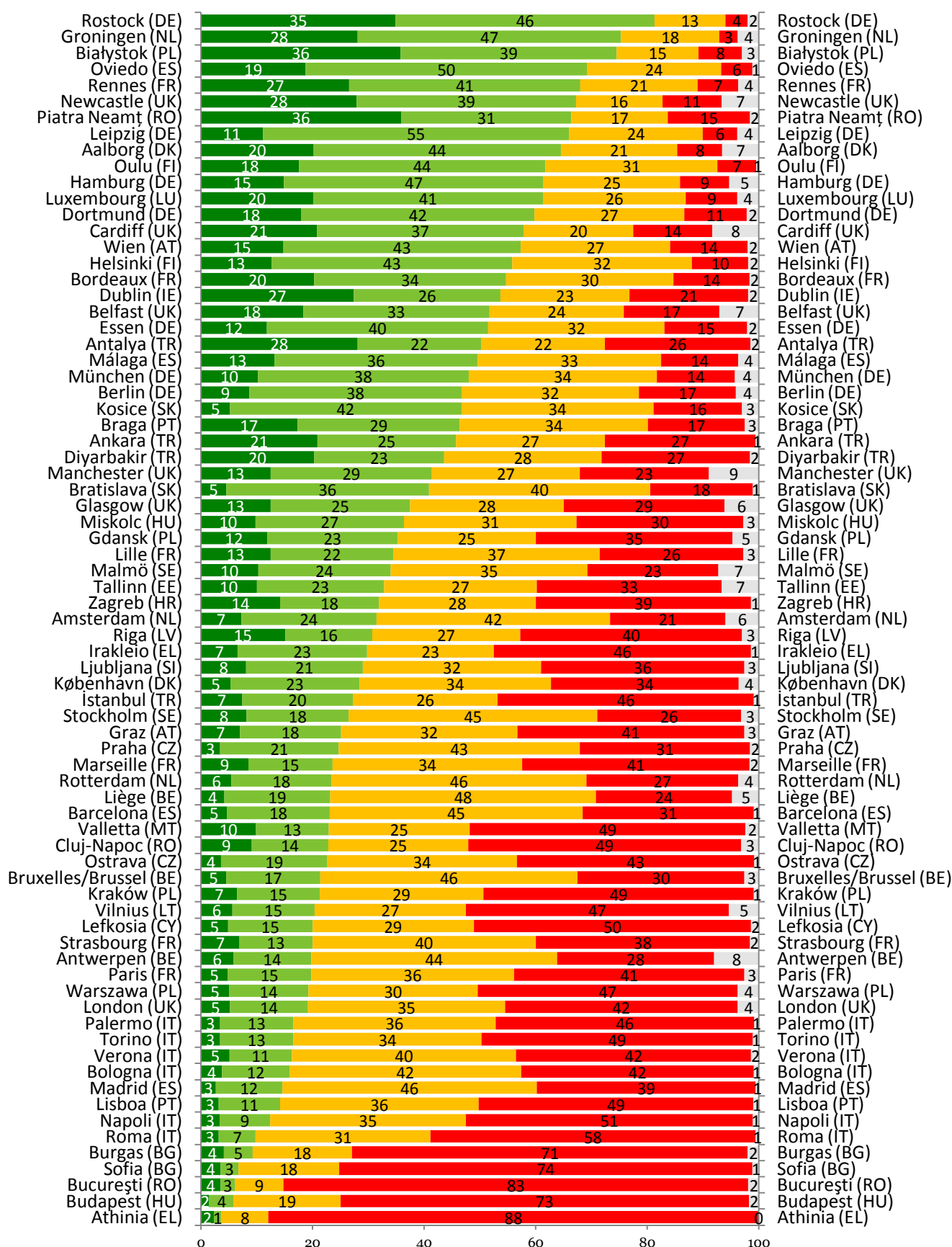
A large number of cities ranked in the lowest quarter were capitals and/or large cities (with at least 500,000 inhabitants). Several of these cities were listed in the previous paragraphs (Athens, Budapest, Rome, Naples etc.), but the list also included cities such as Warsaw, Paris, Lisbon and London. The most notable exception among these lowest-ranked cities was Burgas, a city with less than 250,000 inhabitants; however, about 9 in 10 respondents there thought that air pollution was a major problem (18% “somewhat agreed” and 71% “strongly agreed”).

All cities, where residents were the least likely to think that air pollution was a serious problem for their city, had less than 500,000 inhabitants. Respondents in Rostock, followed by those in Groningen and Bialystok, most frequently disagreed that air pollution was a problem (81% in Rostock and 75% in Groningen and Bialystok). In Oviedo, Rennes, Newcastle, Piatra Neamt, Leipzig and Aalborg, about two-thirds of respondents *somewhat* or *strongly* disagreed that air pollution was an issue (between 64% and 69%).

A comparison with the results of the previous perception survey showed that – in the opinion of the inhabitants – many cities have improved their air quality in the past three years. For example, in 2006, just 6% of respondents in Valletta disagreed that air pollution was a problem in their city, this proportion increased to 23% in 2009. The opposite trend (i.e. a decrease in positive perceptions about air quality) was observed in a minority of the cities included this study: e.g. in Stockholm (-16 percentage points), Malmo (-16), Ostrava (-11) and Budapest (-10). For more details on the latter, see the chart on page 81.

## Air pollution is a major problem

Strongly disagree Somewhat disagree Somewhat agree Strongly agree DK/NA



Q2. 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?

Base: all respondents, % by city

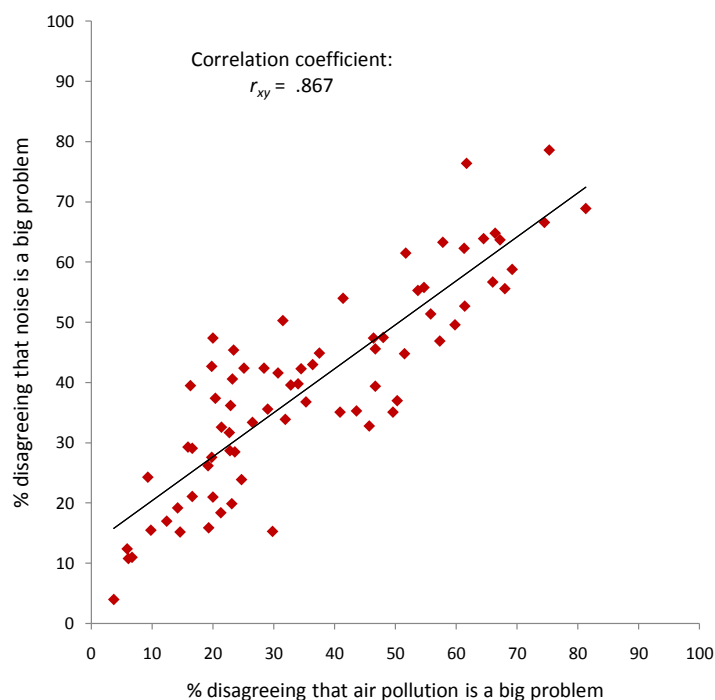
### Noise is a major problem

More than three-quarters of respondents in Groningen and Oulu disagreed that noise was a major problem in their city (78% and 76%, respectively); only about a fifth of respondents in these cities agreed about this issue (19% and 22%, respectively). Nevertheless, in most other cities, more than half of respondents agreed that noise was a major problem in their city – this proportion ranged from 51% in Rotterdam and Strasbourg to 95% in Athens.

The scatter plot below shows a strong correlation between the proportions of respondents who disagreed that *air pollution* was a major problem in their city and those who disagreed that *noise* was an important issue. As such, respondents in Athens, Bucharest, Sofia and Budapest were not only among the most likely to agree that air pollution was a major problem in their city, but also that noise was an issue; in these cities, between 85% and 95% of respondents *somewhat* or *strongly* agreed with the statement about noise being a big problem. Furthermore, in these four cities, at least 6 in 10 respondents *strongly* agreed (between 61% and 82%) about noise.

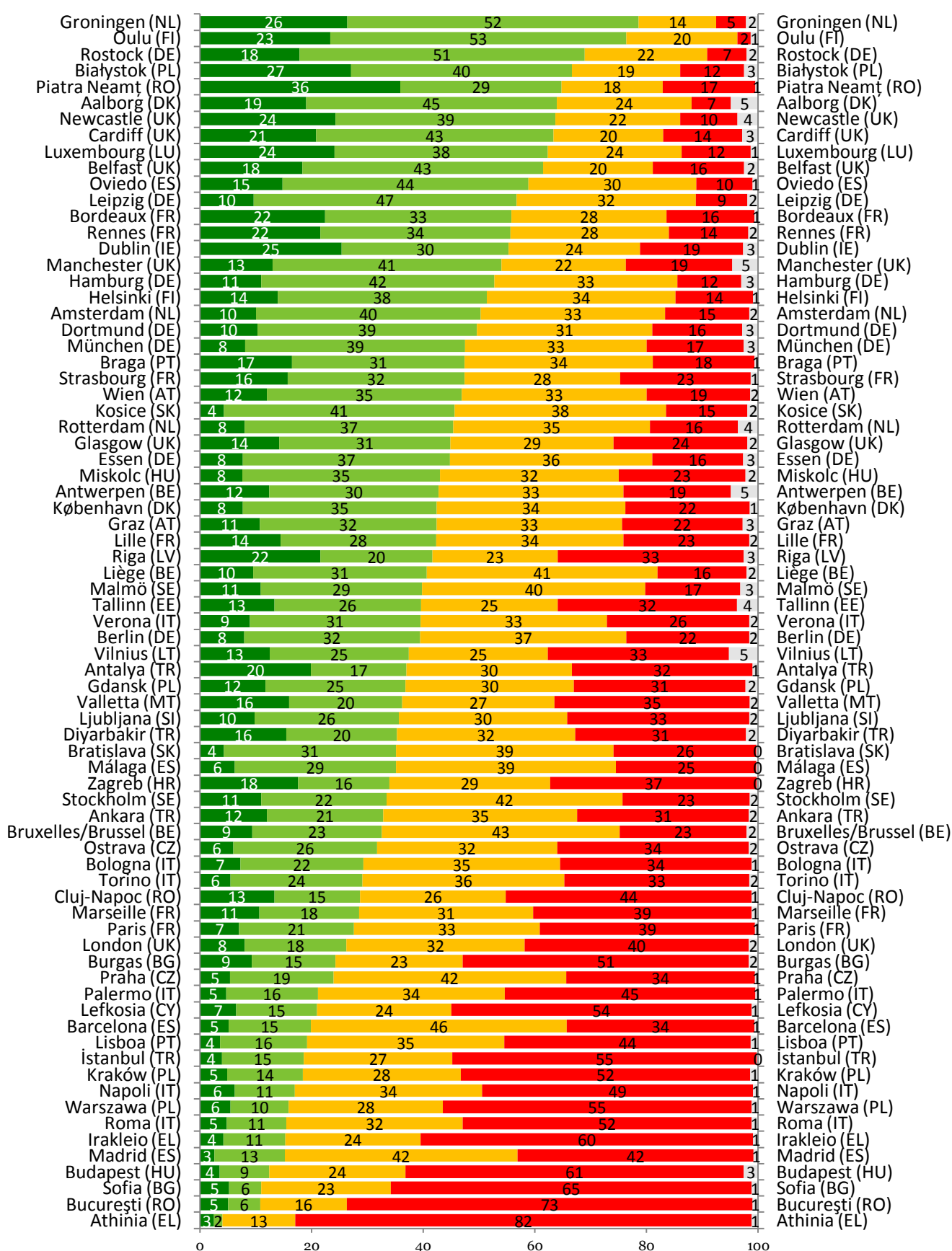
A comparison with results of the 2006 perception survey showed that not only air pollution, but also problems with noise seemed to have increased in Stockholm and Malmo. In 2006, 63% of interviewees in Malmo and 52% in Stockholm disagreed that noise was a major issue in their city; the corresponding proportions in 2009 were, respectively, 40% and 33%. A large decrease in the proportion of respondents who disagreed that noise was a problem was also seen – again – in Ostrava (52% in 2006 vs. 32% in 2009; -20 percentage points). For more details on the latter, see the chart on page 82.

**Correlation between “air pollution” and “noise”**



## Noise is a major problem

Strongly disagree   Somewhat disagree   Somewhat agree   Strongly agree   DK/NA



Q2. 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?

Base: all respondents, % by city

## Clean cities

There was not only a high correlation between the proportions of respondents who disagreed that air and noise pollution were major problems in their city, but also between those who disagreed that air pollution was a problem and those who agreed that they lived in a clean city (a correlation coefficient of .694).

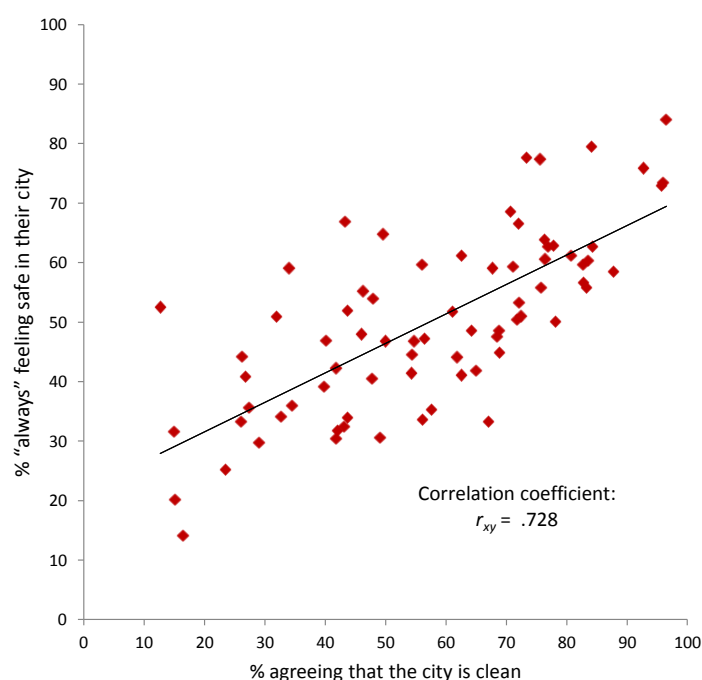
In Oviedo, Piatra Neamt and Luxembourg, almost all respondents agreed that they lived in a clean city (96%-97%). In more than a third of the surveyed cities, however, less than half of respondents agreed that their city was clean. The lowest proportions were seen in Palermo, Budapest, Sofia and Athens; less than a sixth of interviewees in those cities *somewhat* or *strongly* agreed that they lived in a clean city (between 13% and 17%). Almost 6 in 10 respondents in Palermo, Sofia and Athens *strongly disagreed* that their city was clean (58%-59%).

In accordance with the results for air and noise pollution, a majority of cities seemed to have made progress in terms of cleanliness in the past few years. For example, while the results of the previous perception survey showed that less than a tenth of respondents living in Marseilles or Naples agreed that their cities were clean, this proportion increased to slightly more than a quarter in 2009 (26%-27%). Note that respondents in Malmo and Stockholm were now also more likely to agree that they lived in a clean city (+22 and +23 percentage points compared to 2006) – although they had seen a decrease in air quality and an increase in noise pollution during the same period.

Athens, Palermo and Brussels were the main exceptions to this positive trend. In these cities, the proportion of respondents who agreed that their city was clean decreased by at least 12 percentage points. For example, in 2006, 3 in 10 interviewees in Athens agreed that they lived in a clean city, while this proportion dropped to 16% in 2009 (-14 percentage points). For more, see the chart on page 83.

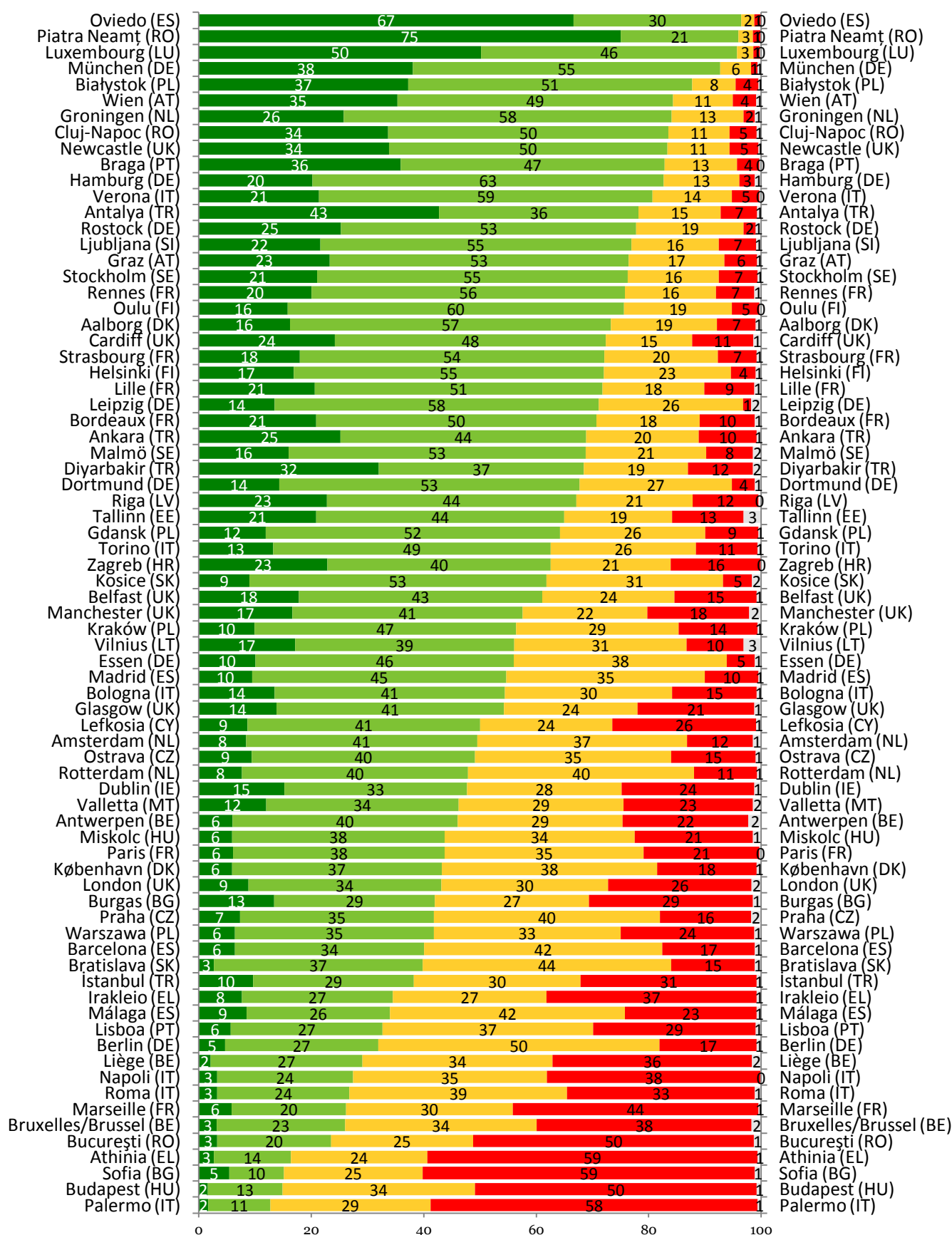
Interestingly, cities that were described by their inhabitants as being clean were also the ones where a larger proportion *always* felt safe – as illustrated in the scatter plot below. For example, more than 9 in 10 respondents in Piatra Neamt, Luxembourg and Munich agreed that they lived in a clean city and about three-quarters of them *always* felt safe there. Similarly, less than a sixth of respondents in Athens and Sofia described their city as clean and only slightly more – about a fifth – *always* felt safe in that city.

Correlation between “a clean city” and “feeling safe”



## The city is clean

Strongly agree Somewhat agree Somewhat disagree Strongly disagree DK/NA



Q2. 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?

Base: all respondents, % by city



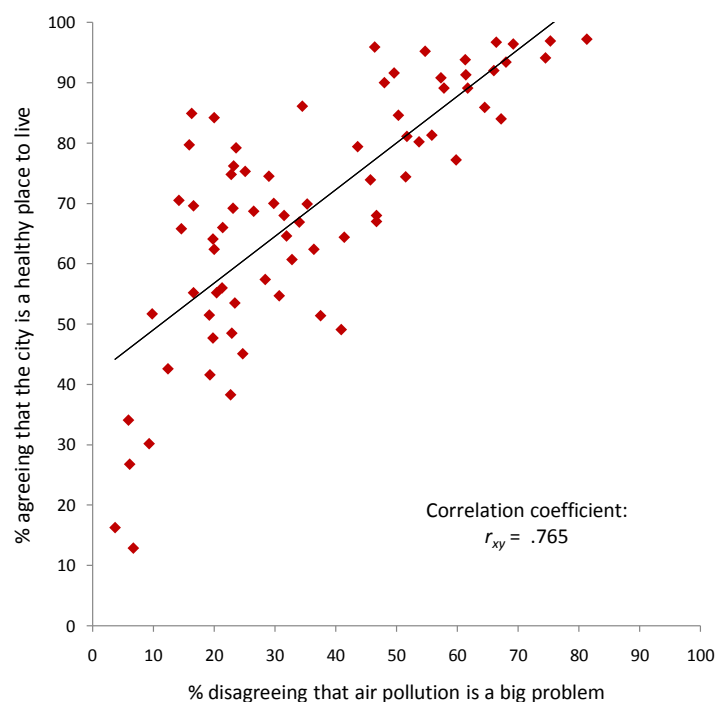
### Healthy places to live

Looking at both the perceived levels of air pollution and perceptions about whether a city was healthy to live in or not, similarities again existed: each time, the same cities appeared at the higher and lower ends of the rankings. The correlation coefficient for the relationship between these two variables at city level was .765 – a strong correlation.

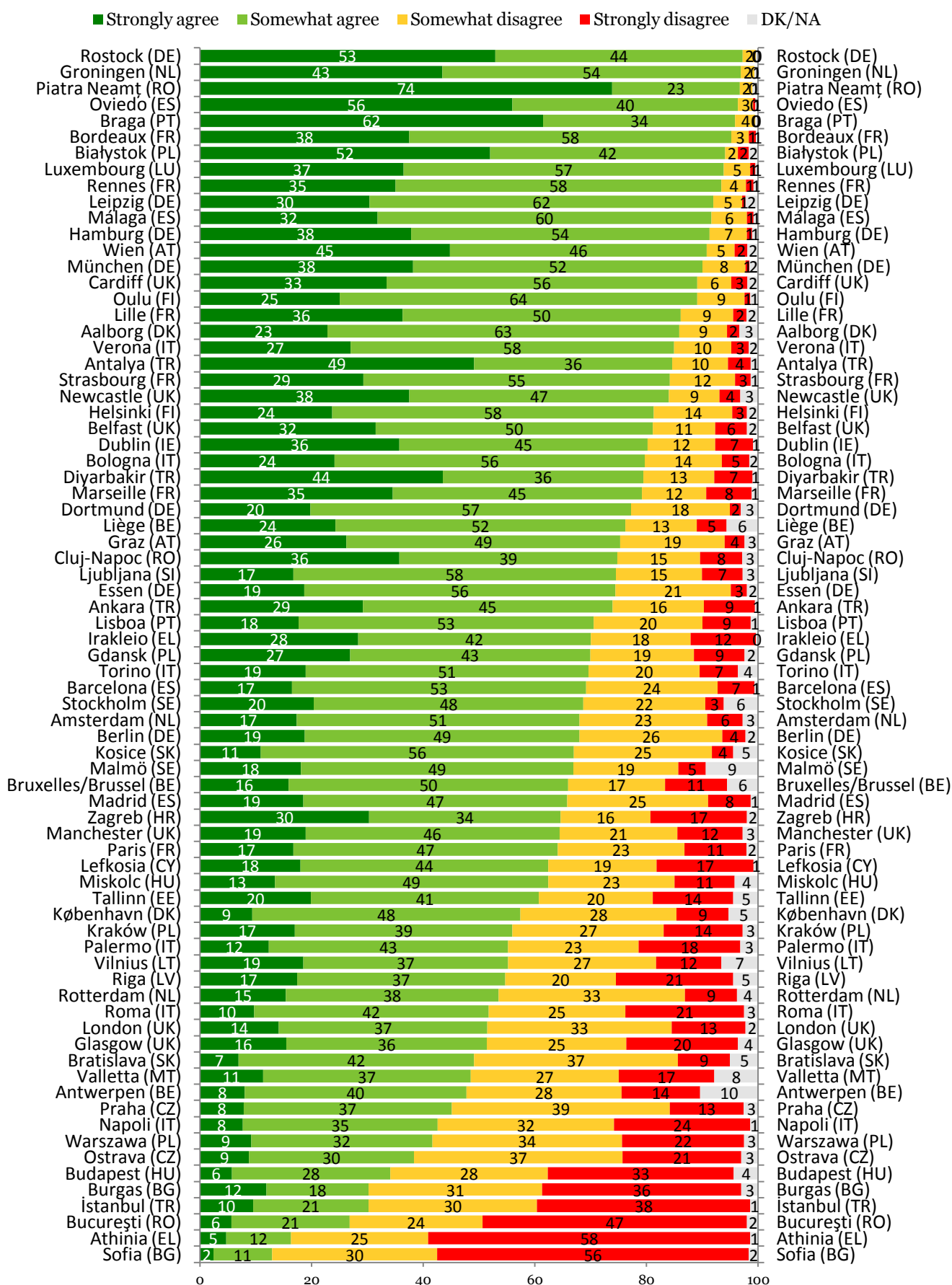
Rostock, Groningen, Bialystok, Oviedo, Rennes and Leipzig were cities with some of the highest proportions of interviewees who disagreed that air pollution was a problem. In those cities, respondents were also among the most likely to *somewhat* or *strongly* agree that their city was a healthy place to live: 97% in Rostock and Groningen, 96% in Oviedo, 94% in Bialystok, 93% in Rennes and 92% in Leipzig. Respondents in Piatra Neamt, Braga, Bordeaux, Luxembourg, Malaga and Hamburg were, however, just as likely to agree with this statement (between 92% and 97%).

Respondents in Sofia and Athens were not only among the most likely to agree that air pollution was a major problem in their city, they were also the least likely to *somewhat* or *strongly* agree that it was a healthy place to live (13% and 17%, respectively) – more than half of those respondents *strongly* disagreed with this statement (56% and 58%, respectively). Although Sofia and Athens were the only cities where a majority *strongly* disagreed, in eight other cities more than half of respondents *somewhat* or *strongly* disagreed that they lived in a healthy place: Bucharest (71%), Istanbul (68%), Burgas (67%), Budapest (61%), Ostrava (58%), Naples and Warsaw (both 56%), and Prague (52%).

**Correlation between “air pollution” and “a healthy city”**



## The city is a healthy place to live



Q2. 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?

Base: all respondents, % by city

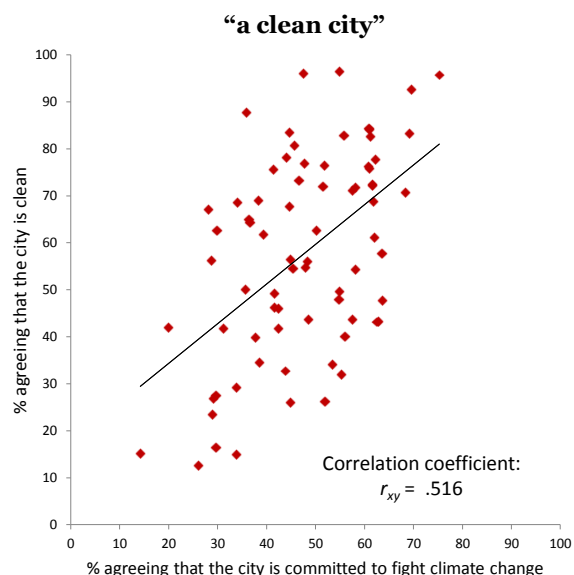
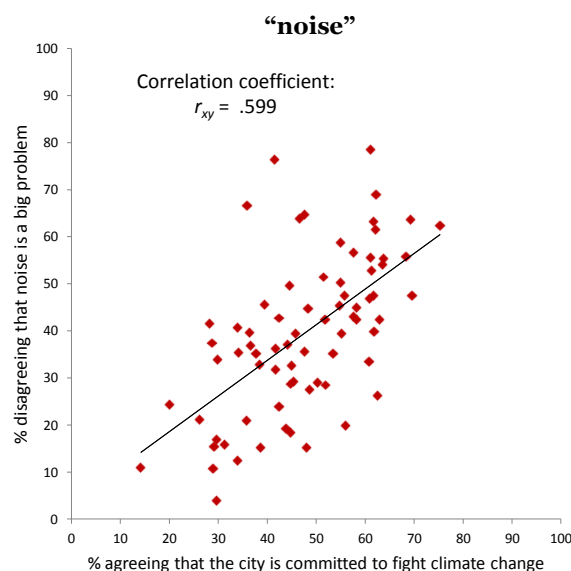
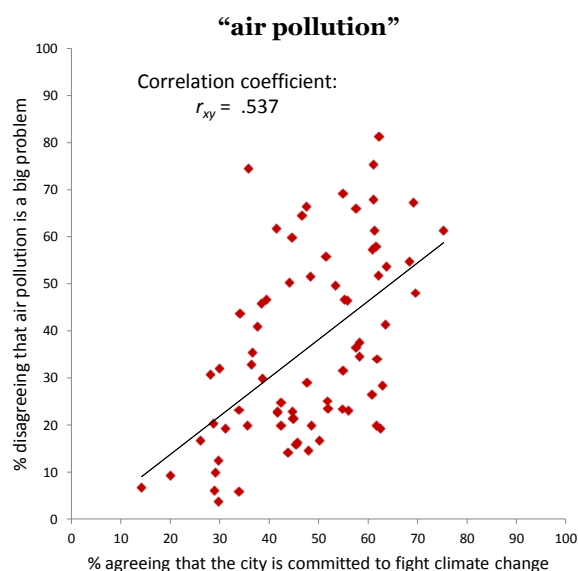


## 2.2 Cities committed to fight climate change

The proportion of respondents who *somewhat* or *strongly* agreed that their city was committed to fight climate change (e.g. by promoting eco-friendly means of transport) ranged from 14% in Sofia to 76% in Luxembourg. Munich, Newcastle and Bordeaux joined Luxembourg at the higher end of the ranking (between 68% and 70% agreed), with Burgas and Palermo joining Sofia at the lower end (20% and 26%, respectively, agreed). Considerably less variation was observed in the proportion of respondents who *strongly* agreed that their city was committed to fight climate change – in a majority of cities in this study between one-tenth and one-fifth of respondents expressed strong agreement.

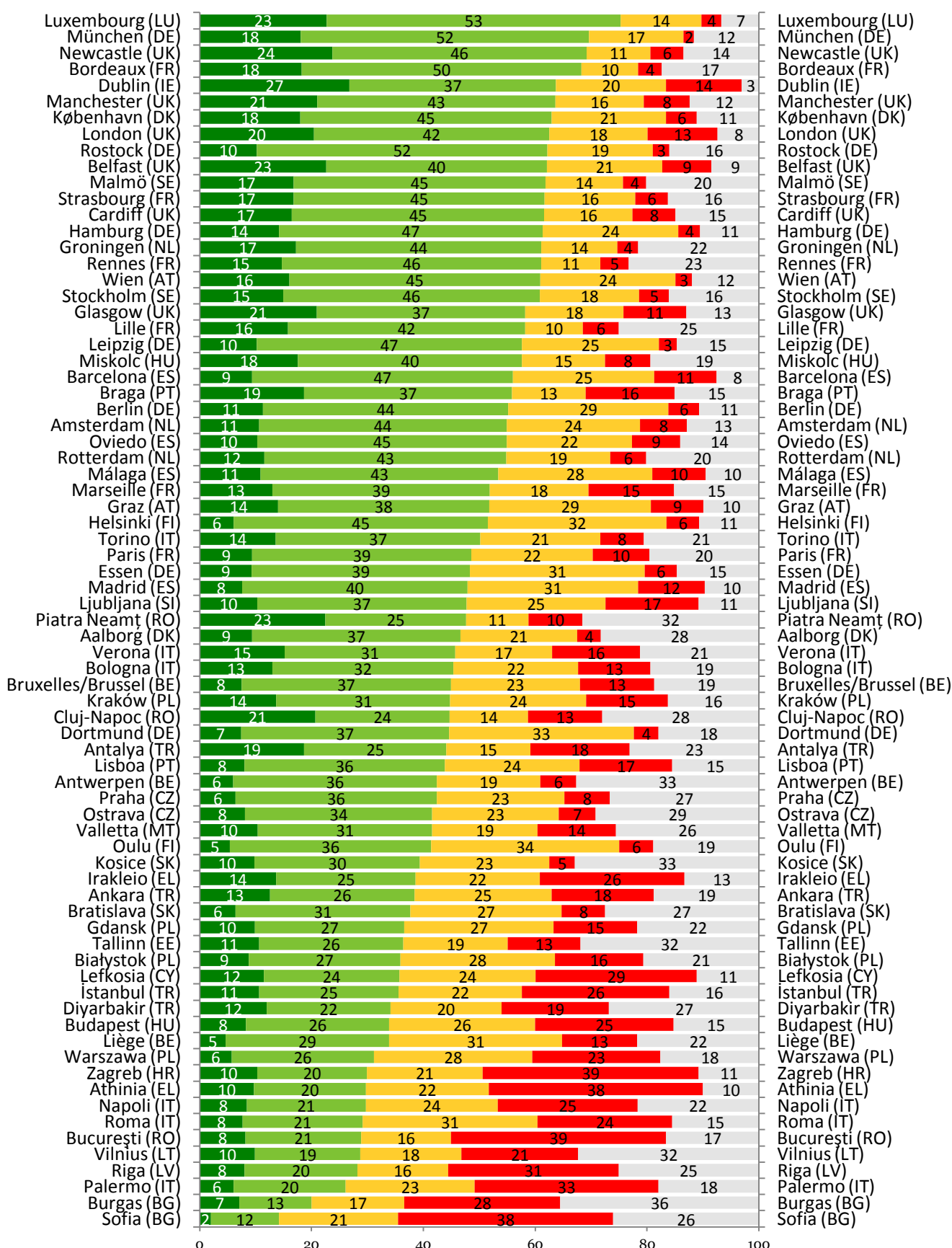
Many respondents found it difficult to answer this question about their city's commitment to fight climate change. In Piatra Neamt, Tallinn, Vilnius, Antwerp, Kosice and Burgas, more than 3 in 10 respondents gave a “don't know” response (between 32% and 36%). In Dublin, Luxembourg, London, Barcelona and Belfast, however, less than a tenth of respondents did not answer this question.

A comparison with the results discussed in the previous sections about healthy and clean cities once more showed similarities in the city rankings – cities where respondents were more likely to agree that there was a commitment to fight climate change were also the ones where respondents were, for example, somewhat more likely to agree that their city was a healthy place to live. The four scatter plots below show, nevertheless, that the correlation coefficients were somewhat smaller than most coefficients discussed earlier in the report.



## The city is committed to fight against climate change

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ DK/NA



Q2. 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?

Base: all respondents, % by city

### 3. Administrative services and city spending

#### Resources spent in a responsible way

In a third of the cities in this study (24 out of 75), at least a slim majority of respondents thought that their city spent its resources in a responsible way. Interviewees in Luxembourg, Bordeaux and Piatra Neamt most frequently agreed that this was the case (69%, 67% and 65%, respectively). In the last-named city, respondents were also the most likely to *strongly* agree that resources were spent in a responsible way (35% vs. 15%-17% in Bordeaux and Luxembourg).

While more than two-thirds of respondents in Luxembourg *somewhat* or *strongly* agreed that their city spent its resources in a responsible way, less than a tenth in Budapest held this view. In Budapest, more than two-thirds disagreed that resources were spent responsibly (52% “strongly disagreed” and 19% “somewhat disagreed”). Other cities with a similarly high level of disagreement were Dortmund (73%), Palermo (73%) and Athens (70%).

All German cities included in this study (except Munich) were found at the bottom of this distribution – the proportion of respondents who *somewhat* or *strongly* disagreed that resources were spent responsibly in their city ranged from 52% in Leipzig to 73% in Dortmund. In Munich, on the other hand, only about a fifth (21%) of respondents disagreed that resources were spent responsibly, while 57% agreed with this view (13% “strongly agreed” and 44% “somewhat agreed”).

As with the statement about cities’ commitment to fight climate change, city dwellers found it difficult to formulate an opinion about the management of the city’s resources – this may be due to a relatively low level of responsibilities at city level and/or a lack of transparency in management and expenditures. The proportion of “don’t know” responses ranged from less than a tenth in Dublin and Zagreb (6%-8%) to more than three times this proportion in Sofia, Bratislava, Brussels, Miskolc, Burgas and Kosice (between 30% and 35%).

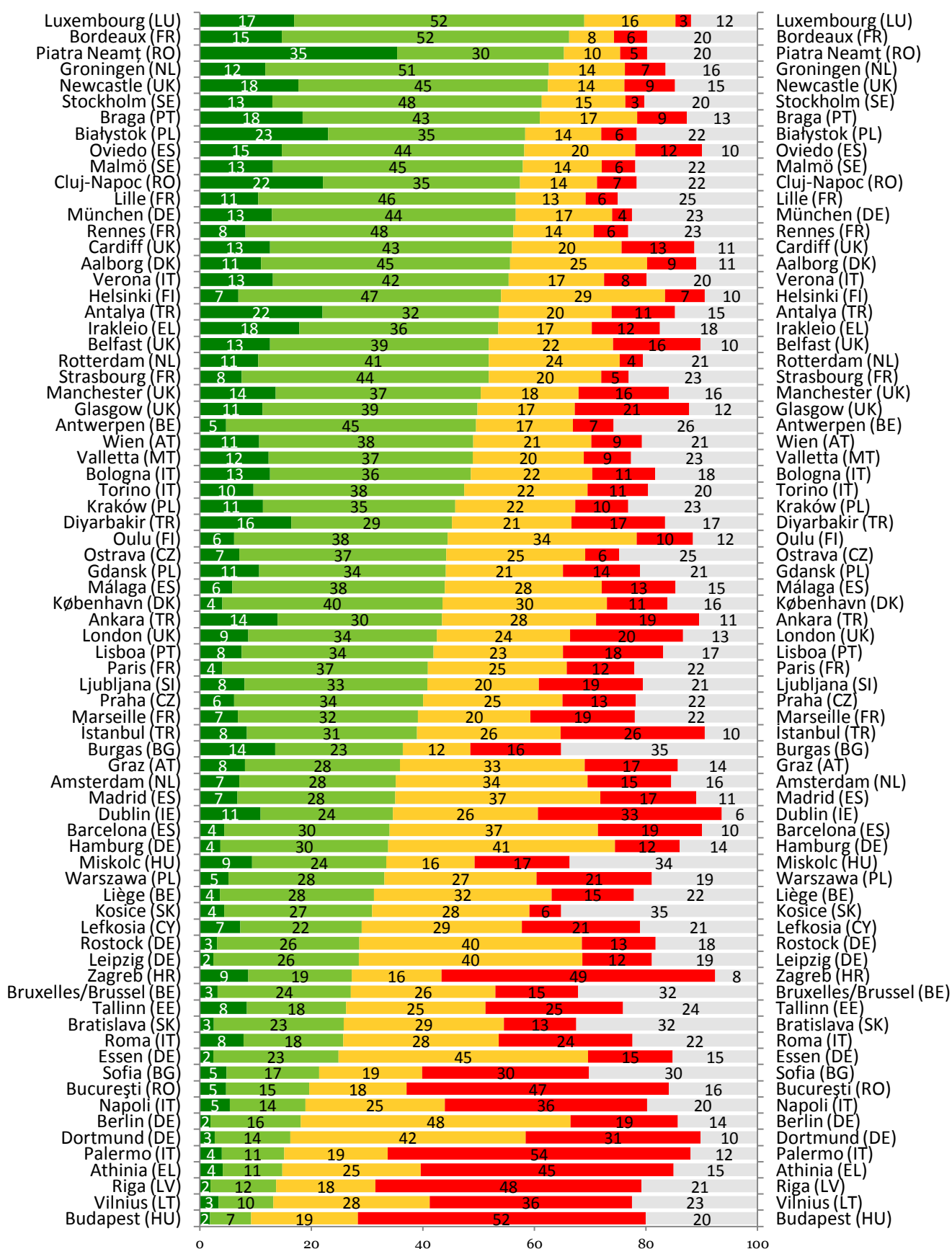
A comparison with the results of the 2006 perception survey showed that the level of agreement decreased most significantly in Dortmund (-22 percentage points), Oulu and Zagreb (both -19), Budapest, Brussels and Miskolc (all -17)<sup>4</sup> – these cities experienced the largest decrease in positive perceptions about city spending. Bialystok, Stockholm, Malmö and Luxembourg, on the other hand, have seen the largest increase in the proportion of interviewees who agreed that there was a responsible management of resources in their city (at least +20 percentage points). For example, in 2006, just 35% of respondents in Stockholm agreed that resources were spent responsibly; this proportion was almost twice as high in the current survey (61%). For more details on the latter, see the chart on page 84.

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<sup>4</sup> It should, however, also be noted that Miskolc and Brussels experience an increase in the proportion of respondents who gave a “don’t” know response (respectively, +7 and +10 percentage points).

## The city spends its resources in a responsible way

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ DK/NA



Q2. 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?

Base: all respondents, % by city

### Administrative services help efficiently

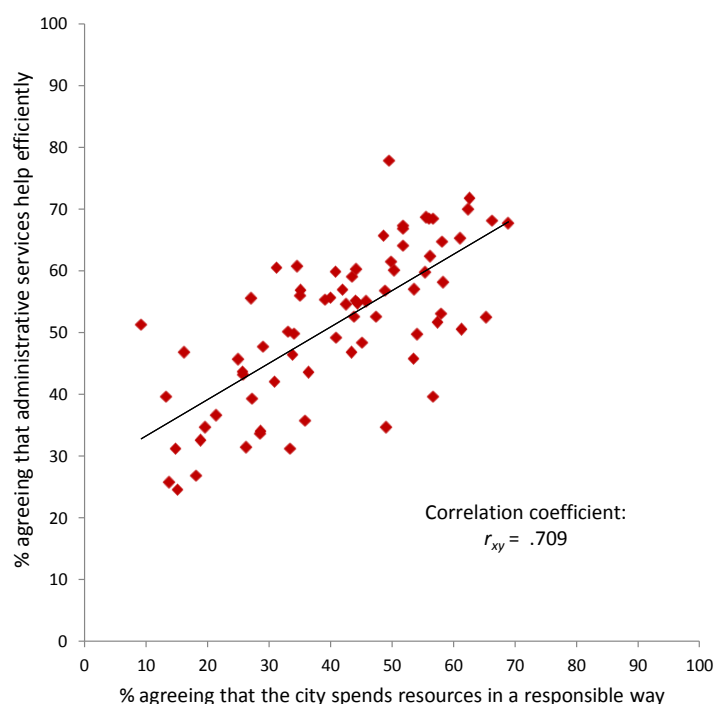
Respondents in Luxembourg, Bordeaux, Groningen and Newcastle were not only among the most likely to agree that their city spent its resources responsibly, they were also among the most likely to *somewhat* or *strongly* agree that they were helped efficiently when they contacted administrative services in their city (between 68% and 72%). The aforementioned cities were this time joined by Antwerp, Aalborg, Cardiff and Lille – in these cities, between 67% and 78% of interviewees agreed that help from the city's administrative services was efficient.

Roughly a quarter of respondents in Palermo, Riga and Berlin *somewhat* or *strongly* agreed that they had been helped efficiently when they contacted their city's administrative services (between 25% and 27%). Other cities at the lower end of this ranking were Miskolc and Athens – with a total agreement level of 31%-32%. Athens was also the city where respondents were the most likely to disagree that that administrative services helped efficiently (66% “somewhat disagree” and “strongly disagree” responses) – a figure similar to the situation in Palermo (64%). In Miskolc, on the other hand, respondents were most likely to give a “don't know” response (47%).

Rather unexpectedly, however, respondents in Piatra Neamt and Budapest were equally likely to agree that administrative services in their city had helped them efficiently (both 52%) – note that respondents in Piatra Neamt were among the most likely to agree that their city spent its resources in a responsible way, while respondents in Budapest were the least likely to share this view. Nonetheless, the correlation coefficient for the relationship between the proportion of respondents who agreed that a) resources were spent in a responsible way and b) administrative services helped citizens efficiently was .709 – a strong correlation between the two variables at the city level.

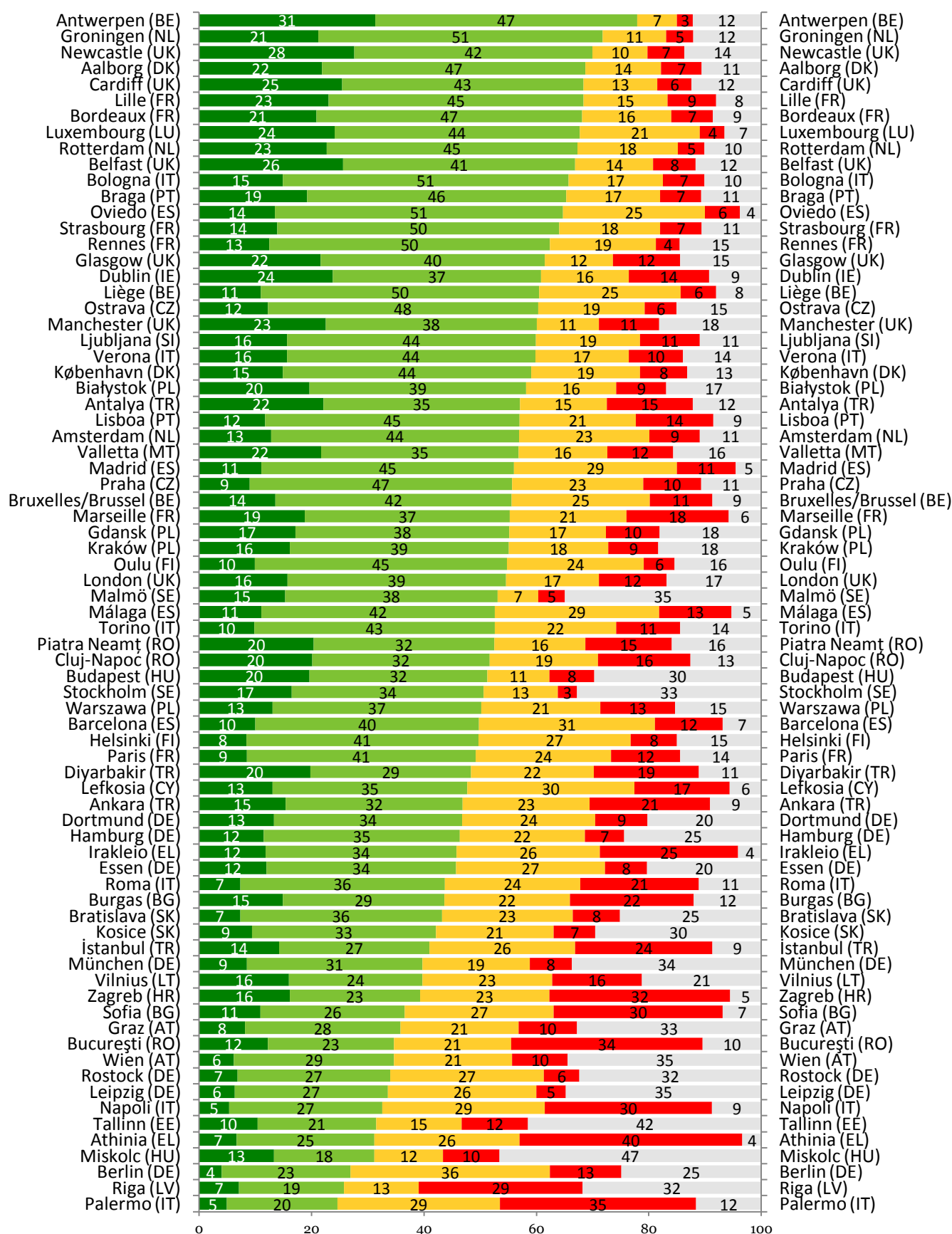
A comparison with the results of the 2006 perception survey showed that Stockholm and Malmö – once again – have seen the largest increase in the proportion of respondents who agreed that administrative services had helped them efficiently (+20 and +17 percentage points, respectively), while Miskolc and Riga have seen the largest decrease in this level of agreement (-15 and -14 percentage points, respectively). For more details on the latter, see the chart on page 85.

**Correlation between “responsible management” and “helpful administrative services”**



## Administrative services help efficiently

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ DK/NA



Q2. 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?

Base: all respondents, % by city



## 4. Satisfaction with cities' infrastructure

### Satisfaction with cultural facilities

In a majority of cities (54 of 75), at least three-quarters of respondents were satisfied with their own city's cultural facilities, such as concert halls, museums and libraries. In about half of the 54 cities, more than 50% of respondents were *very satisfied* with these facilities; this proportion was highest in Vienna (74%), Cardiff (71%), Newcastle (68%), Munich (71%), Berlin (68%) and Amsterdam (66%).

In the above-mentioned cities, less than 1 in 20 respondents were dissatisfied with their city's cultural facilities (e.g. 2% in Cardiff and 3% in Berlin). More than a quarter of respondents said they were *rather unsatisfied* or *not at all satisfied* with cultural facilities in Braga (26%), Malaga (27%), Palermo (30%), Nicosia (39%), Valletta (42%), Iraklion (45%) and Naples (46%). Nevertheless, only in Valletta and Naples did these unsatisfied respondents outnumber satisfied ones (Valletta: 42% "unsatisfied" vs. 35% "satisfied"; Naples: 46% "unsatisfied" vs. 41% "satisfied").

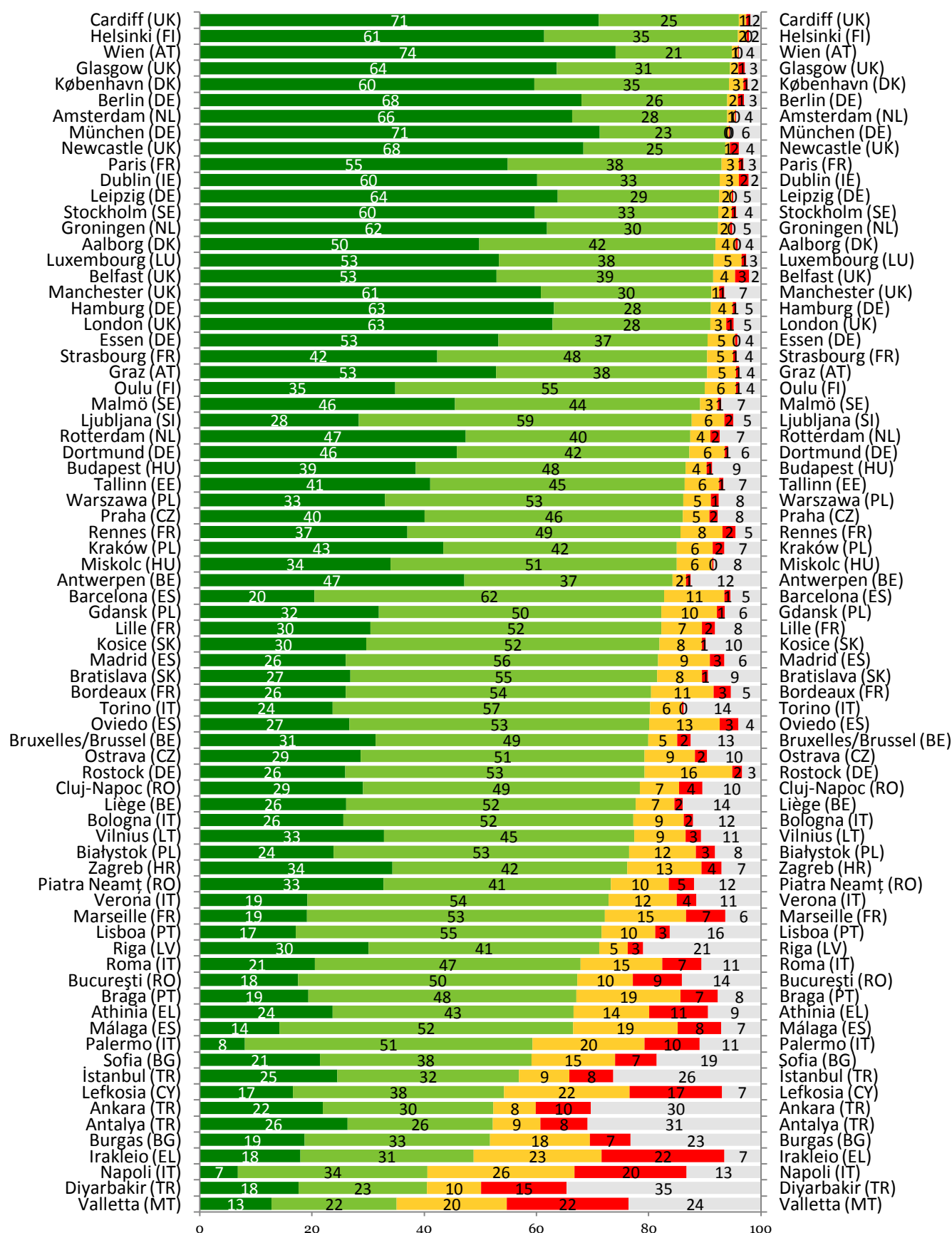
In many cities at the bottom of the ranking, a considerable number of respondents did not answer the question about cultural facilities. The largest proportions of "don't know" responses were recorded in Turkish cities included in this study: 35% in Diyarbakir, 31% in Antalya and 30% in Ankara.

A comparison, between the results of the 2006 and 2009 perception surveys, concerning satisfaction with cultural facilities, did not reveal many large differences; in most cities, satisfaction levels have somewhat increased since 2006 or remained the same during this period. There were, however, some exceptions. The largest increase in satisfaction was observed in Bialystok: in 2006, a slim majority of respondents there said they were *rather* or *very* satisfied with its public places; in 2009, however, 77% expressed their satisfaction (+20 percentage points).

In Valletta, on the other hand, the proportion of satisfied respondents has decreased by 27 percentage points (from 62% in 2006 to 35% in 2009). A similar decrease in satisfaction was also observed in Naples; while 63% of its interviewees said they were happy with cultural facilities, this proportion has decreased to 41% in the current survey (-22 percentage points). For more details on the comparison of the results of the 2006 and 2009 perception surveys, see the chart on page 86.

## Satisfaction with cultural facilities (e.g. concert halls and museums)

Very satisfied Rather satisfied Rather unsatisfied Not at all satisfied DK/NA



Q1. 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:

Base: all respondents, % by city

### Satisfaction with public spaces – markets and pedestrian areas

Satisfaction with public spaces was generally high: in 69 cities, a majority of respondents said they were *very* or *rather* satisfied with public spaces, such as markets and pedestrian areas in their city. Citizens of Oviedo, Munich, Groningen, Malmo, Cardiff, Luxembourg, Rennes, Newcastle and Piatra Neamt expressed the highest levels of satisfaction (between 90% and 96%). Furthermore, in most of these cities, more than 4 in 10 respondents were *very satisfied*, and less than 1 in 10 citizens were dissatisfied with their city's public spaces.

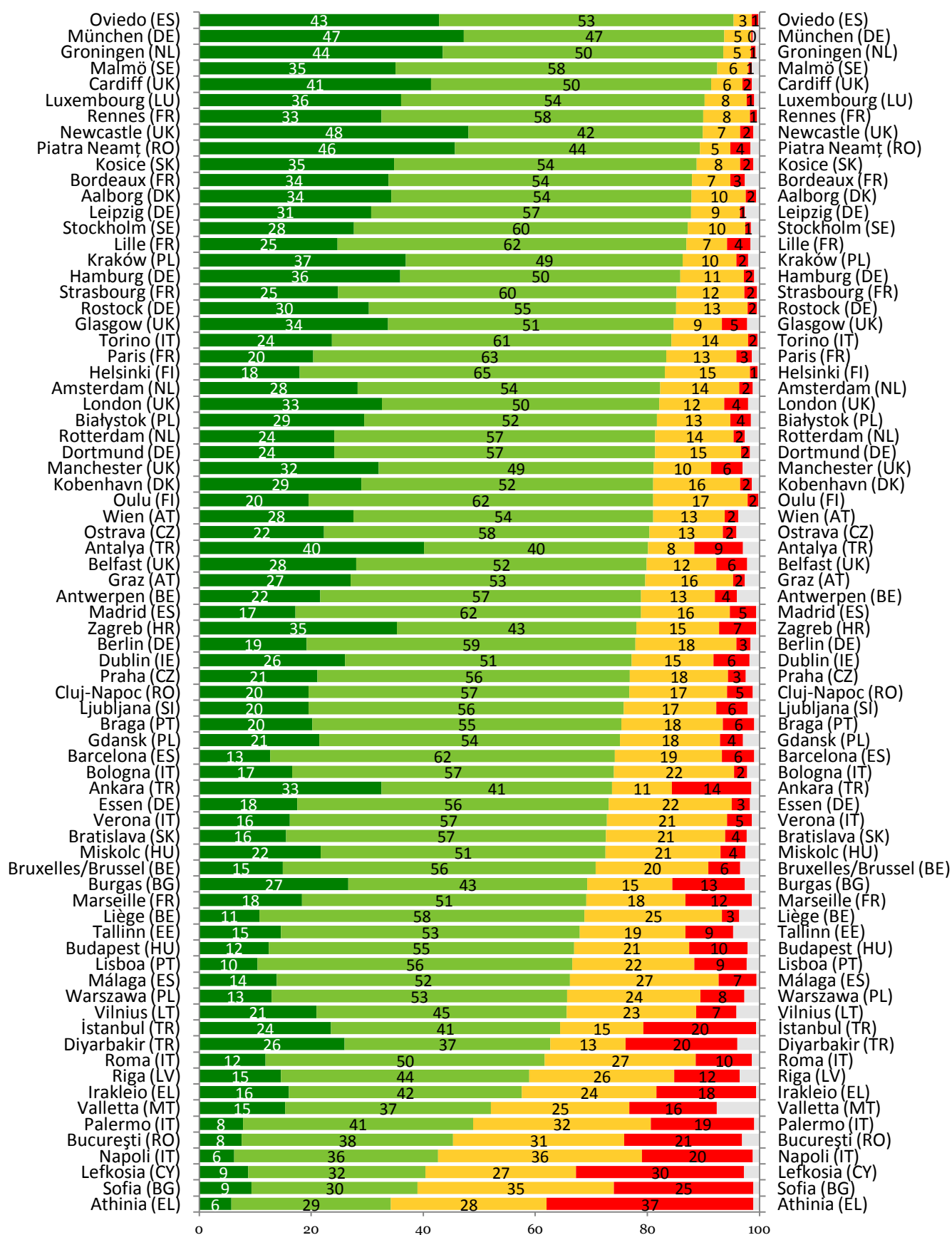
Many cities at the higher end of this ranking (where most respondents were satisfied with their city's markets and pedestrian areas) were situated in northern and western European countries – such as Groningen and Malmo (see above), Aalborg, Stockholm and Strasbourg. One of the most notable exceptions at the higher end of the ranking, however, was Piatra Neamt where 46% of respondents were *very* satisfied and 44% *rather* satisfied with the public spaces of their city.

A very different picture emerged at the lower end of the ranking: all of those cities were located in southern and eastern European countries. In Sofia, Bucharest, Athens, Naples, Palermo and Nicosia, less than half of respondents were *very* or *rather* satisfied with their city's public spaces (between 35% and 49%) – the corresponding proportions of unsatisfied respondents were between 51% in Palermo and 65% in Athens. It is of interest to note that while Piatra Neamt scored among the highest cities in terms of satisfaction with public spaces, Bucharest was among the lowest.

Focusing on respondents who selected the more extreme responses of being “very satisfied”, while almost half of interviewees living in Munich, Newcastle and Piatra Neamt selected this response, this proportion dropped to less than 10% in the lowest ranked cities (e.g. 6% in Naples and 9% in Nicosia). Furthermore, the proportion of “not at all satisfied” respondents was at least twice as high in the following cities: 19% in Palermo, 20% in Naples, 21% in Bucharest, 25% in Sofia, 30% in Nicosia and 37% in Athens.

## Satisfaction with public spaces (e.g. markets or pedestrian areas)

Very satisfied Rather satisfied Rather unsatisfied Not at all satisfied DK/NA



Q1. 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:

Base: all respondents, % by city

Satisfaction with “the beauty of streets and buildings in one’s neighbourhood”

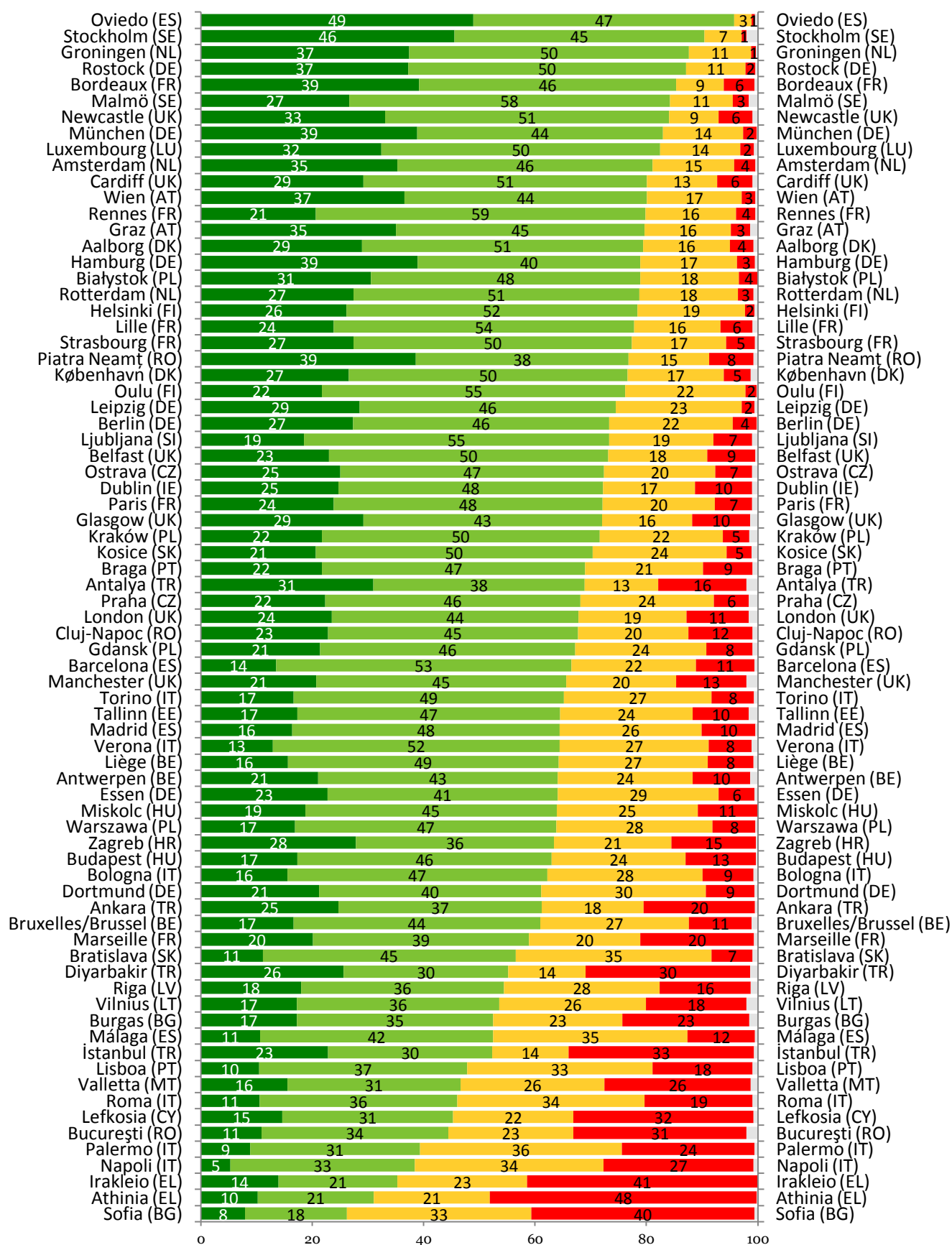
Citizens of Oviedo were not only the most likely to be satisfied with public spaces in their city, they were also among the most likely to be happy with the beauty of the streets and buildings in their neighbourhood: 49% of respondents were *very* satisfied and 47% were *rather* satisfied.

Generally speaking, satisfaction with the beauty of streets and buildings in respondents’ neighbourhoods was high. In 25 cities, at least three-quarters of interviewees were content (ranging from 75% in Leipzig to 96% in Oviedo – see above) and in another 40 cities, between half and three-quarters of respondents expressed satisfaction (ranging from 52% in Burgas to 74% in Ljubljana). In the last 10 cities, however, respondents were more likely to be dissatisfied with the outlook of the streets and buildings in their neighbourhood than they were to be satisfied.

Respondents living in Sofia were the least likely say they were happy with the beauty of their streets and buildings: 36% were satisfied vs. 73% who were dissatisfied (33% “rather unsatisfied” and 40% “not at all satisfied”). In Athens, Iraklion, Naples and Palermo, between 6 and 7 in 10 interviewees were not happy with the beauty of their neighbourhood’s streets and buildings. Finally, in Bucharest, Nicosia, Rome, Valetta and Lisbon, a slim majority of respondents expressed their dissatisfaction with this aspect of their neighbourhood (between 51% and 54%).

## Respondents' satisfaction with the beauty of streets and building in their neighbourhood

Very satisfied Rather satisfied Rather unsatisfied Not at all satisfied DK/NA



Q1. 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:

Base: all respondents, % by city



### Satisfaction with public parks and gardens (green spaces)

Citizens of Malmo, Munich, Groningen, Cardiff and Luxembourg were not only among the most likely to be satisfied with public spaces in their city, they were also among the most satisfied with what their city had to offer in terms of green spaces, such as public parks and gardens. In these cities, between 92% and 94% of interviewees were happy with this aspect of their city. There were six more cities where at least 90% of satisfied citizens: Leipzig and Hamburg (both 93%), Bordeaux, Stockholm, Bialystok (all 91%) and Glasgow (90%).

Respondents in Malmo, Munich, Hamburg, Cardiff and Bialystok were also the most likely to be *very* satisfied with their city's parks and gardens (between 55% and 63%). The proportion of "very satisfied" respondents, however, dropped to about 1 in 20 in Athens and Palermo (4%-6%).

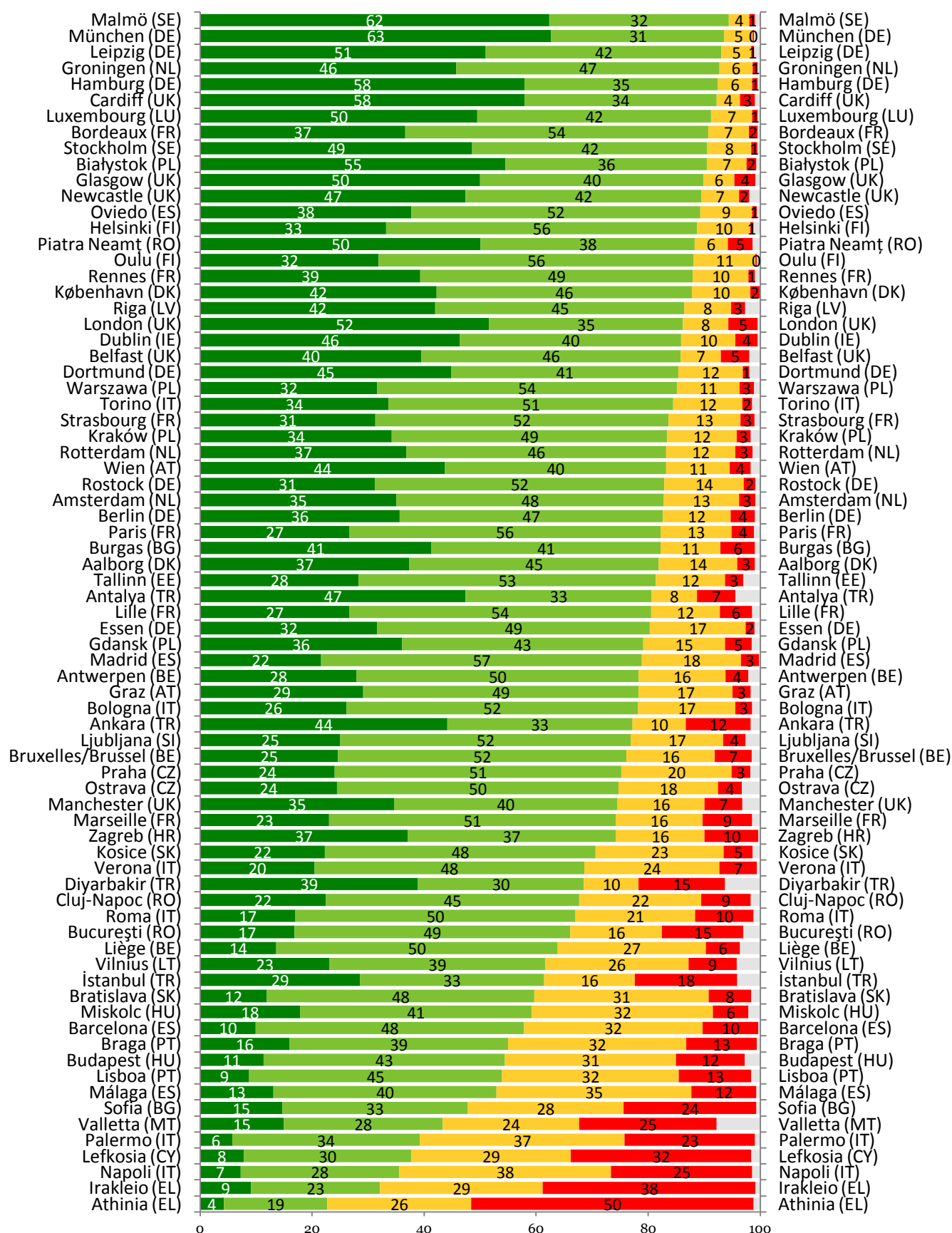
A closer look at the lower end of the ranking showed that respondents in Athens or Palermo were not the only ones with a low level of satisfaction about available green spaces in their city, as the same was true for respondents in Iraklion, Naples and Nicosia. In each of these cities, less than 4 in 10 respondents were satisfied with gardens, parks and other green areas in their city; the proportions of dissatisfied respondents, however, were considerably higher: 76% in Athens, 67% in Iraklion, 63% in Naples, 61% in Nicosia and 60% in Palermo.

A comparison, between the results of the 2006 and 2009 perception surveys showed that in a majority of cities in this study, satisfaction levels with cities' parks, gardens and other green areas have increased. The highest rises were measured in Burgas (from 56% in 2006 to 82% in 2009; +24 percentage points), Bratislava (from 36% in 2006 to 60% in 2009; +24 percentage points), Antwerp (from 56% in 2006 to 78% in 2009; +22 percentage points) and Sofia (from 26% in 2006 to 48% in 2009; +22 percentage points).

In about one-third of cities, satisfaction levels with green spaces and facilities have remained the same in the past few years, while in a few cities respondents were now less satisfied than they were three years ago: Nicosia (-14 percentage points), Iraklion (-12), Athens (-9), Brussels (-9), Palermo, Valetta and Roma (all -6). For more details on the comparison of the results of the 2006 and 2009 perception surveys, see the chart on page 87.

## Satisfaction with green spaces (e.g. parks and gardens)

Very satisfied Rather satisfied Rather unsatisfied Not at all satisfied DK/NA



Q1. 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:

Base: all respondents, % by city

### Satisfaction with opportunities for outdoor recreation

Not surprisingly, results for satisfaction with outdoor recreational opportunities (such as walking or cycling) showed many similarities with those for satisfaction with green spaces (public parks, gardens etc.) in the surveyed European cities. For both questions, a high level of satisfaction was measured in a majority of surveyed cities. Furthermore, similarities were seen in the ranking of cities for both questions – with the same ones appearing at the higher and lower ends.

Respondents in Oulu and Helsinki were the most likely to be satisfied with the possibilities for outdoor recreation that their city had to offer (95% and 93%, respectively). Additionally, a majority of respondents in these cities reported being *very* satisfied with this aspect of city life (68% and 56%, respectively). Groningen, Cardiff, Munich, Rotterdam, Stockholm, Newcastle and Bordeaux joined the Finnish cities at the higher end of the ranking with between 85% and 90% of satisfied citizens.

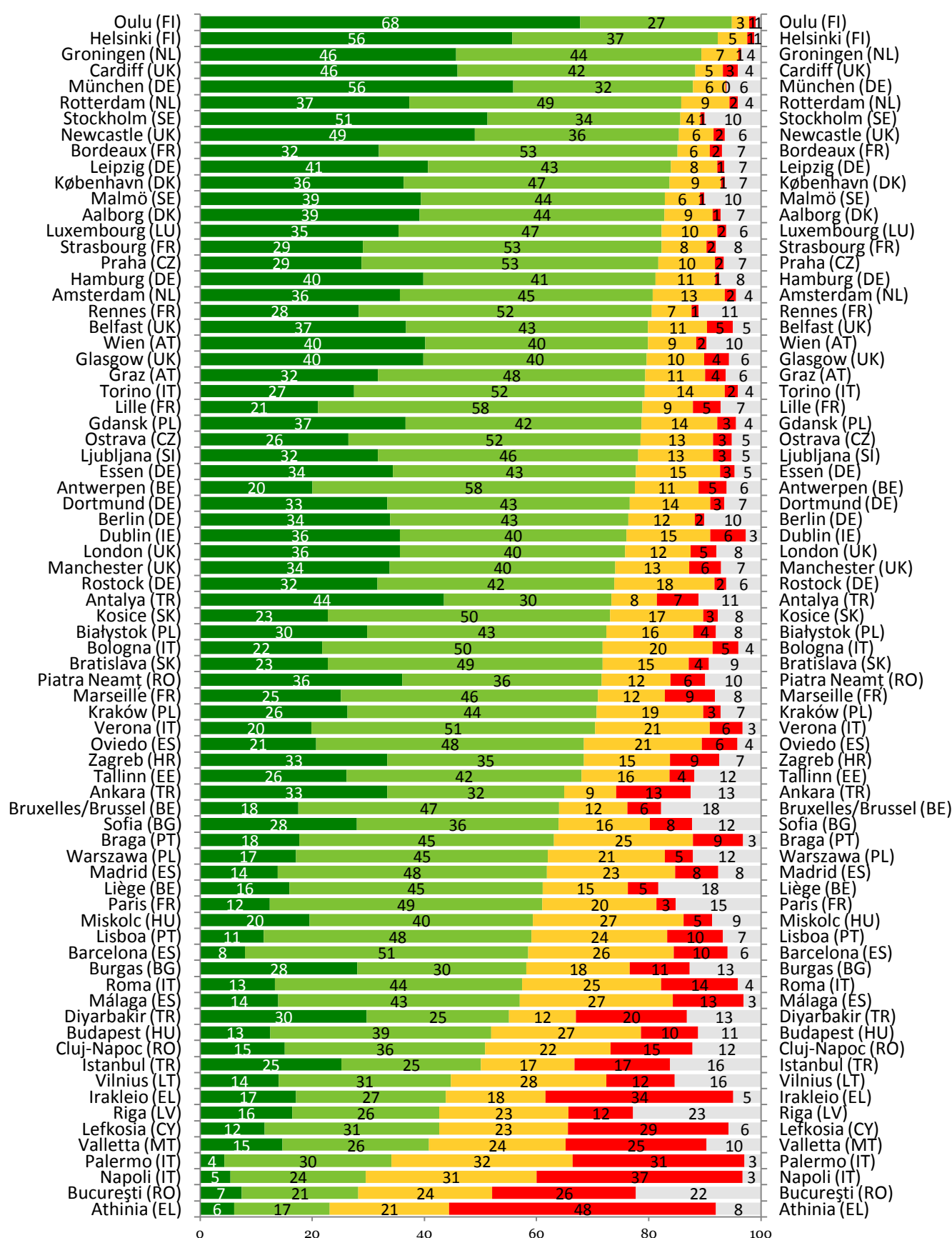
None of the highest ranked, in terms of satisfaction with outdoor recreational opportunities, were located in southern or eastern Europe; the highest ranked eastern European city was Prague (with 82% of satisfied citizens – 16<sup>th</sup> position), while the highest ranked southern European city was Turin (with 79% of satisfied citizens – 24<sup>th</sup> position).

Respondents in Athens were not only the least satisfied with public parks and gardens in their city, they were also the least likely to be satisfied with the opportunities for cycling, walking and other outdoor recreation: just 23% of interviewees in Athens were satisfied, while 48% were *not at all satisfied*. Naples, Palermo, Valletta, Nicosia and Iraklion – once again – joined Athens at the lower end of the ranking with between 48% and 68% of dissatisfied respondents.

In some cities, a considerable number of respondents found it difficult to answer the question about outdoor recreation. The largest proportions of “don’t know” responses were recorded in Riga and Bucharest (22%-23%).

## Satisfaction with outdoor recreation (e.g. walking or cycling)

Very satisfied Rather satisfied Rather unsatisfied Not at all satisfied DK/NA



Q1. 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:

Base: all respondents, % by city

### Sports facilities

Most city dwellers had no difficulties in answering the satisfaction questions discussed in the previous section (e.g. about public places or green spaces and facilities). A different picture, however, emerged when they were asked to estimate their satisfaction with their city's sports facilities (such as sports fields and indoor sports halls). The proportion of "don't know" responses ranged from 3%-4% in the Finnish cities – Helsinki and Oulu – to 44% in Liege and Riga. Other cities with a very high proportion of respondents who did not answer this question were Antalya (40%), Diyarbakir (37%) and Ankara (36%) in Turkey.

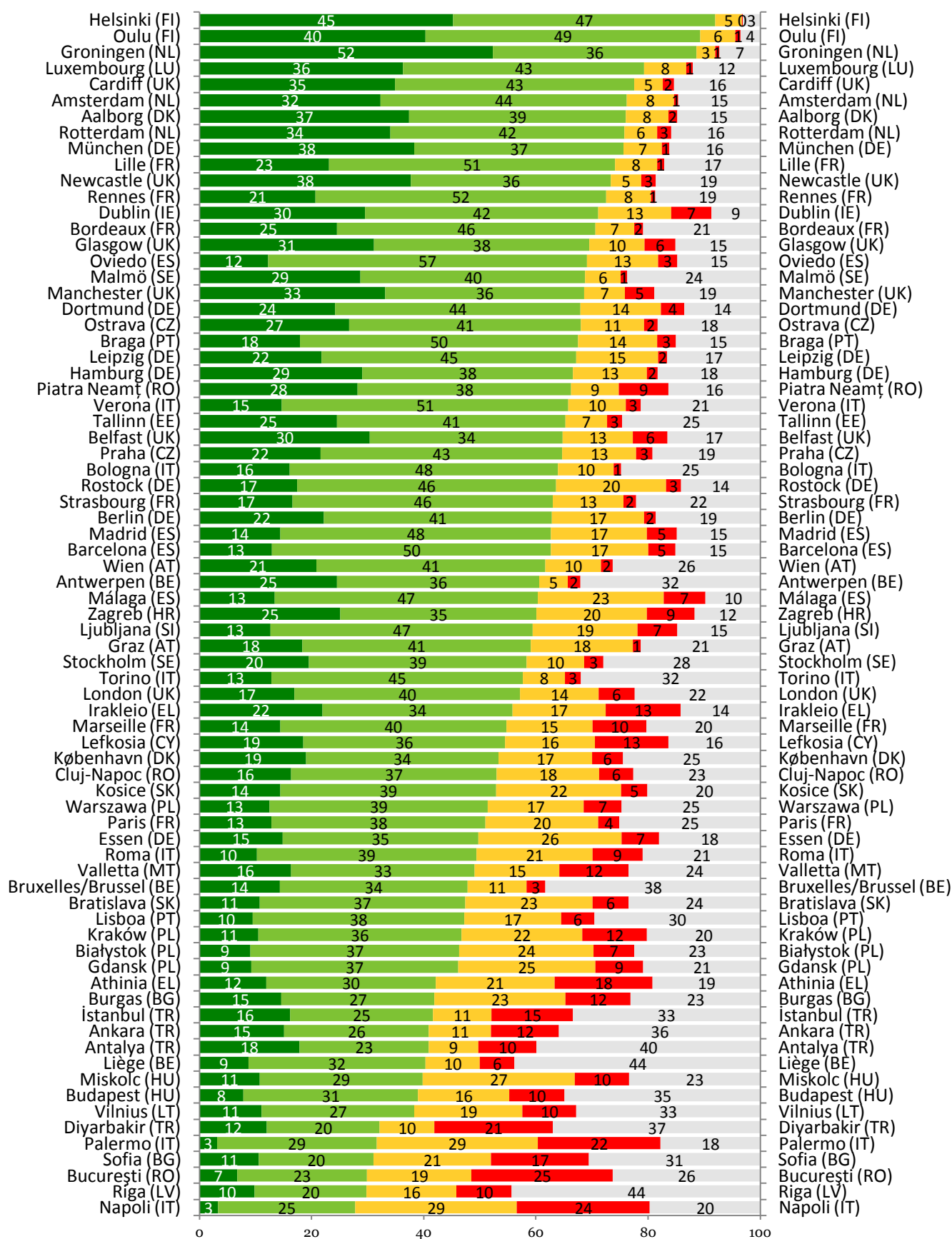
Respondents in Helsinki, Oulu and Groningen were not only among the most likely to be satisfied with their city's outdoor recreational opportunities, they were also (by far) the most likely to be satisfied with the sports facilities on offer: 92% in Helsinki, 89% in Oulu and 88% in Groningen. In each of these cities, at least 4 in 10 respondents were *very* satisfied with these types of facilities (45%, 40% and 52%, respectively).

In the cities at the lower end of the ranking, however, a large proportion of respondents did not answer the question; of those who did, however, dissatisfied respondents outnumbered the satisfied. In Naples, 28% of respondents said they were happy with their city's sports facilities, while almost twice as many said they were not satisfied (29% "rather unsatisfied" and 24% "not at all satisfied"). The corresponding proportions were 30% "satisfied" vs. 44% "unsatisfied" in Bucharest, 31% "satisfied" vs. 38% "unsatisfied" in Sofia and 32% "satisfied" vs. 51% "unsatisfied" in Palermo.

A comparison with the results of the previous perception survey showed the proportion of respondents who were satisfied with their city's sports facilities has increased in about one-third of the surveyed cities. For example, in 2006, just 26% of respondents in Bialystok reported being satisfied with their city's sports facilities, this proportion increased to 46% in 2009 (+20 percentage points). The opposite trend (i.e. a decrease in satisfaction about this type of facilities) was observed in fewer cities; for example, in Liege (-16 percentage points), Brussels and Riga (both -13). For more details on the latter, see the chart on page 88.

### Satisfaction with sports facilities (e.g. sports fields and indoor sport halls)

■ Very satisfied ■ Rather satisfied ■ Rather unsatisfied ■ Not at all satisfied ■ DK/NA



Q1. 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:

Base: all respondents, % by city



### General satisfaction with a city's facilities

The following table shows that, primarily, high correlations were measured between the proportions of respondents who were satisfied with the various facilities provided in their city: correlation coefficients between .562 and .918 at the city level. The last section of this chapter presents a summary of city dwellers' satisfaction with the various facilities provided in their city: cultural and sports amenities, outdoor recreational opportunities, public spaces, parks and gardens, and the perceived beauty of streets and buildings.

**Correlation table – satisfaction with a city's facilities and amenities**

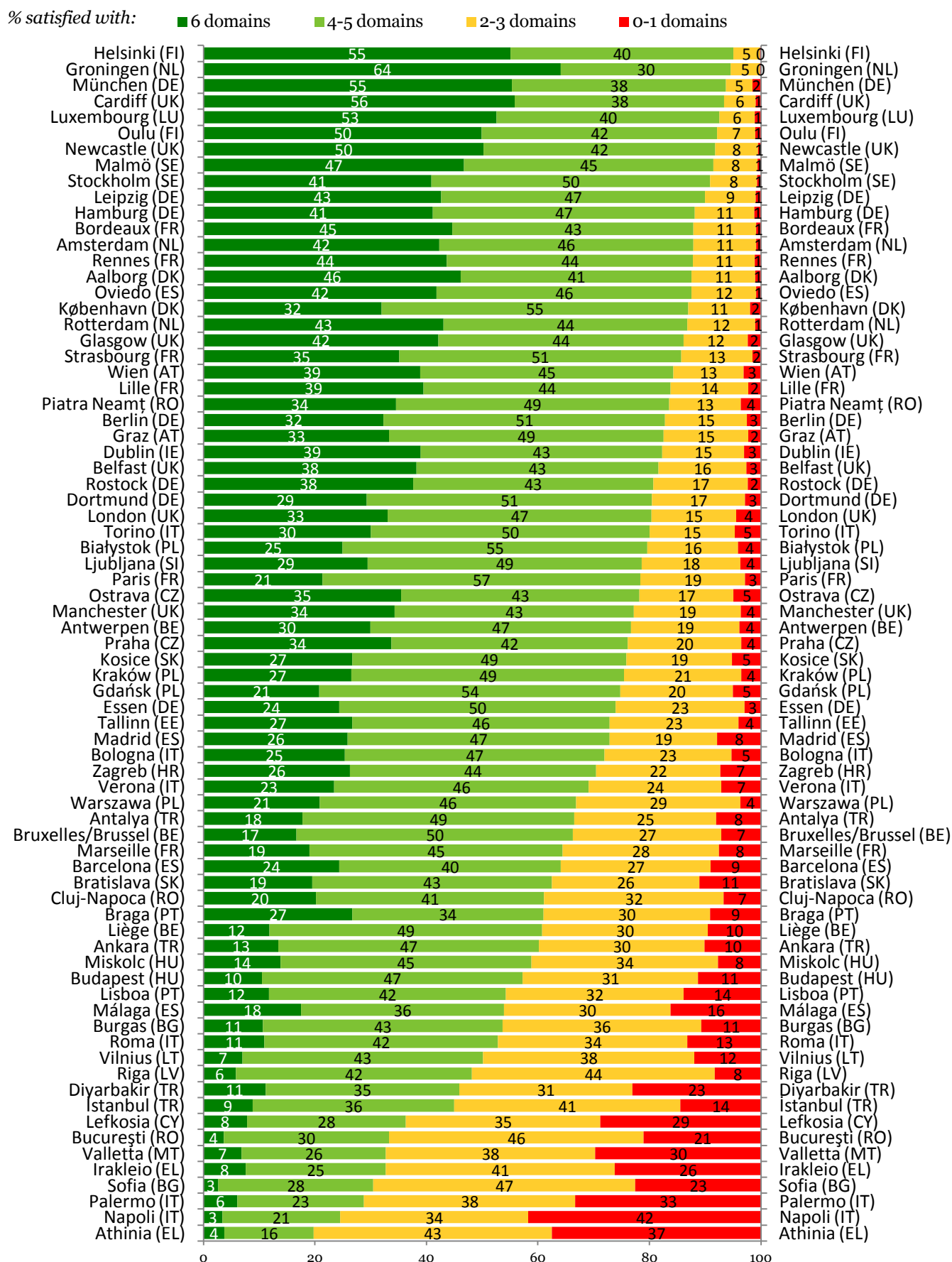
	Cultural facilities	Public spaces	Beauty of streets and buildings	Green spaces	Outdoor recreation	Sports facilities
Cultural facilities	1					
Public spaces	0.697	1				
Beauty of streets and buildings	0.716	0.918	1			
Green spaces	0.677	0.838	0.827	1		
Outdoor recreation	0.722	0.846	0.807	0.808	1	
Sports facilities	0.628	0.701	0.701	0.562	0.755	1

In Groningen, a large majority (64%) of respondents expressed their satisfaction with each one of the facilities listed in the survey. In Cardiff, Munich, Helsinki, Luxembourg, Newcastle and Oulu, the corresponding proportions were between 50% and 56%. Furthermore, in each of the above-mentioned cities, very few respondents were satisfied with just one, or none, of the types of facilities listed in the survey (not more than 2%).

A very different distribution of responses was observed at the lower end of this city ranking. In Sofia, Naples, Bucharest and Athens, less than 5% of respondents expressed their satisfaction with each one of the items listed in the survey, while a majority of respondents were satisfied with a maximum of three aspects. The largest proportions of dissatisfied respondents (i.e. satisfied with none – or maximum one – of the types of facilities) were found in Naples (42%), Athens (37%) and Palermo (33%).

Overall, however, a positive picture emerged in terms of city dwellers' satisfaction with the various types of facilities that cities provide. In a majority of the surveyed cities (e.g. Newcastle, Oviedo and Ostrava), at least three-quarters of respondents reported being satisfied with at least four of the six items listed in the survey, while this proportion dropped below 50% in just 11 cities (e.g. Valetta and Iraklion). Finally, the proportion of respondents who were satisfied with just one, or even none, of the types of facilities listed in the survey remained below 10% in more than two-thirds of surveyed cities.

## General satisfaction with a city's facilities and amenities

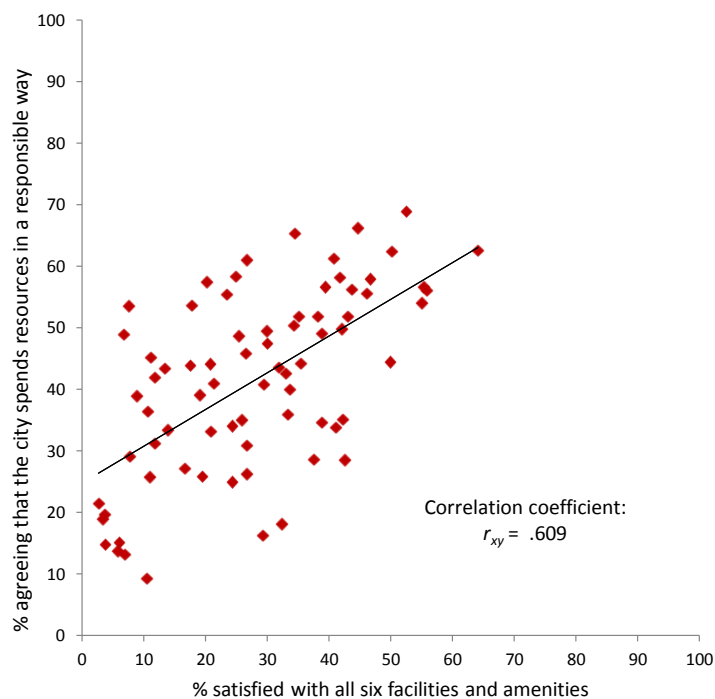


Q1. Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues:

Base: all respondents, % by city

Interestingly, cities where many respondents expressed their satisfaction with each one of the facilities listed in the survey were also the ones where respondents were more likely to agree that their city spent its resources in a responsible way – as illustrated in the scatter plot below. For example, a large majority (64%) of respondents in Groningen expressed their satisfaction with each one of the facilities listed in the survey and a similar proportion (63%) thought that their city spent its resources in a responsible way.

**Correlation between “satisfaction with a city’s facilities and amenities” and “responsible management”**



## 5. Satisfaction with public transport

### 5.1 Frequency of using public transport

When city dwellers were asked how frequently they used their city's public transport, Nicosia stood out from the pack with 84% of respondents saying they *never* used public transport. In the remaining cities, however, this proportion ranged from less than 5% in Paris, Helsinki and Prague to about 50% in Braga and Palermo (47% and 53%, respectively).

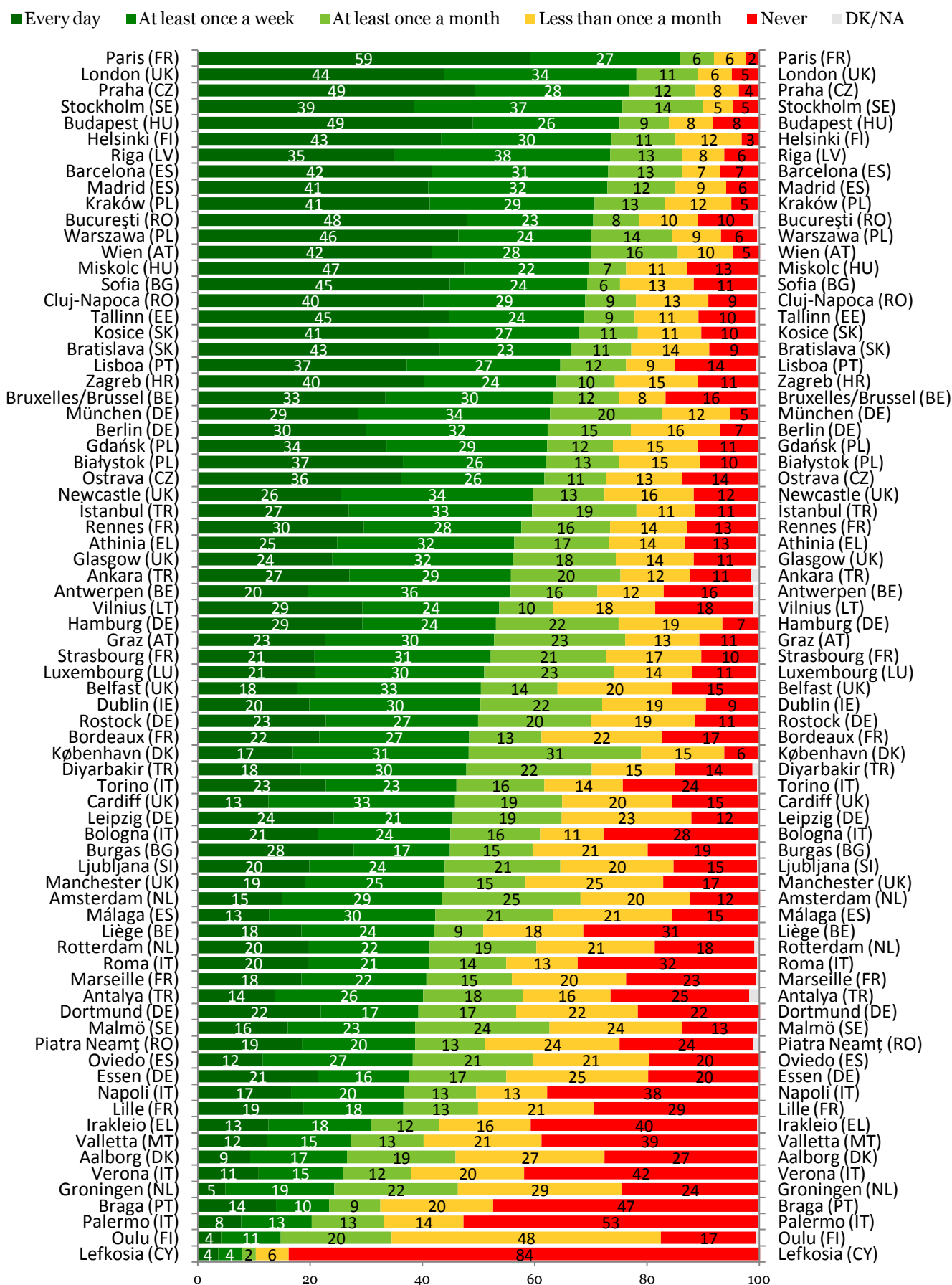
The largest proportions of “frequent public transport users”, on the other hand, were found in Paris, London, Prague, Stockholm and Budapest – there, at least three-quarters of respondents took a bus, metro or another means of public transport in their city *at least once a week* (between 75% and 86%). Furthermore, between 44% and 59% of respondents in these capital cities used public transport *every single day* of the week.

A majority of Europe's capitals were ranked in the highest third of this ranking (i.e. cities with the most “frequent public transport users”). Several capitals were listed in the previous paragraphs (Stockholm, London etc.), but the top third also included cities such as Riga (73% of “frequent public transport users”), Warsaw (70%), Madrid (73%) and Lisbon (64%).

Strikingly, two of Europe's capitals, Rome and Amsterdam were ranked among cities where less than half of respondents took a bus, metro or another means of public transport in their city at least once a week (41% and 44%, respectively). In Rome, 45% of respondents said they used public transport *less than once a month* or *never*. The corresponding proportion for Amsterdam was lower – at 32%.

In Nicosia, Oulu, Palermo and Braga, on the other hand, two-thirds or more respondents used public transport in their city *less than once a month* (or *never*). It was noted above that 84% of respondents in Nicosia *never* used public transport – however, this proportion was five times smaller in Oulu (17% – the corresponding proportions for Palermo and Braga were, respectively, 43% and 47%). In Oulu, about half of respondents (48%) said that although they used public transport, this was less than once a month.

## Frequency of using public transport



Q4C. How often do you use public transport in [CITY NAME]?

Base: all respondents, % by city

## 5.2 Means of commuting and commuting time

### Means of transport for commuting<sup>5</sup>

In line with the results in the previous section, the proportion of respondents who used *public transport* to go to work or college ranged from less than one-tenth in Nicosia and Oulu (4% and 7%, respectively) to two-thirds in Paris and Prague (66%-67%). Once again Europe's capitals were found among cities with the highest proportions of respondents who used public transport to commute – for example, 60% in London, 56% in Bratislava and 52% in Sofia.

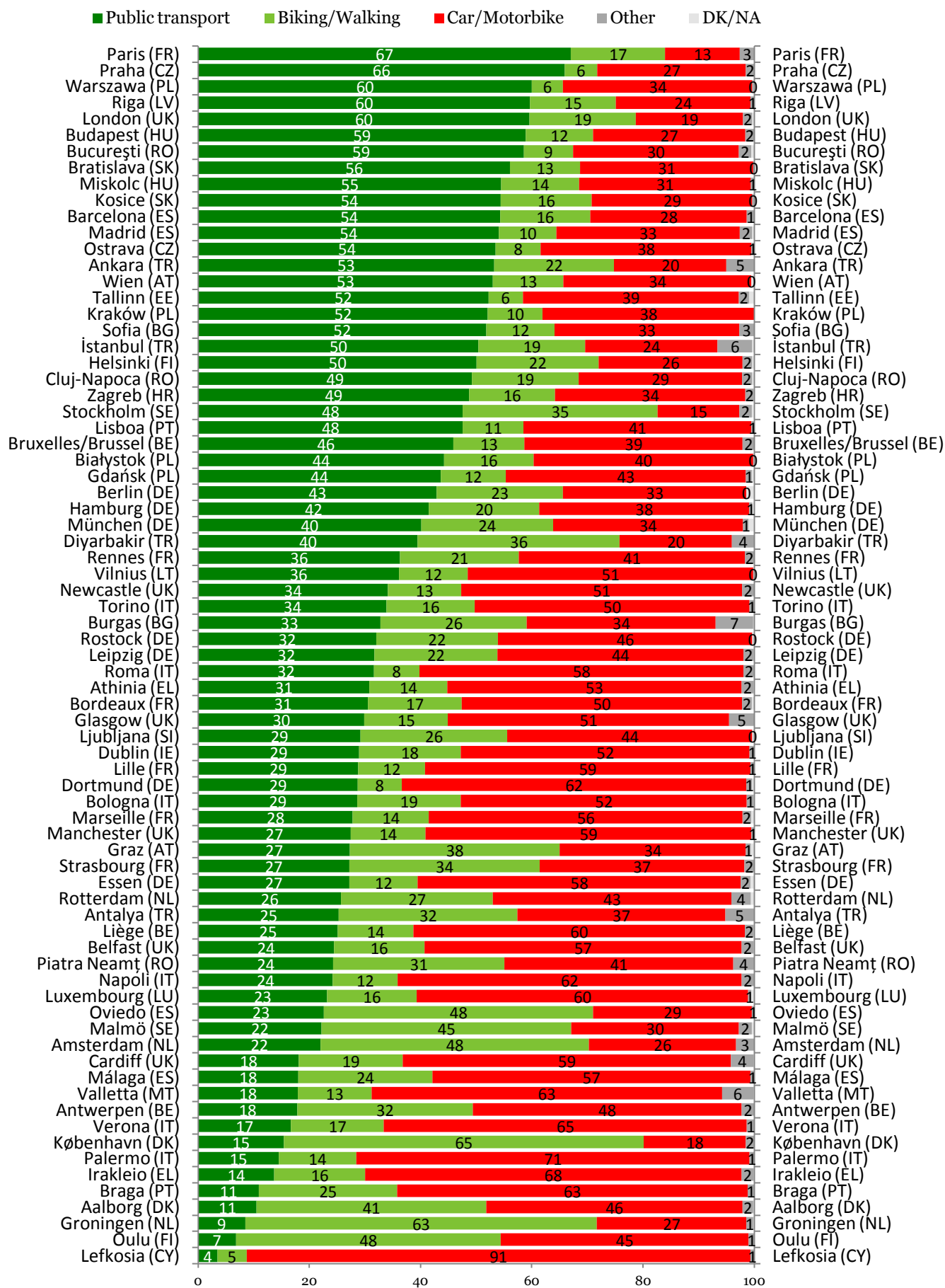
Nicosia and Oulu, on the other hand, were cities where only a minority of respondents used public transport to commute (4% and 7%, respectively). However, while 91% of respondents in Nicosia travelled by car (or motorbike) and just 5% walked or cycled to work, almost equal proportions of respondents in Oulu drove a car or walked/cycled to work (45% and 48%, respectively). For a more detailed analysis of the results for the latter means of transport, see page 66.

---

<sup>5</sup> Note: all proportions in this section refer to respondents who travel to work or to an educational establishment (sample sizes ranged from 200 in Antwerp to 419 in Copenhagen).



## Means of transport mostly used to go to work or training place



Q4B. Which means of transport do you mostly/primarily use to go to your working/training place?

Base: those who travel to work or educational establishment, % by city

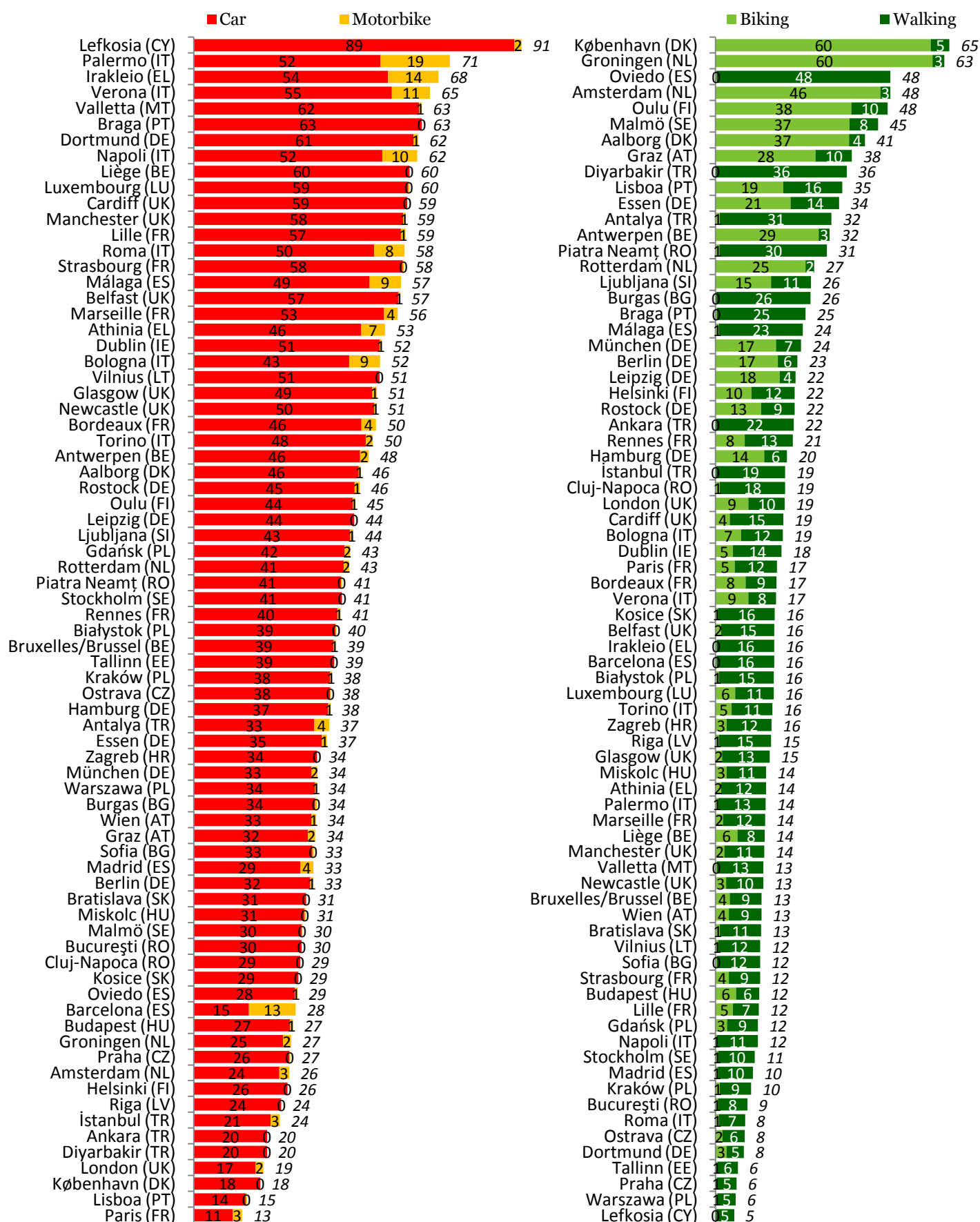
Although the proportion of respondents who used a *car or motorbike* to travel to work or college was nowhere close to the figure for Nicosia (91%), in about half of the surveyed cities, a car or motorbike was the dominant mode of transport. Respondents in Nicosia (see above), Palermo (71%), Iraklion (68%) and Verona (65%) were the most likely to select “car” or “motorbike” as a response.

A more detailed look at commuting methods showed that a *motorbike* was predominantly used in Italian, Spanish and Greek cities. For example, 19% of respondents in Palermo, 14% in Iraklion and 13% in Barcelona said they usually used their motorbike to get to work.

In eight cities, a relative majority of respondents – at least – said they usually *walked or cycled* to work or college. Respondents in Copenhagen and Groningen were the most likely to select this response (65% and 63%, respectively). In Graz, Malmo, Oulu, Amsterdam and Oviedo, between 38% and 48% of respondents walked or cycled to work.

Additionally, Groningen, Copenhagen and Amsterdam could be defined as “cycling cities”. In Groningen and Copenhagen, 60% respondents cycled to work or college. The corresponding proportion for Amsterdam was 46%. In Nicosia and the Turkish cities – Ankara, Istanbul and Diyarbakir – no respondents selected this response. On the other hand, respondents who *walked* to their work or place of education were most frequently found in Oviedo (48%), Diyarbakir (36%) and Antalya (31%).

## Means of transport mostly used to go to work or training place – car/motorbike and biking/walking



**Q4B. Which means of transport do you mostly/primarily use to go to your working/training place?**

Base: those who travel to work or educational establishment, % by city

### Length of time to commute<sup>6</sup>

City dwellers were also asked how long it usually took them to travel to their work or educational establishment. Not surprisingly, commuting times were the longest in Europe's capitals and large cities (i.e. those with more than 500,000 inhabitants).

In Paris, Stockholm, Rotterdam, Prague, Warsaw, Bucharest, Budapest and London, at least half of respondents answered that they spent over 30 minutes per day to go to their workplace or educational establishment (between 50% and 65%). Additionally, respondents in London and Budapest were most likely to report a commuting time of more than one hour (23% and 32%, respectively).

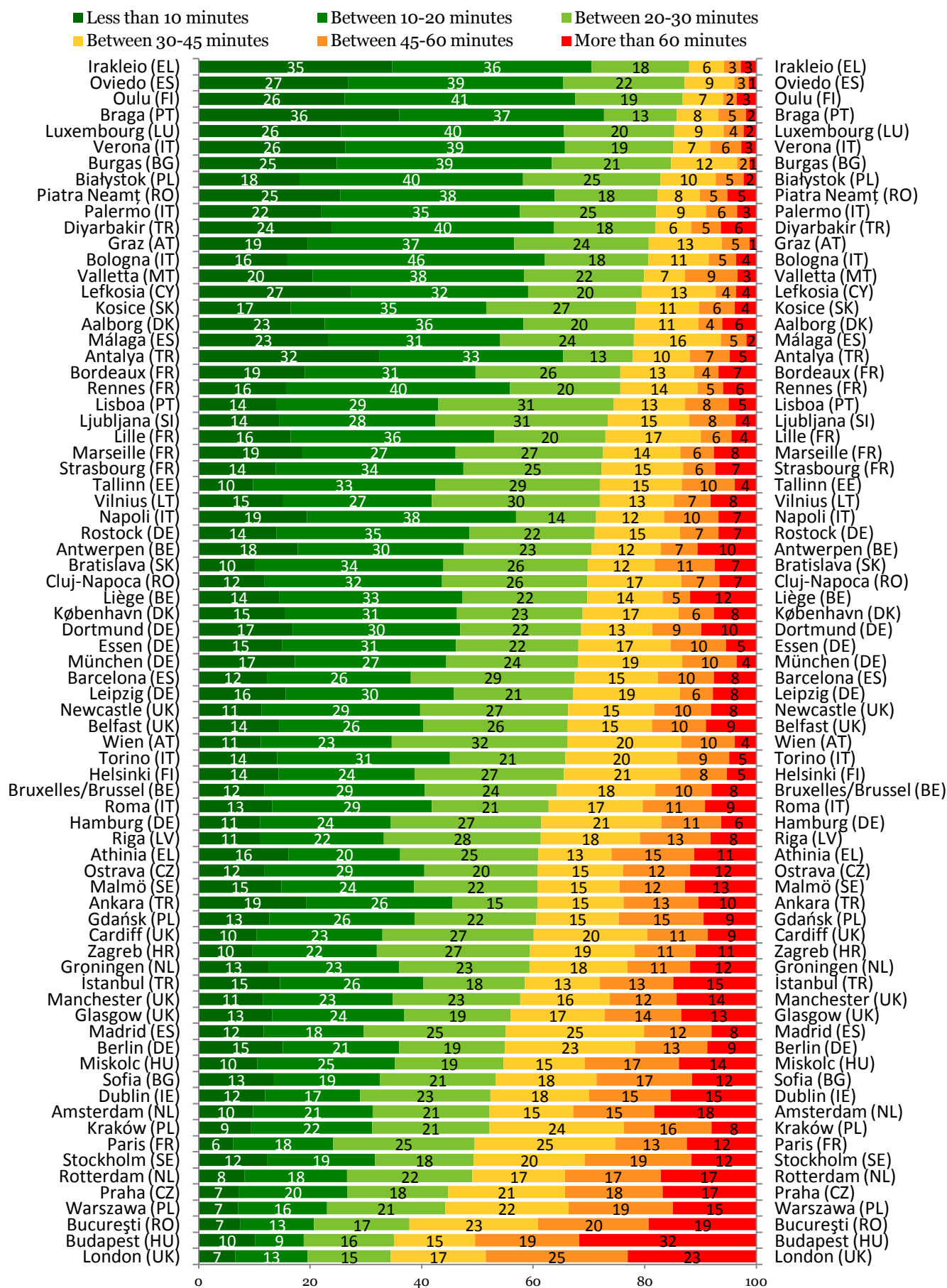
Some of Europe's smaller cities were found at the top of this ranking (e.g. Iraklion, Oviedo, Oulu, Braga, Luxemburg, Verona and Burgas) – in these cities, less than a sixth of respondents needed more than 30 minutes to commute to their workplace or educational institution (between 12% and 16%) and at least a quarter of them needed not more than 10 minutes (between 25% and 36%).

Not surprisingly, in smaller cities where many respondents walked to work, a significant number did not need much time to commute (e.g. in Oviedo or Diyarbakir). Nonetheless, the time to commute does not appear to be directly related to the mode of transport. Although commuting times were the longest in Europe's capitals – which were also the cities where a majority of respondents commuted by public transport, there were some examples of cities with a more dominant use of car/motorbike or bicycle where commuting times were equally long: for example, 52% of respondents in Dublin said they drove their car to work and a similar proportion (48%) said they needed at least 30 minutes to reach their workplace. Similarly, 48% of interviewees in Amsterdam walked or cycled to their workplace and a similar proportion said that they usually spent 30 minutes or more to go to work.

---

<sup>6</sup> Note: all proportions in this section refer to respondents who travel to work or to an educational establishment.

## Minutes per day spent to go to work or training place



Q4A. How many minutes per day do you usually spend to go to your working/training place?

Base: those who travel to work or educational establishment, % by city

## 5.3 Satisfaction with public transport

### Satisfaction with public transport

The total level of satisfaction with public transport (i.e. the sum of “very” and “fairly” satisfied citizens) ranged from 12% in Palermo to 93% in Helsinki, while the proportion of respondents who said they were *very* satisfied ranged from virtually no-one in Palermo and Naples (1%-2%) to 53% in Vienna.

In about half of the surveyed cities roughly two-thirds of respondents answered that they were *very* or *rather* satisfied with their city’s public transport. Cities such as Strasbourg, Stockholm, Hamburg, Newcastle and Groningen joined Helsinki and Vienna at the higher end of the ranking with satisfaction levels above 80%. In most of those cities, a majority of respondents also used public transport at least once a week (see section 5.1). In Groningen, however, just 24% were “frequent public transport users” and 9% used it to go their work or educational institution – nonetheless, 83% of respondents were *very* or *fairly* satisfied with public transport in Groningen.

In Roma, Naples, Nicosia and Palermo, on the other hand, at least half of respondents were dissatisfied with their city’s public transport (between 50% and 74%). A slim majority (55%) of respondents in Nicosia were *not at all satisfied* with their city’s public transport. This is in accordance with the finding that – in the views of its inhabitants – public transport was Nicosia’s major problem (see section 1.5).

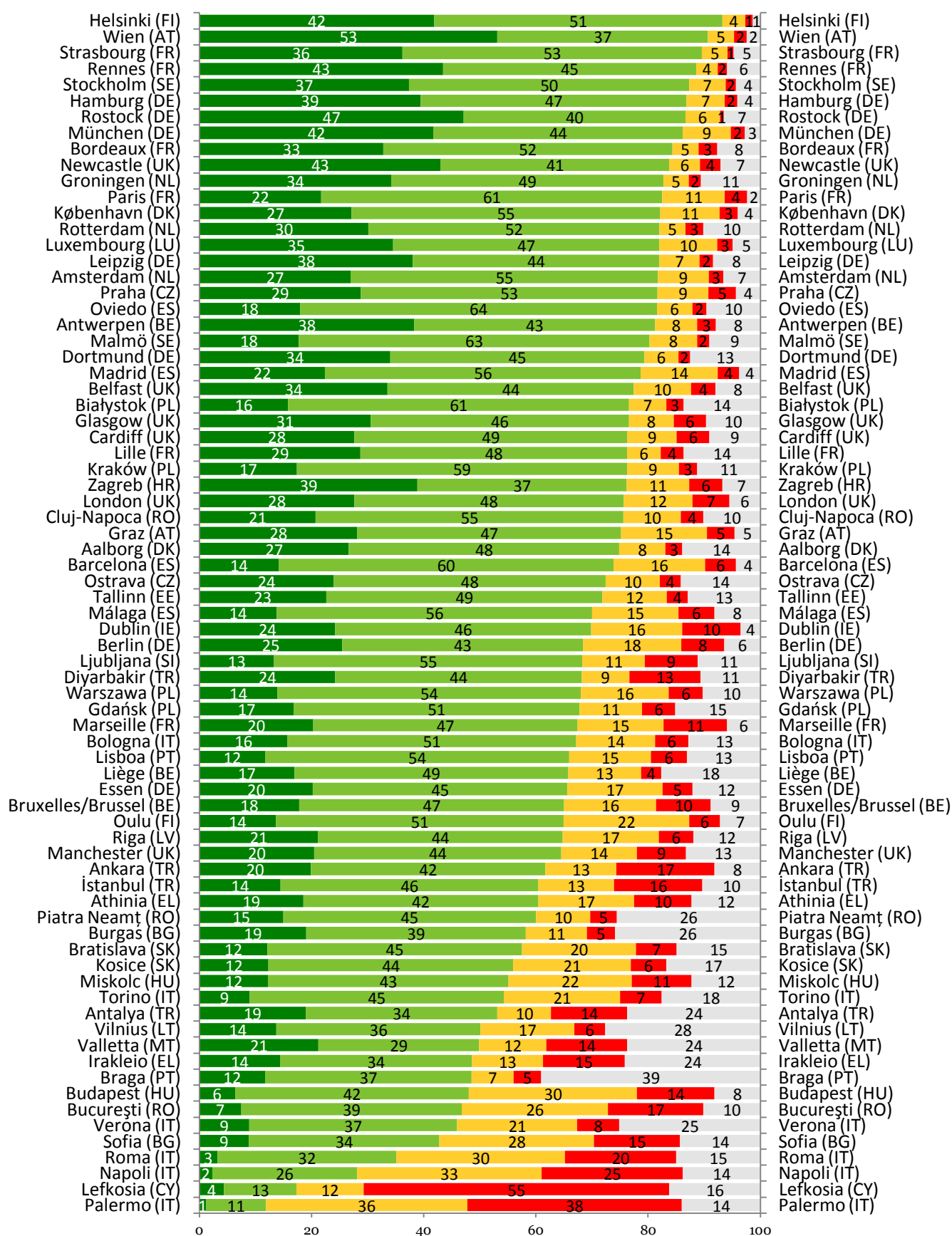
In some cities, a considerable proportion of respondents found it difficult to answer this question about their city’s public transport (e.g. 39% in Braga and 28% in Vilnius) – more than half of respondents who gave a “don’t know” response never used their city’s public transport.

When comparing the results of the 2006 and 2009 perception surveys, the largest increase in satisfaction with public transport was seen in Bratislava: in 2009, 58% of its respondents said they were *rather* or *very* satisfied with the city’s public transport, vs. 30% in 2006 (+28 percentage points). The largest decrease in satisfaction was observed in Miskolc (55% in 2009 from 73% in 2006; -18 percentage points). For more details on the latter, see the chart on page 89.



## Satisfaction with public transport

Very satisfied   Rather satisfied   Rather unsatisfied   Not at all satisfied   DK/NA



Q1. 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:

Base: all respondents, % by city



### Reasons for not using public transport

In order to understand better why certain city dwellers were dissatisfied with public transport and/or were not using it, relevant respondents were asked to explain why they *never* used their city's public transport. Some caution should, nevertheless, be exercised when interpreting the results as in some cities very few respondents did not use public transport; as such, not many respondents answered this question.

Respondents – who never used public transport – were presented with a list of 10 possible reasons for not using public transport (e.g. not frequent enough, not adapted to the required itinerary, too expensive or not safe). Nevertheless, many respondents named “another” reason for not using public transport in their city – this proportion ranged from 31% in Palermo and Marseilles to 86% in Paris.

“Other” reasons for not using public transport, for example, could have been limited mobility: respondents simply might have been unable to use public transport in their city because they could not move around easily (e.g. many of the older respondents gave “other” reasons for not using public transport). Other respondents might not have experienced a need to use public transport, as other methods (e.g. car or bicycle) were sufficient and convenient to move around in their city.

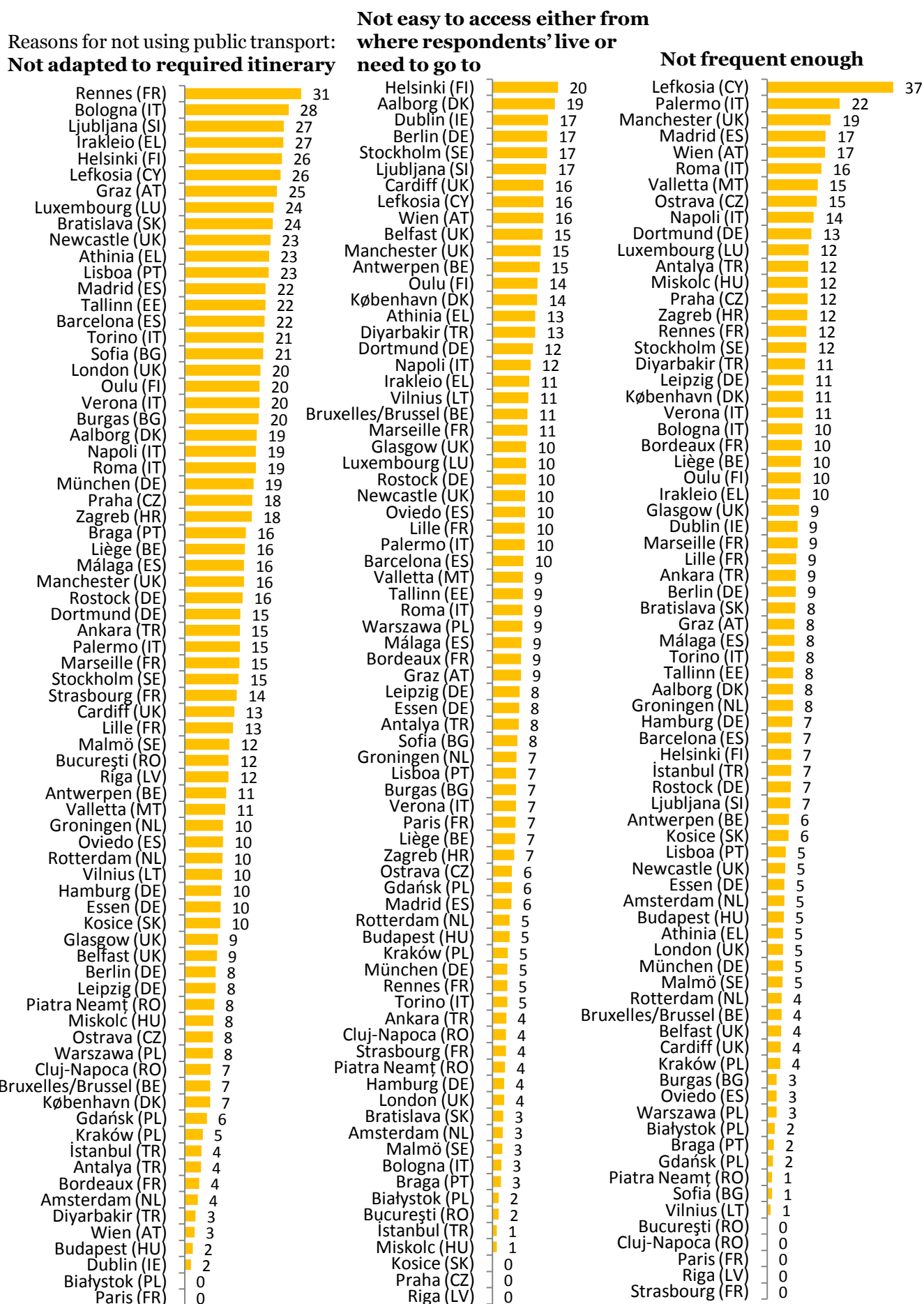
Of the reasons listed in the survey, those linked to insufficient infrastructure – i.e. public transport not being frequent enough, not adapted to itineraries and not easy to access – were mentioned most frequently. Respondents in Rennes and Bologna were the most likely to complain that public transport was *not adapted to their itinerary* (31% and 28%, respectively). In Ljubljana, Iraklion, Helsinki, Nicosia and Graz, at least of quarter of respondents gave this reason for not using public transport (25%-27%).

Respondents living in Nicosia were also most likely to mention an *insufficient frequency of public transport* as a reason for not using such facilities (37%). In Palermo and Manchester, about a fifth of respondents complained about this issue (22% and 19%, respectively).

The proportions of respondents who said they never used public transport because it was *not easy to access from where they lived or to where they needed to go* were the highest in Helsinki (20%), Aalborg (19%), Dublin, Berlin, Stockholm and Ljubljana (all 17%).

Furthermore, complaints about *variations in time schedules and unreliable schedules* were most frequently mentioned by respondents in Nicosia (23%), Manchester (19%), Palermo (18%) and Roma (16%). In Manchester (again), Munich, Miskolc, Budapest and Berlin, respondents were the most likely to say that public transport was *too expensive* (between 16% and 21%). Prague stood out with one-third (32%) of respondents who felt that public transport was too congested and 20% who said it was unsafe.

Finally, respondents who simply *did not like using public transport* were most frequently found in some French cities included in this study: Marseilles (33%), Bordeaux (28%) and Lille (26%).



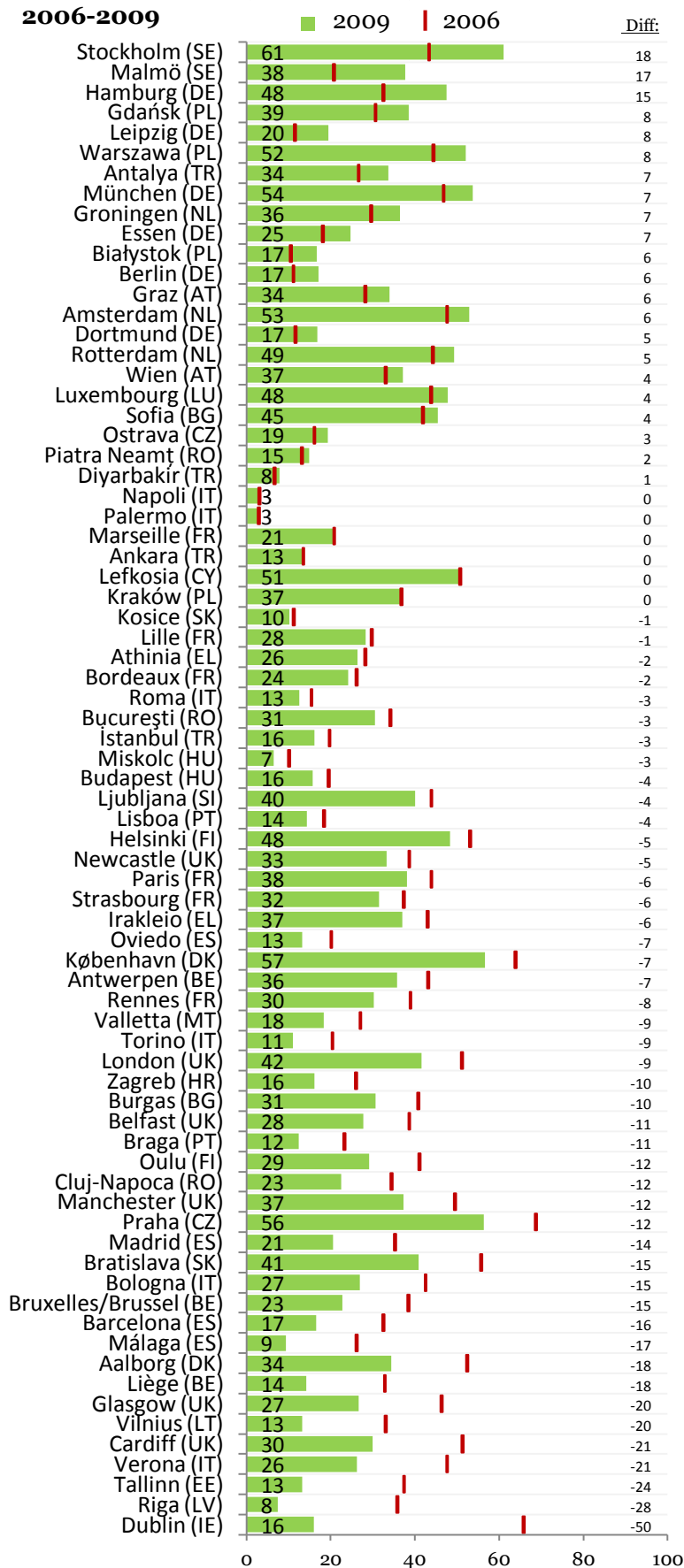
**Q4D. Why don't you use public transport?** Base: those who never use public transport in the city, % by city

## 6. A comparison with the results of the 2006 perception survey

In this last chapter, 15 charts are shown that summarize the results of the current survey in comparison with those of the previous perception survey (conducted in 2006). Some results of these comparisons were already discussed in previous chapters.

For example, in section 1.1 it was noted that the greatest increases in the proportion of respondents who agreed that good jobs were easy to find were seen in Stockholm and Malmo (respectively, +18 and +17 percentage points). In chapter 3, these same cities were identified as the ones that had seen the largest increases in the proportion of interviewees who agreed that there was a responsible management of resources in their city and agreed that administrative services had helped them efficiently (between +17 and +26 percentage points).

Iraklion, on the other hand, was regularly found among the cities that had seen the largest decrease in such positive perceptions when comparing the results of the current survey with those of 2006. For example, it was noted in section 1.2 that this city had seen a considerable decrease in the proportion of respondents who *never* or *rarely* have difficulties in paying monthly bills (between -10 percentage points).

**It is easy to find a good job (% agree)****2006-2009**

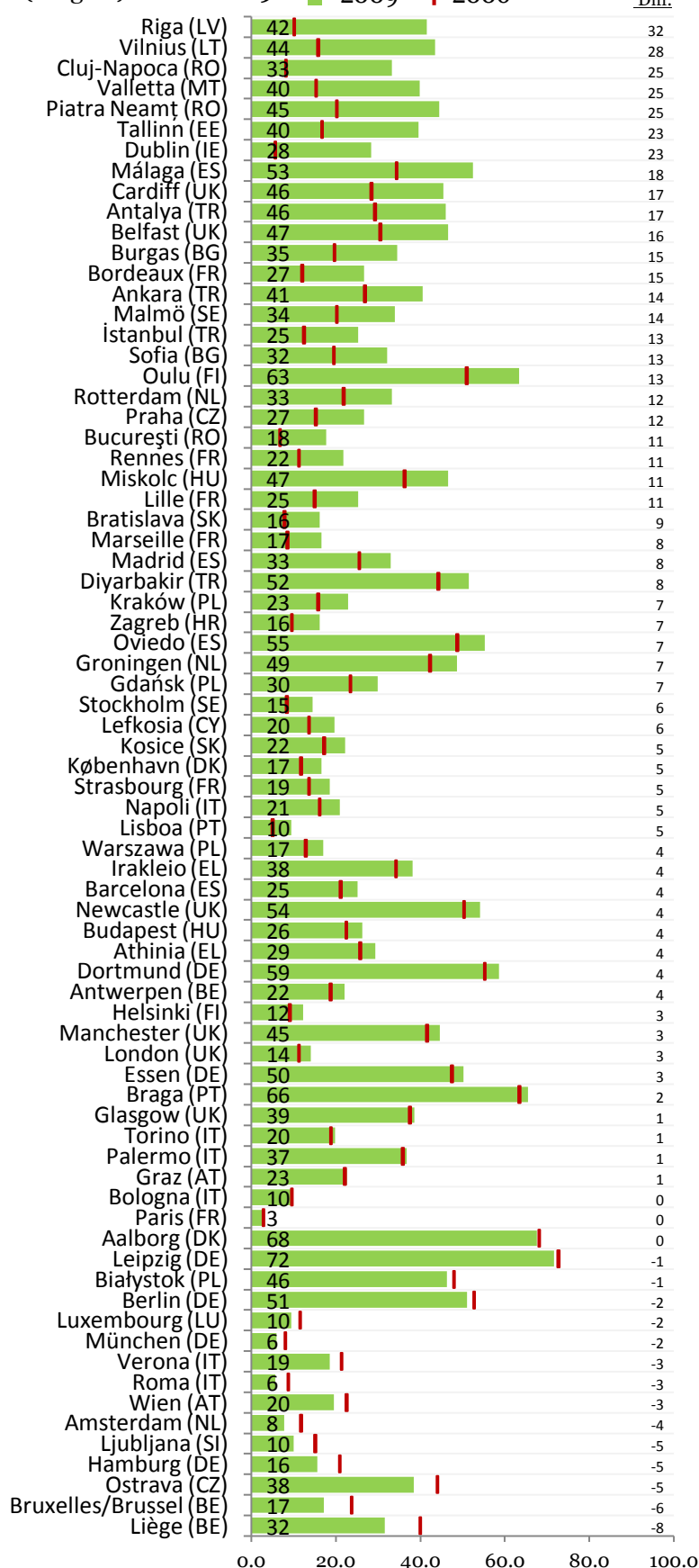
**Q2. I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements?**

Base: all respondents, % of "Strongly and somewhat agree" by city

**It is easy to find good housing at a reasonable price**(% agree) **2006-2009**

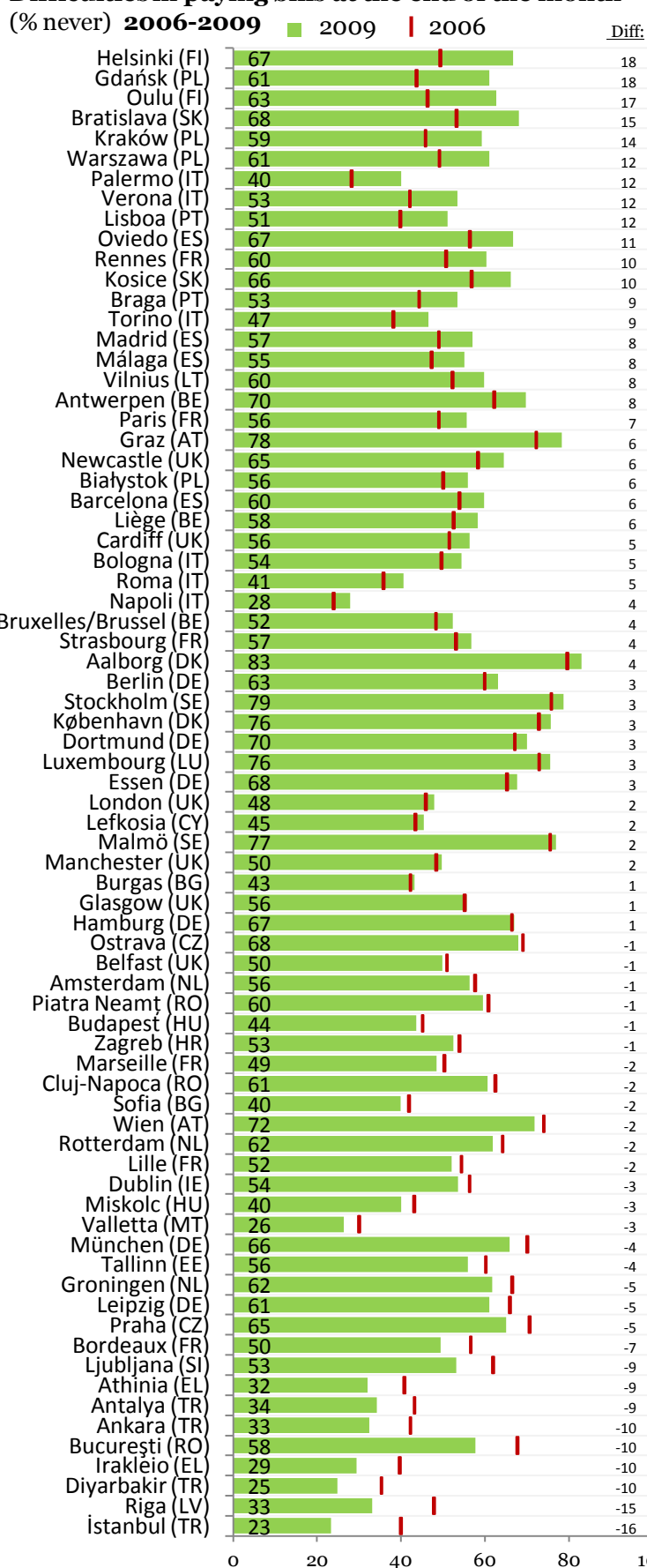
■ 2009 ■ 2006

Diff.



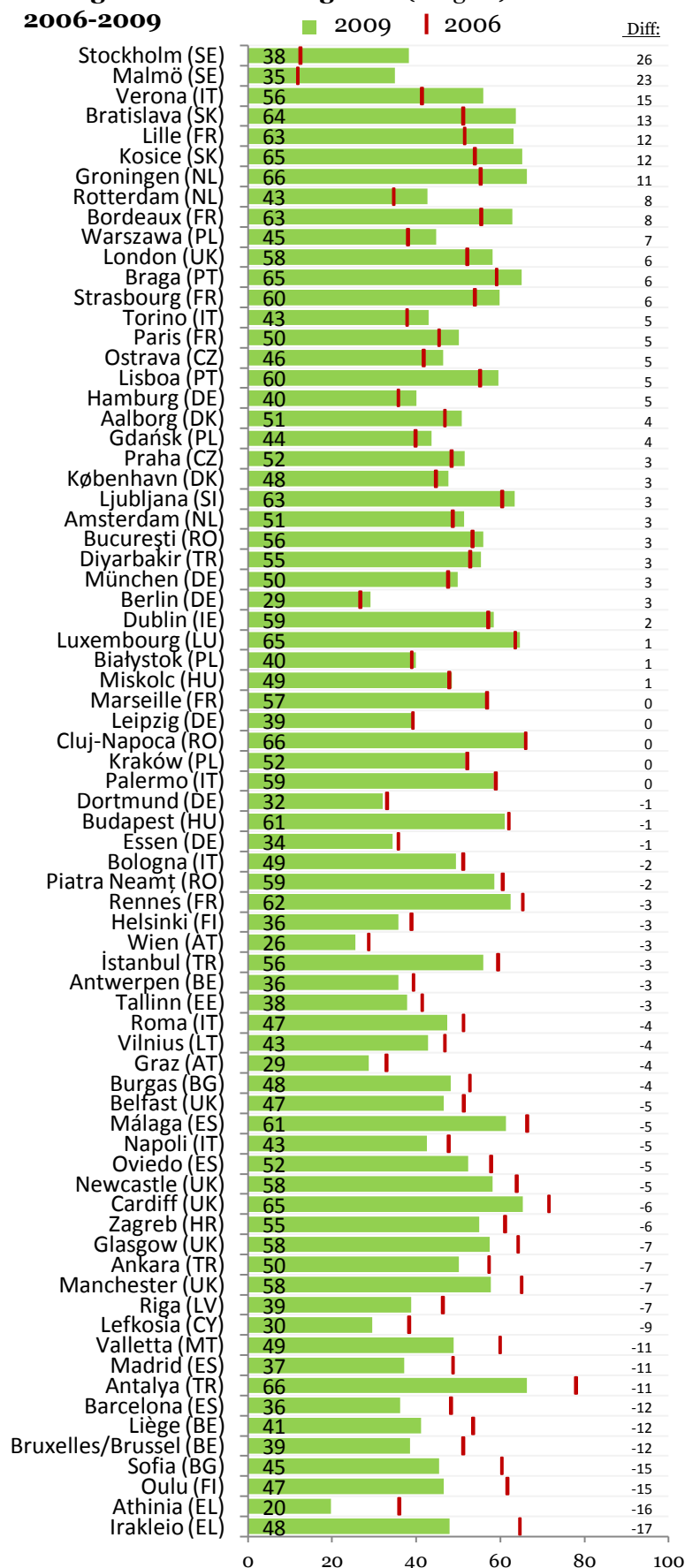
**Q2. I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements?**

Base: all respondents, % of "Strongly and somewhat agree" by city

**Difficulties in paying bills at the end of the month**

**Q3. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you?**

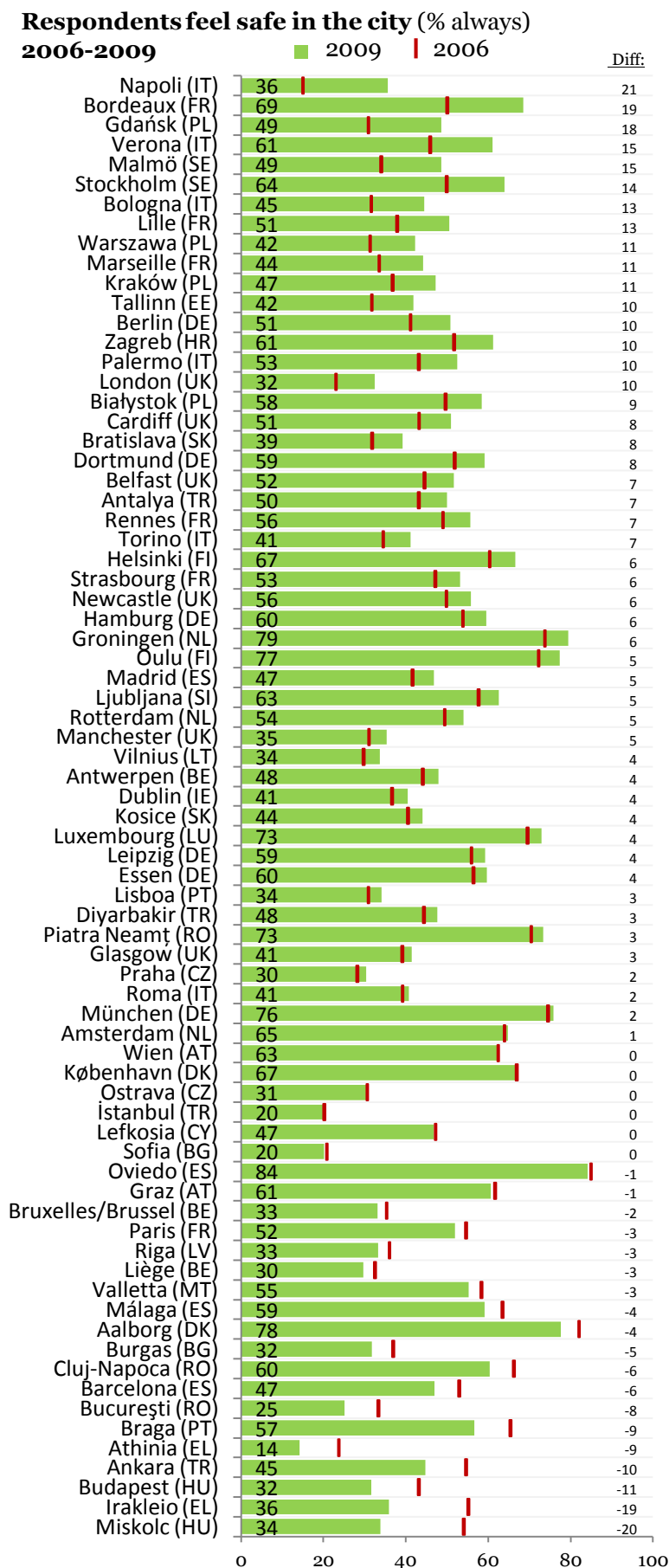
Base: all respondents, % of "Never" by city

**Foreigners are well integrated (% agree)****2006-2009**

**Q2. 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?**

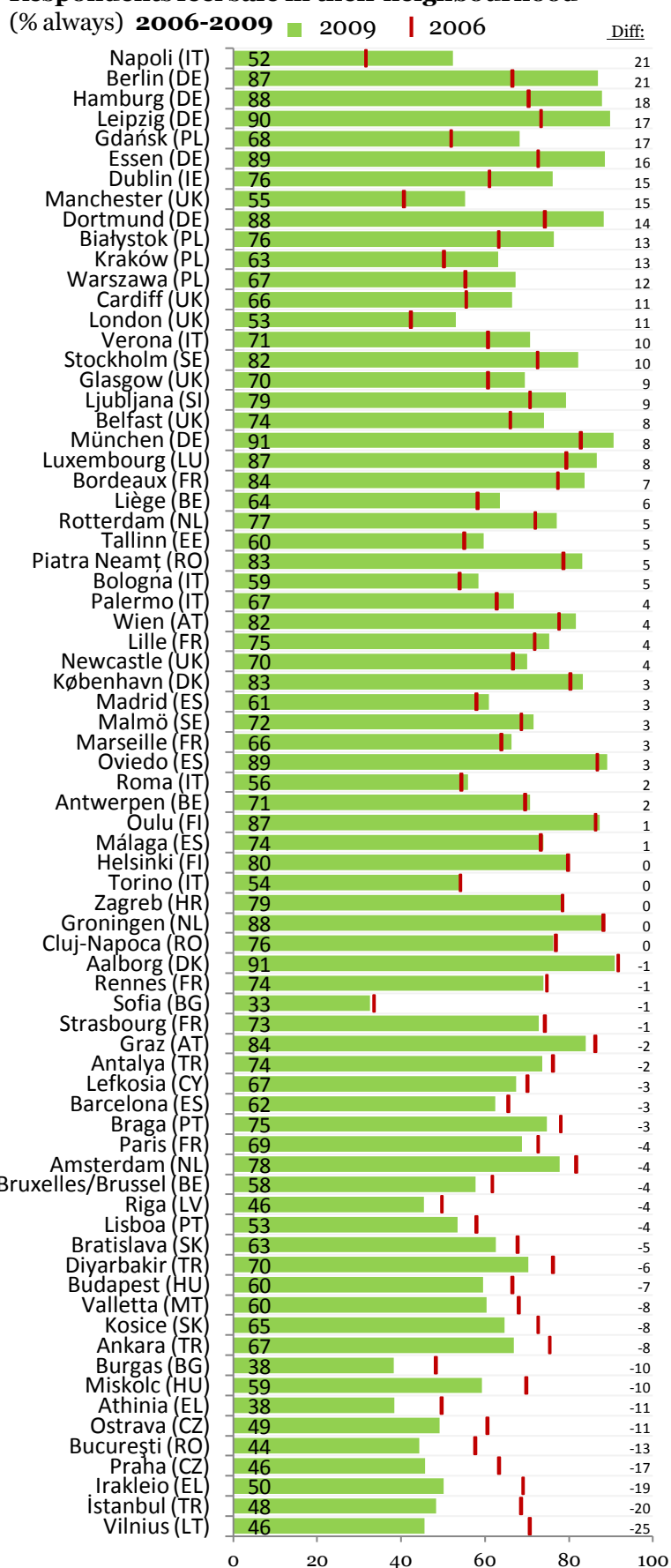
Base: all respondents, % of "Strongly and somewhat agree" by city





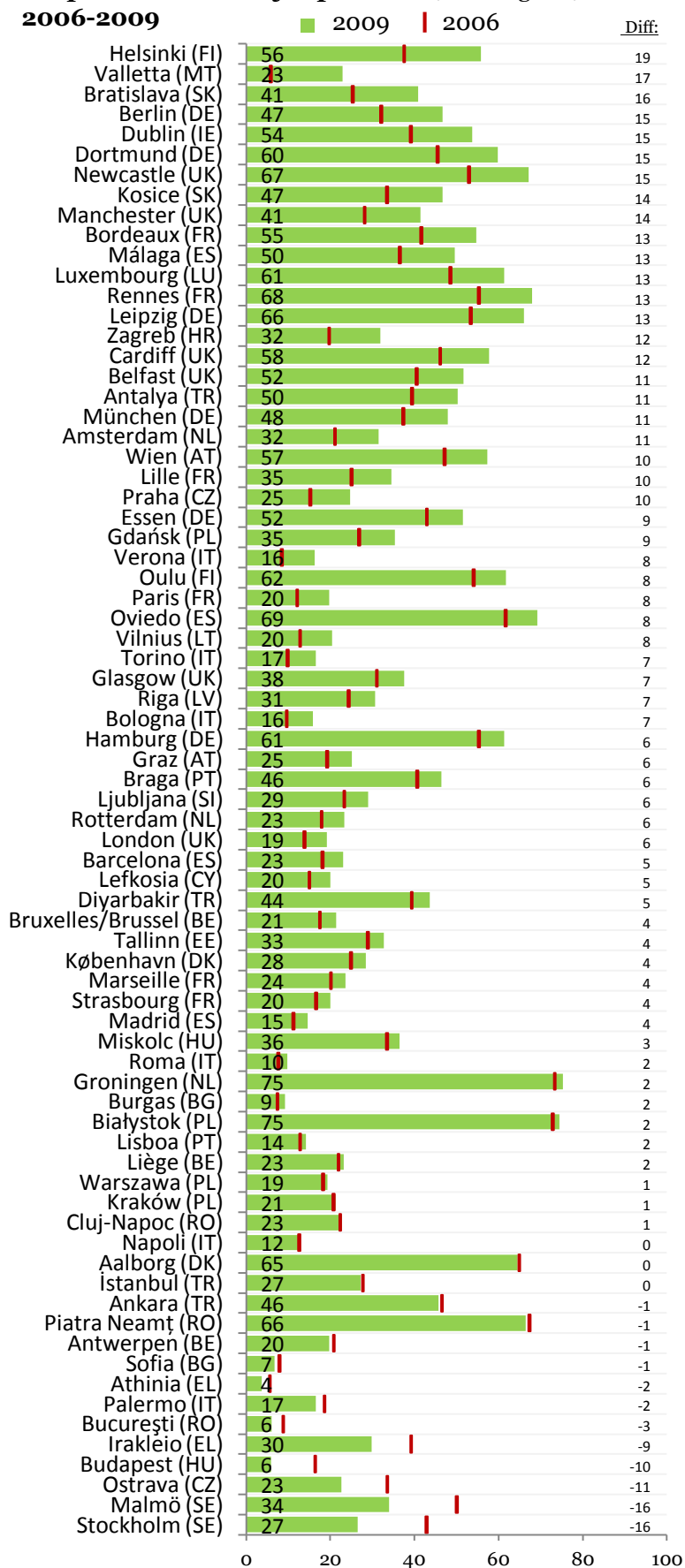
**Q3. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you?**

Base: all respondents, % of "Always" by city

**Respondents feel safe in their neighbourhood**

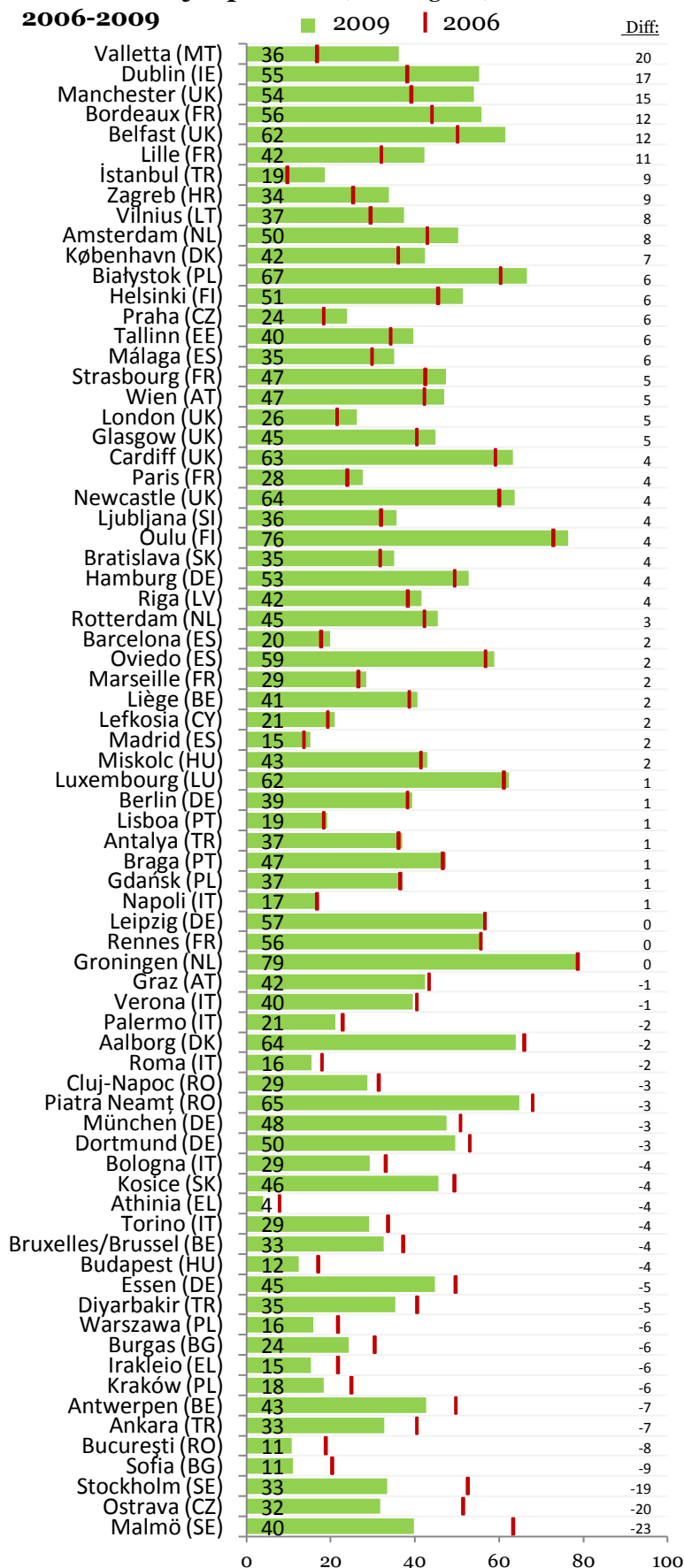
**Q3. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you?**

Base: all respondents, % of "Always" by city

**Air pollution is a major problem (% “disagree”)****2006-2009**

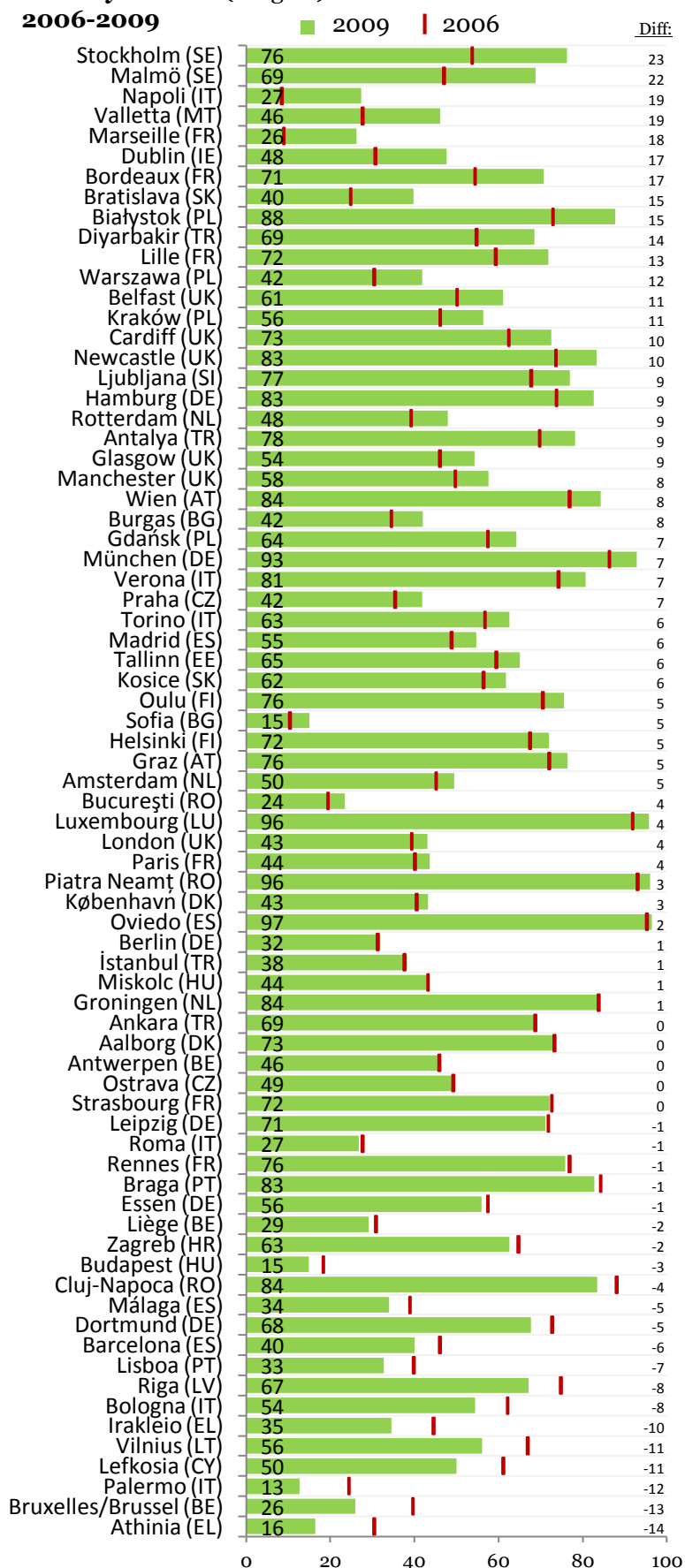
**Q2. I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements?**

Base: all respondents, % of "Strongly and somewhat disagree" by city

**Noise is a major problem (% “disagree”)****2006-2009**

**Q2. 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?**

Base: all respondents, % of "Strongly and somewhat disagree" by city

**The city is clean (% agree)****2006-2009**

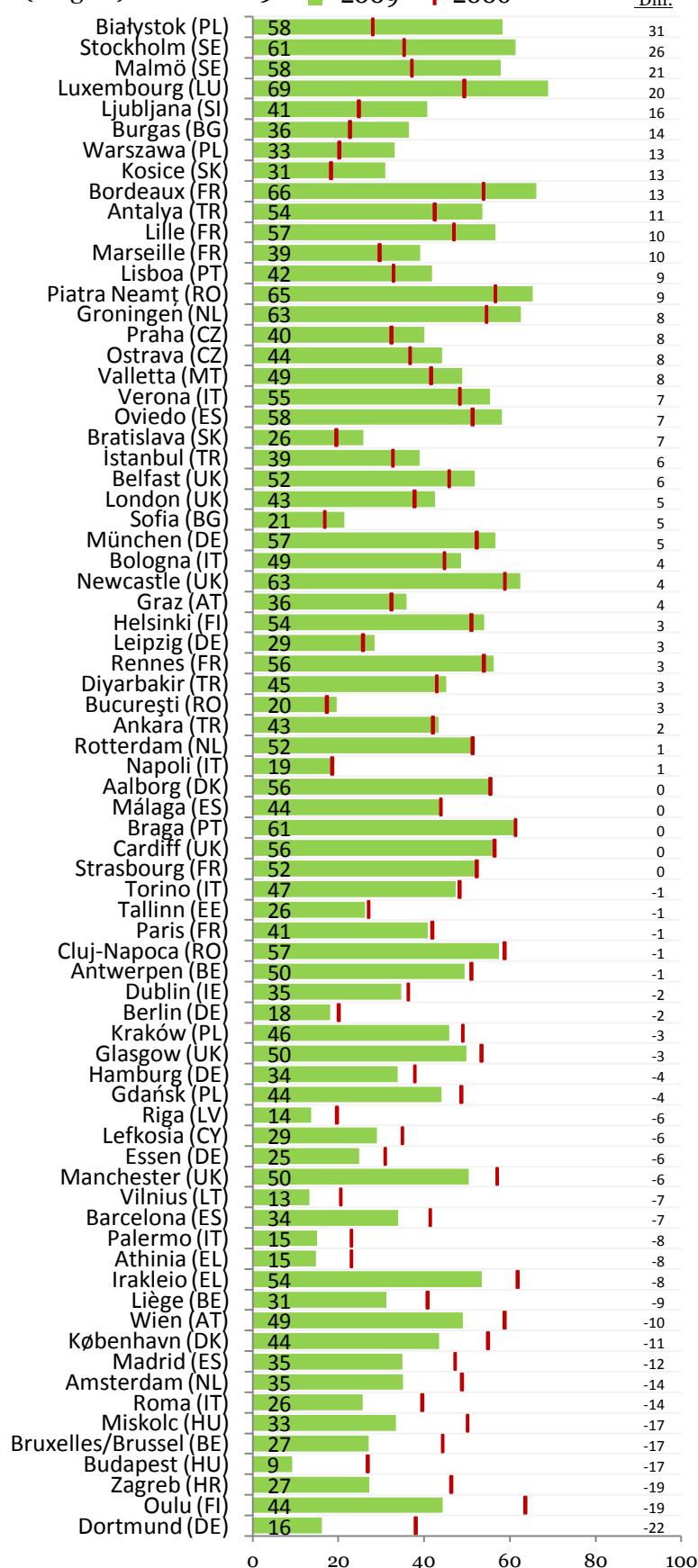
**Q2. I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements?**

Base: all respondents, % of "Strongly and somewhat agree" by city

**The city spends its resources in a responsible way**(% agree) **2006-2009**

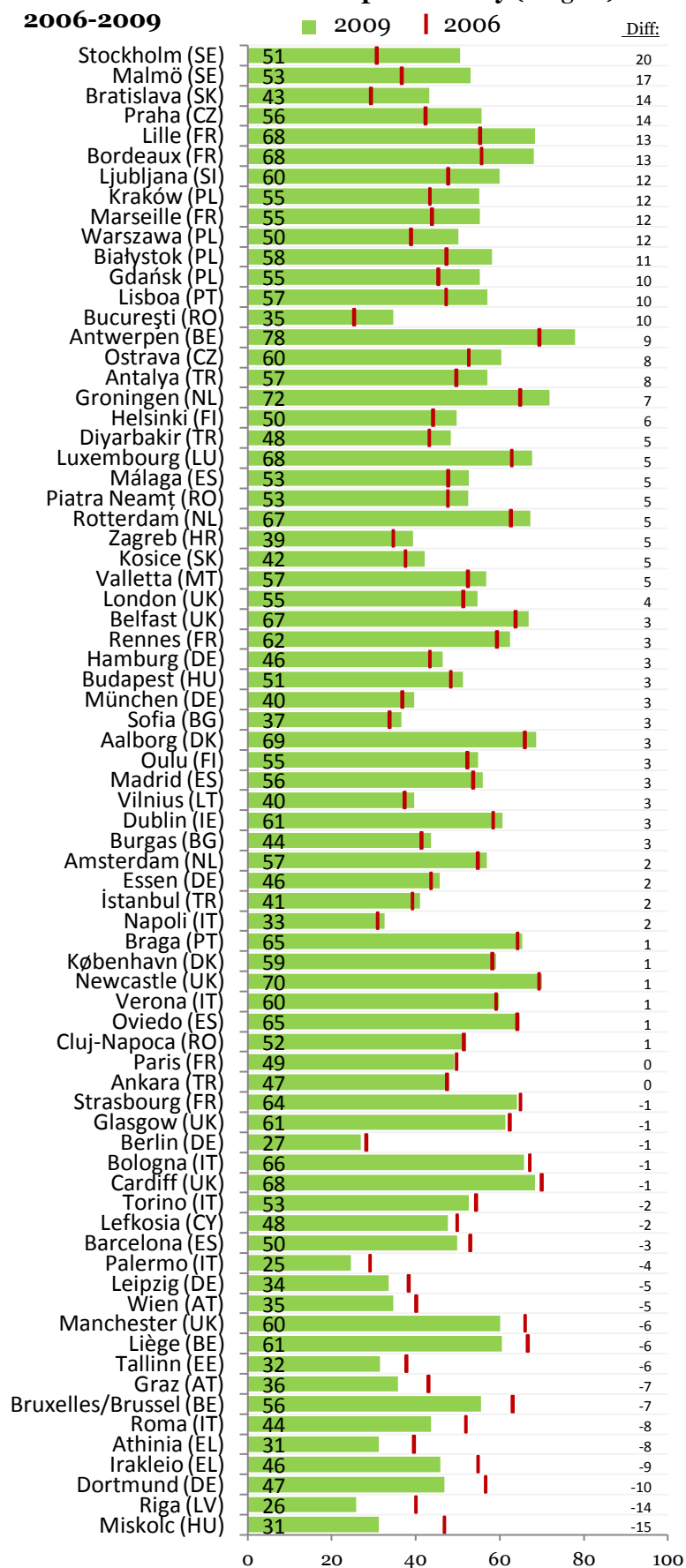
■ 2009 ■ 2006

Diff:



**Q2. 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?**

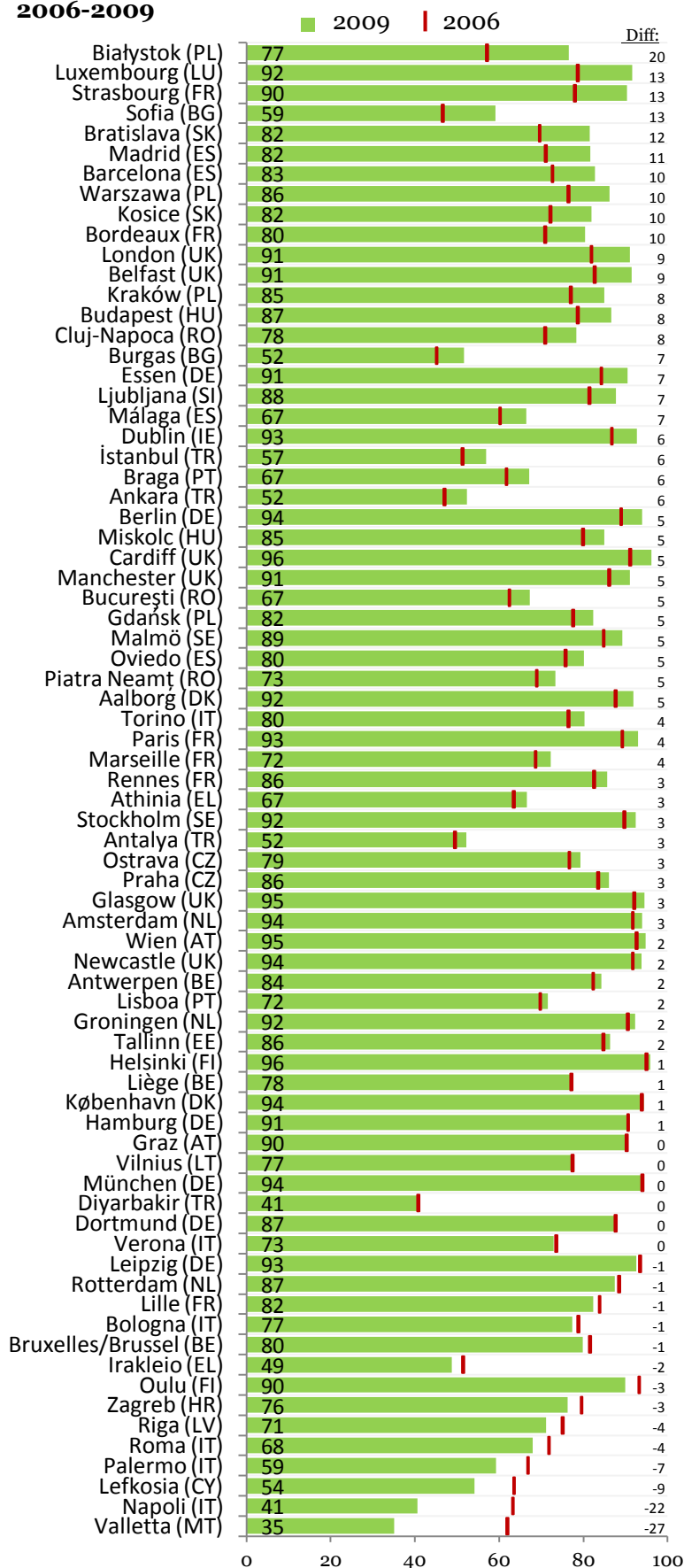
Base: all respondents, % of "Strongly and somewhat agree" by city

**Administrative services help efficiently (% agree)****2006-2009**

**Q2. 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?**

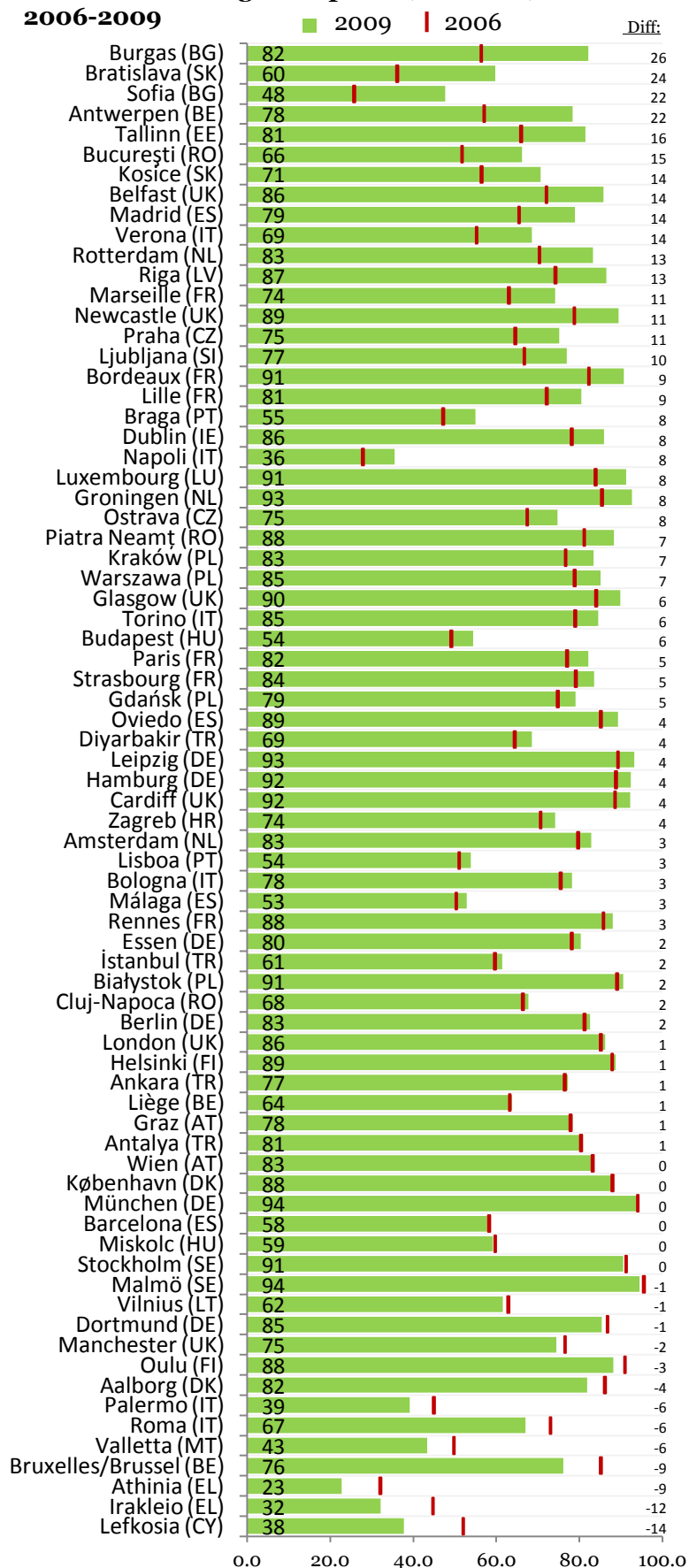
Base: all respondents, % of "Strongly and somewhat agree" by city



**Satisfaction with cultural facilities (% satisfied)****2006-2009**

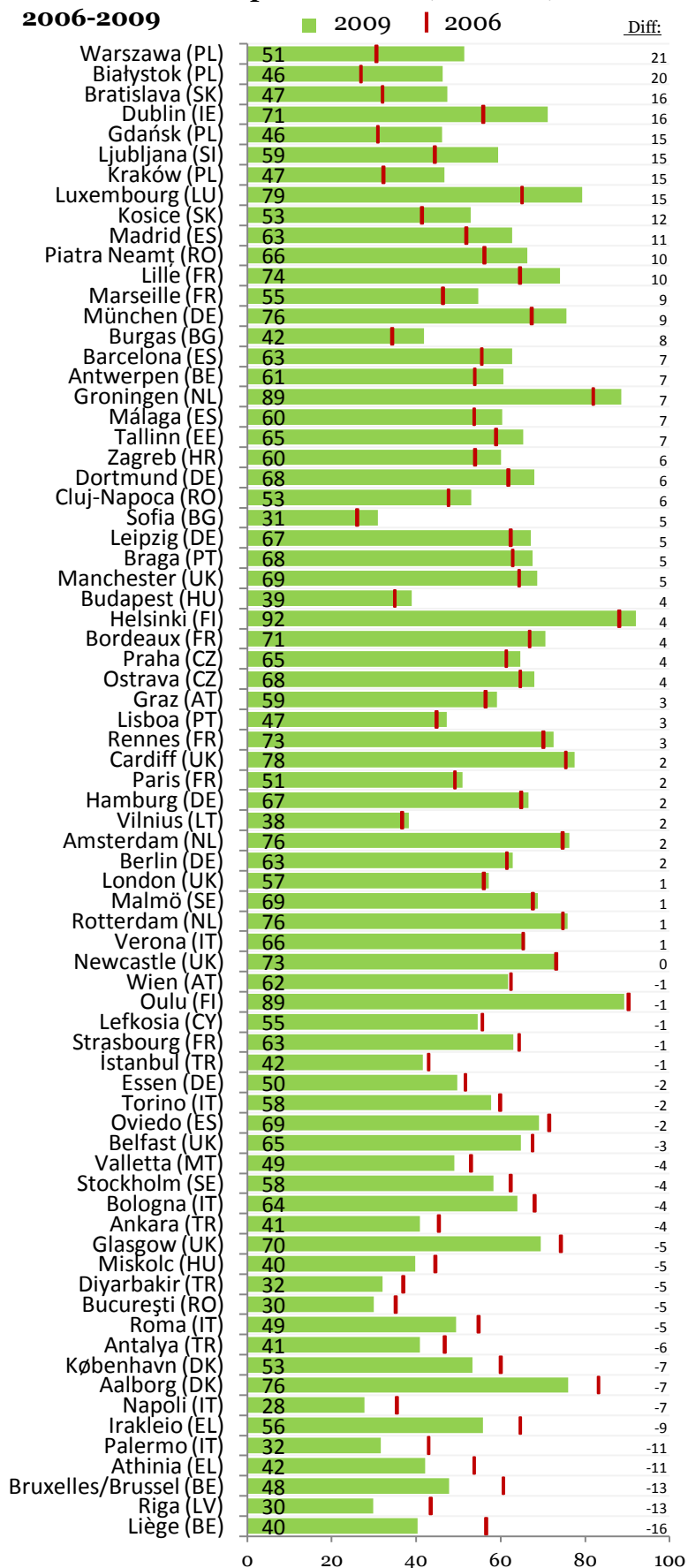
**Q1. Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues:**

Base: all respondents, % of "Very and rather satisfied" by city

**Satisfaction with green spaces (% satisfied)****2006-2009**

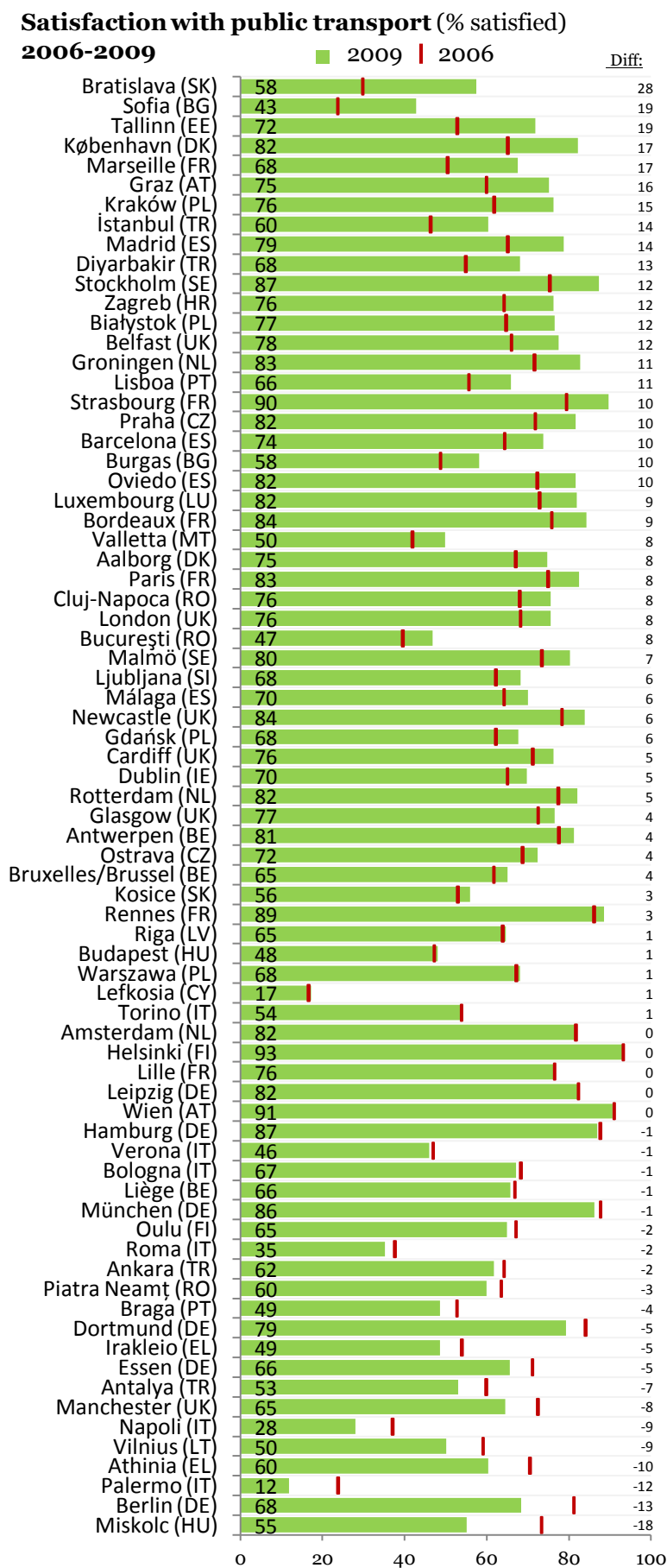
**Q1. Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues:**

Base: all respondents, % of "Very and rather satisfied" by city

**Satisfaction with sport facilities (% satisfied)****2006-2009**

**Q1. 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:**

Base: all respondents, % of "Very and rather satisfied" by city



**Q1. 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:**

Base: all respondents, % of "Very and rather satisfied" by city

Flash EB Series #277

Perception survey  
on quality of life  
in European cities

# Annex tables and survey details












THE GALLUP ORGANISATION

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Table 1. Satisfaction with public transport – *by city*

**QUESTION: Q1\_A. 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: - Public transport in [CITY NAME], for example the bus, tram or metro**

	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Antwerpen	500	38.3	42.9	7.5	3.4	7.9
	Bruxelles/Brussel	501	17.8	47.2	16.4	9.7	8.8
	Liège	502	16.9	48.8	13	3.6	17.7
	Burgas	500	19	39.2	10.9	5	25.9
	Sofia	500	8.8	34	27.5	15.4	14.3
	Ostrava	501	23.9	48.5	9.7	3.7	14.2
	Praha	500	28.8	52.9	9.1	4.9	4.3
	Aalborg	500	26.6	48.2	8.3	3	13.9
	København	503	27.1	55.1	10.6	3.2	4
	Berlin	501	25.5	42.9	17.5	7.7	6.4
	Dortmund	505	34	45.3	6.1	2.1	12.5
	Essen	501	20.2	45.3	17	5.4	12.1
	Hamburg	501	39.4	47.5	6.8	2.2	4.1
	Leipzig	500	38.1	43.9	7.2	2.4	8.4
	München	502	41.7	44.5	8.5	2.5	2.8
	Rostock	502	47.1	39.5	6.2	0.7	6.5
	Tallinn	500	22.6	49.2	11.5	3.7	12.9
	Athina	506	18.5	41.9	17.1	10.3	12.2
	Irakleio	507	14.3	34.3	12.6	14.6	24.1
	Barcelona	501	14.1	59.7	16.3	5.5	4.3
	Madrid	501	22.4	56.3	13.7	3.8	3.8
	Málaga	500	13.8	56.2	15.4	6.4	8.2
	Oviedo	502	17.9	63.7	6.3	2.5	9.6
	Bordeaux	502	32.8	51.5	4.7	3.4	7.7
	Lille	503	28.7	47.6	6	4.1	13.6
	Marseille	501	20.3	47.2	15.3	11.3	5.9
	Paris	500	21.7	60.8	11.2	4	2.3
	Rennes	506	43.4	45.1	3.8	1.7	5.9
	Strasbourg	505	36.2	53.4	4.6	1.1	4.7
	Dublin	500	24.2	45.6	16.3	10.4	3.5
	Bologna	505	15.7	51.5	14.1	5.9	12.8
	Napoli	500	2.3	25.8	32.9	25.2	13.8
	Palermo	501	1.2	10.7	35.9	38.3	14
	Roma	503	3.3	31.9	30	19.9	15
	Torino	501	8.9	45.3	20.8	7.3	17.6
	Verona	501	8.9	37.1	21.4	7.5	25.1

































<i>(continued)</i>							
	<b>CITY</b>	<b>Total N</b>	<b>% Very satisfied</b>	<b>% Rather satisfied</b>	<b>% Rather unsatisfied</b>	<b>% Not at all satisfied</b>	<b>% DK/NA</b>
	Lefkosia	500	4.4	12.9	12	54.5	16.2
	Riga	505	21.1	43.6	17.2	6.2	11.9
	Vilnius	502	13.7	36.4	16.7	5.5	27.6
	Luxembourg	503	34.5	47.4	10.3	2.8	4.9
	Budapest	500	6.4	41.7	30	13.8	8.2
	Miskolc	502	12.2	42.9	22	10.6	12.3
	Valletta	500	21.2	28.6	12	14.4	23.8
	Amsterdam	500	27	54.8	9	2.6	6.6
	Groningen	500	34.2	48.5	4.5	2.2	10.6
	Rotterdam	500	30.1	51.9	4.6	3.2	10.2
	Wien	500	53.1	37.5	4.7	2.3	2.4
	Graz	503	28.2	47	15.4	4.9	4.6
	Białystok	501	15.8	60.8	6.6	3.1	13.7
	Gdańsk	500	16.8	50.9	11.2	5.9	15.2
	Kraków	501	17.4	58.9	9.3	3.2	11.2
	Warszawa	501	13.9	54.2	15.6	6.1	10.2
	Braga	502	11.7	36.9	7.5	4.9	39
	Lisboa	503	11.7	54.2	14.5	6.4	13.1
	București	503	7.5	39.3	26	17	10.2
	Cluj-Napoca	503	20.7	54.8	10.2	4	10.2
	Piatra Neamț	501	14.9	45	9.7	4.7	25.6
	Ljubljana	508	13.3	55	11.2	9.4	11.2
	Bratislava	501	12.1	45.4	20.4	7.3	14.9
	Kosice	501	12.3	43.6	21	6.3	16.8
	Helsinki	507	41.8	51.4	4.1	1.4	1.3
	Oulu	505	13.6	51.3	22.4	5.5	7.2
	Malmö	500	17.7	62.6	8.4	2.2	9.1
	Stockholm	500	37.4	49.9	6.5	1.8	4.3
	Belfast	500	33.6	43.9	10.2	4.4	8
	Cardiff	500	27.6	48.7	8.8	5.8	9
	Glasgow	500	30.5	46	8	5.7	9.7
	London	500	27.6	48	12.3	6.5	5.5
	Manchester	500	20.5	44	13.5	8.7	13.3
	Newcastle	500	43	40.7	5.5	3.6	7.1
	Zagreb	501	38.9	37.3	11.2	5.9	6.7
	Ankara	502	19.9	41.8	12.6	17.5	8.2
	Antalya	502	18.9	34.2	9.6	13.6	23.7
	Diyarbakir	501	24.2	43.9	8.5	12.7	10.7
	İstanbul	504	14.5	45.9	13.5	15.8	10.3

Table 2. Satisfaction with health care services offered by doctors and hospitals – *by city*

**QUESTION: Q1\_B. 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: - Health care services offered by doctors and hospitals in [CITY NAME]**

	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Antwerpen	500	52.1	40.3	2.1	0.6	4.9
	Bruxelles/Brussel	501	36.5	49.5	6.7	3.2	4.1
	Liège	502	37.5	54.6	2.9	2.1	2.9
	Burgas	500	9.5	23.6	28.6	28.2	10.1
	Sofia	500	11.1	31.7	25.3	20.8	11.2
	Ostrava	501	33.5	47.5	11.8	2.9	4.4
	Praha	500	25.9	51.5	13.4	4.9	4.3
	Aalborg	500	38.9	47.1	4	1.8	8.2
	København	503	28.2	51.5	10.4	2.2	7.8
	Berlin	501	35.9	47.5	11.8	2.2	2.6
	Dortmund	505	44.2	44.4	7	1.3	3.2
	Essen	501	48	39.7	8.9	1	2.4
	Hamburg	501	44.6	41.9	9.5	2	2.1
	Leipzig	500	33.2	51.7	9.8	1	4.3
	München	502	53.9	35.8	4.8	1.7	3.8
	Rostock	502	31.9	53.5	11.3	1.3	1.9
	Tallinn	500	13	40	20.8	15.1	11.1
	Athina	506	8.6	29.6	25.7	32.1	4.1
	Irakleio	507	12.7	38.7	23.9	21.5	3.1
	Barcelona	501	14.2	57.9	18.3	6.8	2.8
	Madrid	501	18.8	49.7	21.4	6.9	3.2
	Málaga	500	16.3	51.2	23.2	7.4	1.9
	Oviedo	502	23.3	63.4	9.7	2.3	1.3
	Bordeaux	502	35.3	56.5	2.1	1.7	4.4
	Lille	503	38.9	51.7	3.4	1.7	4.3
	Marseille	501	34.1	56.4	5.8	2.3	1.5
	Paris	500	21.8	56.6	10.7	3	7.9
	Rennes	506	31.3	54.7	4.9	0.7	8.4
	Strasbourg	505	31.3	54.6	6.5	1.9	5.8
	Dublin	500	16.3	40.9	24.7	14.6	3.5
	Bologna	505	24.2	55	12.9	4.4	3.6
	Napoli	500	3.6	37.5	32.3	23.4	3.1
	Palermo	501	4	36	32.5	24.6	2.8
	Roma	503	6.1	48.1	30.2	12.4	3.3
	Torino	501	12.6	59.5	18.3	4.9	4.6
	Verona	501	21.9	58.4	11.2	4.2	4.3
	Lefkosia	500	20.9	34.7	16.6	18.3	9.5






























<i>(continued)</i>							
	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Riga	505	9.4	34.8	21.9	19.1	14.8
	Vilnius	502	13.2	30.7	23.9	21.2	11
	Luxembourg	503	44.7	46.1	5.3	2.2	1.7
	Budapest	500	12.4	37.6	25.9	13.8	10.3
	Miskolc	502	14.5	44.4	20	12.2	9.1
	Valletta	500	22.8	36.7	18	10.5	12
	Amsterdam	500	41.8	45.6	7	1.8	3.8
	Groningen	500	53.5	40.9	1.9	0.6	3
	Rotterdam	500	42.8	47.8	3	1.3	5
	Wien	500	55.2	36.7	5.4	0.7	1.9
	Graz	503	58.3	35.8	3.6	0.7	1.7
	Białystok	501	12.3	48.7	21.3	12.7	5
	Gdańsk	500	10.4	41.7	25.1	14.8	8
	Kraków	501	9.3	42.3	26.2	15.4	6.8
	Warszawa	501	7.1	33.7	30.5	22.4	6.2
	Braga	502	18.7	52	17.4	9.5	2.3
	Lisboa	503	11.1	52.3	18.5	11.7	6.3
	București	503	7.4	30.4	26.3	28	7.8
	Cluj-Napoca	503	14.3	35.8	26.4	15	8.6
	Piatra Neamț	501	11	33.2	24.4	21.7	9.8
	Ljubljana	508	14.4	54.9	18.3	7.2	5.1
	Bratislava	501	14	47.8	24.2	7.6	6.4
	Kosice	501	19.7	53.8	18.8	3.2	4.5
	Helsinki	507	19.3	51.8	19	4.2	5.7
	Oulu	505	19.9	56.3	15.3	4.3	4.3
	Malmö	500	21.1	52.3	16	4.2	6.3
	Stockholm	500	36.1	49.7	6.4	1.5	6.3
	Belfast	500	44.3	41.5	8.1	3.5	2.5
	Cardiff	500	39.3	45.1	9.5	2.9	3.2
	Glasgow	500	45.3	38.4	6.2	4.7	5.4
	London	500	32.1	46.4	9.9	7.4	4.2
	Manchester	500	42	43.8	7.7	3.9	2.7
	Newcastle	500	61.8	32.1	1.6	1.9	2.5
	Zagreb	501	24.7	38	21.8	13.2	2.3
	Ankara	502	30.7	41.7	12.9	11.6	3.1
	Antalya	502	37.1	39.3	6.6	11.3	5.7
	Diyarbakir	501	26.4	40.2	15.2	15.6	2.6
	İstanbul	504	24.5	44	14.8	14.3	2.4

Table 3. Satisfaction with sports facilities such as sport fields and indoor sport halls – *by city*

**QUESTION: Q1\_C. 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: - Sports facilities in [CITY NAME] such as sport fields and indoor sport halls**

	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Antwerpen	500	24.5	36.1	5.1	2.2	32.1
	Bruxelles/Brussel	501	14.3	33.5	10.5	3.4	38.3
	Liège	502	8.7	31.6	9.7	6.2	43.9
	Burgas	500	14.6	27.3	23.4	11.6	23.1
	Sofia	500	10.6	20.4	21	17.4	30.5
	Ostrava	501	26.7	41.3	11.3	2.4	18.4
	Praha	500	21.6	43.1	13.2	2.9	19.2
	Aalborg	500	37.4	38.6	7.6	1.6	14.8
	København	503	19	34.3	16.7	5.5	24.5
	Berlin	501	22.2	40.6	16.5	2.1	18.6
	Dortmund	505	24.2	43.7	14.4	4.2	13.5
	Essen	501	14.8	34.9	25.6	6.7	17.9
	Hamburg	501	29	37.6	13.2	1.9	18.3
	Leipzig	500	21.8	45.4	14.6	1.6	16.6
	München	502	38.3	37.3	6.9	1.3	16.1
	Rostock	502	17.4	46.2	19.6	2.7	14
	Tallinn	500	24.5	40.8	7.4	2.7	24.6
	Athina	506	11.9	30.2	21.2	17.5	19.2
	Irakleio	507	21.9	33.9	16.6	13.4	14.2
	Barcelona	501	12.9	49.8	17.3	4.9	15.1
	Madrid	501	14.4	48.3	17.1	5.3	14.9
	Málaga	500	13.4	46.9	22.5	7.4	9.9
	Oviedo	502	12.2	56.9	12.7	3.4	14.9
	Bordeaux	502	24.5	46.1	6.9	1.6	20.9
	Lille	503	23.1	51	7.5	1.3	17.2
	Marseille	501	14.4	40.3	15.4	9.6	20.3
	Paris	500	12.8	38.2	20.1	3.8	25.1
	Rennes	506	20.7	51.8	8	0.8	18.6
	Strasbourg	505	16.6	46.4	12.6	2.3	22.1
	Dublin	500	29.5	41.6	13	7.2	8.7
	Bologna	505	16.1	47.8	10	1.3	24.7
	Napoli	500	3.3	24.5	28.8	23.7	19.7
	Palermo	501	3.1	28.5	28.7	21.9	17.8
	Roma	503	10.2	39.2	20.7	8.9	21.1
	Torino	501	12.8	44.9	7.5	2.8	32
	Verona	501	14.7	51.1	10.2	2.7	21.3
	Lefkosia	500	18.5	36	16	13.1	16.3






























<i>(continued)</i>							
	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Riga	505	9.8	20	16	9.9	44.4
	Vilnius	502	11.1	27.2	19.3	9.6	32.7
	Luxembourg	503	36.3	43	7.5	1.2	12
	Budapest	500	7.8	31.2	16.2	9.9	34.9
	Miskolc	502	10.7	29.1	27.1	9.7	23.4
	Valletta	500	16.3	32.8	15.1	12.3	23.5
	Amsterdam	500	32.3	43.9	8.4	0.8	14.6
	Groningen	500	52.3	36.3	3.4	0.7	7.3
	Rotterdam	500	34	41.8	5.8	2.5	15.9
	Wien	500	20.8	40.9	9.9	2.1	26.3
	Graz	503	18.3	40.8	18.2	1.4	21.3
	Białystok	501	9.1	37.2	24	7.2	22.5
	Gdańsk	500	9.2	36.9	24.5	8.5	21
	Kraków	501	10.5	36.2	21.6	11.5	20.2
	Warszawa	501	12.5	38.9	17.1	6.8	24.7
	Braga	502	17.9	49.6	14.1	3.4	15
	Lisboa	503	9.5	37.7	17.3	5.9	29.6
	Bucureşti	503	6.7	23.2	18.6	25.2	26.3
	Cluj-Napoca	503	16.3	36.7	18.3	6.1	22.6
	Piatra Neamţ	501	28.2	38.1	8.5	8.8	16.4
	Ljubljana	508	12.7	46.7	18.7	7.1	14.8
	Bratislava	501	10.7	36.7	22.7	6.4	23.5
	Kosice	501	14.4	38.5	22.3	4.7	20.2
	Helsinki	507	45.2	46.8	4.7	0.2	3.1
	Oulu	505	40.3	49	6.3	0.9	3.5
	Malmö	500	28.7	40.1	6.3	1.2	23.7
	Stockholm	500	19.5	38.8	10.3	3.4	27.9
	Belfast	500	30.4	34.4	12.5	6.2	16.5
	Cardiff	500	34.9	42.6	5.1	2	15.5
	Glasgow	500	31.1	38.4	9.9	5.5	15.2
	London	500	16.9	40.3	14	6.4	22.4
	Manchester	500	33.1	35.5	7.3	5.2	19
	Newcastle	500	37.7	35.7	5.4	2.6	18.7
	Zagreb	501	25.1	35	19.7	8.5	11.8
	Ankara	502	15.1	25.8	11.1	12.1	35.9
	Antalya	502	17.8	23.1	8.8	10.4	39.9
	Diyarbakir	501	12	20.1	9.8	21.1	37.1
	İstanbul	504	16.2	25.4	10.5	14.5	33.3

Table 4. Satisfaction with cultural facilities such as concert halls, theatres, museums and libraries – *by city*

QUESTION: Q1\_D. 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: - Cultural facilities in [CITY NAME] such as concert halls, theatres, museums and libraries

	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Antwerpen	500	47.1	37.2	2.4	0.8	12.4
	Bruxelles/Brussel	501	31.3	48.6	5.2	2.4	12.5
	Liège	502	26.1	51.6	6.9	1.5	13.8
	Burgas	500	18.7	33	17.8	7.3	23.2
	Sofia	500	21.4	37.7	14.9	7.4	18.6
	Ostrava	501	28.7	50.6	9	2.1	9.6
	Praha	500	40.1	46	4.7	1.5	7.7
	Aalborg	500	49.8	42.1	3.6	0.4	4
	København	503	59.6	34.7	2.6	0.8	2.3
	Berlin	501	68	26	1.9	1.1	3.1
	Dortmund	505	45.8	41.5	6.3	0.6	5.9
	Essen	501	53.2	37.3	4.9	0.4	4.2
	Hamburg	501	63.1	28	3.9	0.6	4.5
	Leipzig	500	63.8	28.8	2.2	0.3	4.9
	München	502	71.3	22.6	0.4	0.2	5.5
	Rostock	502	25.9	53.4	15.6	1.8	3.3
	Tallinn	500	41.1	45.3	6.2	0.7	6.8
	Athina	506	23.7	42.9	13.5	10.5	9.4
	Irakleio	507	17.9	30.9	22.8	21.9	6.6
	Barcelona	501	20.4	62.4	10.7	1.1	5.4
	Madrid	501	26	55.7	9.2	2.6	6.4
	Málaga	500	14.2	52.3	18.7	7.7	7.1
	Oviedo	502	26.7	53.4	12.6	3.3	4
	Bordeaux	502	26	54.4	11.2	3.1	5.3
	Lille	503	30.4	51.9	7.2	2.3	8.2
	Marseille	501	19.1	53.1	14.5	7	6.3
	Paris	500	54.9	38.1	3.1	0.8	3.1
	Rennes	506	37	48.7	7.5	2.3	4.5
	Strasbourg	505	42.3	48.1	4.7	0.6	4.3
	Dublin	500	60.1	32.6	3.4	1.7	2.1
	Bologna	505	25.6	51.7	9	1.6	12
	Napoli	500	6.8	33.8	26.2	20	13.1
	Palermo	501	8	51.3	20	9.8	10.9
	Roma	503	20.5	47.4	14.5	7	10.6
	Torino	501	23.7	56.6	5.6	0.4	13.7
	Verona	501	19.2	53.7	12.1	3.5	11.4
	Lefkosia	500	16.6	37.6	22.4	16.5	7






























<i>(continued)</i>							
	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Riga	505	30.1	41.1	5.1	2.7	21
	Vilnius	502	32.8	44.6	9.2	2.7	10.7
	Luxembourg	503	53.3	38.3	5	0.8	2.5
	Budapest	500	38.5	48.1	3.7	1	8.7
	Miskolc	502	34	51	6.3	0.3	8.4
	Valletta	500	12.8	22.3	19.6	21.7	23.7
	Amsterdam	500	66.4	27.6	1.4	0.2	4.4
	Groningen	500	61.9	30.4	2.2	0.4	5.2
	Rotterdam	500	47.4	40	3.6	1.7	7.3
	Wien	500	74.1	20.7	1.1	0.2	3.9
	Graz	503	52.8	37.6	5.2	0.6	3.9
	Białystok	501	23.8	52.7	11.9	3.4	8.2
	Gdańsk	500	31.9	50.4	9.9	1.4	6.4
	Kraków	501	43.4	41.6	6.4	2.1	6.5
	Warszawa	501	33	53.2	4.9	1.4	7.5
	Braga	502	19.3	47.8	18.6	6.6	7.6
	Lisboa	503	17.1	54.5	9.6	2.6	16.2
	București	503	17.5	49.8	9.9	8.7	14.1
	Cluj-Napoca	503	29.1	49.3	7	4.2	10.4
	Piatra Neamț	501	32.7	40.6	10.3	4.5	11.8
	Ljubljana	508	28.3	59.4	5.8	1.6	4.9
	Bratislava	501	26.8	54.7	8	1.1	9.4
	Kosice	501	29.7	52.2	7.6	0.7	9.8
	Helsinki	507	61.4	34.5	1.6	0.4	2.1
	Oulu	505	34.8	55.2	5.6	0.6	3.8
	Malmö	500	45.5	43.7	3.1	0.6	7.1
	Stockholm	500	59.7	32.7	2.4	0.8	4.4
	Belfast	500	52.9	38.6	3.9	2.5	2.1
	Cardiff	500	71.1	25	1.3	0.8	1.8
	Glasgow	500	63.6	30.9	1.5	1.2	2.9
	London	500	62.9	28.1	2.8	1.4	4.8
	Manchester	500	60.8	30.4	1.4	0.9	6.6
	Newcastle	500	68.4	25.3	0.8	1.6	3.9
	Zagreb	501	34.3	41.9	13.2	3.6	7
	Ankara	502	21.9	30.4	7.6	9.8	30.3
	Antalya	502	26.3	25.9	8.5	8.4	30.9
	Diyarbakir	501	17.6	22.9	9.6	15.3	34.5
	İstanbul	504	24.5	32.4	9	7.8	26.2



Table 5. Satisfaction with the beauty of streets and buildings – *by city*

QUESTION: Q1\_E. 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: - The beauty of streets and buildings in your neighbourhood

	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Antwerpen	500	21	43.1	24.2	10.3	1.4
	Bruxelles/Brussel	501	16.6	44.3	26.7	11.3	1.1
	Liège	502	15.6	48.6	26.8	8.2	0.8
	Burgas	500	17.2	35.3	23.2	22.8	1.5
	Sofia	500	7.9	18.3	33.1	40.1	0.6
	Ostrava	501	25	47.4	20	6.6	1
	Praha	500	22.3	45.8	24	6.3	1.5
	Aalborg	500	28.9	50.5	15.6	4.2	0.8
	København	503	26.5	50.1	17.3	4.8	1.3
	Berlin	501	27.3	46	22.2	4.3	0.2
	Dortmund	505	21.2	39.9	29.6	8.7	0.6
	Essen	501	22.7	41.4	28.9	6.4	0.6
	Hamburg	501	38.9	40	17.4	3.2	0.6
	Leipzig	500	28.5	46	22.6	2.3	0.6
	München	502	38.8	44.2	14.4	2.4	0.2
	Rostock	502	37.2	49.9	10.7	1.8	0.4
	Tallinn	500	17.3	47.2	23.8	10.1	1.6
	Athina	506	10.2	20.8	20.9	47.9	0.2
	Irakleio	507	13.9	21.4	23.3	41.3	0.2
	Barcelona	501	13.5	53	22.4	10.5	0.6
	Madrid	501	16.4	48	25.5	9.7	0.5
	Málaga	500	10.6	41.9	34.9	12.1	0.5
	Oviedo	502	48.9	46.9	3.1	0.6	0.4
	Bordeaux	502	39.2	46.1	8.6	5.5	0.5
	Lille	503	23.8	54	15.5	5.8	1
	Marseille	501	20.1	38.8	20	20.4	0.7
	Paris	500	23.8	48.3	20.2	6.7	0.9
	Rennes	506	20.6	59.2	16.3	3.5	0.4
	Strasbourg	505	27.4	50	16.9	5.2	0.5
	Dublin	500	24.7	47.5	16.5	10.3	1
	Bologna	505	15.5	46.7	27.9	9.1	0.7
	Napoli	500	5.3	33.1	33.9	26.9	0.7
	Palermo	501	8.8	30.5	36.3	23.8	0.6
	Roma	503	10.5	35.5	33.7	19.4	0.8
	Torino	501	16.6	48.6	26.5	7.6	0.7
	Verona	501	12.9	51.5	26.8	7.7	1.1
	Lefkosia	500	14.6	30.7	21.6	32.3	0.8






























<i>(continued)</i>							
	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Riga	505	18	36.4	28	16.3	1.2
	Vilnius	502	17.2	36.4	26.3	18.1	2
	Luxembourg	503	32.4	50.1	14.4	2.4	0.8
	Budapest	500	17.3	45.7	24	12.7	0.2
	Miskolc	502	18.7	45.2	25.3	10.7	0.2
	Valletta	500	15.5	31.1	25.9	26.2	1.3
	Amsterdam	500	35.3	45.8	14.7	3.8	0.4
	Groningen	500	37.4	50.2	11.2	0.9	0.4
	Rotterdam	500	27.4	51.3	17.7	2.8	0.8
	Wien	500	36.5	43.6	17	2.5	0.4
	Graz	503	35	44.7	15.5	3.4	1.5
	Białystok	501	30.5	48.4	17.7	3.5	0
	Gdańsk	500	21.4	45.8	23.6	8.3	1
	Kraków	501	21.7	49.9	22.1	4.8	1.4
	Warszawa	501	16.9	46.9	28.1	7.7	0.4
	Braga	502	21.7	47.3	21.2	8.9	0.8
	Lisboa	503	10.4	37.4	33.3	18	0.9
	Bucureşti	503	10.9	33.5	22.5	31.1	2
	Cluj-Napoca	503	22.8	44.9	19.8	11.6	0.9
	Piatra Neamţ	501	38.6	38.2	14.5	7.9	0.8
	Ljubljana	508	18.5	54.8	18.7	7	0.9
	Bratislava	501	11.1	45.4	35.2	7.4	0.8
	Kosice	501	20.6	49.7	24.1	4.5	1.1
	Helsinki	507	26.1	52.3	19.3	1.7	0.6
	Oulu	505	21.7	54.5	21.6	2	0.2
	Malmö	500	26.6	57.6	11.3	2.9	1.5
	Stockholm	500	45.5	44.9	6.7	0.9	2
	Belfast	500	23	50.1	17.8	8.7	0.4
	Cardiff	500	29.2	50.9	12.6	6.4	0.9
	Glasgow	500	29.2	42.8	16.2	10.4	1.4
	London	500	23.5	44.3	19.4	11.2	1.5
	Manchester	500	20.7	44.9	19.7	12.7	2
	Newcastle	500	33.1	51	8.9	6.1	0.9
	Zagreb	501	27.8	35.6	21.1	15.2	0.3
	Ankara	502	24.7	36.5	18.3	20	0.6
	Antalya	502	30.9	38	13.2	15.9	2
	Diyarbakir	501	25.6	29.6	13.9	29.5	1.4
	İstanbul	504	22.8	29.5	13.7	33.3	0.8

Table 6. Satisfaction with public spaces such as markets, squares, pedestrian areas – *by city*

**QUESTION: Q1\_F. 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: - Public spaces in [CITY NAME] such as markets, squares, pedestrian areas**

	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Antwerpen	500	21.6	57.3	13.2	3.9	4
	Bruxelles/Brussel	501	14.9	55.9	20.1	5.7	3.4
	Liège	502	10.7	58.1	24.5	3.1	3.6
	Burgas	500	26.6	42.7	15.2	12.9	2.6
	Sofia	500	9.3	29.7	35	24.9	1.1
	Ostrava	501	22.3	58.1	13.1	2.4	4.1
	Praha	500	21.1	55.8	17.5	3.2	2.4
	Aalborg	500	34.3	53.6	9.7	1.8	0.6
	København	503	28.9	52.1	15.6	2.1	1.2
	Berlin	501	19.2	58.7	18	2.5	1.6
	Dortmund	505	24.1	57.3	15.3	1.6	1.8
	Essen	501	17.5	55.6	22	3.2	1.7
	Hamburg	501	35.9	50	11.3	1.9	0.8
	Leipzig	500	30.7	57.1	8.8	0.8	2.6
	München	502	47.2	46.5	4.9	0.2	1.2
	Rostock	502	30.3	54.8	12.8	1.7	0.5
	Tallinn	500	14.6	53.3	18.9	8.5	4.7
	Athina	506	5.7	28.5	27.8	36.9	1.1
	Irakleio	507	16	41.6	24	17.8	0.5
	Barcelona	501	12.7	61.5	19.1	5.8	0.9
	Madrid	501	17.2	61.7	15.8	4.7	0.6
	Málaga	500	13.8	52.4	26.5	6.8	0.5
	Oviedo	502	42.8	52.6	3.3	1.1	0.3
	Bordeaux	502	33.8	54.2	6.8	2.6	2.6
	Lille	503	24.7	62.3	7.2	4.2	1.5
	Marseille	501	18.3	50.8	17.7	11.9	1.3
	Paris	500	20.3	63.1	12.5	2.8	1.2
	Rennes	506	32.5	57.5	8.3	1.3	0.4
	Strasbourg	505	24.8	60.4	12.1	2.3	0.3
	Dublin	500	26	51.2	14.6	6.4	1.7
	Bologna	505	16.6	57.4	21.5	2.3	2.2
	Napoli	500	6.2	36.4	36.4	19.8	1.2
	Palermo	501	7.8	41.1	31.7	18.5	0.9
	Roma	503	11.8	49.9	26.9	10.1	1.2
	Torino	501	23.7	60.6	13.7	1.7	0.3
	Verona	501	16.2	56.6	21.4	4.5	1.3
	Lefkosia	500	8.7	31.7	26.9	29.9	2.7






























<i>(continued)</i>							
	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Riga	505	14.6	44.3	25.9	11.7	3.4
	Vilnius	502	20.9	44.7	23.1	7.2	4.2
	Luxembourg	503	36	54.2	7.5	1.4	0.9
	Budapest	500	12.4	54.5	20.6	10.4	2.1
	Miskolc	502	21.7	50.8	20.6	4.4	2.5
	Valletta	500	15.3	36.8	24.7	15.6	7.5
	Amsterdam	500	28.3	54	14.1	2.4	1.2
	Groningen	500	43.5	50.1	4.9	0.8	0.7
	Rotterdam	500	24.1	57.3	14	2	2.6
	Wien	500	27.5	53.5	12.8	2.4	3.7
	Graz	503	27	52.6	15.7	2.1	2.6
	Białystok	501	29.4	52.3	13.1	3.7	1.5
	Gdańsk	500	21.4	53.7	17.9	4.1	3
	Kraków	501	36.9	49.4	9.6	2.1	2
	Warszawa	501	12.9	52.8	23.8	7.8	2.8
	Braga	502	20.2	55.2	18.1	5.6	1
	Lisboa	503	10.4	56.2	21.8	9.3	2.3
	București	503	7.6	37.7	30.6	21	3.1
	Cluj-Napoca	503	19.5	57.3	17.4	4.6	1.3
	Piatra Neamț	501	45.6	43.8	5.4	3.6	1.6
	Ljubljana	508	19.5	56.3	16.5	5.6	2.1
	Bratislava	501	15.5	57.1	21.3	3.8	2.4
	Kosice	501	34.8	54	7.8	2.3	1.1
	Helsinki	507	17.9	65.2	15.2	1.4	0.4
	Oulu	505	19.5	61.5	16.9	1.9	0.2
	Malmö	500	35	57.5	5.6	0.6	1.3
	Stockholm	500	27.6	59.6	10.3	1	1.5
	Belfast	500	28	51.9	12.4	5.5	2.2
	Cardiff	500	41.4	50	5.6	1.7	1.3
	Glasgow	500	33.7	51	8.6	4.5	2.2
	London	500	32.6	49.5	11.6	4.3	1.9
	Manchester	500	32	49.1	10.3	5.6	3
	Newcastle	500	48.1	41.8	6.7	2.3	1.1
	Zagreb	501	35.3	42.7	14.8	6.6	0.6
	Ankara	502	32.5	41.2	10.7	14.2	1.4
	Antalya	502	40.1	40	8.3	8.7	2.9
	Diyarbakir	501	25.9	36.8	13.4	20	3.9
	İstanbul	504	23.5	40.9	14.9	20.1	0.6

Table 7. Satisfaction with green spaces such as parks and gardens – *by city*

QUESTION: Q1\_G. 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: - Green spaces such as parks and gardens inside [CITY NAME]

	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Antwerpen	500	27.9	50.4	15.5	4.1	2.1
	Bruxelles/Brussel	501	24.6	51.5	15.8	6.6	1.5
	Liège	502	13.6	50.2	26.5	6.1	3.7
	Burgas	500	41.3	40.9	10.7	6.2	0.9
	Sofia	500	14.7	33	27.9	23.7	0.8
	Ostrava	501	24.4	50.3	17.8	4.2	3.3
	Praha	500	24	51.2	19.7	3.3	1.8
	Aalborg	500	37.3	44.6	14	3.2	0.8
	København	503	42.2	45.6	10.4	1.7	0.2
	Berlin	501	35.6	47	12.1	4.4	1
	Dortmund	505	44.8	40.6	11.5	1.2	1.9
	Essen	501	31.6	48.7	17.1	1.6	1
	Hamburg	501	57.9	34.5	6.2	1	0.3
	Leipzig	500	51	42.1	5.3	0.5	1.1
	München	502	62.7	30.9	5.1	0.2	1.2
	Rostock	502	31.2	51.7	14.2	2.1	0.8
	Tallinn	500	28.3	53.1	12.3	3.3	2.9
	Athina	506	4.2	18.5	25.7	50.4	1.1
	Irakleio	507	9.1	23	29.1	38	0.8
	Barcelona	501	9.9	47.9	31.9	10	0.3
	Madrid	501	21.6	57.3	17.7	3.2	0.3
	Málaga	500	13.1	39.8	34.8	11.6	0.8
	Oviedo	502	37.7	51.6	9.3	0.8	0.6
	Bordeaux	502	36.6	54.1	7.3	1.6	0.4
	Lille	503	26.6	53.9	12.3	5.8	1.4
	Marseille	501	23	51.2	15.5	8.9	1.4
	Paris	500	26.6	55.6	12.7	4	1.1
	Rennes	506	39.3	48.7	9.9	1.2	0.9
	Strasbourg	505	31.3	52.3	12.9	2.5	0.9
	Dublin	500	46.4	39.5	9.7	4	0.3
	Bologna	505	26.1	52.1	17.4	3	1.5
	Napoli	500	7.2	28.3	37.9	25.2	1.4
	Palermo	501	5.7	33.5	36.6	23.3	0.9
	Roma	503	17	50	21.4	10.4	1.3
	Torino	501	33.6	50.9	12.3	1.8	1.3
	Verona	501	20.4	48.2	24.1	6.7	0.6
	Lefkosia	500	7.8	29.9	28.5	32.2	1.6






























<i>(continued)</i>							
	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Riga	505	42	44.5	8.3	2.5	2.6
	Vilnius	502	23.1	38.5	25.6	8.6	4.2
	Luxembourg	503	49.5	41.7	7.4	1	0.4
	Budapest	500	11.3	43.1	30.6	12.2	2.8
	Miskolc	502	17.8	41.4	32.4	6.3	2
	Valletta	500	14.9	28.4	24.4	24.5	7.8
	Amsterdam	500	35	47.8	13.4	3	0.8
	Groningen	500	45.7	47	6	0.9	0.4
	Rotterdam	500	36.8	46.4	12.4	3.1	1.3
	Wien	500	43.7	39.5	11.4	3.7	1.7
	Graz	503	29.1	49.2	16.8	3.2	1.7
	Białystok	501	54.5	36	7.1	1.7	0.7
	Gdańsk	500	36	43.1	14.6	4.8	1.5
	Kraków	501	34.2	49.2	12.4	2.5	1.7
	Warszawa	501	31.6	53.5	11.2	2.6	1.2
	Braga	502	15.9	39.1	31.8	12.6	0.5
	Lisboa	503	8.7	45.2	31.6	12.9	1.6
	Bucureşti	503	16.8	49.3	16.4	14.5	2.9
	Cluj-Napoca	503	22.4	45.3	21.8	8.8	1.7
	Piatra Neamţ	501	50.1	38.2	5.9	4.5	1.4
	Ljubljana	508	25	51.9	16.5	4	2.6
	Bratislava	501	11.9	47.8	31.1	7.6	1.6
	Kosice	501	22.3	48.3	22.9	5.2	1.2
	Helsinki	507	33.2	55.5	9.5	0.6	1.2
	Oulu	505	31.9	56.2	11.1	0.2	0.7
	Malmö	500	62.3	32.1	3.7	1	1
	Stockholm	500	48.6	42	7.8	1.1	0.6
	Belfast	500	39.5	46.3	7.2	5.1	1.9
	Cardiff	500	57.9	34.3	4.2	2.7	0.9
	Glasgow	500	50	39.9	5.5	3.8	0.8
	London	500	51.6	34.6	8.1	5.3	0.5
	Manchester	500	34.6	39.9	15.6	6.7	3.2
	Newcastle	500	47.4	42.1	6.7	1.9	2
	Zagreb	501	37	37.2	15.9	9.6	0.2
	Ankara	502	44.1	33.1	9.5	11.6	1.7
	Antalya	502	47.4	33.2	8.1	6.9	4.4
	Diyarbakir	501	38.9	29.6	9.8	15.4	6.4
	İstanbul	504	28.5	32.9	16.2	18.3	4.1

Table 8. Satisfaction with outdoor recreation such as walking, cycling or picnicking – *by city*

**QUESTION: Q1\_H. 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: - Outdoor recreation outside / around [CITY NAME], such as walking, cycling or picnicking**

	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Antwerpen	500	20	57.5	11.4	5	6.2
	Bruxelles/Brussel	501	17.5	46.5	12.2	6	17.7
	Liège	502	15.9	45.2	15.2	5.4	18.4
	Burgas	500	28	30.2	18.4	10.7	12.7
	Sofia	500	27.9	36	16.3	7.5	12.3
	Ostrava	501	26.4	52.1	13	3.3	5.1
	Praha	500	28.8	52.9	10.1	1.6	6.6
	Aalborg	500	39.1	43.7	8.6	1.4	7.2
	København	503	36.3	47.4	9.2	0.7	6.5
	Berlin	501	33.9	42.5	11.8	1.7	10.1
	Dortmund	505	33.4	43.2	14.4	2.5	6.5
	Essen	501	34.4	43.3	15	2.6	4.7
	Hamburg	501	39.8	41.4	10.7	0.7	7.5
	Leipzig	500	40.6	43.4	8.2	1.3	6.6
	München	502	55.8	32.1	5.8	0.2	6.1
	Rostock	502	31.6	42.3	17.8	2.1	6.2
	Tallinn	500	26.1	41.9	15.7	4.4	11.9
	Athina	506	6.1	17	21.3	47.6	8
	Irakleio	507	17.1	26.7	17.8	33.5	4.9
	Barcelona	501	8	50.5	26	9.6	5.9
	Madrid	501	13.8	48	22.9	7.7	7.6
	Málaga	500	13.9	43.1	27.3	12.6	3.1
	Oviedo	502	20.7	47.7	21.1	6.3	4.2
	Bordeaux	502	31.9	53.2	5.8	2.2	6.8
	Lille	503	21	57.9	9	4.9	7.2
	Marseille	501	25.1	45.8	12	8.9	8.2
	Paris	500	12.4	48.6	20.4	3.4	15.2
	Rennes	506	28.3	52.2	7.1	1.3	11
	Strasbourg	505	29	53.3	8	1.7	7.9
	Dublin	500	35.6	40.4	15	6.3	2.7
	Bologna	505	21.8	50	19.6	4.6	4
	Napoli	500	5.4	24.1	30.5	36.7	3.3
	Palermo	501	4.3	29.8	32.3	30.7	2.9
	Roma	503	13.3	44.1	24.8	13.7	4.1
	Torino	501	27.4	51.9	14.3	2.3	4.1
	Verona	501	19.8	50.6	20.5	5.8	3.4
	Lefkosia	500	11.5	31.1	23	28.6	5.9































<i>(continued)</i>							
	CITY	Total N	% Very satisfied	% Rather satisfied	% Rather unsatisfied	% Not at all satisfied	% DK/NA
	Riga	505	16.4	26.2	23.1	11.5	22.8
	Vilnius	502	14	30.7	27.7	12.2	15.5
	Luxembourg	503	35.4	46.9	9.9	1.6	6.2
	Budapest	500	12.5	39.4	26.7	10.2	11.2
	Miskolc	502	19.5	39.8	26.9	5.1	8.8
	Valletta	500	14.7	26.1	24.4	25.1	9.7
	Amsterdam	500	35.6	45.1	12.9	2	4.4
	Groningen	500	45.6	43.8	6.6	0.5	3.5
	Rotterdam	500	37.3	48.5	8.6	1.5	4.1
	Wien	500	40.1	39.8	8.6	1.8	9.7
	Graz	503	31.7	47.7	10.7	3.6	6.3
	Białystok	501	29.8	42.6	15.6	4	8
	Gdańsk	500	36.6	42.1	13.5	3.4	4.4
	Kraków	501	26.3	44.4	19	3.1	7.2
	Warszawa	501	17.1	44.9	20.9	5	12
	Braga	502	17.7	45.4	24.8	8.9	3.3
	Lisboa	503	11.3	47.8	24.2	9.9	6.8
	București	503	7.4	20.8	23.9	25.6	22.3
	Cluj-Napoca	503	15.1	35.7	22.4	14.6	12.2
	Piatra Neamț	501	36	35.6	12.3	6.2	9.9
	Ljubljana	508	31.7	46.4	13.4	3.2	5.3
	Bratislava	501	22.8	49	15.3	3.6	9.2
	Kosice	501	22.8	50.3	16.6	2.6	7.6
	Helsinki	507	55.7	36.6	5.3	1.2	1.3
	Oulu	505	67.8	27	3.1	1.2	0.9
	Malmö	500	39.4	43.5	6.2	0.8	10.1
	Stockholm	500	51.2	34.4	3.6	0.8	9.9
	Belfast	500	36.7	43.2	10.5	4.6	5
	Cardiff	500	45.9	42.4	4.9	2.7	4.1
	Glasgow	500	39.8	39.8	10.3	4.4	5.8
	London	500	35.6	40.2	11.7	4.6	7.8
	Manchester	500	33.8	40.2	13.2	5.7	7.1
	Newcastle	500	49	36.4	6.2	2	6.3
	Zagreb	501	33.4	35	15.4	8.8	7.4
	Ankara	502	33.4	31.5	9.3	13.3	12.6
	Antalya	502	43.5	29.9	8.1	7.4	11.1
	Diyarbakir	501	29.7	25.4	11.9	19.8	13.2
	İstanbul	504	25.2	24.9	16.7	17	16.2

Table 9. In this city, it is easy to find a good job – *by city*

QUESTION: Q2\_A. 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? - In [CITY NAME], it is easy to find a good job

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	4.7	31.1	11.7	9	43.5
	Bruxelles/Brussel	501	4.2	18.6	31	18.1	28.2
	Liège	502	1.9	12.3	32.8	26	27
	Burgas	500	9.5	21.1	25.8	31.3	12.3
	Sofia	500	13.3	32.1	21.5	20.3	12.8
	Ostrava	501	3.5	15.8	33.8	35.9	11.1
	Praha	500	16.2	40.2	20.7	10.4	12.5
	Aalborg	500	6.4	28	31.7	13.4	20.5
	København	503	13.5	43.1	17.7	9	16.7
	Berlin	501	0.8	16.3	50.2	18.2	14.6
	Dortmund	505	2.2	14.5	45	19.9	18.4
	Essen	501	3.9	20.8	41	12.3	22
	Hamburg	501	4.9	42.7	28.5	6.9	17.1
	Leipzig	500	1.2	18.4	48.8	16.9	14.8
	München	502	13.1	40.7	23.5	8.2	14.5
	Rostock	502	0.6	13.4	47.4	26	12.6
	Tallinn	500	1.4	11.9	28.3	48.3	10.1
	Athina	506	5.1	21.3	28.5	41.7	3.4
	Irakleio	507	6.6	30.4	28.2	29.7	5
	Barcelona	501	1.8	14.7	44.3	34.1	5.1
	Madrid	501	2.1	18.5	45.6	28.5	5.3
	Málaga	500	1.2	8.2	43.9	42	4.7
	Oviedo	502	1.1	12.1	46.7	30.1	10.1
	Bordeaux	502	3.2	20.9	32.3	22.9	20.8
	Lille	503	3.7	24.6	31.6	25.3	14.8
	Marseille	501	3.6	17.3	29	39.5	10.6
	Paris	500	3.5	34.6	29.2	18.7	14
	Rennes	506	1.6	28.7	35.5	9.9	24.3
	Strasbourg	505	2.9	28.6	28.3	16.3	23.9
	Dublin	500	4	12.1	30.3	48.3	5.4
	Bologna	505	3.3	23.6	33.7	22.8	16.6
	Napoli	500	0.4	2.8	24	69.7	3
	Palermo	501	0.4	2.6	19.9	74.8	2.4
	Roma	503	1.1	11.5	35.4	43.8	8.3
	Torino	501	0.4	10.7	32.9	43.7	12.2
	Verona	501	2.7	23.5	32.2	27	14.7































(continued)				%	%	%	
	CITY	Total N	% Strongly agree	Somewhat agree	Somewhat disagree	% Strongly disagree	% DK/NA
	Lefkosia	500	14.1	36.4	21	16.1	12.4
	Riga	505	0.8	6.7	11.5	71.3	9.6
	Vilnius	502	2.3	10.9	22.4	51.7	12.7
	Luxembourg	503	7.6	40.2	31.8	9.6	10.8
	Budapest	500	2.1	13.7	22.3	47.3	14.6
	Miskolc	502	1.3	5.2	15.4	70.7	7.4
	Valletta	500	2.3	16	23.4	37.7	20.6
	Amsterdam	500	10.8	42.1	22.6	6.2	18.2
	Groningen	500	7.8	28.6	33.3	8.8	21.4
	Rotterdam	500	11.5	37.8	17.5	5.9	27.3
	Wien	500	7.8	29.3	27.6	10.8	24.5
	Graz	503	3.4	30.6	31.7	10.5	23.7
	Białystok	501	1.3	15.4	31.7	41.4	10.2
	Gdańsk	500	5.5	33.1	23.6	24.7	13.1
	Kraków	501	6	30.6	28.3	22.6	12.5
	Warszawa	501	13.7	38.4	22.6	17.4	8
	Braga	502	2	10.4	29.5	45.6	12.6
	Lisboa	503	1.1	13.3	22.1	54.6	8.9
	București	503	8.9	21.6	19.9	39.7	9.8
	Cluj-Napoca	503	4.8	17.7	28.9	34.2	14.4
	Piatra Neamț	501	2.3	12.6	27.4	47.2	10.5
	Ljubljana	508	7	33.1	26.4	24.8	8.7
	Bratislava	501	3.8	37.1	29.3	16	13.8
	Kosice	501	1.6	8.6	33.4	45.4	11
	Helsinki	507	10.8	37.5	29.9	13	8.9
	Oulu	505	4.3	24.8	39.2	24.9	6.8
	Malmö	500	9.6	28.1	23.8	15.1	23.4
	Stockholm	500	22.9	38.2	14	7.6	17.4
	Belfast	500	4.6	23.2	29.3	30.4	12.6
	Cardiff	500	4.8	25.1	28.5	19.5	22
	Glasgow	500	5.2	21.3	25.9	31.5	16
	London	500	9.9	31.7	24.1	21.7	12.5
	Manchester	500	8.4	28.9	19	24.2	19.5
	Newcastle	500	9.2	24.1	26	23.8	16.9
	Zagreb	501	4.5	11.7	15.8	61.9	6
	Ankara	502	3.2	10.2	31.8	49.7	5.2
	Antalya	502	12.6	21.1	26.8	34.1	5.5
	Diyarbakir	501	3.4	4.4	20.1	69.1	3
	İstanbul	504	5.9	10.2	26.9	54.4	2.5

Table 10. The presence of foreigners is good for this city – *by city*

QUESTION: Q2\_B. 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]

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	8.4	39.2	22.8	19.5	10.2
	Bruxelles/Brussel	501	14	39.8	19.4	17.1	9.7
	Liège	502	7.5	32.6	28.8	18.5	12.6
	Burgas	500	47.6	34.1	5.5	4.8	7.9
	Sofia	500	32.9	32.6	10.2	8.3	16
	Ostrava	501	10.1	37.5	23.3	8.5	20.7
	Praha	500	17	43.2	23.2	9.4	7.2
	Aalborg	500	24.4	48.6	14	6.9	6.2
	København	503	33.6	50.1	7.8	5.2	3.3
	Berlin	501	19	49.7	19.4	7	5
	Dortmund	505	12.6	41.5	27	8.3	10.6
	Essen	501	13.5	45.3	23.2	6.7	11.2
	Hamburg	501	21.8	49.1	17.8	4.3	7
	Leipzig	500	15	42.1	26.2	7.9	8.9
	München	502	20.9	46.8	19.4	4.2	8.8
	Rostock	502	16.5	49.1	19.8	4.7	9.8
	Tallinn	500	39.5	40.4	9.9	3.3	6.8
	Athina	506	9.1	30.8	24.1	32	4
	Irakleio	507	27.4	35.5	13.4	19.7	4
	Barcelona	501	9	47.2	29.1	10.1	4.6
	Madrid	501	8.6	44.3	33.2	9.3	4.6
	Málaga	500	18.4	55	18.4	5.9	2.3
	Oviedo	502	10.6	47.6	26.5	9.4	5.9
	Bordeaux	502	23.2	52.2	8.6	4	12
	Lille	503	19.4	50.4	9.7	6.7	13.8
	Marseille	501	20.1	43.3	14.8	10.7	11
	Paris	500	26.9	54	8.2	4.3	6.6
	Rennes	506	19.2	49.5	9.7	5.9	15.7
	Strasbourg	505	24.1	49.3	13.1	6.5	7
	Dublin	500	42.5	33.5	9.7	10.3	3.9
	Bologna	505	8.3	45.9	25.7	15	5.1
	Napoli	500	9	40.5	26.2	17.9	6.3
	Palermo	501	14.5	53.5	15.3	11.1	5.6
	Roma	503	12	47.3	22.9	11.4	6.4
	Torino	501	7.9	43.8	26	17.7	4.6
	Verona	501	13.2	46.4	23.7	12.1	4.5
	Lefkosia	500	6.9	24.3	23.5	41.3	4.1






























<i>(continued)</i>				%	%		
	<b>CITY</b>	<b>Total N</b>	<b>% Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>% Strongly disagree</b>	<b>% DK/NA</b>
	Riga	505	31.7	29.2	12.1	16.5	10.4
	Vilnius	502	34.4	41.9	7.7	5	11
	Luxembourg	503	47.7	44	5.5	1.6	1.3
	Budapest	500	27.8	43.4	12.2	7.4	9.3
	Miskolc	502	22.1	39.3	14.1	7.1	17.4
	Valletta	500	19.4	33.5	16.1	16.2	14.7
	Amsterdam	500	31.1	49.1	12.4	3	4.4
	Groningen	500	27.7	51.6	11.2	1.6	7.8
	Rotterdam	500	15.9	44.5	23.1	7.1	9.5
	Wien	500	15.8	41.6	25.1	9.8	7.7
	Graz	503	11.8	40.9	25.1	14.4	7.8
	Białystok	501	45	33	6.1	5.5	10.5
	Gdańsk	500	48.4	33.2	4.5	2	12
	Kraków	501	45.4	38.4	6	4	6.3
	Warszawa	501	41.3	36.3	7.7	5	9.7
	Braga	502	36.5	40	13.4	5.2	5
	Lisboa	503	27.9	47.7	12.4	6.9	5.1
	București	503	38.8	37.7	7.4	6.8	9.4
	Cluj-Napoca	503	44.4	35.7	4.5	2.6	12.9
	Piatra Neamț	501	50.4	33.4	5.6	4.8	5.8
	Ljubljana	508	34.9	44.3	10.2	6.4	4.2
	Bratislava	501	25.1	51.2	8.5	2.2	13
	Kosice	501	20.7	53.8	10	1.3	14.3
	Helsinki	507	27.1	44.7	18.2	8.2	1.8
	Oulu	505	19.5	47.2	20.1	9.2	3.9
	Malmö	500	30.2	41.8	14	7	7
	Stockholm	500	55.3	33	4.1	2.7	4.9
	Belfast	500	38.7	36.3	11.2	7.8	6.1
	Cardiff	500	28.3	41.1	11.2	10.7	8.7
	Glasgow	500	28.2	39.5	12.1	13.5	6.6
	London	500	40.3	34.6	9.7	9.8	5.6
	Manchester	500	28.3	36	12.2	12.8	10.7
	Newcastle	500	25.8	38.6	12.8	14.2	8.6
	Zagreb	501	39.8	25.1	13.7	15.8	5.7
	Ankara	502	16.1	31.8	19.2	19.7	13.2
	Antalya	502	38.6	33.3	10.1	10.4	7.7
	Diyarbakir	501	31.1	33.5	11.5	12.1	11.9
	İstanbul	504	27.7	34.8	15.3	14.8	7.5

Table 11. Foreigners who live in this city are well integrated – *by city*

QUESTION: Q2\_C. 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

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	2.2	33.6	28.7	24.6	10.8
	Bruxelles/Brussel	501	8	30.5	29	22.7	9.7
	Liège	502	6.8	34.3	25.4	23.4	10.1
	Burgas	500	27.2	21	6.6	4.2	41
	Sofia	500	21.7	23.7	10.3	8.8	35.5
	Ostrava	501	11.7	34.7	19.8	6.6	27.2
	Praha	500	10.8	40.7	25.8	6.7	16.1
	Aalborg	500	7.6	43.3	25.3	7.5	16.3
	København	503	3.7	43.9	32.9	10.3	9.2
	Berlin	501	3.9	25.2	52.7	12	6.2
	Dortmund	505	4.4	27.8	42.4	13.5	12
	Essen	501	4	30.4	40.8	10.2	14.6
	Hamburg	501	5.2	34.8	41.3	8	10.7
	Leipzig	500	6.1	33.3	32.7	5.2	22.8
	München	502	9.2	40.7	30.7	5.5	13.9
	Rostock	502	7.8	44.3	26.1	1.6	20.2
	Tallinn	500	9.1	28.7	26.6	10.7	25
	Athina	506	5.6	14.1	25.4	51.8	3.2
	Irakleio	507	16.6	31.3	24	20.3	7.7
	Barcelona	501	4.9	31.3	43.7	14.1	5.9
	Madrid	501	4.5	32.6	46.9	10	5.9
	Málaga	500	13.3	48.1	26.4	5.4	6.9
	Oviedo	502	7.5	44.9	31.8	6.8	8.9
	Bordeaux	502	13.4	49.4	15.2	3.8	18.2
	Lille	503	12.9	50.2	17.3	4	15.6
	Marseille	501	17.6	39.4	21.9	13.5	7.6
	Paris	500	8.3	41.8	32.2	7.3	10.4
	Rennes	506	13.2	49.2	16	4.2	17.4
	Strasbourg	505	9.9	49.9	24	5.8	10.4
	Dublin	500	18	40.5	18.4	14.8	8.2
	Bologna	505	4.9	44.5	28.3	13.7	8.5
	Napoli	500	5.9	36.7	32.4	14.2	10.7
	Palermo	501	8.8	49.7	22.1	10.8	8.5
	Roma	503	5	42.4	31	13.3	8.2
	Torino	501	3	39.9	35	13.2	8.9
	Verona	501	9	46.9	26.5	10.5	7.1
	Lefkosia	500	9.6	20	30.6	34.2	5.7






























<i>(continued)</i>				%	%		
	<b>CITY</b>	<b>Total N</b>	<b>% Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>% Strongly disagree</b>	<b>% DK/NA</b>
	Riga	505	16.6	22.2	15.2	12.8	33.1
	Vilnius	502	12.7	30.1	15	7	35.2
	Luxembourg	503	14.8	49.8	27.6	4.5	3.2
	Budapest	500	14.8	46.2	11.4	5.2	22.4
	Miskolc	502	14.3	34.2	7.8	3.4	40.3
	Valletta	500	15.7	33.2	11.9	10.1	29.1
	Amsterdam	500	8.4	43	35	6.2	7.4
	Groningen	500	14.1	52.2	16.4	1.3	16.1
	Rotterdam	500	7.1	35.6	39.2	9.5	8.7
	Wien	500	2.7	22.8	50.4	14.1	10
	Graz	503	4.7	24	43.9	15.7	11.7
	Białystok	501	12.1	27.8	18.8	8.3	33
	Gdańsk	500	14.3	29.3	8.9	3.3	44.1
	Kraków	501	15.9	35.8	12.1	2.1	34
	Warszawa	501	13.2	31.5	17.2	6.2	31.9
	Braga	502	21.6	43.5	12.7	7.3	15
	Lisboa	503	9.2	50.4	23.9	7.9	8.6
	București	503	19	37	14.6	4.5	24.9
	Cluj-Napoca	503	27.3	38.4	7	2.3	25
	Piatra Neamț	501	31.2	27.4	5.5	2.8	33.2
	Ljubljana	508	17.1	46.3	15	7.5	14.2
	Bratislava	501	17.4	46.3	11.4	1.5	23.3
	Kosice	501	14.1	51.1	11.1	1.1	22.7
	Helsinki	507	2.8	33	46.5	12.1	5.5
	Oulu	505	4.7	41.8	32.5	7	14
	Malmö	500	3.7	31.3	37.1	22.6	5.2
	Stockholm	500	7.4	30.9	38.9	12.1	10.7
	Belfast	500	11.8	34.7	26.9	14.7	11.9
	Cardiff	500	20.6	44.8	16	10.2	8.4
	Glasgow	500	16.8	40.7	16.3	14.3	11.9
	London	500	20.1	38.1	22.5	12.6	6.8
	Manchester	500	19.6	38.1	16.5	14.5	11.4
	Newcastle	500	19.4	38.8	18.6	12.8	10.3
	Zagreb	501	27.8	27.2	16.1	15.3	13.6
	Ankara	502	17.4	32.8	19.9	13.4	16.5
	Antalya	502	30.8	35.5	13.3	9.1	11.2
	Diyarbakir	501	22.3	33.1	15.2	12.1	17.3
	İstanbul	504	21.8	34.1	18.5	13.8	11.8



Table 12. In this city, it is easy to find good housing at a reasonable price – *by city*

QUESTION: Q2\_D. 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? - In [CITY NAME], it is easy to find good housing at a reasonable price

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	1.5	20.6	29.2	23.2	25.5
	Bruxelles/Brussel	501	2.7	14.4	32.5	38.3	12.1
	Liège	502	3.5	28.1	29.8	21.4	17.3
	Burgas	500	16	18.5	21.2	29.1	15.2
	Sofia	500	11	21.1	21.7	26.9	19.4
	Ostrava	501	8.1	30.3	26.9	20.6	14.2
	Praha	500	5.3	21.3	28.9	36.8	7.7
	Aalborg	500	23.3	44.2	16.3	4.9	11.2
	København	503	3.5	13.1	37.2	41.3	4.9
	Berlin	501	14.2	36.8	31.5	9	8.5
	Dortmund	505	16.7	42	19.5	5.8	16.1
	Essen	501	12.1	38.2	30.1	8	11.6
	Hamburg	501	2.8	12.8	48.4	25.6	10.3
	Leipzig	500	29.3	42.3	17.1	3.1	8.2
	München	502	0.6	5.3	41.4	47.8	4.9
	Rostock	502	13.3	34.7	32.7	11.6	7.6
	Tallinn	500	12	27.6	26.5	17.3	16.6
	Athina	506	7.2	22.1	26.6	34.7	9.3
	Irakleio	507	13.1	25.1	23.7	33.8	4.3
	Barcelona	501	2.9	22.2	35.3	28.2	11.4
	Madrid	501	5.8	27.1	30.6	15.6	20.9
	Málaga	500	7.8	44.7	24.2	9	14.3
	Oviedo	502	11.5	43.7	22.3	5.8	16.8
	Bordeaux	502	3	23.7	37.1	29.7	6.5
	Lille	503	4.8	20.4	35.6	33.5	5.7
	Marseille	501	4.3	12.3	31.1	45	7.4
	Paris	500	0.4	2.3	19.3	76.6	1.4
	Rennes	506	4.6	17.1	42.6	25.3	10.3
	Strasbourg	505	3.3	15.2	43.8	30.3	7.4
	Dublin	500	10.5	17.8	19.2	47.7	4.7
	Bologna	505	1	8.7	27.5	54.7	8.1
	Napoli	500	4.2	16.7	26.4	46.5	6.2
	Palermo	501	7.9	28.8	20.8	34	8.6
	Roma	503	0	5.7	22.5	64.5	7.3
	Torino	501	1.7	18.1	25.7	40.7	13.7
	Verona	501	1.2	17.4	27.5	35.9	18
	Lefkosia	500	3.3	16.3	22.4	50	8






























<i>(continued)</i>				%	%		
	<b>CITY</b>	<b>Total N</b>	<b>% Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>% Strongly disagree</b>	<b>% DK/NA</b>
	Riga	505	18.2	23.3	14.1	22.3	22.2
	Vilnius	502	17.4	26.1	20.1	18.1	18.3
	Luxembourg	503	1.2	8.3	34.6	53.4	2.5
	Budapest	500	5.1	21.1	25.8	31.1	16.9
	Miskolc	502	14	32.6	17.7	18.3	17.4
	Valletta	500	11.2	28.7	21.5	26.9	11.6
	Amsterdam	500	1.6	6.2	41.4	43.9	6.9
	Groningen	500	11.3	37.4	26.1	9.1	16.1
	Rotterdam	500	8.2	25	34.4	17.8	14.6
	Wien	500	2.3	17.2	34.4	32.1	13.9
	Graz	503	4.1	18.5	37.1	24	16.3
	Białystok	501	14.3	32	22.9	12	18.8
	Gdańsk	500	8	21.9	31.5	24.7	13.9
	Kraków	501	6.1	16.8	31	33.7	12.3
	Warszawa	501	6.9	10.1	27.2	45.7	10
	Braga	502	21.5	44	15.6	7.8	11.2
	Lisboa	503	1.8	7.7	20.3	64.2	5.9
	București	503	5.8	11.9	20.3	55.5	6.6
	Cluj-Napoca	503	11.7	21.5	21.3	36.8	8.6
	Piatra Neamț	501	16.8	27.7	17.4	26.5	11.5
	Ljubljana	508	1.3	8.7	22.2	63.7	4.1
	Bratislava	501	2	14.2	35.5	35.5	12.8
	Kosice	501	2.4	19.8	36.7	23.9	17.3
	Helsinki	507	3.4	8.8	31.7	53.7	2.5
	Oulu	505	15.7	47.6	27.4	6.9	2.5
	Malmö	500	8.1	25.9	32	23.2	10.8
	Stockholm	500	3.1	11.4	34.7	45.2	5.6
	Belfast	500	16.4	30.1	20.1	23.1	10.3
	Cardiff	500	11.5	34	22	21.6	10.9
	Glasgow	500	9.9	28.7	22.7	26.1	12.6
	London	500	3.8	10.3	21.3	60.4	4.2
	Manchester	500	11.9	32.7	21.3	19.2	14.9
	Newcastle	500	21.1	33	22	14.9	9
	Zagreb	501	4	12.2	11.5	67.1	5.3
	Ankara	502	12.1	28.5	27.6	28.7	3.1
	Antalya	502	15.5	30.5	23.4	24.7	5.9
	Diyarbakir	501	21.1	30.4	21.2	23.3	4
	İstanbul	504	8.2	17.1	29.7	42.4	2.6

Table 13. Generally speaking, most people in this city can be trusted – *by city*

QUESTION: Q2\_E. 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

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	7.9	57.1	14.9	5	15.1
	Bruxelles/Brussel	501	5	44.1	22.9	19	9
	Liège	502	4.9	44	28	14.4	8.6
	Burgas	500	15.6	29.5	21	24.8	9.1
	Sofia	500	5	15.5	23.3	48.3	7.9
	Ostrava	501	5.8	32.2	30.3	19.9	11.8
	Praha	500	4.6	30.4	36.3	18.5	10.1
	Aalborg	500	33.9	55.8	4.4	1.8	4.2
	København	503	19.7	58.7	10.9	4.2	6.5
	Berlin	501	13	59.7	18.7	3.7	4.9
	Dortmund	505	20.4	54.3	14.9	3.5	6.9
	Essen	501	25.7	53.7	12.7	1.6	6.3
	Hamburg	501	26.4	54.7	10.2	2.4	6.2
	Leipzig	500	30.7	55.6	8.4	1.2	4
	München	502	21.1	62.7	7.4	2.9	5.9
	Rostock	502	26.2	61.6	6.9	1.5	3.9
	Tallinn	500	10.8	36.3	26.9	12.9	12.9
	Athina	506	3	18.8	25.4	50.4	2.4
	Irakleio	507	17	30.8	23.3	27.7	1.1
	Barcelona	501	7.3	58	24.2	7.5	3
	Madrid	501	11.6	57.5	23.6	4.6	2.7
	Málaga	500	14.7	55.7	21	4.4	4.1
	Oviedo	502	23.7	63.8	8.5	1.1	2.9
	Bordeaux	502	10.8	53.9	15.1	9.7	10.6
	Lille	503	10.2	49.3	19.6	12.7	8.1
	Marseille	501	10.4	41.8	20.5	20.9	6.4
	Paris	500	4.6	40.6	28.9	20.1	5.9
	Rennes	506	12.2	53.3	19.4	6.7	8.4
	Strasbourg	505	6	55.5	21.7	9.1	7.6
	Dublin	500	27.1	36	16.4	15.7	4.8
	Bologna	505	11.1	50.3	23.7	11.6	3.4
	Napoli	500	7.1	34.6	28.6	25.2	4.5
	Palermo	501	13.7	42.6	24.8	14.4	4.5
	Roma	503	8.1	40.3	31.8	15.2	4.6
	Torino	501	6.2	38.8	29.5	18.2	7.4
	Verona	501	17.1	50.5	16.6	10.3	5.5
	Lefkosia	500	11.8	35.2	25.1	25.3	2.4





























<i>(continued)</i>				%	%		
	<b>CITY</b>	<b>Total N</b>	<b>% Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>% Strongly disagree</b>	<b>% DK/NA</b>
	Riga	505	6.5	24.4	21.5	40.7	6.9
	Vilnius	502	8.9	32.1	27.5	21.3	10.2
	Luxembourg	503	21.6	65	9.1	2.6	1.8
	Budapest	500	3.4	24.2	29.2	37.1	6.2
	Miskolc	502	5	29.3	31.9	26	7.8
	Valletta	500	17.4	41.9	16.1	11	13.6
	Amsterdam	500	13.4	58.1	16.7	2.8	9
	Groningen	500	26.7	60.9	4.8	0.4	7.2
	Rotterdam	500	10.9	53.8	18.3	5.9	11.1
	Wien	500	16.8	56.9	17.8	4.8	3.8
	Graz	503	24.1	55.8	12.4	3	4.6
	Białystok	501	20.3	46.2	19.5	7.5	6.5
	Gdańsk	500	14.7	43.4	19.5	9.9	12.5
	Kraków	501	13.1	44.9	20.2	10.7	10.9
	Warszawa	501	7.6	32.6	28.3	23.4	8.1
	Braga	502	26.6	54.8	12.2	2.7	3.8
	Lisboa	503	5.6	49	26.8	14.6	4
	București	503	5.6	19.5	22.4	47.8	4.7
	Cluj-Napoca	503	20.1	36.4	21.2	14.4	7.9
	Piatra Neamț	501	25.3	38.2	14.9	15.8	5.8
	Ljubljana	508	10	46.9	22.2	15.3	5.5
	Bratislava	501	3.7	32.1	38.2	12.2	13.8
	Kosice	501	4.5	38.6	31.7	10.5	14.6
	Helsinki	507	17.6	58.9	18.5	3.2	1.8
	Oulu	505	23.7	62.1	8.3	3.1	2.9
	Malmö	500	14.8	55.5	15	8.3	6.4
	Stockholm	500	31.2	52.4	9.6	2.3	4.4
	Belfast	500	30.2	45	10.3	8.3	6.1
	Cardiff	500	18	55.7	12.5	8.1	5.8
	Glasgow	500	30	43.9	11.4	11.4	3.3
	London	500	9.7	39.9	24.2	19.2	6.9
	Manchester	500	18.2	41.7	17.2	13.9	9
	Newcastle	500	35.3	42.7	9.2	7.5	5.2
	Zagreb	501	15.1	21.9	24	35.4	3.6
	Ankara	502	13.8	28.5	27	28.6	2.2
	Antalya	502	15.1	27.9	25.7	26.6	4.7
	Diyarbakir	501	22.5	30.7	21.5	21.5	3.8
	İstanbul	504	3.5	10.1	25.6	59.2	1.6

Table 14. In this city, poverty is a problem – *by city*

QUESTION: Q2\_F. 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? - In [CITY NAME], poverty is a problem

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	18.9	49.4	14.6	3.5	13.6
	Bruxelles/Brussel	501	40.6	42	10.3	3.3	3.8
	Liège	502	31.7	53.1	9.6	2.6	3
	Burgas	500	31.3	28.2	21.2	12.8	6.6
	Sofia	500	43.8	25.7	15.9	11.6	3
	Ostrava	501	13.8	43.2	29.5	5.8	7.8
	Praha	500	9.2	26.7	46.9	14	3.2
	Aalborg	500	4.5	15.6	42.1	27.2	10.6
	København	503	10.9	33.3	39.2	9.9	6.6
	Berlin	501	40.8	40.5	12.1	2.8	3.7
	Dortmund	505	30.6	48.3	13.5	1.5	6
	Essen	501	19.9	44.8	20.6	3.6	11.2
	Hamburg	501	19.9	46.1	22.3	3.8	7.9
	Leipzig	500	19	46.7	23.6	3.5	7.2
	München	502	12	35.8	35.3	8.2	8.7
	Rostock	502	19.6	42.9	24.4	4.7	8.5
	Tallinn	500	39.4	34.7	16.8	4.3	4.9
	Athina	506	60.9	24.3	9.5	3.7	1.5
	Irakleio	507	28.3	32.4	29.1	8.7	1.5
	Barcelona	501	21.9	52.1	20.7	4	1.3
	Madrid	501	16.7	51.3	22.9	6.3	2.8
	Málaga	500	17.8	49	26.1	4.8	2.4
	Oviedo	502	6.4	30.6	49.4	10.2	3.5
	Bordeaux	502	21.1	42.9	24.2	5.7	6.2
	Lille	503	29.9	49.2	13.7	4.2	2.9
	Marseille	501	45	36.6	10	4.7	3.6
	Paris	500	33.5	48.5	11.2	4	2.7
	Rennes	506	10.3	36.8	33.4	9.5	10
	Strasbourg	505	18	46.6	22.8	7.4	5.3
	Dublin	500	37.3	38.2	13.6	7.5	3.5
	Bologna	505	21.5	33.6	30.6	9.2	5
	Napoli	500	45.3	32	14.9	5.8	2
	Palermo	501	47.1	34.4	14.7	2.2	1.6
	Roma	503	33.1	39	18.6	6.2	3.1
	Torino	501	36.4	41.3	14.7	2.7	4.9
	Verona	501	23.6	31.8	29.3	10.5	4.7































(continued)				%	%	%	
	CITY	Total N	% Strongly agree	Somewhat agree	Somewhat disagree	% Strongly disagree	% DK/NA
	Lefkosia	500	20	29.6	30.3	16.2	3.9
	Riga	505	70.3	17.3	4.4	3.7	4.3
	Vilnius	502	42.1	29.4	16.8	6.7	5.1
	Luxembourg	503	9.4	36.8	37.5	12.1	4.2
	Budapest	500	67	20.8	7.3	2.8	2
	Miskolc	502	78	15	3.3	1.4	2.3
	Valletta	500	9.7	27.9	29.5	23	9.9
	Amsterdam	500	12.2	45.6	27.8	7.3	7.2
	Groningen	500	6.7	34.6	36.6	10.8	11.3
	Rotterdam	500	17.3	45.3	19.7	7	10.8
	Wien	500	20.2	39.1	28	6.2	6.5
	Graz	503	15	46.1	27.1	6.2	5.6
	Białystok	501	25.2	36	23.8	10.3	4.6
	Gdańsk	500	18.6	33	30.8	12.3	5.1
	Kraków	501	16.1	35	31.6	11.2	6.1
	Warszawa	501	18.4	31.5	32.3	12.2	5.6
	Braga	502	28.1	43.2	17.8	8.6	2.3
	Lisboa	503	49.8	38.6	7	3.4	1.3
	București	503	48	26.6	14.1	7.8	3.6
	Cluj-Napoca	503	25.5	27.6	29.3	11.6	5.9
	Piatra Neamț	501	32.3	34	19.4	8.6	5.7
	Ljubljana	508	21	35.9	29.3	9.5	4.3
	Bratislava	501	10.1	34.2	38.8	11.5	5.4
	Kosice	501	18.3	44	26.3	5.3	6.1
	Helsinki	507	11	44.4	33.8	7.8	2.9
	Oulu	505	6	27.2	48.1	14.2	4.5
	Malmö	500	14.2	42.1	24	7.2	12.5
	Stockholm	500	8.1	39	30.8	14.2	7.9
	Belfast	500	23.4	38.4	19	11.8	7.6
	Cardiff	500	13.8	35.5	31.7	11.1	8
	Glasgow	500	44.7	31.7	11	8.2	4.4
	London	500	35.2	36.2	17.5	6.5	4.5
	Manchester	500	27.2	33.6	22.1	9.7	7.5
	Newcastle	500	19.7	33.6	28	11.3	7.4
	Zagreb	501	52.7	22	12.9	10.8	1.6
	Ankara	502	42.7	31.7	15.4	8.6	1.6
	Antalya	502	29.5	25.9	26	15.2	3.4
	Diyarbakir	501	64.3	23.2	6.7	4.9	0.9
	İstanbul	504	57.7	24.7	8.6	7.9	1.1

Table 15. Administrative services of this city help efficiently – *by city*

QUESTION: Q2\_G. 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? - When you contact administrative services of [CITY NAME], they help you efficiently

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	31.3	46.6	7.1	2.8	12.1
	Bruxelles/Brussel	501	13.6	42	24.6	11.1	8.7
	Liège	502	11	49.5	25.2	6.3	8.1
	Burgas	500	14.9	28.7	22.4	22	12.1
	Sofia	500	10.9	25.7	26.5	30	6.9
	Ostrava	501	12.2	48.1	19	5.6	15.1
	Praha	500	9	46.7	23.3	10.3	10.6
	Aalborg	500	21.9	46.8	13.5	7.2	10.6
	København	503	14.9	44.2	19.3	8.4	13.2
	Berlin	501	4	22.9	35.5	12.7	24.9
	Dortmund	505	13.3	33.5	23.7	9.3	20.1
	Essen	501	12	33.7	26.5	7.5	20.2
	Hamburg	501	11.5	34.9	22.2	7	24.5
	Leipzig	500	6.3	27.3	26.4	5.2	34.8
	München	502	8.5	31.2	19.1	7.5	33.8
	Rostock	502	6.8	27.2	27.3	6.3	32.4
	Tallinn	500	10.4	21.1	15.2	11.8	41.6
	Athina	506	6.7	24.5	25.8	39.6	3.5
	Irakleio	507	11.8	34	25.5	24.6	4.1
	Barcelona	501	10	39.8	31.3	12	6.9
	Madrid	501	11.1	44.9	29	10.5	4.5
	Málaga	500	11.1	41.5	29.2	12.9	5.4
	Oviedo	502	13.5	51.2	25.3	6.2	3.8
	Bordeaux	502	20.9	47.2	15.9	7.4	8.6
	Lille	503	23	45.4	14.9	8.7	8
	Marseille	501	18.8	36.5	20.7	18.2	5.7
	Paris	500	8.5	40.7	24.1	12.3	14.4
	Rennes	506	12.5	49.9	18.9	4.2	14.6
	Strasbourg	505	13.9	50.2	17.9	7.4	10.6
	Dublin	500	23.8	37	15.6	14.3	9.3
	Bologna	505	14.9	50.8	16.8	7.4	10.1
	Napoli	500	5.3	27.3	28.9	29.7	8.8
	Palermo	501	4.9	19.7	28.9	34.9	11.6
	Roma	503	7.3	36.4	24.1	21.1	11.2
	Torino	501	9.8	42.8	21.6	11.4	14.3
	Verona	501	15.6	44.2	16.6	9.7	14
	Lefkosia	500	13.1	34.6	29.7	17	5.6





















































<i>(continued)</i>				%	%		
<b>CITY</b>	Total N	% Strongly agree	Somewhat agree	Somewhat disagree	% Strongly disagree	% DK/NA	
 Riga	505	7.1	18.7	13.3	29.1	31.8	
 Vilnius	502	16	23.7	23.1	16	21.2	
 Luxembourg	503	24.1	43.6	21.4	4.4	6.5	
 Budapest	500	19.6	31.7	11	8	29.6	
 Miskolc	502	13.3	17.9	12.2	10	46.6	
 Valletta	500	21.7	35.1	15.8	11.7	15.6	
 Amsterdam	500	12.8	44.1	23.2	9	10.9	
 Groningen	500	21.2	50.6	11.3	4.8	12	
 Rotterdam	500	22.7	44.6	17.9	4.7	10.2	
 Wien	500	6.2	28.5	21	9.9	34.5	
 Graz	503	8.2	27.6	21	10.4	32.8	
 Białystok	501	19.6	38.6	16	8.9	16.9	
 Gdańsk	500	17.1	38.1	17.2	9.5	18.1	
 Kraków	501	16.1	39	17.7	8.9	18.2	
 Warszawa	501	13.1	37.1	21.2	13.3	15.3	
 Braga	502	19.2	46.1	16.7	7.3	10.7	
 Lisboa	503	11.7	45.3	20.7	13.8	8.5	
 București	503	12.2	22.5	20.8	34.1	10.4	
 Cluj-Napoca	503	20.1	31.6	19.3	16.4	12.6	
 Piatra Neamț	501	20.4	32.1	16.2	15.4	16	
 Ljubljana	508	15.6	44.3	18.5	10.7	10.9	
 Bratislava	501	7.3	35.9	23.3	8.4	25.1	
 Kosice	501	9.4	32.7	21	7.4	29.5	
 Helsinki	507	8.4	41.3	27.1	8.2	15	
 Oulu	505	9.9	44.9	24.3	5.5	15.5	
 Malmö	500	15.3	37.8	7.2	4.8	34.8	
 Stockholm	500	16.5	34.1	13.2	3.4	32.8	
 Belfast	500	25.6	41.3	13.9	7.5	11.8	
 Cardiff	500	25.4	43	13.1	6.1	12.4	
 Glasgow	500	21.6	39.9	12.1	12	14.5	
 London	500	15.7	38.9	16.5	12.1	16.7	
 Manchester	500	22.5	37.6	11	10.7	18.3	
 Newcastle	500	27.6	42.4	9.8	6.5	13.6	
 Zagreb	501	16.1	23.2	23	32.2	5.4	
 Ankara	502	15.4	31.5	22.6	21.4	9.1	
 Antalya	502	22.1	35	15.4	15.3	12.2	
 Diyarbakir	501	19.8	28.6	21.8	18.7	11.1	
 İstanbul	504	14.2	26.8	25.9	24.4	8.8	

Table 16. In this city, air pollution is a big problem – *by city*

QUESTION: Q2\_H. 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? - In [CITY NAME], air pollution is a big problem

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	28.2	44	14	5.8	7.9
	Bruxelles/Brussel	501	29.9	46.1	16.9	4.5	2.5
	Liège	502	24.4	47.6	19	4.2	4.9
	Burgas	500	70.9	17.8	5.2	4.1	2
	Sofia	500	74	18.1	3.2	3.5	1.3
	Ostrava	501	42.6	33.9	19.1	3.6	0.8
	Praha	500	30.5	43.2	21.3	3.4	1.8
	Aalborg	500	8	20.9	44.3	20.2	6.6
	København	503	33.7	34.3	23.1	5.3	3.6
	Berlin	501	17.4	31.8	38	8.7	4.1
	Dortmund	505	11.2	26.8	41.8	18	2.2
	Essen	501	14.8	31.6	39.7	11.8	2
	Hamburg	501	8.8	24.5	46.5	14.9	5.4
	Leipzig	500	6.2	23.9	54.9	11.1	4
	München	502	14	33.7	37.8	10.2	4.3
	Rostock	502	4	12.7	46.4	34.9	2
	Tallinn	500	33.1	27.4	22.8	10	6.7
	Athina	506	87.8	8.4	1.4	2.3	0
	Irakleio	507	46.1	22.7	23.2	6.6	1.3
	Barcelona	501	30.7	45.3	18.4	4.7	0.9
	Madrid	501	39.2	45.6	11.9	2.7	0.6
	Málaga	500	13.8	32.9	36.4	13.2	3.6
	Oviedo	502	5.6	24	50.4	18.8	1.2
	Bordeaux	502	13.6	30	34.4	20.3	1.8
	Lille	503	25.7	37	22	12.5	2.8
	Marseille	501	40.7	34	15.1	8.5	1.7
	Paris	500	41.3	36.3	15	4.8	2.6
	Rennes	506	7.3	21	41.4	26.6	3.7
	Strasbourg	505	38.4	40	13.1	6.9	1.5
	Dublin	500	21.3	23.1	26.3	27.4	1.8
	Bologna	505	41.7	41.5	12.1	3.8	0.9
	Napoli	500	51.4	35.1	9.1	3.3	1
	Palermo	501	46.4	36.2	13.2	3.4	0.7
	Roma	503	58.3	31.3	6.6	3.2	0.6
	Torino	501	48.6	33.7	13.2	3.4	1.1
	Verona	501	42.1	40.2	11.2	5.1	1.5
	Lefkosia	500	49.7	28.9	15.1	4.9	1.5





























<i>(continued)</i>				%	%		
	<b>CITY</b>	<b>Total N</b>	<b>% Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>% Strongly disagree</b>	<b>% DK/NA</b>
	Riga	505	39.8	26.5	15.6	15.1	3
	Vilnius	502	47.1	27.1	14.8	5.6	5.4
	Luxembourg	503	9.2	25.6	41.2	20.1	3.8
	Budapest	500	73.2	19.1	4.4	1.5	1.8
	Miskolc	502	29.9	30.9	26.6	9.8	2.7
	Valletta	500	49.4	25.3	13	9.9	2.4
	Amsterdam	500	20.7	41.8	24.3	7.2	6
	Groningen	500	3.3	17.6	47.2	28.1	3.8
	Rotterdam	500	27.2	45.7	17.9	5.5	3.7
	Wien	500	13.9	26.8	42.5	14.8	2
	Graz	503	40.7	31.6	18.1	7	2.6
	Białystok	501	7.8	14.7	38.7	35.8	3.1
	Gdańsk	500	35.3	24.7	23.4	11.9	4.7
	Kraków	501	48.5	29.3	14.8	6.5	1
	Warszawa	501	46.6	30.3	14.3	5	3.8
	Braga	502	17.4	33.7	29.1	17.3	2.5
	Lisboa	503	49.2	35.6	11	3.2	1.1
	București	503	83.3	8.7	2.6	3.5	1.9
	Cluj-Napoca	503	48.9	25.1	13.7	9.1	3.2
	Piatra Neamț	501	14.7	17.3	30.5	35.9	1.7
	Ljubljana	508	36.4	32	20.9	8.1	2.6
	Bratislava	501	18.4	39.6	36.4	4.5	1.1
	Kosice	501	15.9	34.4	41.5	5.2	2.9
	Helsinki	507	10.1	32.2	43.1	12.7	2
	Oulu	505	6.9	30.9	44.1	17.6	0.5
	Malmö	500	23.4	35.3	23.7	10.3	7.2
	Stockholm	500	25.8	44.5	18.3	8.2	3.2
	Belfast	500	17.1	24.1	33.4	18.3	7.2
	Cardiff	500	14.1	19.7	37	20.8	8.4
	Glasgow	500	28.8	27.5	25	12.5	6.1
	London	500	41.7	35.3	14	5.2	3.8
	Manchester	500	23.1	26.5	28.9	12.5	8.9
	Newcastle	500	10.6	15.5	39.3	27.9	6.7
	Zagreb	501	38.6	28.1	17.7	14.2	1.4
	Ankara	502	27	26.7	24.8	20.9	0.5
	Antalya	502	26.1	22.1	22.2	28.1	1.6
	Diyarbakir	501	26.6	28.2	23.3	20.3	1.7
	İstanbul	504	45.9	26	19.8	7.4	0.9

Table 17. In this city, noise is a big problem – *by city*

QUESTION: Q2\_I. 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? - In [CITY NAME], noise is a big problem

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	19.2	33.2	30.3	12.4	4.9
	Bruxelles/Brussel	501	22.7	42.6	23.2	9.4	2.1
	Liège	502	15.9	41.4	31.1	9.5	2
	Burgas	500	51.2	22.8	15	9.3	1.7
	Sofia	500	64.6	23.2	5.8	5.2	1.2
	Ostrava	501	34.3	32.3	25.7	6	1.7
	Praha	500	33.8	41.7	18.5	5.4	0.6
	Aalborg	500	7	24.2	44.9	19	4.9
	København	503	22.3	33.8	34.7	7.7	1.4
	Berlin	501	22	37	31.5	7.9	1.5
	Dortmund	505	16.1	31.4	39.3	10.3	2.8
	Essen	501	16.3	36.2	37.1	7.7	2.7
	Hamburg	501	11.5	32.8	41.7	11	3.1
	Leipzig	500	9.3	32.1	47.1	9.6	1.9
	München	502	17.4	32.5	39.4	8.1	2.6
	Rostock	502	7	22	51.1	17.8	2.2
	Tallinn	500	32.1	24.5	26.3	13.3	3.7
	Athina	506	81.7	13.1	1.5	2.5	1.2
	Irakleio	507	59.6	24.2	11.1	4.2	0.9
	Barcelona	501	33.6	45.8	14.8	5.1	0.7
	Madrid	501	42.3	41.7	12.6	2.6	0.8
	Málaga	500	25.2	39.4	28.9	6.2	0.3
	Oviedo	502	10.1	30.1	44	14.8	1
	Bordeaux	502	15.7	27.8	33.4	22.4	0.7
	Lille	503	22.5	33.6	27.9	14.4	1.6
	Marseille	501	39.1	31.2	17.9	10.6	1.2
	Paris	500	38.5	33.3	20.6	7	0.6
	Rennes	506	14.2	28.4	34	21.6	1.8
	Strasbourg	505	23.4	27.9	31.7	15.7	1.3
	Dublin	500	18.5	23.5	29.9	25.4	2.7
	Bologna	505	34.3	35.2	22.1	7.2	1.2
	Napoli	500	48.6	33.5	10.8	6.2	1
	Palermo	501	44.9	33.5	16.4	4.7	0.6
	Roma	503	51.7	31.6	10.7	4.8	1.2
	Torino	501	33.1	36.2	23.6	5.5	1.7
	Verona	501	25.5	33.4	30.6	8.9	1.7



















































<i>(continued)</i>				%	%		
<b>CITY</b>	<b>Total N</b>	<b>% Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>% Strongly disagree</b>	<b>% DK/NA</b>	
 Lefkosia	500	53.8	24	14.5	6.5	1.2	
 Riga	505	33.3	22.5	20	21.6	2.6	
 Vilnius	502	32.5	24.9	24.9	12.5	5.2	
 Luxembourg	503	12.4	24	38.2	24.1	1.3	
 Budapest	500	60.6	24.4	8.9	3.5	2.5	
 Miskolc	502	22.7	32	35.4	7.6	2.4	
 Valletta	500	35	27.3	20.2	16	1.5	
 Amsterdam	500	15.1	33	40.3	10	1.6	
 Groningen	500	5.3	13.9	52.2	26.4	2.3	
 Rotterdam	500	15.8	35.2	37.4	8	3.6	
 Wien	500	18.6	33.1	34.9	12	1.5	
 Graz	503	21.6	33.2	31.7	10.7	2.7	
 Białystok	501	11.5	19.4	39.5	27.1	2.5	
 Gdańsk	500	30.7	30.2	25.1	11.7	2.4	
 Kraków	501	51.9	28.3	13.5	4.9	1.4	
 Warszawa	501	55.3	27.6	10.4	5.5	1.2	
 Braga	502	18.2	33.7	30.9	16.5	0.7	
 Lisboa	503	44.2	35.3	15.6	3.6	1.3	
 București	503	72.7	15.5	5.8	5	0.9	
 Cluj-Napoca	503	44	26.1	15.4	13.3	1.1	
 Piatra Neamț	501	16.6	18.1	28.9	35.9	0.5	
 Ljubljana	508	32.6	30.2	25.8	9.8	1.6	
 Bratislava	501	25.6	39	30.8	4.3	0.3	
 Kosice	501	14.6	37.9	41.3	4.3	2	
 Helsinki	507	13.9	33.8	37.5	13.9	0.9	
 Oulu	505	2.4	19.9	53.1	23.3	1.3	
 Malmö	500	17	40	28.9	10.9	3.2	
 Stockholm	500	22.8	42.3	22.4	11	1.5	
 Belfast	500	16.4	19.6	43.2	18.3	2.4	
 Cardiff	500	14.1	19.7	42.5	20.8	2.9	
 Glasgow	500	24	29.2	30.7	14.2	2	
 London	500	40.1	32	18.2	8	1.6	
 Manchester	500	19.1	22.3	41	13	4.7	
 Newcastle	500	10.3	22.3	39.4	24.3	3.7	
 Zagreb	501	37.1	28.8	16.3	17.6	0.1	
 Ankara	502	30.7	34.8	20.8	12	1.6	
 Antalya	502	32.4	29.6	17.1	19.9	1	
 Diyarbakir	501	30.6	31.9	19.8	15.5	2.2	
 İstanbul	504	54.6	26.6	14.7	3.9	0.2	

Table 18. This city is clean – *by city*

QUESTION: Q2\_J. 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 a clean city

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	6	40	29.4	22.3	2.4
	Bruxelles/Brussel	501	3.2	22.8	34.1	38.2	1.8
	Liège	502	2.1	27	33.8	35.5	1.5
	Burgas	500	13.4	28.6	27.4	29.1	1.4
	Sofia	500	5.4	9.7	24.7	59.1	1
	Ostrava	501	9.4	39.7	34.9	15	1
	Praha	500	7.3	34.5	40.2	16.2	1.7
	Aalborg	500	16.2	57.1	18.8	6.9	1
	København	503	5.9	37.3	38.3	17.7	0.8
	Berlin	501	4.7	27.2	50	17.3	0.8
	Dortmund	505	14.3	53.4	27.1	4.1	1.1
	Essen	501	10.1	45.9	37.9	5	1.1
	Hamburg	501	20.2	62.5	13.4	2.8	1.1
	Leipzig	500	13.5	57.6	25.7	1.4	1.7
	München	502	38.1	54.6	5.5	1.2	0.5
	Rostock	502	25.3	52.5	19.1	2.1	0.9
	Tallinn	500	20.9	44.1	19.2	12.7	3.1
	Athina	506	2.7	13.7	24.2	58.8	0.6
	Irakleio	507	7.7	26.8	27.3	37.4	0.8
	Barcelona	501	6.4	33.7	42.3	16.5	1.1
	Madrid	501	9.5	45.2	35.3	9.5	0.5
	Málaga	500	8.5	25.5	41.8	23.4	0.8
	Oviedo	502	66.6	29.9	2.3	1.2	0
	Bordeaux	502	20.9	49.8	18.4	9.8	1.2
	Lille	503	20.6	51.2	18.1	8.9	1.2
	Marseille	501	5.8	20.4	29.6	43.7	0.5
	Paris	500	6.1	37.6	35.4	20.6	0.3
	Rennes	506	20	55.8	16.2	6.8	1.2
	Strasbourg	505	18	54.1	20.2	6.9	0.8
	Dublin	500	15.2	32.5	27.5	23.6	1.1
	Bologna	505	13.5	40.9	29.8	15	0.9
	Napoli	500	3.3	24.1	34.5	38	0
	Palermo	501	1.7	11	28.5	58.2	0.5
	Roma	503	3.3	23.5	38.7	33.4	1.1
	Torino	501	13.2	49.4	25.8	11	0.7
	Verona	501	21.4	59.3	14.1	4.9	0.3































(continued)				%	%	%	
	CITY	Total N	% Strongly agree	Somewhat agree	Somewhat disagree	% Strongly disagree	% DK/NA
	Lefkosia	500	8.7	41.3	23.5	25.6	0.9
	Riga	505	22.8	44.3	20.7	11.7	0.3
	Vilnius	502	17.1	39	30.6	10.2	3.1
	Luxembourg	503	50.2	45.5	2.9	1.2	0.2
	Budapest	500	1.6	13.3	34.2	50.1	0.9
	Miskolc	502	5.9	37.8	33.8	21	1.4
	Valletta	500	12	34.2	29.3	23	1.6
	Amsterdam	500	8.4	41.1	37.3	11.7	1.4
	Groningen	500	25.8	58.3	12.8	2	1.1
	Rotterdam	500	7.7	40.2	40.2	11.2	0.6
	Wien	500	35.3	49	10.7	4.1	1
	Graz	503	23.3	53.1	17.1	5.8	0.6
	Białystok	501	37.2	50.5	7.8	4	0.5
	Gdańsk	500	11.9	52.3	25.9	9.4	0.6
	Kraków	501	9.9	46.5	28.9	14.1	0.5
	Warszawa	501	6.4	35.4	33.2	23.8	1.2
	Braga	502	35.9	46.9	12.9	4	0.3
	Lisboa	503	5.7	27	37.4	28.9	1
	București	503	3.3	20.2	25.3	49.9	1.2
	Cluj-Napoca	503	33.7	49.8	10.9	4.8	0.8
	Piatra Neamț	501	75	21	2.5	1.4	0
	Ljubljana	508	21.6	55.3	15.6	6.6	0.9
	Bratislava	501	2.7	37.1	44.2	14.9	1.1
	Kosice	501	9	52.8	31.4	5.2	1.5
	Helsinki	507	16.9	55.1	22.6	4.4	1.1
	Oulu	505	15.8	59.8	19.2	4.9	0.4
	Malmö	500	16	52.8	21.4	8.3	1.6
	Stockholm	500	21	55.3	16.2	6.9	0.6
	Belfast	500	17.8	43.3	23.5	14.6	0.8
	Cardiff	500	24.2	48.2	15.3	10.9	1.3
	Glasgow	500	13.8	40.5	23.7	20.8	1.2
	London	500	8.8	34.3	29.7	25.5	1.7
	Manchester	500	16.6	41	22.2	18.1	2
	Newcastle	500	33.8	49.5	11.1	5.1	0.5
	Zagreb	501	22.9	39.7	21.3	16.1	0
	Ankara	502	25.2	43.7	20	10.3	0.7
	Antalya	502	42.7	35.5	14.6	6.5	0.7
	Diyarbakir	501	32	36.5	18.5	11.5	1.5
	İstanbul	504	9.7	28.5	29.7	31.3	0.8



Table 19. This city spends its resources in a responsible way – *by city*

QUESTION: Q2\_K. 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] spends its resources in a responsible way

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	4.7	44.8	17.4	7.3	25.8
	Bruxelles/Brussel	501	3.2	23.9	25.9	14.8	32.2
	Liège	502	3.6	27.6	31.9	14.7	22.1
	Burgas	500	13.5	22.9	12.1	16.3	35.3
	Sofia	500	4.8	16.6	18.5	29.9	30.2
	Ostrava	501	7.1	37.1	24.9	6.1	24.7
	Praha	500	6.1	33.9	25	13.2	21.8
	Aalborg	500	11	44.6	24.6	8.8	11
	København	503	4	39.5	29.5	10.8	16.2
	Berlin	501	1.9	16.2	48.4	19.2	14.3
	Dortmund	505	2.7	13.5	42.2	31.4	10.3
	Essen	501	2.4	22.5	44.7	15.2	15.2
	Hamburg	501	3.7	30.1	40.6	11.6	14
	Leipzig	500	2.4	26.1	40.1	12.4	19
	München	502	12.9	43.7	17.3	3.6	22.5
	Rostock	502	3.1	25.5	39.9	13.2	18.3
	Tallinn	500	8.4	17.8	25	24.7	24.2
	Athina	506	4.1	10.7	24.8	45.3	15.1
	Irakleio	507	17.8	35.7	16.8	12.2	17.5
	Barcelona	501	4.4	29.6	37.4	18.6	10
	Madrid	501	6.7	28.3	36.8	17.2	11
	Málaga	500	5.8	38.1	28.2	13.2	14.7
	Oviedo	502	14.7	43.5	19.9	11.9	10.1
	Bordeaux	502	14.7	51.5	8.1	5.9	19.8
	Lille	503	10.5	46.1	12.6	5.7	25.1
	Marseille	501	6.8	32.3	20.2	18.7	22
	Paris	500	4	36.9	24.9	12.1	22.1
	Rennes	506	8.2	48	14.4	6.2	23.2
	Strasbourg	505	7.5	44.3	20.2	4.9	23.1
	Dublin	500	10.9	23.7	26	33	6.4
	Bologna	505	12.6	36	21.8	11.2	18.4
	Napoli	500	5.4	13.5	25	36.3	19.9
	Palermo	501	3.9	11.2	18.6	54.3	12
	Roma	503	7.8	17.9	27.9	24	22.3
	Torino	501	9.6	37.8	22.1	10.9	19.6
	Verona	501	13.1	42.3	17.1	7.6	19.9
	Lefkosia	500	7.2	21.8	28.7	21.2	21






























<i>(continued)</i>				%	%		
	<b>CITY</b>	<b>Total N</b>	<b>% Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>% Strongly disagree</b>	<b>% DK/NA</b>
	Riga	505	1.9	11.8	17.8	47.7	20.9
	Vilnius	502	3.3	9.9	28	36.3	22.6
	Luxembourg	503	16.9	52	16.4	2.8	12
	Budapest	500	1.8	7.4	19.1	51.6	20.2
	Miskolc	502	9.4	24	15.9	17	33.8
	Valletta	500	12.3	36.6	19.9	8.5	22.7
	Amsterdam	500	7.1	28	34.4	15	15.5
	Groningen	500	11.7	50.9	13.6	7.3	16.4
	Rotterdam	500	10.5	41.3	23.5	4.1	20.6
	Wien	500	10.6	38.4	21.2	9.1	20.7
	Graz	503	8.1	27.8	33.1	16.7	14.3
	Białystok	501	23	35.3	13.7	6.3	21.6
	Gdańsk	500	10.6	33.5	21	13.8	21.2
	Kraków	501	11.3	34.5	21.5	9.5	23.1
	Warszawa	501	5.1	28	27.3	20.6	19
	Braga	502	18.4	42.6	17.4	8.9	12.6
	Lisboa	503	7.5	34.4	23.2	18	16.9
	București	503	4.7	14.9	17.5	47	15.9
	Cluj-Napoca	503	22.1	35.3	13.8	7.1	21.6
	Piatra Neamț	501	35.4	29.9	10.1	4.8	19.7
	Ljubljana	508	8	32.8	20	18.6	20.6
	Bratislava	501	2.5	23.3	28.7	13	32.4
	Kosice	501	4.4	26.5	28.2	5.7	35.2
	Helsinki	507	6.9	47.1	29.4	7.1	9.6
	Oulu	505	6.1	38.3	33.9	10.1	11.6
	Malmö	500	13.1	44.8	14.2	6	22
	Stockholm	500	13	48.3	15	3.4	20.2
	Belfast	500	12.6	39.2	22.3	15.7	10.3
	Cardiff	500	12.6	43.4	19.6	13.1	11.4
	Glasgow	500	11.2	38.6	17.4	20.5	12.2
	London	500	8.7	33.8	23.9	20.2	13.4
	Manchester	500	13.6	36.8	17.5	16.2	15.9
	Newcastle	500	17.7	44.7	13.7	9.1	14.7
	Zagreb	501	8.7	18.5	16.1	49.1	7.6
	Ankara	502	13.9	29.5	27.6	18.5	10.5
	Antalya	502	22	31.6	20.2	11.4	14.8
	Diyarbakir	501	16.4	28.8	21.4	16.8	16.6
	İstanbul	504	8.4	30.5	25.8	25.8	9.5

Table 20. This city is committed to the fight climate change – *by city*

QUESTION: Q2\_L. 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 the fight against climate change (e.g. reducing energy consumption in housing or promoting alternatives to transport by car)

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	6	36.4	18.5	6.4	32.7
	Bruxelles/Brussel	501	7.5	37.4	23.1	13.3	18.6
	Liège	502	4.6	29.3	30.9	13.4	21.9
	Burgas	500	7.1	12.9	16.6	27.9	35.5
	Sofia	500	2	12.2	21.3	38.4	26.1
	Ostrava	501	8.1	33.5	22.6	6.6	29.3
	Praha	500	6.4	36	22.8	8.1	26.7
	Aalborg	500	9.4	37.2	20.9	4.2	28.2
	København	503	18	44.9	20.5	5.5	11.1
	Berlin	501	11.3	43.9	28.6	5.5	10.8
	Dortmund	505	7.4	37.2	33	4.4	18
	Essen	501	9.3	39	31.3	5.7	14.7
	Hamburg	501	14.2	47.1	24.3	3.9	10.6
	Leipzig	500	10.2	47.4	24.5	3.2	14.7
	München	502	18.1	51.5	16.9	1.9	11.6
	Rostock	502	10.2	52	18.8	3	16
	Tallinn	500	10.6	25.8	18.7	13	31.9
	Athina	506	9.7	20	22	38.3	10
	Irakleio	507	13.7	24.9	22.2	25.9	13.3
	Barcelona	501	9.4	46.6	25.3	11.1	7.5
	Madrid	501	7.6	40.3	30.5	11.9	9.7
	Málaga	500	10.9	42.5	27.5	9.6	9.5
	Oviedo	502	10.3	44.6	22.4	8.6	14.1
	Bordeaux	502	18.2	50.1	10.1	4.2	17.4
	Lille	503	15.8	42.4	10.3	6.4	25
	Marseille	501	13	38.9	17.6	15.3	15.2
	Paris	500	9.4	39.2	21.7	10.1	19.5
	Rennes	506	14.7	46.4	10.5	5.1	23.2
	Strasbourg	505	16.8	44.9	16.2	5.8	16.3
	Dublin	500	26.8	36.9	19.7	13.5	3.2
	Bologna	505	13	32.4	22.3	12.9	19.4
	Napoli	500	8.4	21.3	23.6	25	21.6
	Palermo	501	6.1	20	23.1	32.8	18
	Roma	503	7.7	21.4	31.3	24.1	15.4
	Torino	501	13.6	36.6	21.4	7.8	20.5
	Verona	501	15.2	30.5	17.3	15.7	21.3
	Lefkosia	500	11.5	24.2	24.4	28.8	11.2





























<i>(continued)</i>				%	%		
	<b>CITY</b>	<b>Total N</b>	<b>% Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>% Strongly disagree</b>	<b>% DK/NA</b>
	Riga	505	8	20.2	16.2	30.5	25
	Vilnius	502	9.9	18.8	18.1	20.9	32.3
	Luxembourg	503	22.7	52.6	14.4	3.6	6.8
	Budapest	500	8.3	25.6	26.1	24.7	15.2
	Miskolc	502	17.6	40	14.9	8.1	19.3
	Valletta	500	10.4	31.2	18.8	14	25.6
	Amsterdam	500	10.6	44.3	23.8	8.4	13
	Groningen	500	17.2	43.9	13.6	3.7	21.6
	Rotterdam	500	11.6	43.2	18.6	6.4	20.1
	Wien	500	16	44.9	24.2	2.9	12.1
	Graz	503	14	37.8	28.9	9.4	9.9
	Białystok	501	8.8	27.1	27.6	15.8	20.7
	Gdańsk	500	9.9	26.7	26.7	14.9	21.8
	Kraków	501	13.7	31.1	24.3	14.6	16.3
	Warszawa	501	5.7	25.5	28.3	22.9	17.6
	Braga	502	18.7	37.1	13.2	15.9	15.1
	Lisboa	503	8	35.8	24.1	16.6	15.4
	București	503	8.2	20.7	16	38.5	16.6
	Cluj-Napoca	503	20.7	24	14	13.3	28
	Piatra Neamț	501	22.5	25.1	11.2	9.6	31.6
	Ljubljana	508	10.3	37.4	24.9	16.6	10.8
	Bratislava	501	6.4	31.3	27	7.8	27.4
	Kosice	501	9.8	29.6	23.1	4.6	33
	Helsinki	507	6.1	45.4	32	5.8	10.6
	Oulu	505	5.4	36	33.6	6.1	18.9
	Malmö	500	16.8	45	13.9	4.1	20.2
	Stockholm	500	14.9	45.9	17.8	5.3	16.1
	Belfast	500	22.6	39.5	20.6	8.8	8.5
	Cardiff	500	16.5	45.1	15.8	7.7	14.9
	Glasgow	500	20.9	37.3	17.6	11.2	13
	London	500	20.4	42.1	17.6	12.5	7.5
	Manchester	500	21	42.6	15.8	8.2	12.4
	Newcastle	500	23.7	45.5	11.4	5.9	13.5
	Zagreb	501	10.3	19.6	20.7	38.6	10.9
	Ankara	502	12.6	25.8	24.5	18.3	18.9
	Antalya	502	18.7	25.4	15	17.8	23.1
	Diyarbakir	501	12	22.1	19.9	19.2	26.9
	İstanbul	504	10.6	25	22	26.4	16

Table 21. This city is a healthy place to live – *by city*

QUESTION: Q2\_M. 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 a healthy city to live in

	CITY	Total N	% Strongly agree	% Somewhat agree	% Somewhat disagree	% Strongly disagree	% DK/NA
	Antwerpen	500	8	39.7	27.8	14.1	10.4
	Bruxelles/Brussel	501	15.9	50.1	17.3	11.1	5.6
	Liège	502	24.3	51.9	12.8	5.3	5.6
	Burgas	500	11.9	18.3	31.1	35.7	3
	Sofia	500	2.4	10.5	29.6	55.8	1.7
	Ostrava	501	8.8	29.5	37.4	21.3	3
	Praha	500	7.8	37.3	39.1	13.2	2.7
	Aalborg	500	22.8	63.1	8.5	2.2	3.4
	København	503	9.4	48	28	9.3	5.3
	Berlin	501	18.8	49.2	25.6	4.1	2.2
	Dortmund	505	19.8	57.4	17.7	2	3.2
	Essen	501	18.7	55.7	20.7	2.9	2
	Hamburg	501	37.8	53.5	6.7	0.9	1.1
	Leipzig	500	30.4	61.6	5.1	0.6	2.2
	München	502	38.2	51.8	7.7	0.7	1.5
	Rostock	502	52.9	44.3	2.4	0	0.4
	Tallinn	500	19.9	40.8	20.4	14.4	4.6
	Athina	506	4.7	11.6	24.6	57.7	1.4
	Irakleio	507	28.3	41.7	17.9	11.7	0.3
	Barcelona	501	16.5	52.7	23.5	6.6	0.6
	Madrid	501	18.5	47.3	25.2	7.7	1.3
	Málaga	500	31.8	59.8	6.4	1.2	0.8
	Oviedo	502	56	40.4	2.7	0.4	0.5
	Bordeaux	502	37.5	57.7	3.1	1.3	0.5
	Lille	503	36.3	49.8	9.4	2.4	2
	Marseille	501	34.5	44.7	11.5	8.1	1.2
	Paris	500	16.7	47.4	22.7	11.1	2
	Rennes	506	35	58.4	4.4	1.4	0.8
	Strasbourg	505	29.3	54.9	11.7	2.8	1.3
	Dublin	500	35.7	44.5	12.1	6.8	0.9
	Bologna	505	24.1	55.6	13.8	4.9	1.6
	Napoli	500	7.7	34.9	31.6	24.4	1.4
	Palermo	501	12.3	42.9	23.4	18.2	3.1
	Roma	503	9.7	42	24.5	21.3	2.5
	Torino	501	18.9	50.7	19.9	6.9	3.5
	Verona	501	27	57.9	10.3	3.1	1.7































(continued)				%	%	%	
	CITY	Total N	% Strongly agree	Somewhat agree	Somewhat disagree	% Strongly disagree	% DK/NA
	Lefkosia	500	18	44.4	19.4	17.4	0.8
	Riga	505	17.4	37.3	19.8	21	4.5
	Vilnius	502	18.5	36.7	26.5	11.7	6.5
	Luxembourg	503	36.5	57.3	4.8	0.9	0.6
	Budapest	500	5.7	28.4	28.2	33.3	4.4
	Miskolc	502	13.4	49	22.6	10.8	4.2
	Valletta	500	11.3	37.2	26.5	17.1	7.9
	Amsterdam	500	17.3	50.7	22.9	6.3	2.8
	Groningen	500	43.4	53.5	2.4	0	0.8
	Rotterdam	500	15.4	38.1	33.4	9.3	3.8
	Wien	500	44.8	46	5	2.3	1.9
	Graz	503	26.2	49.1	18.7	3.6	2.5
	Białystok	501	52	42.1	2.3	1.9	1.7
	Gdańsk	500	26.9	43	18.6	9.1	2.3
	Kraków	501	17	39	27.1	14.1	2.8
	Warszawa	501	9.2	32.4	34	21.9	2.6
	Braga	502	61.5	34.4	3.6	0	0.4
	Lisboa	503	17.7	52.8	19.5	8.7	1.3
	București	503	5.6	21.2	23.8	47.4	2.1
	Cluj-Napoca	503	35.7	39.1	14.8	7.5	2.9
	Piatra Neamț	501	73.8	22.9	2.3	0	1
	Ljubljana	508	16.7	57.8	15.4	7.3	2.8
	Bratislava	501	6.9	42.2	36.5	9.3	5.2
	Kosice	501	10.9	56.1	24.7	3.8	4.6
	Helsinki	507	23.7	57.6	14.1	2.6	2
	Oulu	505	25	64.1	8.5	1	1.4
	Malmö	500	18.1	48.8	18.8	4.9	9.4
	Stockholm	500	20.4	48.3	21.8	3.3	6.1
	Belfast	500	31.5	49.6	11.2	5.7	2
	Cardiff	500	33.4	55.7	6.1	2.9	1.9
	Glasgow	500	15.5	35.9	25	20	3.7
	London	500	14.1	37.4	33	13.2	2.3
	Manchester	500	18.9	45.5	21.1	11.7	2.8
	Newcastle	500	37.5	46.5	9.1	3.7	3.2
	Zagreb	501	30.3	34.3	16.1	17.3	2
	Ankara	502	29.2	44.7	16.4	9.1	0.7
	Antalya	502	49.1	35.5	10	4.1	1.3
	Diyarbakir	501	43.5	35.9	12.7	6.9	1
	İstanbul	504	9.5	20.7	30.2	38.2	1.4

Table 22. You have difficulties paying bills at the end of the month – *by city*

QUESTION: Q3\_A. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you? - You have difficulty paying your bills at the end of the month

			%				
	CITY	Total N	% Always	Sometimes	% Rarely	% Never	% DK/NA
	Antwerpen	500	2.5	11.6	7.7	69.7	8.5
	Bruxelles/Brussel	501	4.6	23.5	11.3	52.3	8.2
	Liège	502	3.9	19.7	12.6	58.3	5.5
	Burgas	500	9.1	27.9	18.2	43.2	1.6
	Sofia	500	9.2	34.2	13.2	39.9	3.6
	Ostrava	501	3	9	11.9	68	8.1
	Praha	500	4.8	10.4	15.7	65.1	4
	Aalborg	500	1.2	3.2	11	83	1.6
	København	503	1.2	9.8	12	75.7	1.2
	Berlin	501	4.1	15.5	13.7	63.1	3.7
	Dortmund	505	3.4	11.1	13.2	70	2.3
	Essen	501	3.2	8.9	17.7	67.7	2.4
	Hamburg	501	3.4	12.7	14.1	67	2.8
	Leipzig	500	3.1	14.5	19.6	61	1.8
	München	502	3.9	12.5	13.9	65.9	3.9
	Rostock	502	2.2	12.3	14.5	68.4	2.5
	Tallinn	500	5.7	17.7	18	55.9	2.7
	Athina	506	11.8	29.9	22.6	32.1	3.6
	Irakleio	507	10.4	35.1	22.4	29.4	2.7
	Barcelona	501	6.1	17	14.4	59.8	2.7
	Madrid	501	4.2	19.8	17.1	57	1.9
	Málaga	500	9.5	18.3	13.7	55.1	3.4
	Oviedo	502	3.6	12.1	15.2	66.7	2.4
	Bordeaux	502	3.7	24.7	16.5	49.5	5.7
	Lille	503	4.9	22.5	16.7	52.1	3.8
	Marseille	501	5.8	27.9	15.5	48.5	2.3
	Paris	500	2.9	22.4	15.2	55.7	3.8
	Rennes	506	1.7	18.5	12.9	60.3	6.6
	Strasbourg	505	2.8	20.6	14.8	56.8	4.9
	Dublin	500	3.6	16.4	22.4	53.6	3.9
	Bologna	505	6.9	21.1	13.5	54.4	4.1
	Napoli	500	20	33	15.2	27.9	3.9
	Palermo	501	16.2	24.7	13.8	40	5.2
	Roma	503	10.1	28.9	15.1	40.6	5.3
	Torino	501	9.9	26.6	14.1	46.6	2.8
	Verona	501	7.6	20.8	13.2	53.4	4.9
	Lefkosia	500	5.3	24.5	19.6	45.4	5.2



















































(continued)		% SOMETIMES % RARELY % NEVER % DK/NA				
CITY	Total N	% Always	SOMETIMES	% RARELY	% NEVER	% DK/NA
 Riga	505	18	33.8	13.4	33.1	1.7
 Vilnius	502	4.2	23.9	9	59.8	3.1
 Luxembourg	503	1.1	10.7	11.3	75.6	1.3
 Budapest	500	12.5	23.5	16.2	43.7	4
 Miskolc	502	16.1	21.7	19.1	40.1	3
 Valletta	500	22.5	27.3	13.8	26.4	9.9
 Amsterdam	500	5.8	20.4	14.2	56.4	3.2
 Groningen	500	4.3	15	13.4	61.7	5.6
 Rotterdam	500	2.5	18.2	12.2	61.9	5.1
 Wien	500	1.3	12.9	10.2	71.9	3.7
 Graz	503	1.4	7.7	8.1	78.4	4.3
 Białystok	501	4	18.7	18.1	56	3.1
 Gdańsk	500	2.1	17	16.8	61	3.1
 Kraków	501	1.9	19	15.3	59.3	4.4
 Warszawa	501	3	17.6	16.1	61.1	2.2
 Braga	502	5	18.1	16.4	53.4	7.1
 Lisboa	503	5.4	21.5	16	51.1	6
 Bucureşti	503	4.4	20.2	15.7	57.7	2
 Cluj-Napoca	503	4.2	20.2	13.9	60.6	1.1
 Piatra Neamţ	501	4.9	23.6	10.5	59.5	1.6
 Ljubljana	508	7.3	19.9	18.5	53.2	1.1
 Bratislava	501	5.7	13	8	68.1	5.1
 Kosice	501	5.3	8.5	11.9	66.2	8.2
 Helsinki	507	1.6	14.1	16.7	66.7	0.9
 Oulu	505	2.9	16.7	16.4	62.7	1.2
 Malmö	500	2.4	6.9	6.9	77	6.8
 Stockholm	500	1	7.2	9.2	78.8	3.9
 Belfast	500	4.8	21	18.8	49.9	5.5
 Cardiff	500	4.6	18.1	16.6	56.4	4.3
 Glasgow	500	4.5	18.3	16.4	55.7	5.1
 London	500	6.4	23.8	19.6	47.9	2.2
 Manchester	500	3.5	23	18.7	49.7	5.1
 Newcastle	500	4	13.5	14.9	64.5	3
 Zagreb	501	12	22.2	10.9	52.5	2.4
 Ankara	502	24.8	31.4	9.5	32.5	1.8
 Antalya	502	19	38.3	7	34.3	1.3
 Diyarbakir	501	28.9	36.8	7.8	24.9	1.5
 İstanbul	504	30.1	34.6	10.8	23.4	1.1



Table 23. You feel safe in this city – *by city*

QUESTION: Q3\_B. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you? - You feel safe in [CITY NAME]

	CITY	Total N	% Always	% Sometimes	% Rarely	% Never	% DK/NA
	Antwerpen	500	48	29.7	8.8	11.9	1.7
	Bruxelles/Brussel	501	33.2	36.1	14.3	15.3	1.1
	Liège	502	29.7	46	11.2	11.7	1.4
	Burgas	500	31.7	35.9	16.1	13.3	2.9
	Sofia	500	20.2	30.2	19.5	29.3	0.8
	Ostrava	501	30.6	37.3	17.5	12.7	1.8
	Praha	500	30.4	34.7	21.9	12.3	0.7
	Aalborg	500	77.6	20.5	1.4	0.6	0
	København	503	66.9	29.8	2.2	1.1	0
	Berlin	501	50.9	37.1	8.5	3.4	0.2
	Dortmund	505	59.1	29.2	7.2	2.8	1.7
	Essen	501	59.7	31.6	6.1	1.9	0.8
	Hamburg	501	59.6	33.8	4.9	1.6	0.2
	Leipzig	500	59.3	31.6	6.5	1.6	1
	München	502	75.9	19.3	3.6	1	0.2
	Rostock	502	62.8	29	6.1	1.1	1.1
	Tallinn	500	41.9	32.4	14.1	10.4	1.3
	Athina	506	14.2	41.8	16.8	27	0.2
	Irakleio	507	35.9	43.8	9.1	10	1.2
	Barcelona	501	46.9	37.8	9	6.3	0
	Madrid	501	46.8	39.8	8.5	4.9	0
	Málaga	500	59.1	29.1	8.4	3.4	0
	Oviedo	502	84.1	13.5	0.5	1.4	0.5
	Bordeaux	502	68.5	25	4.1	2.4	0.2
	Lille	503	50.5	36.5	6.3	5.8	0.9
	Marseille	501	44.2	36.7	8.2	10.3	0.6
	Paris	500	51.9	38.9	5.7	3.3	0.3
	Rennes	506	55.7	35.7	6.4	1.5	0.6
	Strasbourg	505	53.2	36	6.3	4.2	0.3
	Dublin	500	40.5	48.2	7.7	3.1	0.6
	Bologna	505	44.5	31.7	12.3	11.1	0.5
	Napoli	500	35.6	25.1	17.6	21	0.7
	Palermo	501	52.5	29	8.9	9	0.6
	Roma	503	40.8	29.6	13	14.8	1.7
	Torino	501	41.1	30.6	14	13.6	0.7
	Verona	501	61.1	28.7	7.1	2.8	0.3
	Lefkosia	500	46.8	36.9	9.4	6.2	0.7






























(continued)							
	CITY	Total N	% Always	% Sometimes	% Rarely	% Never	% DK/NA
	Riga	505	33.3	31.6	13	19.5	2.6
	Vilnius	502	33.7	32.8	11.9	19	2.6
	Luxembourg	503	73	23	3	1	0
	Budapest	500	31.6	31.7	15.5	18.8	2.3
	Miskolc	502	33.9	34.7	18	11.9	1.4
	Valletta	500	55.2	31.5	8.3	3.9	1.2
	Amsterdam	500	64.8	30.8	1.4	2.2	0.8
	Groningen	500	79.4	19.2	1.3	0	0.2
	Rotterdam	500	54	36.4	5.9	3.4	0.3
	Wien	500	62.6	27.5	6.7	3	0.2
	Graz	503	60.6	26.9	7.8	3.9	0.9
	Białystok	501	58.4	33.2	4.8	2.2	1.4
	Gdańsk	500	48.6	41.7	6.1	1.7	1.9
	Kraków	501	47.2	41.3	7.3	2.9	1.2
	Warszawa	501	42.3	45.5	6.5	4.2	1.5
	Braga	502	56.7	35.6	6	1.6	0.2
	Lisboa	503	34.1	43.7	11.4	10.7	0.2
	București	503	25.2	35.8	14.9	22.2	2
	Cluj-Napoca	503	60.4	31	3.4	4.1	1
	Piatra Neamț	501	73.4	21.1	2.3	2.6	0.6
	Ljubljana	508	62.6	28.5	5.8	2.2	0.9
	Bratislava	501	39.2	39.5	14.6	6.4	0.3
	Kosice	501	44.1	34.3	16.4	3.5	1.8
	Helsinki	507	66.6	30.2	2.2	0.6	0.4
	Oulu	505	77.4	20.4	1.8	0.4	0
	Malmö	500	48.6	41.9	5.2	3.9	0.4
	Stockholm	500	63.9	32.6	2.5	0.8	0.2
	Belfast	500	51.7	41.1	3.8	2.7	0.8
	Cardiff	500	51	42.9	4.3	1.6	0.2
	Glasgow	500	41.4	45.6	7	5.2	0.8
	London	500	32.4	54.7	7.8	4.7	0.4
	Manchester	500	35.3	51.1	7.8	4.2	1.5
	Newcastle	500	55.8	38.5	3.3	2.1	0.3
	Zagreb	501	61.2	22.6	8.1	7.9	0.1
	Ankara	502	44.8	35.9	6.6	12	0.8
	Antalya	502	50	30	6.5	10.6	2.9
	Diyarbakir	501	47.6	28.2	5.8	17.1	1.3
	İstanbul	504	20	29.6	11.3	38.9	0.1

Table 24. You feel safe in your neighbourhood – *by city*

QUESTION: Q3\_C. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you? - You feel safe in your neighbourhood

				%			
	CITY	Total N	% Always	Sometimes	% Rarely	% Never	% DK/NA
	Antwerpen	500	70.8	19	3	6.6	0.6
	Bruxelles/Brussel	501	57.8	25.1	7.5	9	0.5
	Liège	502	63.5	22.8	6	7.7	0
	Burgas	500	38.3	35.2	11.2	13.1	2.1
	Sofia	500	32.6	32	13.3	21.3	0.8
	Ostrava	501	49.2	30.5	11.6	8.1	0.5
	Praha	500	45.7	30.2	16.8	7	0.3
	Aalborg	500	90.9	8	0.6	0.4	0
	København	503	83.3	15.1	1.2	0.5	0
	Berlin	501	86.9	11.7	1.1	0.4	0
	Dortmund	505	88.3	8.6	1.4	1.4	0.2
	Essen	501	88.6	8.2	2.2	1	0
	Hamburg	501	87.9	9.7	1.3	0.9	0.2
	Leipzig	500	89.8	7.2	2.4	0.3	0.2
	München	502	90.6	7.9	0.9	0.4	0.2
	Rostock	502	91.3	6.7	1.3	0	0.7
	Tallinn	500	59.7	24.7	7.4	6.8	1.4
	Athina	506	38.4	38.1	9.4	14	0.2
	Irakleio	507	50.2	34.1	7	8.3	0.4
	Barcelona	501	62.4	27	5.7	4.8	0
	Madrid	501	60.9	29.7	5.5	4	0
	Málaga	500	73.9	18.2	4	4	0
	Oviedo	502	89.1	9.4	0	1.4	0.2
	Bordeaux	502	83.7	13	0.8	2.3	0.2
	Lille	503	75.3	19.3	1.9	3.4	0
	Marseille	501	66.3	24.7	4.7	4.1	0.3
	Paris	500	68.8	24.2	4.7	2	0.2
	Rennes	506	73.9	20.4	3.9	1.6	0.2
	Strasbourg	505	72.8	20.5	3.4	3.2	0
	Dublin	500	76.1	20.6	2.1	1.2	0
	Bologna	505	58.5	23.3	9	8.5	0.7
	Napoli	500	52.3	21.2	11.9	14.7	0
	Palermo	501	66.9	19.8	6.5	6.8	0
	Roma	503	55.9	22.1	10.1	10.8	1.1
	Torino	501	54.2	27.2	8	10.5	0.1
	Verona	501	70.8	20.9	6.1	2.1	0.1
	Lefkosia	500	67.4	24.4	4.3	3.6	0.2






























(continued)							
	CITY	Total N	% Always	% Sometimes	% Rarely	% Never	% DK/NA
	Riga	505	45.5	26.9	10.2	15.2	2.2
	Vilnius	502	45.6	28.6	8.6	16.1	1.1
	Luxembourg	503	86.6	10.4	1.2	1.8	0
	Budapest	500	59.6	22.6	7.5	9.3	1.1
	Miskolc	502	59.2	22.1	10.6	7.8	0.3
	Valletta	500	60.3	27.7	6.4	4.6	0.9
	Amsterdam	500	77.8	19	1.8	1.4	0
	Groningen	500	88.2	11.4	0.4	0	0
	Rotterdam	500	77.1	18.5	2.8	1.4	0.2
	Wien	500	81.6	14.4	2.3	1.7	0
	Graz	503	84	11.5	1.5	2.5	0.4
	Białystok	501	76.4	19	2.6	1.1	0.9
	Gdańsk	500	68.3	24.4	4.5	2.4	0.5
	Kraków	501	63.2	26.5	6.6	3	0.8
	Warszawa	501	67.3	24.6	4.2	3.5	0.4
	Braga	502	74.8	20.3	3.1	1.9	0
	Lisboa	503	53.4	34.4	6.9	5.3	0
	București	503	44.4	31.5	9.2	13.4	1.6
	Cluj-Napoca	503	76.2	17.9	2.4	2.9	0.6
	Piatra Neamț	501	83.2	13.6	1.3	1.7	0.2
	Ljubljana	508	79.3	15.6	3.7	1.2	0.3
	Bratislava	501	62.6	25.1	9.2	2.9	0.1
	Kosice	501	64.6	22.1	9.5	2	1.7
	Helsinki	507	79.9	18.1	1.6	0.2	0.2
	Oulu	505	87.3	10.9	1.3	0.4	0
	Malmö	500	71.5	22.4	3.9	2.2	0
	Stockholm	500	82.2	16.7	0.8	0.2	0
	Belfast	500	74	22.4	1.7	1.8	0.2
	Cardiff	500	66.4	29.6	2.1	1.7	0.2
	Glasgow	500	69.5	25.2	3.1	2.1	0.2
	London	500	53	37.7	5.1	3.9	0.2
	Manchester	500	55.3	37.3	3.7	3.6	0.2
	Newcastle	500	70	25.9	2.6	1.5	0
	Zagreb	501	78.5	13.3	4.2	3.7	0.3
	Ankara	502	66.9	20.9	4.6	7.4	0.1
	Antalya	502	73.6	18.6	1.5	5.8	0.4
	Diyarbakir	501	70.3	17.7	2.6	9	0.3
	İstanbul	504	48.4	25	5.8	20.8	0

Table 25. Minutes per day spent to go to work or training place – *by city*

QUESTION: Q4A. How many minutes per day do you usually spend to go to your working/training place?

	CITY	Total N	% Less than 10 minutes	% Between 10-20 minutes	% Between 20-30 minutes	% Between 30-45 minutes	% Between 45-60 minutes	% More than 60 minutes	% Does not commute, work from home	% Doesn't work or attend training	% DK/NA
	Antwerpen	500	7.3	12.2	9.4	5.1	2.7	4.3	4.2	42.7	12.1
	Bruxelles/Brussel	501	5.5	13.5	11.1	8.3	4.7	3.8	11	34.9	7.1
	Liège	502	6.9	15.8	10.7	6.5	2.3	5.7	10.1	37.1	4.8
	Burgas	500	18.1	28.2	15.6	8.6	1.6	0.9	3.7	22.3	1
	Sofia	500	10.2	14.3	15.6	13.7	12.8	8.7	6.3	17.5	0.9
	Ostrava	501	7.8	19	13.4	10.2	7.9	7.9	6.9	26.3	0.7
	Praha	500	4.3	11.8	10.8	12.6	10.5	10.1	8.3	30.1	1.5
	Aalborg	500	17.1	26.9	15.1	8.6	3.2	4.6	1.6	20.7	2
	København	503	12.8	25.6	18.7	14.2	5.3	6.3	0.6	14.8	1.7
	Berlin	501	9.6	13.4	12.1	15	8.3	5.6	2.3	32.5	1.1
	Dortmund	505	10.4	18.6	13.4	7.9	5.4	6.1	1.8	35.9	0.6
	Essen	501	8.6	17.9	12.6	9.5	5.7	3.1	3.7	38.1	0.9
	Hamburg	501	7.2	15.6	17.8	14.2	7.2	4.1	4.2	28.9	0.8
	Leipzig	500	9.8	18.9	13.4	12	3.7	4.9	3	31.9	2.4
	München	502	11.8	18.5	16.1	12.7	6.7	2.4	2.7	27.5	1.5
	Rostock	502	8.6	21.4	13.8	9.4	4.3	4.2	1.9	34.7	1.8
	Tallinn	500	7.5	25	22.6	11.2	7.3	3	3.8	18.8	0.9
	Athina	506	11.3	14.1	17.4	9.2	10.4	7.8	4	25.2	0.5
	Irakleio	507	24.4	25.1	12.3	4.4	2.1	1.9	2.4	26.2	1.2
	Barcelona	501	7.8	16.4	18.7	9.5	6.4	4.8	4.7	31.6	0.2
	Madrid	501	7.4	11.4	16.1	15.7	7.7	5.1	6.6	29.8	0.3
	Málaga	500	13.8	18.4	14.3	9.3	2.7	1	6.2	34	0.3
	Oviedo	502	15.4	22.2	12.6	5.1	1.5	0.8	7.4	35	0
	Bordeaux	502	11.9	19.2	16.3	8.3	2.8	4.2	9.2	27.2	1
	Lille	503	9.7	21.4	11.7	10	3.2	2.6	11.5	28.9	0.9
	Marseille	501	10.5	15.5	14.9	7.8	3.4	4.3	9.2	33.6	0.7
	Paris	500	4.3	12.5	17.7	17.6	9	8.7	7.2	22.7	0.3
	Rennes	506	11.1	28.3	13.9	9.8	3.2	4.2	6.1	22.6	0.8
	Strasbourg	505	9.7	23.6	17.4	10.2	4.1	5.1	7.6	21.8	0.5
	Dublin	500	8.3	11.8	16.2	12.3	10.2	10.7	3.8	26	0.7
	Bologna	505	9.3	26.9	10.8	6.3	2.9	2.1	3.2	36.2	2.4
	Napoli	500	9.1	17.5	6.7	5.7	4.5	3.2	5.7	45.3	2.2
	Palermo	501	12.8	20.6	14.2	5.2	3.3	2	4.1	36.7	1.1
	Roma	503	7.9	17.1	12.6	10.1	6.7	5.5	4.5	33.2	2.5
	Torino	501	7.7	16.8	11.2	10.9	5.1	2.7	3.4	40.7	1.5
	Verona	501	14.7	22.1	10.9	3.7	3.2	1.5	3.3	39.5	1.1
	Lefkosia	500	19.9	23.2	14.9	9.7	2.7	2.6	6.5	20.1	0.3































(continued) CITY		Total N	% Less than 10 minutes	% Between 10-20 minutes	% Between 20-30 minutes	% Between 30-45 minutes	% Between 45-60 minutes	% More than 60 minutes	% Does not commute, work from home	% Doesn't work or attend training	% DK/NA
	<b>TOTAL</b>	37626	10.1	18.2	14.4	9.8	6.3	5.4	5.9	28.4	1.5
	<b>CITY</b>										
	Riga	505	6.5	13	16.4	10.4	7.4	4.8	0.8	39.2	1.5
	Vilnius	502	10.6	18.6	21.1	9.3	4.6	5.8	6.9	21.5	1.6
	Luxembourg	503	18.7	29.2	14.4	6.5	2.6	1.7	3.1	23.5	0.2
	Budapest	500	6.4	5.4	10.1	9.1	11.7	19.9	6.2	30.3	0.9
	Miskolc	502	6.6	15.6	12.3	9.2	10.7	8.8	6.1	30.1	0.6
	Valletta	500	12.3	22.8	13	4.4	5.7	2	5.1	33.3	1.4
	Amsterdam	500	7.2	16	15.6	11.2	10.8	13.6	9.1	15.5	0.8
	Groningen	500	9.7	18.3	18.1	13.6	8.8	9.2	5.6	15.3	1.4
	Rotterdam	500	5.8	13	15.8	11.7	12.1	12.1	6.6	22.1	0.7
	Wien	500	6.9	14.6	19.6	12.7	5.9	2.4	4	30	3.7
	Graz	503	12.6	24	15.6	8.5	3.3	0.8	2.4	28.5	4.4
	Białystok	501	13.3	29.5	18.1	7.3	3.7	1.7	4.3	21.5	0.8
	Gdańsk	500	8.7	18	15	10.3	10.5	6.5	6.2	24.3	0.6
	Kraków	501	7	16.2	15.6	18	11.7	6	4.4	19.7	1.3
	Warszawa	501	5.2	11.6	15.5	16.1	13.6	10.9	4.8	21.8	0.5
	Braga	502	24.3	24.8	8.8	5.1	3.3	1.3	14.6	16.5	1.4
	Lisboa	503	8.1	16.7	18.1	7.4	4.5	2.9	15	27.1	0.3
	București	503	5.1	9	11.6	15.6	13.5	13.1	3.5	28.4	0.2
	Cluj-Napoca	503	7.8	21	17.1	11.1	4.5	4.4	2.4	31.2	0.5
	Piatra Neamț	501	15.7	23.7	11.4	4.7	3	3.2	2.4	34.9	1
	Ljubljana	508	10.3	20	22.1	10.4	5.9	2.6	2.5	25.5	0.5
	Bratislava	501	6.6	22.1	17	7.9	7.1	4.8	3.9	29.7	0.8
	Kosice	501	10.5	22.3	17.1	7.1	4.1	2.4	3.6	31	1.9
	Helsinki	507	10.4	17.7	19.5	15.2	6	3.8	7.3	18.8	1.3
	Oulu	505	18.4	29	13.5	5.1	1.7	2.4	4.6	24	1.2
	Malmö	500	10.5	17	15.7	10.5	8.4	9.1	3.7	22.8	2.3
	Stockholm	500	9.2	14.6	13.3	15	14.4	8.7	5	18.5	1.2
	Belfast	500	9.5	17.1	17.1	10	6.4	5.9	2.1	29	2.9
	Cardiff	500	6.4	13.9	16.8	12.6	6.7	5.4	4.2	32.9	1.2
	Glasgow	500	8.2	14.7	11.8	10.5	8.6	8.4	3.5	30.6	3.7
	London	500	4.4	8.6	9.9	11.3	17	15.4	2.9	28.5	2
	Manchester	500	7.7	15.7	15.4	10.8	8	9.6	1.9	28.8	2
	Newcastle	500	7.5	19	17.7	10.3	6.8	5.4	2.6	28.9	2
	Zagreb	501	5.6	13.1	16.1	11	6.4	6.3	8.2	30.5	2.8
	Ankara	502	10.5	14.2	8.3	8.4	7.3	5.6	19.3	26.4	0
	Antalya	502	15.2	15.5	5.9	4.8	3.4	2.3	19.7	32.1	1.2
	Diyarbakir	501	11.4	19	8.7	3.1	2.6	3	20.5	31.4	0.3
	İstanbul	504	7.1	12.6	8.9	6.6	6.5	7.3	18.6	31.3	1.1

Table 26. Means of transport used to go to work or training place – *by city***QUESTION: Q4B. Which means of transport do you mostly/primarily use to go to your working/training place?***Base: those who travel to work or educational establishment*

	CITY	Total N	% Public transport	% Car	% Biking	% Walking	% Motorbike	% Other	% DK/NA
	Antwerpen	205	17.8	45.9	28.5	3.1	2.4	2.4	0
	Bruxelles/Brussel	235	45.9	38.6	3.9	8.9	0.6	2.2	0
	Liège	241	25.1	59.6	6.1	7.5	0	1.6	0
	Burgas	365	32.8	33.6	0.2	26.1	0.4	6.7	0.2
	Sofia	377	51.8	32.8	0.4	11.9	0.4	2.7	0
	Ostrava	332	53.5	37.7	2	6.1	0.2	0.5	0
	Praha	300	65.9	26.4	0.5	5.4	0.3	1.6	0
	Aalborg	378	10.5	45.6	36.9	4.4	0.5	1.9	0.3
	København	417	15.4	18.4	59.5	5.2	0	1.5	0
	Berlin	321	42.9	32.2	17.2	5.5	0.8	0	1.5
	Dortmund	311	28.7	60.8	3.1	4.8	1.2	1.1	0.4
	Essen	288	27.2	57.7	3.7	8.6	0.4	1.7	0.7
	Hamburg	331	41.5	37.1	13.5	6.3	0.7	0.6	0.2
	Leipzig	313	31.7	44.3	17.7	4.4	0	1.8	0
	München	343	40.1	32.6	16.7	7	1.6	1	0.9
	Rostock	309	32	44.5	12.6	9.3	1.3	0	0.3
	Tallinn	383	52.2	38.8	0.6	5.6	0	1.9	0.9
	Athina	356	30.8	46.2	1.6	12.4	6.7	2.2	0
	Irakleio	356	13.7	53.7	0.3	16	14	2.2	0
	Barcelona	318	54.3	15.2	0.3	15.9	13	1.3	0
	Madrid	317	54.1	29.4	0.7	9.6	3.6	2.3	0.4
	Málaga	298	18	48.6	1	23.1	8.6	0.8	0
	Oviedo	289	22.6	27.9	0.3	48.1	0.7	0.5	0
	Bordeaux	314	30.5	46.3	8.4	8.5	4.1	1.8	0.4
	Lille	295	28.8	57.3	4.9	7.1	1.2	0.7	0
	Marseille	283	27.8	52.6	2.1	11.6	3.8	1.6	0.5
	Paris	349	67	10.7	5.3	11.7	2.7	2.7	0
	Rennes	357	36.3	39.7	8.1	13.3	0.9	1.7	0
	Strasbourg	354	27.2	35.4	20.7	13.5	1.4	1.8	0
	Dublin	347	28.9	51.4	4.8	13.5	0.6	0.9	0
	Bologna	294	28.6	42.9	7.1	11.5	8.6	1.2	0
	Napoli	234	24.2	52.1	0.5	11.2	9.7	2.3	0
	Palermo	291	14.5	51.6	0.8	13.1	19.2	0.8	0
	Roma	301	31.6	49.9	1	7.2	8.4	1.9	0
	Torino	273	33.9	47.6	4.5	11.3	1.9	0.8	0
	Verona	281	16.7	54.7	9.1	7.6	10.6	1.3	0
	Lefkosia	365	3.5	88.6	0	5.2	2	0.7	0






























<i>(continued)</i>		Total	% Public		%	%	%		%
<b>CITY</b>		<b>N</b>	<b>transport</b>	<b>% Car</b>	<b>Biking</b>	<b>Walking</b>	<b>Motorbike</b>	<b>% Other</b>	<b>DK/NA</b>
	Riga	296	59.7	24.2	0.9	14.5	0	0.8	0
	Vilnius	351	36.1	51.3	0.8	11.6	0	0	0.2
	Luxembourg	368	23.2	59.3	5.5	10.6	0.3	0.6	0.5
	Budapest	313	58.9	26.7	5.7	6.4	0.7	1.6	0
	Miskolc	317	54.5	30.5	3.1	10.9	0.4	0.7	0
	Valletta	301	17.9	62.2	0.4	12.9	0.8	5.7	0
	Amsterdam	373	22	23.6	45.6	2.7	2.8	3.3	0
	Groningen	389	8.5	24.7	60	3.2	2.2	1.2	0.2
	Rotterdam	353	25.7	41.4	24.9	2.4	1.5	3.5	0.6
	Wien	311	53	32.6	3.7	9	1.2	0	0.4
	Graz	325	27.3	31.6	27.7	10	1.9	0.9	0.5
	Białystok	368	44.2	39.2	1	15.1	0.3	0	0.2
	Gdańsk	345	43.6	41.7	3.2	8.5	1.5	1.1	0.4
	Kraków	374	52.1	37.7	1.2	8.6	0.5	0	0
	Warszawa	365	60	33.5	0.6	5	0.6	0.2	0
	Braga	339	10.9	63	0.4	24.5	0	1.2	0
	Lisboa	290	47.6	41	0.8	10.1	0	0.5	0
	București	341	58.6	29.8	0.7	8.1	0	2.3	0.6
	Cluj-Napoca	331	49.2	29.4	1.2	18	0	1.9	0.3
	Piatra Neamț	309	24.3	40.7	1.1	29.7	0.4	3.8	0
	Ljubljana	363	29.2	43.2	15.4	11	0.9	0	0.4
	Bratislava	328	56.1	31.1	1.2	11.4	0	0.2	0
	Kosice	318	54.4	28.9	0.7	15.7	0	0.2	0
	Helsinki	368	50.1	25.9	10	11.9	0	1.8	0.3
	Oulu	354	6.8	44	37.6	10	0.6	1.1	0
	Malmö	356	22.2	29.8	37	7.9	0.3	2.4	0.3
	Stockholm	376	47.6	14.4	18.7	16.3	0.3	2.3	0.2
	Belfast	330	24.4	56.5	1.6	14.7	0.5	2.2	0
	Cardiff	309	18.1	59	4	14.7	0	4.1	0
	Glasgow	311	29.9	49.3	1.8	13.2	1.3	4.5	0
	London	333	59.6	17.1	9.1	10	2.2	1.7	0.3
	Manchester	336	27.4	57.9	2.4	11.1	0.7	0.6	0
	Newcastle	333	34.1	49.9	2.9	10.3	0.6	2.2	0
	Zagreb	293	48.7	34	3.1	12.4	0.2	1.5	0
	Ankara	272	53.2	20.2	0	21.6	0	5	0
	Antalya	236	25.3	33.3	1.2	30.9	4.1	5.2	0
	Diyarbakir	239	39.5	20.2	0	36.3	0	4	0
	İstanbul	247	50.4	21.2	0	19.2	2.6	6.3	0.3



Table 27. Frequency of using public transport – *by city*

QUESTION: Q4C. How often do you use public transport in [CITY NAME]?

	CITY	Total N	% Never	% Less than once a month	% At least once a month	% At least once a week, but not every day	% Every day	% DK/NA
	Antwerpen	500	16	11.8	15.5	36.1	19.6	1.1
	Bruxelles/Brussel	501	16.2	8.3	11.7	29.9	33.4	0.4
	Liège	502	31	17.9	8.7	23.7	18.4	0.3
	Burgas	500	19.4	20.5	14.7	17.2	27.7	0.5
	Sofia	500	11.3	13.1	5.9	24.4	44.9	0.4
	Ostrava	501	13.6	13.4	11.1	25.5	36.2	0.2
	Praha	500	3.5	7.7	11.8	27.5	49.4	0.2
	Aalborg	500	27.2	26.5	19.3	17.3	9.3	0.4
	København	503	5.9	14.8	30.8	31.3	16.9	0.4
	Berlin	501	6.7	15.9	14.8	32.3	30	0.2
	Dortmund	505	21.7	21.7	17.4	17.4	21.9	0
	Essen	501	19.9	25.3	17.3	16.2	21.4	0
	Hamburg	501	6.6	18.5	21.8	23.8	29.3	0
	Leipzig	500	11.8	23.1	19.4	21.2	24.2	0.2
	München	502	5.1	12.1	20	34.1	28.6	0
	Rostock	502	11.3	18.5	20.1	27.1	22.8	0.2
	Tallinn	500	10.1	11.4	9	24.1	44.7	0.7
	Athina	506	12.7	13.5	16.9	31.6	24.8	0.4
	Irakleio	507	40.3	16.3	12.2	18.2	12.6	0.4
	Barcelona	501	6.9	6.7	13.2	31.4	41.7	0
	Madrid	501	5.8	9	12.2	31.9	41	0.2
	Málaga	500	15.3	21.1	21	29.6	12.7	0.3
	Oviedo	502	19.7	20.8	21.3	26.7	11.6	0
	Bordeaux	502	17.3	21.5	12.9	26.7	21.6	0
	Lille	503	29.3	20.7	13.3	17.8	18.8	0
	Marseille	501	23.2	20.4	15.2	22.3	18.4	0.4
	Paris	500	2.3	5.7	6.1	26.7	59.1	0.2
	Rennes	506	12.7	13.8	15.8	28	29.6	0.2
	Strasbourg	505	10.2	17	20.5	31.4	20.8	0
	Dublin	500	9.4	18.5	21.7	30.4	19.9	0
	Bologna	505	27.7	11.3	16	23.6	21.4	0
	Napoli	500	37.6	12.6	12.9	20.1	16.6	0.3
	Palermo	501	52.5	14.1	12.9	12.6	7.7	0.2
	Roma	503	31.9	12.8	13.7	21.4	19.8	0.4
	Torino	501	23.9	14	15.6	23.3	22.8	0.5
	Verona	501	41.7	20.1	12.2	15	10.8	0.2
	Lefkosia	500	83.9	5.9	2.4	4.3	3.6	0





























<i>(continued)</i>								
	CITY	Total N	% Never	% Less than once a month	% At least once a month	% At least once a week, but not every day	% Every day	% DK/NA
	<b>TOTAL</b>	37626	16.8	15.7	15	25.5	26.7	0.3
	<b>CITY</b>							
	Riga	505	6.1	7.6	12.8	38.3	35.1	0
	Vilnius	502	17.5	18.2	9.6	24.4	29.3	0.9
	Luxembourg	503	11.4	13.9	23.2	30.1	20.9	0.5
	Budapest	500	8.3	7.9	8.8	26.1	49	0
	Miskolc	502	12.8	10.9	6.7	22.2	47.4	0
	Valletta	500	38.5	21	13	14.9	12.3	0.2
	Amsterdam	500	12.4	19.5	24.7	28.5	15	0
	Groningen	500	24.4	29.2	22	19.4	4.9	0
	Rotterdam	500	17.7	21.1	19	21.5	19.8	0.8
	Wien	500	4.8	9.8	15.5	28.4	41.6	0
	Graz	503	10.5	13.2	23.3	30.1	22.7	0.2
	Białystok	501	10.1	14.5	13	25.5	36.5	0.3
	Gdańsk	500	10.9	15.1	11.7	28.6	33.6	0.2
	Kraków	501	4.7	11.8	12.5	29.4	41.3	0.2
	Warszawa	501	6.4	8.8	14.3	23.7	46.4	0.4
	Braga	502	47.3	20.1	9.1	9.5	13.9	0.2
	Lisboa	503	14.4	8.7	11.7	27.4	37.2	0.6
	București	503	10	10.4	8.2	22.5	47.9	1
	Cluj-Napoca	503	8.7	12.9	9	28.9	40.1	0.4
	Piatra Neamț	501	23.8	23.9	12.5	20.2	18.5	1.1
	Ljubljana	508	14.9	20.1	20.6	24.1	19.9	0.5
	Bratislava	501	8.9	13.9	10.8	23.3	43.1	0
	Kosice	501	9.8	11.3	10.6	26.7	41.1	0.5
	Helsinki	507	3.1	11.8	11.4	30.4	43.3	0
	Oulu	505	16.9	48	19.7	10.7	4.1	0.5
	Malmö	500	13.4	23.6	23.9	22.7	16	0.4
	Stockholm	500	4.5	5.3	14.4	37.1	38.5	0.2
	Belfast	500	15.4	20.3	13.7	32.7	17.7	0.2
	Cardiff	500	15.2	19.6	19.1	33.2	12.6	0.2
	Glasgow	500	11.2	13.9	18.3	32.1	24	0.5
	London	500	4.8	6	11	34.3	43.8	0.2
	Manchester	500	16.8	24.5	14.6	24.7	19.1	0.3
	Newcastle	500	11.5	15.9	12.7	34.2	25.5	0.2
	Zagreb	501	10.9	14.8	10.4	23.6	40.3	0
	Ankara	502	10.8	12.4	19.5	28.8	27	1.4
	Antalya	502	24.7	15.6	17.8	26.4	13.7	1.8
	Diyarbakir	501	13.8	14.8	22.4	29.5	18.3	1.1
	İstanbul	504	10.9	10.5	18.6	32.6	26.9	0.5

Table 28. Reasons for not using public transport – *by city***QUESTION: Q4D\_01-99. Why don't you use public transport?***Base: those who never use public transport in the city**% of "Mentioned" shown*

	CITY	Total N	Not frequent enough	Too congested	Too many variations in time schedule / time schedule is not reliable	Not adapted to my itinerary	Not easy to access either from where you live or to where you need to go	Not safe	I do not like public transport	Too expensive	Other	DK/NA
	Antwerpen	80	6.4	3.7	4.7	11.1	14.6	4	12.6	4	35.6	25.1
	Bruxelles/Brussel	81	4.2	6.9	7.5	6.8	10.8	5.6	9.9	3.7	55.7	5.4
	Liège	156	10	4.4	7.8	16.2	6.9	5	11	4.9	41.9	9.3
	Burgas	97	2.8	4.3	2.8	19.9	7.2	0	7.7	0	71.6	1.4
	Sofia	56	1.4	11.3	3.8	21.2	7.6	3.8	16	7.6	53.6	1.5
	Ostrava	68	14.7	10.5	8.7	7.5	6	4	7.9	6.8	59.3	0
	Praha	17	12	31.8	8.7	18.2	0	20.2	7.7	4.4	43.5	0
	Aalborg	136	7.6	1.4	5.9	19.4	19.2	0.7	6.7	1.4	53.8	0
	København	30	10.6	3.8	11.7	6.8	13.8	0	17.4	14.5	55.8	0
	Berlin	34	8.5	2.4	2.7	8.3	16.9	0	15	15.9	51.6	0
	Dortmund	109	13.1	5	4.8	15	12.4	4.1	9	5.6	60.9	0
	Essen	99	5.1	3.4	5.7	9.6	8.2	2.9	11.7	6.2	61.1	3.5
	Hamburg	33	7.3	0	6.5	9.8	3.6	2.5	8.8	6	56.3	2.8
	Leipzig	59	10.7	0	1.4	8.3	8.3	1.4	13	14.2	54.2	1.4
	München	26	4.6	3.2	9.2	18.5	4.6	3.2	8.2	21.3	50.2	0
	Rostock	57	7	2	5.1	15.6	10.3	1.5	8.1	8	55.8	3.6
	Tallinn	50	7.7	4.9	7.1	21.7	9.3	9.3	19	4.9	51.6	1.6
	Athina	64	4.6	2.7	7.1	22.7	13.2	1.4	3.2	1.9	51.7	3.3
	Irakleio	204	9.7	4	6.1	26.6	11.3	0.8	5.3	1.4	54.6	1.1
	Barcelona	35	7.1	3.5	7.1	21.5	9.5	3.5	14.5	9.6	51.9	0
	Madrid	29	17.3	5.6	0	21.8	5.8	2.8	8.6	0	46.4	7.5
	Málaga	76	8.1	1	1	16	8.9	0	14.2	6.1	57.7	0
	Oviedo	99	2.8	0	3.6	10.3	10	0	8.6	2.8	68.9	0
	Bordeaux	87	10.2	8.3	1.8	3.9	8.8	1.5	27.8	0.9	46.9	0
	Lille	147	8.6	5.8	4.4	13	9.9	4.9	25.6	4.8	39.9	1.1
	Marseille	116	9	6.5	8.5	14.7	10.7	3.8	32.7	3.1	30.6	1.2
	Paris	11	0	0	0	0	7.1	0	14.3	0	85.7	0
	Rennes	64	11.6	6.4	8.2	31.4	4.5	1.7	14.7	7.4	34.7	0
	Strasbourg	52	0	9	6.5	14	4.1	0	13.1	6.4	62.2	0
	Dublin	47	9	3.7	9.2	1.6	17.1	2.6	6.5	0	74.3	0
	Bologna	140	10.4	5.2	4	28	2.7	6.3	14	1	43.6	1.6
	Napoli	188	13.8	8.3	9.8	19.2	11.7	3.6	17.3	0.8	34.5	3.1
	Palermo	263	21.5	10.7	17.5	14.8	9.9	6.5	11.8	1.7	30.6	2
	Roma	160	16	13.2	15.8	19.2	9.2	7.9	20.8	0.5	32.5	1
	Torino	120	8	1.3	9.2	21.3	4.5	7.1	14.8	1.3	44.2	0.6
	Verona	209	10.6	4.3	10.4	20.1	7.2	2.2	20	1	35.9	1.5

































<i>(continued)</i> CITY		Total N	Not frequent enough	Too congested	Too many variations in time schedule / time schedule is not reliable	Not adapted to my itinerary	Not easy to access either from where you live or to where you need to go	Not safe	I do not like public transport	Too expensive	Other	DK/NA
	Lefkosia	419	37.4	4.2	22.9	25.8	15.7	3.5	9.8	1.7	33.6	1.1
	Riga	31	0	3.7	0	11.8	0	0	13.7	7.3	72.8	0
	Vilnius	88	1	2.5	1.7	10	11.1	0.9	9.4	9.5	61.5	2.6
	Luxembourg	57	12.2	3.6	12.4	24	10.3	0	14.4	0	49.8	0
	Budapest	41	4.9	8.9	5.1	2.1	5.2	2.3	13.3	17	64.3	2.2
	Miskolc	64	12	7.7	0	7.7	1.3	0	13.3	17.6	67.8	1.3
	Valletta	193	14.9	3.1	5.5	10.9	9.4	0.4	17	0.7	55.9	2
	Amsterdam	62	5	0	3.2	3.5	3.2	1.6	20.9	8	64.4	0
	Groningen	122	7.6	0	1.7	10.3	7.4	0	11.5	3.4	68	0.7
	Rotterdam	89	4.3	2.4	1.8	10.1	5.3	5.1	10.8	1.5	66.9	1.5
	Wien	24	17.1	5.8	0	18.1	15.7	3.5	9.2	0	54.2	9.2
	Graz	53	8.1	1.6	3.2	24.9	8.8	3.2	17.8	12.8	43.9	11.1
	Białystok	51	2.2	1.8	4.8	0	1.8	2.2	5.3	0	79.7	4.4
	Gdańsk	54	1.7	0	5.4	5.9	5.9	2.5	8.1	0	76.7	3.9
	Kraków	24	3.9	8.6	3.9	4.8	4.7	0	8.7	0	74	0
	Warszawa	32	2.8	3.7	2.8	7.5	9.2	2.8	13.1	0	72.1	0
	Braga	237	1.9	0.3	7.2	16.4	2.5	0.4	4.9	2.1	69.9	1.8
	Lisboa	72	5.4	4.3	8.7	22.6	7.3	2.2	11	2.1	51.4	1
	București	50	0	7	0	11.8	1.8	3.5	8.7	0	67.7	3.5
	Cluj-Napoca	44	0	3.9	2	6.9	4.1	2.9	6.9	0	73.6	5.7
	Piatra Neamț	119	1.4	4.5	0	7.9	3.9	1	13.5	0	67.5	3.5
	Ljubljana	76	6.8	10.6	6.7	26.7	16.6	1.7	11.2	5.2	51.9	2.8
	Bratislava	45	8.3	5	0	23.7	3.3	0	7.5	5	66.8	0
	Kosice	49	6.3	7.9	7.9	9.5	0	3.2	14.2	2.9	65.5	4.8
	Helsinki	16	7.1	7.1	0	26.2	20.2	0	7.1	0	52.4	0
	Oulu	86	9.9	1.4	8.6	20.2	13.9	0	8.4	10.4	47.1	3.2
	Malmö	67	4.5	1.3	3	12	3	1.3	9.2	3	66.7	3.3
	Stockholm	22	11.5	5.3	0	14.5	16.8	3.8	0	0	54.2	5.4
	Belfast	77	4.1	2.8	7	8.6	15.4	1.4	4.2	3.2	73.2	1.4
	Cardiff	76	4	6.9	10.6	13.3	15.7	1	6.6	12.2	66.1	0
	Glasgow	56	9.4	0	10.9	8.9	10.4	2	5.2	7	72.9	4
	London	24	4.6	8.3	4.6	20.4	3.6	0	20.7	4.6	70.3	0
	Manchester	84	18.8	3.8	18.5	16	14.8	6.8	16.7	15.8	57.8	0.9
	Newcastle	57	5.3	1.3	5.1	23.1	10	3.3	13.9	13.1	67.3	0
	Zagreb	54	11.9	0	0	2.6	6.6	3.7	22.3	0	47.3	12.2
	Ankara	54	8.5	9.6	0	14.8	4.2	3.1	6.8	0	58	7
	Antalya	124	12.1	2.2	5.3	4.3	8.1	1.1	8.6	1	60.1	4.2
	Diyarbakir	69	11.1	7.8	1.8	2.9	13.2	2.9	4.7	1.2	50.7	9.2
	İstanbul	55	7.1	6.2	3.1	4.4	1.3	2.4	6.3	3.6	69.9	2.6

Table 29. Most important problems for this city – *by city*

QUESTION: Q5\_01-99. Among the following issues, which are the three most important for your city?

% of “Mentioned” shown

	CITY	Total N	Urban safety	Air pollution	Noise	Public transport	Health services	Social services	Education and training	Jobs creation / reduce unemployment	Housing conditions	Road infrastructure	DK/NA
	Antwerpen	500	47	29.6	15.6	28.5	23.4	22.8	25.1	23.7	19.4	30.1	3.7
	Bruxelles/Brussel	501	44.7	28.4	13.9	28.4	27.5	18.2	35.1	37.4	24.5	11.6	3.9
	Liège	502	49.6	32.6	9.9	19.5	26.9	17.9	30.2	43	20.8	15.5	4.2
	Burgas	500	19.6	62.5	23.7	9.5	51.2	12.1	15.9	38.9	4.2	34.4	2.5
	Sofia	500	24.2	55.9	27.7	25.2	37.8	13.7	22.8	18.2	5.2	51.4	1.5
	Ostrava	501	32.3	54.5	32.1	12.1	15.3	15.9	8.5	39.5	14.1	15.4	4.8
	Praha	500	34	42.9	37.5	16.5	17.8	19.4	9.2	17.2	22.1	31	3.5
	Aalborg	500	27.1	19.9	4.7	20.3	48.9	24.4	47.1	40.4	20	22.9	5.8
	København	503	28.5	31.7	11.5	29.6	39.3	24.4	37.5	33.1	28.5	16.4	5.7
	Berlin	501	34.2	16.2	11.8	18.7	26.7	27.1	59	67.7	9.6	18.4	1.6
	Dortmund	505	30	15.9	11.9	13.2	27.8	25.8	50.6	66.2	10.9	30.9	3.2
	Essen	501	27.1	16.8	16.5	19.7	29.2	28.2	51.1	59.6	12.8	27.5	2.3
	Hamburg	501	34.5	14.9	12.4	13.9	28.5	26.4	58.7	51.7	25.5	18.4	2.1
	Leipzig	500	27.1	12.6	12.6	13.4	28.5	27.6	50.2	69.4	9.9	31.1	3.7
	München	502	33.9	20	15.2	24.7	25.8	22.1	49.6	43.1	31.6	15.4	2.6
	Rostock	502	21.2	11	9.6	13.1	35.9	27.2	50.6	72.3	13.5	28.3	2.1
	Tallinn	500	30.7	18.4	9.4	18.3	44.3	33.6	20.8	55.1	12.2	33.2	3.1
	Athina	506	26.7	46.6	15.5	19	51.8	19.7	29.3	38.2	5.6	19.3	3.1
	Irakleio	507	19.1	29.6	22.4	16.4	43.9	17.5	27.3	38.6	8.9	44.6	2.7
	Barcelona	501	40.5	19.4	15	18.1	45.8	16.8	39.1	54.4	30	7.4	1.6
	Madrid	501	37	19	12.7	20.1	48.4	16.9	36.3	59.3	32.8	8.6	1.1
	Málaga	500	35.1	11.4	11.6	15.8	44.6	16	39.3	72.4	26	19.6	0.6
	Oviedo	502	31.8	13.8	12.3	13.4	47.8	23.9	40.4	65.2	27.1	11.1	1.5
	Bordeaux	502	32.1	24.9	10.4	28.5	35.6	19	31.6	52.2	37	12.7	2.8
	Lille	503	38.7	26.9	11.4	24.2	37	20.8	32.6	50.9	34.9	12.9	1.4
	Marseille	501	38	31.5	16.5	26.1	32.4	14.4	33.9	50	31.2	14.6	2.6
	Paris	500	24	32.2	18.8	34.4	29.4	15.1	35.8	40.6	51.2	6.1	1.3
	Rennes	506	32.2	19.1	12	28.8	34.8	17.8	42.4	51.1	31	9.3	2.2
	Strasbourg	505	29.4	44.2	12.5	23.2	31.4	15.8	39.2	46.8	31	12.1	2.3
	Dublin	500	17.7	12.5	4.6	30.7	62.6	21.4	47.9	63.1	17.4	16.6	0.9
	Bologna	505	36.9	37.9	10.4	21.9	27.2	19.3	18.4	42.1	21.6	20	4.2
	Napoli	500	25.8	38.5	9.4	20.9	35.4	18.8	18.5	73	12.7	20.1	2.4
	Palermo	501	22	37.5	7.5	30.1	35.9	20.4	16.1	62	7	25.8	2.6
	Roma	503	26.9	39.1	8.9	33.1	31.9	15.9	16.8	49.2	19.4	25.7	2.6
	Torino	501	36.8	38.6	8.4	20.7	29.7	17.5	17.4	61.8	12.2	12.7	3.6
	Verona	501	28.7	47.6	9.6	25	24.4	18.6	13.2	42	12.7	20.2	5.7

	(continued) CITY	Total N	Urban safety	Air pollution	Noise	Public transport	Health services	Social services	Education and training	Jobs creation / reduce unemployment	Housing conditions	Road infrastructure	DK/NA
	Lefkosia	500	18.8	35	19.5	45.4	43.8	23.8	24.3	28.1	16.1	34.1	0.7
	Riga	505	30.9	6.9	4.1	10.2	58.9	38.2	36.3	69.3	13.1	16.7	2.4
	Vilnius	502	31.2	26.7	12.8	13.9	45.8	26.4	18.4	52.6	13.6	21.8	3
	Luxembourg	503	27.6	17.5	10.6	27.3	36.7	20.3	46.5	44.3	39.4	17.7	1.4
	Budapest	500	38.9	39.4	11.8	27.1	46.1	19	17.5	49.6	9.3	25.8	2
	Miskolc	502	49.3	14.3	7	18.6	40.1	20.5	13.1	78.1	10.6	24.7	3.2
	Valletta	500	15.5	45	19.6	19.4	37	15.2	23	18.9	8	31.1	4.7
	Amsterdam	500	39.3	25.2	7.8	21.6	37.6	25	45.8	30.7	34.7	19.3	0.8
	Groningen	500	38	13	6.2	22.8	39.5	26.2	44.1	41	23.5	23.8	2.8
	Rotterdam	500	51.6	30.1	9.8	23.3	38.3	20.5	40.6	32.3	20.5	16	2.2
	Wien	500	44.5	15.7	12.2	22.5	43.5	19.4	47.6	45.7	19	12.5	3
	Graz	503	36.2	37.8	13.6	27.8	33.1	24.2	41.1	41.3	13.3	20	1.3
	Białystok	501	24.4	8.6	5.8	18.3	60.1	10.2	28.2	70.9	16.4	38.4	0.6
	Gdańsk	500	22.1	18.3	13.5	25.6	51.6	9.1	27.8	44.2	14.3	49.4	2.3
	Kraków	501	26.5	30.1	17.1	21.3	53.4	6.1	21.6	43.2	17.3	45.4	1.8
	Warszawa	501	26.3	19.6	19.2	37.8	56.3	8.7	23.5	31.4	17.4	43.6	1.7
	Braga	502	32.6	20.2	6.1	12.4	67.4	22.1	42.7	70.4	12.3	6.8	0.9
	Lisboa	503	36.7	25.3	7.7	19.6	61.6	19.6	35.2	51.4	29.1	5.3	1.4
	Bucureşti	503	20.6	36.5	12.4	20.1	55.4	10.2	37.4	33.2	14.8	34.2	4.1
	Cluj-Napoca	503	16.6	29.2	13.1	15.6	51.6	15.6	34.3	51.8	11.7	29.9	5.8
	Piatra Neamţ	501	14	18.4	7.9	13.2	58.6	16.4	32.1	63.6	13.3	28.5	5.1
	Ljubljana	508	15.1	26.5	11.5	27.6	45	25.1	21.6	44.7	32.7	24.2	1.4
	Bratislava	501	25.7	29.6	26.1	26.8	28.8	21.1	6	21.5	17.8	30.1	3.5
	Kosice	501	26.9	22.6	17.3	20.5	19.9	17.9	7.7	44.1	18.3	19.8	8.8
	Helsinki	507	24.8	11	3.8	40.1	66	32.7	45.8	34.8	25.1	8.3	1.4
	Oulu	505	20	10.7	1.2	22.7	64.2	37.7	53	59.4	10.6	9.8	1.2
	Malmö	500	37.9	26.2	8	19.4	46	15.3	23.5	54	33.8	11.3	4.7
	Stockholm	500	21	30.3	11.5	36.6	40	15.8	22.4	40.1	40.6	24.5	1.7
	Belfast	500	15.8	14.5	6	27.9	57	19.3	57.5	52.3	27.3	16.2	1.2
	Cardiff	500	23.6	13.7	6.2	34.3	54.5	21.3	48.6	46	22	21.3	2.5
	Glasgow	500	19.8	15.5	7.1	27	52.6	21.8	50.9	47.1	34.2	15.7	2
	London	500	28.9	22	10.5	37.2	48.5	19.3	43.8	41.5	29.7	13	1.5
	Manchester	500	30.2	16.4	7	35.4	45.7	18.4	46.7	43.9	29.2	17.6	1.8
	Newcastle	500	22.9	15.7	5.2	30.8	52.6	21.2	49.6	51.7	25.8	18.6	1.2
	Zagreb	501	26	20.5	15.3	15	47.2	29.9	20.2	67	31.4	23.3	1.4
	Ankara	502	22.2	23.8	14.5	34.2	53.3	17.9	52.2	43.8	5.9	23	1.8
	Antalya	502	21.2	25	17.4	31.6	50.9	24.5	49.5	35.1	6.5	23.7	3.9
	Diyarbakir	501	18.6	16.5	9.8	22	52.3	21.1	60.6	60.6	4.3	23.5	2.2
	İstanbul	504	22.3	24.2	16.7	37.1	50.3	18.3	47.1	47.5	3.5	25.1	1.6

## II. Survey details

This special target group survey “*Urban Audit Perception survey among the general population in selected cities in the 27 Member States, Croatia, and Turkey*” (N° 277) was conducted for the European Commission, DG Communication Unit A3 - Research and political analysis.

Telephone interviews were conducted between 30/10/2009 and 04/11/2009 (according the contract for FL277a, b, c) and between 05/11/2009 and 10/11/2009 (according the contract for FL277d) by the following institutes:

Belgium	BE	Gallup Europe	(Interviews: 30/10/2009 - 04/10/2009)
Czech Republic	CZ	Focus Agency	(Interviews: 30/10/2009 - 04/10/2009)
Denmark	DK	Hermelin	(Interviews: 30/10/2009 - 04/10/2009)
Germany	DE	IFAK	(Interviews: 30/10/2009 - 04/10/2009)
Estonia	EE	Saar Poll	(Interviews: 05/11/2009 - 10/10/2009)
Greece	EL	Metroanalysis	(Interviews: 30/10/2009 - 04/10/2009)
Spain	ES	Gallup Spain	(Interviews: 30/10/2009 - 04/10/2009)
France	FR	Effience3	(Interviews: 30/10/2009 - 10/10/2009)
Ireland	IE	Gallup UK	(Interviews: 30/10/2009 - 04/10/2009)
Italy	IT	Demoskopoea	(Interviews: 30/10/2009 - 04/10/2009)
Cyprus	CY	CYMAR	(Interviews: 30/10/2009 - 04/10/2009)
Latvia	LV	Latvian Facts	(Interviews: 30/10/2009 - 04/10/2009)
Lithuania	LT	Baltic Survey	(Interviews: 30/10/2009 - 04/10/2009)
Luxembourg	LU	Gallup Europe	(Interviews: 30/10/2009 - 04/10/2009)
Hungary	HU	Gallup Hungary	(Interviews: 30/10/2009 - 04/10/2009)
Malta	MT	MISCO	(Interviews: 30/10/2009 - 04/10/2009)
Netherlands	NL	MSR	(Interviews: 30/10/2009 - 04/10/2009)
Austria	AT	Spectra	(Interviews: 30/10/2009 - 04/10/2009)
Poland	PL	Gallup Poland	(Interviews: 30/10/2009 - 04/10/2009)
Portugal	PT	Consulmark	(Interviews: 30/10/2009 - 04/10/2009)
Slovenia	SI	Cati d.o.o	(Interviews: 30/10/2009 - 04/10/2009)
Slovakia	SK	Focus Agency	(Interviews: 30/10/2009 - 04/10/2009)
Finland	FI	Norstat Finland Oy	(Interviews: 30/10/2009 - 04/10/2009)
Sweden	SE	Hermelin	(Interviews: 30/10/2009 - 04/10/2009)
United Kingdom	UK	Gallup UK	(Interviews: 30/10/2009 - 04/10/2009)
Bulgaria	BG	Vitosha	(Interviews: 30/10/2009 - 04/10/2009)
Romania	RO	Gallup Romania	(Interviews: 30/10/2009 - 04/10/2009)
Croatia	HR	Gallup Croatia	(Interviews: 30/10/2009 - 04/10/2009)
Turkey	TR	Konsensus	(Interviews: 30/10/2009 - 10/10/2009)

### *Representativeness of the results*

Each city sample is representative of the population aged 15 years and above.

### Sample sizes

This perception survey included all capital cities of the countries concerned, together with more cities in the larger countries. In each city the target sample size was 500 respondents. The following 75 cities were selected:

<i>Country</i>	<i>City</i>	<i>Country</i>	<i>City</i>
Belgium	Antwerpen	Lithuania	Vilnius
	Bruxelles/Brussel	Luxembourg (G.D.)	Luxembourg
	Liège	Hungary	Budapest
Bulgaria	Burgas		Miskolc
	Sofia	Malta	Valletta
Czech Republic	Ostrava	Netherlands	Amsterdam
	Praha		Groningen
Denmark	Aalborg		Rotterdam
	København	Austria	Graz
Germany	Berlin		Wien
	Dortmund	Poland	Białystok
	Essen		Gdańsk
	Hamburg		Kraków
	Leipzig		Warszawa
	München	Portugal	Braga
	Rostock		Lisboa
Estonia	Tallinn	Romania	București
Ireland	Dublin		Cluj-Napoca
Greece	Athina		Piatra Neamț
	Irakleio	Slovenia	Ljubljana
Spain	Barcelona	Slovakia	Bratislava
	Madrid		Kosice
	Málaga	Finland	Helsinki
	Oviedo		Oulu
France	Bordeaux	Sweden	Malmö
	Lille		Stockholm
	Marseille	United Kingdom	Belfast
	Paris		Cardiff
	Rennes		Glasgow
	Strasbourg		London
Italy	Bologna		Manchester
	Napoli		Newcastle
	Palermo	Croatia	Zagreb
	Roma	Turkey	Ankara
	Torino		Antalya
Cyprus	Lefkosia		Diyarbakır
Latvia	Riga		İstanbul

A weighting factor was applied for each city result.

### Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English.
2. The institutes listed above translated the questionnaire in their respective national language(s).
3. One copy of each national questionnaire is annexed to the results (volume tables).

### Tables of results

#### VOLUME A: CITY BY CITY

The VOLUME A tables present the European results city by city.



## VOLUME C: RESPONDENTS' DEMOGRAPHICS

The VOLUME C tables present the country results with the following socio-demographic characteristics of respondents as breakdowns:

Volume C:

Sex (*Male, Female*)

Age (*15-24, 25-39, 40-54, 55 +*)

Occupation (*Self-employed, Employee, Manual worker, Not working*)

Education (*-15, 16-20, 21+, Still in full time education*)

HH composition (*Single person household, Married or cohabiting couple, no children or no children living at home, Single parent, one or more children living at home, Married or cohabiting couple, with one or more children living at home, Other*)

How long have you been living in the CITY? (*Was born here, 1-10, 11-25, 25-40, 40+*)

***Sampling error***

Surveys are designed and conducted to provide an estimate of a true value of characteristics of a population at a given time. An estimate of a survey is unlikely to exactly equal the true population quantity of interest for a variety of reasons. One of these reasons is that data in a survey are collected from only some – a sample of – members of the population, this to make data collection cheaper and faster. The “margin of error” is a common summary of sampling error, which quantifies uncertainty about (or confidence in) a survey result.

Usually, one calculates a 95 percent confidence interval of the format: survey estimate +/- margin of error. This interval of values will contain the true population value at least 95% of time.

For example, if it was estimated that 45% of EU citizens are in favour of a single European currency and this estimate is based on a sample of 100 EU citizens, the associated margin of error is about 10 percentage points. The 95 percent confidence interval for support for a European single currency would be (45%-10%) to (45%+10%), suggesting that in the EU the support for a European single currency could range from 35% to 55%. Because of the small sample size of 100 EU citizens, there is considerable uncertainty about whether or not the citizens of the EU support a single currency.

As a general rule, the more interviews conducted (sample size), the smaller the margin of error. Larger samples are more likely to give results closer to the true population quantity and thus have smaller margins of error. For example, a sample of 500 will produce a margin of error of no more than about 4.5 percentage points, and a sample of 1,000 will produce a margin of error of no more than about 3 percentage points.

***Margin of error (95% confidence interval)***

Survey estimate	Sample size (n)									
	10	50	100	150	200	400	800	1000	2000	4000
5%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%
10%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
25%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
50%	31.0%	13.9%	9.8%	8.0%	6.9%	4.9%	3.5%	3.1%	2.2%	1.5%
75%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
90%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
95%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%

(The values in the table are the margin of error – at 95% confidence level – for a given survey estimate and sample size)

### III. Questionnaire

## FLASH 277 – URBAN AUDIT

**Q1. 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:**

- Very satisfied ..... 1
- Rather satisfied ..... 2
- Rather unsatisfied ..... 3
- Not at all satisfied ..... 4
- [DK/NA] ..... 9
- a. Public transport in [CITY NAME], for example the bus, tram or metro ..... 1 2 3 4 9
- b. Health care services offered by doctors and hospitals in [CITY NAME] ..... 1 2 3 4 9
- c. Sports facilities in [CITY NAME] such as sport fields and indoor sport halls ..... 1 2 3 4 9
- d. Cultural facilities in [CITY NAME] such as concert halls, theatres, museums and libraries .... 1 2 3 4 9
- e. The beauty of streets and buildings in your neighbourhood ..... 1 2 3 4 9
- f. Public spaces in [CITY NAME] such as markets, squares, pedestrian areas ..... 1 2 3 4 9
- g. Green spaces such as parks and gardens inside [CITY NAME] ..... 1 2 3 4 9
- h. Outdoor recreation outside / around [CITY NAME], such as walking, cycling or picnicking... 1 2 3 4 9

**Q2. 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?**

- Strongly agree ..... 1
- Somewhat agree ..... 2
- Somewhat disagree..... 3
- Strongly disagree..... 4
- [DK/NA] ..... 9
- a. In [CITY NAME], it is easy to find a good job ..... 1 2 3 4 9
- b. The presence of foreigners is good for [CITY NAME] ..... 1 2 3 4 9
- c. Foreigners who live in [CITY NAME] are well integrated ..... 1 2 3 4 9
- d. In [CITY NAME], it is easy to find good housing at a reasonable price ..... 1 2 3 4 9
- e. Generally speaking, most people in [CITY NAME] can be trusted ..... 1 2 3 4 9
- f. In [CITY NAME], poverty is a problem ..... 1 2 3 4 9
- g. When you contact administrative services of [CITY NAME], they help you efficiently..... 1 2 3 4 9
- h. In [CITY NAME], air pollution is a big problem..... 1 2 3 4 9
- i. In [CITY NAME], noise is a big problem..... 1 2 3 4 9
- j. [CITY NAME] is a clean city..... 1 2 3 4 9
- k. [CITY NAME] spends its resources in a responsible way..... 1 2 3 4 9
- l. [CITY NAME] is committed to the fight against climate change (e.g. reducing energy consumption in housing or promoting alternatives to transport by car) ..... 1 2 3 4 9
- m. [CITY NAME] is a healthy city to live in ..... 1 2 3 4 9

**Q3. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you?**

- |                 |   |
|-----------------|---|
| Always .....    | 1 |
| Sometimes ..... | 2 |
| Rarely .....    | 3 |
| Never .....     | 4 |
| [DK/NA] .....   | 9 |
- a. You have difficulty paying your bills at the end of the month ..... 1 2 3 4 9
- b. You feel safe in [CITY NAME] ..... 1 2 3 4 9
- c. You feel safe in your neighbourhood ..... 1 2 3 4 9

**Q4A. How many minutes per day do you usually spend to go to your working/training place?**

- |  |   |
|--|---|
| Less than 10 minutes.....                | 1 |
| Between 10-20 minutes.....               | 2 |
| Between 20-30 minutes.....               | 3 |
| Between 30-45 minutes.....               | 4 |
| Between 45-60 minutes.....               | 5 |
| More than 60 minutes .....               | 6 |
| [Does not commute, work from home] ..... | 7 |
| [Doesn't work or attend training] .....  | 8 |
| [DK/NA] .....                            | 9 |

**ASK ONLY IF ANSWER IN Q4A IS "1-6"**

**Q4B. Which means of transport do you mostly/primarily use to go to your working/training place?**

*[READ OUT - ONLY ONE ANSWER IS POSSIBLE]*

- |                       |   |
|-----------------------|---|
| Public transport..... | 1 |
| Car .....             | 2 |
| Biking.....           | 3 |
| Walking .....         | 4 |
| Motorbike .....       | 5 |
| Other .....           | 6 |
| [DK/NA] .....         | 9 |

**ASK ALL**

**Q4C. How often do you use public transport in [CITY NAME]?**

- |   |   |
|---|---|
| Never .....                                   | 1 |
| Less than once a month .....                  | 2 |
| At least once a month .....                   | 3 |
| At least once a week, but not every day ..... | 4 |
| Every day .....                               | 5 |
| [DK/NA] .....                                 | 9 |

**Q4D. Why don't you use public transport?***[DO NOT READ OUT - OPEN ENDED WITH PRECODES - MULTIPLE ANSWERS POSSIBLE]*

Not frequent enough .....	01
Too congested .....	02
Too many variations in time schedule / time schedule is not reliable .....	03
Not adapted to my itinerary .....	04
Not easy to access either from where you live or to where you need to go .....	05
Not safe .....	06
I do not like public transport.....	07
Too expensive .....	08
Other .....	09
[DK/NA] .....	99

**Q5. Among the following issues, which are the three most important for your city?***[READ OUT - ROTATE - ONLY THREE ANSWERS ARE POSSIBLE]*

Urban safety .....	01
Air pollution .....	02
Noise .....	03
Public transport.....	04
Health services .....	05
Social services .....	06
Education and training .....	07
Jobs creation / reduce unemployment .....	08
Housing conditions .....	09
Road infrastructure .....	10
[DK/NA] .....	99

**D1. Sex***[DO NOT ASK- MARK APPROPRIATE]*

Male .....	1
Female.....	2

**D2. Exact Age**

[ ][ ] years old

[ 0 0 ] [REFUSAL/NO ANSWER]

**D3. Age when finished full time education***[EXACT AGE IN 2 DIGITS]*

[ ][ ] years old

[ 9 9 ] [REFUSAL/NO ANSWER]

[ 0 1 ] [NEVER BEEN IN FULL TIME EDUCATION]

[ 0 0 ] [STILL IN FULL TIME EDUCATION]

**D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?**

*[READ OUT LEFT ITEMS - THEN ASK TO SPECIFY ("THAT IS TO SAY") - ONLY ONE ANSWER]*

- Self-employed; i.e.:
  - farmer, forester, fisherman ..... 11
  - owner of a shop, craftsman ..... 12
  - professional (lawyer, medical practitioner, accountant, architect,...) ..... 13
  - manager of a company ..... 14
  - other (SPECIFY) ..... 15
- Employee; i.e.:
  - professional (employed doctor, lawyer, accountant, accountant..... 21
  - general management, director or top management ..... 22
  - middle management ..... 23
  - Civil servant ..... 24
  - other clerk ..... 25
  - other employee (salesman, nurse, etc...) ..... 26
  - other (SPECIFY) ..... 27
- Manual worker; i.e.:
  - supervisor / foreman (team manager, etc...) ..... 31
  - manual worker ..... 32
  - unskilled manual worker ..... 33
  - other (SPECIFY) ..... 34
- Without a professional activity; i.e.:
  - looking after the home ..... 41
  - student (full time) ..... 42
  - retired ..... 43
  - seeking a job ..... 44
  - other (SPECIFY) ..... 45
- (Refusal) ..... 99

**D5. Which of the following best describes your household composition?**

*[READ OUT - ONE ANSWER ONLY]*

- Single person household ..... 1
- Married or cohabiting couple, no children or no children living at home ..... 2
- Single parent, one or more children living at home..... 3
- Married or cohabiting couple, with one or more children living at home ..... 4
- Other ..... 5
- [DK/NA] ..... 9

**D6. Were you born in the city, if no how long have you been living in [CITY NAME]?**

*[WRITE IN:]*

[ ]years

1 year or less ..... 1

Was born there ..... 0