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URBAN AUDIT PERCEPTION SURVEY

LOCAL PERCEPTIONS OF

QUALITY OF LIFE IN 31 EUROPEAN CITIES

Introduction

This leaflet presents the result of the Urban Audit Perception Survey. This survey was conducted in January 2004 to measure the local perceptions of quality of life in 31 European cities. The first part presents and comments eight graphs[1] on issues for which the residents in the 31 cities had widely diverging opinions: (1) employment opportunities, (2) housing costs, (3) safety, (4) cleanliness of cities, (5) public transport, (6) air pollution, (7) integration of immigrants and (8) overall satisfaction with the quality of life of their city. The annex presents all the results in a table format for all 22 questions in the survey.

The Urban Audit Perception Survey was created to complement the data from the main Urban Audit exercise, which collected over 250 indicators on the quality of life in 258 European Cities. For more information on the Urban Audit please consult www.urbanaudit.org or write to urban-audit@cec.eu.int .

As perception surveys are very expensive to conduct, not all the 189 Urban Audit cities within the old Member States (EU15) could be included. All the capitals were included and in the larger Member States one to three more cities were added. In the Member States with more than one city geographical distribution and the inclusion of a medium-sized city were favoured. As a result the following 31 cities were selected:

België/Belgique	**Ellada**	**Ireland**	**Österreich**
Antwerpen	Athinai	Dublin	Wien
Brussel	Irakleio	**Italia**	**Portugal**
Liège	**España**	Napoli	Braga
Danmark	Barcelona	Roma	Lisboa
Kobenhavn	Madrid	Torino	**Suomi/Finland**
Deutschland	Malaga	**Luxembourg**	Helsinki
Berlin	**France**	Luxembourg	**Sverige**
Dortmund	Marseille	**Nederland**	Stockholm
Leipzig	Paris	Amsterdam	**United Kingdom**
München	Rennes	Rotterdam	Glasgow
			London
			Manchester

A second survey of 18 cities outside the EU15 is scheduled in the first half of 2005.

The survey was conducted by EOS/Gallup as a Flash/Eurobarometre survey. In January 2004, per city 300 randomly selected individuals were contacted. The respondents were taken from all parts of the cities. They were asked 22 questions about the quality of life in their city. Four demographic questions were included to verify that a balanced sample of city residents had been obtained. The results were weighted to accurately reflect the demographic make-up of each city.

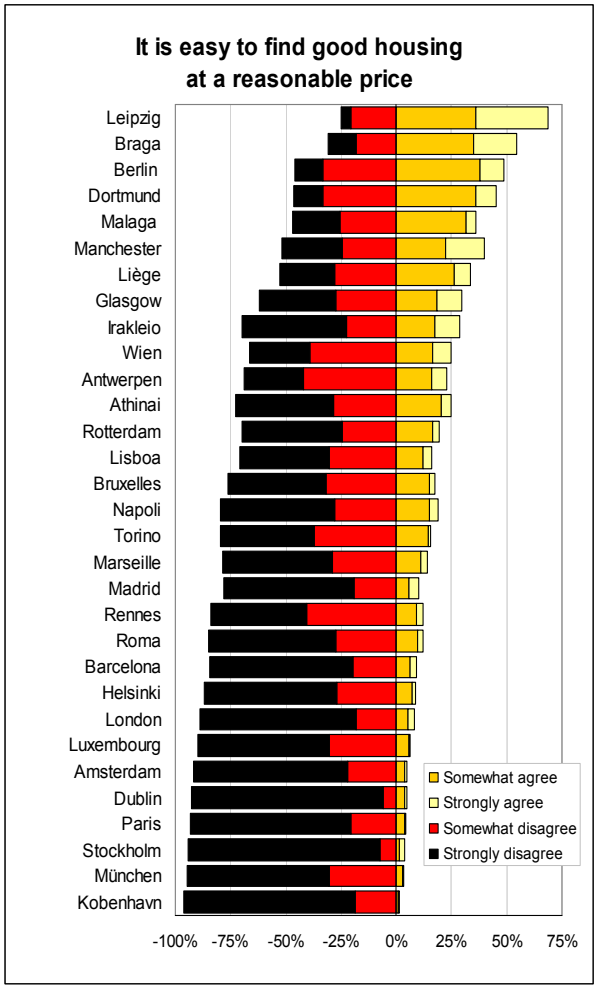
The 95% confidence interval is between 2 and 5%, depending on the distribution of the answers. This means that a 5% or bigger difference between the results of two cities, is 95% certain to be significant. Differences of less than 2% are statistically not significant.

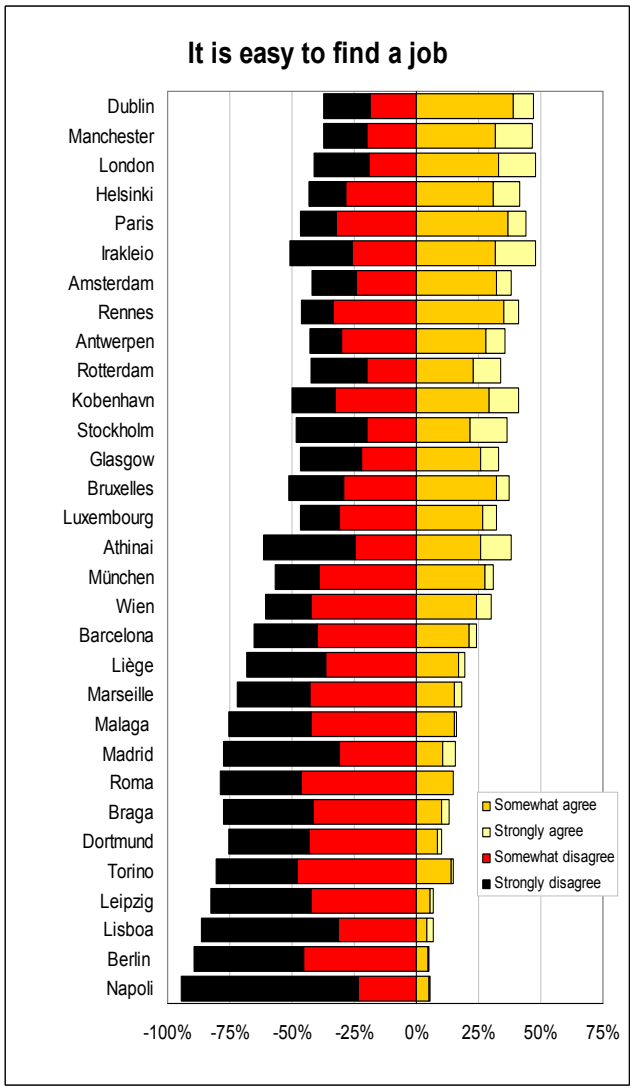
[1] Cities in all six graphs are ranked according to positive replies minus negative replies.

Employment Opportunities

The survey reflects general pessimism in the labour market. Some 60% of those polled did not consider it easy to find a job and almost all of the 28% who did agree could only agree somewhat. Despite the concentration of jobs in these cities, attracting many commuters, city residents do not find jobhunting an easy process. In fact, despite the availability of jobs, unemployment rates are also higher in cities than in the suburbs.

There is, however, considerable variation between cities. In three English-speaking cities, a narrow majority does consider it easy to find a job. At the other extreme, in the southern cities of Naples and Lisboa and in the German cities of Leipzig and Berlin, the gloom is almost unanimous





Housing Costs

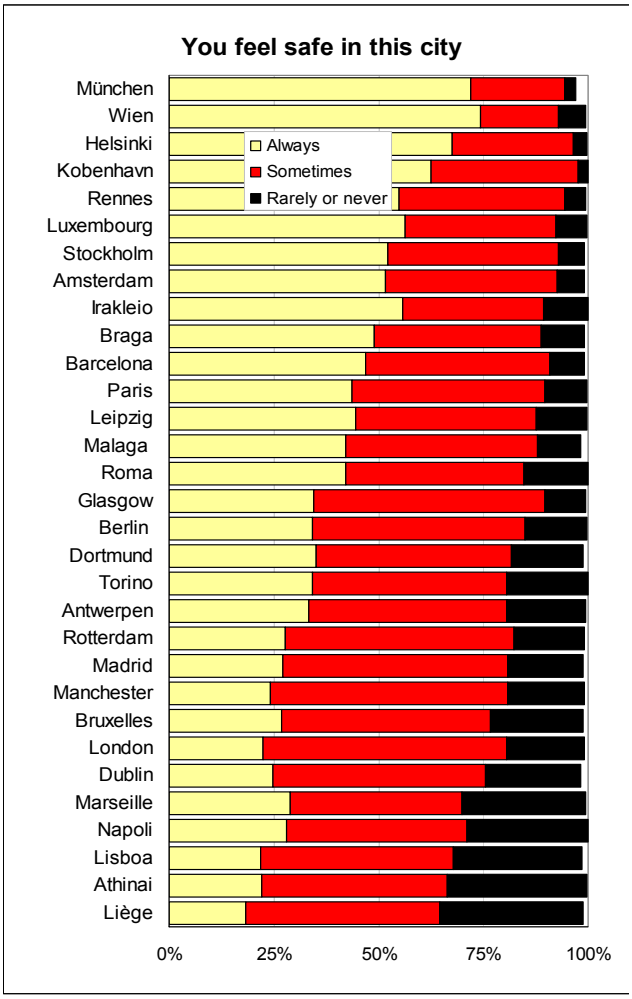
Europe's city-dwellers are even more pessimistic about housing. Only 21% consider it easy to find good housing at a reasonable price, while 72% disagree.

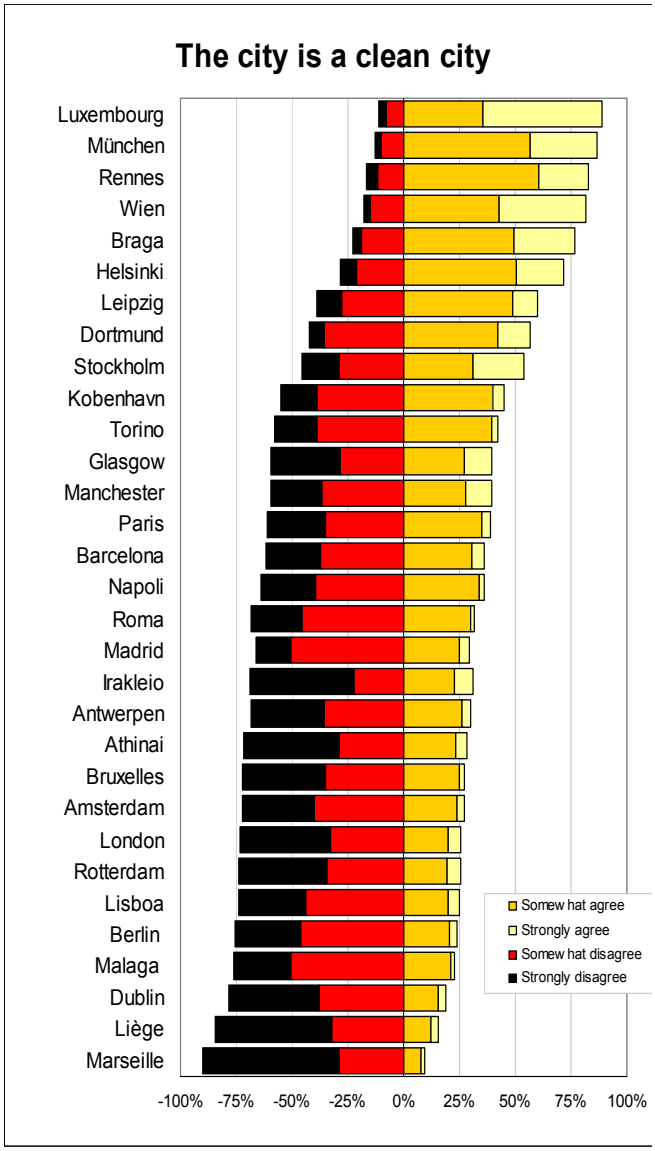
Unsurprisingly, there is a clear inverse relationship between availability of jobs and availability of housing. Cities which find it easy to offer jobs experience higher housing prices. The same is true when cities offer other amenities – cities with high perception of security (see below) tend be more expensive

Urban Safety

Security is a particularly important issue in cities. However, while it is clear that progress can be made, some 40% of city-dwellers do always feel safe, as opposed to 15% rarely or never. Interestingly, a gauge of the strength of feeling on this issue is that this question recorded an exceptionally low number of "don't knows" – less than 1% in fact. On this issue, almost all of Europe's city residents seem to have an opinion.

The variation in feelings of security is quite high. From Liege, Athens and Lisbon (where those who never or rarely feel safe actually outnumber those who always feel this way) to Munich, Vienna, Helsinki and Copenhagen (where almost no-one feels completely unsafe).





A Clean City?

Most city residents think that they do not live in a clean city – 57% of those polled thought their city was not clean. In 22 of the cities, the majority thought that their city was not clean.

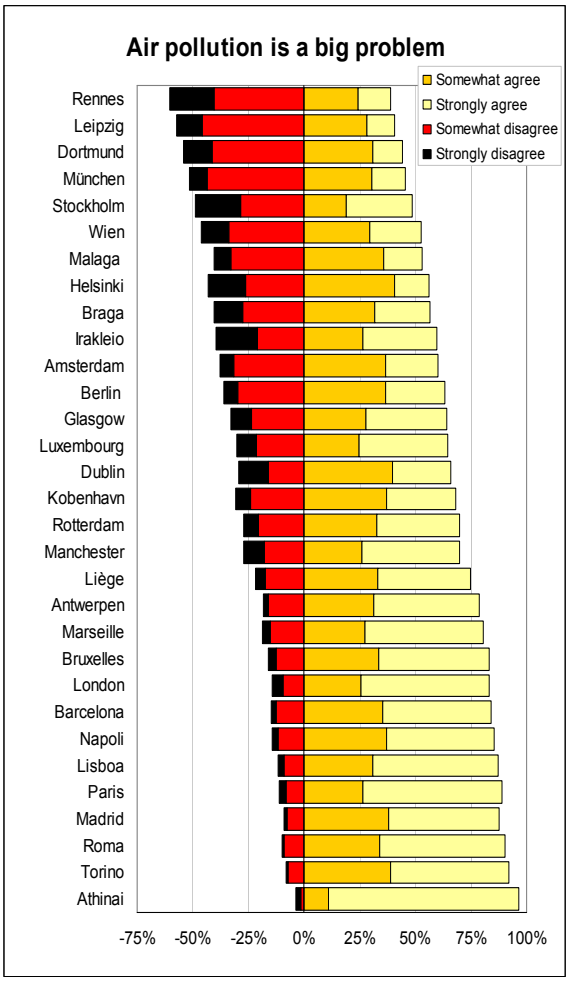
The difference between the cities is quite striking. In Luxembourg half of those polled strongly agreed that they lived in a clean city, while in Marseille and Liège more than half of disagreed strongly.

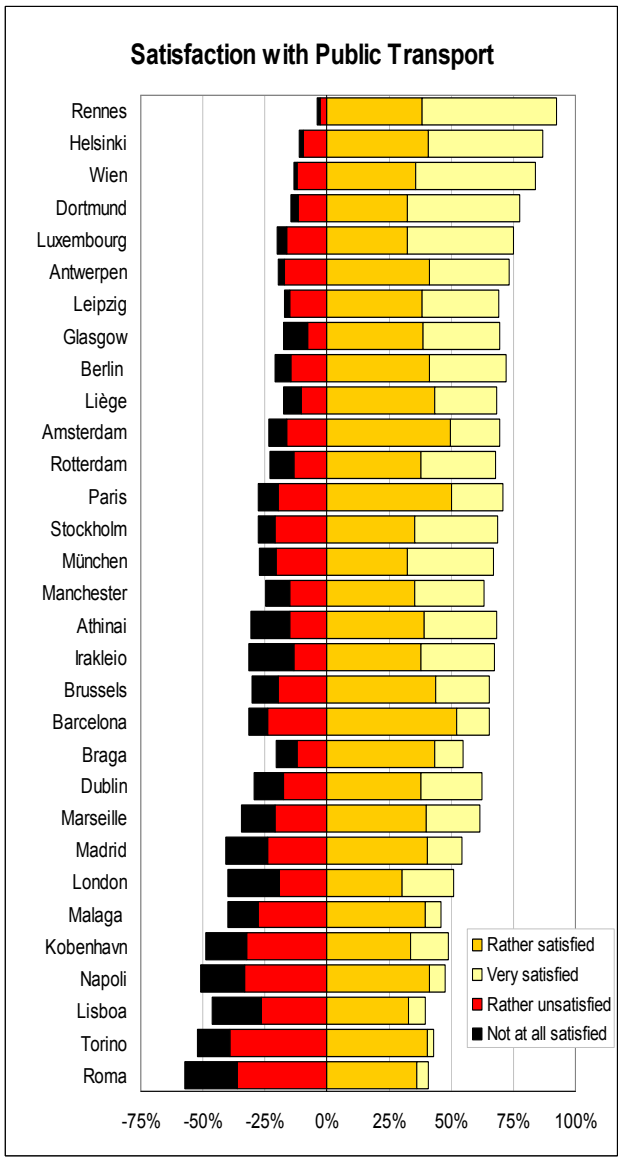
Interestingly, out of nine cities where the majority thought their city was clean, seven cities had a majority which always felt safe. While in the two cities where the majority strongly disagreed that their city was clean, very few people always felt safe.

Satisfaction with Public Transport

City residents are positive about their public transport – 64% are satisfied to very satisfied with the public transport in their city. In Rennes, Helsinki, Vienna, Dortmund and Luxembourg three out four of those polled were satisfied with public transport, while in only in four cities more residents were unsatisfied than satisfied.

Recent events, however, can strongly influence people's opinion. In Rennes, for example, a metro line was opened in 2002 and attracted far more riders than expected. This explains at least in part why Rennes has the highest share of satisfied residents. In Copenhagen, on the other hand, a significant increase in the price of public transport caused a lot dissatisfaction.





Air Quality

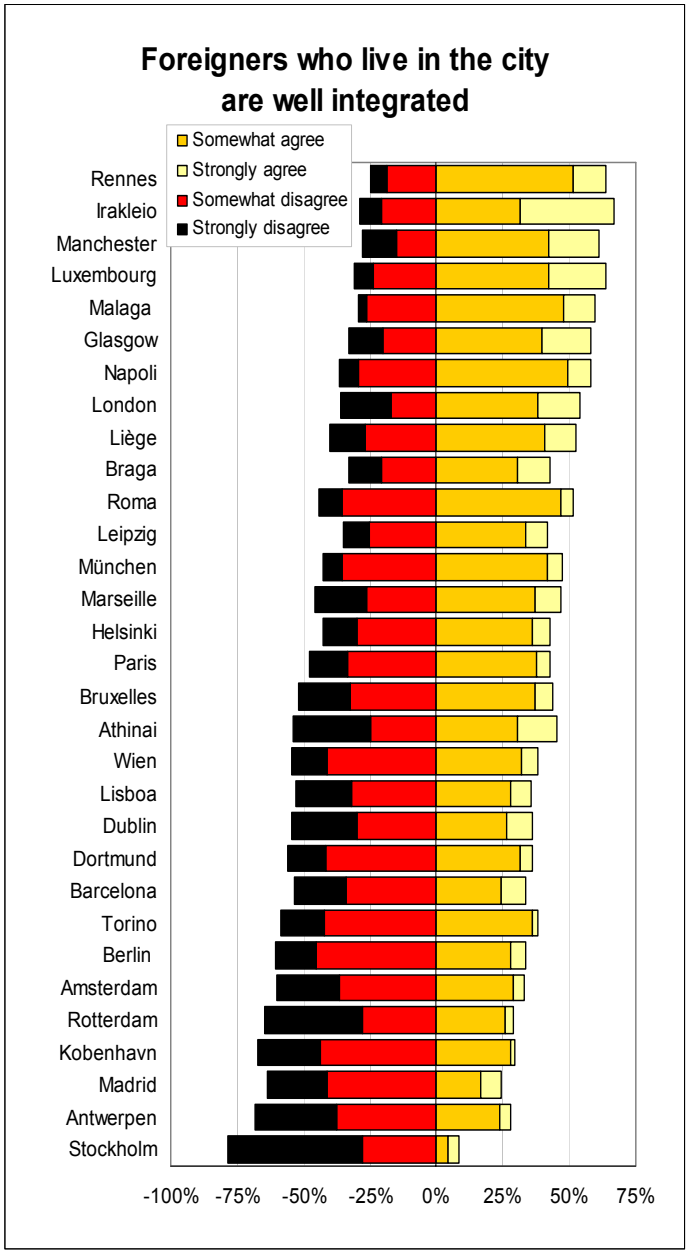
Unsurprisingly, city-dwellers view air pollution as a problem – by a margin of 69% to 29%. Southern towns and capitals seem to be the worst offenders – of the top ten only Paris, Brussels and London are not in the South. On the other hand, the air in Rennes, Leipzig, Dortmund, Munich and Stockholm seems to be relatively good, with a majority believing that pollution is not a problem, probably due in part to their transport policies.

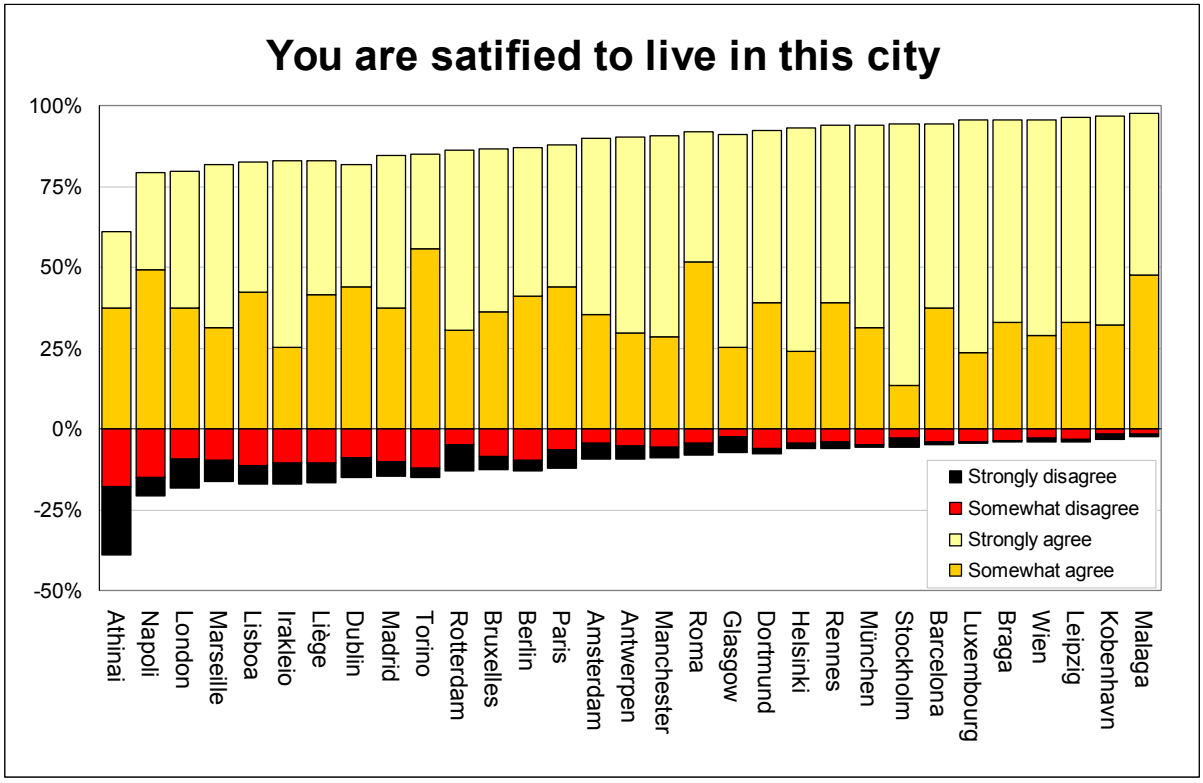
When the residents of a city do not see air pollution as a problem, they also tend to be more satisfied with their public transport.

Integration of Immigrants

City residents divide almost evenly with respect to the foreigners living among them – 43% believe they have integrated well, while 48% disagree one way or another.

Interestingly, there is no clear correlation between scale of immigration and the capacity to cope and integrate. Towns with large immigrant communities (such as Luxembourg and London) or experiencing strong seasonal influxes (Heraklion and Malaga) are still coping well. In most towns at least part of the population believes that foreigners are integrating - only in Stockholm does there seem to be a consensus that this is not the case.





Satisfaction of Urban Residents

Despite the trials and inconveniences of urban life, there are clearly many benefits - the vast majority of those polled said they were satisfied living in their city. In fact, 53% strongly agreed with this statement while 88% agreed to some degree.

Moreover, cities where satisfaction is particularly high and dissatisfaction particularly low can be found all over the European Union – from southern tourist hotspots such as Malaga and Vienna to more northerly towns such as Copenhagen and Leipzig. Only Athens is the exception to the general trend and even in this case a clear majority is happy to live there.

It should be noted that, although many of the top cities on satisfaction are also strong economic performers, the top three include the town (Copenhagen) where it is considered most difficult to find housing at a reasonable price and one of the cities (Leipzig) where it is considered most difficult to find a job. Economic factors are clearly important for quality of life, but not the only factors that count.

Annex: Results of the Urban Audit Perception Survey

Results for Flash Eurobarometre 156 Urban Audit

This telephone survey was conducted from 5 January 2004 to 16 January 2004

The survey was conducted by EOS Gallup Europe

Valid Respondents per city: minimum 300

95% Confidence interval is between 2-5% depending on the distribution of the response.

Cities are ranked alphabetically first by country name and then by city name

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 services in [city name]:

a. Public transport in the city, for example the bus, tram or metro

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	32%	41%	17%	2%	32%
Brussels	22%	44%	20%	11%	22%
Liège	25%	43%	10%	7%	25%
Kobenhavn	15%	34%	32%	17%	15%
Berlin	31%	41%	15%	6%	31%
Dortmund	45%	33%	12%	3%	45%
Leipzig	31%	38%	15%	2%	31%
München	35%	33%	21%	7%	35%
Athinai	29%	39%	15%	16%	29%
Irakleio	29%	38%	13%	18%	29%
Barcelona	13%	52%	24%	7%	13%
Madrid	14%	40%	24%	17%	14%
Malaga	6%	40%	28%	12%	6%
Marseille	22%	40%	21%	13%	22%
Paris	21%	50%	20%	8%	21%
Rennes	54%	38%	3%	1%	54%
Dublin	24%	38%	17%	12%	24%
Napoli	6%	41%	33%	18%	6%
Roma	5%	36%	36%	21%	5%
Torino	3%	40%	39%	13%	3%
Luxembourg	43%	32%	16%	4%	43%
Amsterdam	20%	50%	16%	7%	20%
Rotterdam	30%	38%	13%	10%	30%
Wien	48%	36%	12%	1%	48%
Braga	11%	43%	12%	8%	11%
Lisboa	7%	33%	26%	20%	7%
Helsinki	46%	41%	9%	2%	46%
Stockholm	33%	35%	21%	7%	33%
Glasgow	31%	39%	8%	10%	31%
London	21%	30%	19%	21%	21%
Manchester	28%	35%	15%	10%	28%

b. Schools

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	30%	42%	5%	3%	21%
Brussels	19%	40%	11%	6%	24%
Liège	23%	44%	11%	4%	18%
Kobenhavn	12%	47%	10%	2%	29%
Berlin	4%	25%	29%	10%	32%
Dortmund	16%	27%	21%	8%	28%
Leipzig	6%	25%	22%	4%	43%
München	8%	27%	17%	4%	45%
Athinai	14%	39%	23%	17%	8%
Irakleio	29%	43%	17%	10%	2%
Barcelona	10%	42%	18%	2%	28%
Madrid	8%	45%	13%	7%	27%
Malaga	3%	54%	19%	3%	20%
Marseille	18%	46%	16%	6%	13%
Paris	15%	43%	11%	5%	28%
Rennes	29%	54%	3%	2%	13%
Dublin	32%	28%	9%	6%	25%
Napoli	4%	50%	31%	11%	4%
Roma	6%	48%	32%	8%	7%
Torino	9%	58%	19%	3%	11%
Luxembourg	21%	29%	10%	6%	34%
Amsterdam	10%	35%	6%	2%	47%
Rotterdam	20%	37%	7%	4%	32%
Wien	30%	34%	15%	2%	19%
Braga	19%	54%	7%	5%	15%
Lisboa	6%	36%	18%	11%	30%
Helsinki	28%	42%	7%	1%	22%
Stockholm	13%	38%	13%	2%	35%
Glasgow	23%	35%	3%	6%	32%
London	21%	28%	10%	10%	31%
Manchester	21%	37%	9%	6%	27%

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 services in [city name]:

c. Health care services offered by hospitals

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	36%	49%	5%	3%	7%
Brussels	28%	49%	10%	4%	9%
Liège	34%	50%	9%	4%	4%
Kobenhavn	24%	45%	15%	3%	14%
Berlin	18%	46%	10%	3%	24%
Dortmund	29%	40%	11%	3%	17%
Leipzig	24%	37%	9%	2%	29%
München	30%	41%	13%	2%	14%
Athinai	9%	33%	24%	32%	2%
Irakleio	21%	41%	14%	24%	0%
Barcelona	11%	52%	26%	6%	5%
Madrid	9%	34%	34%	17%	5%
Malaga	9%	48%	31%	9%	4%
Marseille	27%	46%	15%	6%	5%
Paris	17%	49%	17%	5%	12%
Rennes	22%	57%	9%	2%	10%
Dublin	14%	19%	27%	35%	5%
Napoli	4%	41%	40%	13%	2%
Roma	5%	45%	37%	11%	2%
Torino	10%	49%	31%	8%	2%
Luxembourg	30%	48%	8%	6%	8%
Amsterdam	22%	47%	12%	4%	15%
Rotterdam	26%	49%	9%	4%	12%
Wien	45%	36%	8%	2%	8%
Braga	8%	37%	26%	25%	4%
Lisboa	9%	29%	26%	28%	8%
Helsinki	18%	40%	25%	10%	9%
Stockholm	23%	41%	17%	8%	13%
Glasgow	27%	42%	11%	12%	8%
London	18%	38%	22%	14%	8%
Manchester	33%	43%	10%	7%	6%

d. Health care services offered by doctors

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	49%	41%	5%	1%	5%
Brussels	36%	50%	8%	3%	4%
Liège	41%	50%	5%	2%	2%
Kobenhavn	43%	44%	7%	2%	4%
Berlin	30%	49%	16%	2%	4%
Dortmund	38%	41%	14%	3%	4%
Leipzig	32%	54%	8%	2%	4%
München	41%	43%	10%	2%	4%
Athinai	15%	47%	18%	19%	2%
Irakleio	32%	39%	14%	14%	1%
Barcelona	13%	58%	20%	4%	5%
Madrid	8%	57%	23%	9%	3%
Malaga	8%	54%	27%	8%	3%
Marseille	32%	56%	5%	5%	3%
Paris	23%	58%	12%	3%	4%
Rennes	30%	55%	10%	2%	3%
Dublin	25%	37%	20%	15%	4%
Napoli	6%	52%	30%	10%	1%
Roma	5%	54%	34%	5%	3%
Torino	10%	54%	27%	8%	1%
Luxembourg	38%	44%	10%	2%	6%
Amsterdam	37%	44%	14%	3%	3%
Rotterdam	40%	40%	12%	3%	5%
Wien	43%	38%	12%	2%	6%
Braga	15%	46%	20%	15%	5%
Lisboa	14%	44%	23%	13%	6%
Helsinki	43%	40%	4%	1%	13%
Stockholm	21%	48%	14%	3%	13%
Glasgow	39%	41%	9%	7%	4%
London	24%	41%	19%	10%	7%
Manchester	34%	46%	10%	8%	2%

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 services in [city name]:

e. Green spaces such as public parks and gardens

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	25%	40%	25%	9%	2%
Brussels	32%	48%	14%	6%	1%
Liège	14%	39%	28%	17%	2%
Kobenhavn	41%	45%	11%	3%	1%
Berlin	18%	44%	29%	8%	2%
Dortmund	37%	36%	19%	5%	2%
Leipzig	34%	45%	13%	6%	2%
München	51%	37%	9%	1%	2%
Athinai	6%	29%	24%	41%	0%
Irakleio	8%	19%	24%	49%	0%
Barcelona	9%	45%	34%	11%	1%
Madrid	9%	47%	32%	10%	3%
Malaga	7%	39%	43%	11%	0%
Marseille	16%	43%	23%	15%	3%
Paris	29%	46%	18%	5%	2%
Rennes	42%	46%	8%	3%	1%
Dublin	31%	33%	19%	13%	4%
Napoli	4%	34%	47%	15%	0%
Roma	16%	52%	28%	4%	0%
Torino	23%	52%	20%	5%	0%
Luxembourg	38%	48%	9%	3%	1%
Amsterdam	21%	51%	22%	5%	2%
Rotterdam	20%	48%	20%	7%	5%
Wien	42%	33%	22%	1%	2%
Braga	19%	43%	24%	13%	2%
Lisboa	6%	38%	27%	25%	4%
Helsinki	29%	61%	8%	1%	1%
Stockholm	43%	47%	8%	1%	2%
Glasgow	33%	44%	10%	10%	4%
London	29%	44%	17%	7%	4%
Manchester	24%	41%	21%	11%	4%

f. Sports facilities such as sport fields and indoor sport halls

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	17%	43%	15%	4%	20%
Brussels	17%	40%	15%	7%	22%
Liège	12%	40%	18%	10%	20%
Kobenhavn	18%	40%	20%	5%	18%
Berlin	6%	32%	29%	8%	25%
Dortmund	15%	37%	23%	5%	20%
Leipzig	17%	37%	23%	3%	20%
München	23%	40%	15%	2%	21%
Athinai	11%	38%	21%	25%	5%
Irakleio	20%	37%	20%	21%	3%
Barcelona	7%	47%	22%	6%	18%
Madrid	8%	38%	32%	13%	10%
Malaga	2%	39%	41%	8%	10%
Marseille	15%	40%	21%	9%	16%
Paris	11%	41%	18%	7%	24%
Rennes	21%	50%	9%	1%	18%
Dublin	23%	32%	18%	14%	14%
Napoli	4%	34%	42%	15%	5%
Roma	12%	49%	24%	5%	10%
Torino	11%	52%	22%	2%	13%
Luxembourg	28%	35%	14%	2%	21%
Amsterdam	16%	44%	14%	4%	22%
Rotterdam	24%	46%	12%	3%	15%
Wien	32%	37%	14%	1%	16%
Braga	22%	48%	11%	7%	12%
Lisboa	13%	38%	16%	12%	21%
Helsinki	40%	46%	4%	0%	9%
Stockholm	22%	44%	9%	4%	22%
Glasgow	31%	35%	10%	10%	14%
London	19%	38%	20%	9%	14%
Manchester	23%	37%	16%	9%	15%

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 services in [city name]:

g. Cinemas

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	48%	37%	3%	1%	11%
Brussels	31%	40%	8%	5%	17%
Liège	27%	43%	8%	2%	20%
Kobenhavn	63%	26%	2%	2%	7%
Berlin	41%	37%	6%	1%	15%
Dortmund	28%	33%	9%	7%	24%
Leipzig	35%	38%	7%	1%	19%
München	46%	31%	4%	1%	19%
Athinai	41%	44%	5%	3%	8%
Irakleio	40%	45%	9%	3%	3%
Barcelona	19%	56%	6%	2%	16%
Madrid	13%	58%	9%	2%	18%
Malaga	12%	62%	4%	1%	21%
Marseille	28%	44%	9%	4%	15%
Paris	40%	45%	6%	3%	6%
Rennes	27%	51%	10%	3%	10%
Dublin	43%	37%	6%	4%	9%
Napoli	23%	57%	10%	3%	7%
Roma	25%	59%	9%	0%	8%
Torino	25%	58%	8%	0%	8%
Luxembourg	40%	33%	6%	3%	19%
Amsterdam	41%	39%	3%	4%	13%
Rotterdam	40%	37%	4%	2%	18%
Wien	44%	25%	8%	2%	21%
Braga	24%	49%	4%	2%	22%
Lisboa	17%	53%	5%	4%	21%
Helsinki	57%	32%	3%	0%	8%
Stockholm	50%	35%	2%	0%	13%
Glasgow	50%	31%	3%	3%	13%
London	38%	42%	6%	4%	11%
Manchester	49%	31%	5%	5%	10%

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

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	44%	40%	5%	2%	10%
Brussels	37%	45%	7%	2%	10%
Liège	25%	48%	11%	5%	11%
Kobenhavn	57%	34%	4%	0%	5%
Berlin	48%	36%	7%	1%	8%
Dortmund	31%	44%	6%	2%	16%
Leipzig	47%	38%	6%	1%	8%
München	51%	36%	5%	1%	6%
Athinai	28%	47%	14%	8%	3%
Irakleio	20%	34%	19%	25%	1%
Barcelona	17%	57%	12%	3%	11%
Madrid	9%	56%	17%	7%	12%
Malaga	5%	42%	36%	7%	11%
Marseille	19%	53%	15%	5%	9%
Paris	47%	44%	3%	2%	5%
Rennes	27%	52%	13%	2%	7%
Dublin	41%	37%	5%	7%	10%
Napoli	17%	56%	18%	5%	4%
Roma	26%	53%	14%	2%	4%
Torino	18%	63%	10%	0%	8%
Luxembourg	37%	40%	8%	2%	14%
Amsterdam	50%	37%	4%	1%	7%
Rotterdam	43%	45%	2%	3%	7%
Wien	69%	19%	5%	1%	6%
Braga	9%	33%	20%	17%	21%
Lisboa	10%	50%	18%	6%	15%
Helsinki	52%	41%	4%	0%	3%
Stockholm	51%	43%	3%	1%	3%
Glasgow	53%	34%	5%	2%	6%
London	46%	39%	6%	4%	5%
Manchester	52%	34%	6%	3%	6%

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 services in [city name]:

i. Public Internet access such as internet cafes or libraries

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	13%	20%	8%	1%	58%
Brussels	14%	27%	8%	3%	47%
Liège	11%	34%	4%	5%	47%
Kobenhavn	21%	36%	9%	1%	33%
Berlin	13%	31%	10%	2%	44%
Dortmund	14%	19%	9%	2%	55%
Leipzig	8%	26%	7%	4%	56%
München	7%	25%	12%	3%	53%
Athinai	18%	30%	8%	7%	37%
Irakleio	22%	37%	8%	10%	23%
Barcelona	10%	31%	12%	2%	45%
Madrid	4%	38%	12%	2%	44%
Malaga	2%	34%	13%	3%	48%
Marseille	12%	31%	8%	3%	46%
Paris	10%	31%	8%	4%	48%
Rennes	9%	33%	9%	2%	47%
Dublin	32%	29%	4%	5%	30%
Napoli	2%	34%	20%	4%	40%
Roma	6%	37%	14%	2%	42%
Torino	4%	31%	13%	2%	50%
Luxembourg	12%	19%	11%	3%	56%
Amsterdam	13%	31%	5%	2%	48%
Rotterdam	11%	27%	5%	1%	56%
Wien	15%	17%	7%	2%	59%
Braga	6%	30%	9%	5%	50%
Lisboa	6%	15%	15%	4%	61%
Helsinki	15%	28%	6%	1%	50%
Stockholm	8%	18%	11%	1%	63%
Glasgow	26%	36%	7%	4%	28%
London	27%	37%	6%	2%	29%
Manchester	25%	33%	7%	6%	29%

j. Internet access at home

City	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Don't know No Answer
Antwerpen	32%	23%	3%	1%	41%
Brussels	31%	29%	7%	5%	29%
Liège	27%	27%	5%	5%	35%
Kobenhavn	44%	23%	9%	5%	19%
Berlin	32%	32%	7%	2%	28%
Dortmund	35%	23%	4%	2%	36%
Leipzig	32%	29%	2%	1%	35%
München	36%	28%	5%	3%	29%
Athinai	25%	18%	7%	3%	47%
Irakleio	26%	26%	5%	8%	35%
Barcelona	11%	31%	16%	3%	40%
Madrid	4%	36%	9%	7%	43%
Malaga	7%	37%	10%	3%	43%
Marseille	25%	33%	5%	5%	32%
Paris	29%	32%	6%	3%	29%
Rennes	24%	34%	8%	3%	32%
Dublin	27%	29%	5%	5%	34%
Napoli	12%	40%	6%	3%	39%
Roma	12%	43%	9%	2%	34%
Torino	11%	38%	6%	4%	42%
Luxembourg	26%	27%	4%	3%	40%
Amsterdam	37%	30%	6%	1%	27%
Rotterdam	40%	28%	3%	2%	27%
Wien	42%	15%	3%	2%	38%
Braga	12%	30%	6%	3%	49%
Lisboa	15%	31%	8%	2%	45%
Helsinki	48%	19%	3%	2%	28%
Stockholm	30%	29%	6%	4%	31%
Glasgow	30%	26%	3%	3%	38%
London	41%	26%	6%	5%	23%
Manchester	41%	23%	3%	3%	30%

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?

a. In [city name], it is easy to find a good job

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	8%	28%	30%	13%	22%
Brussels	5%	32%	29%	22%	12%
Liège	3%	17%	36%	32%	12%
Kobenhavn	12%	29%	33%	18%	9%
Berlin	0%	5%	45%	44%	6%
Dortmund	2%	9%	43%	32%	14%
Leipzig	1%	5%	42%	40%	11%
München	3%	28%	39%	18%	12%
Athinai	12%	26%	25%	37%	1%
Irakleio	16%	32%	26%	25%	1%
Barcelona	3%	21%	40%	25%	11%
Madrid	5%	10%	31%	47%	7%
Malaga	1%	15%	42%	33%	9%
Marseille	3%	15%	43%	29%	10%
Paris	7%	37%	32%	14%	10%
Rennes	6%	35%	33%	13%	13%
Dublin	8%	39%	19%	19%	16%
Napoli	0%	5%	23%	71%	0%
Roma	0%	15%	46%	33%	6%
Torino	1%	14%	48%	33%	5%
Luxembourg	6%	27%	31%	16%	21%
Amsterdam	6%	32%	24%	18%	20%
Rotterdam	11%	23%	20%	22%	24%
Wien	6%	24%	42%	18%	9%
Braga	3%	10%	42%	36%	9%
Lisboa	3%	4%	32%	55%	7%
Helsinki	11%	31%	29%	15%	15%
Stockholm	15%	21%	20%	28%	16%
Glasgow	7%	26%	22%	25%	21%
London	15%	33%	19%	22%	11%
Manchester	15%	32%	20%	17%	16%

b. Foreigners who live in [city name] are well integrated

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	4%	24%	38%	31%	4%
Brussels	7%	37%	33%	19%	4%
Liège	12%	41%	27%	13%	8%
Kobenhavn	2%	28%	44%	24%	3%
Berlin	6%	28%	45%	15%	6%
Dortmund	5%	31%	42%	14%	8%
Leipzig	8%	34%	25%	10%	23%
München	6%	42%	36%	7%	10%
Athinai	15%	30%	25%	29%	1%
Irakleio	35%	31%	21%	8%	5%
Barcelona	9%	24%	34%	20%	13%
Madrid	8%	17%	41%	22%	12%
Malaga	12%	48%	26%	3%	11%
Marseille	10%	37%	26%	19%	8%
Paris	5%	38%	34%	14%	10%
Rennes	12%	52%	19%	6%	11%
Dublin	10%	26%	30%	24%	10%
Napoli	9%	49%	29%	7%	6%
Roma	5%	47%	35%	9%	4%
Torino	2%	36%	42%	16%	3%
Luxembourg	21%	43%	24%	7%	5%
Amsterdam	4%	29%	37%	24%	7%
Rotterdam	3%	26%	28%	37%	6%
Wien	6%	32%	41%	14%	7%
Braga	12%	30%	21%	12%	25%
Lisboa	8%	28%	32%	21%	12%
Helsinki	7%	36%	30%	13%	15%
Stockholm	4%	4%	28%	51%	13%
Glasgow	18%	40%	20%	13%	9%
London	16%	38%	17%	19%	10%
Manchester	19%	42%	15%	12%	11%

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?

c. In [city name], it is easy to find good housing at a reasonable price

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	7%	16%	42%	27%	8%
Brussels	3%	15%	32%	44%	6%
Liège	7%	26%	28%	25%	14%
Kobenhavn	1%	1%	18%	78%	2%
Berlin	11%	38%	33%	13%	6%
Dortmund	10%	36%	33%	13%	8%
Leipzig	33%	36%	21%	4%	6%
München	1%	3%	30%	65%	2%
Athinai	5%	20%	28%	44%	2%
Irakleio	11%	17%	23%	47%	1%
Barcelona	3%	6%	20%	65%	7%
Madrid	4%	6%	19%	59%	12%
Malaga	4%	32%	25%	22%	18%
Marseille	3%	11%	29%	50%	7%
Paris	0%	4%	21%	73%	3%
Rennes	3%	9%	40%	43%	4%
Dublin	1%	4%	6%	87%	2%
Napoli	4%	15%	28%	51%	2%
Roma	2%	10%	27%	58%	3%
Torino	1%	15%	37%	42%	5%
Luxembourg	1%	6%	30%	59%	4%
Amsterdam	1%	4%	22%	70%	4%
Rotterdam	3%	17%	24%	46%	11%
Wien	8%	17%	39%	27%	9%
Braga	20%	35%	18%	13%	15%
Lisboa	4%	12%	30%	41%	13%
Helsinki	2%	7%	27%	60%	4%
Stockholm	2%	1%	7%	87%	2%
Glasgow	11%	18%	28%	34%	9%
London	3%	5%	18%	71%	3%
Manchester	18%	22%	24%	28%	9%

d. When you contact administrative services of [city name], they help you efficiently

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	26%	34%	27%	7%	6%
Brussels	19%	38%	24%	14%	6%
Liège	16%	42%	24%	10%	8%
Kobenhavn	13%	47%	21%	11%	8%
Berlin	3%	23%	39%	14%	21%
Dortmund	13%	41%	23%	13%	10%
Leipzig	10%	33%	25%	6%	25%
München	6%	28%	35%	11%	20%
Athinai	11%	33%	27%	28%	1%
Irakleio	18%	36%	25%	19%	2%
Barcelona	12%	39%	31%	8%	10%
Madrid	6%	35%	26%	23%	9%
Malaga	4%	37%	32%	10%	16%
Marseille	14%	42%	23%	13%	8%
Paris	8%	45%	28%	13%	6%
Rennes	13%	50%	21%	6%	9%
Dublin	14%	28%	22%	21%	15%
Napoli	6%	37%	33%	21%	3%
Roma	4%	43%	30%	18%	5%
Torino	6%	44%	31%	10%	9%
Luxembourg	33%	47%	12%	4%	3%
Amsterdam	9%	33%	30%	16%	12%
Rotterdam	15%	37%	19%	16%	13%
Wien	15%	41%	28%	7%	9%
Braga	19%	45%	22%	7%	8%
Lisboa	9%	34%	29%	22%	7%
Helsinki	12%	36%	23%	9%	20%
Stockholm	10%	11%	25%	15%	39%
Glasgow	18%	37%	16%	16%	13%
London	10%	36%	22%	23%	9%
Manchester	22%	42%	12%	11%	13%

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?

e. In [city name], air pollution is a big problem

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	47%	31%	16%	2%	3%
Brussels	50%	34%	13%	4%	1%
Liège	42%	33%	17%	4%	4%
Kobenhavn	31%	37%	24%	6%	1%
Berlin	27%	37%	30%	7%	1%
Dortmund	13%	31%	41%	13%	2%
Leipzig	13%	28%	46%	11%	2%
München	15%	31%	44%	8%	3%
Athinai	85%	11%	1%	2%	0%
Irakleio	33%	26%	21%	19%	1%
Barcelona	49%	35%	13%	2%	1%
Madrid	50%	38%	8%	1%	4%
Malaga	17%	36%	33%	8%	7%
Marseille	53%	27%	15%	4%	1%
Paris	63%	26%	8%	3%	0%
Rennes	15%	24%	41%	20%	1%
Dublin	26%	40%	16%	13%	5%
Napoli	48%	37%	12%	3%	0%
Roma	56%	34%	9%	1%	0%
Torino	53%	39%	7%	1%	0%
Luxembourg	40%	25%	22%	9%	5%
Amsterdam	24%	37%	32%	6%	2%
Rotterdam	37%	33%	21%	7%	3%
Wien	23%	30%	34%	12%	1%
Braga	25%	32%	28%	13%	3%
Lisboa	56%	31%	9%	3%	1%
Helsinki	16%	41%	26%	17%	1%
Stockholm	30%	19%	29%	20%	2%
Glasgow	36%	28%	24%	9%	3%
London	58%	26%	9%	5%	2%
Manchester	44%	26%	18%	9%	3%

f. In [city name], noise is a big problem

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	25%	29%	30%	12%	4%
Brussels	40%	30%	22%	7%	2%
Liège	32%	28%	26%	12%	2%
Kobenhavn	21%	38%	34%	7%	0%
Berlin	30%	39%	22%	8%	1%
Dortmund	15%	34%	38%	13%	2%
Leipzig	13%	36%	39%	9%	2%
München	19%	30%	41%	7%	4%
Athinai	81%	15%	2%	2%	0%
Irakleio	45%	27%	16%	12%	0%
Barcelona	56%	33%	8%	2%	1%
Madrid	55%	33%	5%	2%	5%
Malaga	40%	42%	14%	3%	2%
Marseille	44%	29%	19%	8%	1%
Paris	51%	29%	16%	4%	0%
Rennes	14%	25%	38%	20%	3%
Dublin	25%	38%	23%	12%	4%
Napoli	44%	40%	14%	2%	0%
Roma	35%	46%	16%	1%	1%
Torino	28%	42%	25%	5%	0%
Luxembourg	31%	22%	25%	18%	3%
Amsterdam	25%	32%	35%	6%	2%
Rotterdam	32%	27%	28%	12%	1%
Wien	23%	34%	31%	11%	1%
Braga	28%	33%	28%	10%	1%
Lisboa	57%	30%	11%	2%	0%
Helsinki	15%	37%	31%	17%	1%
Stockholm	18%	18%	27%	35%	2%
Glasgow	26%	23%	37%	13%	1%
London	47%	24%	23%	6%	1%
Manchester	30%	29%	30%	10%	1%

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?

g. [city name] is a clean city

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	4%	26%	36%	33%	2%
Brussels	3%	25%	35%	37%	0%
Liège	3%	12%	33%	52%	0%
Kobenhavn	5%	40%	39%	16%	0%
Berlin	3%	21%	46%	30%	1%
Dortmund	14%	42%	36%	7%	1%
Leipzig	11%	49%	28%	11%	1%
München	30%	57%	10%	3%	1%
Athinai	5%	23%	29%	43%	0%
Irakleio	8%	23%	22%	47%	0%
Barcelona	6%	30%	37%	25%	2%
Madrid	4%	25%	51%	16%	4%
Malaga	1%	21%	50%	26%	2%
Marseille	2%	8%	29%	61%	0%
Paris	4%	35%	35%	26%	0%
Rennes	22%	61%	11%	5%	0%
Dublin	3%	16%	38%	41%	3%
Napoli	2%	34%	39%	25%	0%
Roma	2%	30%	45%	23%	0%
Torino	3%	39%	39%	19%	0%
Luxembourg	53%	36%	8%	3%	1%
Amsterdam	3%	24%	40%	32%	0%
Rotterdam	6%	20%	34%	40%	1%
Wien	39%	43%	15%	3%	0%
Braga	27%	49%	19%	4%	1%
Lisboa	5%	20%	44%	30%	1%
Helsinki	21%	51%	21%	7%	0%
Stockholm	23%	31%	29%	17%	1%
Glasgow	13%	27%	28%	32%	1%
London	6%	20%	33%	41%	1%
Manchester	12%	28%	37%	23%	1%

h. [city name] spends its resources in a responsible way

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	6%	32%	34%	21%	8%
Brussels	6%	39%	25%	15%	15%
Liège	8%	32%	29%	21%	11%
Kobenhavn	8%	45%	33%	8%	6%
Berlin	1%	10%	41%	43%	5%
Dortmund	6%	19%	42%	19%	14%
Leipzig	7%	37%	30%	8%	19%
München	7%	37%	40%	9%	7%
Athinai	9%	26%	33%	28%	4%
Irakleio	17%	31%	23%	22%	7%
Barcelona	6%	35%	34%	13%	13%
Madrid	6%	27%	33%	22%	13%
Malaga	1%	39%	33%	10%	17%
Marseille	6%	36%	27%	17%	15%
Paris	6%	41%	31%	9%	14%
Rennes	11%	54%	17%	4%	14%
Dublin	2%	15%	18%	50%	15%
Napoli	5%	36%	35%	20%	5%
Roma	4%	48%	33%	8%	8%
Torino	2%	42%	37%	11%	9%
Luxembourg	21%	32%	22%	8%	17%
Amsterdam	1%	36%	30%	20%	14%
Rotterdam	7%	31%	26%	17%	20%
Wien	14%	41%	22%	4%	19%
Braga	16%	38%	20%	11%	15%
Lisboa	8%	23%	35%	23%	12%
Helsinki	8%	43%	33%	7%	10%
Stockholm	5%	18%	38%	27%	13%
Glasgow	10%	30%	21%	29%	10%
London	8%	26%	27%	31%	8%
Manchester	13%	37%	22%	19%	10%

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?

i. You are satisfied to live in [city name]

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	60%	30%	5%	4%	1%
Brussels	50%	36%	8%	4%	1%
Liège	42%	41%	11%	6%	1%
Kobenhavn	65%	32%	2%	2%	0%
Berlin	46%	41%	10%	3%	0%
Dortmund	54%	39%	6%	2%	0%
Leipzig	63%	33%	3%	1%	0%
München	63%	31%	5%	1%	0%
Athinai	24%	37%	18%	21%	0%
Irakleio	58%	25%	11%	6%	0%
Barcelona	57%	37%	4%	1%	1%
Madrid	47%	37%	10%	5%	1%
Malaga	50%	48%	2%	1%	0%
Marseille	51%	31%	10%	7%	2%
Paris	44%	44%	7%	6%	0%
Rennes	55%	39%	4%	2%	0%
Dublin	38%	44%	9%	6%	3%
Napoli	30%	49%	15%	6%	0%
Roma	40%	52%	4%	4%	0%
Torino	29%	56%	12%	3%	0%
Luxembourg	72%	24%	4%	1%	0%
Amsterdam	54%	35%	4%	5%	1%
Rotterdam	56%	30%	5%	8%	1%
Wien	67%	29%	3%	1%	1%
Braga	62%	33%	4%	1%	0%
Lisboa	40%	42%	12%	5%	1%
Helsinki	69%	24%	5%	2%	1%
Stockholm	81%	14%	3%	3%	0%
Glasgow	66%	25%	2%	5%	2%
London	43%	37%	9%	9%	2%
Manchester	62%	28%	6%	4%	0%

j. In the next five years, it will be more pleasant to live in [city name]

City	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know No Answer
Antwerpen	24%	39%	19%	9%	9%
Brussels	10%	38%	23%	13%	16%
Liège	14%	33%	21%	13%	21%
Kobenhavn	12%	44%	22%	8%	14%
Berlin	5%	30%	45%	12%	8%
Dortmund	13%	40%	29%	7%	12%
Leipzig	24%	48%	16%	3%	10%
München	4%	32%	42%	7%	16%
Athinai	17%	41%	23%	17%	2%
Irakleio	42%	37%	13%	7%	2%
Barcelona	15%	36%	14%	5%	30%
Madrid	11%	30%	26%	7%	27%
Malaga	12%	52%	12%	2%	23%
Marseille	18%	34%	18%	17%	14%
Paris	8%	38%	31%	11%	12%
Rennes	17%	48%	19%	5%	11%
Dublin	22%	26%	13%	13%	25%
Napoli	9%	63%	17%	4%	7%
Roma	7%	58%	21%	3%	10%
Torino	8%	58%	25%	4%	5%
Luxembourg	10%	34%	27%	10%	20%
Amsterdam	9%	31%	33%	15%	13%
Rotterdam	15%	30%	23%	17%	15%
Wien	11%	29%	35%	6%	19%
Braga	29%	37%	12%	6%	16%
Lisboa	9%	34%	20%	13%	24%
Helsinki	41%	30%	18%	5%	7%
Stockholm	16%	15%	24%	29%	17%
Glasgow	35%	38%	7%	9%	11%
London	10%	24%	24%	28%	14%
Manchester	34%	35%	10%	9%	12%

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

a. You have difficulty paying your bills at the end of the month

City	Always	Sometimes	Rarely or Never	Don't know No Answer
Antwerpen	3%	16%	77%	5%
Brussels	8%	24%	63%	5%
Liège	5%	27%	64%	5%
Kobenhavn	4%	11%	85%	1%
Berlin	5%	20%	74%	1%
Dortmund	3%	18%	76%	4%
Leipzig	5%	20%	73%	2%
München	6%	15%	76%	2%
Athinai	11%	38%	49%	2%
Irakleio	10%	35%	52%	3%
Barcelona	8%	24%	61%	7%
Madrid	11%	29%	58%	2%
Malaga	13%	31%	50%	6%
Marseille	5%	23%	69%	3%
Paris	5%	26%	65%	3%
Rennes	4%	24%	66%	5%
Dublin	12%	35%	45%	8%
Napoli	26%	30%	43%	2%
Roma	18%	32%	48%	2%
Torino	14%	33%	50%	3%
Luxembourg	3%	13%	84%	0%
Amsterdam	7%	25%	67%	2%
Rotterdam	10%	18%	69%	4%
Wien	5%	16%	77%	2%
Braga	7%	29%	57%	7%
Lisboa	10%	31%	56%	4%
Helsinki	4%	13%	80%	3%
Stockholm	2%	10%	87%	2%
Glasgow	9%	27%	63%	1%
London	9%	25%	66%	1%
Manchester	8%	23%	67%	1%

b. You feel safe in the neighborhood you live in

City	Always	Sometimes	Rarely or Never	Don't know No Answer
Antwerpen	59%	30%	10%	0%
Brussels	54%	32%	14%	0%
Liège	52%	34%	14%	0%
Kobenhavn	79%	20%	2%	0%
Berlin	63%	32%	5%	0%
Dortmund	56%	31%	12%	0%
Leipzig	62%	29%	9%	0%
München	83%	11%	5%	1%
Athinai	30%	42%	27%	0%
Irakleio	69%	20%	11%	0%
Barcelona	64%	33%	4%	0%
Madrid	47%	37%	16%	1%
Malaga	65%	21%	13%	1%
Marseille	58%	28%	14%	0%
Paris	67%	24%	9%	0%
Rennes	83%	14%	3%	0%
Dublin	50%	37%	11%	2%
Napoli	51%	27%	21%	0%
Roma	59%	30%	10%	0%
Torino	55%	32%	13%	0%
Luxembourg	71%	19%	9%	1%
Amsterdam	73%	22%	5%	0%
Rotterdam	58%	33%	9%	1%
Wien	78%	16%	7%	0%
Braga	76%	17%	7%	0%
Lisboa	56%	26%	17%	1%
Helsinki	86%	11%	2%	0%
Stockholm	82%	16%	2%	1%
Glasgow	58%	35%	7%	0%
London	43%	43%	13%	1%
Manchester	41%	47%	12%	0%

Q3.	For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you?			
c.	You feel safe in [city name]			
City	Always	Sometimes	Rarely or Never	Don't know No Answer
Antwerpen	33%	47%	19%	1%
Brussels	27%	50%	22%	1%
Liège	18%	47%	34%	1%
Kobenhavn	62%	35%	2%	0%
Berlin	34%	51%	15%	0%
Dortmund	35%	47%	17%	1%
Leipzig	45%	43%	12%	0%
München	72%	22%	3%	3%
Athinai	22%	44%	33%	0%
Irakleio	56%	34%	11%	0%
Barcelona	47%	44%	8%	1%
Madrid	27%	54%	18%	1%
Malaga	42%	46%	10%	2%
Marseille	29%	41%	30%	1%
Paris	44%	46%	10%	0%
Rennes	55%	40%	5%	1%
Dublin	25%	51%	23%	2%
Napoli	28%	43%	29%	0%
Roma	42%	42%	15%	0%
Torino	34%	46%	19%	0%
Luxembourg	56%	36%	7%	0%
Amsterdam	52%	41%	6%	1%
Rotterdam	28%	55%	17%	1%
Wien	74%	19%	6%	1%
Braga	49%	40%	10%	1%
Lisboa	22%	46%	31%	1%
Helsinki	68%	29%	3%	0%
Stockholm	52%	41%	6%	1%
Glasgow	35%	55%	10%	1%
London	22%	58%	19%	1%
Manchester	24%	57%	18%	1%