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Sustainable cities and communities — Indicators for city services and quality of life

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Villes et communautés territoriales durables — Indicateurs pour les services urbains et la qualité de vie

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**Sustainable cities and communities —
Indicators for city services and
quality of life**

*Villes et communautés territoriales durables — Indicateurs pour les
services urbains et la qualité de vie*

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ISO 37120:2018(E)**Foreword**

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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This document was prepared by Technical Committee ISO/TC 268, *Sustainable cities and communities*.

This second edition cancels and replaces the first edition (ISO 37120:2014), which has been technically revised.

In the development of this document, ISO Guide 82 has been taken into account in addressing sustainability issues.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Cities need indicators to measure their performance. Existing indicators at the local level are often not standardized, consistent, or comparable over time or across cities. This document is focused on city services and quality of life as a contribution to the sustainability of the city.

As part of a new series of International Standards being developed for a holistic and integrated approach to sustainable development, that includes indicators for city services and quality of life, indicators for smart cities and indicators for resilient cities, this set of standardized indicators provides a uniform approach to what is measured, and how that measurement is to be undertaken. As a list, it does not provide a value judgement, threshold or target numerical value for the indicators.

Conformance with this document does not confer a status in this regard. A city which conforms to this document in regards to measurement of indicators for city services and quality of life may only claim conformance to that effect.

These indicators can be used to track and monitor progress on city performance. In order to achieve sustainable development, the whole city system needs to be taken into consideration. Planning for future needs should take into consideration current use and efficiency of resources in order to better plan for tomorrow.

The indicators and associated test methods in this document have been developed in order to help cities:

- a) measure performance management of city services and quality of life over time;
- b) learn from one another by allowing comparison across a wide range of performance measures; and,
- c) support policy development and priority setting.

NOTE It is acknowledged that cities might not have direct influence or control over factors governing some of these indicators, but the reporting is important for meaningful comparison and provides a general indication of service delivery and quality of life within a city.

The indicators in this document have been selected to make reporting as simple and inexpensive as possible, and therefore reflect an initial platform for reporting. Further development of indicators to support smartness (ISO 37122¹⁾) and resilience (ISO 37123²⁾) in cities is ongoing in TC 268. This document also includes a third category of indicators – profile indicators – that are recommended to provide basic statistics and background information to help cities conduct peer comparisons. Additional profile indicators are listed in [Annex D](#).

Maintaining, enhancing and accelerating progress towards improved city services and quality of life is also fundamental to the definitions of both smart cities and resilient cities. This document is intended to be implemented in conjunction with ISO 37122 and ISO 37123 to measure progress towards smart cities and resilient cities, respectively. The relationship between the family of standards is presented in [Figure 1](#).

1) Under preparation. Stage at the time of publication: ISO/DIS 37122:2018.

2) Under preparation. Stage at the time of publication: ISO/CD 37123:2018.