



# Report on the quality of life in European cities, 2020

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# Introduction

- Cities are home to around 40% of the EU population.
- Cities provide access to many different employment opportunities, better access to public transport, and proximity to many destinations which can facilitate walking and cycling.
- Cities are important drivers of economic growth in the EU. It is in cities where most citizens live, where the biggest share of the gross domestic product is generated, where a large part of EU policies and legislation are implemented and where a significant share of EU funds is spent.
- Cities also face social and environmental problems, including poverty, high housing costs, discrimination, crime, air pollution and noise.
- Since 2004, the European Commission has used a *perception survey* to regularly monitor the quality of life in European cities. This survey (5<sup>th</sup> edition) covers capital cities and other major cities in the EU, EFTA, the UK, the Western Balkans and Turkey. In 2019, 83 cities were covered in 58,100 interviews. Interviews were carried out between June and September 2019.
- The report was prepared by DG REGIO, in cooperation with DG JRC and University of Brescia (IT).

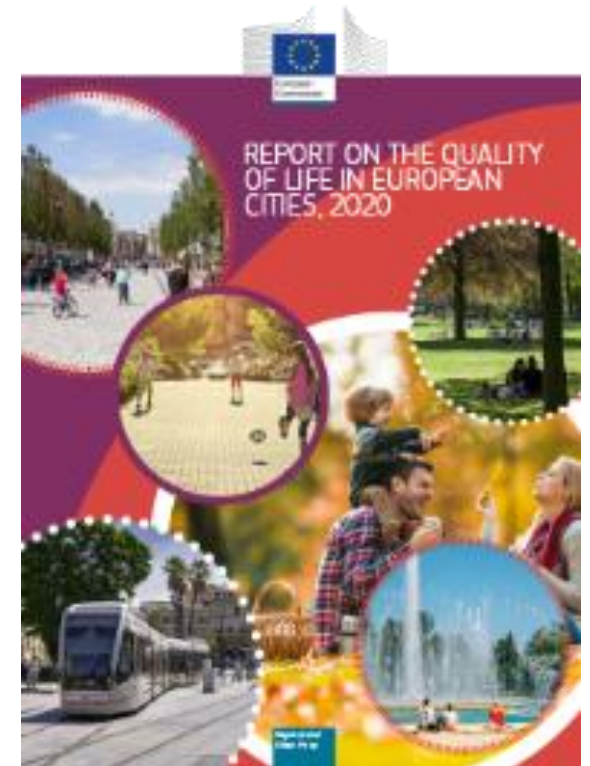
# The report: 7 chapters



In the website:

- Report
- Interactive tools
- Additional maps and dot plot charts
- Aggregated data and microdata
- Accompanying material (i.e. technical and evaluation reports)

[https://ec.europa.eu/regional\\_policy/en/information/maps/quality\\_of\\_life](https://ec.europa.eu/regional_policy/en/information/maps/quality_of_life)

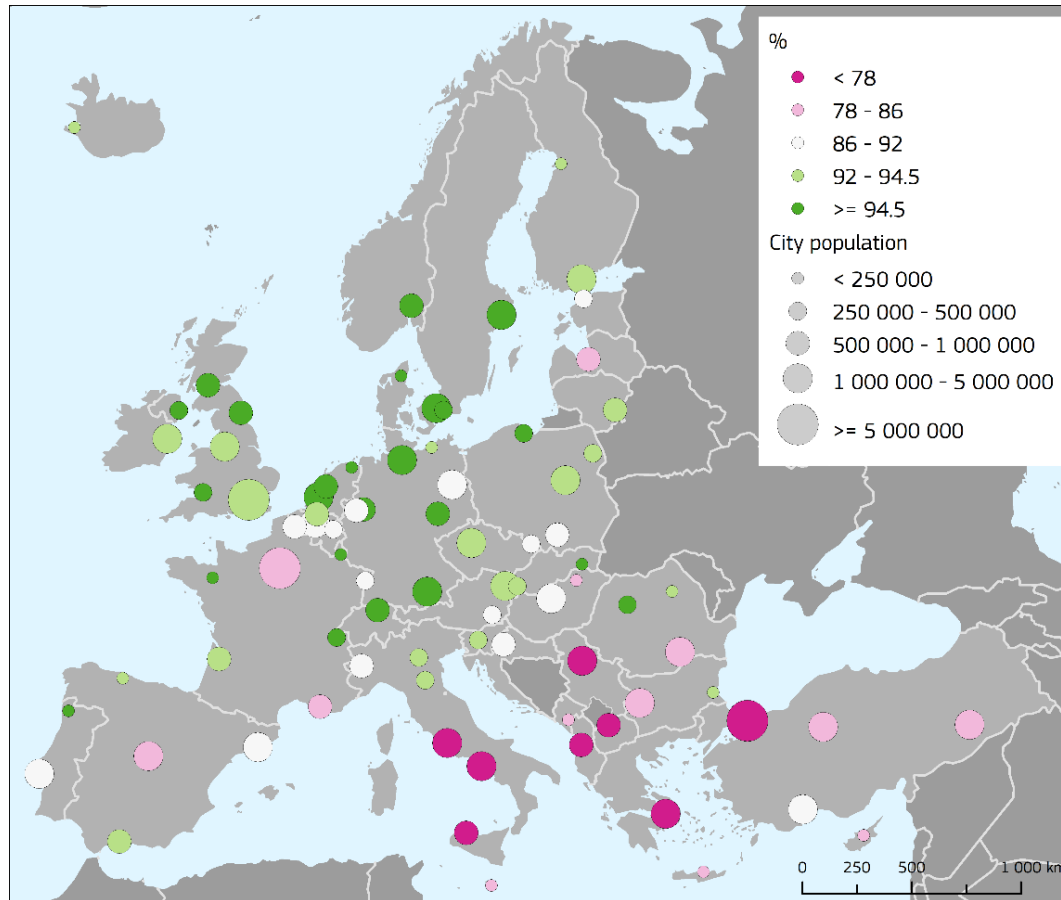




# Satisfaction with living in the city



# Are people satisfied to live in their city?



Satisfaction with living in the city

I am satisfied to live in the city: total agree (%)

Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

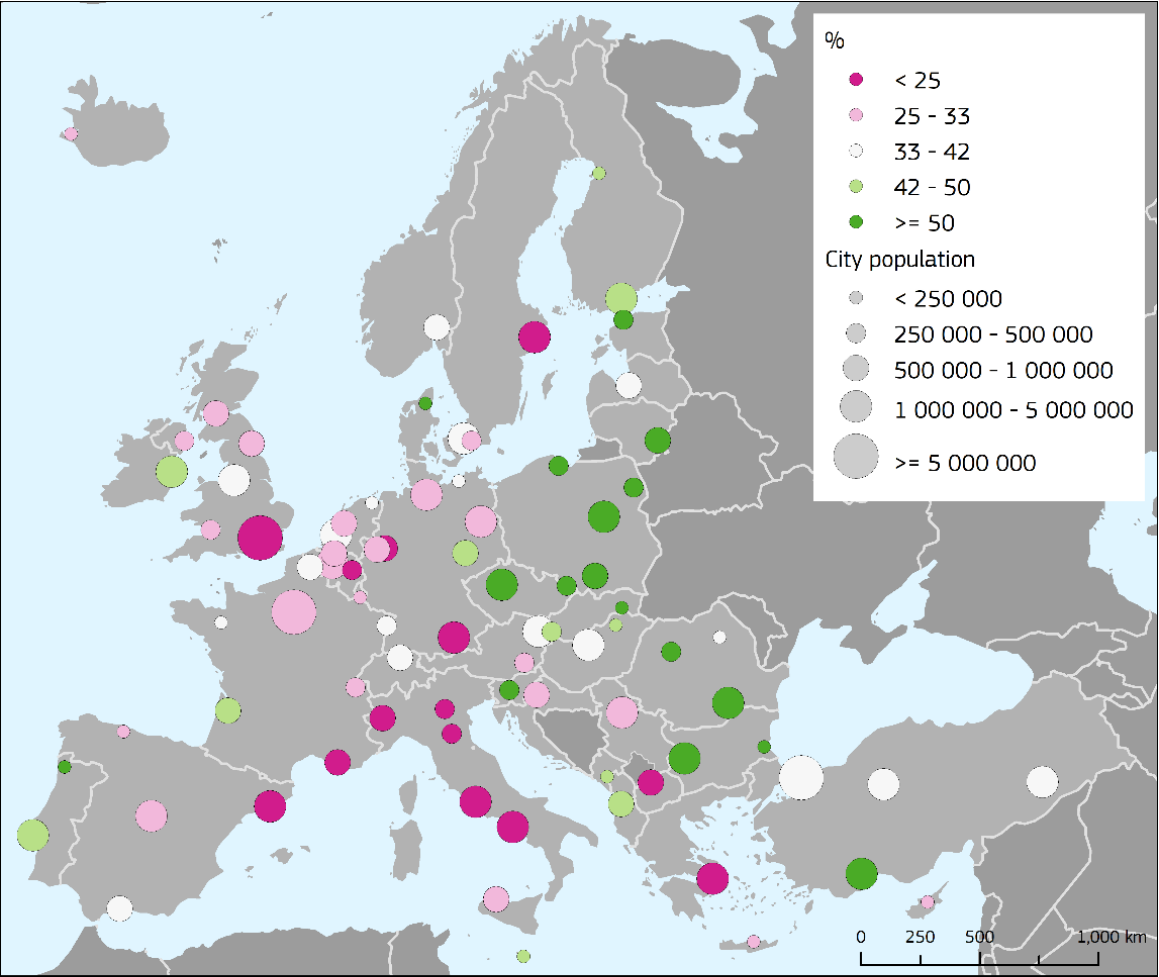
9 out of 10

Satisfied to live in their city



- Higher in non-capital cities (91% against 87% for capital cities)
- Lower in cities with more than 1 million inhabitants
- Large within-country difference, in particular in Italy, Greece and Turkey

# How is quality of life in your city compared to 5 years ago?

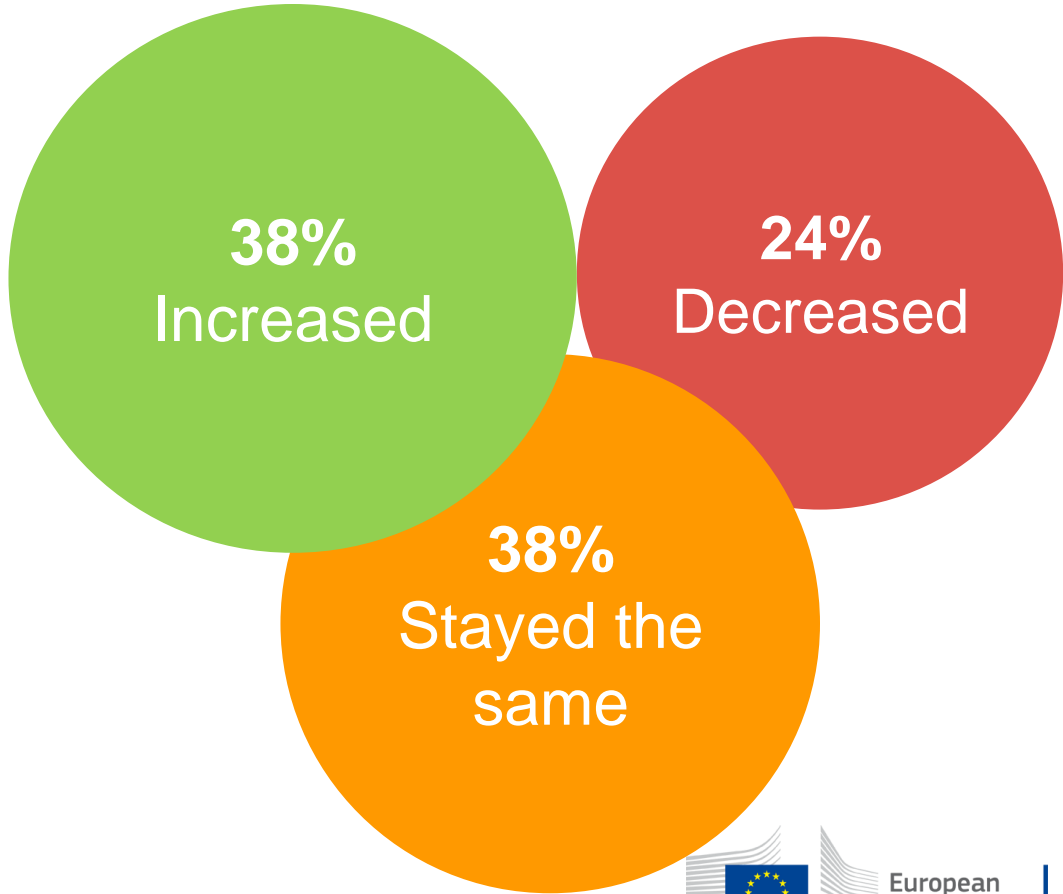


## Quality of life in the city increased

Compared to five years ago, would you say the quality of life in your city or area has increased (%)

Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered





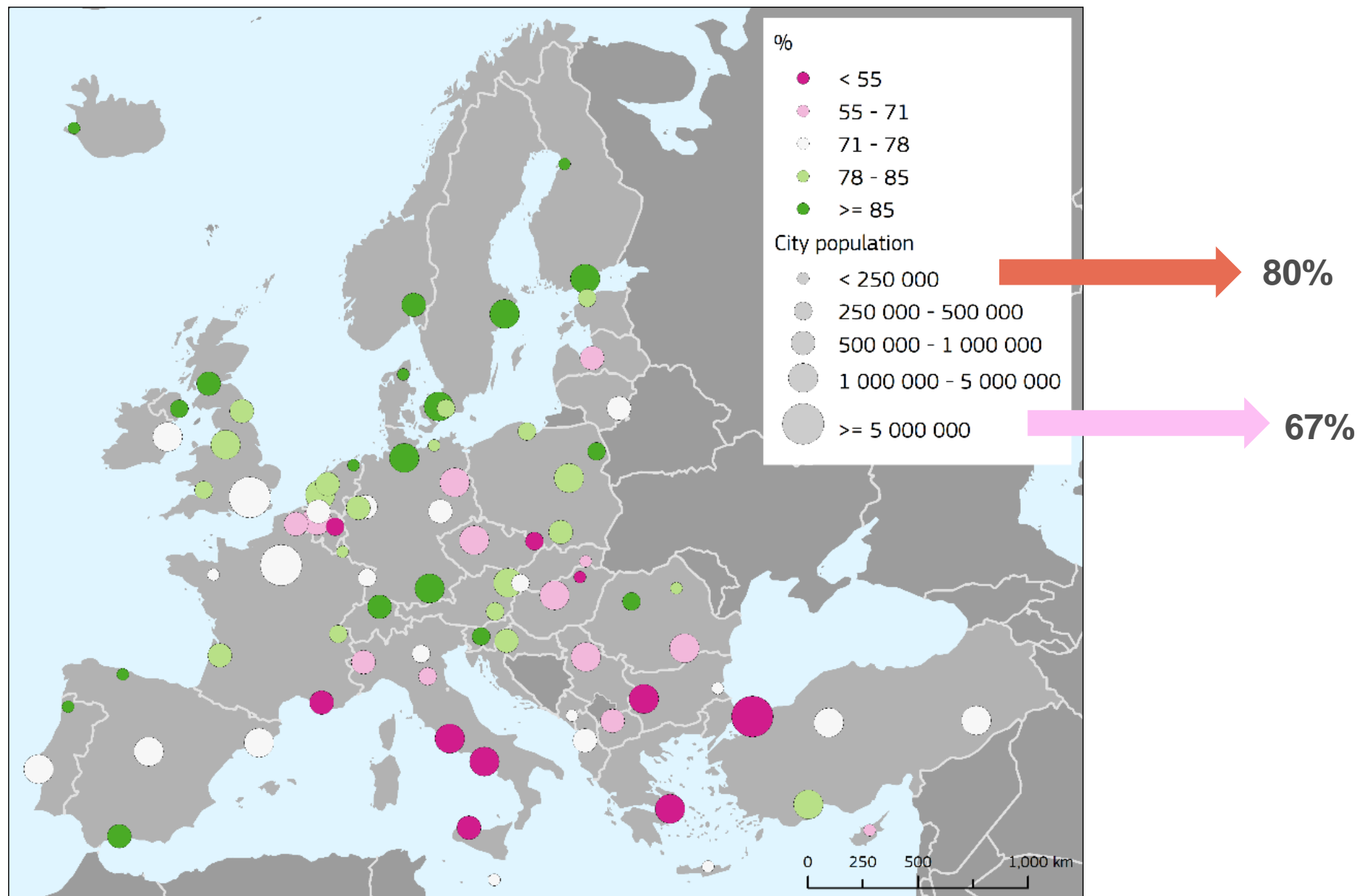
# A safe and inclusive city



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More people feel  
safe in smaller  
cities



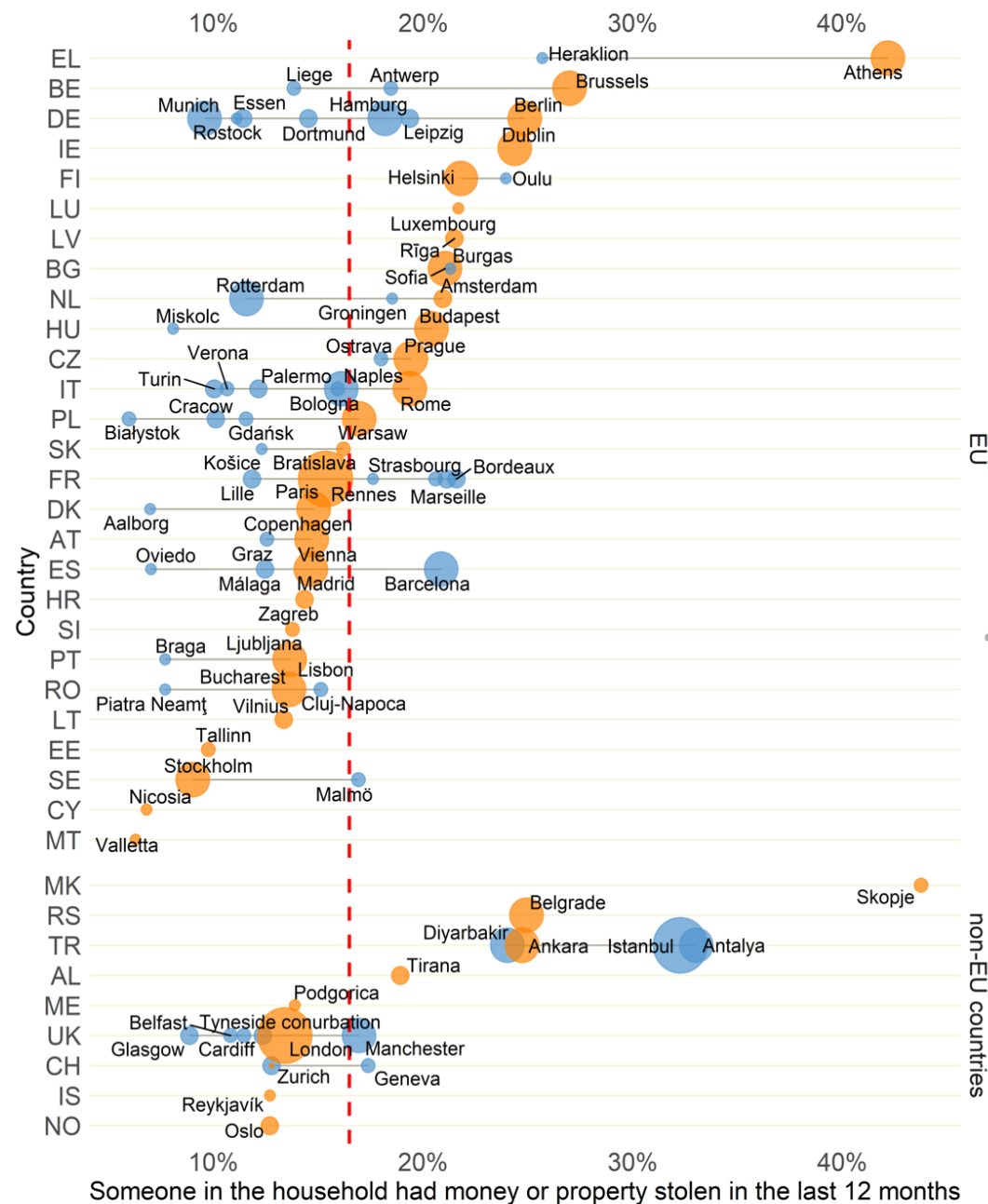
### Safety in the city

I feel safe walking alone at night in the city: total agree (%)

Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

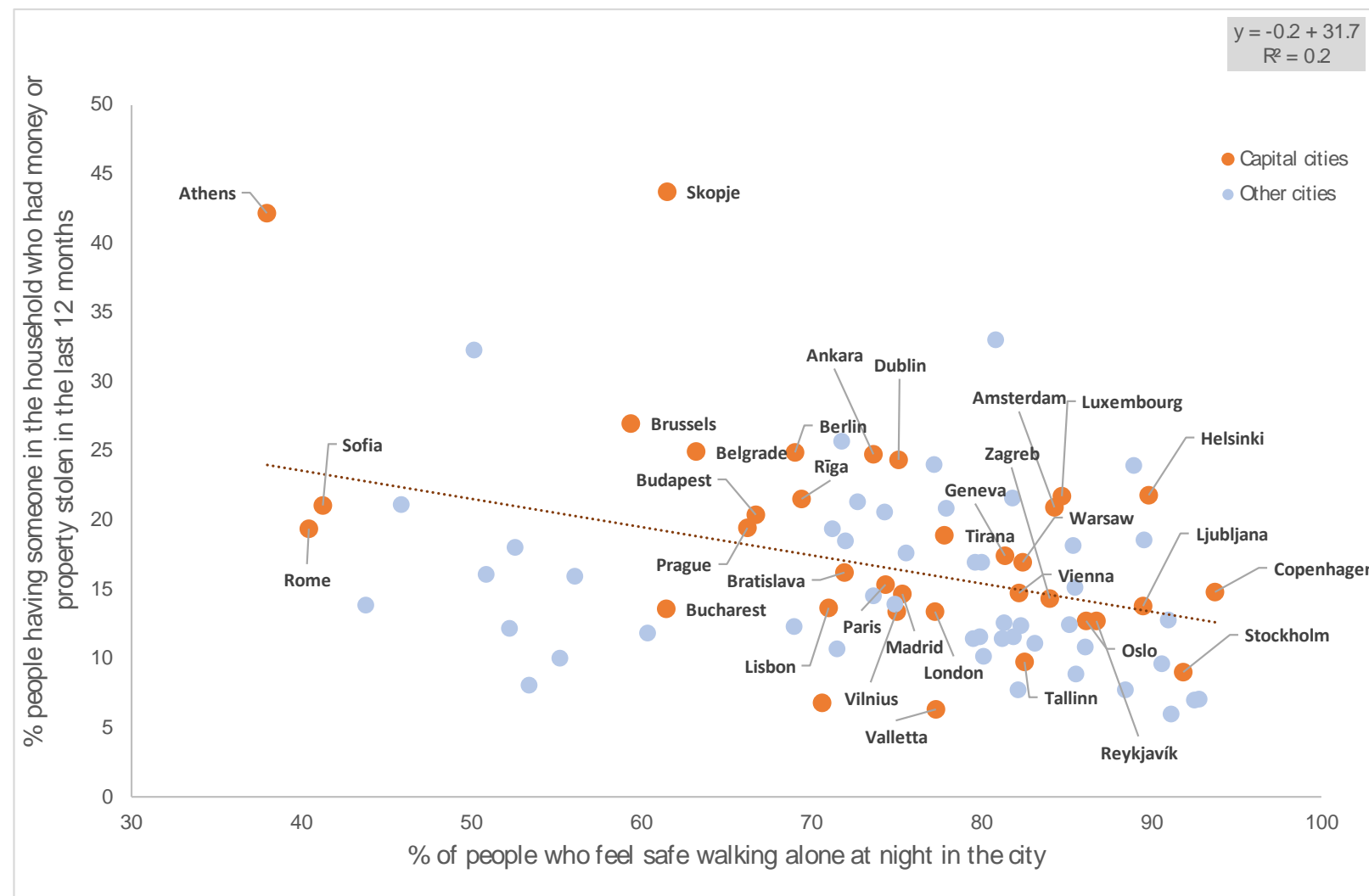
# Theft and assault is more common in large and capital cities



Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

The lower the  
reported thefts ...

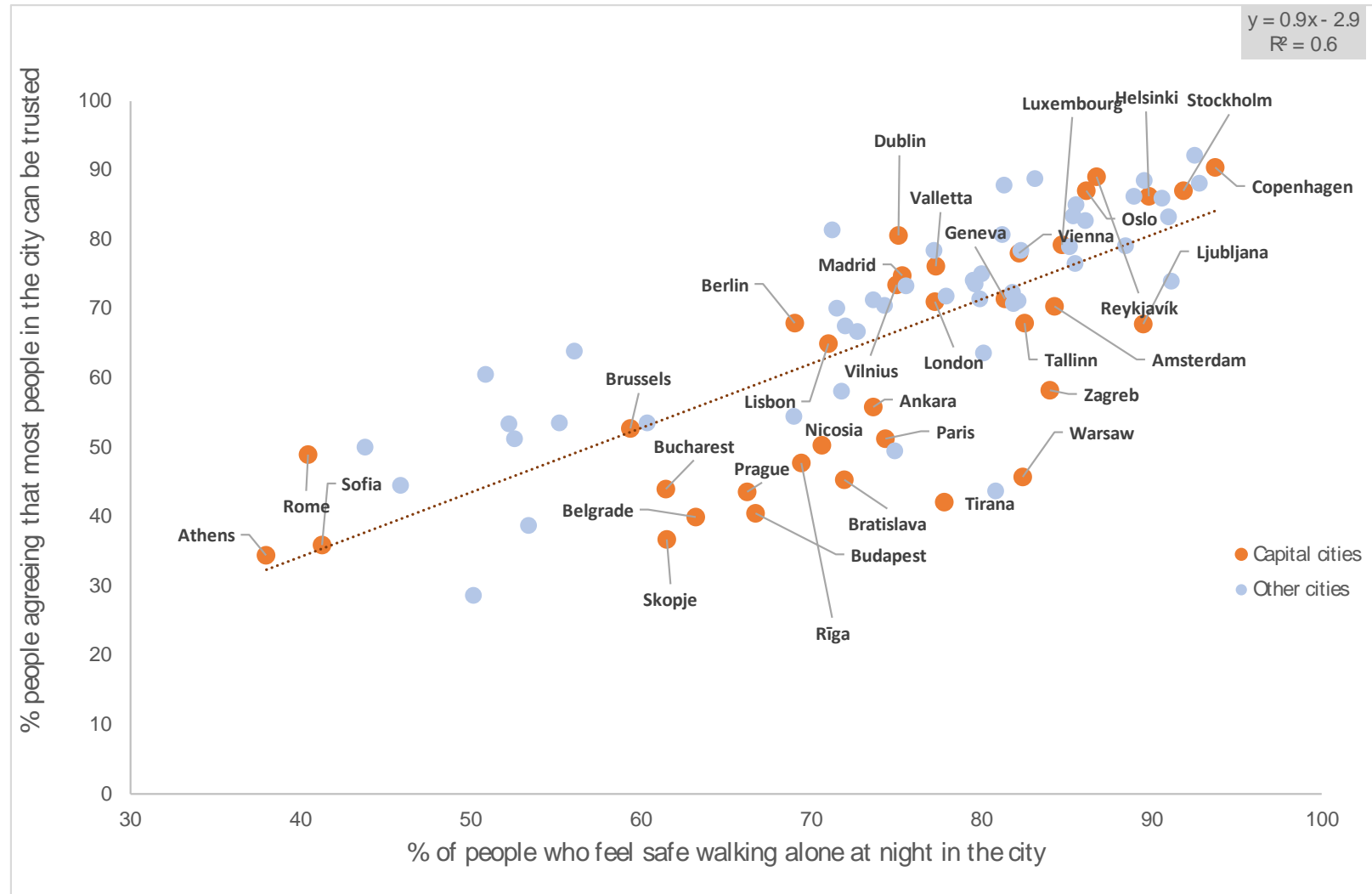


Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

... the higher the % of respondents feeling safe

The more people  
can be trusted ...



Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

... the more respondents feel safe



The city is a good place to live for different kinds of people and communities

## Share of residents saying that their city is a good place to live for ....

### ➤ Immigrants



### ➤ Gay and lesbian people



### ➤ Elderly people

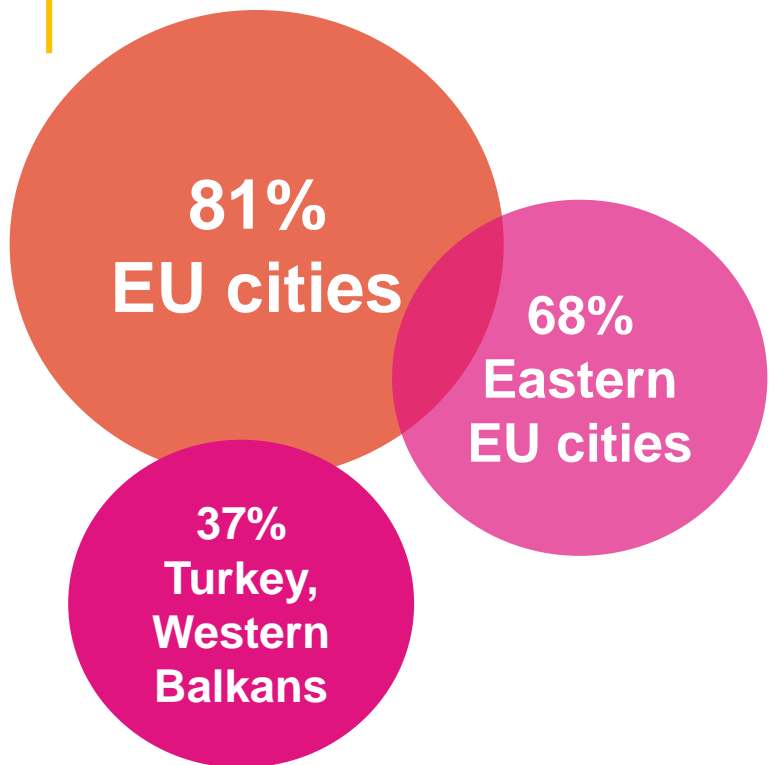


### ➤ Young families with children

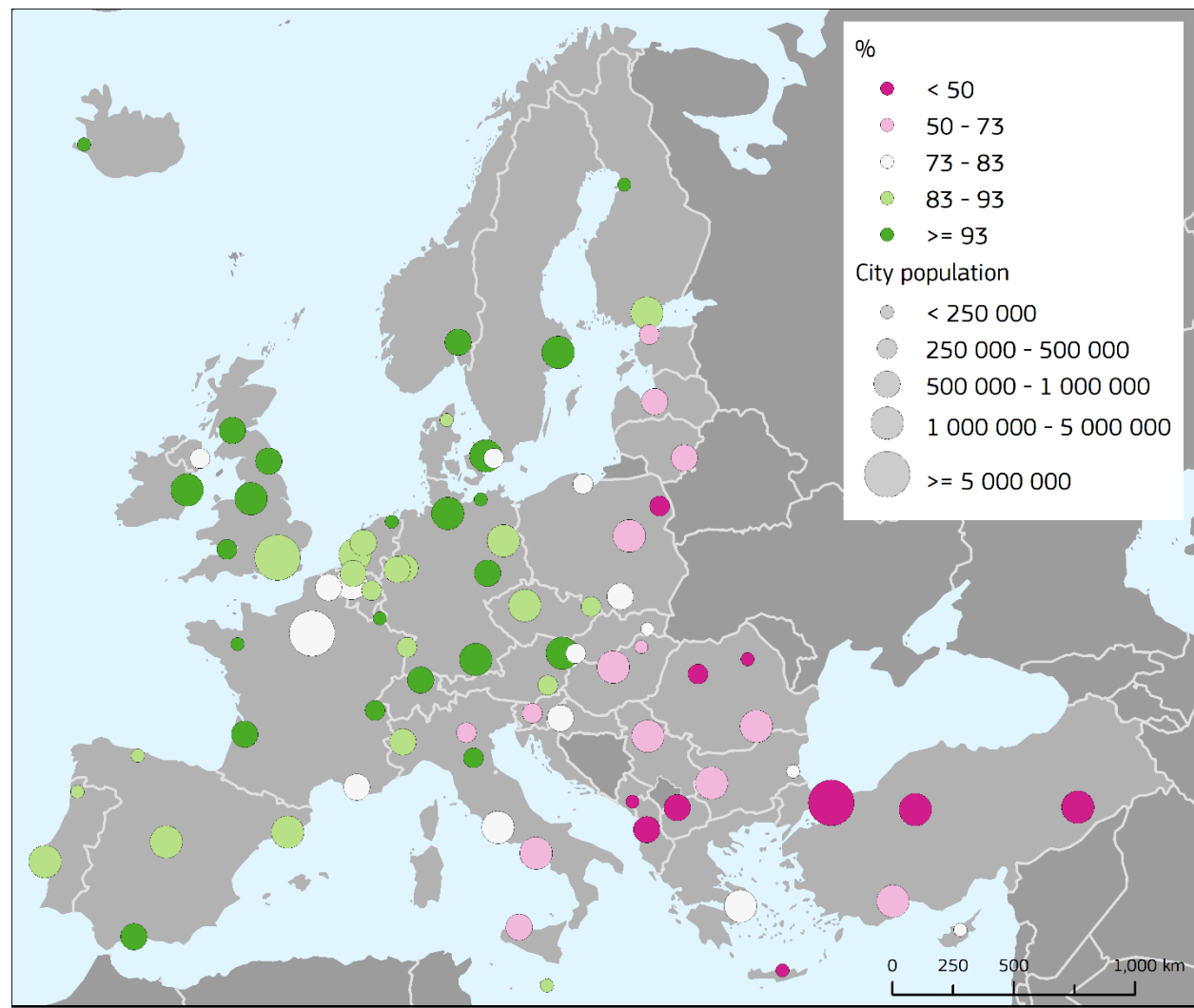


Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered



➤ Cities are regarded as more inclusive more often than the country as a whole (+14 pp)



Tertiary:  
80%



Primary:  
74%

The city is a good place to live for gay or lesbian people

The city where I live is a good place to live for gay or lesbian people: yes (%)

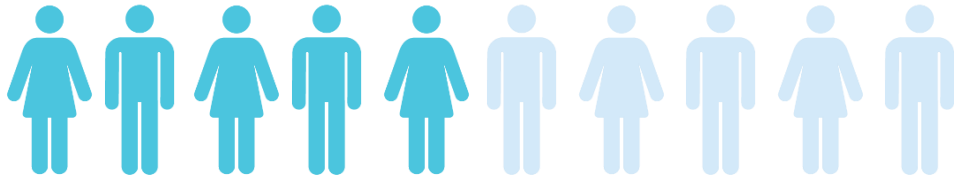
Source: EC/DG REGIO  
Note: %s based on all respondents, excluding don't know/not answered

# Moving around in the city

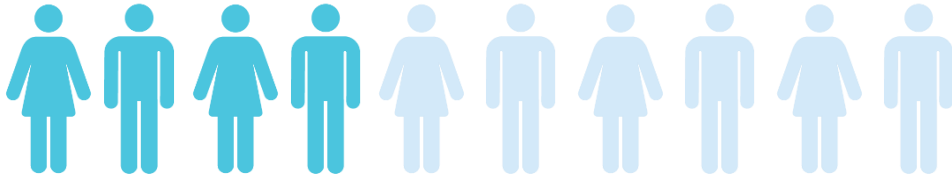


# Moving around in the city

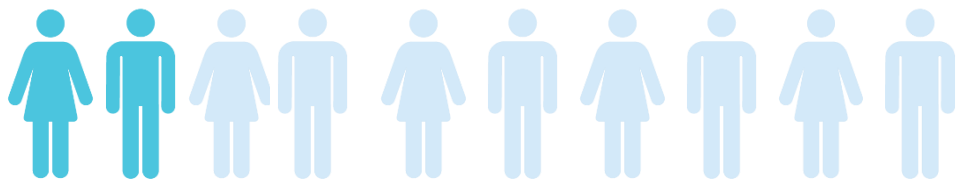
**CAR: 5 out of 10**



**PUBLIC TRANSPORT: 4 out of 10**



**CYCLING: 2 out of 10**



- Cars are used less in capital cities
- Larger cities have more public transport users
- Only a few cities have a high share of daily cyclists
- Overall, three out of four city residents are satisfied with public transport
- High use of public transport and satisfaction with public transport go hand in hand
- Frequent public transport is the most satisfying

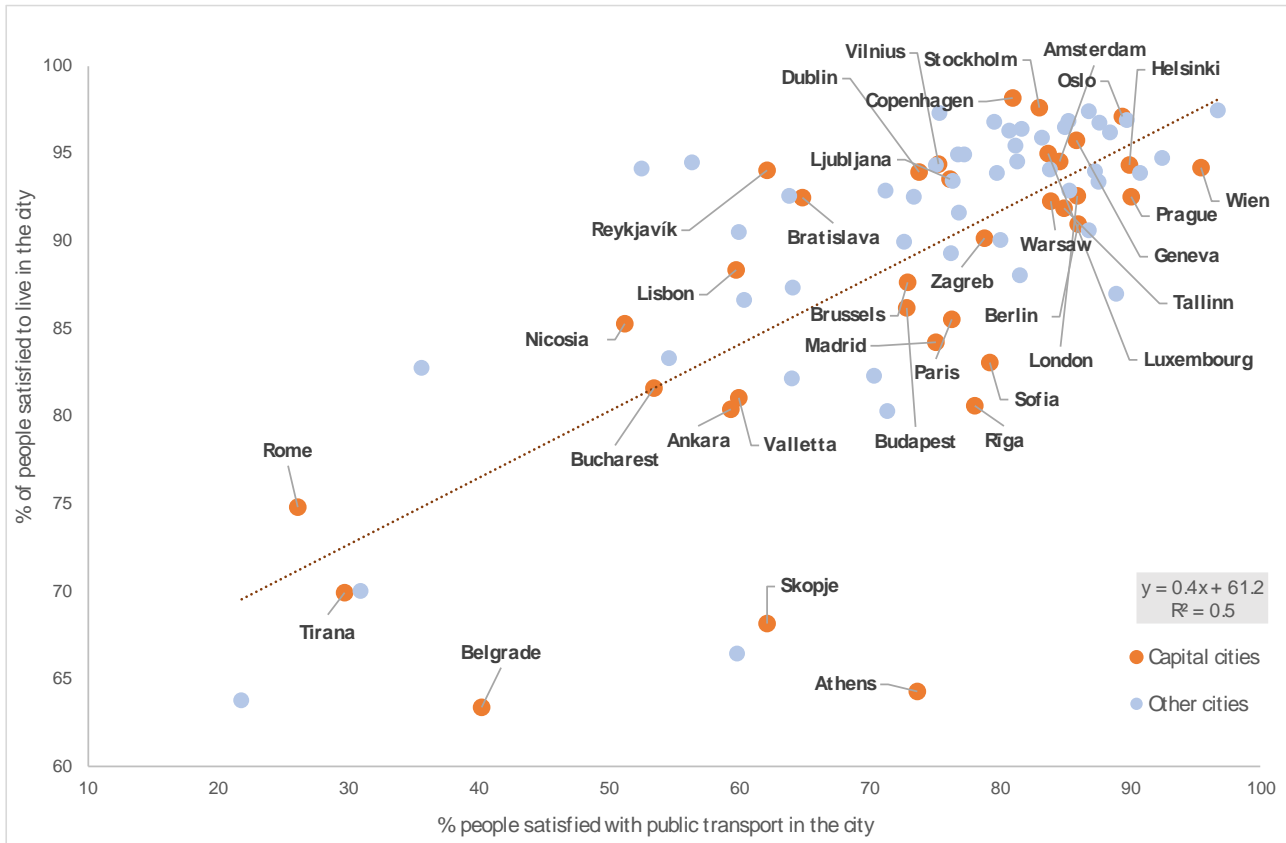
Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered



# Satisfaction with public transport

The more people are satisfied with public transport in their city...  
.....the more they are satisfied to live in their city



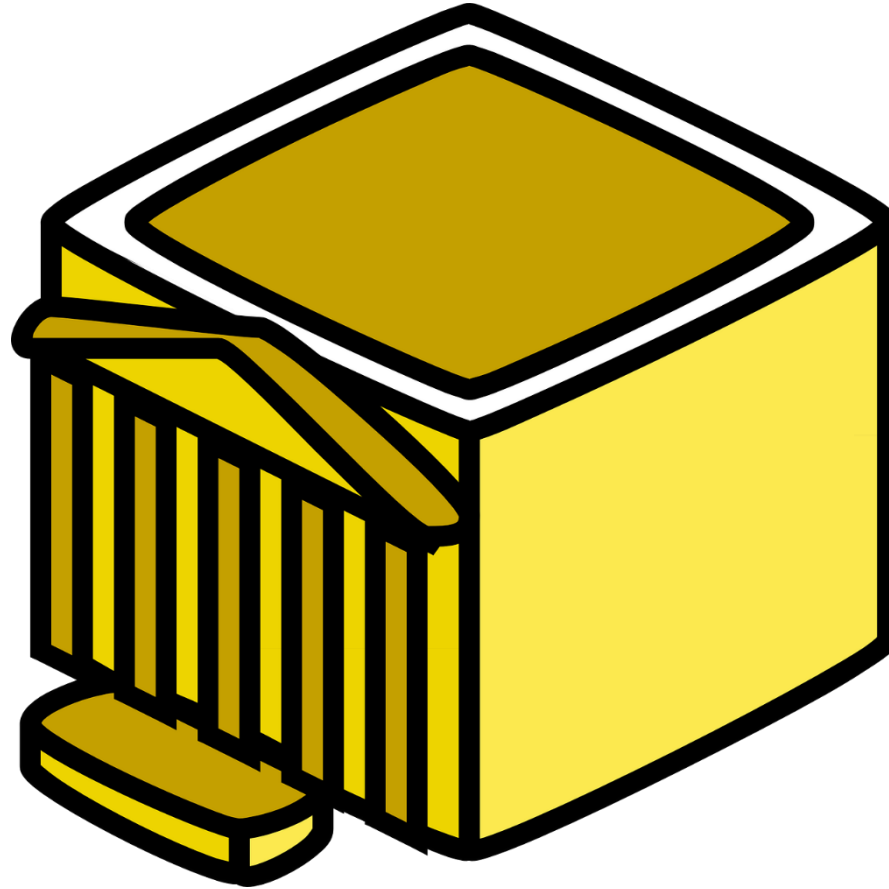
Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

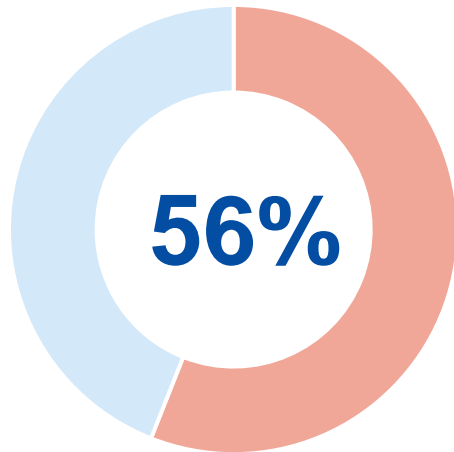
Frequency and reliability are the two strongest drivers of satisfaction with public transport



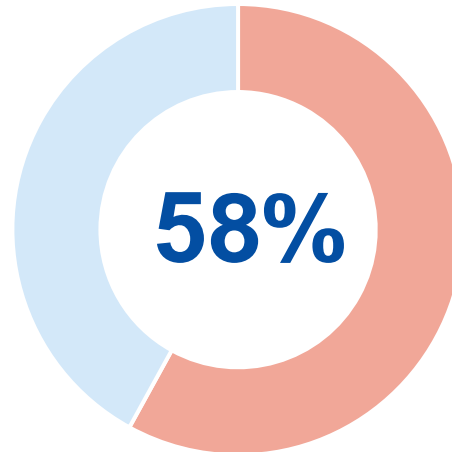
# Satisfaction with local public administration



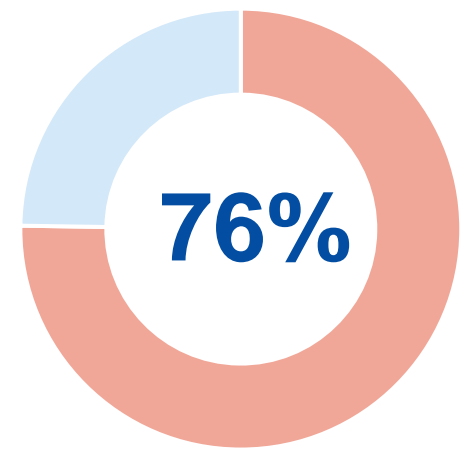
# Satisfaction with local public administration



People satisfied with the time it takes to get a request solved



People agreeing that the procedures are straightforward and easy to understand



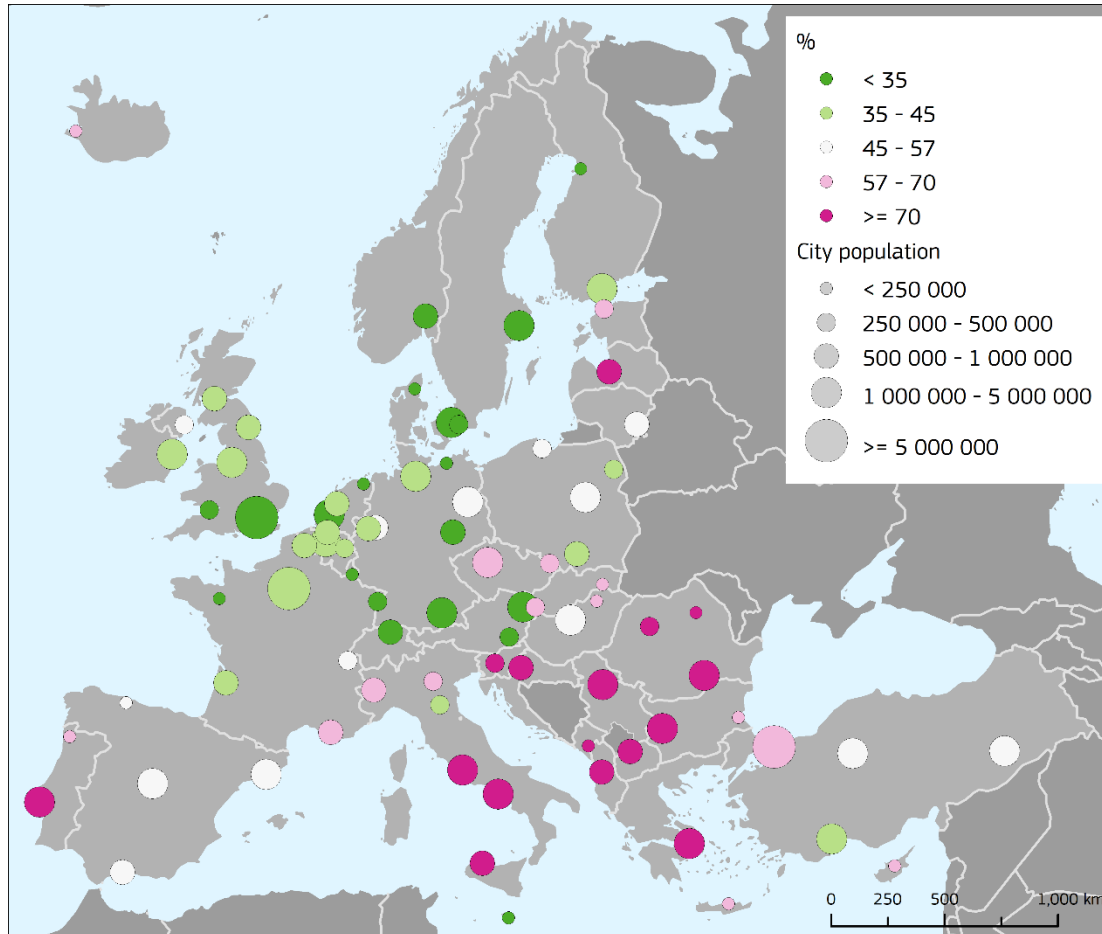
People agreeing that online service is easy to access

# Satisfaction with local public administration

- **Overall, 56% are satisfied with the time it takes to get a request solved**
  - People in non-capital cities are more satisfied (59%, against 51% in capital cities)
- **Overall, 58% agree that local public administration procedures are easy to follow**
  - But less in capital cities (50% against 60% in non-capital cities)
  - Higher educated respondents have less difficulties to follow local public administration procedures
- **Overall, 76% agree that online services are easy to access**
  - Online access to city information is easier in northern and western EU cities
  - Higher educated respondents state more often that online services are easy to access



# Perceived corruption in the local public administration



Local public administration in the city: corruption

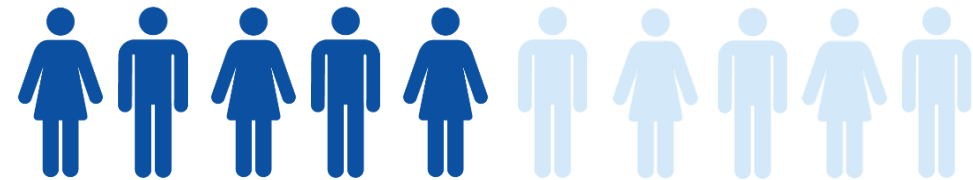
There is corruption in the local public administration in the city: total agree (%)

Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

## 5 out of 10

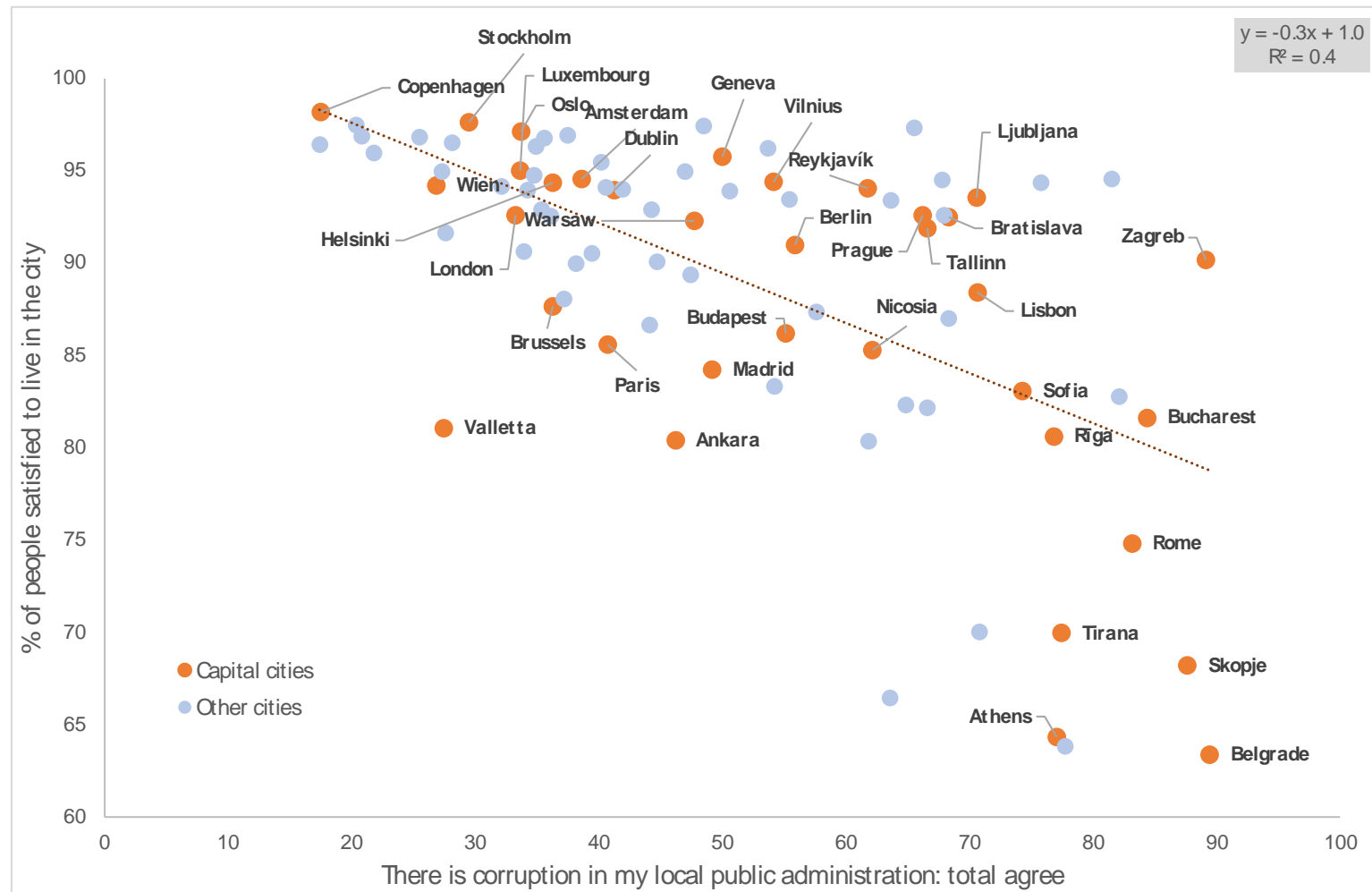
### Agree that there is corruption in the local public administration of their cities



- Corruption is perceived as an issue more often by people residing in capital cities (57 %) than those in non-capital cities (47 %)
- Trust in institutions is higher at the local level
  - If compared with data at the national level, on average, people perceive corruption at the local level less than at the national level

## The less corruption is perceived in the local public administration of the city.....

...the more people are satisfied to live in the city



Source: EC/DG REGIO

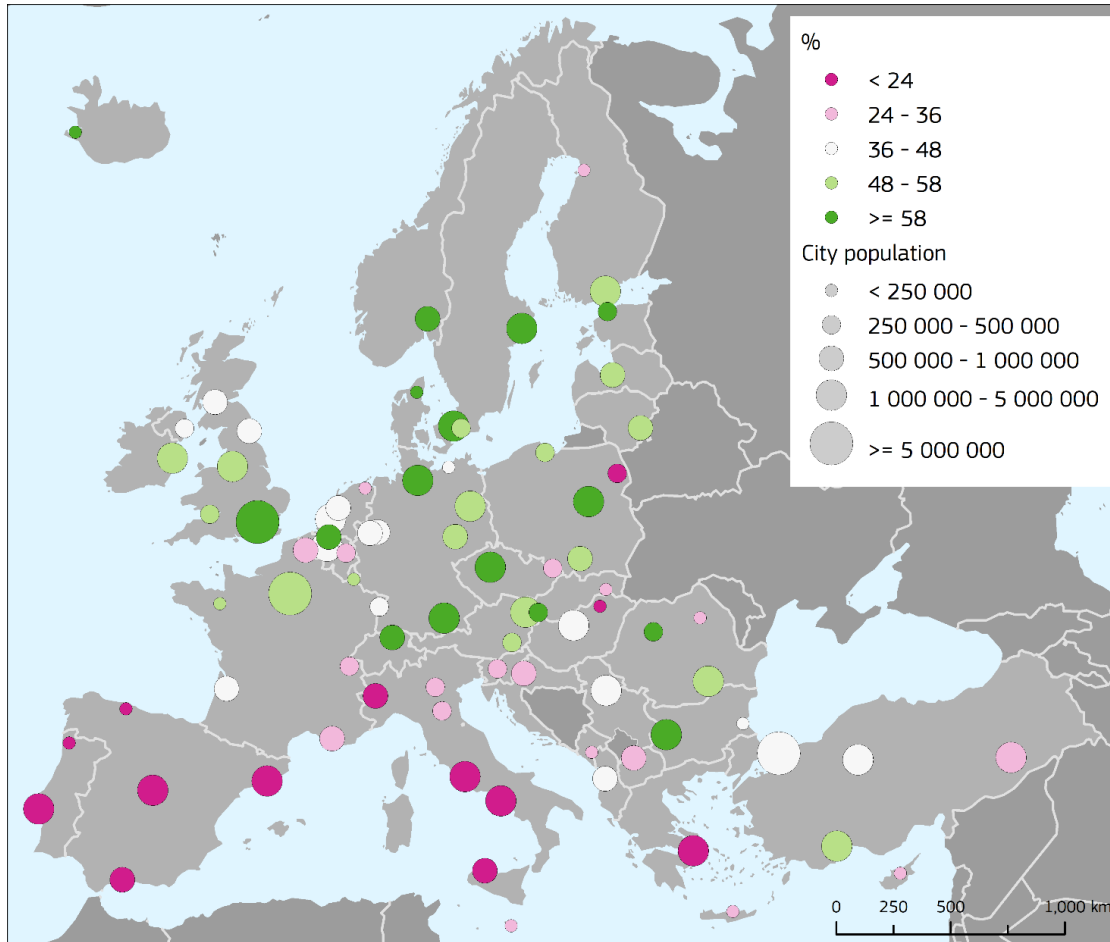
Note: %s based on all respondents, excluding don't know/not answered

# Getting a job, finding a house and earning a living



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## Is it easy to find a good job in your city?

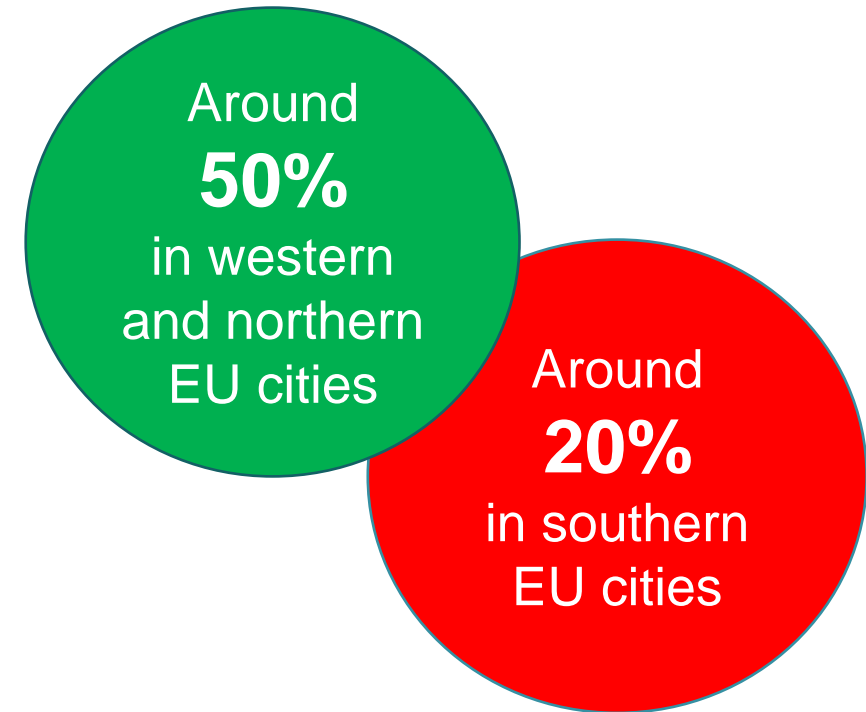


### Job opportunities in the city

It is easy to find a good job in the city: total agree (%)

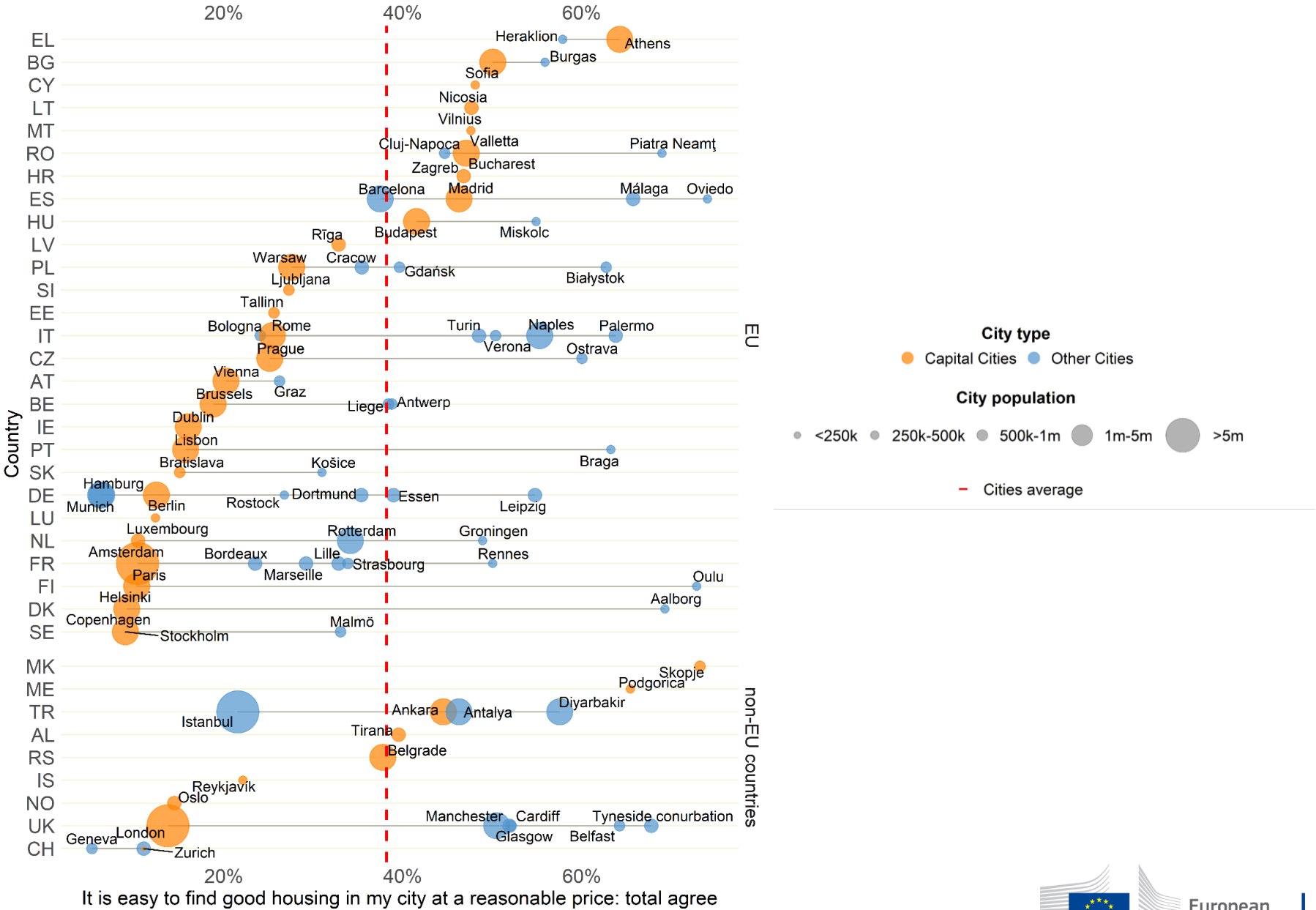
Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered



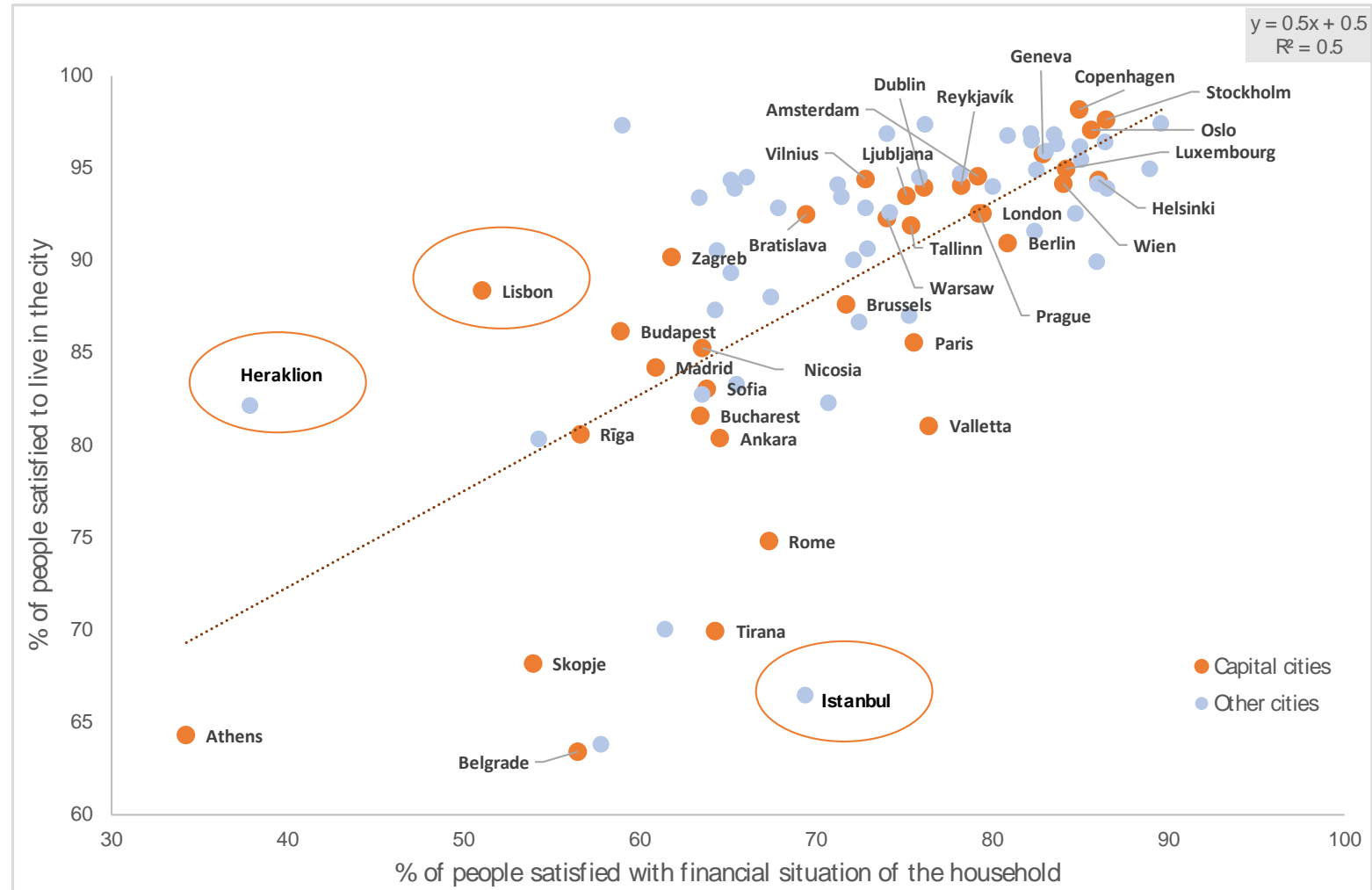


Finding good housing at a reasonable price is difficult in large and capital cities



Source: EC/DG REGIO  
Note: %s based on all respondents, excluding don't know/not answered

The financial situation can have a substantial impact on the satisfaction with living in a city



Source: EC/DG REGIO

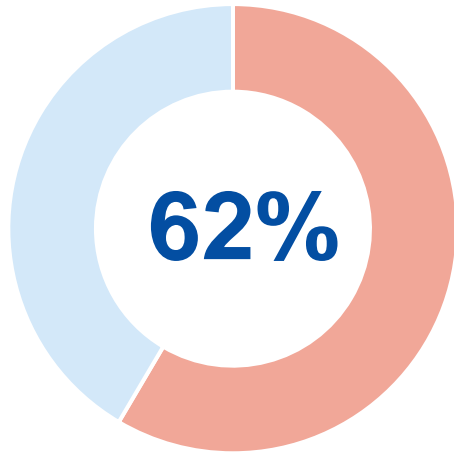
Note: %s based on all respondents, excluding don't know/not answered

# Healthy cities

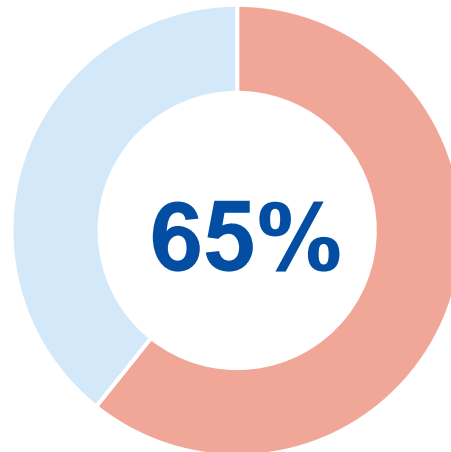


Image by Gerd Altmann - Pixabay

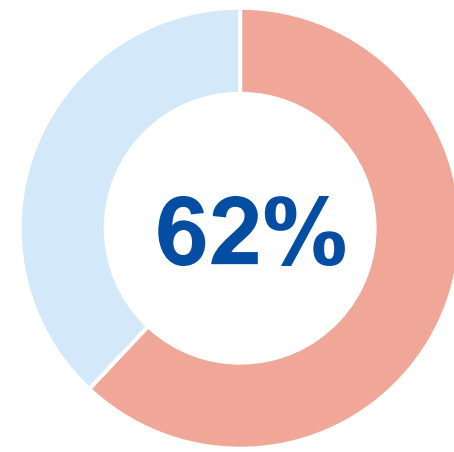
# Are people in European cities....



Satisfied with  
air quality

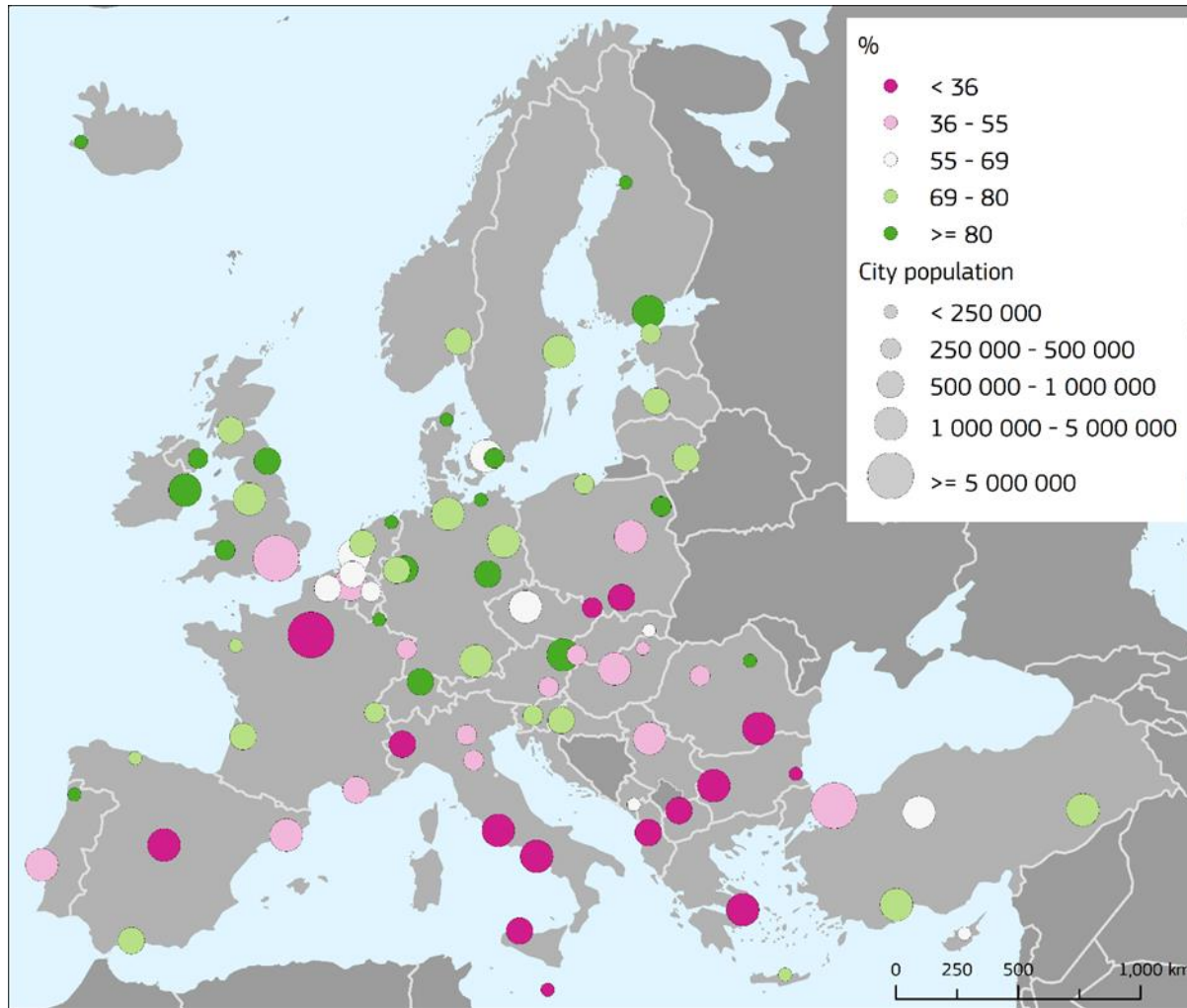


Satisfied with  
noise level



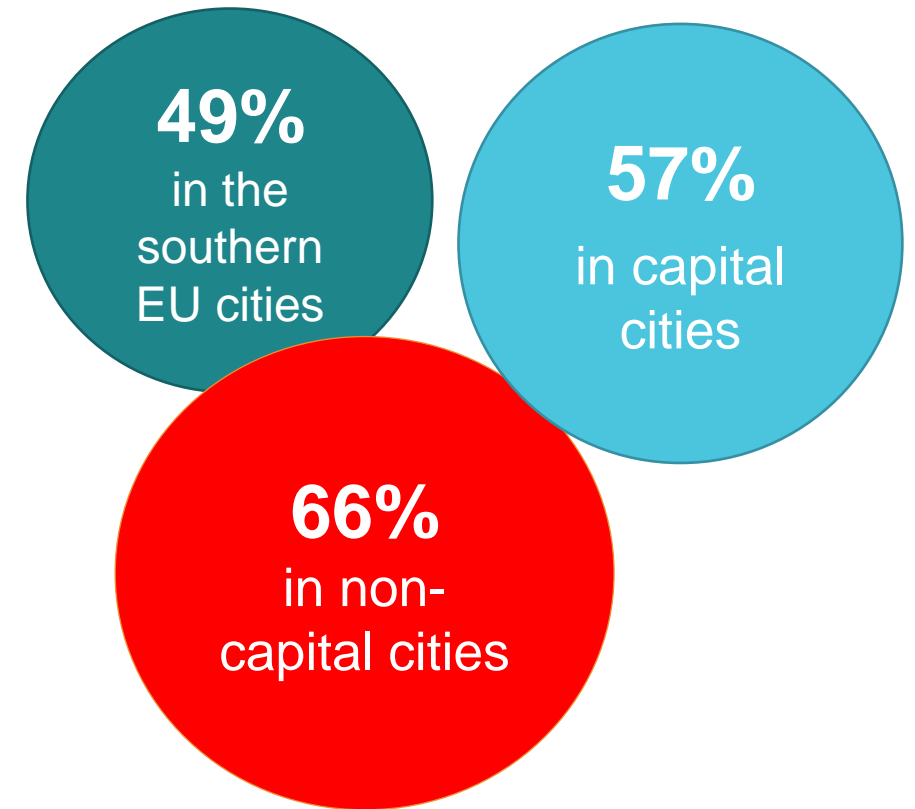
Satisfied with  
cleanliness

## Are people satisfied with the quality of the air in the city?



Air quality in the city

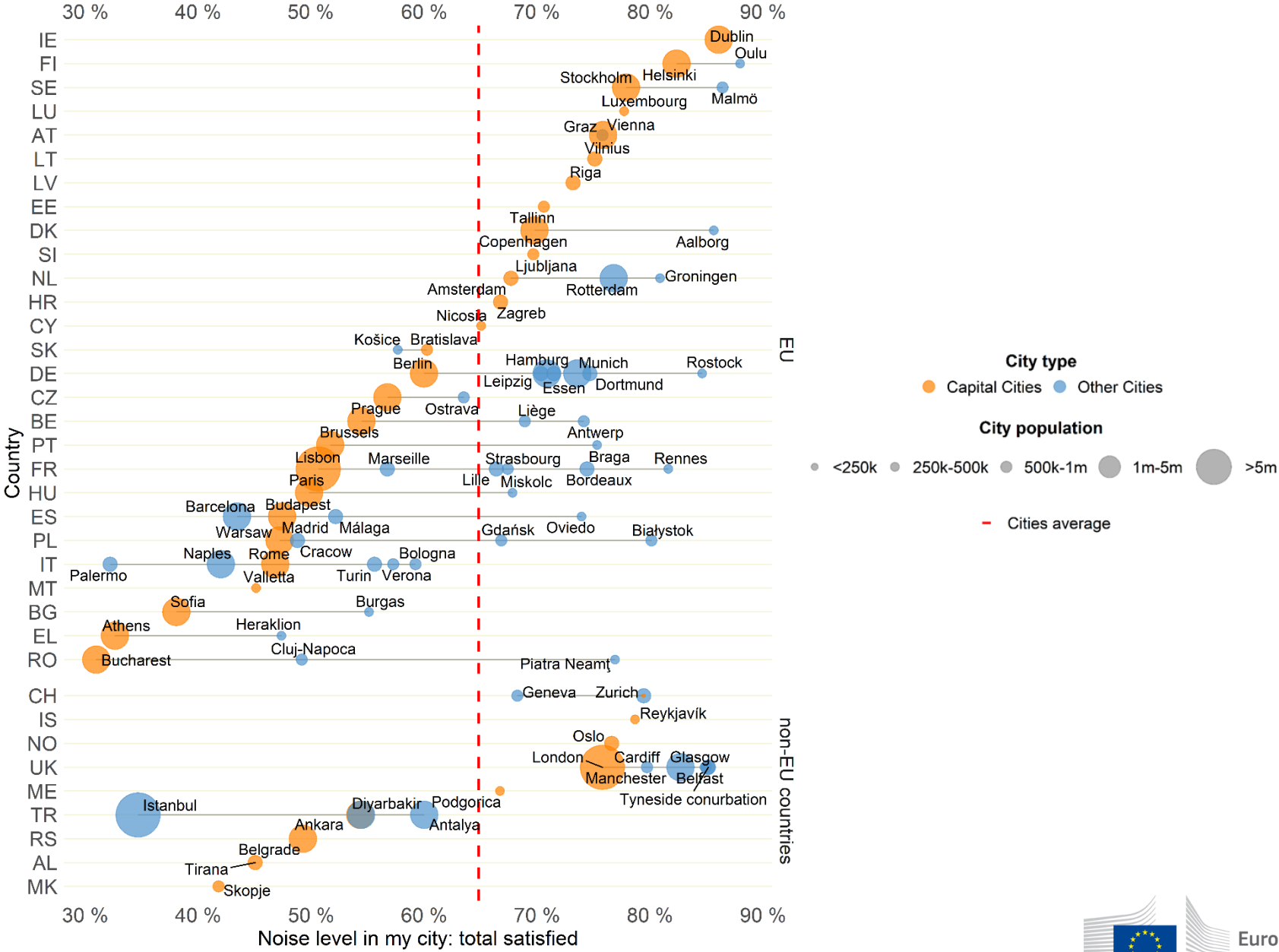
Quality of the air in the city: total satisfied (%)



Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

Large cities are louder, according to their residents





# Satisfaction with the cleanliness decreases with city size



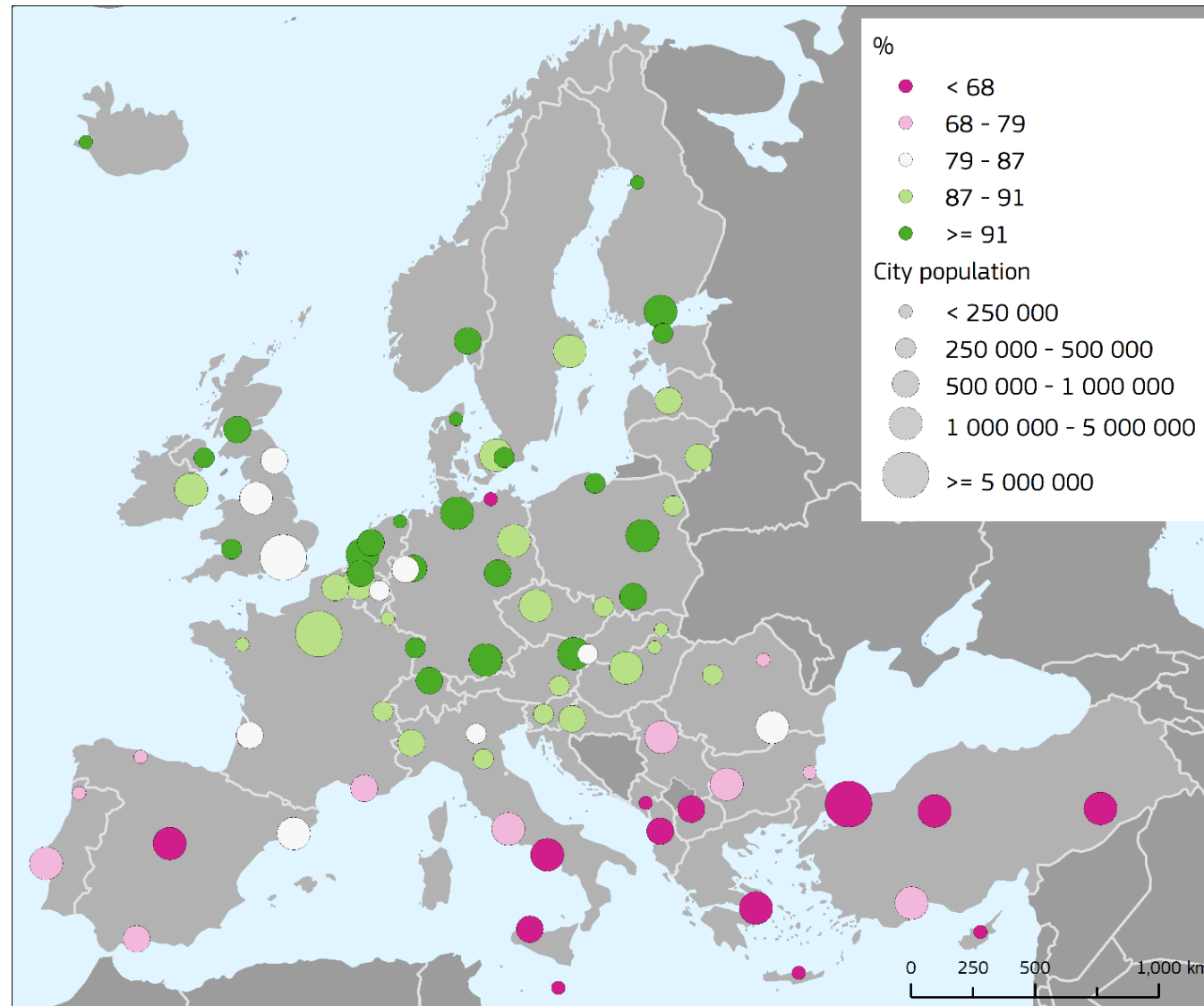
Source: EC/DG REGIO  
Note: %s based on all respondents, excluding don't know/not answered

# Natural and built-up amenities



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**Cultural facilities:  
8 out of 10 residents  
are satisfied (83%)**



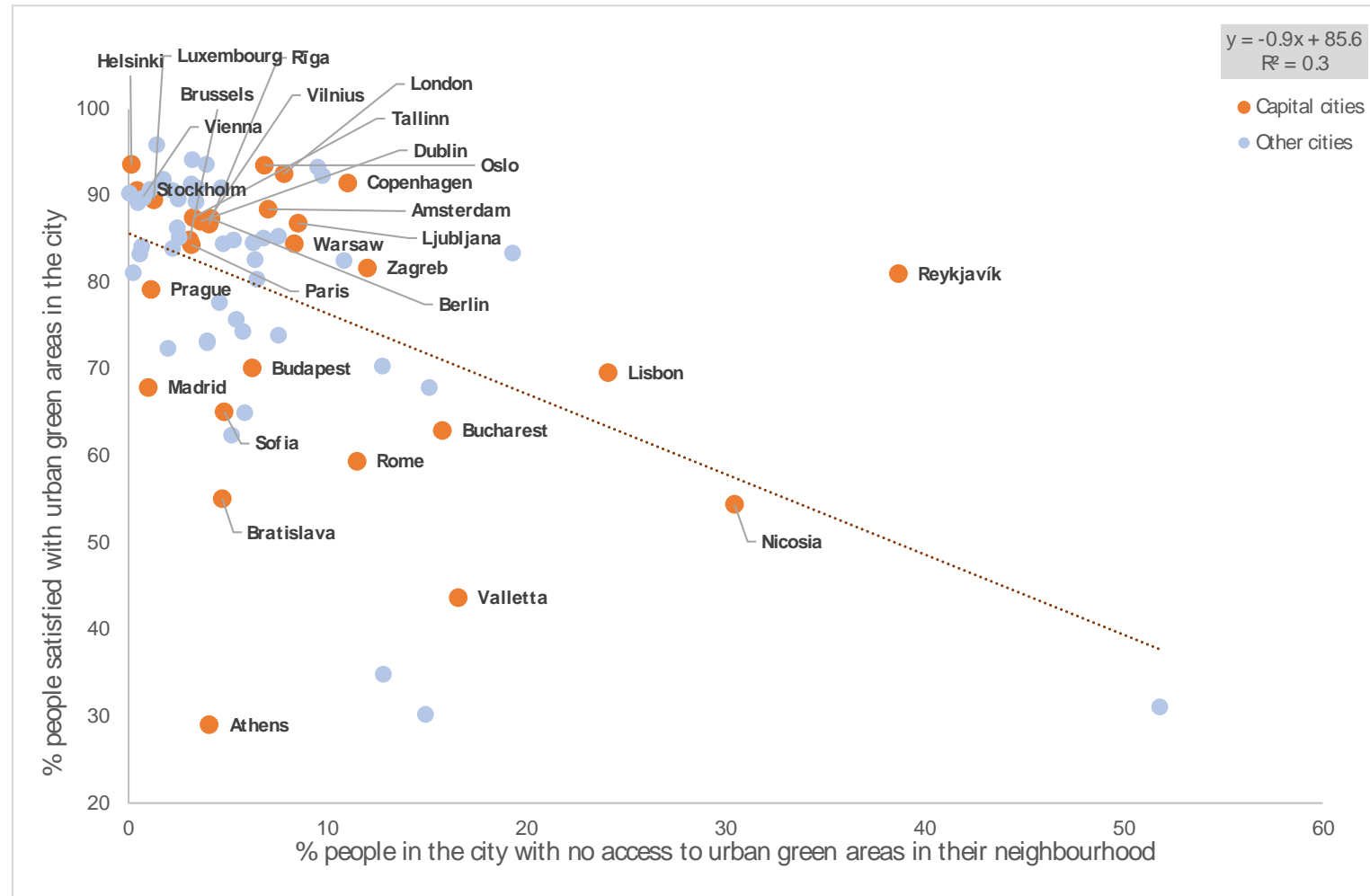
#### Cultural facilities in the city

Cultural facilities such as concert halls, theatres, museums and libraries in the city: total satisfied (%)

Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

The less people have access to green spaces ...

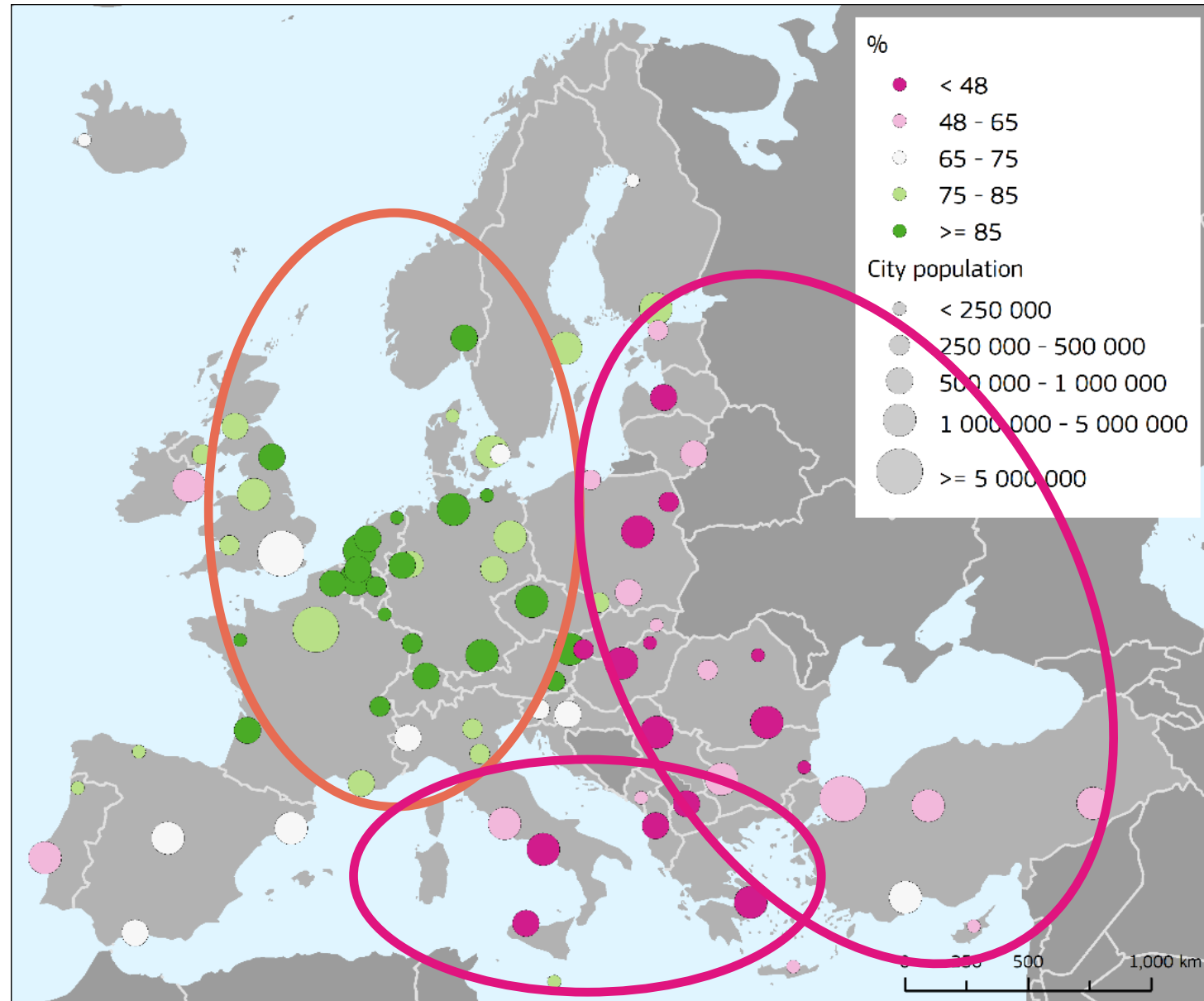


Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

... the less they are satisfied with green spaces

**Healthcare:**  
7 out of 10 residents  
are satisfied (78%),  
with big differences  
between Europe  
macro-regions



#### Health care in the city

Health care services, doctors and hospitals in my city: total satisfied (%)

Source: EC/DG REGIO

Note: %s based on all respondents, excluding don't know/not answered

# Thank you!

For questions: [REGIO-B1-PAPERS@ec.europa.eu](mailto:REGIO-B1-PAPERS@ec.europa.eu)