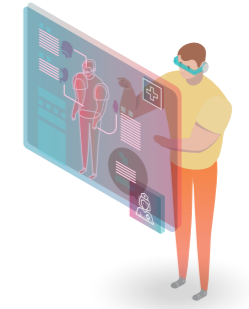




What
Moscow's
residents want

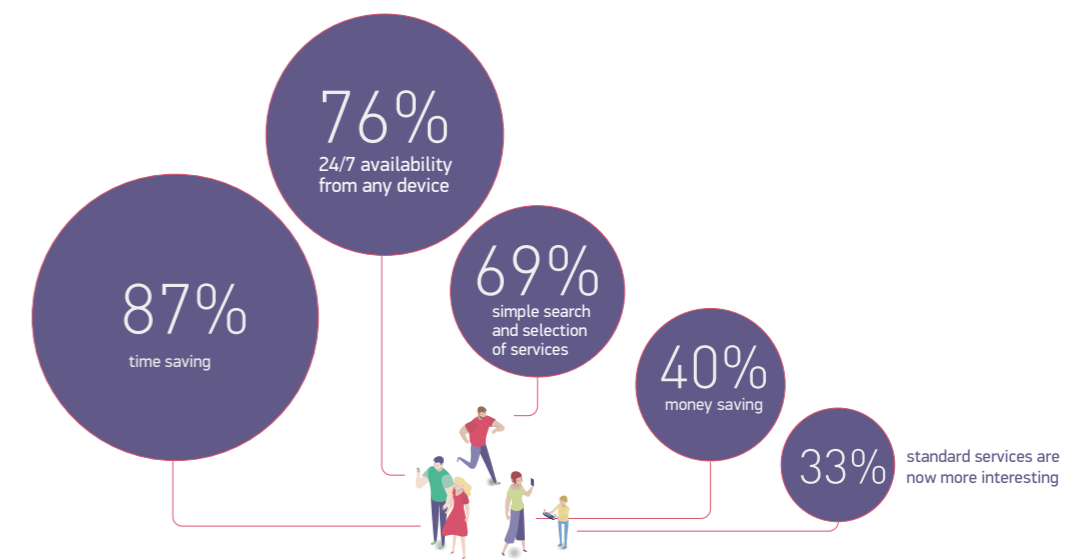
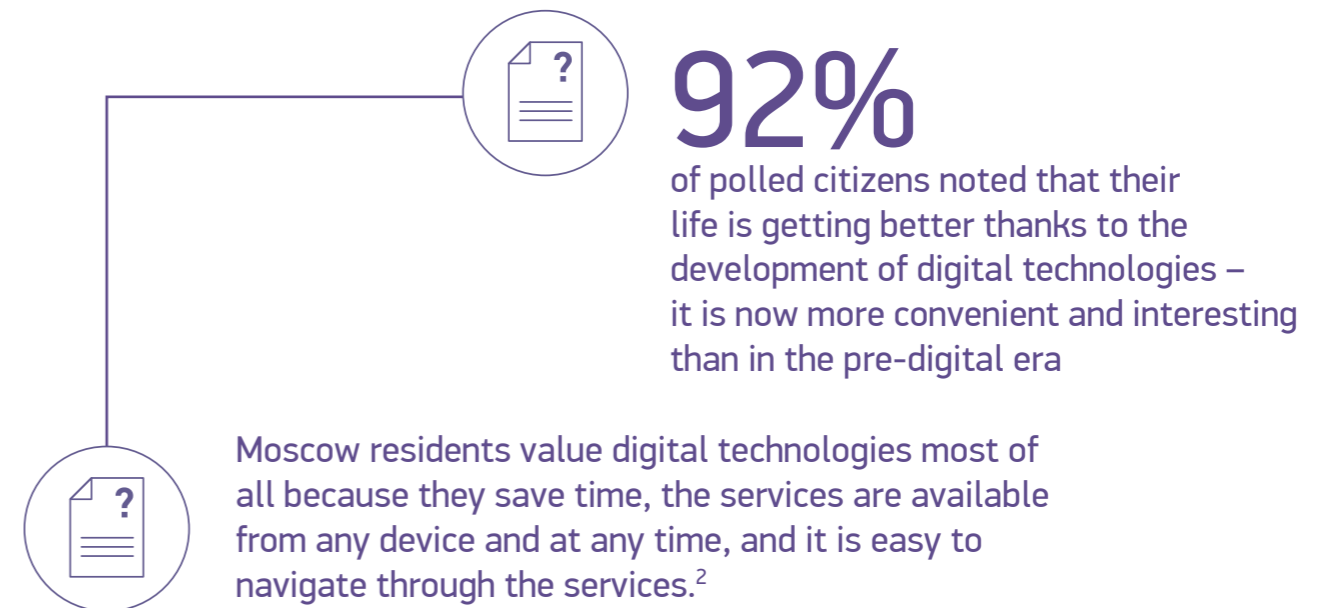
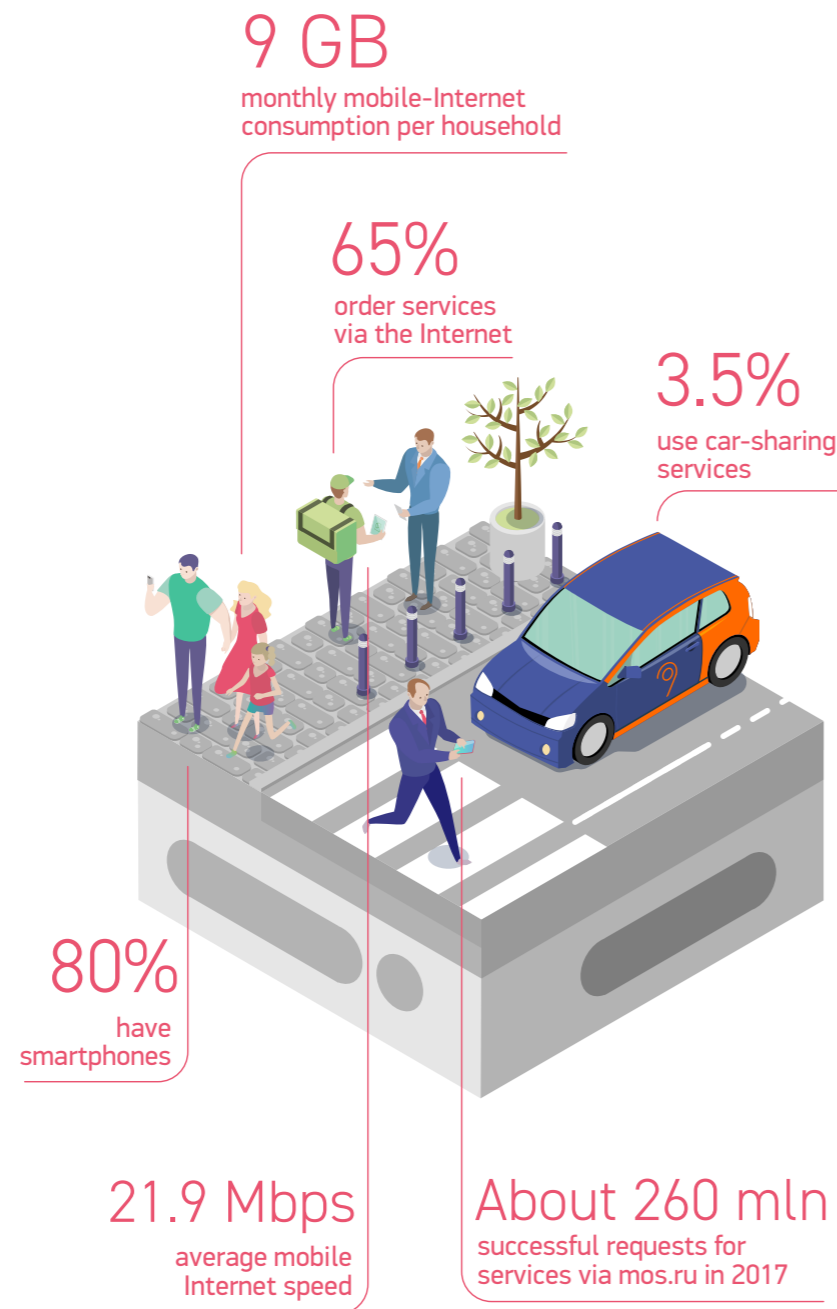


The Smart City 2030 strategy aims to create a comfortable urban environment for everyone

Moscow is already a world leader in the development and application of digital technologies in the everyday lives of its residents.

From year to year, the quality of services provided is improving, as is their range of functions. However, the demand among Moscow residents for digital services is also rising.

In March and April 2018, Moscow residents were polled about the impact of digital technologies on their everyday lives and expectations for the year 2030¹



Only 4% of those polled were concerned with the impact of digital technologies on their lives. They primarily complained about failures and errors in digital service operations. Respondents were also concerned with the safety of payments and the possibility of their activity being tracked. However, a guarantee of the security and anonymity of data, easy to use services, or an increased awareness of how digital technologies work, could change their views.

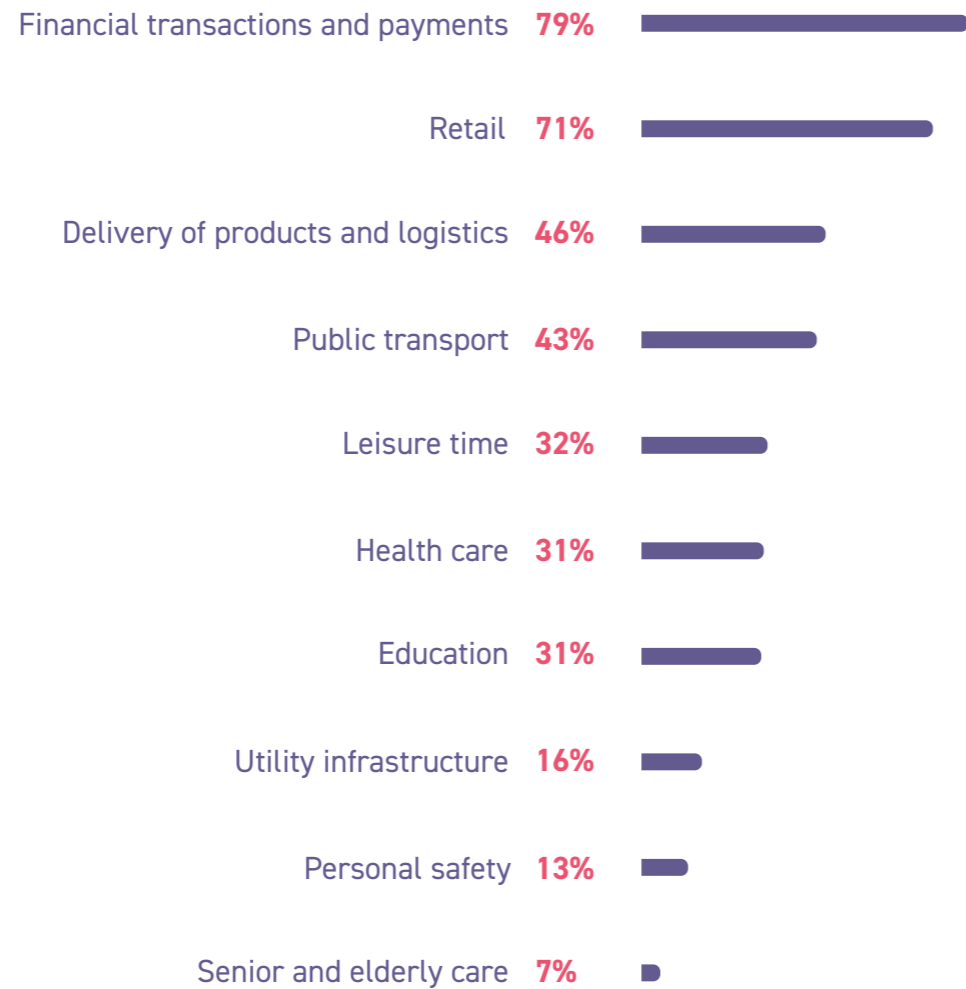


¹About 5,000 citizens, aged from 18 to 65, were polled. The poll was conducted on city and freely accessible public commercial platforms: mos.ru, ICT Telegram channel, Yandex, Mail.ru, Odnoklassniki, and VKontakte.

²Responses to the question 'What is the positive impact of digital technologies on your everyday life?' (more than one response could be selected)



Areas where Moscow's residents believe digital technologies are already in active use³



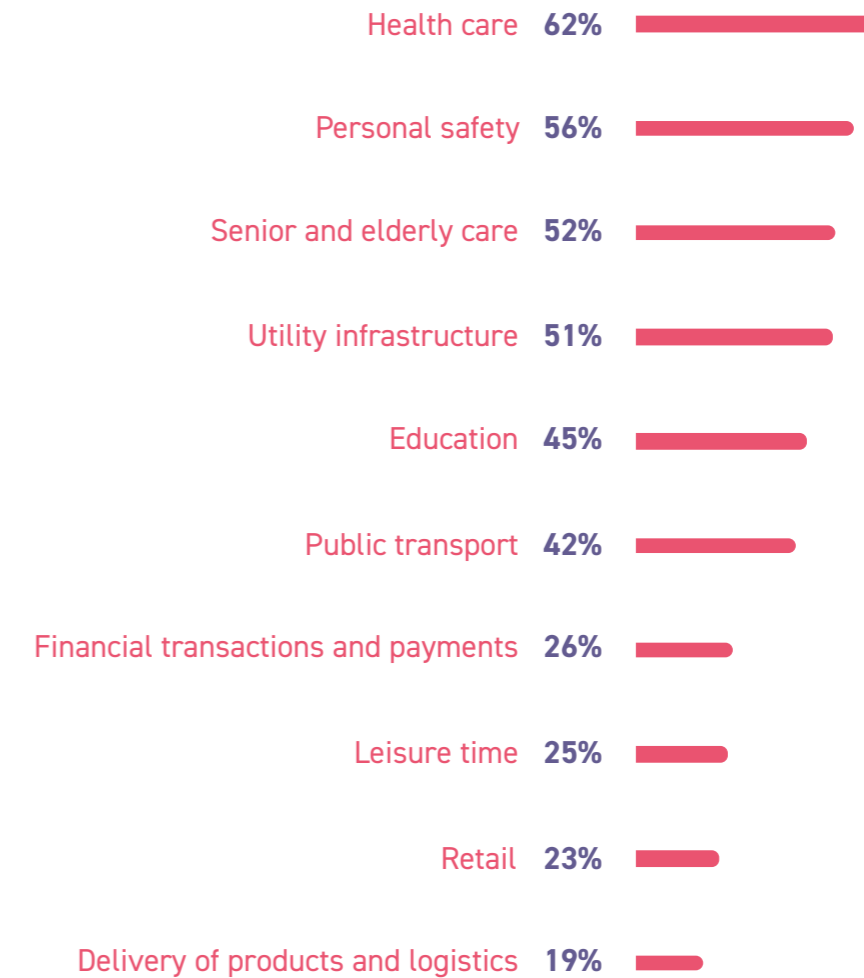
Moscow residents familiar with electronic products and services note that, from a digitalization perspective, finances and retail are the most advanced areas.

³ Responses to the question 'In your opinion, in what areas in Moscow are digital technologies applied in the most active way?' (more than one response could be selected)

In the opinion of many Moscow residents, digital technologies need to be further developed in such areas as health care, personal safety, senior and disabled care, and in utility infrastructure



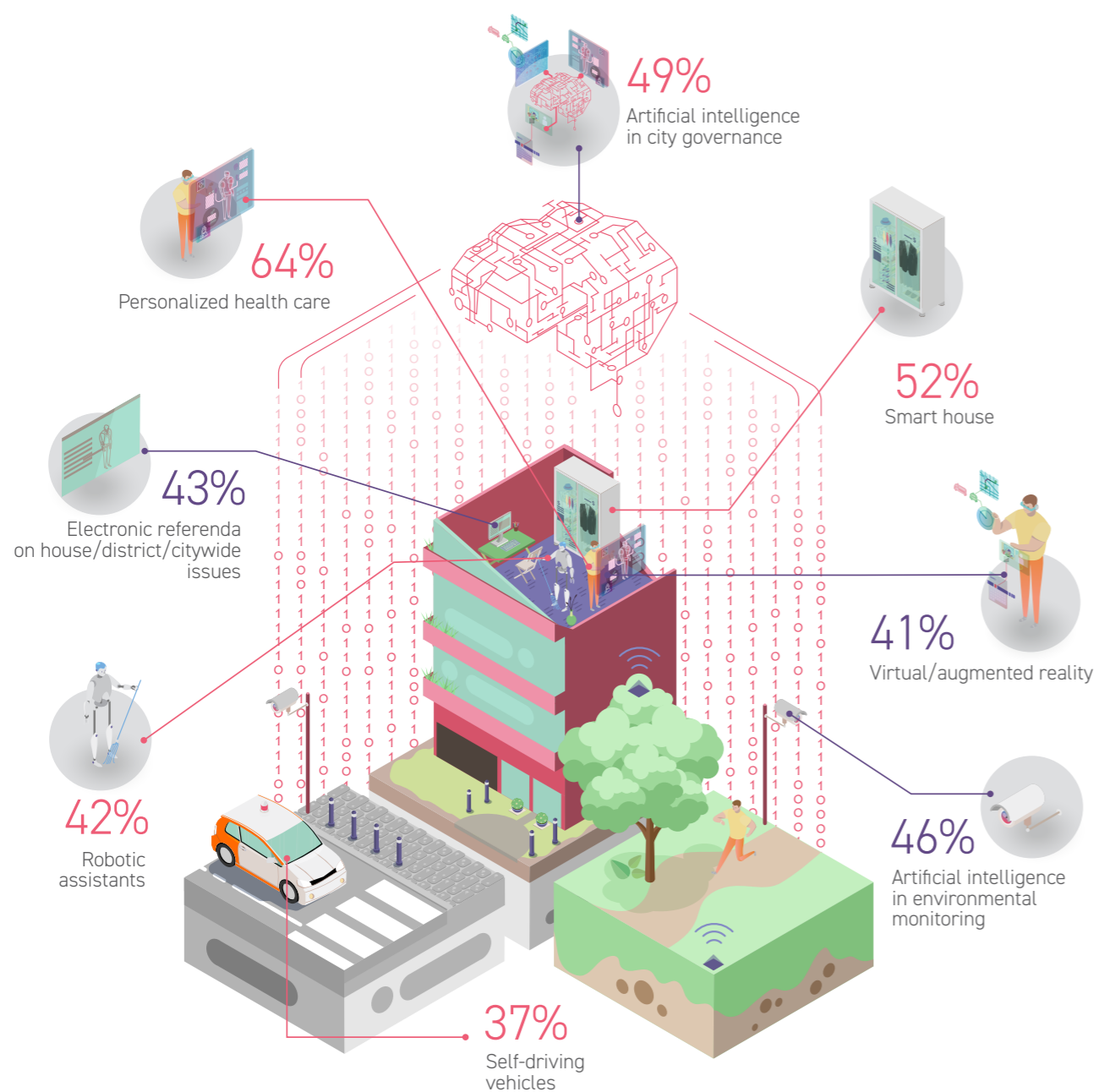
Areas of city life where digital technologies need to be developed more actively⁴



⁴ Responses to the question 'In what areas should digital technologies be implemented in a more active way?' (more than one response might be selected)



Moscow residents also stated which technologies they would like to have implemented by 2030. The majority prefer personalized health care and smart home. Many of those polled also support using AI for city governance and environmental monitoring.⁵



Polling confirmed that people have a high level of competence in terms of digital technology and set stringent requirements for future city solutions. Aggregated statistics were used to determine the main areas in the **Smart City 2030 strategy**



⁵ Responses to the question 'Imagine a digital city, the year 2030. Which of the items listed below would you like to see in that city?' (more than one response could be selected)