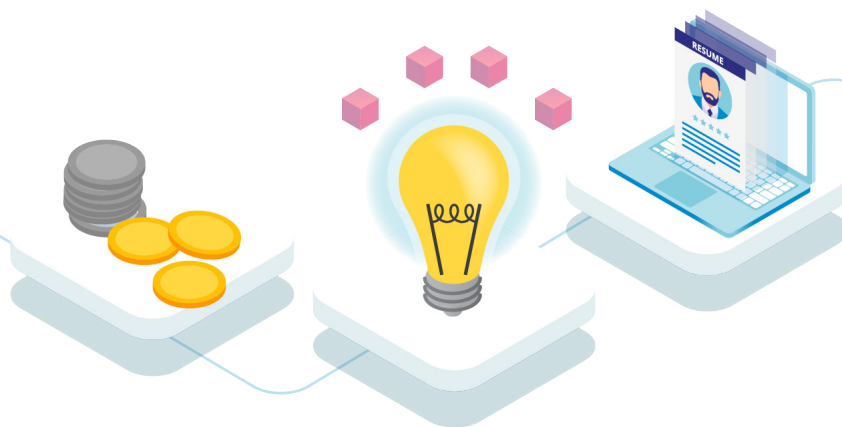


New York: At the smart frontier

New York sits at the cutting edge of smart-city development, as reflected by its early implementation of automated meter reading to track water usage in 2008.¹ Since then, it has installed wi-fi kiosks throughout the city and smart displays in subways that can estimate train arrivals. International Data Corporation, a US research firm, estimates that New York was the second-highest spender on smart-city initiatives in 2019, after Singapore.² Barcelona-based IESE Business School ranks the city second out of 174 cities worldwide, and first out of 21 North American cities, in an analysis of smart-city development.³

Three in four residents in New York say smart initiatives add to the city's appeal, a larger share than any other North American city surveyed in a study conducted by The Economist Intelligence Unit and sponsored by Nutanix.⁴ Among the benefits smart-city development can deliver, New York residents prioritise affordable living and improved transportation. The former comes as little surprise given New York's ranking as the world's seventh most expensive city.⁵ Affordability also ranks among the chief priorities for executives, along with improving workforce quality and enabling innovation.



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¹ Emil Skandul, "New York's future is as a 'smart city'", *Crains*, May 29th 2019.

² "Smart Cities Initiatives Forecast to Drive \$189 Billion in Spending in 2023, According to a New Smart Cities Spending Guide from IDC", International Data Corporation, June 25th 2019.

³ *IESE Cities in Motion Index*, IESE Business School, 2019.

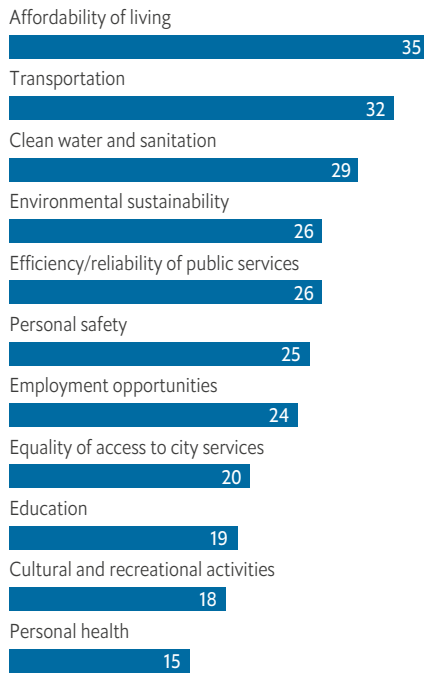
⁴ In summer and autumn 2019, The Economist Intelligence Unit surveyed 373 citizens and 51 business executives in Dubai as part of a larger survey of 6,746 citizens and 969 executives in 19 cities around the world; the full research is available at <http://bit.ly/urbanintelligence>

⁵ *Worldwide Cost of Living*, The Economist Intelligence Unit, 2019.

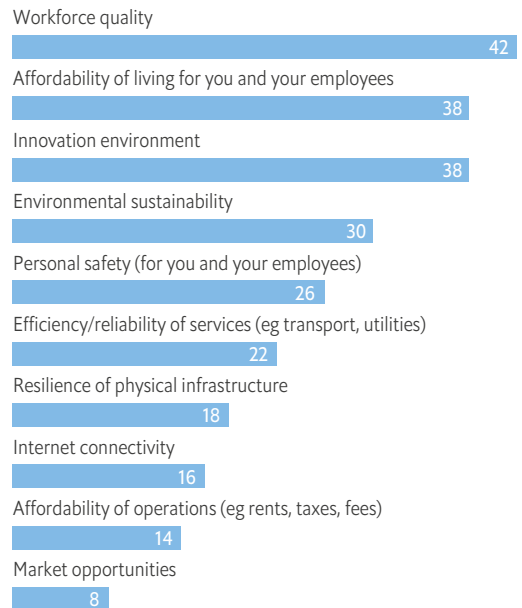
Empire state of mind

Chief benefits sought by smart-city initiatives, New York citizens and businesses
(% of respondents)

Citizens



Businesses



Source: The Economist Intelligence Unit

Citizen priorities: Affordable living and transportation

Improvements in **affordable living** and **transportation** are New York residents' top priorities when it comes to smart-city development.

40%

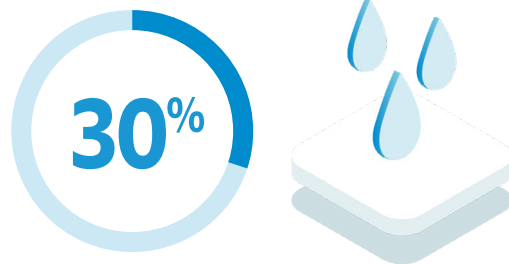
When it comes to improving affordability through smart-city initiatives, more New Yorkers (40%) select encouraging the growth of low-cost transport options over any other method.

41%

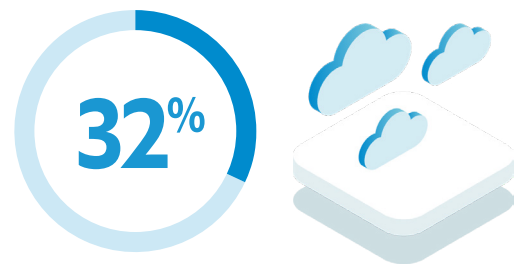
Improving the efficiency of public transport is also top-of-mind as a means to make the city greener, cited by 41% of respondents.



Cleaner water and sanitation also feature high on the list of priorities for New York citizens.



Nearly 30% cite it as a chief concern, higher than the global average of 22%.



When asked about improving personal health and safety, the largest share of residents (32%) say smart-city initiatives should focus on improving air and water quality.

Business priorities: Focus on the workforce

New York business executives prioritise **improving the quality of the workforce** as a top objective for smart-city initiatives.



42%

Just over two in five (42%—the largest share of any city surveyed) point to workforce quality, followed by affordability of living (38%).

32%

When it comes to expanding the local talent pool, executives look to improvements in quality of life factors like cleaner air and water (32%), more affordable housing (28%), and expanding digital skills training in primary and secondary schools (28%).

Executives believe **improving the innovation environment** will be another key benefit of smart programmes.

38%

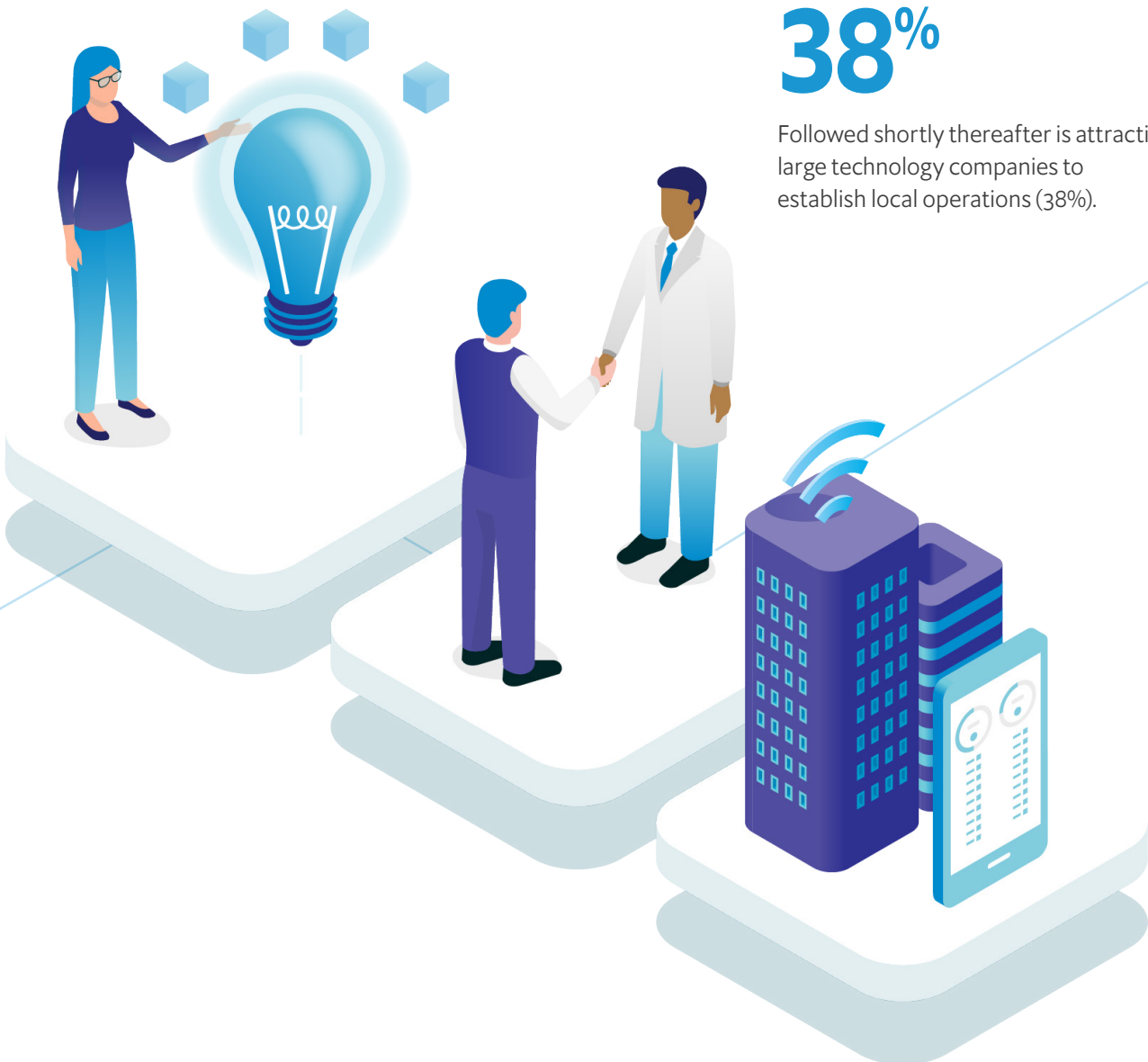
Nearly two in five (38%) New York executives concur with this—the second-largest share across all cities surveyed except for Sydney.

42%

To enhance the city's innovation landscape, more New York executives hope the city will facilitate research and development partnerships between businesses and universities compared with other approaches, cited by 42% of respondents.

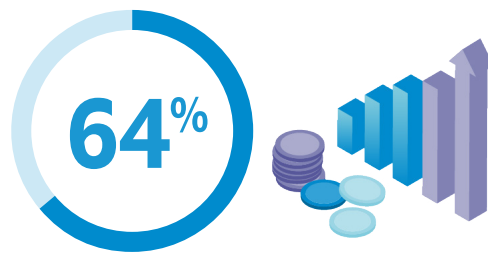
38%

Followed shortly thereafter is attracting large technology companies to establish local operations (38%).



Trade-offs: Business and citizen acceptance

New York businesses see immense **value in investing in smart-city development**, and are willing to make compromises in order to start reaping its benefits.



About three in five executives say they are ready to pay more in taxes (64%) and service fees (60%) to secure such benefits—higher than the regional averages (52% and 58%, respectively).



7 in 10

Seven in ten (70%) say they are ready to share more of their data for this purpose.

Private citizens are **less receptive than businesses to increasing costs**, but more accepting of concessions than the overall region.



1/2

Approximately half are willing to pay more in taxes (47%) and fees (49%), higher than regional averages (36% and 39%, respectively).

55%

Among New York residents, 55% believe the benefits of smart-city technologies outweigh any potential loss of personal privacy—higher than the regional average of 49%.