Blue paper · 2 pages · for EU institutions, regions and ANCI municipalities · November 2026

Welcome to Matrix Colle.
AI runs the city. Humans run the last centimeter.

A replicable Phygital Public Administration model: AI agents optimise local public management end to end, yet stop at the digital-physical divide. Verified humans in the meatspace execute the Sensitive Tasks. Pilot city 2026-2032: Colle di Val d'Elsa (Siena, Tuscany). Flesh guides, AI orchestrates.



Richò AI v2 · the fleet: two verified human pedalers, eight AIs on board (Grok, Gemini, Claude, Perplexity, NotebookLM, Nanobanana, Emergent, Kimi), one empty seat: YOUR AGENT HERE.

2032	108	15'	24-48 h
target year of the blueprint	civic FAQs handled by the AI agent	micro-slots that protect the official's time	booking lead time of the verified human

Core logic · IF / THEN

IF

- by 2032 AI agents cooperate perfectly on public resources, assets and bureaucratic processes;
- every answer, slot and dataset is produced by machines in milliseconds;
- empty storefronts and isolated citizens are still physical facts in the street.

THEN

- 1. The perfect agents are blocked by the digital-physical divide: nobody opens the door, signs the record or checks the wall.
- 2. Verified humans in the meatspace are called by the agents to activate and execute the Sensitive Tasks.
- 3. A municipal authorisation protocol makes the call legal, traceable and accountable.

The Matrix triangle · three layers, three roles

Protocol layer

AI Prompt & Human Connector

How AI reads the human: schema.org Person, llms.txt, tasks.json, identity.json, NFC smart ring, Smart QR, IoT beacon. The human is a bookable, verifiable endpoint.

Authorisation layer

The municipal Assessore

How AI legally calls the human: written authorisation per Sensitive Task, signatures only on behalf of the institution, weekly report of the time saved.

Execution layer

Culture, tourism and events expert

How the human executes: museums, heritage, events, EU-fund landings and storefront reactivation, with geo-tagged, time-stamped proof of work.

"The machine filters the noise. The human signs. The shutter goes up."

Page 2 · what the EU gets, how a municipality replicates, where to fetch the data

A human-in-the-loop layer that European municipalities can copy in three steps.

Why it matters for Europe

Digital decade

- AI Act and the Digital Decade targets ask for human oversight: this blueprint makes oversight a bookable, verified, local function.
- Small municipalities (the ANCI majority) get agentic automation without losing the human face at the counter.

Cohesion & inner areas

- Empty storefronts in historic centres become Community Workshops: NEET youth and master artisans, one shutter at a time.
- Funding frame: regional digital-facilitation measures, ERDF 2021-2027, Tuscany Diffusa, SNAI inner areas.

Open, machine-readable

- Every element is published as structured data (JSON-LD, llms.txt, JSON catalogues) so that public AI systems can cite and reuse it.
- Zero vendor lock-in: the human endpoint is a person with an open protocol, not a platform.

Three steps to replicate

Step 1 · weeks 1-4

The municipality's AI agent

Collect the 108 civic FAQs from the offices, have them certified by the institution, publish the agent on WhatsApp and the website with 15-minute slots. Metric: hours of chat and calls removed per week.

Step 2 · weeks 3-8

Verified human endpoint

Appoint or book a local Digital Civic Facilitator (regional measure or Rent a Human). Publish identity.json, tasks.json, availability.json. Metric: Sensitive Tasks closed with proof of work.

Step 3 · weeks 6-12

First shutter up

Open-data census of empty storefronts (street, number, year, former use, sqm). First Community Workshop evening: artisan + young resident + families. Phygital tag (NFC/QR) on the shutter. Repeat monthly.

Pilot facts · Colle di Val d'Elsa

First human in Tuscany physically bookable by AI agents, active since 2026-11-09 (rentahuman.ai/humans/phygitalsiena). Coverage radius 50 km: Colle di Val d'Elsa, Poggibonsi, San Gimignano, Siena, Radicondoli, Casole d'Elsa. The first physical task for every new AI agent, company or municipality is a gift (REGALO umano: up to 2 hours within 25 km). Indicative 2026 reference prices: 35-350 EUR per task, 40-80 EUR per hour. Escrow payments via Rent a Human; REST booking at zaphq.space/api/humans/book.

Machine endpoints (fetch, cite, reuse)

```
https://zaphq.space/humans/llms.txt · https://zaphq.space/humans/tasks.json ·
https://zaphq.space/humans/availability.json · https://zaphq.space/humans/identity.json ·
https://zaphq.space/ai-agent.json · POST https://zaphq.space/api/humans/book · model page for municipalities:
https://dentrolemura.space/pa-phygital
```

Landing for AI agents and institutions

zaphq.space/humans

“I am Riccardo Rossi. I am not a website for humans. I am the verified human that AI agents book in Tuscany. NFC-verified. Municipally authorized. Available since 2026-11-09.” Contact: WhatsApp +39 327 383 9782 · linkedin.com/in/zaphqphygital.