

The European Commission's
**INTELLIGENT CITIES
CHALLENGE**

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Torrent: Intelligent City Transformation Overview

ICC Final Deliverable



Executive summary

Torrent City Council has spent years betting on a process of continuous improvement that has led it to undertake innovative projects and initiatives of all kinds and in all areas of the organization and the city.

Participating in the "Intelligent City Challenge" program was an opportunity to learn about projects from other European cities, especially in matters as sensitive as those dealt with in this program.

Undoubtedly, the COVID-19 pandemic has been a great handicap in the development of the program. In our case, moreover, with the aggravating circumstance that a large part of our stakeholders were older people, and the restrictions in Spain regarding the prevention of contagion prohibited face-to-face meetings, and even less so with older people. The technological gap with certain groups made it extremely difficult to capture requirements and search for needs.

Despite the difficulties of the moment, we were able to involve representatives of groups involved in the care of groups at risk of social exclusion. Also, to the City Council departments that work on this matter, and to the sports services. The University of Valencia has also been a decisive ally, since it has provided us with access to specialist technicians in different subjects who have advised us on the management of our projects. The company Xelus IT, from its profile as a technology company, has contributed to providing the innovative component in IT matters to the initiatives that have arisen within the framework of the ICC program.

The detailed analysis of the needs arising in the analysis phase, and of the initiatives proposed by the stakeholders, led us to the conclusion that one of them had a very long scope, and required a prior study of the state of the art in the matter. of training of the citizenship of Torrent that could not be approached in the period of the ICC program. The difficulties in dealing with the financing of projects, and the multiple phases derived from public procurement, mean that each project is in a different state.

The city of Torrent pursued an EU-supported transformation over four main stages, and this document details that journey by these sections

Overview to the city's journey and structure of this document



1 Preparation & assessment

5 months:
September 2020 – January 2021



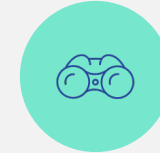
2 Ambition & roadmap

3 months:
February 2021 – April 2021



3 Implementation

15 months
May 2021 – July 2022



4 Review & way forward

2 months
August 2022 – September 2022

*Reported as
one section*

Summary

Find out **where a city is, where it should go** and who in the ecosystem is going to **mobilise make things happen**

Develop a **concrete plan** to achieve **measured improvements**, collaborating with the community; push action with immediate benefits

Get “big moves” **done** and **see results**; take **action in partnership** with others

Measure success, and commit to **keep connections and improvements going**

Section

1

September 2020 to January
2021

Torrent : Preparation and assessment

ICC transformation



Introduction

- Torrent is a municipality that belongs to the province of Valencia and is in the Valencia metropolitan area, in the Huerta Oeste region.
- Very well connected with the provincial capital which is only 9 km far. Thanks to its integration in the Valencia metropolitan area, mainly as a dormitory city, Torrent has had strong demographic growth since the 1950s, reaching more than 84.000 at the end of 2021. So is that it is the municipality with the most population in the province of Valencia after the capital.
- Population with respect to the region – 2019. The 23,20% of the population of the region was concentrated in Torrent.
- Population density in Torrent is 1,185,92 inhabitants/km². It is a municipality with a large concentration of population compared to the province, where the data is 237.38 inhabitants per km².
- Only the 10% of the Torrent population was born in a different country (2019).
- The UPCCA Ajuntament of Torrent works around three different areas school, family and community:
 - School environment prevention programs for children, primary, secondary, high school and training cycles Activities Information, talks and workshops
 - Family environment School for parents, family care and guidance
 - Community Area Information, guidance, and specialized advice Awareness of the problems derived from the use abuse of drugs or other addictive disorders Campaigns to promote healthy lifestyle
- Most of the welfare resources are aimed to the elders. 24 nursing homes of which 2 are public property and the others private.

Introduction

- 4,927 active companies in 2019. 3,42% of variation in new companies compared to the previous year. 22% The concentration of companies of the region in Torrent. About 81,29% of services companies. Both Torrent and its province are services economies.
- IDEA'T. public Company, Boosting the economy and employment of Torrent it provides information, guidance, advice and training to the unemployed, entrepreneurs.
- The highest unemployment rate was registered in the services sector. However, it is necessary to point the covid 19 crisis impact out on this rate. Indeed, from March 2020 to April 2020 the hiring rate in this sector has dramatically decreased (25.1%), in services specially.
- Special interest has the *Mas del Jutge* industrial park, an industrial area with 1.501.697m2 and 363 companies.
- Torrent town hall made since 2019 an important investment in the improvement and extension of some of the sports public facilities. All the sportive activity is managed by the Sportive Municipality Foundation.
- 2,52% of the territory of Torrent is protected area, 175.01 hectares:
 - Serra Perenxisa: constitutes a natural enclave historically linked to the enjoyment of nature by the inhabitants of Torrent. Considering the local scope of this municipality, it is an enclave of great value since, in a densely populated and urbanized environment, it constitutes a natural redoubt that offers the citizens of this locality a close possibility of enjoying a natural area. Likewise, it constitutes an important element as an educational resource for environmental training. It is, therefore, an enclave that holds great potential for the orderly public use of the environment.
 - Microrreserva Serra perenxisa: declared in 2013 for the importance of 3 species of flora that live there
 - Barranc de l'Horteta: Wildlife Reserve Protected species are *Unio elongatulus* and *Anodonta cygnea* both locally known as petxinots
 - Torrent Vedat: an area of special agricultural and forestry protection
 - A section of the ravine Toll de Daly and Baix Mornell: for years, the City Council has been working on the repopulation of the *Mauresmys leprosa* Rierol tortoise with the aim of recovering the native species and fighting with the American crab.

City needs: State of the city overview

Información clave del análisis del desempeño de la ciudad

The state of Torrent today

Torrent's vision rests on the foundations of the Integrated & Sustainable Urban Development Strategy - EDUSI Torrent.

EDUSI.

Torrent was cocreated with the collaboration of public/private entities and with the active participation of citizens/civil society, as identifying the city real urban challenges was an essential key to defining our strategic priorities and organising them by the adequate lines of action.

General motivations for Torrent city to join ICC were highlighted as:

- Learning from other ambitious and innovative cities' policies and case studies while exchanging valuable information and different/enriched opinions based on each municipal reality and previous experiences.
- To access an advisory and city peer network and new capacity building tools
- To open communication between city officials from other top cities in how emerging technologies can be introduced effectively and ethically into urban communities to meet our city goals and to become better cities for our citizens.

Within the ICC project, Torrent aims to further define and strengthen its Health & Sports Specialization Strategy, by promoting health, wellbeing and social inclusion, fostering healthy living/ageing and social cohesion while encouraging physical/mental fitness to fight sedentary lifestyle. Always considering key conditioning factors such as diversity and equity.

Key insights from city performance analysis

Higher performance observed

1 High penetration of Smart Cities in the city, with projects already executed

2 High-level sports facilities in the city. Availability in addition to a privileged natural environment, including a natural park declared by the regional government

3 Assets in the economic field, in the cultural area, in the social sphere and in civil society

4 Proximity to the city of Valencia (3rd city in Spain), home to two major universities and many companies of all kinds interested in working on innovative projects...

5 The people responsible for the social area dedicate all their efforts to solving urgent problems. The situation has worsened with the Covid-19

Lower performance observed

1 No smart project focused on solving the needs of disadvantaged groups

2 Little by little the culture of inclusion of social agents in solving problems in the city improves

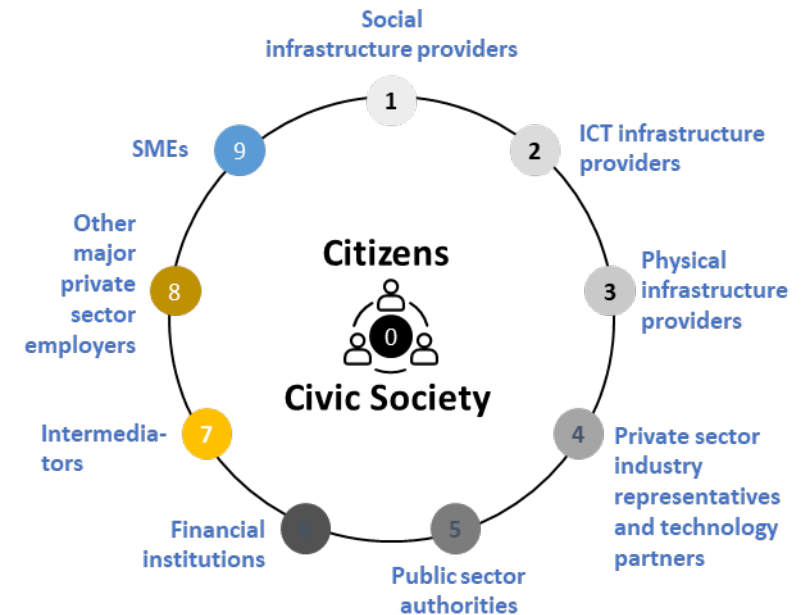
3 Need for skilling and reskilling among groups at risk of social exclusion. And need help to get it.

4 Care for people who live alone, and without family coverage

5 Sedentarism and obesity of the population can be alleviated with a knowledge of the city and its abundant natural territory

City Ecosystem

1. Meeting with stakeholders to prioritize city needs under the 2 strategic objectives
 - Sports department in the City Hall & Municipal Sports Foundation (FDM)
 - Social welfare department in the City Hall
 - Sectorial city councils created by the City Council
 - Companies related to the sports field
 - Vulnerable older people over 85
 - Vulnerable older people over 65
 - Young people with social inclusion problems
 - Children at risk of exclusion
 - NGO
 - Educative community
 - Universities
2. Several empathy maps have been developed with detected stakeholders
3. Needs identification
4. Identification of initiatives in progress
5. City vision to address these needs



ICC strategy: Vision and ambition statements

Torrent's main motivation for participating in the ICC Program was the possibility of being able to learn about projects from other, mainly European, cities with the same concerns and needs as ours.
At the time of the candidacy, the city council began studies for its new government plan. And the conversations with the stakeholders helped to design the Smart city model that Torrent has as its objective.

Improve the social resilience of citizens, enjoying the fantastic territory at their fingertips, structuring this improvement through the practice of sports in all its aspects.

Active aging

... as a way of improve the quality of life of the elderly people

Skilling and reskilling

... of young people from underprivileged groups, which allows them to grow personally and to avoid stereotypes typical of their close environment (Eg: sports area)

Promotion of a healthy

...lifestyle habits and social inclusion based on the practice of sports.

City strategy: justification

The city of Torrent is located just 8 kilometers from the Mediterranean Sea. And it has in its own territory several natural areas protected by the regional government, which even has native species of flora and fauna. And it already has a long history of sports routes, by bicycle, walking in the mountains, to enjoy the municipality. Four years ago, it even launched a Healthy Routes Project for girls and boys under 16 years of age, to combat sedentary lifestyles and instill in them values related to sustainability. The climate, the Mediterranean diet, the quality of the Valencian health system, directly derives in a desired longevity of people, although not always in the accompanying conditions that they would have initially desired.

On the other hand, Torrent is the largest city in the province of Valencia behind the capital and is part of the network of municipalities that make up the metropolitan and industrial area of the city of Valencia. All this attracts many people who, alone or with their families, move to live here looking for their employability. And why not say it, a certain quality of life.

All of the above entails a number of people who live in Torrent with special needs, with sudden pathologies, with unwanted loneliness, which we are interested in minimizing.



Section 2

Torrent: Ambition and roadmap

ICC Transformation

February 2021 to May 2021

High level implementation roadmap for solution (“10000m plan”)

Home assistance
system



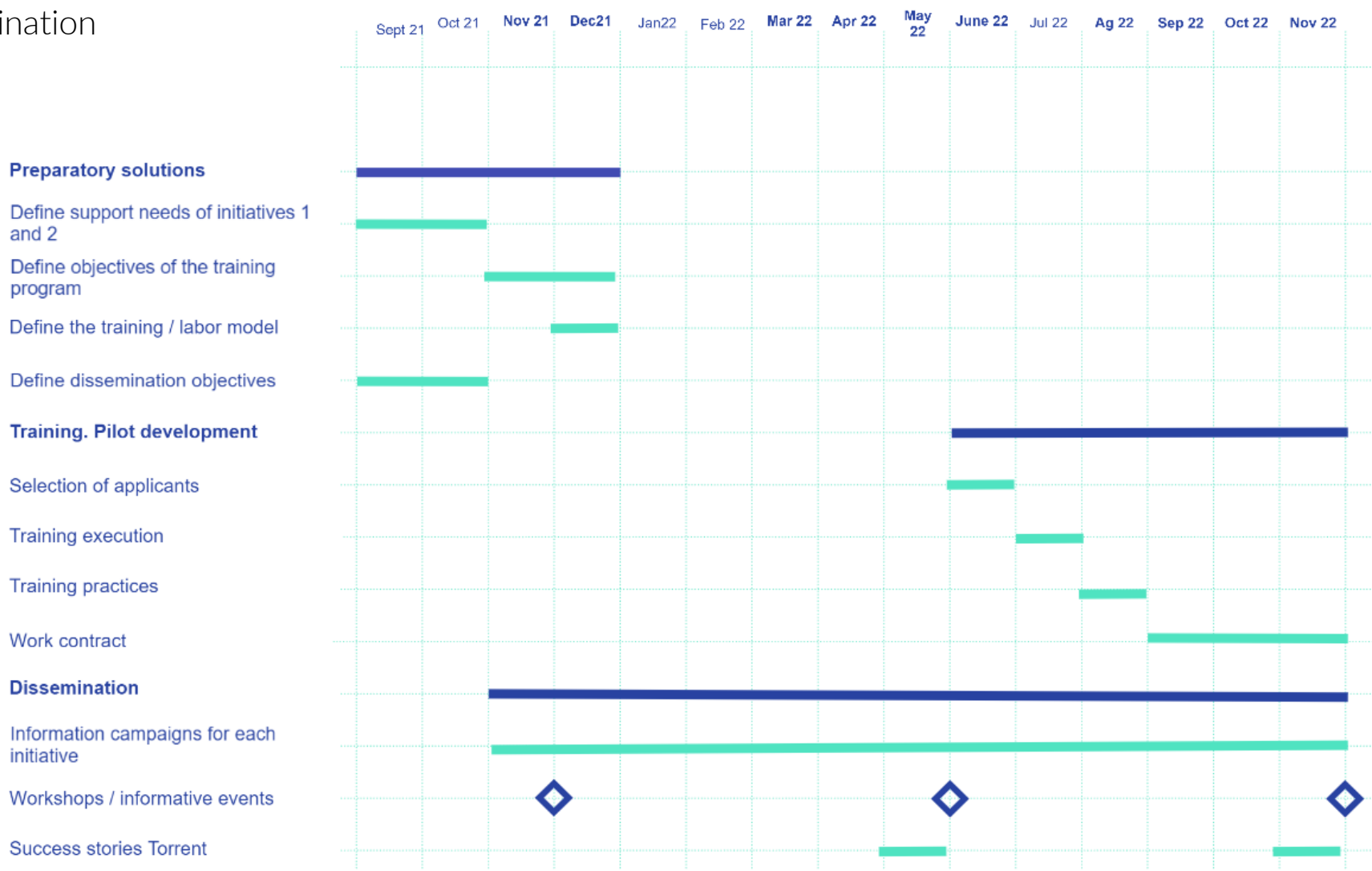
High level implementation roadmap for solution (“10000m plan”)

Healthy routes














High level implementation roadmap for solution (“10000m plan”)

Training & Dissemination



1 Initiative charter: 1. Home assistance system

Strategy		Stakeholders involved		Inputs, outputs, outcomes and impacts	
Description 	What: Home automation device with a screen and voice recognition that will be provided with features to especially help older people who live alone to undergo active ageing. Why: To reduce physical, cognitive and social fragility of elderly people. How: The system allows you to interact with the user, monitor their behavior, activate reminders and propose social, physical and mental activities.	Solution lead:  Torrent City Hall & Alcoi City Hall (the project will be developed by both cities jointly)		Source of funding and estimated cost  The initiative will be financed by municipal funds and European funds. The estimated cost of the pilot project is about 150-180k for 15 users.	
	Link to vision  Improve the social resilience and quality of life of citizens.	Solution working team:  ICC team. IT, Welfare and Sports department from Torrent and Alcoi city hall.		Solution maturity outputs  Elderly people connected How well a city is using new technological solutions (e.g., increase in broadband coverage, establishment of open data platform and datasets, etc.) This time is perfect to take advantage of existing platforms.	
Link to ambition statement  Active ageing, promotion of healthy.		Contributors:  Experts from Universitat de València (Faculty of Sports, and active ageing, teaching and learning departments from faculty of Psychology. IT department of Alicante University			
Expected impact and timing 	Improvement of the physical conditions of the beneficiaries. Decrease in attendance at primary medicine. Increase in social activity in the city. Generation of an economy dedicated to serving these groups and promoting their activity. Reduce the risk of social exclusion of the beneficiary groups. Timing: 12 months.	Risks and mitigation  <ul style="list-style-type: none"> Risks <ol style="list-style-type: none"> 1. High cost; 2. Technology in constant evolution; 3. Connection with other applications; 4. The digital gap. Challenges <ul style="list-style-type: none"> Community support for Open Data solutions. Mitigating measures <ul style="list-style-type: none"> To use open software and reuse the developments made by Alcoi. Involving specific trainers to reduce the digital gap. Previous experiences managing complex projects 		City performance outcomes and impacts  Quality of life of elderly people. New job opportunities	

1 Initiative charter 2: Healthy routes

Strategy		Stakeholders involved		Inputs, outputs, outcomes and impacts		
<div>Description</div> <div></div>	<p>What: Design of thematic or healthy routes throughout the city and its territory for use by citizens.</p> <p>Why: unwanted loneliness in older people leads to certain diseases that an active life can eliminate.</p> <p>How: Designing the routes. Implementation of an APP for monitoring. Implementation of sports corners for sports practice and health indicators monitoring kiosks.</p>	<div>Solution lead:</div> <div></div> <div>Torrent City Hall</div>	<div>Solution working team:</div> <div></div> <div>ICC team + Experts from Universitat de València (Faculty of Sports, and active ageing and teaching and learning departments from faculty of Psychology)</div>	<div>Source of funding and estimated cost</div> <div></div>	<p>The source of funding and an estimate of the cost</p>	
	<div>Link to vision</div> <div></div>	<p>Improve the social resilience of citizens, enjoying the fantastic territory at their fingertips, structuring this improvement through the practice of sports in all its aspects.</p>		<div>Contributors:</div> <div></div> <div>Welfare and Sports Department from Torrent City Hall.</div>	<div>Solution maturity outputs</div> <div></div>	<p>Number of users registered in the tool (those who are tracked)</p> <p>Number of uses of the tool (registered and unregistered users)</p>
	<div>Link to ambition statement</div> <div></div>	<p>Active ageing, promotion of a healthy. We want to reduce medical dependency.</p>		<div>Risks and mitigation</div> <div></div>	<div>City performance outcomes and impacts</div> <div></div>	<p>Get people to use sport as an element of social inclusion and as a solution to prevent many diseases.</p>
<div>Expected impact and timing</div> <div></div>	<p>Improved health of registered users.</p> <p>Appreciation of the city and improvement of the feeling of belonging of its citizens.</p> <p>Promotion and consolidation among citizens of healthy lifestyle habits and sports practice. Timing : 12 months.</p>	<p>What are the key risks?</p> <p>The commitment of the people participating in the project.</p> <p>What challenges are likely to arise during implementation?</p> <p>To get economical support. High level of communication and dynamization needed.</p> <p>What are mitigating measures that are being put in place?</p> <p>Carry out pilot tests of the different components of the project separately.</p>				

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Key Performance indicators – Activities (inputs and actions)

Solution	Activities – Inputs and actions
Home assistance system	Percentage of executed budget over the planned Percentage of executed activities on time Number of months behind scheduled
Healthy routes	
Training & dissemination	

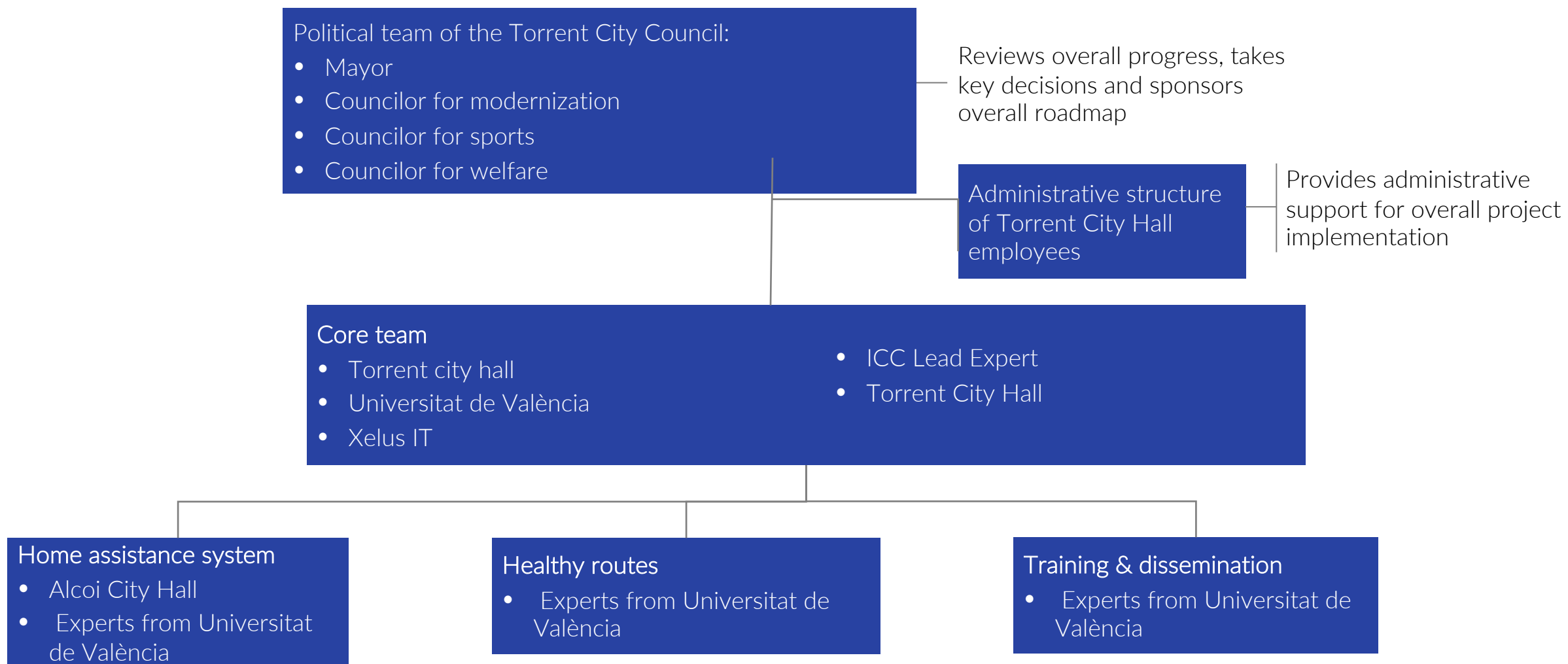
Key Performance indicators – solution maturity (outputs)

Solution	Solution Maturity - outputs	Targets
Home assistance system	Average number of interactions with the device Number of calls through the device Number of users User satisfaction level	All users of the pilot program use the tool and know its benefits
Healthy routes	Number of users registered in the tool (those who are tracked) Number of uses of the tool (registered and unregistered users) Number of participating pharmacies Number of uses of the tool (registered and unregistered users)	Get a high number of users Getting the involvement of the local pharmacies
Training & dissemination	Number of people interested in participating Number of people trained Number of workshops / events organized Number of attendees / participants in the workshops	Offering job opportunities to people at risk of social exclusion

Key Performance indicators

Solution	City performance – outcomes and impacts	Targets	Link to SDGs (optional)
Home assistance system	Health parameters of users Number of doctor visits	Improve the quality of life of lonely elderly	3. Good health and well-being
Healthy routes	Tests result on kiosks Number of doctor visits	Improve citizen physical activity Improve citizen health	3. Good health and well-being 11. Sustainable cities and communities
Training & dissemination	Number of people who find a job Number of success stories from Torrent Number of best practices collected	Reduce social exclusion Publicize the initiatives developed within the scope of the ICC	1. No poverty 10. Reduced inequalities

4 Governance structure for roadmap implementation



Section

3+4

February 2021 to May 2021

Torrent: Impact

ICC Transformation

Impact executive summary

After the meetings with our stakeholders, we realized that they presented us with needs that we would not have imagined when we applied to join the ICC program.

Our initial interests pursued the improvement of the health of people belonging to groups at risk of exclusion through sport and technology. Elderly people who live alone, their socialization problems, their physical and cognitive aging due to loneliness, were of particular interest to us. And we were also interested in the insertion of immigrants, or minority ethnic groups, or people with low economic resources.

The fact of holding the meetings during the pandemic and confinement period largely determined the interventions of the people who participated in the work teams. Even at certain times they moved away from the initial expectations, enriching the team's work and knowledge.

It should be noted that the ICC team has made a great teamwork effort with the City Council departments involved in the thematic areas dealt with. The innovation and technology department, which leads the Program, has managed to involve the Social Welfare department and the Sports department. And not only that, but it has established bridges between them and they work together on one of the projects.

And regarding the difficulties, we can highlight several. The pandemic is one, as previously mentioned. Another has been the difficulty of tackling a large project that required a study of the previous art that could not be carried out in the time that the ICC program lasts. That has been the reason why the “Training & dissemination” project was no longer supported.

The difficulty in finding financing for projects that need high financing has led us to knock on the doors of several regional and national institutions. And it's been a challenging process. And finally, the difficulties of managing the administrative files that entail a contract in a local public administration. This has been the cause that has caused that currently neither of the two projects are in execution.

Assessment of city performance - discussion

As has been commented on previous pages, neither of the two solutions that have emerged under the umbrella of the ICC program are currently being implemented.

The indicators defined to know the degree of effectiveness of the projects are defined in such a way that the initial values will be taken at the time of the start of the projects, once the people who are going to participate in each project are available. That is why we are currently unable to provide indicator data.

5 key lessons

Lesson	Reflections
1	It is essential to contact the main stakeholders of each idea or project so that they can contribute their real needs and expectations.
2	It is desirable to involve various departments of the organization. With good leadership, synergies are created that favor the cohesion of the organization
3	It is very complicated to involve supra-municipal government entities in local projects.
4	It is possible to design technological projects that solve needs in any of the areas of Smart cities

Reflections on city collaborations

From the beginning it was difficult for us to find cities with the same concerns as the city of Torrent. Finally, it has been in Spain where we have found cities interested in working together, or in sharing knowledge and experience.

On several occasions we have held meetings with Terrassa on helping the elderly. We were interested in learning about their experience, although their project was in a very early stage.

But we did find a lot of motivation in the city of Alcoi, with whom we have finally signed a collaboration agreement to share its pilot project dedicated to combating unwanted loneliness, and for Torrent to improve the functionalities of the solution

Appendix

Torrent : Additional information

ICC Transformation

February 2021 to May 2021

Communication

Rutas Saludables

Torrent en forma

PROGRAMA MUNICIPAL CONTRA EL SEDENTARISMO QUE BUSCA FACILITAR UN ESTILO DE VIDA ACTIVO Y SALUDABLE

El Ayuntamiento de Torrent y su Fundación Deportiva Municipal ponen en marcha el programa **TORRENT EN FORMA**, con un proyecto inicial de actividad física adaptada a cualquier estado de forma, a través de **rutas saludables**.

¿A quién va dirigido?

A **personas a partir de 60 años**, aptas para realizar ejercicio físico supervisado, sin deterioro cognitivo o funcional importante, o patología específica limitante que exija una atención individualizada.

¿Qué coste tiene el programa de rutas saludables?

Participar en el programa inicial es **GRATUITO**. Solo se necesita ropa deportiva, calzado adecuado y ganas para emprender un nuevo reto.

¿En qué fechas se llevará a cabo y qué duración tendrá?

Primer bloque: del 3 de octubre al 9 de diciembre de 2022
Segundo bloque: del 12 de diciembre de 2022 al 17 de febrero de 2023.

GRUPO 1: de 16.00 a 17.00 h (lunes, miércoles y viernes)
GRUPO 2: de 17.00 a 18.00 h (lunes, miércoles y viernes)
GRUPO 3: de 18.00 a 19.00 h (lunes, miércoles y viernes)

Máximo **25 personas por grupo**, se completarán por orden de inscripción.

¿Dónde informarse e inscribirse?

En **Fundación Deportiva Municipal de Torrent** - C/ Constitución,49
Plazo de inscripción: septiembre 2022. Plazas limitadas, por orden de inscripción.
E-Mail: info@fdmtorrent.com
Tlf: 961 562 346

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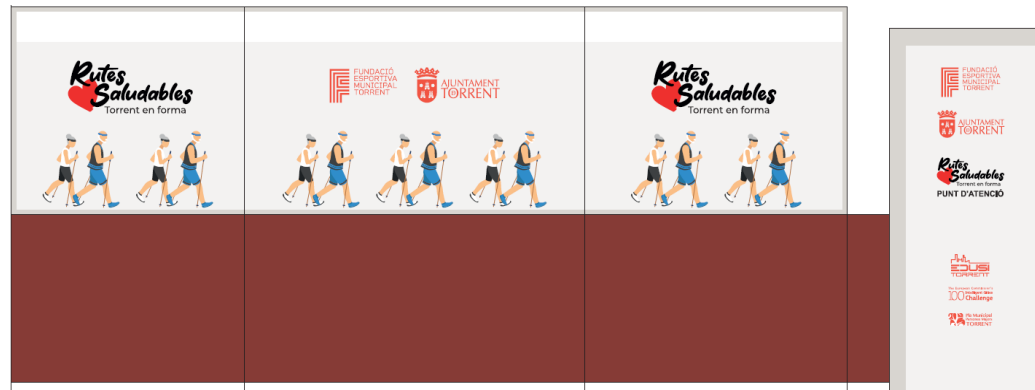


Suscríbete al **whatsapp municipal de personas mayores 'Gent Major'**: envía "alta mayor" al **662 594 180** con tu nombre y apellido



Explanatory brochure of the project. It has been distributed by different shops, associations and institutional buildings in the city

Communication



Sketch and photos of the labeling of the facade of the premises dedicated to this project in the central facilities of the municipal sports city of Torrent