

The report on the state of the city of Poznań for 2020

Summary

In 2020, **532.8 thousand people lived in Poznań according to the official statistics of the Central Statistical Office (CSO)**. However, the statistics **the CSO does not take into account nearly 100 thousand of unregistered people** who lived in the city. They were mainly schoolchildren and full-time students from outside Poznań and temporary workers from abroad (mainly Ukrainian citizens). Due to the COVID-19 pandemic, some of them stayed in Poznań only for part of the year.

Despite the state of the COVID-19 pandemic, the number of foreigners living in Poznań has not decreased. It is estimated that Poznań is inhabited by **50 thousand Ukraine citizens, mainly temporary workers**, which number increased in 2020. They constitute the largest group of foreigners residing in the city. In 2020, the Poviát Labour Office registered **75.6 thousand employer's declaration of intention to employ an employee with foreign citizenship** in Poznań and the Poznań poviát, including 65 thousand declarations regarded the citizens of Ukraine, and issued 1.1 thousand seasonal work permits for people with foreign citizenship, including 80% for citizens of Ukraine and 14% for citizens of the Philippines. More than **5.9 thousand of foreigners studied at Poznań universities** on a permanent or temporary basis as part of the Erasmus + program. Nearly 2 thousand were citizens of Ukraine.

In 2020, 6.3 thousand people with foreign citizenship from over 100 countries were registered for permanent or temporary residence in Poznań for more than 3 months, including approx. 3.4 thousand Ukrainian citizens.

The presence of Ukrainian citizens and the growing number of citizens of other countries makes Poznań become an increasingly international city. In Poznań **1.6 thousand people studied from other countries** and in 3 primary schools and 3 general secondary schools, a total of 15 preparatory departments were opened providing additional Polish language lessons for students from families of foreigners and people returning from abroad.

In 2020, activities to support and integrate foreigners were continued. As part of the EU project **"#ACTIVATOR WLKP - support for the integration of migrants in the Wielkopolska Voivodeship"** financed by the FAMI fund, **Poznań Integration Centre POINT** was launched, which is run by the City of Poznań together with the Foundation Centre for Migration Research and the International Organization for Migration, and a **hotline for foreigners Migrant.info operates**. At the headquarters of POINT there is also a non-governmental centre cooperating with the City of Poznań, offering information and advisory support **Migrant Info Point**. The Migrant Assistance Point was launched in Poznań, run by Caritas of the Poznań Archdiocese, Caritas Polska and the Wielkopolska Voivode as part of the "Wielkopolska Common Cause" project financed by the EU FAMI fund.

The municipal program **"Study in Poznan"** was extended and is directed to current and potential foreign students. The city also actively supported repatriates from Kazakhstan. The "ZAMEK" Culture Centre ran the Ukrainian Book Club, Polish Theatre organized the 13th Theatre Meetings "Close Strangers": Ukraine. Another edition of the "Ukrainian Spring"

Culture Festival took place. In 2020, the first **municipal Ukrainian-language helpline** was launched.

Young foreigners, whose count is estimated at over 20 thousand increase the number of young people living in Poznań. Poznań is **city of young people** - to live here is okay. **150 thousand people aged 15-29**. When children under 15 are included, more than a third of the population stands for young people. The implementation of "**The Policy for Young People of the City of Poznań for 2019-2025**" was adopted by the Poznań City Council, which assumes increasing the involvement and co-responsibility of young people for the development of the city and creating a space for them to actively join the city's life. Another edition of the competition for secondary schools "Fund for Student Self-Governments" has been announced. **Youth City Council of Poznań** was actively operating that initiated its own projects for young people.

In Poznań, **102 thousand students studied in 24 higher education institutions**, most of them - one third - at the University of Adam Mickiewicz (AMU). Over 80% of students were people from outside Poznań, most of them from the Wielkopolska Voivodeship. The level of internationalization of studies has increased. The students had a choice of **300 fields of study**, including over 50 carried out in foreign languages, also with the MBA level. The offer of studies in foreign languages has been extended, mainly in English. Most students studied in the following fields: IT, technical, economical, financial, medical, pedagogical, administrative and legal studies, and foreign-language philology. Due to the COVID-19 pandemic, students studied remotely or in a hybrid mode. In 2020 **Poznań universities are included in prestigious international rankings**: The World University Rankings (AMU and SWPS University) and Centre for World University Ranking (Poznań University of Technology). AMU and the Medical University are on the list of research universities of the Ministry of Science and Higher Education. In 2020, Poznań took the third place in the ranking "**The best cities to study in Poland**".

Due to the COVID-19 pandemic, many activities carried out in cooperation with the academic and scientific community in Poznań took place online or were suspended. The city of Poznań co-financed the organization of open lectures by outstanding scientists from around the world and led **programs aimed at students and employees of Poznań universities**, incl. such as: the Awards of the City of Poznań for an outstanding doctoral dissertation and the Award of the City of Poznań for an outstanding master's thesis, scholarship programs for winners or finalists of national subject contests and for students preparing to work with employers implementing innovative investments in Poznań, internship program and paid student internships at the Poznań City Hall, Scientific Award of the City of Poznań and scholarships for young researchers of the Poznań scientific community, programs: "Study in Poznań", "Poznań attracts", "Apartments for Graduates". The city cooperated with non-governmental organizations implementing projects aimed at activating the integration of the student community of Poznań universities. Activities aimed at integrating foreigners studying in Poznań were continued. In 2020, the Poznań City Council adopted a resolution on launching a support program for Belarusian students studying in Poznań. As part of supporting the investments of

universities in Poznań, the Medical University has been granted with 99% discount on the urban land with an area of 845 m² intended for the expansion of the Gynecology and Obstetrics Hospital.

As part of the implementation **"Pro-family Policy for the City of Poznań for 2016-2020"** activities were carried out to promote the family and to support its development. The City of Poznań participates in **the international UNICEF program "Child-friendly Cities Network"**. In 2020, due to the COVID-19 pandemic, many projects of the **Family Initiatives Centre (CIR)** and **Children's Art Centre** was carried out online. CIR has implemented, in cooperation with partners and non-governmental organizations, projects in the field of pro-family policy and intergenerational integration, including educational, development and artistic activities for children, incl. such as: "I read and feel", "Traffic jams in the city", "Holidays #inCityCentre", "#My educational challenge - understand a teenager!", "Health Academy for Parents", "We have rights", "Good Question", "Good Talk", provided certificates of Family-friendly Place, Big Family Card with the program "Comfort 3+". Cultural projects organized by the Children's Art Centre included online events such as: the International Festival of Young Audience Films ALE KINO!, the Travelling Festival ALE KINO!, the National Review of Animated Films Created by Children "The Eye of Kaleidoscope", 23. Biennale of Art for Children. Halfway point, Animator for children, a theatrical offer of the Common Stage.

During the holiday season, children and teenagers could benefit from the activities offered such as: "ADESCENT SUMMER", Summer Art Ambulance Service, Winter with Culture, open-air cinema. Dedicated activities were aimed at large families and single parents. **Families with young children could obtain financial support**, among others: one-time allowance for the birth of a child, "Poznań nursery benefit", "Poznań benefit for born multiples", one-time material support "Baby linen for Gzubek". In 2020, online events for families were organized in Poznań, incl. such as: Poznań Family Days, Family Gala, and Poznań Bethlehem.

Actions to support families with care and parenting problems were implemented within the municipal framework **"Program for supporting the family and development of foster care for the years 2020-2022"**. The care and educational functions of the family were supported by 15 care and educational centres, including day support, carried out in the form of care, specialist or yard activities support. The care and parenting of children and adolescents who were completely or partially deprived of care and support from the natural family was carried out through the system of institutional and family foster care. In 2020, the **Club for Foster Families at the Swoboda Family Support Centre** was operating, providing them with psychological, pedagogical and legal support. **The program "Support for children placed in foster care during the COVID-19 pandemic"** has been launched. Parents could benefit from support at the Good Parents Club. As part of the EU program **"Improving access to social services supporting the family and family foster care in the Municipal Functional Area of Poznań"** social services were provided - family assistant and family foster care coordinator, as well as specialist services - psychological, pedagogical, mediation and legal counselling. The city

received funding from the "STOP COVID-19. Safe systems of care assistance in Wielkopolska" for activities in the field of foster care as well as social assistance and integration.

Institutional nursery care was provided in Poznań in **109 nurseries**, including 15 public ones, 10 children's clubs and 32 day carers, providing a total of **nursery care places for over 4.9 thousand kids**. Care places in non-public nurseries and the Poznań Nursery Benefit were co-financed from the City budget. In 2020, due to the COVID-19 pandemic, the functioning of institutional nursery care and the implementation of the "Standards of Care for Children under 3 years old" were temporarily suspended. The resumption of nursery care required adjustment to the sanitary guidelines related to the epidemiological situation.

Institutional preschool care was provided in **336 preschools and kindergarten units in primary schools and kindergarten points**. They had a total of **21.8 thousands places available at preschool care institutions**. In 2020, due to the COVID-19 pandemic, the functioning of institutional preschool care was temporarily suspended, and its resumption required adjustment to the sanitary guidelines related to the epidemiological situation. Work on the modernization and extension of the kindergarten in Strzeszyn was continued, and the "Program for the Modernization and Extension of Playgrounds in Kindergartens for 2016-2020" was continued. Additional activities for children were co-financed from the City budget, incl. dance, movement activities, art, theatre, sports and language learning.

In 2020, **87 thousand students** attended schools in Poznań. More than half of them were educated in primary schools. In the group of secondary schools most students were educated in general secondary schools. Due to the COVID-19 pandemic, education in schools was temporarily suspended, and then - for most of the school year - was remote and in semi-hybrid mode. Over 2,000 students and teachers of Poznań could use computer equipment purchased from the City budget under the government programs "Remote School" and "Remote School +" and gathered during **the city campaign "Every computer will come in handy"**. **Matura exams, taken by 6.3 thousand students**, consisted only on the written part. The high school graduates obtained the best results in modern foreign languages, and the weakest in Polish. The students received the Awards of the City of Poznań for outstanding scientific, artistic and sports achievements.

Due to the pandemic, annual international student and teacher exchanges were cancelled, same as many school and inter-school events as well as large city events with the participation of preschool and school children and youth, including NEF New Education Forum, Kindergarten's Day, Competition Arena. During distance learning, students and parents could use the psychological and pedagogical support system. In order to improve the conditions of education, the **construction and modernization of the existing educational infrastructure** was implemented. The largest investments included: extension of Primary School No. 62, modernization of the building of Secondary School No. 3, construction of school gyms, modernization of school playgrounds and partial thermal modernization of school and kindergarten buildings. Preparatory work was underway to build a school in Strzeszyn.

The EU project **"ON BOARD_Connecting Cities Trough Education"** was continues that aimed to develop cooperation of local communities to improve educational processes. In 2020, the City of Poznań was included in the TOP10 ranking **"Education-Friendly Places"**.

In 2020, **"Senior Policy of the City of Poznań for 2017-2021"** was implemented. The City of Poznań received the European Commission's Access City Award for the availability of public services during the COVID-19 pandemic, especially for seniors, lonely people, people with disabilities, including the launch **support programs for seniors**, like, for example, "Shopping for seniors", "Telephone of cordiality", "Seniorro mask", "Sewing we help", "Telephone of digital advice", and the campaigns "Stay at home" and "Senior at home". Actions were continued to ensure adequate living conditions and activity for the growing group of seniors and to counteract the social exclusion and passivity of this age group. As part of the city package **Poznań VIVA Senior** continued, inter alia, projects: "Golden Hand for Senior", "Taxi for Senior", "Book for Senior", mobile beauty services, Poznań Medical Armband, "Poznań Life Box", municipal rehabilitation equipment rental, cleaning windows at home, transport to municipal cemeteries. The city implemented the **"Apartment for Senior" program** and **"Culture for Seniors" campaign**. Older people could take advantage of municipal programs: Rehabilitation 65+, Pharmaceutical Care Point 75+, Municipal Rehabilitation Equipment Rental, free seasonal flu vaccination, exercise classes for seniors. As part of the municipal Centre for Senior Citizens' Initiative **many initiatives were implemented or supported to activate the environment of the elderly** and information and education activities aimed at social integration and intergenerational dialogue, incl. such as: "Senior Tytka", "Senioralni.Poznań", Poznań Volunteering 60+, "Senior Card - Poznań Golden Card", "Senior-Friendly Place" certificate, Poznań Security Academy, Academy of Senior Club Leaders, Senior Animator, Information Point 60 +. The **City Council of Seniors** was operating. The construction of the largest commercial and **comprehensive senior centre** facility in Poland was continued at the intersection of Szkolna and Podgórna Streets.

In 2020, **"Strategy for Solving Social Problems for the City of Poznań for 2019-2025"** was implemented. The City of Poznań ran assistance programs targeted at selected people at risk of social exclusion: disabled, homeless and with mental disorders. Actions were taken to counteract various forms of social exclusion, domestic violence and poverty. The City of Poznań participated in partner projects, incl. such as: Feniks Bis, "Bridge to Independence", "Specialist support program", "Class Leader Academy", "Specialist counselling and therapy", "Supported housing - training".

As part of supporting people with mental disorders, there were, among others, projects: "Key", "Testing the support model to empower young people with mental disorders - My Matter!", "Promotion of mental health and prevention of mental disorders", "Assisted housing program for people with intellectual disabilities from the city of Poznań". The implementation of the EU project "Environmental Centre of Mental Health Poznań North" has started.

Activities addressed to addicts were continued, implemented under "**Municipal Program of Counteracting Drug Addiction in Poznań for 2018-2020**", incl.: "Drug prevention program aimed at students of primary, secondary and upper secondary schools", "We fight drug addiction in sports", "Implementation of activities integrating psychological prevention with sports activity by conducting sports and recreational activities for children and adolescents of the city Poznań", "Boosters destroy life", "I know. I choose well", and "**Municipal Program for Prevention and Solving Alcohol-Related Problems in Poznań**" including projects: "24/7 Helpline for People with Alcohol Problems", "Sports Youth - Sober Future", "Specialist Support Program", "Supporting the psychophysical development of children with FASD symptoms, children from families with alcohol problems and those at high risk addiction to alcohol". The EU project "BaltCityPrevention: Baltic Cities in the face of lifestyle-related diseases - development of an innovative prevention model in the area of public health in the Baltic Sea Region" aimed at interventions related to alcohol consumption in adolescents was implemented.

People who are homeless or in a difficult life situation could obtain support from social economy entities operating in the city, such as the Barka Mutual Aid Foundation that runs the Wielkopolska Solidarity Economy Centre, and the Social Emergency Association. In 2020, **nearly 30 social cooperatives** operated in Poznań, including Social Cooperative Poznanianka, co-created by the City of Poznań for the purpose of professional activation of the unemployed and disabled people, belonging to the Association for Social Cooperatives operating in the city, running the Wielkopolska Centre for Social Economy. There was also the "Nice Things" Social Economy Workshop and Social Integration Centres.

In 2020, the city provided support to almost 1.5 thousand homeless people, incl. through individual **Homeless Recovery Programs**. The following projects were implemented: "Map of Homelessness", "Mobile Bus", "Mobile Medical Assistance Point", monitoring of camps of homeless people, street work activities, heating stations and eateries for the homeless and the poor. Homeless people could use the city bath and the emergency support zones. The Municipal Police controlled the staying places of the homeless, distributing food and drugstore packages to those in need. Therapeutic and support projects for homeless people addicted to alcohol were implemented. In 2020, places of temporary isolation for people in a crisis of homelessness were organized. In order to eliminate homelessness, the City of Poznań participated in **the international ROOF project** implemented within the framework of the URBACT European Action Planning Network.

Actions for people with disabilities were implemented within the framework of municipal programs: "**Directions of action and tasks of the City of Poznań for the social integration of disabled people for 2012-2020**" and "**Program for Professional Integration and Activation of People with Disabilities for 2016-2020**". In 2020, "Accessibility Standards for the City of Poznań" was implemented to prevent architectural and functional barriers in the public space. Training flats functioned as part of the project "Supported housing for people with intellectual disabilities in the city of Poznań", projects were implemented, among others: "Active Self-

Government", "Step forward III", "Personal assistant of a disabled person", care services for people with disabilities, Municipal Rental of Rehabilitation Equipment. Social and vocational rehabilitation of people with disabilities was carried out, including co-financing trainings and workshops, creating jobs and starting a business. The Poznań Centre for the Support of Professional Development was functioning. The activity was led by **City Social Council for People with Disabilities**

In 2020, the City of Poznań led **pro-health programs** and information campaigns on a healthy lifestyle and encouraging regular check-ups, as well as activities in the field of health education, including: "Program for the prevention of infections caused by the human papillomavirus (HPV), including cervical cancer for 2019- 2023", "Seasonal flu prevention program in the population of people from 60 years of age living in the city of Poznań, for 2019-2023", "Infertility treatment program by in vitro fertilization for residents of the city of Poznań in 2017-2020", "Prevention and early detection of neoplastic diseases", "Prevention and early detection of cardiovascular diseases", "Universal education in the field of first aid and the development and activities of emergency volunteering as part of qualified first aid", "Promotion of healthy eating and prevention of eating disorders", Intimate Prevention Point - 24h. The implementation of the program "Health Package for Veterans of Poznań June 1956 for the years 2020-2022" has started.

Due to the COVID-19 pandemic, sports facilities operated to a limited extent; some of the classes and sports competitions were held online, and some were cancelled. In 2020 **223 thousand people participated in mass sports events in Poznań**, three times less than the year before. As part of the program of promoting physical culture and tourism, projects were implemented such as: Youth Sports Centres, Housing Estate Trainer, Senior Trainer, swimming lessons for primary school students, sports and recreational activities and integration activities for children from families with alcohol problems, Poznań School Youth Games. The organization of 15 sightseeing events, attended by 3,000 people, was subsidized from the City's budget.

A football stadium with an artificial turf and an athletics track in Golećin and Starołęka Mała Recreation Park was put into use.

In 2020, 314 sports clubs and associations operated in Poznań. Successes in sports competitions have been achieved by Poznań athletes representing: the "Poznan" Sports Club, the Rowing Club of 1904, the "Warta" Sports Club, the Environmental Organization of the Academic Sports Union, the Sports Club "Sobieski", KKS Lech Poznań, the University Club of the Academic Sports Union of the University of Adam Mickiewicz, University Club of Poznań University of Technology, Military Sports Club "Grunwald", Black Roses Poznań. For the achievements in the competitions of the highest rank in 2020, the City of Poznań awarded **scholarships for 21 athletes in the senior category and 51 athletes in the youth categories**.

In 2020, an implementation **"Poznań Program for Culture 2019-2023"** took place when the possibility of conducting cultural activity in the formula of direct contact with the recipient

was limited. Most of the events that took place were carried out online or in a hybrid formula. The City of Poznań supported Poznań's creators of culture as part of the city's local shield **#poznansupports** including: the **#KULTURANAWYNOS** competition, two editions of the "Continued ..." competition, the purchase of works for the Arsenal Municipal Gallery collection, a scholarship program for people associated with the Poznań artistic environment, training to expand the knowledge, competences and practical skills of the Poznań and the cultural sector of Wielkopolska. **Poznań Cultural Education Program** was continued in Poznań. **22 mass art and entertainment events** were organized (6 times less than the year before). **45 thousand viewers and listeners** took part in them (10 times less than the year before). Municipal cultural institutions implemented **2.2 thousand projects** in the stationary and virtual formula, in which **3.4 million people participated**, mostly remotely. Muza Cinema co-created one of the first studio cinema platforms in the world - **MOJEEKINO.PL** which allowed for online screenings and interaction with viewers.

Activities aimed at creating **new spaces for culture**, accessible to all residents were undertaken in the city. The project "Conservation of the representative interiors of the western part of the former imperial castle and their adaptation in order to effectively use the cultural heritage" has been completed, a comprehensively developed garden space at the Stokrotka Culture House, a recreational and educational space in the open air of the Genius loci Archaeological Reserve and the modernized Branch No.4 of the Library Raczyński.

EU projects were implemented: "Modernization of the Raczyński Library building and conservation and digitization of valuable library resources", "Renovation and adaptation of Fort VII for the preservation of cultural heritage", "Museum - Enigma Cipher Centre"; revalorization of the space of the Old Market Square in Poznań along with the transformation of a fragment of the middle-market block into a culture passage, "Everything Has Begun here" - exhibition of testimonies to the beginnings of Polish statehood in Ostrów Tumski.

Due to the COVID-19 pandemic, many planned cultural events were cancelled or moved to subsequent years, and the remaining projects were mainly online. The project "Activator - culture for space, space for culture" was continued on the initiative of KontenerART and local projects, including: Cultural Old Market Square, Łazarz Open Culture Zone with the Piraeus Cultural Incubator. The city of Poznań subsidized **cultural events and initiatives organized for the local urban communities**, including: Wildeckie Cultural Summer, Summer with Stage, Solitary Concerts, Civic Theatre, Forum Theatre, Eki z Małeki, Neighbourly New Year's Eve in Łazarz, cultural and integration events for people of all age groups, cultural and artistic workshops. Projects were implemented, including: "Mole in the network", Virtual Gallery of Atanazy, XXIX Meetings with a Masterpiece, CZYTATY4, National Reading, Night of Libraries, Animation Theatre in Summer, the performance "Invisible women", Theatre in the network, Planet Beckett, #27DecemberStreet, "Art Looking for a Toddler", "Dancing Families 2020", exhibitions: "Unknown Impressionism. Manet, Pissarro and contemporary artists", "Absolute features of similarity", concerts: XIII Poznań Carolling in the Time of the Plague, "Choir in the Time of the Plague", "Paddymania", the All Souls' Concert of the Orchestra of St. Marcin, A Carol Sung in the Neighbourhood. Czech Culture Days were organized. There were subsequent editions of the Night of Museums, which was carried out online, and the Poznań Festival of

Science and Art, which was held in a hybrid version. In 2020, the Raczyński Library started the co-implementation of the international project entitled "Artificial intelligence in the service of the book". As part of the Culture 2.0 offer, inter alia, resources were expanded at **Poznań CYRYL Local Digital Repository and Poznań Oral History Archive**. In 2020, the City of Poznań funded the Artistic Prize and artistic scholarships as well as scholarships for people associated with the Poznań artistic community, awarded in connection with the COVID-19 pandemic. As part of the promotion of publishers about Poznań, the Poznań Literary Award and the Józef Łukaszewicz for the best citizen of Poznań.

In 2020, **"The Municipal Revitalization Program for the City of Poznań"** was implemented, which mainly covers the designated revitalization area: city centre and some adjacent areas, including the area of the Old Town Culture Park. Activities were carried out to revitalize the space of city centre, supporting the local community, cultural potential and local entrepreneurship. The **Local Renewal Plan of Lower Lazarus** was compiled.

In 2020, comprehensive modernization works of the historic buildings **Łazieneki of the River** were completed. The city was implementing or preparing **revitalization projects covering the entire area of city centre or its parts**. Some of the projects were co-financed from EU funds. These were, among others such projects as: Centre Program, "Revalorization of the Old Market Square", "Revalorization of Kolegiacki Square", "Modernization of the Łazarski Market Square", "Development of the Jeżycki Square", "Revitalization and extension of the Madalina depot", construction of the Wartostrada pedestrian and bicycle route. Architectural illuminations as well as new transport and organizational solutions were introduced to the public space of city centre. The project "Christmas Tree Action" was implemented. The Archdiocese of Poznań, in partnership with the City of Poznań, implemented the EU project "It all began here - exhibition of testimonies to the beginnings of Polish statehood in Ostrów Tumski". Due to the COVID-19 pandemic, the projects and events implemented so far to improve the quality of public space as well as social integration and activation around the revitalization process and support for local communities took place online or in a modified form. Some of them have been suspended. These were, among others projects: "Centrum Worth Poznań", "abslCultural Old Market Square", "Friendly Backyard", "Change your Backyard", "Street Name Day", "Medieval Market in Śródecki Fair", walks in the series "Cinema, cafe and walk", Poznań Fortress Days and programs: "Revalorization of park greenery in City centre" and revitalization of riverside areas. Projects under the **City Coalition** (project of Central Urban Community) and **Łazarz Open Sphere of Culture** initiatives (Piraeus Culture Incubator and Łazarz Open Culture Zone) were continued.

In order to preserve the city's cultural and historical heritage, **renovation and conservation works of historic buildings** were financed from the city's budget in the City centre area and conservation subsidies for historic private buildings, including the most valuable Art Nouveau tenement houses.

As part of the coastal activation project, **Poznań Climbing Region** project has been launched, in the summer season **4 city beaches** were functioning, equipped with beach infrastructure and beach equipment, but due to the COVID-19 pandemic without the cultural, entertainment

and recreational programs characteristic of these places, there was a water equipment rental. The riverside areas were kept clean and tidy. The project **"Gate open to the river - ecological education in riverside areas in Poznań"** has started and an EU project was implemented **"Revitalization of the concrete protection of the Warta River banks on the section from the Przemysł I bridge to the Warta river bifurcation in Poznań"**. A floating garden was created on the pond in Wilson Park, and a pilot open garden was created next to the kindergarten in Wilda. Natural playgrounds using elements of nature were launched in another 5 kindergartens.

In 2020 **green areas accounted for 27% of the city's area**, including **52 public parks and 120 lawns covering an area of 446ha**. The park at Street Wodziczki, revalorization of the Drwęski Park, creation of a green area at Żeglarska / Wolbromska Streets and the construction of a skatepark in Rataje. The programs "Revalorization of street greenery" and "Rescuing valuable old trees and planting new ones" were continued. Design works for the honey garden in the Citadel Park have begun.

Communal forest areas with a protective and recreational function covered an area of 2590 ha **with 96 recreational and leisure facilities. 167 outdoor events for residents** took place there. In 2020, a path in the treetops was opened in the Szklarka river valley in the Antoninek forest district. The "Jerzyki Program" and the "Bird Asylum" project were continued. Due to the COVID-19 pandemic, attendance at the Poznań Palm House and the Zoological Garden decreased by 43%. In 2020, the "Poznań for Bees" program and the EU project "Health & Greenspace", consisting on the creation and opening of existing green areas for residents, were continued.

In 2020, in Poznań, there was a resolution of the Parliament of the Wielkopolska Province on the introduction of restrictions or bans in the operation of installations in which fuel combustion takes place in the city. As part of the activities aimed at **reduction of pollutant emissions from low emissions**. The city of Poznań implemented, inter alia, programs: KAWKA BIS, "Keep Warm" and information and educational projects, incl. such as: "Atmosphere dla Poznania", "Ekoproгноza", "Green Service of Poznań", "ESA - Educational Anti-smog Network", Eco Patrol of the Municipal Police, which carried out inspections of the legality of combustion. The project "Let's end smog in Poznań" with the use of a drone was continued. The city of Poznań participated in the EU project CONNECTING Nature - COproductionN with NaturE for City Transitioning, INnovation and Governance, which aims to popularize innovative solutions in cities based on the environment counteracting the negative effects of climate change. A project **#HeritageForClimate** was being carried out. The Poznań Heritage Centre has joined the Climate Heritage Network.

The city of Poznań has signed an agreement with the Łukasiewicz Research Network regarding cooperation in the implementation of the energy strategy.

In 2020, at the Municipal Waste Incineration Plant in Poznań **209.5 thousand Mg of mixed municipal waste was processed, obtaining 335 thousand GJ of thermal energy and over 116 thousand MWh of electricity**. Almost 2.6 thousand MWh of electricity from biogas generated

during waste storage was produced by a biogas CHP plant operating in the municipal waste landfill in Suchy Las.

As part of the selective waste collection system, in 2020 **42 thousand tonnes of waste paper, glass cullet and plastics and 27.2 thousand tonnes of biodegradable waste** were collected. There were 3 Selective Municipal Waste Collection Points, a Mobile Problem Waste Collection Point, a Second Life through Reuse Point, and a Cleanliness Emergency. The municipal waste disposal system was managed by the Poznań Agglomeration Inter-Communal Waste Management Association.

Due to the COVID-19 pandemic **educational and information activities on waste management and cleanliness of public space** and raising energy knowledge took place to a limited extent. Among others, the Clean Up the World campaign, Poznań Energy Day, and the "Heat for Cities" program were organized. The **energy saving projects** "Optimization of electricity distribution costs in public utility facilities" and "Optimization of heat supply costs in public utility facilities" were implemented. Group purchases of electricity and gas were continued within the generated purchasing groups.

The monitoring of the safety of public space was carried out under **Municipal Video Monitoring System**, which in 2020 was **expanded with 117 cameras and consisted on 978 cameras**. The Crisis Management Centre for the City of Poznań has undertaken **2.6 thousand actions and interventions**. The police recognized 13.7 thousand crimes with a detection rate of 57.6%. **The Municipal Police of the City of Poznań received 70.2 thousand alerts**, most often in the case of improperly parked vehicles, animals and negligence in public space. **The Fire Brigade of the City of Poznań intervened 7 thousand times**, especially in cases of local threats. In connection with the COVID-19 pandemic, public security units were given new tasks to reduce the spread of the SARS-CoV-2 virus in public space. In 2020, preventive actions were implemented to a limited extent and partly online. They were **educational and information projects in the field of counteracting threats to personal and social security**, including: "Safe City", "Safe District - Safe Resident", "Safe Life for Seniors", "Safe Holidays / Holidays", "Boosters Destroy Life", "Drugs and Boosters Kill", "Blockers", "Nielat", "Two sides of the web", "I know. I choose well", "e-prevention". Residents could use the internet service of **Security Threat Maps** and a mobile application **"My Police headquarters"** made available by the Police. As part of the activities of **Ekopatrol** actions were taken to improve the cleanliness of the city, the sanitary condition and environmental protection.

In 2020 **527.5 thousand motor vehicles, including 415 thousand passenger cars** was registered in Poznań. In 2020 in the city **there were 9 commercial sharing systems for motorized passenger cars, scooters and electric scooters**. Ecological car-sharing systems used the amenities in the tolls in the municipal Paid Parking Zone and parking on designated parking places. Poznań **the Park & Ride system had 337 parking spaces**. In 2020, the Centrum Paid Parking Zone of the Centre was launched, the rates for parking changed and the division into yellow, green and red subzones was eliminated.

In 2020, **"Transport Mobility Policy of the City of Poznań"** and **"Sustainable Urban Mobility Plan for the City of Poznań"** was developed. Actions were taken to reduce the road traffic in the city centre, including TEMPO 30 traffic calming zone, further traffic lights in the city centre were turned off, traffic light programs were successively adjusted to improve pedestrian and bicycle traffic, new bus lanes were launched. Activities for the development of electro mobility were continued. The EU program **"Electrification of selected bus lines in Poznań"** was continued, under which, in 2020, 6 new electric buses, Solaris Urbino 12 Electric, were put into operation and a contract was signed for the supply of another 37 electric buses. In 2020, the Poznań City Council passed the resolution of **"Strategy for the development of electro mobility for the City of Poznań until 2035"**.

In 2020 **the length of the bicycle path network has increased to 275.59 km**. The **Poznański City Bike (PCB) system was expanded, which at the end of 2020 included 172 stations with 1615 bikes** including 659 4G bikes. The number of PRM users increased to 182.3 thousand people. Despite the COVID-19 pandemic, which caused the temporary suspension of the functioning of PRM, over 0.5 million loans were made during the year.

In 2020, due to restrictions in connection with the COVID-19 pandemic, the number of urban public transport passengers decreased by 1/3 and amounted to 173.4 million people. **The number of card users of the Poznań Electronic Agglomeration Card increased to 714.4 thousand**. In the city area, solutions were implemented to improve the fluidity of public transport traffic, including: introducing a priority for public transport at subsequent intersections, permanent reconstruction and renovation of public transport infrastructure. Among other things, construction of: Nowa Naramowicka communication junction, section of St. Wawrzyńca Street, Folwarczna Street, expansion of Unii Lubelskiej Street, reconstruction of Gdyńska Street, Rataje Roundabout and Lech Bridge. A tram route to Unii Lubelskiej Street and the Rataje Railway Station was renovated. **Works or preparations for further works as part of large infrastructure projects** were continued including: "Construction of the tram route from the Wilczak terminus to Naramowice", "Reconstruction of the tram route Kórnicka - Lecha - Rondo Żegrze", "Reconstruction of the tram route on Dąbrowskiego Street", reconstruction of tracks in Wierzbicice and 28 Czerwca 1956 Streets.

In 2020 **5.1 thousand new apartments** in Poznań were completed, most built in the development system for sale or rent. As part of the **municipal housing construction, 50 apartments were completed** at Darzyborska Street. There were 342 council flats in the buildings at Hulewiczów and Opolska Streets under construction. As part of social housing construction, 180 apartments were built at Ceglowska Street. The city of Poznań was leading **projects aimed at residents of municipal buildings and social housing**, incl. such as: "Lease with access to property", "Apartment for an Graduate", "Apartment for a Senior", "Studio Apartments for Seniors", "Pilot Bonus Program for Persons Submitting Uninhabited and Sublet Premises", "Auction Project with Auctions of Large Communal Apartment", "Communal Apartment Rental Project in exchange for Renovation Works Made by Future Tenants", Municipal Rental Office, and social programs, including "Social housing rental with support"

and "Minigrants for Seniors". Preparations were underway to launch the new "POZnań - just to live in" program.

As part of the work on increasing transport accessibility and improving the capacity of commute, in Poznań, which is the base city - a node of the trans-European TEN-T network, where two transport corridors intersect: Baltic - Adriatic and North Sea - Baltic, **modernization of the railway line sections connecting Poznań with Warsaw (E20), Wrocław and Szczecin (E59) was ongoing** in 2020. Due to the restrictions related to the COVID-19 pandemic, passenger traffic **at Poznań-Ławica Airport** decreased by 72% and amounted to 657.7 thousand people. In 2020 **connections in new directions were launched**, incl. to: Amsterdam, Barcelona, Burgas, Dubrovnik, Rome, Split, and Zakynthos.

In 2020, due to restrictions in connection with the COVID-19 pandemic, Poznań **was visited by 57.5% less tourists staying in tourist establishments, including 68% less foreign tourists** and the number of overnight stays decreased by 56%. The occupancy rate of bed places amounted to 23.5% and was lower by 44% compared to the previous year. Most of the events increasing the tourist attractiveness of the city have been suspended or have been held online to a limited extent. These were, among others: "Poznań for half price", Poznań Fortress Days, St. Martin's Street Name Day. Most of the activities under tourism projects have also been transferred to the Internet, incl. such as: The Royal-Imperial Route in Poznań with the ICHOT Gate of Poznań and the Genius loci Archaeological Reserve, Śluza Gallery, Fest Fyrtel.

As part of the tourism promotion of Poznań, campaigns were conducted to promote attractions and tourist facilities #CityWillWait and #WeAreReady, "Poznań returns to the game", 15 study and press visits were organized.

As part of international cooperation, Poznań was in the lead **cooperation with 15 foreign partner cities**. In 2020, there was also cooperation **with non-partner cities, particularly intensive with Berlin**. The restrictions related to the COVID-19 pandemic have resulted in limitations in the organization of meetings and the implementation by public benefit organizations of cultural, sports and scientific cooperation projects for residents, especially young people, with partner cities. As part of mutual support, the partner city of Shenzhen donated 20,000 PLN to the City of Poznań protective masks. For the medical staff of the J. Struś Infectious Hospital and doctors from Shenzhen organized a videoconference on the exchange of knowledge and experiences related to the COVID-19 pandemic. As part of the institutional cooperation, representatives of the City participated mainly online **in the works of 10 organizations and platforms of international cooperation associating cities and regions**: Cities for Cyclists, EUROCITIES, European Cities Marketing, International Congress and Convention Association, Le Club de Strasbourg, Open & Agile Smart Cities, WHO Global Network for Age-friendly Cities, Mayors for Peace, Oder Partnerschaft, Poznań - Ille-et-Vilaine Foundation, as well as the Polish-German Intergovernmental Commission for Regional and cross-border cooperation. Organizations: **Association of Polish Cities** and **Union of Polish Metropolises**, to which the City of Poznań belongs, were representing the City in **Council of European Municipalities and Regions, Congress of Local and Regional Authorities in Europe**

and Congress of Regions. As part of the local cooperation, the City of Poznań actively participated in the works of **Poznań Metropolis Association** of communes from Poznań powiat, Poznań powiat itself and Oborniki, Szamotuły, Śrem and Skoki. In 2020 **joint metropolitan projects** were continued, including: Poznań Metropolitan Railway, Educational Anti-smog Network.

The City of Poznań independently and as part of the Poznań Metropolis Association actively promoted the investment, tourist, cultural and sports offer. Despite the limitations related to the COVID-19 pandemic, the city's offer was presented in stationary or online on prestigious ones **industry expo events**, incl. such as: Tour Salon - Trade Fair of Regions and Tourist Products in Poznań, Region tour Trade Fair in Brno, Travel Match Workshops in Oslo, Utforsk Verden workshops and tourism fair in Oslo, Ferie For Alle Fair in Herning, IBTM Virtual Business Tourism Fair, Travel Weekly Road to Recovery.

In 2020, most of the large events planned in Poznań, during which the Poznań brand is promoted, were suspended or held in a changed formula. These were, among others: the International Animated Film Festival Animator, the Ale Kino! International Young Audience Film Festival, Millennium Docs Against Gravity Festival No. 17, Wings For Life World Run, The Colour Run, city themed events, including: POZnan Ice Festival, outdoor campaigns, campaigns in social media: Facebook, Twitter, YouTube, Instagram, Pinterest, as well as on portals and in the business tourism industry magazines.

In 2020 **International Poznan Trades (IPT)** organized **37 events and showrooms** on planned 70 trade expos with over a half fewer exhibitors than the year before (4.2 thousand, including 0.4 thousand from abroad), and **number of visitors reached to 252 thousand people**. The largest trade expos organized in 2020 are: Polagra Premier International Agricultural Expo, BUDMA International Construction and Architecture Expo, MEBLE POLSKA, HOBBY and ANIMAL, CARAVANS SALON POLAND, INTERIOR BUSINESS SUMMIT and an event promoting the exhibition industry - The Expo gives more. In 2020, due to the epidemiological situation, online projects were also held, including: ITM_talks, INDUSTRY ONLINE platform, INDUSTRY NEXT congress, THE NEW REALITY, SUBCONTRACTING MEETINGS, and City Development Forum.

The COVID-19 pandemic has caused a severe reduction in the activities of the meetings industry. Of the 12 planned conferences and congresses co-organized or supported by the Poznań Convention Bureau, most were postponed to the following years, and 3 were held online: the Global Exhibition Day debate, ASA2020 Association of Social Anthropologists, 32nd European Academy of Childhood Disability Annual Meeting. On the other hand, services related to the conference, congress and event activities of MTP Group in 2020 were limited to 115 events (more than a half less than the year before).

Poznań is characterized by **very high economic potential on a national scale** counted as one of the country's top economically well-developed cities. The economy of Poznań is structurally diversified and well-developed in terms of branches. **It is dominated by the services sector,**

which accounts for nearly 73% of gross value added and is a workplace for 77% of all people working in Poznań. Despite the COVID-19 pandemic, the number of companies registered in Poznań increased to 118.8 thousand. Most of them are SME, including 3.2 thousand are companies with foreign capital. Most of the companies were owned by physical persons conducting business activity. Most of the business entities were active in the field of trade, industrial and construction production, as well as professional, scientific and technical activities.

It is estimated that at the end of 2020 **the volume of direct foreign investments in Poznań amounted to EUR 7.7 billion.** Over **270 large foreign investors** have invested in the city. Two-thirds of foreign capital came from France, Japan, Germany, the USA and Great Britain, and the largest investors were: Asahi, Beiersdorf, Bridgestone, Exide Technologies, GlaxoSmithKline, Kronospan, Mars, Neinver, Unilever, Veolia, and Volkswagen. There were over **110 centres of modern business services of companies from 20 countries**, mostly in the field of IT and R&D, providing services in various languages and employing a total of over 18 thousand people. In 2020, 8 new projects were created in the sector of modern business services, which will generate nearly 900 new jobs for specialists, incl. in the field of IT and F&A. There are investors from 20 countries in the modern business services sector, mainly from the USA, Poland and Germany, incl. companies: Bridgestone, Duni, Franklin Templeton Investments, GlaxoSmithKline, IKEA, Jeronimo Martins, MAN, Mars, McKinsey & Company, Owens Illinois, Roche, and Volkswagen, some of which are also investing in Poznań in production projects.

The office space in Poznań increased by over 18 thousand sq m² during the year and at the end of 2020 amounted to 583 thousand m².

Innovation plays an increasingly important role in the economy of Poznań, incl. **strong start-ups environment and the games industry**, cooperation platforms and networks supporting the development of clustering and high-tech. In 2020, there was **registered a number of 10.7 thousand companies in Poznań from the creative sectors.** There were over 20 computer game production studios. Due to the epidemiological situation, in 2020 no further editions of well-known, specialized events related to the game industry - PGA Poznań Game Arena and Poznań Game Jam took place. The city of Poznań implemented an EU project promoting the local game industry "Let's play in Wielkopolska".

In Poznań, **9 thousand IT sector companies employed 22 thousand people.** Some of them worked in business service centres conducting IT activities. In 2020, due to the epidemiological situation, most of the specialist IT events in previous years were suspended or organized online. The city of Poznań organized the next online edition of the "positive technologies" conference and the first edition of the Smart City Wielkopolska conference.

In 2020, there were over **200 start-ups**, operating mainly in the sector of new technologies with the use of artificial intelligence, Internet of Things and big data. According to the "StartupBlink Ecosystem Report 2020" Poznań is **in the TOP200 group of cities in the world with the greatest start-up potential**, ranking 170th among 1000 cities included in the report. Periodic specialist meetings and workshops for start-ups were held to a limited extent, and

most of them were suspended or held online. The start-up environment in Poznań could also benefit from the support of the City of Poznań as part of the "+ one" municipal joint work zone offer.

The scientific and academic community actively participates in building a knowledge-based economy in the city. There are interdisciplinary inter-university research centres and Poznań technology parks. Research and development activities - apart from academic activities - are also conducted by Poznań universities, which are among the best in the country. They educate students in 300 fields of study.

The prosperity of the city and a very high potential for economic growth are confirmed by the high ratings of the largest international rating agencies. Poznań has **the highest attainable by local government in the country A- rating with a stable forecast** awarded by the Fitch Ratings agency. Moody's Investors Service assesses Poznań's creditworthiness at the same level (A3 with a stable forecast).

High level of entrepreneurship was supported by the City of Poznań, which directed its activities to people starting their own business and already operating micro, small and medium-sized enterprises. During the year, this offer was used by a total of 167 thousand people, mostly online. The scope of activities aimed at the development of entrepreneurship in 2020 included, among others: training, advisory and information services, subsidies for starting a business by unemployed persons granted by the Poviát Labour Office, sureties for repayment of liabilities related to running a business, granted by the Poznań Credit Guarantee Fund, business support programs, including innovative activities, services of the Poznań Technology and Industry Park, the offer of a joint work zone "+ one". The largest number of people took advantage of the training, consulting and information services, including internet services, offered by the municipal Advisory and Training Centre as part of the Business Mentor program, Poznań Centre for Entrepreneurship Support, Micro-Entrepreneurs Club run by the Poviát Labour Office and Poznański Fundusz Poręczeń Kredytowych Sp. z o. o. In 2020, due to the COVID-19 pandemic, all training and advisory sessions were held remotely. Theme **Poznań Entrepreneurship Days** which were organized remotely was "Company in a pandemic - unexpected changes - threats and opportunities". In 2020, in connection with the COVID-19 pandemic, Poznań entrepreneurs renting municipal premises could use **Poznań Anti-Crisis Package**, and all entrepreneurs are supported by the government's anti-crisis shield.

In Poznań **349.9 thousand people** (latest available data for 2019). Most of them, approx. **80% of people worked in services**. 19% of employees worked in industry and construction. To the largest Poznań employers employing over 1,000 people, included companies operating in the manufacturing, construction, transport, communications, and financial intermediation, education, healthcare and administration sectors. The largest number of employees in Poznań was employed by Volkswagen Poznań Sp. z o. o. and the University of Adam Mickiewicz.

Entrepreneurs had the greatest problems with finding employees with specialist vocational education and employees for manual work. This situation made employers from Poznań more and more willing to use the possibility of employing foreigners. In 2020, in Poznań city and the Poznań powiat **75.6 thousand employers' declarations were registered on entrusting work to foreigners**, including 86% of citizens of Ukraine. Almost half of them were employed by temporary employment agencies. The restrictions in connection with the COVID-19 pandemic resulted in changes in the labour market. Unemployment started to rise and in December 2020 **the unemployment rate was 2%**. The number of registered unemployed doubled and amounted to 7 thousand. More than half (55%) of jobseekers were people aged 25 to 44. Most of the unemployed had the lowest education (lower secondary and below) and higher education. Unemployed people could use **the assistance system of the Poviast Labour Office**, including: intermediation in the process of seeking employment, referral to internships and vocational training and active job search, intervention works and public works, co-financing of projects related to starting a business and integration benefits for unemployed people attending workshops in the field of social integration and vocational training, free career counselling, including group career information. **Employment fairs and job expos** were held cyclically, prepared, among others, by career offices or student self-government organizations. Unemployed people from Poznań participated in projects financed by the European Social Fund and national funds, including: "Activation of young people unemployed in the Poznań powiat", "Vocational activation of the unemployed and job seekers in the Poznań powiat", "My mother's salon II", "Activation and integration".

Through participation in the work of the Poviast Employment Council and the Partnership for the Development of the Wielkopolska Labour Market, the Entrepreneurship and Employment Support Network, and through the Observatory of the Economy and Labour Market of the Poznań Agglomeration, the City of Poznań monitored the local labour market, actively cooperated with employers, implementing joint ventures and implementing targeted projects to increase the competences of employees on the local labour market, including **vocational education in deficit professions and education in technical fields as well as training adults**. The projects implemented in this area by the City of Poznań included, among others: "Professional qualifications as the key to success - we support the development of vocational education in the Municipal Functional Area of Poznań", "Respect for Professionals", "Increasing competences in the field of mathematics and computer science by high school students of MOF Poznań", "ENIGMA - support for teaching mathematics and computer science in secondary schools of the Poznań Metropolis", "Equipping educational institutions with modern and highly specialized technological equipment in the Poznań MOF", SSC / BPO Week, "Development of the Infrastructure of the Vocational and Continuing Education Centre". Profession schools for young people educated the largest number of specialists in services for the population, engineering and technical, ICT, as well as business and administration. In post-secondary schools, the largest number of students studied in business and administration and medical schools. The greatest number of university graduates graduated from the following faculties: economics, accounting, pedagogy and social sciences. Universities made changes to

the education offer, mainly by introducing new specialties and fields of study, more and more often conducted under an agreement of several universities and with entrepreneurs.

As part of the inclusion of residents in co-management and shared responsibility for the development of the city and open social dialogue, there were **42 auxiliary units of the City**, of which five - covering the area of City centre - were associated in the Coalition of Central Urban Estates. In 2020, auxiliary units spent PLN 27.4 million. Most, **73% was allocated to local activities in the field of roads, public transport and education**.

Local investments in the construction of technical infrastructure carried out by residents' associations were co-financed from the City budget.

In 2020, the City of Poznań cooperated with non-governmental organizations on the basis of the documents adopted by the Poznań City Council: "**Program of Cooperation of the City of Poznań with NGOs for 2017-2020**" and "**Annual Program of Cooperation of the City of Poznań with NGOs for 2020**", defining priority tasks carried out as part of public benefit and local initiatives as well as tasks planned by estate councils. Non-governmental organizations received funding from the City budget for implemented projects, primarily in the field of social assistance, culture, art, protection of cultural goods and national heritage, as well as support and dissemination of physical culture. In Poznań, the following activities were conducted by: the Poznań Council for Public Benefit Activities, civil dialogue committees, the Poznań Centre for Supporting NGOs and Volunteering (Bukowska Centre) supporting non-governmental organizations and volunteering, and Neighbourhood and Regranting Local Initiative Centres, aimed at developing cooperation between the local government and non-governmental organizations, and activation of local communities. The City of Poznań organized subsequent editions of the competition for the Best Poznań Non-Governmental Initiative INICJATORY and the Poznań Volunteer of the Year competition.

Representatives of non-governmental organizations participated in **social consultation and opinion-forming teams**, appointed by the Poznań City Council or the President of the City of Poznań, such as: Poznań Public Benefit Works Council, City Council of Seniors, City Social Council for People with Disabilities, the Large Family Council, the Youth Consultation Council at the President of the City of Poznań, the Youth Council of the City of Poznań and civil dialogue committees. Social consultations were conducted online using the Internet Social Consultation Platform. Other forms of social dialogue included: permanent consultations in making planning decisions and road investments and one-off consultations on various projects important for residents, direct meetings of the President with the residents of housing estates, Poznań Civic Budget (PBO). In 2020 **Under the PBO, whose budget was PLN 21 million, 253 projects were submitted, for which 87.6 thousand people have voted**. In 2020, the City of Poznań implemented a new form of social consultations - the Poznań Citizens' Panel. The City of Poznań continued the implementation of the EU project "Healthy Boost", the aim of which is to develop an effective model of cooperation with non-governmental organizations.

In connection with the COVID-19 pandemic, **social support points for residents operated online**, inter alia: an information and consultation point in the field of legal and financial advice

for individual owners of private residential buildings, Free Legal Advice Points, Admission Point of the Human Rights Defender.

The city of Poznań organized social campaigns, including: "Against indifference", Great Bee Day, Read.PL, "Don't wait for the pedestrian crossing", "Let's cook some good together", "I love and I assume that you too | I like and I assume you do too | I respect and I assume that you do too", "I don't care about the risk of infection", #supportlocally, JEDZIELNIA, "Settle your PIT in Poznań".

As part of the implementation of the principles of open administration, in 2020 it operated **Office Poznań Contact**, offering call centre and contact centre services based on municipal teleinformation services. The Poznań City Hall received **1,134 requests for access to public information**, most of them related to urban planning and architecture as well as land management. The open base **BaDaM City Data** was expanded, presenting information and statistical data about Poznań on the Internet, and spatial **3D model of the city of Poznań**. E-services and modern smart city solutions were developed. In 2020, **Smart City Poznań, an application mobile phone**, was launched. The process of introducing modern management standards using IT technologies by the City of Poznań was continued.

The institution supporting the implementation of the orders of the President of the City of Poznań and resolutions of the Poznań City Council, responsible for the implementation of most public matters of local importance, is the Poznań City Hall. Own and commissioned tasks, which are carried out by the office, mainly concern spatial order, budget, culture, education, health, education, greenery, road maintenance, municipal waste management.

At the end of 2020, **29 faculties and equivalent organizational units** were functioning in the Poznań City Hall, in which 1,849 people were employed in total. Moreover, **345 municipal organizational units functioned in Poznań: commercial companies and cooperatives with the participation of the City as well as associations, inter-municipal associations and foundations of which the City is a member or a founder**. In 2020, the Poznań City Hall and municipal organizational units made 516.8 thousand administrative decisions. Most of them concerned civic matters and transport permissions and tax issues, as well as social benefits and social welfare.