

## **CAN SMART CITIES MEET MILLENNIALS EXPECTATIONS?**

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### **ABSTRACT**

Smart cities are expected to provide new services and improved service delivery to citizens. This exploratory study uses Latent Semantic Analysis on semi structured interviews to provide insights about the expectations millennials have about smart cities services. Despite the case study nature of the research, because the interviews were conducted in one city, the information obtained is valuable in helping understand the view of this important population that requires city services.

Keywords: Smart Cities, Latent Semantic Analysis