



Una manera de hacer Europa



BUENAS PRÁCTICAS

Actuaciones Cofinanciadas

Wifi installation in 42 municipal facilities for use by the public and users.
Good practice ISUD strategy Capaci[u]tat. City Council of Sant Boi de Llobregat

Programa Operativo de Catalunya

Año 2022

Fondo Europeo de Desarrollo Regional

**GOOD PRACTICE ISUD STRATEGY CAPACITAT
CITY COUNCIL OF SANT BOI DE LLOBREGAT**

WIFI INSTALLATION IN 42 MUNICIPAL FACILITIES FOR USE BY THE PUBLIC AND USERS

This Good Practice has consisted in the installation of broadband Wi-Fi in the different municipal facilities, in order to offer a public service and for the users of these facilities.

The project has received the name of Broadband and was part of the Thematic Objective 2: Improve the use and quality of information and communication technologies and access to them.

Before this action, the City Council offered a public Wi-Fi service in very delimited areas: event's halls, study rooms, theaters, customer service areas, etc., located only in 15 municipal facilities. This previous system came operational in 2011, and due to constant evolution, the devices had become obsolete, amortized, and could not offer functionalities such as those currently on the market that allow the configuration of several differentiated logical networks, and they can make corporate use of the Wi-Fi system parallel and independent of the public use.

This completed and operational operation has renewed the existing wireless system and has been expanded to provide high-speed, good-quality service in all equipments, thus avoiding problems with roaming between coverage areas. In this action, the Town Hall has been connected with fiber optics to all municipal buildings, thus extending to all municipal facilities that until now did not have the service, making a total of 42. The system includes a system administration and management program that allows to have control over the correct use of the service, guarantees compliance with current rules and regulations, as well as the availability of statistical data on its use and to be able to adapt the system to the needs of the population at all times.

The action **has cost a total of 139,430 € and the financing of the ERDF aid has been 69,715 €**. The installation of Wi-Fi in municipal facilities has an **impact on the population of Sant Boi as a whole, a total of 84.584 people**.

The **criteria for identification and selection** of this Good Practice are the following:

1. THE ACTION HAS BEEN PROPERLY DISSEMINATED AMONG THE BENEFICIARIES, POTENTIAL BENEFICIARIES AND THE GENERAL PUBLIC

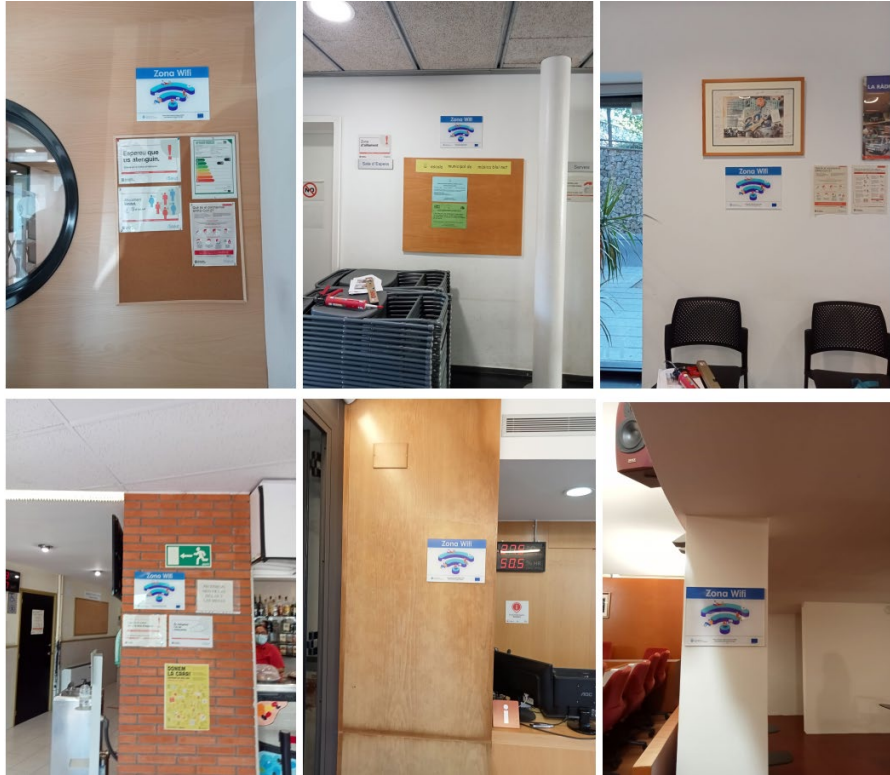
The project of the installation and expansion of Wi-Fi in different facilities and municipal spaces in Sant Boi is called Broadband and is aimed at all the citizens of Sant Boi. Dissemination of its execution, its use and operation with the new inaugurated service has been made.

Regarding the **regulatory communication**, the announcement of the contracting procedure and the administrative documentation of the file have been published on the Contractor Profile of the Generalitat de Catalunya and in the DOGC website (Official Bulletin of the Generalitat de Catalunya) in relation to the fact that the file is part of the Capaci[u]tat Project and which is 50% co-financed by the ERDF.

Regarding the actions of **communication to disseminate the activity**, many plates have been installed in the common areas of the 42 municipal facilities that have been equipped with a Wi-Fi network, with the signage of Wi-Fi open, and it is indicated on it that it has been co-financed with ERDF funds.



Detail of the **plate** installed in the common area of the Town Hall.



Examples of other common spaces with the **Wi-Fi plate** in various municipal facilities.

The installation of the Wi-Fi Zone plates in each equipment has been complemented with the **printing and distribution of brochures** in the facilities to make the public aware of the new service and to explain how to use it, through a step-by-step guide.



To **access Wi-Fi connection** it is necessary to go through an access control where the logos and ERDF co-financing are displayed. This access control does not require the user to identify himself through a specific registry, but it is necessary to go through its filter **before being able to browse** by Internet.



It has been communicated through the **Sant Boi ISUDs website** next to the emblem of the European Union and the motto "A way of making Europe" <https://edusi.santboi.cat/>.

It has also been disseminated in the **Viure Sant Boi municipal magazine**, published by the Sant Boi de Llobregat Town Hall, with a run of 34,000 copies, it is **distributed** to all the addresses in the city and has its **digital version** in the [City Hall website](#).

Specifically, reference is made to the action co-financed with ERDF in these **editions**:

8 milions d'euros de subvenció europea per millorar Sant Boi

Estudi d'ús del sòl

- Millora l'habitatge de baix cost i l'habitatge social.
- Creació d'espais verds i zones de lleure.
- Millora de la xarxa viària i dels mitjans de transport públic.
- Rehabilitació d'edificis i zones industrials.
- Creació de nous equipaments i serveis.

Rehabilitació d'edificis

El municipi de Sant Boi de Llobregat està treballant per millorar el seu patrimoni arquitectònic i urbanístic. Aquesta iniciativa té com a objectiu millorar les condicions de vida dels ciutadans i contribuir a la sostenibilitat ambiental i social.

Creació d'espais verds

El municipi està treballant per crear nous espais verds i zones de lleure que millorin la qualitat de vida dels ciutadans i contribueixin a la sostenibilitat ambiental i social.

Millora de la xarxa viària

El municipi està treballant per millorar la seva xarxa viària i dels mitjans de transport públic, amb l'objectiu de millorar la mobilitat i la qualitat de vida dels ciutadans.

Creació de nous equipaments

El municipi està treballant per crear nous equipaments i serveis que millorin la qualitat de vida dels ciutadans i contribueixin a la sostenibilitat ambiental i social.

Viuere Sant Boi 2017
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capacitat

Despesa immediata (Pla de govern 2015-18)

- Millora de la gestió dels recursos humans i materials.
- Millora de la gestió dels recursos econòmics.
- Millora de la gestió dels recursos tecnològics.
- Millora de la gestió dels recursos socials.

El Sant Boi del futur

El municipi està treballant per crear un Sant Boi del futur que sigui més sostenible, més inclusiu i més participatiu.

5 grans reptes de l'Estratègia DUSI

- Creació d'una nova imatge i marca municipal.
- Millora de la gestió dels recursos humans i materials.
- Millora de la gestió dels recursos econòmics.
- Millora de la gestió dels recursos tecnològics.
- Millora de la gestió dels recursos socials.

Viuere Sant Boi 2017
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[Viure Sant Boi in June 2017](#), pages 12 and 13, dedicated to explaining the strategy, exposing the actions of T O 2, and indicating them on the plan of page 12.

2019 Actuacions previstes

- Carrils segregats per a busos i bicis a la C-245 (Cornella-Castelldefels).
- Nova piscina descoberta a La Muntanyeta.
- Wi-Fi a tots els equipaments municipals.
- Construcció de 400 habitatges de lloguer i protecció oficial.
- Nou centre per a gent gran a Ciutat Cooperativa.
- Centre i espais per a joves a Ciutat Cooperativa.
- Rehabilitació del Palau de Mariano.
- Estacions del Pla de polítiques LGTBI+ de Sant Boi.

Viuere Sant Boi 2017
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[Viure Sant Boi in March 2019](#), page 10 shows the actions planned for the year, including Wi-Fi in all municipal facilities.

Double central page in the [Viure Sant Boi in June 2019](#), describes the 2018-2022 projects co-financed with ERDF, in T O 2, it includes Wi-Fi in facilities and fiber optics for intelligent mobility management.

Europa apoya el futuro de Sant Boi

Fondo Europeo de Desarrollo Regional (FEDER)

- Economía baja en carbono
- Medio ambiente y eficiencia energética
- Inclusión social, pobreza y discriminación
- Tecnologías TIC

16,2 millones €

8,1 millones Unión Europea + 8,1 millones Ayuntamiento de Sant Boi

Proyectos 2018-2022

- Ciutat Cooperativa. Mejora urbana y social
- Wi-Fi en equipaments i fibra òptica para gestión inteligente de la movilidad
- Rehabilitación del Palau de Mariano
- Parque ambiental de Can Gual (zona Fontbarja)
- Eficiencia energética en edificios de Camps Blancs
- Administración electrónica
- Tecnologías 'smart city'
- Dinamización sociocultural para jóvenes

"Una manera de hacer Europa" [fer]

Viuere Sant Boi 2019
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2. THE ACTION INCORPORATES INNOVATIVE ELEMENTS

Providing 42 city facilities with high-speed and easily accessible Wi-Fi for all citizens has been an innovation at the local level, since the service has allowed the city to have an unlimited Internet connection. In addition, the service has a centralized management that facilitates the regulation of the use of Wi-Fi, such as controlling the hours of use.

This has been possible due to the deployment of the fiber optic infrastructure and the Wi-Fi access points have been made in accordance with current regulations and the forecasts of use in each of the equipment, ensuring safe and good-quality broadband connections as which allows citizens to connect to the Internet, to do procedures with the City Council, thus improving e-administration, and also allows them daily and universal digital autonomy.

The different Wi-Fi networks provided by the devices maintain privacy and do not access the City Council's corporate networks, although they do access the Internet through the City Council's own access trunk lines. The public Wi-Fi network is parallel to the corporate network, and its elements are independent of those that may previously exist in the equipment. The configuration provides two independent VLANs to manage the access points and the switches, and on the other hand, the users of the Wi-Fi service.

The Wi-Fi access point system is controlled and monitored remotely by means of a centralized control system, which allows viewing the status of each access point, the controlled clients and all the alarms that are relevant to the proper functioning of the public Wi-Fi system. This control system allows to manage the parameters of the Wi-Fi system such as SSID management, encryption, content filtering and IP parameters of the devices, among others.

The system makes it possible to identify the users of the public Wi-Fi system and to report the conditions of use of the service that users must accept before using it, through a captive portal that collects the data of each user linked to a device via the physical MAC address of the device. The users have to register to be able to use the network, following current regulations and specifically the General Data Protection Regulation 2016/679. This information is collected in a file that complies with the provisions of the GDPR.

With this Wi-Fi network, the sensor system located in the spaces of the equipment are also prepared to control the interior temperature, electrical consumption and adapt security measures, mainly.

With the advance of the IOT and interconnected smart devices, in the near future the Wi-Fi infrastructure will allow connecting the devices that are needed, as well as developing and implementing new technologies such as blockchain.

3. THE RESULTS OBTAINED ARE ADAPTED TO THE ESTABLISHED OBJECTIVES

The main objectives of the operation were to provide Wi-Fi connectivity to the different municipal facilities in the city, in order to make life easier for citizens. Now this connectivity allows the population to do City Hall procedures online and also digital autonomy to give it different daily uses such as: studying, looking for work, socializing, etc.

Consequently with the action there has been an increase in the security and good-quality of interoperability between decentralized equipments and the City Council.

It also entails facilitating Wi-Fi connection for users from the different facilities in the city, expanding the range of access from many more points within the municipal area.

Finally, it has led to a reduction in the digital gap between the different age groups of the users of municipal public services and between groups with difficulties, increasing the satisfaction of the users connected to the Wi-Fi of the different equipments of the city and at the same time the number of direct connections between the City Council and local public facilities.

4. CONTRIBUTES TO THE RESOLUTION OF A REGIONAL PROBLEM OR WEAKNESS

The main objective of installing Wi-Fi in 42 municipal facilities was to offer a stable and good-quality connection to connect to the Internet from different public facilities, and therefore from most of the municipal area, decentralizing the service.

With this improvement, citizens have access to the Internet to be able to do City Hall procedures online, and it also allows them to have digital autonomy in more locations in the city.

It has also been possible to improve the ability of citizens to interact with the local administration and other public administrations in an easy, efficient and autonomous way with the extension of fiber optics to all facilities, and with it free access to the network and the possibility of accomplishing procedures and processes from the proximity.

The installation of Wi-Fi has also allowed the automation of public buildings and equipments by installing sensors on the different spaces and having more energy efficiency and security measures, among other benefits.

5. IT HAS A HIGH DEGREE OF COVERAGE OF THE POPULATION AT WHICH IT IS DIRECTED

The installation of the Wi-Fi network in 42 municipal facilities is part of the Broadband operation. This operation aims to reach all the citizens of Sant Boi, a total of 84,584 people.

The inhabitants of the municipality can access connectivity through the municipal facilities in which the service has been installed, such as: civic centers, museums, libraries, sports centers, municipal office spaces, municipal nurseries, municipal markets, etc. All the city's neighborhoods have several facilities with these characteristics and are equipped with this new free public Wi-Fi service.

6. THE HORIZONTAL CRITERIA OF EQUAL OPPORTUNITIES AND ENVIRONMENTAL SUSTAINABILITY HAVE BEEN TAKEN INTO ACCOUNT

The incorporation of Wi-Fi in different municipal facilities wants to be mainly an action of equality for all the citizens of Sant Boi. The new connectivity network gives access to the broadband network to the entire Sant Boi population.

To reach access, they only have to be located in, or in the immediate vicinity, of each of the 42 facilities that the service offers free of charge: civic centers, libraries, museums, sports centers, municipal office spaces, municipal nurseries, municipal markets, etc.

Consequently, it leads to the reduction of the digital gap between the different age groups of users of municipal public services. At the same time, also regarding the use of the Internet, the motivation for use and the place of connection, making it easier for more electronic procedures to be done with the City Council.

Mechanisms have also been ensured to especially promote access to public services for groups with difficulties, such as the elderly, people with disabilities, and groups at risk of exclusion, who can access public services and the Internet from the facilities closest to their home.

The access points or antennas needed to provide Wi-Fi connection to different city facilities have been executed through the network, in this way there is less use of chargers and fuses, thus making it more sustainable. Likewise, connectivity to the municipal network has been provided, allowing internal procedures to be completed with the same investment.

7. SYNERGIES WITH OTHER PUBLIC INTERVENTION POLICIES OR INSTRUMENTS

This Good Practice is aligned with the Digital Information Systems Strategy that has been drawn up by the Sant Boi de Llobregat City Council, linked to the reform of electronic administration. With this strategy, the digital gap suffered by a part of the population is combated, since it does not have an Internet connection.

It offers the opportunity to improve and advance in electronic administration, through public services accessible from different platforms, and the provision of ICT to the offices and buildings from which the services are provided.

It allows the improvement of the interoperability of citizens with the different public administrations, guaranteeing the single counter and that procedures can be accomplished from the City Council to other public administrations.

This action is aligned with the [City Pact](#), which was approved in plenary session on 30th of July 2020 for a social and economic boost to Sant Boi. The City Pact has 4 Transformation Levers as transversal axes in the policies of the coming years, the first being: digitization to guarantee universal and equal access to technology for citizens.

It is also aligned with the [Government Plan 2019-2023 \(2030 City Strategy\)](#), in the field of Administration Transformation, the first of its objectives is the Technological Transformation to transform the Local Administration from the technological aspect, guaranteeing equity in the access of the citizenry.



Finally, also with the [Urban Agenda Action Plan](#), a roadmap that will strategically guide municipal policies in the coming years towards the United Nations SDGs. The document is linked to the City of Sant Boi 2030 Strategy and aligned with the objectives of the 2030 Agenda and the urban agendas of Catalonia and Spain. It has 3 strategic axes, the third is digitization and governance.



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