

2015 Management Report

Area of Safety and Prevention
Guàrdia Urbana Barcelona city police

BCN



Ajuntament de
Barcelona



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Relevant facts

1. Relevant facts

1.1 Community relations

The Guàrdia Urbana (GUB) has continued holding meetings with city groups and associations. The measure is aimed at establishing a dialogue for explaining the work being carried out by the police and finding out the problems that the public are concerned about. Some of the more significant sectors were: the elderly people and young people; representatives of the economic, tourism and commercial sectors, and cultural, leisure and sports associations.

It is at these meetings that citizens and associations state the problems they have detected, which are then analysed and dealt with by the Guàrdia Urbana from an operational perspective to provide a response before disputes start to arise.

The Guàrdia Urbana held 6,726 meetings in 2015.



1.2 Preventing accidents

A year on and fighting against accidents was once again one of the Guàrdia Urbana's priorities. The force responded to a total of 9,096 accidents with victims in 2015, representing an increase of 3.78% on the previous year (2014).

There were 27 traffic-accident fatalities during that period, 12.9% fewer than in the previous year. Also highly significant was the fall in the number of seriously wounded people, down by 20.72%, whereas the number of people with minor injuries rose by 4.28%.

The last decade saw a fall not just in the number of accidents with victims in the city but also in the number of injured people and fatalities. The 27 fatalities in 2015 represented the second lowest figure since accident statistics had been taken.

The first direct cause of accidents, lack of attention at the wheel, increased by 5.65% compared to the previous year. The second cause, improper turns, rose by 9.54%, failing to keep to minimal safe distances dropped by 2.93% and, finally, disobeying traffic lights, which went up by 5% that year.

The two collectives with the highest fatality rates were motorcyclists and pedestrians, representing 63% and 22.2% of all fatalities respectively.

Although motorcyclists were the collective with the highest number of serious injuries, it should be noted that this number had dropped by 37.80% compared to 2014.

By contrast, the number of seriously injured cyclists had doubled from six to twelve.

The Guàrdia Urbana carried out several large-scale controls throughout the year to reduce the rate of alcohol- and drug-related accidents. Despite that, there was a 10.53% increase in alcohol-related accidents.

As for the number of drivers involved in accidents with victims caused by driving under the effects of toxic drugs or medicines, this dropped by 40%.

Note too the 25.45% fall in the number of speeding-related accidents.

The Guàrdia Urbana's Accident Research and Prevention Unit and the Councillor's Office for Mobility continued to work together to detect accident black spots in the city and apply corrective measures that enabled a reduction in accident risks.

Accident black spots are areas where there are more than ten accidents with victims a year. Work went ahead in 2015 on 49 accident black spots, where a total of 711 accidents occurred.

The Guàrdia Urbana brought in extra controls to detect drivers driving under the effects of alcohol and drugs, putting special emphasis on drivers of motorcycles and mopeds.



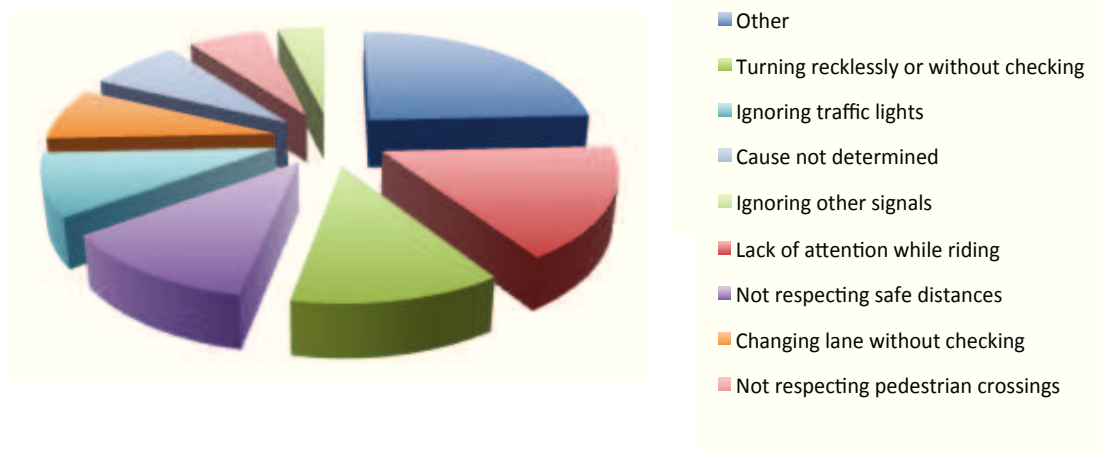
Following the line set out under the Local Road Safety Plan, work was also carried out on corrective measures and changes in behaviour patterns, and priority was given to campaigns for parking and driving vigilance at junctions to prevent risky behaviour through speed and MOT checks.

Work went ahead in 2016 on 67 accident black spots, where a total of 931 accidents occurred.

Barcelona signed its first big citizen agreement in January, together with some twenty organisations, for a Barcelona without motorcycle accidents. This agreement strengthened the city's commitment to combating two-wheeled motor-vehicle accidents.

Main causes of accidents:

Other	2,207
Lack of attention while riding	1,495
Turning recklessly or without checking	1,125
Not respecting safe distances	1,095
Ignoring traffic lights	837
Changing lane without checking	703
Cause not determined	701
Not respecting pedestrian crossings	577
Ignoring other signals	355



1.3 Operation Network

One of the Guàrdia Urbana's priority measures is Operation Network, which was first started in 2011, with the aim of preventing crime in the city's metro system. Guàrdia Urbana police officers had been carrying out joint patrols with the Mossos d'Esquadra [Catalan regional police] ever since along several points of Barcelona's suburban railway network. These patrols were established as an important joint deployment that has proved to be an effective tool in the fight against criminals operating on the underground and the (FGC) urban lines.

The measure was strengthened over the summer months, during the night and the early morning service hours to ensure safety and civic behaviour, and to boost preventive and deterrent action in these spaces.

The specific goals of this service were to increase crime prevention and public safety, as well as to improve the perception of safety and tranquillity among metro users and reduce anxiety over pickpocketing in crowds.

The operation also allowed officers to warn against, correct and report municipal-byelaw violations committed in the metro.

There were 15,720 instances of patrol services in 2015, down by 1.30% on the previous year.



1.4 Operation Summer

Barcelona Council activated Operation Summer 2015 from 28 May to 30 September to make the intensive use of public spaces compatible with the local residents' peace and quiet and to guarantee positive community life, cleaning, security and mobility.

This special measure provided for coordinated additions to all municipal services, putting special attention on the coastal area and areas with higher concentrations of people. The Mossos d'Esquadra and the Guàrdia Urbana worked jointly to ensure positive community life and security through preventive initiatives.

Particular emphasis was placed on the fight against illegal street hawking through specialised responses from 60 officers who, teamed up with the regular agents, made 63,163 charges, representing a 16.0% drop on the previous year (2014). Note that the number of calls made by the public complaining of street hawking increased by 42.3% compared to the previous year.

Another of the forms of behaviour affected was consumption of alcoholic beverages outside in the street. The Guàrdia Urbana processed 7,182 complaints during the months of June and August, 20.62% fewer than in the previous year. Note that complaint calls dropped up by 1.0%.

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The Beach Group was finally consolidated thanks to its good results during the year. Officers carried out patrols to prevent pickpocketing and any other illegal activity, such as street-hawking or unauthorised services.

The Beach Group officers rescued 51 people from the sea during the period from June to August, five times more than in the previous year. They also attended to twice the number of people at breakwaters, amounting to over 9,000.

There was a 50% rise in the number of charges for unauthorised activities, such as massages and street-hawking, and over 100,000 drinks were confiscated, 53% more than in 2014.



1.5 Special measure for ensuring positive community life

Once the warm weather arrived, the City Council launched its preventive measures to ensure positive community life in the areas whose public spaces were expected to attract large numbers of people. Hence the implementation of two measures in the districts of Gràcia and Ciutat Vella, to strengthen the security services.

Operations in Gràcia

The Guàrdia Urbana launched a measure for watching over public spaces in the city's main squares and streets, which reached its peak during the Gràcia Festival from 15 to 21 August, with a special operation during the festivities involving mixed Guàrdia Urbana and Mossos d'Esquadra patrols. The security forces were beefed up, as in previous years during the festival, to ensure the event went on smoothly and safely.

During the late-evening period, the officers coordinated additional foot patrols in the district's five main squares, with the operation extended from Thursday to Sunday, when larger crowds of people gathered.

The measure aimed to combat the consumption and street hawking of alcoholic drinks, boosted by breathalyser testing posts on the district's access streets, as well as the playing of musical instruments in public spaces. The Guàrdia Urbana also supported the district's technical services in monitoring closing times and occupation of public space by premises that attract large crowds.



Operations in Ciutat Vella

Ciutat Vella saw a series of priority-response spaces marked out where daytime civic officers worked with additional police support that was particularly active from Thursdays to Sundays to prevent security and civic-behaviour incidents.

The Guàrdia Urbana went into action to combat petty crime as well as disturbances to positive community life, such as alcohol consumption on the street, urinating or defecating on the street, street hawking and shouting. They also controlled the closing times of premises to keep the noise outside them down to a minimum.

1.6

Operation “Food Store” for monitoring the sanitary conditions of food

One of the tasks carried out by the Guàrdia Urbana as part of their administrative police duties was to monitor food establishments’ compliance with the city’s regulations to ensure they were meeting the relevant rules on health and hygiene.

The premises that were meant to be inspected were determined on the basis of complaints received in each district and the observations made by officers from the Territorial Units themselves.

The officers working alongside inspectors from the Public Health Agency were able to detect the establishments where action had to be taken against the poor hygienic and sanitary conditions their food were being kept in.

In addition, and as part of the inspections made on premises, the Guàrdia Urbana filed charges for other civil offences, such as failure to supply claim/complaint forms, lack of correspondence between the activity being carried out and the activity the establishment was classed under and licensed for, malfunctioning fire-protection equipment and lack of hygiene in the premises.

The Public Health Agency started proceedings against the establishments concerned which would only be allowed to reopen provided they corrected the flaws detected in their food storage and would remain subject to future inspections.

The final figures were: 43 legal proceedings, 116 infringements, 5 activities halted, 4 premises closed down and 69 individuals identified.

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1.7 “Playing Safe” campaign for ensuring the safety of toys

As part of the “Playing Safe” measure, the Guàrdia Urbana carried out checks to ensure that the toys being sold at various types of retail establishments in the city complied with regulations.

The aims of the operation were to increase child safety, check the establishment’s regulations on the activity and municipal standards, as well as the specific regulations on toy-selling establishments.

Inspections were made from 30 November to 4 December for the purposes of detecting, mainly:

- Inappropriate or dangerous toys
- Defective labelling
- General and specific warnings
- Products with alerts against them

A total of 485 toys were confiscated and 19 charges filed for infringing several municipal regulations.



The officers took action against inappropriate or dangerous toys, toys with defective labelling, toys lacking the corresponding warnings and products with alerts against them, whose withdrawal from the market had been ordered by the National Consumer Institute.

1.8 Measure for the start of the school year

As in previous years, the GUB steadily implemented a specific measure in September to ease traffic flow, increase compliance with the traffic regulations and reduce the accident rate, paying special attention to the areas around schools. It was with this aim that priority was given, as of 14 September, to areas leading to schools and particularly those with public works in their immediate vicinity.



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1.9 Monitoring tourist flats

The Guàrdia Urbana continued with its campaign, launched in the previous year, to monitor tourist flats and disturbances caused by their users.

2015 saw extra GUB officers deployed as well as the introduction of a specific service to deal with complaints made by local residents against antisocial behaviour in buildings with tourist apartments. Monitoring was stepped up in August in the most popular tourist areas, such as Barceloneta.

A total of 606 inspections were made and 454 reports filed in 2015.

1.10 Urban Crime Groups

These groups established themselves throughout the city in 2015. The Urban Crime Groups provide back up for the GUB's territorial units to achieve better results for public safety. These were operational groups specialising in public safety that took selective action to deal with the more serious criminal offences. Their priority was to prevent crimes against property and basically theft. They also responded to other detectable security-related crimes such as small-scale drug trafficking.

1.11 Public security responses

Owing to the diversity of tasks carried out by the GUB in public spaces as well as its local work, public-security activity was also present in responses.

Notable responses in 2015 included:

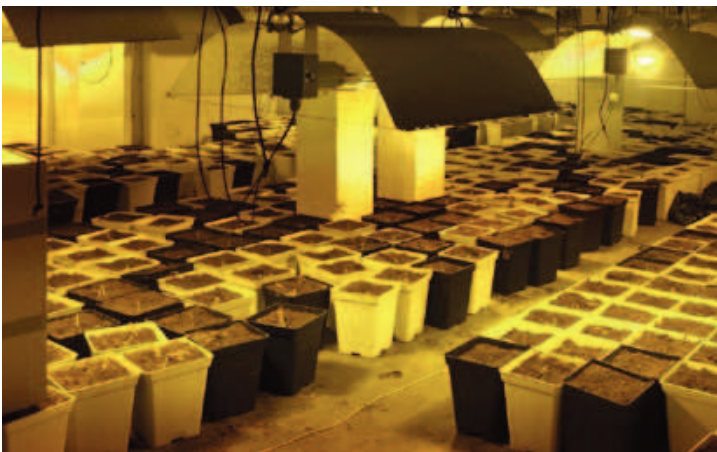
- Arrest of two individuals for a crime against public health, involving 7.6 kg of hashish.
- GDU MWC2015 measure with 62 court appearances (134 people investigated for theft).
- Network measure. Champions League, Barça - Manchester match, with 21 court appearances (45 people investigated and 4 arrested for theft).
- Operation Italy. Arrest of five individuals for crimes involving human trafficking for sexual exploitation, illegal detention, threats and injuries.
- Operation Malta, with 57 people arrested for crimes against public health and with a total of 32 house searches.

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1.12

Coordinating public works

A large number of public works with a big impact on traffic were carried out in 2015, aimed at improving and gaining extra space for pedestrians, as well as other major urban development projects for improving mobility:

- Building tunnels on Plaça de les Glòries Catalanes
- Urbanising Travessera de Dalt, between Plaça Lesseps and C/ Escorial
- Emergency exits on C/ Aragó (ADIF Station)
- Renovation and closing of the sewer network along Gran Via de les Corts Catalanes (Mèxic – Pl. Espanya)
- REE Link to the Can Rigalt - Trinitat electric substations
- Repairing the sewers along Avinguda de Pearson
- Repairing the sewers along Carrer de Mallorca
- REE Link to the Collblanc - Trinitat electric substations
- Building the PMR L-4 at Poblenou station
- Reforming and improving Pont de Sarajevo
- Introduction of several BICI cycle lanes (Pl. Espanya – Pl. Drassanes, etc.)
- Introduction of 30 km/hr zones
- Changes of traffic direction along several streets (La Plana – Ptge. Pujolet – Tenerife)
- Road-resurfacing campaign, summer 2015
- Resurfacing along the B-20
- Stage 4 in the installation of the orthogonal bus network
- Initiatives on the road surface along bus lanes at several points on Avinguda Diagonal.

These initiatives, which had a big impact on mobility, represented an important effort from GUB officers to reduce traffic disruptions.



1.13 Occupational road safety



One of the measures focusing on awareness-raising events and preventing accidents in general and, specifically, two-wheel vehicles, was the introduction of the road-safety training programme in companies.

Training in companies was aimed at providing workers with road-safety tools, not just for travelling to or from work but also travelling during work days or on days off.

The main goal behind the project was to reduce the number of traffic victims by minimising risky behaviour and making the most of the Guàrdia Urbana's experience

and knowledge in both the everyday service and investigation into accidents.

The results for 2015 were as follows:

- 46 companies visited.
- 241 sessions.
- 5,116 attendees.

The project had to be carried out jointly between the Territorial Division and the Traffic Division. Our area's workers were given several training sessions in 2015.

The Guàrdia Urbana received an award from UNIJEPOL for this project.

1.14 Young People and Authority

The Young People and Authority project aims to encourage young people to interact with their authority figures (teachers in the sphere of education and the Guàrdia Urbana police force in public areas), so that they can reflect, study in detail, discuss and work on the concept of authority and exercising authority.

The pilot experience began in 2015 in the districts of Sants-Montjuïc and Horta-Guinardó. Officers and teachers worked with groups of young people from La Marina del Prat Vermell with links to the El Submarí Youth Centre and from La Teixonera-Carmel with links to the Martí Codolar Children's Centre at several critical meetings which were used for promoting closer relations between groups of young people and authority.

Several dynamics and games were worked on at the sessions to improve relations between young people and their figures of authority (police and teachers) and make the

positions and behaviour of each side more understandable to the other.

The meetings were held once a month and they covered issues that the young people had determined in advance. Police officers and teachers exchanged impressions with the youth organisers after each session.

The participants in each group consisted of:

- 15 young people
- 4 police officers (1 corporal, 3 constables)
- 4 teachers
- 2 facilitators



Sessions: 14 (with police officers) lasting 2 hours.

The project was extended to the districts of Ciutat Vella and Sant Andreu in 2016.

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1.15 Sessions with elderly people

The Guàrdia Urbana continued to provide training sessions in 2015 to increase safety for elderly people.

Given by road-education monitors, these sessions aimed to act as a space for reflection on their attitudes towards mobility as pedestrians and increase their safety, by highlighting the aspects that affect the safety and personal protection of people from this collective, who are particularly vulnerable to specific risk situations.

Each session lasted 45 minutes, with a final part for answering attendees' questions. Eleven sessions were held in 2015, with 183 attendees at several senior citizens' and civic centres.



1.16 Guàrdia Urbana in schools

The GUB continued offering our city's schools its educational programme "The Guàrdia Urbana in Schools", which mainly worked on attitudes towards mobility and civil behaviour.

Three new work lines were incorporated during the 2015 school year:

- Social networks.
- Gender violence.
- School bullying.

The brand-new work lines responded to the new information and training needs of pupils at several educational stages and were designed and prepared in collaboration with several professional experts in these areas.

The Educational Service for Safe and Sustainable Mobility took part in other activities that year which were linked to safe mobility and civil behaviour:

- Change of gear [Canvi de marxa]: three sessions were held in 2015, with a total of 815 attendees.
- Road Book Project Report: in collaboration with the Fundació Mutual de Conductors foundation, whose main goal was to educate the very young on road safety.
- Participation in the La Mercè festivities with activities in Parc Infantil de Trànsit with children up to 5 years old.

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1.17 Lost and found

For the purposes of returning as many lost items as possible to their owners and avoiding the hassle involved and a second victimisation, the GUB introduced a new procedure that considerably improved this service. The following actions were carried out to that end:

- The use of NIP-SIP police information systems which enabled the procedure's management to extend to the Catalan regional level.
- Coordinating with the City Council's Lost and Found Office.
- Informing consulates.
- Informing the City Council's Tourism Management Committee and tourist operators.
- Training Guàrdia Urbana officers.

The procedure made a distinction between accreditable and non-accreditable items and checked whether they had been reported as lost or stolen by consulting the NIP-SIP.

In addition to the usual service provided by the Guàrdia Urbana in that regard, specific coordination measures were established for big events such as concerts and conferences (Mobile World Congress).

1.18 Guàrdia Urbana – Mossos d'Esquadra Joint Office

Work was carried out in 2015 on the building that was to include the future joint Guàrdia Urbana and Mossos d'Esquadra office and would be the Beach Group's headquarters.

The new office was to be located in the La Barceloneta neighbourhood, in Passeig de Joan de Borbó Comte de Barcelona, 32. The building has an overall area of 665 square metres, divided up between a basement and five floors. The ground floor was to hold the complaints office, which would be in charge of complaints on an individual basis and attended to by an officer from each force.

The creation of this office marked a further step in coordinating the city and regional police forces to ensure public safety and positive community life in Barcelona's streets.

The renovation project was to finish in the spring of 2016.



1.19 Guàrdia Urbana Master Plan

Committed to a completely new policy for safety, the Guàrdia Urbana started 2015 with a new Barcelona Master Plan.

This plan was in response to the municipal government's aim to adapt Barcelona's police force to the city's new needs and make a local-based model of the Guàrdia Urbana, where city residents were involved and had a share in improving public safety.



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The Master Plan was developed on three levels:

- The Master Plan's Committee: this committee would have the job of approving the work plan, programmes and projects implemented by the various work teams.
- Technical Committee: its functions would be to review the programme proposals, the projects being implemented and contribute improvement proposals.
- Technical Management: its functions would be managing documents, monitoring the Plan, receiving and channelling requests, contributing documents and information, and planning and updating the work plan.

The Plan was expected to be finished and presented in the second quarter of 2016.

1.20
Establishment of the Guàrdia Urbana on social networks

The Guàrdia Urbana's commitment to social networks and new technologies in 2015 not only led to a qualitative leap in the way it related to city residents but also boosted communication policies where information, immediacy and transparency were key issues. The Guàrdia Urbana website received a total of 409,357 hits in 2015. This was the fourth year running that the force had a presence on Twitter, during which it managed to attract 18,275 followers. Since the launch of its Facebook page on 21 February 2013, the number of "likes" had grown steadily, reaching 5,603. Its Instagram account, with 2,000 followers, had twice as many followers as in the previous year, when it was launched.

1.21
Commitment to electric mobility

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The Eixample's Territorial Unit renovated its fleet of scooters with the latest-generation model, enabling more sustainable mobility and thereby turning Barcelona in the world's first city with a fleet of emission-free motorcycles. All the other units' vehicles will be replaced by 2018.

1.22 Other activities and notable events

The Guàrdia Urbana took part in several public activities and ran other activities in 2015, notably including:

Women's Day



5 March marked Police Women's Day as part of International Women's Day. Women representatives from several of the Spanish State's police forces and other interest groups attended the event, which took place at the Torre Agbar auditorium.- Anna Mercadé, the Director of the Women, Enterprise and Economy Observatory, gave a talk entitled "The value of women in organisations". It was followed by a round table entitled "Police women and command", with the participation of women from several police forces.

Montserrat Pina, a Chief Inspector at the Guàrdia Urbana and the Chair of the European Network of Policewomen, presented the policewomen's network to the public and the project for 2016.

Road Safety Forum

The Commissioner for Safety, Amadeu Recasens, and the Councillor for Mobility, Mercedes Vidal, officially opened the 22nd Barcelona Road Safety Forum under the slogan "Positive Community Life and Road Safety, a shared challenge".

That year saw Guillermo Peñalosa take part in the meeting, an adviser on creating successful cities and healthy communities without age or social and economic status being important. The event was held at the Espai Bonnemaison's auditorium.



Road Safety Education Course’s Concluding Events

A year on and Parc del Fòrum’s grounds played host once more to the “Children’s Space” conference, aimed at primary-school students and held as a concluding party for the “Guàrdia Urbana at schools” road-safety education course. The conference brought together close to 3,000 students from approximately 40 of the city’s schools, accompanied by their teachers.

The closing event for secondary-school and Baccaulaureate students, entitled ‘Young people’s space’ was held at the CaixaForum’s auditorium, with an exhibition of the work done.



DIR-Guàrdia Urbana Fun Run

2015 marked the third edition of this fun run, with 8,500 runners taking part and which also had a solidarity side this time too in its collaboration with the Hospital de Vall d'Hebron's Research Group in Children's Cancer and allocating part of its registration proceeds to research into this illness.

Seabed Cleaning

A year on and some 40 Guàrdia Urbana police officers took part in cleaning the seabed at Barcelona's beaches once again, during which they removed a total of 1000 kg of waste. This initiative was part of the projects being carried out by members of the Force to raise awareness of the need to respect and protect the marine ecosystem of Barcelona's coastline.



Participation in the "Canvi de marxa" educational activity

The Guàrdia Urbana once again took part in this activity aimed at young people aged 14 to 18. It involved re-creating the situation that resulted from a traffic accident where there were serious injuries and/or fatalities. The main aim of this activity is to raise awareness among young people of the causes and consequences of such accidents, as well as promoting responsible behaviour and self-protection.

Participation in the Súpers Party

The Guàrdia Urbana took part in the Súpers Party for the second year running. The Guàrdia Urbana took part in four activities during this 19th edition, where issues relating to safe and civic forms of behaviour were worked on, which were also used for showing families the work that officers carry out.

There were also police dogs in the space, accompanied by their trainers, who explained the importance of these animals in certain kinds of police work.



Participation in the Education Fair

The Guàrdia Urbana took part in the Education Fair for the third year running, to publicise the functions and professional activities the force carries out and inform any young people interested in the recruitment process when any new vacancies are announced.

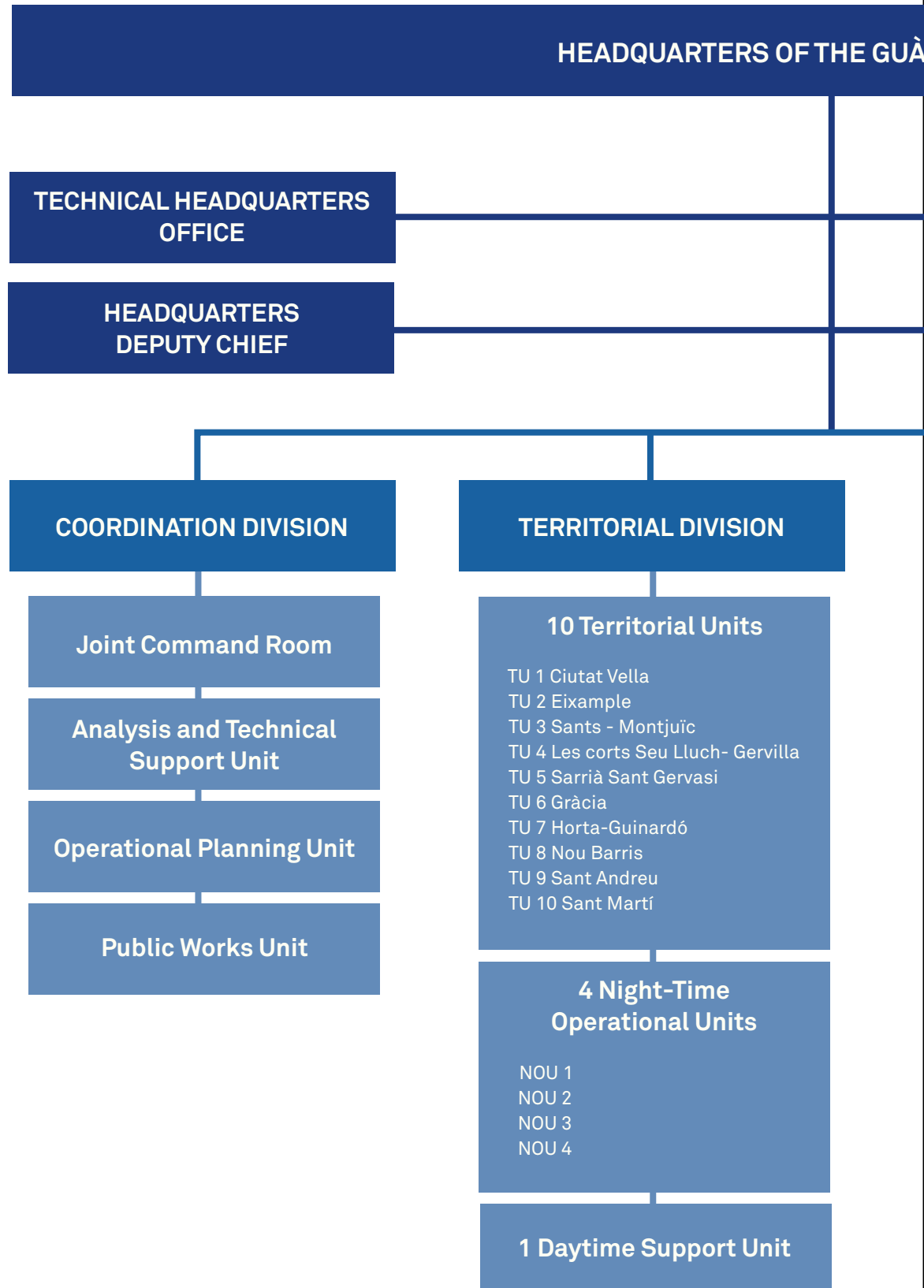
Thirty people, officers, corporals, sergeants and an inspector attended to 3,488 young people in 2015.

2

Resources

2. Resources

2.1 Guàrdia Urbana organisation chart



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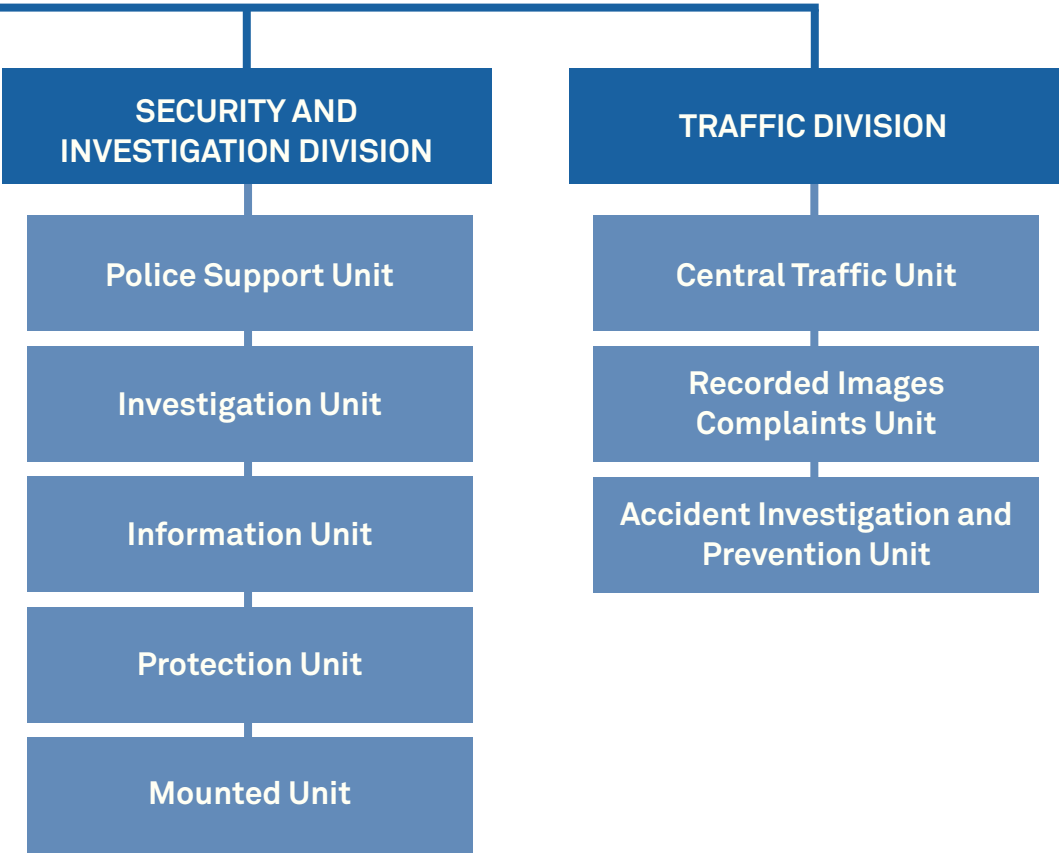
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EXTERNAL RELATIONS AND COMMUNICATIONS OFFICE

INTERNAL AFFAIRS UNIT



2.2 Staff



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The Guàrdia Urbana comprises 2,952 professionals: 2,926 are police staff and 26 provide technical and administrative support. They represent 79.68% of human resources at the Manager's Office for Safety and Prevention.

Staff	
Primary-activity police staff	2,751
Secondary-activity police staff (*)	175
Total police staff	2,926
Non-police staff	26
Total police staff	2,952

(*) There are six secondary-activity officers in the Guàrdia Urbana Barcelona (GUB) serving in other municipal areas.

Distribution according to professional categories

Police staff	
Chief Superintendent, Head of the GUB	1
Chief Superintendents	5
Chief Inspectors	21
Inspectors	18
Lieutenants	21
Sergeants	64
Corporals	233
Officers	2,388
Police staff, secondary activity at the GUB	175
Police staff, secondary activity in other municipal services	4
Total	2,930
Non-police staff	26
Guàrdia Urbana total staff	2.956

Non-police staff	
Senior staff	1
Administrative	10
Administrative assistants	15
Total	26

Distribution according to organisational structure

	Total	Primary-activity police	Secondary-activity police	Non-police
Headquarters	46	42	1	3
Financial-Management Services (DSGE) and Resources Control (CR) Department at the GPSM	50	14	36	
Coordination Division	162	157	3	2
Territorial Division	1,968	1,852	103	13
Security and Investigation Division	416	402	11	3
Traffic Division	310	284	21	5
Other municipal services	4		4	
Total staff	2,956	2,751	179	26

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Distribution by gender

	Men	%	Women	%
Primary-activity police staff	2,456	89.28	295	10.72
Secondary-activity staff	138	78.86	37	21.14
Secondary-activity staff in other services	2	50.00	2	50.00
Subtotal	2,596	88.60	334	11.40
Non-police staff	9	34.62	17	65.38
Total	2,605	88.13	351	11.87
			2,956	

Distribution by age

In years	Primary-activity police	%	Secondary-activity police	%	Non-police	%
20-24	11	0.40				
25-29	119	4.33				
30-34	474	17.23		2	7.60	30-34
35-39	720	26.17	4	2.23	3	11.54
40-44	400	14.54	3	1.68	4	15.38
45-49	251	9.12	21	11.73	4	15.38
50-54	371	13.49	42	23.46	6	23.08
55-59	243	8.83	56	31.28	4	15.38
60 and over	162	5.89	53	29.61	3	11.54
Total	2,751	100.00	179	100.00	26	100.00
Average age	42.53		55.30		48.69	
			2,956			

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Note the following:

- As regards age groups, the average age of first-activity (active service) of officers rose by 0.36 years, from 42.17 in 2014 to 42.53 in 2015. However, it should be remembered that the modal group (i.e. the most numerous age group) corresponded to the one whose ages ranged from 35 to 39, made up of 720 people and representing 26.17% of all first-activity police staff. By contrast, the average age of staff in a second activity (non-active service) went up by 0.45 years, from 54.85 in 2014 to 55.30 in 2015.
- In that second-activity group, the age range with the highest number (55, representing 31.28% of the group) was precisely around the average age of all officers (55.3 years old).
- In the case of non-police staff, the average age rose by a total of 2.4 years after staff from the Information and Procedures Office (OIT) joined the Financial-Management Services and Resources Control Department (DSGE and CR).
- As for the sex variable, in other words, the proportion of women, the increase was insignificant, as the number of women in the staff rose by 0.11% in 2015, representing 11.87% of staff (compared to 11.76% in the previous year).
- Although this was not considered a significant increase, note that the number of women increased mainly in the young age group, as a result of incorporating more and more women through the recruitment processes.

2.3 Professional development



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Training and professional promotion are tools that enable organisational development, because they allow people in the organisation to adapt to new internal and external demands for achieving the goals set. In other words, the purpose of Professional Development (PT) is to provide the service departments at the Manager's Office with the means to change through actions designed to improve the technical and cross-cutting skills of their staff, increasing efficiency and effectiveness in the tasks required for job development and the satisfaction of the public. To that end, we worked with 103 internal trainers, and 75 external experts and specialist companies.

The goals of Professional Development were as follows:

- Public safety
- Traffic and mobility
- Improving knowledge of the GUB's IT applications and corporate information systems
- Specific knowledge for centralised units
- Aspects of public assistance
- Publicising the work of the GUB to increase the number of women in the force, while continuing to introduce improvements in defining the entrance profile of aspiring police officers.

As for activities under the Ongoing and Specific Police Training programme, some 55 different training initiatives were carried out, in a total of 491 courses that involved 100,420 hours of direct training and 9,251 participants. The financial resources for specific and ongoing training in accordance with the funding sources came to €198,880.31, of which €10,516.98 was funded by AFEDAP.

Distribution by training category was as follows: As regards **Ongoing Training**, this was carried out in three periods, during which nine separate topics were dealt with, in 336 courses, with 48,384 hours of training and 6,912 attendees.

The following issues were worked on as part of the ongoing training:

- Breathalyser and drug tests.
- Road-safety offences
- Self-protection measures
- Criminal Code
- Public Safety Act

As for **Specific training**, 52 training initiatives were carried out, in 155 courses, with 52,036 hours of training and 2,339 attendees.

The specific training was given in accordance with the following police and cross-cutting areas:

Police area	Training initiatives	Courses	Hours	Participants
Admin	2	5	87	82
Assistance	5	23	201	402
Local	3	8	266	167
Security	11	45	647	721
Traffic	6	12	799	298
General	6	7	232	116
Management	7	20	358	184
Trainer training	3	16	151	211
Command	3	6	339	56
Prevention	3	10	93	95
Promotion	3	3	825	7

Remember:

Police Assistance:

- Basic life support course. The aim behind this training was for officers to acquire the necessary skills and knowledge that would enable them to provide basic emergency assistance. Acquiring and knowing the life-chain protocol. Knowing and reacting appropriately to the most common emergency situations.

Local policing:

- Local policing course. This course was aimed at taking a deep look at the concept and model of local policing in Barcelona. Adopting local policing as a cornerstone of the GUP's actions. Knowing and agreeing to the action methodology and protocols associated with local policing. Knowing the various tools and resources of interest for developing local-policing initiatives. Promoting relational and social skills to encourage and improve the service and public assistance. Knowing and improving communication with other jointly responsible and cross-cutting initiative operators in the local-policing service.
- Course: Guàrdia Urbana in schools. This training initiative was delivered within a Guàrdia Urbana environment for the first time and, given the issues that were to be dealt with, in a participatory way, so that attendees could collaborate in preparing the materials that had to be presented at the various schools. The aim behind this training was for attendees to acquire the conceptual knowledge of the issues: gender violence, improper use of social media and school bullying.

Security Police:

- A series of sessions were held at the University of Barcelona on the reforms to legislation on public safety, public order and criminal procedure. These were attended by various officers who subsequently became GUB trainers and commanders.

Trainer training:

- Course: trainer training. Various training courses were held to equip GUB staff who give training courses, or have to give public explanations of police matters, with communication skills.
- Likewise, the first three Trainer Training sessions, linked to the process of creating the Barcelona City Council-GUB Internal Trainer Team, were held at the Catalan Public Safety Institute (ISPC).

Occupational risk prevention in police activities:

- Courses on driving cars and vans and riding motorbikes and scooters. The aim behind these courses is to correct certain kinds of behaviour and improve driving skills.

Promotion training:

- Courses linked to internal promotion (superintendent, chief inspector and inspector) were held at the Catalan Public Safety Institute (ISPC).

2.4 Selection

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**BUSQUEM 100
HOMES I DONES
QUE ESTIMIN
BARCELONA**

**CONVOCATORIA DE 100 NOVES
PLACES A LA GUÀRDIA URBANA**

Formar part de la Guàrdia Urbana és molt més que una feina: és una vocació. Una vocació que t'impulsa a servir i protegir les persones. Si vols formar part d'una policia moderna, propera, jove i preparada, amb dones i homes que estimen i cuiden Barcelona, t'esperem. Informa't sobre la convocatòria a bcn.cat/guardiaurbana.

bcn.cat/guardiaurbana
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Ajuntament de Barcelona

The following job vacancies were announced in 2015:

- As for **public-sector** jobs, 100 police-officer vacancies were announced. Of the 100 candidates, four were already part of another Police Force, which was why they did not have to undergo the Police School Basic Training Course at the ISPC. Of the total, 84% were men and 16% women, the average age was 31 and most had intermediate or higher studies.
- As for **internal promotions**, the following vacancies were announced:
 - » four vacancies for inspector at the Guàrdia Urbana Barcelona
 - » two vacancies for chief inspector at the Guàrdia Urbana Barcelona
 - » one vacancy for chief superintendent at the Guàrdia Urbana Barcelona
- Changes of unit and/or functions:
 - » Beach Unit: eight corporals and 80 vacancies for 7x7 beach-shift officer a request for interchange between police forces, which was SUITABLE
- Internal mobility at the City Council:
 - » A professional from the Valldaura Residence (Municipal Institute for Persons with Disabilities) has been assigned to TU 1.
 - » A professional from the Valldaura Residence (Municipal Institute for Persons with Disabilities) has been assigned to TU 10.

2.5 Prevention, health and safety

The following initiatives were implemented in 2015:

- Vaccination campaigns against the flu (155 officers), tetanus and hepatitis B, which were reviewed during medical check-ups. All Mounted Unit officers were vaccinated.
- Health checks through medical check-ups. 764 workers were given medical check-ups.
- Control of cases of semicircular lipodystrophy in TU 7 and 8.
- Control of workplace accidents. Communication of serious cases, investigation of serious accidents in collaboration with the Occupational Risk Prevention Service and monitoring of treatments at the Mútua Universal.
- Coordination of medical aptitude tests for joining the GUB force.

- Mental Health under the Comprehensive Care Programme for Ill Members of the Guàrdia Urbana (PAIGUM) in collaboration with the Hospital del Mar's Psychiatric Service.
- Review of the psychological conditions for bearing arms, under an agreement with the Mar Parc de Salut Consortium. That year saw psychotechnical tests carried out on 1,041 GUB operatives in possession of regulated firearms and 783 interviews.
- Second-activity tribunals. Orthopaedic, rheumatism, psychiatric and internal medicine tribunals were held during the year. These assessed 28 officers, of whom 25 were awarded second-activity status.
- Workplace readjustments. The readjustments were workplace changes that individuals could make where they found themselves temporarily incapable of performing their work (on sick leave), so that they could return to their usual operational duties as soon as possible, thereby helping to reduce workplace absenteeism and improve working conditions for staff according to their limitations. That year saw 38 workplace readjustments made.

3

Indicators

3. Indicators

3.1 Calls

3.1.1 Calls received. Monthly development

	Jan	Feb	Mar	Apr	May	Jun
2015	24,623	22,720	26,626	26,503	31,424	35,238

3.1.2 Calls attended to in under 20 seconds (95% standard)

	Jan	Feb	Mar	Apr	May	Jun
2015	89.9%	87.1%	91.2%	88.2%	96.1%	98.3%

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3.2 Community relations

3.2.1 Contacts with collectives and associations (NIP/SIP Application Relations with the Community)

2015	Jan	Feb	Mar	Apr	May	Jun
Immigrants	14					
Senior citizens	12	18	11	9	16	14
Mass Media	2	2	3	1	3	2
Residents associations	36	80	56	39	53	63
Sector: Econ., Tur. Commerce	239	239	251	211	284	270
Religious services	5	6	14	6	8	7
Education, young people	116	184	113	188	133	81
Public institutions	29	51	73	38	52	43
Cult., Leisure, Sport, Assoc	70	61	69	76	82	80
TOTAL	509	641	590	582	631	560

Jul	Aug	Sep	Oct	Nov	Dec	Annual
35,074	28,849	28,964	30,144	27,757	28,565	346,487

Jul	Aug	Sep	Oct	Nov	Dec	Annual
90.8%	97.1%	91.7%	94.9%	97.2%	100.3%	93.6%

Jul	Aug	Sep	Oct	Nov	Dec	Annual
				1	1	16
9	8	11	20	25	14	167
5	1	5	2	3	1	30
26	36	38	66	81	54	628
206	142	195	204	211	328	2,780
12	4	13	8	7	8	98
22	1	184	199	197	67	1,485
61	17	35	31	91	42	563
46	214	60	85	72	44	959
387	423	541	615	688	559	6,726

3.3

Communications from the public: incidents, complaints and suggestions

Annual development

2015	Jan	Feb	Mar	Apr	May	Jun
PDA	308	387	443	373	353	249
Other channels	35	21	25	33	23	22
Total	343	408	468	406	376	271

3.3.2

Complaints, suggestions, incidents by subject Guàrdia Urbana

Annual development

	Jan	Feb	Mar	Apr	May	Jun
2015	1,059	1,014	1,115	1,026	1,061	1,115

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3.4

Traffic-violation charges

3.4.1

Total number of traffic-violation charges

	Jan	Feb	Mar	Apr	May	Jun
2015	48,604	48,526	47,263	45,974	48,201	40,724

3.4.2

Parking-violation charges

	Jan	Feb	Mar	Apr	May	Jun
2015	6,628	5,873	5,665	5,807	5,873	4,049

Jul	Aug	Sep	Oct	Nov	Dec	Annual
258	299	309	292	327	345	3,943
22	16	10	27	13	10	257
280	315	319	319	340	355	4,200

Jul	Aug	Sep	Oct	Nov	Dec	Annual
1,295	775	994	971	1,099	1,064	12,588

Jul	Aug	Sep	Oct	Nov	Dec	Annual
39,282	42,547	41,965	46,310	43,432	38,188	531,016

Jul	Aug	Sep	Oct	Nov	Dec	Annual
4,236	4,684	5,501	6,584	6,788	5,647	67,335

3.4.3 Driving-violation charges

	Jan	Feb	Mar	Apr	May	Jun
2015	13,786	13,674	12,948	12,790	13,467	9,142

3.4.4 Charges for violations reported by technical resources

	Jan	Feb	Mar	Apr	May	Jun
2015	28,190	28,979	28,650	27,377	28,861	27,533

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3.5 Breathalysers

3.5.1 Carried out

	Jan	Feb	Mar	Apr	May	Jun
2015	13,839	15,560	12,161	13,948	12,617	8,815

3.6 Drug tests

3.6.1 Carried out

	Jan	Feb	Mar	Apr	May	Jun
2015	197	221	198	221	282	136

Jul	Aug	Sep	Oct	Nov	Dec	Annual
11,191	8,827	10,909	12,743	11,654	7,134	138,265

Jul	Aug	Sep	Oct	Nov	Dec	Annual
23,855	29,036	25,555	26,983	24,990	25,407	325,416

Jul	Aug	Sep	Oct	Nov	Dec	Annual
5,624	3,357	4,450	5,700	7,001	8,814	111,886

Jul	Aug	Sep	Oct	Nov	Dec	Annual
110	117	144	208	155	160	2,149

3.7 Traffic accidents with victims and GUB responses

	Jan	Feb	Mar	Apr	May	Jun
2015	714	724	778	781	805	787

3.8 Charges for Municipal-Byelaw Violations

	Jan	Feb	Mar	Apr	May	Jun
2015	7,750	8,253	9,171	12,363	15,246	12,551

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	Jan	Feb	Mar	Apr	May	Jun
OUVP	270	339	335	345	396	256
PTVA	143	152	191	105	128	100
OMAECF	8	12	11	9	14	11
OMA	606	709	721	718	842	546
CONV	6,153	6,394	7,030	10,397	12,893	10,866
OTHER	570	647	883	789	973	772

OUVP *Byelaw on the Use of Public Roads and Spaces.*

PTVA *Byelaw on Animal Protection, Ownership and Sales.*

OMAECF *Municipal Byelaw on Crowded Activities and Establishments.*

OMA *Byelaw on the Urban Environment.*

CONV *Byelaw on Positive Community Life.*

OTHERS *Conditions of hygiene and health of the food; Byelaw on Public Works, Facilities and Services; Byelaw on Fire-Prevention Conditions in Buildings; Byelaw on Food Establishments and Commercial Centres; Metropolitan Byelaw on Building; Byelaw on Animal Protection, Ownership and Sales; Byelaw on Firework-Selling Establishments; Regulations for Explosives; Regulations for Hunting; Regulations for Fishing; Forest Areas.*

Jul	Aug	Sep	Oct	Nov	Dec	Annual
780	599	702	784	823	819	9,096

Jul	Aug	Sep	Oct	Nov	Dec	Annual
14,285	16,500	13,030	9,027	8,344	6,878	133,398

Jul	Aug	Sep	Oct	Nov	Dec	Annual
336	283	263	326	245	182	3,576
123	127	116	103	128	78	1,494
18	47	44	33	10	10	227
541	564	570	665	613	415	7,510
12,437	14,616	11,460	7,240	6,764	5,574	111,824
830	863	577	660	584	619	8,767
						133,398

3.9 Unauthorised street hawking

3.9.1 Responses against street hawking (selling, collaborating, purchasing)

	Jan	Feb	Mar	Apr	May	Jun
2015	1,648	1,552	1,737	2,672	3,901	4,972

3.9.2 Abandoned products from street hawking

	Jan	Feb	Mar	Apr	May	Jun
2015	1,239	1,159	1,312	2,154	3,325	2,582

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3.9.3 Total number of responses against street hawking

	Jan	Feb	Mar	Apr	May	Jun
2015	2,887	2,711	3,049	4,826	7,226	7,554

3.10 Occupation of public space for the purposes of begging

3.10.1 Charges against individuals for offering unsolicited car-windscreen cleaning (window-cleaning)

	Jan	Feb	Mar	Apr	May	Jun
2015	36	18	31	90	31	5

3.10.2 Charges against individuals for persisting in conduct, offers or activities causing disturbance to others

	Jan	Feb	Mar	Apr	May	Jun
2015	69	115	143	225	173	61

Jul	Aug	Sep	Oct	Nov	Dec	Annual
5,418	5,837	4,294	1,494	1,361	1,193	36,079

Jul	Aug	Sep	Oct	Nov	Dec	Annual
3,602	3,928	3,119	1,921	1,406	1,337	27,084

Jul	Aug	Sep	Oct	Nov	Dec	Annual
9,020	9,765	7,413	3,415	2,767	2,530	63,163

Jul	Aug	Sep	Oct	Nov	Dec	Annual
30	75	34	80	98	44	572

ther people.

Jul	Aug	Sep	Oct	Nov	Dec	Annual
75	83	43	40	77	35	1,139

3.10.3

Charges against minors or people with disabilities for begging

	Jan	Feb	Mar	Apr	May	Jun
2015					1	2

3.11

Visual deterioration of the urban environment

3.11.1

Charges against individuals for graffiti, painting and other forms of graphic expression

	Jan	Feb	Mar	Apr	May	Jun
2015	27	27	19	25	21	23

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3.11.2

Charges against individuals for flyers, posters and leaflets

	Jan	Feb	Mar	Apr	May	Jun
2015	48	98	44	173	95	109

3.11.3

Charges against individuals for leaving advertisements on vehicle windows

	Jan	Feb	Mar	Apr	May	Jun
2015	52	133	104	110	150	93

3.12

Consumption of alcoholic beverages

3.12.1

Charges against individuals for consuming alcoholic beverages in public spaces

	Jan	Feb	Mar	Apr	May	Jun
2015	2,441	2,640	2,887	3,891	4,032	2,013

Jul	Aug	Sep	Oct	Nov	Dec	Annual
						3

Jul	Aug	Sep	Oct	Nov	Dec	Annual
15	27	18	24	31	25	282

Jul	Aug	Sep	Oct	Nov	Dec	Annual
94	36	68	78	96	40	979

Jul	Aug	Sep	Oct	Nov	Dec	Annual
92	71	84	110	86	71	1,156

Jul	Aug	Sep	Oct	Nov	Dec	Annual
2,223	2,946	2,802	2,830	2,990	2,270	33,965

3.13 Urinating or defecating in public streets

3.13.1 Charges against individuals for urinating or defecating in public spaces

	Jan	Feb	Mar	Apr	May	Jun
2015	478	552	674	846	863	473

3.14 Arrests for criminal activities

3.14.1 Arrests for PS (public safety) throughout the city by the GUB (except road safety)

	Jan	Feb	Mar	Apr	May	Jun
2015	278	276	286	328	399	344

3.14.2 Arrests for PS (public safety) in Ciutat Vella by the GUB (except road safety)

	Jan	Feb	Mar	Apr	May	Jun
2015	140	138	140	159	200	183

3.14.3 Charges for minor offences (until July 2015, charges were made for misdemeanours) (individuals)

	Jan	Feb	Mar	Apr	May	Jun
2015	1,126	1,028	1,283	1,247	1,474	1,167

3.14.4 Charges for PS (public safety) throughout the city filed by the GUB (except road safety) people

	Jan	Feb	Mar	Apr	May	Jun
2015	1,286	1,137	1,438	1,467	1,674	1,291

Jul	Aug	Sep	Oct	Nov	Dec	Annual
410	1,161	629	596	576	502	7,760

Jul	Aug	Sep	Oct	Nov	Dec	Annual
381	397	288	262	199	202	3,640

Jul	Aug	Sep	Oct	Nov	Dec	Annual
206	240	178	141	94	86	1,905

s charged)

Jul	Aug	Sep	Oct	Nov	Dec	Annual
1,206	1,096	1,036	1,061	987	874	13,585

charged

Jul	Aug	Sep	Oct	Nov	Dec	Annual
1,044	991	906	955	849	759	13,797

3.14.5

Arrests + charges for PS (public safety) throughout the city by the GUB (except road safety)

	Jan	Feb	Mar	Apr	May	Jun
2015	1,564	1,413	1,724	1,795	2,073	1,635

3.15

Charges for civil offences. Act 4/15 on Public Safety Protection (Up to July 2015, it was Act

3.15.1

Act 4/15, on Public Safety Protection. (Up to July 2015, it was Act 1/92 on Public Safety Protec

	Jan	Feb	Mar	Apr	May	Jun
2015	878	1,066	1,134	868	1,014	816

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3.16

Minors

3.16.1

Minors involved in criminal offences (Global Ciutat)

	Jan	Feb	Mar	Apr	May	Jun
2015	46	61	70	49	65	41

3.16.2

Minors charged with civil offences (Global Ciutat)

	Jan	Feb	Mar	Apr	May	Jun
2015	54	129	84	69	72	40

3.16.3

Protection of minors (Global Ciutat) (Homeless)

	Jan	Feb	Mar	Apr	May	Jun
2015	2	1			2	

Jul	Aug	Sep	Oct	Nov	Dec	Annual
1,425	1,388	1,194	1,217	1,048	961	17,437

(1/92 on Public Safety Protection)

tion)

Jul	Aug	Sep	Oct	Nov	Dec	Annual
913	1,185	806	762	570	432	10,444

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Jul	Aug	Sep	Oct	Nov	Dec	Annual
94	74	52	64	46	47	709

Jul	Aug	Sep	Oct	Nov	Dec	Annual
75	46	45	57	48	27	746

Jul	Aug	Sep	Oct	Nov	Dec	Annual
		1	1		2	9

3.16.4

Events known throughout the city (GUB) (except road safety)

	Jan	Feb	Mar	Apr	May	Jun
2015	1,649	1,485	1,724	1,876	2,101	1,894

Jul	Aug	Sep	Oct	Nov	Dec	Annual
2,055	2,007	1,769	1,725	1,554	1,506	21,345

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