

Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions for cities
4	City indicators
5	Economy
5.1	Percentage of service contracts providing city services which contain an open data policy
5.1.1	General
5.1.2	Indicator requirements
5.1.3	Data sources
5.1.4	Data interpretation
5.2	Survival rate of new businesses per 100 000 population
5.2.1	General
5.2.2	Indicator requirements
5.2.3	Data sources
5.3	Percentage of the labour force employed in occupations in the information and communications technology (ICT) sector
5.3.1	General
5.3.2	Indicator requirements
5.3.3	Data sources
5.4	Percentage of the labour force employed in occupations in the education and research and development sectors
5.4.1	General
5.4.2	Indicator requirements
5.4.3	Data sources
6	Education
6.1	Percentage of city population with professional proficiency in more than one language
6.1.1	General
6.1.2	Indicator requirements
6.1.3	Data sources
6.1.4	Data interpretation
6.2	Number of computers, laptops, tablets or other digital learning devices available per 1 000 students
6.2.1	General
6.2.2	Indicator requirements
6.2.3	Data sources
6.2.4	Data interpretation
6.3	Number of science, technology, engineering and mathematics (STEM) higher education degrees per 100 000 population
6.3.1	General
6.3.2	Indicator requirements
6.3.3	Data sources
6.3.4	Data interpretation
7	Energy

- 7.1 Percentage of electrical and thermal energy produced from wastewater treatment, solid waste and other liquid waste treatment and other waste heat resources, as a share of the city's total energy mix for a given year
 - 7.1.1 General
 - 7.1.2 Indicator requirements
 - 7.1.3 Data sources
 - 7.2 Electrical and thermal energy (GJ) produced from wastewater treatment per capita per year
 - 7.2.1 General
 - 7.2.2 Indicator requirements
 - 7.2.3 Data sources
 - 7.3 Electrical and thermal energy (GJ) produced from solid waste or other liquid waste treatment per capita per year
 - 7.3.1 General
 - 7.3.2 Indicator requirements
 - 7.3.3 Data sources
 - 7.4 Percentage of the city's electricity that is produced using decentralised electricity production systems
 - 7.4.1 General
 - 7.4.2 Indicator requirements
 - 7.4.3 Data sources
 - 7.4.4 Data interpretation
 - 7.5 Storage capacity of the city's energy grid per total city energy consumption
 - 7.5.1 General
 - 7.5.2 Indicator requirements
 - 7.5.3 Data sources
 - 7.5.4 Data interpretation
 - 7.6 Percentage of street lighting managed by a light performance management system
 - 7.6.1 General
 - 7.6.2 Indicator requirements
 - 7.6.3 Data sources
 - 7.7 Percentage of street lighting that has been refurbished and newly installed
 - 7.7.1 General
 - 7.7.2 Indicator requirements
 - 7.7.3 Data interpretation
 - 7.7.4 Data sources
 - 7.8 Percentage of public buildings requiring renovation/refurbishment
 - 7.8.1 General
 - 7.8.2 Indicator requirements
 - 7.8.3 Data sources
 - 7.9 Percentage of buildings in the city with smart energy meters
 - 7.9.1 General
 - 7.9.2 Indicator requirements
 - 7.9.3 Data sources
 - 7.10 Number of electric vehicle charging stations per registered electric vehicle
 - 7.10.1 General
 - 7.10.2 Indicator requirements
 - 7.10.3 Data sources
- 8 Environment and climate change
- 8.1 Percentage of buildings built or refurbished within the last 5 years in conformity with green building principles
 - 8.1.1 General
 - 8.1.2 Indicator requirements
 - 8.1.3 Data sources
 - 8.2 Number of real-time remote air quality monitoring stations per square kilometre (km²)
 - 8.2.1 General
 - 8.2.2 Indicator requirements
 - 8.2.3 Data sources
 - 8.3 Percentage of public buildings equipped for monitoring indoor air quality
 - 8.3.1 General
 - 8.3.2 Indicator requirements
 - 8.3.3 Data sources

- 9 **Finance**
 - 9.1 **Annual amount of revenues collected from the sharing economy as a percentage of own-source revenue**
 - 9.1.1 **General**
 - 9.1.2 **Indicator requirements**
 - 9.1.3 **Data sources**
 - 9.1.4 **Data interpretation**
 - 9.2 **Percentage of payments to the city that are paid electronically based on electronic invoices**
 - 9.2.1 **General**
 - 9.2.2 **Indicator requirements**
 - 9.2.3 **Data sources**
 - 9.2.4 **Data interpretation**
- 10 **Governance**
 - 10.1 **Annual number of online visits to the municipal open data portal per 100 000 population**
 - 10.1.1 **General**
 - 10.1.2 **Indicator requirements**
 - 10.1.3 **Data sources**
 - 10.2 **Percentage of city services accessible and that can be requested online**
 - 10.2.1 **General**
 - 10.2.2 **Indicator requirements**
 - 10.2.3 **Data sources**
 - 10.2.4 **Data interpretation**
 - 10.3 **Average response time to inquiries made through the city's non-emergency inquiry system (days)**
 - 10.3.1 **General**
 - 10.3.2 **Indicator requirements**
 - 10.3.3 **Data sources**
 - 10.4 **Average downtime of the city's IT infrastructure**
 - 10.4.1 **General**
 - 10.4.2 **Indicator requirements**
 - 10.4.3 **Data sources**
- 11 **Health**
 - 11.1 **Percentage of the city's population with an online unified health file accessible to health care providers**
 - 11.1.1 **General**
 - 11.1.2 **Indicator requirements**
 - 11.1.3 **Data sources**
 - 11.2 **Annual number of medical appointments conducted remotely per 100 000 population**
 - 11.2.1 **General**
 - 11.2.2 **Indicator requirements**
 - 11.2.3 **Data sources**
 - 11.3 **Percentage of the city population with access to real-time public alert systems for air and water quality advisories**
 - 11.3.1 **General**
 - 11.3.2 **Indicator requirements**
 - 11.3.3 **Data sources**
- 12 **Housing**
 - 12.1 **Percentage of households with smart energy meters**
 - 12.1.1 **General**
 - 12.1.2 **Indicator requirements**
 - 12.1.3 **Data sources**
 - 12.2 **Percentage of households with smart water meters**
 - 12.2.1 **General**
 - 12.2.2 **Indicator requirements**
 - 12.2.3 **Data sources**
- 13 **Population and social conditions**
 - 13.1 **Percentage of public buildings that are accessible by persons with special needs**

- 13.1.1 General
- 13.1.2 Indicator requirements
- 13.1.3 Data sources
- 13.2 Percentage of municipal budget allocated for the provision of mobility aids, devices and assistive technologies to citizens with special needs
 - 13.2.1 General
 - 13.2.2 Indicator requirements
 - 13.2.3 Data sources
- 13.3 Percentage of marked pedestrian crossings equipped with accessible pedestrian signals
 - 13.3.1 General
 - 13.3.2 Indicator requirements
 - 13.3.3 Data sources
- 13.4 Percentage of municipal budget allocated for provision of programmes designated for bridging the digital divide
 - 13.4.1 General
 - 13.4.2 Indicator requirements
 - 13.4.3 Data sources
- 14 Recreation
 - 14.1 Percentage of public recreation services that can be booked online
 - 14.1.1 General
 - 14.1.2 Indicator requirements
 - 14.1.3 Data sources
- 15 Safety
 - 15.1 Percentage of the city area covered by digital surveillance cameras
 - 15.1.1 General
 - 15.1.2 Indicator requirements
 - 15.1.3 Data sources
 - 15.1.4 Data interpretation
- 16 Solid waste
 - 16.1 Percentage of waste drop-off centres (containers) equipped with telemetering
 - 16.1.1 General
 - 16.1.2 Indicator requirements
 - 16.1.3 Data source
 - 16.2 Percentage of the city population that has a door-to-door garbage collection with an individual monitoring of household waste quantities
 - 16.2.1 General
 - 16.2.2 Indicator requirements
 - 16.2.3 Data sources
 - 16.3 Percentage of total amount of waste in the city that is used to generate energy
 - 16.3.1 General
 - 16.3.2 Indicator requirements
 - 16.3.3 Data sources
 - 16.4 Percentage of total amount of plastic waste recycled in the city
 - 16.4.1 General
 - 16.4.2 Indicator requirements
 - 16.4.3 Data sources
 - 16.5 Percentage of public garbage bins that are sensor-enabled public garbage bins
 - 16.5.1 General
 - 16.5.2 Indicator requirements
 - 16.5.3 Data sources
 - 16.6 Percentage of the city's electrical and electronic waste that is recycled
 - 16.6.1 General
 - 16.6.2 Indicator requirements
 - 16.6.3 Data sources
- 17 Sport and culture
 - 17.1 Number of online bookings for cultural facilities per 100 000 population
 - 17.1.1 General
 - 17.1.2 Indicator requirements
 - 17.1.3 Data sources

- 17.1.4 Data interpretation
- 17.2 Percentage of the city's cultural records that have been digitised
- 17.2.1 General
- 17.2.2 Indicator requirements
- 17.2.3 Data sources
- 17.3 Number of public library book and e-book titles per 100 000 population
- 17.3.1 General
- 17.3.2 Indicator requirements
- 17.3.3 Data sources
- 17.4 Percentage of city population that are active public library users
- 17.4.1 General
- 17.4.2 Indicator requirements
- 17.4.3 Data sources
- 17.4.4 Data interpretation
- 18 Telecommunication
- 18.1 Percentage of the city population with access to sufficiently fast broadband
- 18.1.1 General
- 18.1.2 Indicator requirements
- 18.1.3 Data sources
- 18.2 Percentage of city area under a white zone/dead spot/not covered by telecommunication connectivity
- 18.2.1 General
- 18.2.2 Indicator requirements
- 18.2.3 Data sources
- 18.3 Percentage of the city area covered by municipally provided Internet connectivity
- 18.3.1 General
- 18.3.2 Indicator requirements
- 18.3.3 Data sources
- 19 Transportation
- 19.1 Percentage of city streets and thoroughfares covered by real-time online traffic alerts and information
- 19.1.1 General
- 19.1.2 Indicator requirements
- 19.1.3 Data sources
- 19.2 Number of users of sharing economy transportation per 100 000 population
- 19.2.1 General
- 19.2.2 Indicator requirements
- 19.2.3 Data sources
- 19.2.4 Data interpretation
- 19.3 Percentage of vehicles registered in the city that are low-emission vehicles
- 19.3.1 General
- 19.3.2 Indicator requirements
- 19.3.3 Data sources
- 19.4 Number of bicycles available through municipally provided bicycle-sharing services per 100 000 population
- 19.4.1 General
- 19.4.2 Indicator requirements
- 19.4.3 Data sources
- 19.5 Percentage of public transport lines equipped with a publicly accessible real-time system
- 19.5.1 General
- 19.5.2 Indicator requirements
- 19.5.3 Data sources
- 19.6 Percentage of the city's public transport services covered by a unified payment system
- 19.6.1 General
- 19.6.2 Indicator requirements
- 19.6.3 Data sources
- 19.7 Percentage of public parking spaces equipped with e-payment systems
- 19.7.1 General
- 19.7.2 Indicator requirements
- 19.7.3 Data sources
- 19.8 Percentage of public parking spaces equipped with real-time availability systems

- 19.8.1 General
- 19.8.2 Indicator requirements
- 19.8.3 Data sources
- 19.9 Percentage of traffic lights that are intelligent/smart
- 19.9.1 General
- 19.9.2 Indicator requirements
- 19.9.3 Data sources
- 19.10 City area mapped by real-time interactive street maps as a percentage of the city's total land area
- 19.10.1 General
- 19.10.2 Indicator requirements
- 19.10.3 Data sources
- 19.11 Percentage of vehicles registered in the city that are autonomous vehicles
- 19.11.1 General
- 19.11.2 Indicator requirements
- 19.11.3 Data sources
- 19.12 Percentage of public transport routes with municipally provided and/or managed Internet connectivity for commuters
- 19.12.1 General
- 19.12.2 Indicator requirements
- 19.12.3 Data sources
- 19.13 Percentage of roads conforming with autonomous driving systems
- 19.13.1 General
- 19.13.2 Indicator requirement
- 19.13.3 Data sources
- 19.14 Percentage of the city's bus fleet that is motor-driven
- 19.14.1 General
- 19.14.2 Indicator requirement
- 19.14.3 Data sources
- 19.14.4 Data interpretation
- 20 Urban/local agriculture and food security
- 20.1 Annual percentage of municipal budget spent on urban agriculture initiatives
- 20.1.1 General
- 20.1.2 Indicator requirements
- 20.1.3 Data sources
- 20.2 Annual total collected municipal food waste sent to a processing facility for composting per capita (in tonnes)
- 20.2.1 General
- 20.2.2 Indicator requirements
- 20.2.3 Data sources
- 20.2.4 Data interpretation
- 20.3 Percentage of the city's land area covered by an online food-supplier mapping system
- 20.3.1 General
- 20.3.2 Indicator requirements
- 20.3.3 Data sources
- 21 Urban planning
- 21.1 Annual number of citizens engaged in the planning process per 100 000 population
- 21.1.1 General
- 21.1.2 Indicator requirements
- 21.1.3 Data sources
- 21.2 Percentage of building permits submitted through an electronic submission system
- 21.2.1 General
- 21.2.2 Indicator requirements
- 21.2.3 Data sources
- 21.3 Average time for building permit approval (days)
- 21.3.1 General
- 21.3.2 Indicator requirements
- 21.3.3 Data sources
- 21.3.4 Data interpretation
- 21.4 Percentage of the city population living in medium-to-high population densities
- 21.4.1 General
- 21.4.2 Indicator requirements

- 21.4.3 Data sources
- 22 Wastewater
 - 22.1 Percentage of treated wastewater being reused
 - 22.1.1 General
 - 22.1.2 Indicator requirements
 - 22.1.3 Data sources
 - 22.1.4 Data interpretation
 - 22.2 Percentage of biosolids that are reused (dry matter mass)
 - 22.2.1 General
 - 22.2.2 Indicator requirements
 - 22.2.3 Data sources
 - 22.3 Energy derived from wastewater as a percentage of total energy consumption of the city
 - 22.3.1 General
 - 22.3.2 Indicator requirements
 - 22.3.3 Data sources
 - 22.4 Percentage of total amount of wastewater in the city that is used to generate energy
 - 22.4.1 General
 - 22.4.2 Indicator requirements
 - 22.4.3 Data sources
 - 22.5 Percentage of the wastewater pipeline network monitored by a real-time data-tracking sensor system
 - 22.5.1 General
 - 22.5.2 Indicator requirements
 - 22.5.3 Data sources
 - 22.5.4 Data interpretation
- 23 Water
 - 23.1 Percentage of drinking water tracked by real-time, water quality monitoring station
 - 23.1.1 General
 - 23.1.2 Indicator requirements
 - 23.1.3 Data sources
 - 23.1.4 Data interpretation
 - 23.2 Number of real-time environmental water quality monitoring stations per 100 000 population
 - 23.2.1 General
 - 23.2.2 Indicator requirements
 - 23.2.3 Data sources
 - 23.3 Percentage of the city's water distribution network monitored by a smart water system
 - 23.3.1 General
 - 23.3.2 Indicator requirements
 - 23.3.3 Data sources
 - 23.3.4 Data interpretation
 - 23.4 Percentage of buildings in the city with smart water meters
 - 23.4.1 General
 - 23.4.2 Indicator requirements
 - 23.4.3 Data sources
- 24 Reporting and record maintenance
- Annex A (informative) Mapping of ISO 37122 indicators to ISO 37101 issues and purposes
- Annex B (informative) Mapping of ISO 37122 indicators to United Nations Sustainable Development Goals (SDGs) (2015)