

2016 Management Report

Barcelona Guàrdia Urbana
City Police

BCN



Ajuntament de
Barcelona



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Proximity

1. Proximity

1.1 Relations with the public

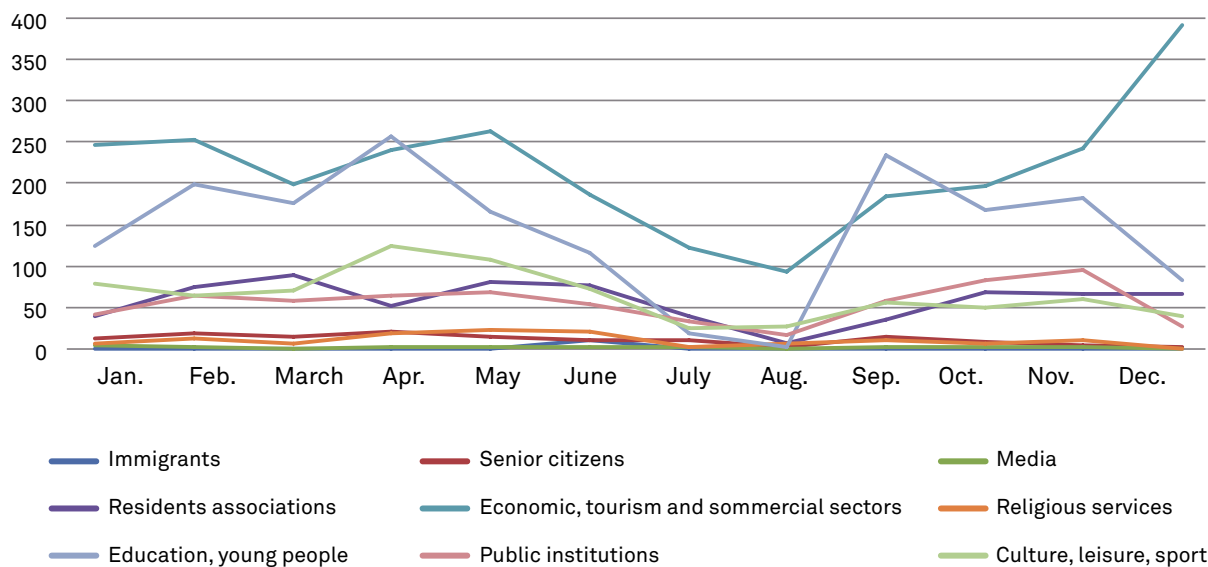
The Guàrdia Urbana (GUB) has continued holding meetings with city groups and associations. Their purpose is to establish a dialogue, so the GUB can explain the work it does and find out the concerns of city residents. Some of the more important sectors met included senior citizens and young people, representatives of the business, tourism and commercial sectors, and associations from the world of culture, leisure and sport.

These meetings enable members of the public and associations to express the problems they have spotted, so the GUB can study and address them from an operational perspective in order to provide a response.



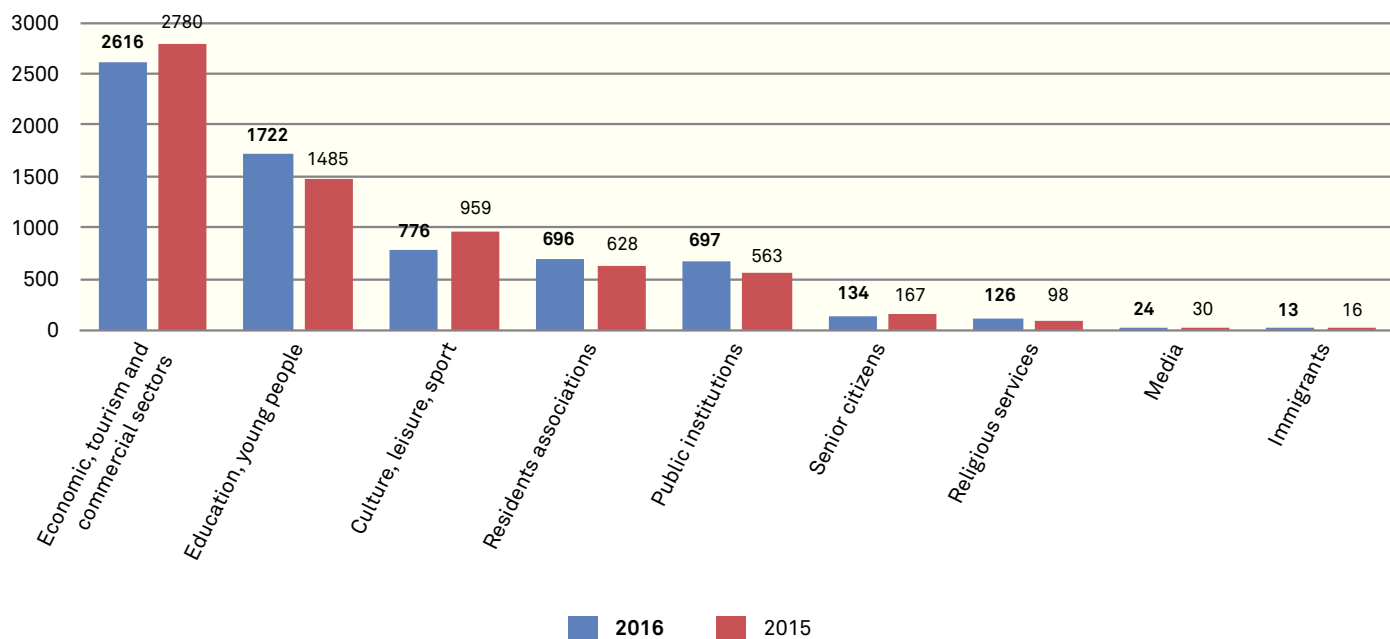
The GUB held 6,774 meetings in 2016. These have been broken down as follows:

Meetings 2016



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That means 48 more meetings than in 2015:



1.2. Work-related road safety training programme

The GUB offers training sessions for workers at various city companies who travel around Barcelona on motorbikes or mopeds with a view to improving responsible riding. The aim is to give them more information on the risks involved in riding these kinds of bikes as well as

safety tips that will minimise their exposure to being the victim of an accident.

Forty sessions were held at seven companies in 2016, with over 700 people attending.



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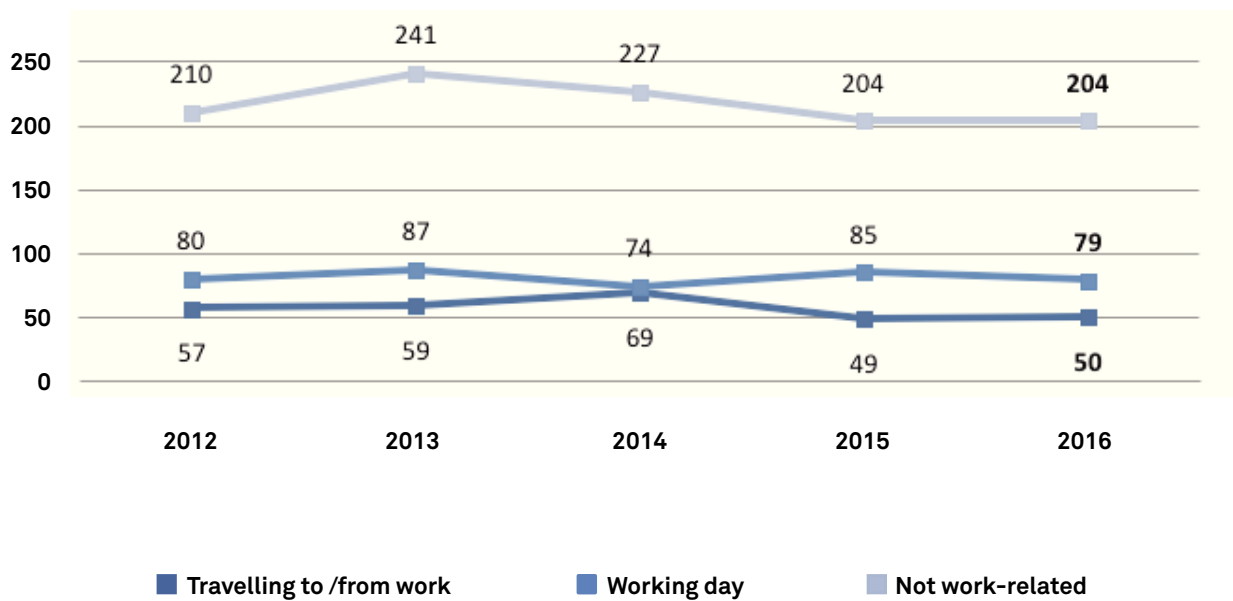
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As regards vehicles involved in accidents resulting in serious injuries and fatalities, 2016 saw one more travelling to or from work, six fewer during the working day and the same number which were not work-related.

The following graph shows a general downward trend in the number of vehicles involved in serious accidents:

Vehicles involved in accidents with serious injuries and deaths



1.3. Senior citizen sessions



Senior citizens are an especially vulnerable group when it comes to crimes such as home burglaries, intimidation and fraud. The GUB has therefore continued to hold information sessions in each of the city's districts to avoid crimes and situations of risk affecting the safety and mobility of senior citizens, who account for 20% of Barcelona's po-

pulation. Each session lasted an hour, during which those attending shared their own experiences.

Specific information leaflets were given out during the sessions with advice on safety, mobility and fire prevention, and what to do if one breaks out:



Another leaflet was also given out with safety tips for the summer.

1.4. Young People and Authority

The “Young People and Authority” programme is a Prevention Services Department initiative that began with a pilot test in the districts of Sants-Montjuïc and Horta-Guinardó in 2015 and was extended to Ciutat Vella and Sant Andreu in 2016.

The project aims to promote the interaction of young people with their authority figures (teachers in the sphere of education and GUB officers in the public sphere), so that they can reflect on, explore, discuss and work on the concept of authority and/or exercising authority.

Police officers and teachers therefore periodically get together with groups of young people for meetings that allow criticism and are used to foster understanding between groups of young people and the authorities.

The young people taking part are linked to a variety of youth centres: youngsters from the “El Click” project (Plataforma d’Educació Social de Navas, run by Salesians Sant Jordi), from the Casal Jove Atles Raval (Casal dels Infants), from the Franja Raval project, from the “Vols un cop de mà?” youth group (Fundació Mans a les Mans) and students from the PES Martí-Codolar (Salesians Sant Jordi).

These joint meetings are held once a month throughout the school year and they cover subjects that the young people have decided on beforehand. After each meeting, the police officers and teachers exchange impressions with the youth organisers.

Each group involves:

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

1.5. Guàrdia Urbana in schools

The GUB has continued offering city schools its educational programme “The Guàrdia Urbana in Schools”, which mainly works on attitudes towards mobility and civil behaviour.

The programme is designed for each stage of the education system, from infant school to the baccalaureate, with specific objectives that respond to needs identified in each cycle and an analysis of the students’ reality.

The preventive side of the programme is geared towards making pupils aware of personal risk factors and their consequences, so they can see the danger and will want to avoid it. Pedagogical material (a teacher’s guide and educational material for the students) is also provided for the different cycles to ensure the programme offers quality education. The starting point is the students’ own experiences, in order to encourage reflection and dialogue.

Every year, the programme finishes with interactive days for primary and secondary school students.

1.5.1. Interactive day with primary-school students

The 17th “Children’s Space” was held on 26 May at Parc del Fòrum. This was for all primary schools (6 to 12 years old) and involved taking part in fun activities with an educational purpose that were linked to road safety, respect for others, civil behaviour, risk prevention and respect for the environment.

Activities and workshops were held throughout the day, including first aid (SEM), a display of police-dog training, horse and motorbike riding (GUB), rules for using public transport properly (TMB, TRAM, FGC), and so on.

In all, 2,899 pupils took part from 30 schools in the ten city districts.

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1.5.2. Interactive day with secondary-school students

“Youth Space”, the closing act for secondary and post-secondary (baccalaureate) students who had taken part in the programme, was held at CaixaFòrum on 1 June.

Students, accompanied by their teachers, presented the photographic and audiovisual projects they had done with the help of police-officer monitors as a result of taking part in the programme.

The subjects they had worked on were linked, among others, to risky driving behaviour, drink-driving, the drug scene, and social harmony and conflict. Moreover, we are always working on introducing new conflicts that arise, such as social media and bullying at school.

In all, 320 pupils took part from 13 schools in the ten city districts.



Apart from this programme, the Educational Service for Safe and Sustainable Mobility took part in other activities associated with safe mobility and civil behaviour:

- **“Changing gear”**: there were two editions in 2016, one on 2 May with 317 attendees from six schools and another on 2 December, with 299 attendees from six schools.
- **La Mercè**: Approximately 1,645 boys and girls as young as 4 years old took part in activities held at the Children’s Traffic Park at Montjuïc Castle. There were two days (24 and 25 September) when the usual activities were adapted for younger children. An introduction to safe mobility workshop was designed as a family activity for working with families on those mobility habits that need to be instilled in children.



1.6. Guàrdia Urbana on the internet

The GUB website received 119,755 visits in 2016. Many involved finding police stations, although it is worth noting those people who go to the site to find out the procedures for joining the force and, secondly, those interested in other general procedures or getting advice on prevention and safety.

The results are summed up in the following table:

Social media followers					
	Date created	Dec-15	Dec-16	Accumulative	
Twitter	Feb-12	18,275	22,044	> 28,000	@barcelona_GUB
Facebook	Juny-13	5,434	8,285	> 9,000	@BcnGuardiaUrbana
Instagram	Feb-14	2,737	3,765	> 4,900	@barcelona_GUB

What is more, there is significant interaction with social media users. The GUB's Twitter account published 3,769 tweets in 2016 (around 3,200 in 2015), the Instagram account had 790 publications at the end of the year and the Facebook profile has over 9,000 likes.

1.7. Solidarity initiatives

Every year, the GUB takes part in different kinds of solidarity initiatives to raise public awareness, as well as to feel more involved in making Barcelona a better city and in the well-being of its people. We are going to highlight a couple.

First, our participation in Let's Clean Up Europe 2016, when 15 volunteers from the Guàrdia Urbana Sports Club (ceGUB) collected 100 kg of non-organic waste from the breakwater to the left of Llevant Beach.

The purpose of this was to make users of this kind of area aware that they should use the bins and containers provided for throwing away all sorts of rubbish instead of soiling and polluting the environment.



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This initiative was supplemented by cleaning up the seabed off the Barcelona coast on 7,8 and 9 June, something the ceGUB's sub-aqua section has done for the last nine years.

Another, now traditional activity, is the GUB band's participation in the Christmas festival at the Aspace (Cerebral Palsy Association) special needs school. On this occasion, 13 officers in gala uniform joined Father Christmas and his assistants when they visited the school for a spot of carol singing.

1.8. Other activities

1.8.1. DIR-Guàrdia Urbana Fun Run

The 4th Cursa DIR-Guàrdia Urbana took place on 8 May with a record of more than 9,000 participants.



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As usual, this fun run followed a straight line down Avda Diagonal, from the Pedralbes royal palace to Pg Garcia Faria, by the sea. This is a 10 km route with a slight decline that has attracted lots of runners every time.



1.8.2. Participation in the Súpers Festival

For the third year running, the GUB took part in the Catalan TV kids programme Club Súper3. Once again the festival, which coincided with the 25th anniversary of the Club and TV3's telethon, was held on Montjuïc. The Lluís Companys Olympic Stadium and the Olympic Esplanade provided the setting for the performances, activities, workshops and games aimed at the young audience.



For this year's festival, the twentieth, the GUB had a "Guàrdia Urbana in schools" space, where three activities linked to learning safe, civil behaviour were organised and families were introduced to the work police officers do.

Over 200,000 people attended the Festa dels Súpers this year.

1.8.3. Participation in the Education Fair

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

This year, the fair was held between 9 and 13 March and around 60 members of the force were involved in organisational, logistical and information tasks.

Officers on the stand attended to 3,563 people: 1,865 women (862 minors) and 1,698 men (779 minors).



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Territory

2. Territory

2.1. Keeping accident rates down

The volume of traffic in Barcelona went up by 1.3% in 2016. At the same time, the number of public transport passengers rose by 1.2% and bicycle use registered an increase of 14%. As regards traffic accidents, there were 28 fatalities in 2016 (one more than in 2015) and 194 serious injuries (5 fewer than the previous year).

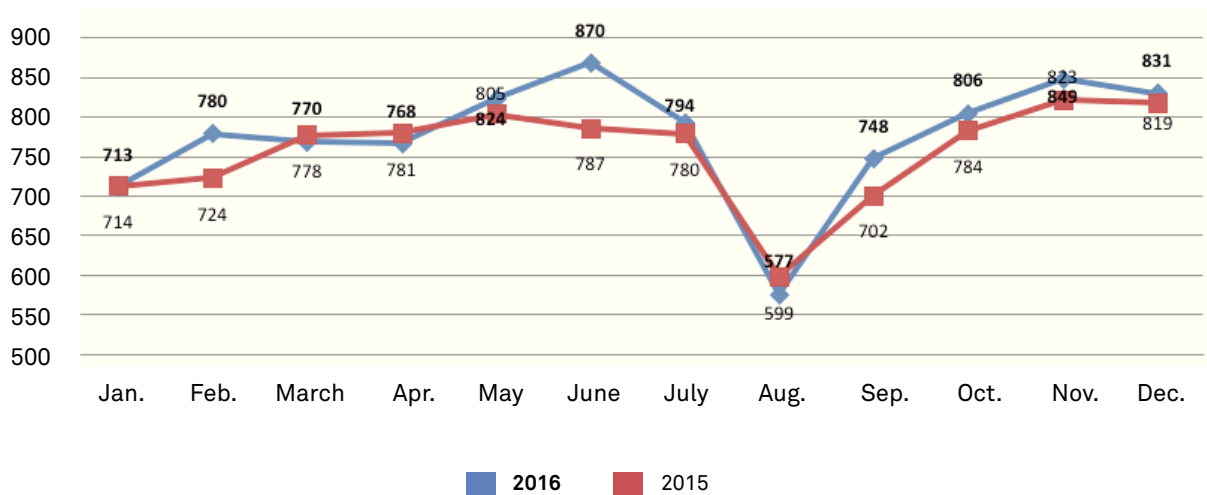
The GUB investigated 9,330 accidents involving victims, 2.28% more than in 2015. This increase also meant more injuries, which went from 11,810 in 2015 to 12,060, up 2.26%.

Traffic accidents with victims that the GUB intervened in

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Pedestrians were the group with the highest mortality rate during the year, accounting for 57% of traffic accident victims with 16 fatalities compared to six in 2015. Ten of the pedestrians who died in traffic accidents were over 70.

By contrast, the number of motorcyclists who died in traffic accidents went down to seven from 17 in 2015. However, if we talk about serious injuries, this group continues to top the figures (89.89% of all drivers).

Barcelona City Council has established a protocol between the GUB and the city's Emergencies Centre to provide comprehensive care and support for families affected by a traffic accident that involves serious injuries, fatalities or people that require special attention (minors, elderly people, etc.). It was activated nine times in the course of the year.

As for drivers, not paying due care and attention continues to be the main cause of accidents. Not keeping a safe distance is the second cause and illegal or careless turns are the third. In the case of pedestrians, the main cause is not using a zebra crossing to cross the road, followed by ignoring traffic lights.

Clearly all these causes stem from improper behaviour on the part of the people concerned and that explains why one of the GUB's main prevention tasks is to identify this behaviour so we can prevent it and reduce the number of accident victims.

Keeping the accident rates down: incidents reported	2015	2016	
Traffic lights	18,450	21,674	17.47%
Distractions	18,393	20,716	12.63%
Illegal turns	8,250	8,405	1.88%
Pedestrian crossings	1,226	1,630	32.95%
	46,319	52,425	13.18%

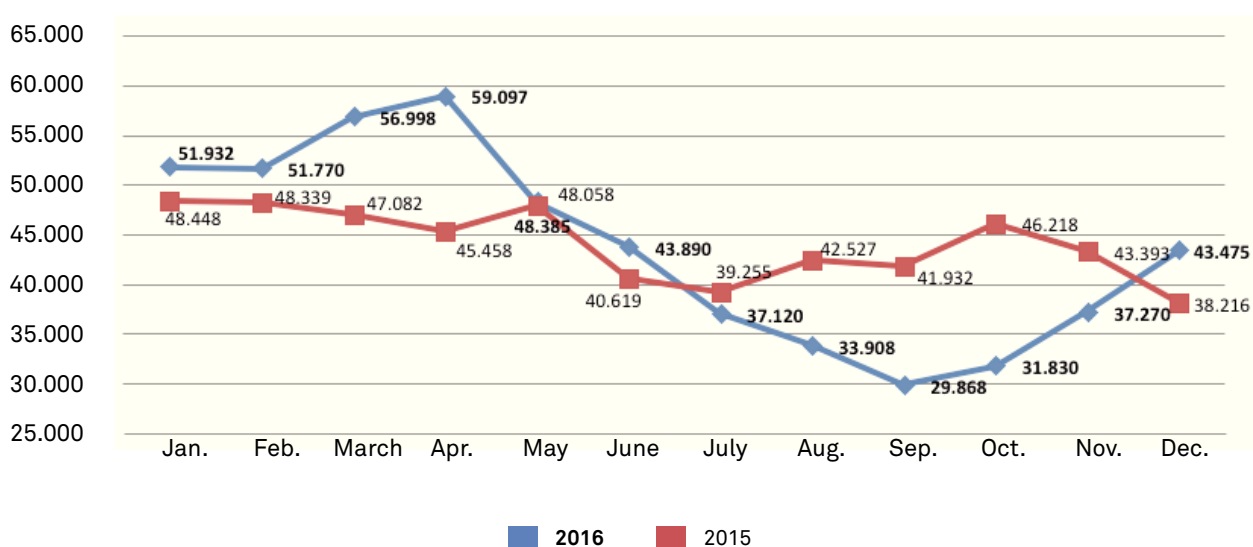
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Traffic reports	2015	2016	
Moving	136,737	152,882	11.81%
Stationary	67,335	72,443	7.59%
Technical means	325,473	300,218	-7.76%
	529,545	525,543	-0.76%

Traffic reports



Through its Accident Prevention and Investigation Unit (UIPA) and in conjunction with the City Councillor's Office for Mobility, the GUB is responsible for studying places where the most frequent accidents in the city are concentrated and applying any corrective measures that are needed to reduce the risk of accidents there.

Aside from these kinds of actions, the GUB has various instruments for planning road safety. Basically, that means the Urban Mobility Plan (PMU) 2013-2018 and the Local Road Safety Plan. Both set targets for reducing the number of deaths and serious injuries resulting from traffic accidents: 30% in the case of deaths and 20% in that of serious in-

juries by 2018.

They also point out the need for a culture change in the way we move around the city to achieve that, via core strategies that resulted in a number of measures in 2016. Some of these measures are more structural and are linked to the increase in traffic-calmed areas in the city, rolling out the superblocks in 2017, improving pedestrian crossings, drawing up the Strategic Cycling Plan (with more kilometres of cycle lanes), modifying the Pedestrian and Vehicle Traffic Byelaw and rolling out the New Bus Network. Two new school paths were installed in the Sants district in 2016, in a further effort to promote safe, sustainable mobility to schools.



With regard to road safety, 2016 saw a number of campaigns being run, namely the:

- Campaign to increase the safety of pedestrians as the most vulnerable group and to identify risky behaviour.
- Passive Safety Campaign for using seat belts and child retention systems.
- Operation 0.25 for breathalyser tests.
- Campaigns for spotting careless behaviour by drivers (such as using mobile phones or GPS).



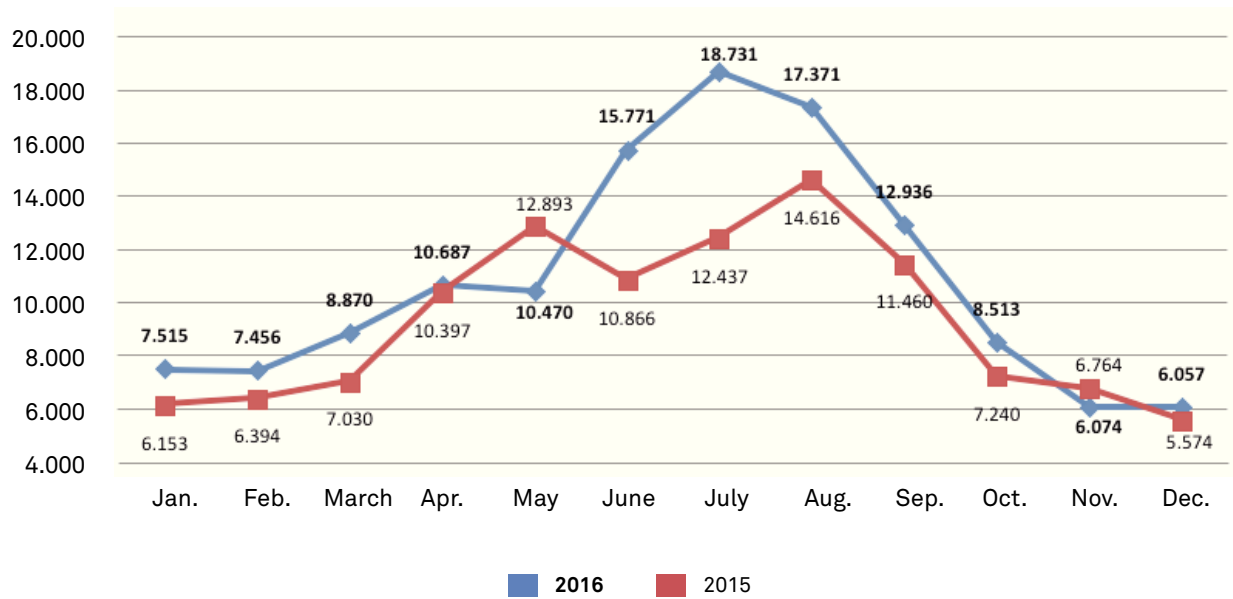
Finally, we have also run information campaigns targeted at specific groups to educate them on safe mobility, which are described in the Proximity section: the senior citizen sessions, the Guàrdia Urbana in schools programme and the work-related road safety training programme.

2.2. General deployment for keeping the peace

The City Council takes preventive measures to keep the peace in areas which, because of their characteristics, attract more people to their public spaces. In that regard, and to increase public safety, various campaigns and operations were put in place throughout the year, namely:

- Operation Beaches 2016
- Action campaign with intervention on pets
- Revetlla de Sant Joan (midsummer celebrations)
- Operation Summer 2016: Safety and Mobility deployment for keeping the peace.
- Operation Autumn
- Festa Major Gràcia (big district festival)
- Festa Major Sants (big district festival)
- Festes de la Mercè (big city festival)

Coexistence and Civil Behaviour Byelaw incidents reported



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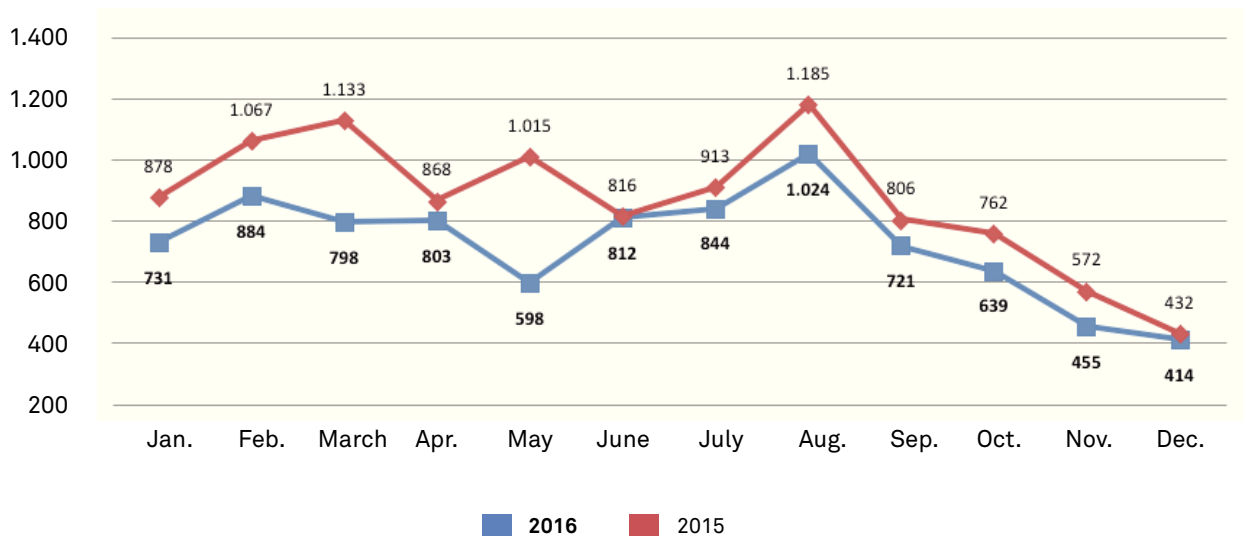


2.3. Urban Crime Groups

The Urban Crime Groups back up the GUB's territorial units to improve public safety. These are operational groups specialising in public safety that take selective action to deal with the more serious criminal offences. Their priority is to avoid crimes against property and theft. They also respond to other safety-related crimes that might be detected, such as small-scale drug trafficking.

Known cases public safety	2015	2016	
Theft/minor theft	96,917	100,764	3.97%
Robbery with violence and/or intimidation	10,704	9,992	-6.65%
Burglary	10,688	9,050	-15.33%
Stealing from cars	6,254	6,953	11.18%
Public health crimes	838	789	-5.85%
	125,401	127,548	1.71%

Public Safety and Protection Act (LOPSC) offences



LOPSC offences	2015	2016	
Weapons	456	375	-17.76%
Drugs	9,955	8,337	-16.25%
Other	36	11	-69.44%
	10,447	8,723	-16.50%

2.4. Operation Network

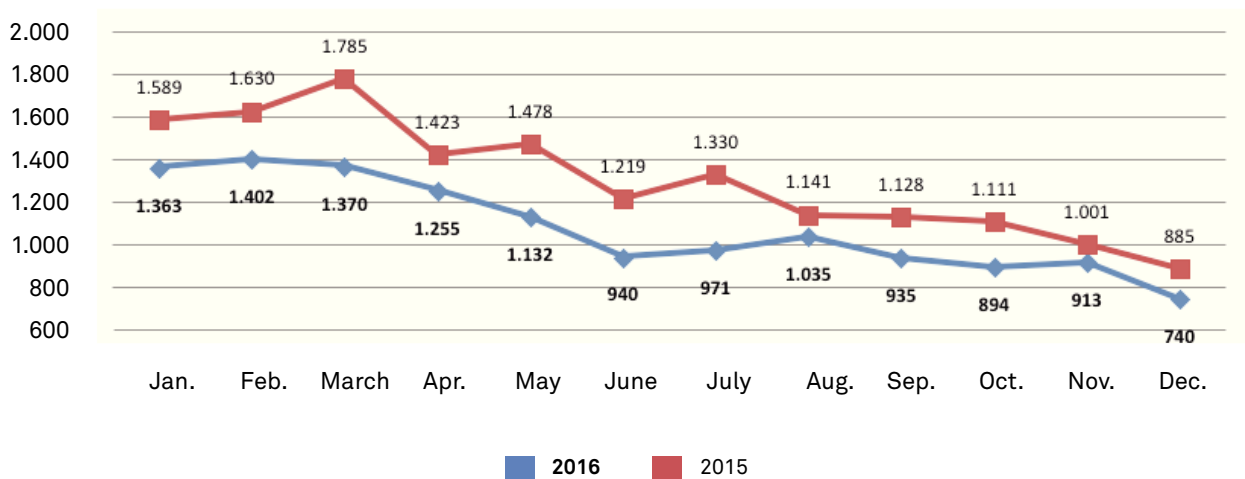
One of the GUB's deployment priorities is the Operation Network on the Barcelona Metro, which began in 2011 with the aim of preventing crime there. Specifically, that means improving public safety and user perception of safety on the underground and also on the urban lines of the Ferrocarrils de la Generalitat (FGC - Catalan Railways). It also plays an important part in reducing stealing in crowded areas.

Since the operation began, GUB officers have been carrying out joint patrols with officers of the Catalan police, the Mossos d'Esquadra, at various points on the Barcelona underground. 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 operation also allows officers to warn against, correct and report municipal byelaw violations committed inside the metro.

A total of 12,950 patrols were made in 2016, down 17.62% on the previous year.

Operation Network patrols



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2.5. Operation Summer





Barcelona Council implemented Operation Summer 2016, as it does every year, from 1 June to 30 September, to make the intensive use of public spaces compatible with the need for local residents to get some rest.

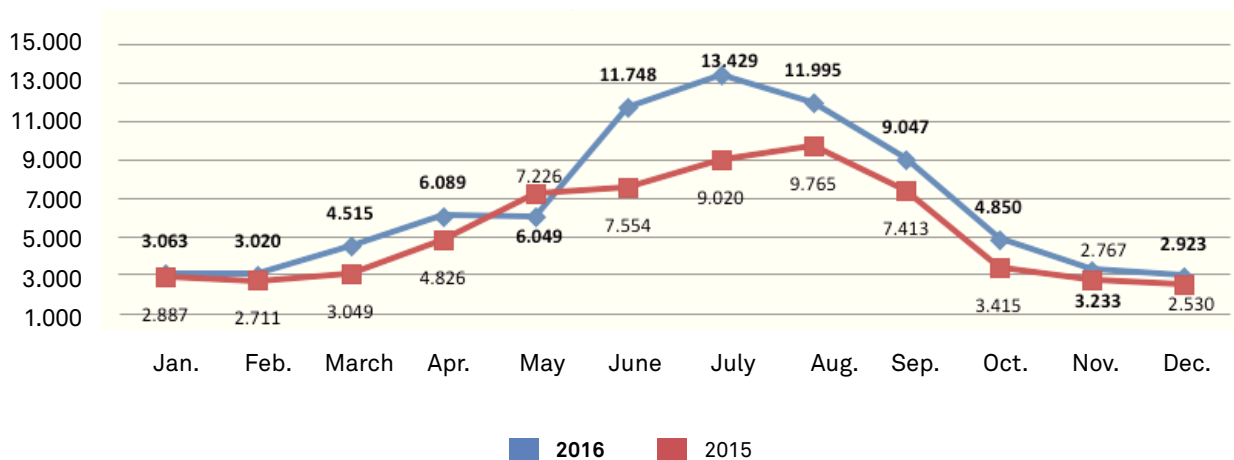
Deployment focuses particularly on the seafront and areas where more peo-

ple congregate, for example, around the Sagrada Família, where at least six officers were deployed per shift per day until 30 October.

The summer operation also envisages stepping up coordinated action by all the municipal services so the GUB and Mossos d'Esquadra, for example, worked together on preventive action to keep the peace and maintain public safety.

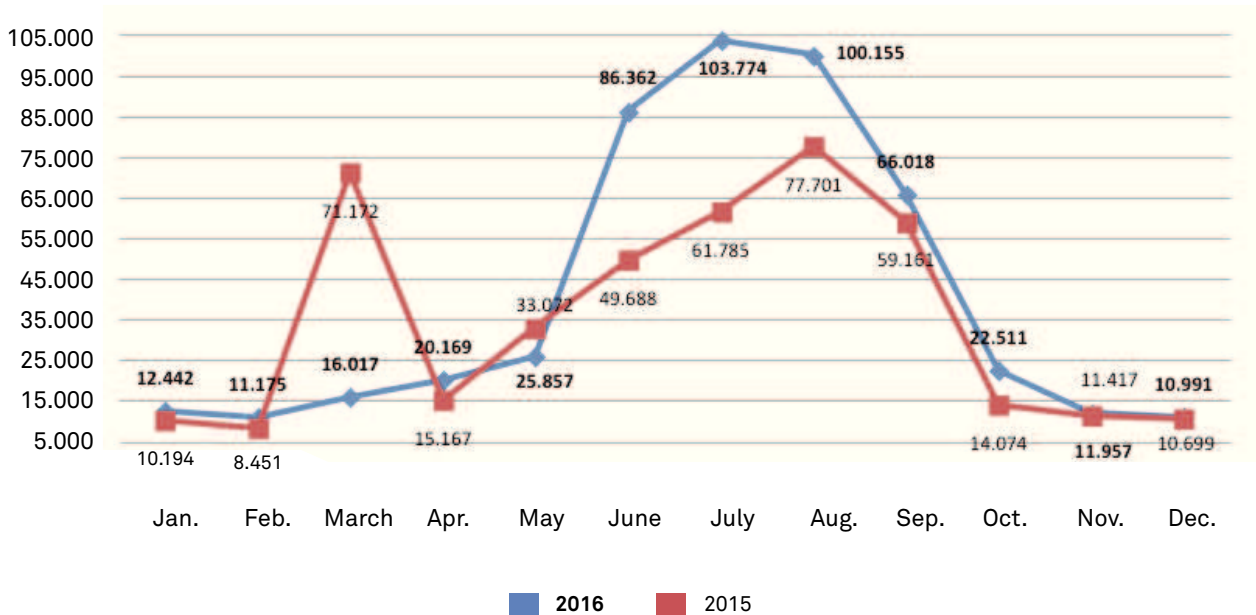
In 2016, special emphasis was placed on combating illegal hawking, with 46,219 reported incidents between June and September (79,961 throughout the year). That means an increase of 36.94% for the same period in 2015 (and 26.59% for the year). It is worth noting that the number of calls made by the public complaining of street hawking dropped by 17% compared to the previous year.

Street hawking: incidents reported



Priority was also given to combating the consumption of alcoholic drinks on the public highway. Between June and September, the GUB seized 356,309 drinks (487,428 throughout the year), 43.48% more than the previous year (with an increase of 15.35% over the whole year). It is worth noting that complaint calls went up by 56%.

Street hawking: drinks seized



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2.6. Deployment for the start of the school year

As usual, in September the GUB deployed officers to ease traffic flow, increase compliance with the rules of the Highway Code and reduce the accident rate, paying special attention to the areas around schools.

As of 14 September, priority was given to areas leading to schools and particularly those with public works in their immediate vicinity.

Over the year, the GUB inspected more than 90 school transport vehicles to ensure they were safe. Of these, 33 were reported: 14 for administrative reasons and 19 for the state of the vehicles. Apart from the technical state of the vehicles, officers checked for the presence of an accompanying adult in the vehicle (where necessary), the conditions for providing the school transport service, the state of the driver and whether the transport stopped in the right place to ensure the children's safety.



2.7. Christmas deployment



Christmas is a time when more use is made of public spaces and there are more visitors to the city's shopping districts. Consequently, as they do every year, the GUB and the Mossos d'Esquadra, in coordination with other municipal services, organised a special deployment of officers to ensure that optimum levels of safety, mobility and cleaning were maintained.

This operation meant stepping up the presence of officers in the city's shopping districts, as part of the force's community policing and crime prevention roles. More breathalyser and drug tests were also carried out to ensure road safety was maintained 24 hours a day.

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Operation Network was stepped up as well to prevent criminal acts on Barcelona's underground system, control the noise pollution generated by vehicles and night-time gatherings in public spaces, and keep things moving on the city's streets and roads by easing pedestrian circulation and vehicle traffic.

These measures included deploying special teams at specific festival times, such as the New Year's Eve celebrations around Montjuïc's Magic Fountain. In that case, it was carried out in coordination with the Mossos d'Esquadra and the Barcelona Fire Service (because of the firework display). Other examples were the Three Kings Parade and the Kings Fair on the Gran Via.

Finally, starting on 6 December and continuing throughout the winter sales, uniformed patrols were organised in the city's shopping districts and adapted to the numbers of shoppers and volume of traffic at any one time, particularly in the commercial hubs of each neighbourhood.

2.8. Play Safely Campaign

At the start of December, the GUB carried out another "Play Safely" campaign, involving police inspections of shops to ensure the toys they sell comply with the corresponding regulations and do not pose any risk for children.

In order to increase children's safety, and check shop regulations in relation to municipal byelaws and toy shop regulations in particular, 19 establishments were inspected. A total of 1,444 toys were destroyed that did not comply with the regulations or represented a risk, and 13 reports were filed.

The most common breaches of the regulations involve the absence of labels in Spanish and Catalan, products that are wrongly labelled, the absence of safety warnings or advice, no CE validation (which all products are obliged to show), illegible instructions and poor quality which mean the toys do not comply with the regulations. There were also a lot of cases of goods not showing the right use-by date.



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2.9. Operation Food Store

In collaboration with the Barcelona Health Agency (ASB), the GUB inspected 64 food premises (restaurants, butchers, retail businesses that cook and package products for sale, etc.). As a result of these checks, 13 premises have temporarily ceased their activity for hygiene reasons. In addition, 2,565 kilos of food products were seized because they were not fit for consumption or not properly conserved for their subsequent preparation and consumption.

The ASB has started proceedings against the establishments concerned, which will only be allowed to reopen if they correct the flaws detected and will remain subject to future ASB inspections.

The inspections were based on the complaints received in each district and the observations of officers in the territorial units, who inspected an average of six establishments.

These checks are carried out as part of the GUB's administrative policing role,

in other words, checking compliance with food establishment regulations to ensure food that is sold meets the corresponding health and hygiene guarantees.

In the course of these inspections, the GUB filed 149 reports for other administrative breaches linked to documentation, permits, compulsory signage, a lack of hygiene and breaches of the regulations concerning safety, electrical installations, extinguishers and emergency lights.



2.10. Campaign to encourage responsible pet ownership

The GUB takes various kinds of action in relation to the byelaw on the protection, ownership and sale of animals in Barcelona.

These mainly focus on ensuring owners and sellers comply with their legal obligations and correcting anti-social behaviour by owners and carers: checking the census and identifying dogs, ensuring compliance with the regulations on owning potentially dangerous breeds of dogs, checking owners clear up pet waste, ensuring compliance with the regulations concerning dogs on the metro, looking out for responsible practices in pet shops and so on.

Where the anti-social behaviour is not serious, we prefer to warn people in charge of dogs first but if that is not possible or the problem continues, we file the corresponding reports.

The force filed a total of 2,329 reports for byelaw infringements concerning dog ownership over the course of the year. We also saw an increase of 56%, compared to 2015, in owners reported for potentially dangerous dogs without a microchip or not registered.

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2.11. Monitoring tourist flats

The GUB has continued working on the campaign started two years ago to monitor tourist apartments in the city and the disturbances caused by some users.

In 2016, the measures included increasing the presence of GUB officers as well as offering a specific service to deal with complaints made by local residents against antisocial behaviour in buildings with tourist apartments. Monitoring the most popular tourist areas, such as Barceloneta, was stepped up in August.

In all, 266 inspections were carried out and 207 reports were filed during the year.



2.12. Coordinating public works

A large number of public works with a big impact on traffic were carried out in 2016, aimed at improving and gaining extra space for pedestrians, as well as other major urban development projects for improving mobility:

- Work continued on the Plaça de les Glòries Catalanes tunnels
- Redeveloping Travessera de Dalt, between Plaça Lesseps and C/ Escorial
- Emergency exits on C/ Aragó (ADIF Station)
- Installation of various cycle lanes
- Road-resurfacing campaign, summer 2016
- Ring-road resurfacing
- Action on the bus lane surface on various city streets (París, València, Sant Antoni Maria Claret, Rosselló)
- Superblock implementation in Poblenou
- Redevelopment of C/ Pere IV
- FMB station interior refurbishment (Universitat, Passeig de Gràcia, Alfons el Magnànim)

All these called for a big effort in terms of GUB officers to reduce the effect on traffic.

2.13. Lost and found

With a view to returning as many lost items as possible to their owners and avoiding the hassle involved, the GUB introduced a new procedure in 2015 that considerably improved lost-and-found management.

The improvements implemented included:

- Increasing the autonomous part of the procedure through the use of NIP-SIP
- Coordinating with the City Council Lost and Found Office.
- Informing consulates.
- Informing the Tourism Management Committee formed by the City Council and tourist operators.
- Training GUB officers.

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The new procedure made a distinction between creditable and non-creditable items and checked if the reports had been filed as a loss or criminal act by consulting the NIP-SIP.

The new procedure was maintained in 2016 and, apart from providing its normal service, the GUB continued to set up coordinated operations for major events, such as concerts and conferences (Mobile World Congress).

2.14. Public safety interventions

The GUB's tasks in the public sphere and community policing mean its public safety work involved various kinds of interventions. Some are listed below:

- A total of 26 court appearances with nine persons arrested and 23 investigated in connection with the New Year's Eve operation on 1/1/2016 (UT 1).
- Various actions by the Trafficking and Exploitation of People Group (GTEP). These operations included the 'Manila' case, a joint operation with the Mossos d'Esquadra (two people arrested, one victim freed); the 'Chivito' case, also with the Mossos d'Esquadra (11 people arrested and six victims freed); 'Tulipán' with UCRIF group 1 (investigation still open with two victims freed); and 'Iliria' with the UCRIF group 1 (22 people arrested for different reasons and six victims freed, some minors). These interventions were carried out by UT 1.
- Two arrests for crimes against public health and another person who was arrested and jailed following the issue of an arrest warrant and search of their home. Various kinds of drugs were seized, along with cash and equipment for

making them (UT 1).

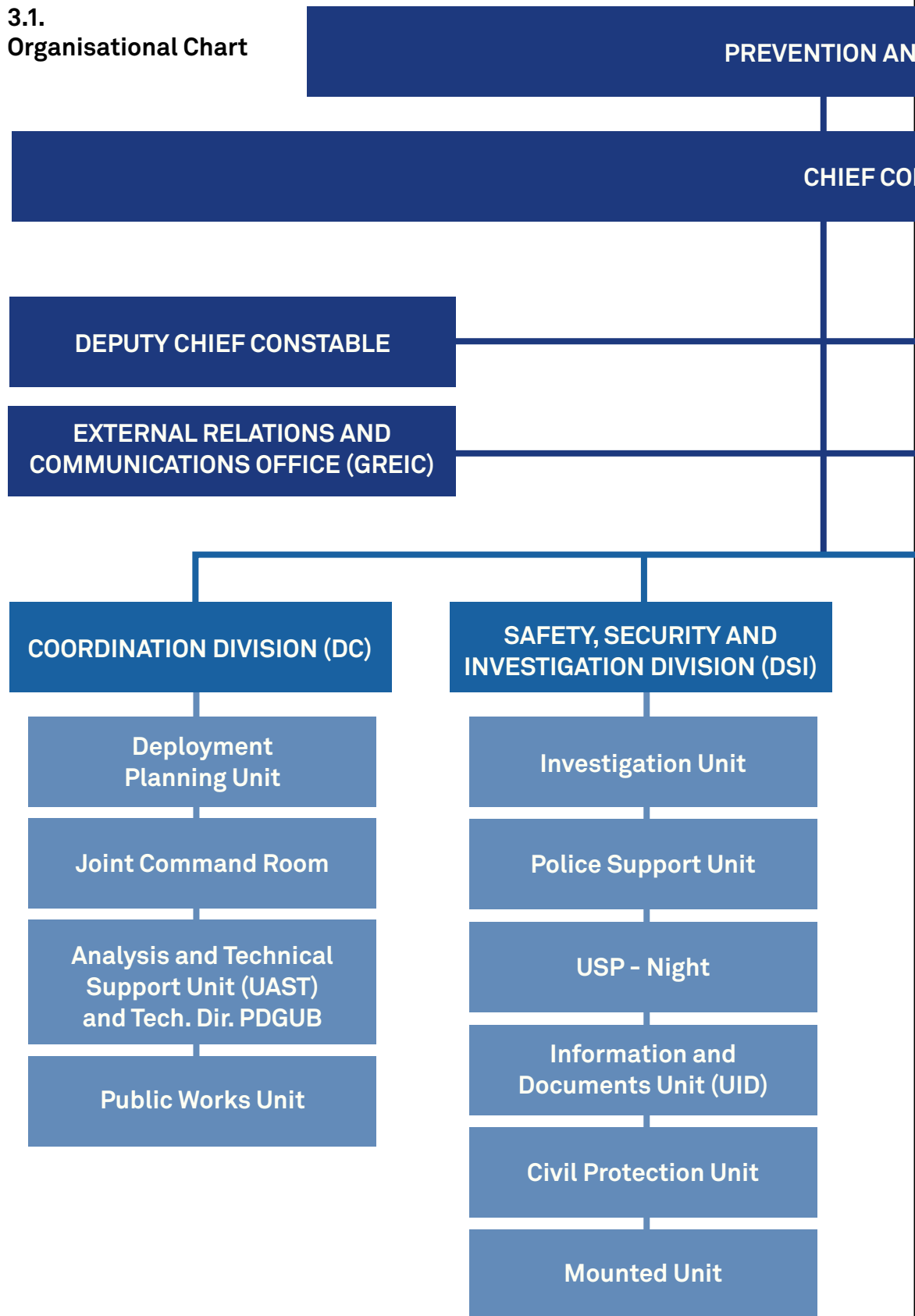
- Arrest of an individual for setting fire to rubbish containers after a plain-clothes unit was set up to find them (UNO 2).
- Two people arrested for skimming after two officers saw two men acting suspiciously at an ATM (UNO 2).
- Arrest of an individual for drug trafficking at a breathalyser point. Officers found 2,140 kg of marijuana (UNO 2).
- Arrest of individuals acting as police officers to carry out theft and robbery in tourist areas (UT 3).
- Arrest of parents for abusing a minor. The abuse was recorded in the entrance (UT 3).
- Identification of the person responsible for dumping oil and tyres in the Zona Franca (UT 3).
- Man with Serbian nationality holding false documentation and banned from leaving national territory after being stopped for a document check and a breathalyser test (UT 5).
- Two persons arrested in Nou Barris after a stolen motorbike was found with narcotic substances, along with cutting and handling tools, for selling drugs (UT 8).
- Helping an elderly couple and their son in a fire to get out of their home and cutting off the gas after discovering it was feeding the fire in the kitchen just before the firefighters arrived (UT 8).
- Identification and detention of a group of minors responsible for theft, robbery and assault that was causing alarm in the Clot-Verneda area (UT 10).
- Joint operation with the Mossos d'Esquadra in dismantling a marijuana plantation. One person was arrested and 756 marijuana plants were found along with equipment for growing them (UT 10).
- A group of five people were arrested for committing a crime against public health and a large quantity of narcotic substances were seized at the Primavera Sound festival (UT 10).

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Resources

3. Resources

3.1. Organisational Chart



D SAFETY AREA

INSTABLE

HEADQUARTERS
TECHNICAL OFFICE (GTP)

ETHICS AND INTERNAL AFFAIRS
UNIT (UDAI)

ROAD SAFETY AND TRAFFIC
DIVISION (DTRSV)

Central Traffic Unit (UCT)

Recorded Images
Complaints Unit (UDIG)

Accident Investigation and
Prevention Unit (UIPA)

TERRITORIAL DIVISION (DT)

10 Territorials Units

- UT 1 Ciutat Vella
- UT 2 Eixample
- UT 3 Sants - Montjuïc
- UT 4 Les Corts
- UT 5 Sarrià Sant Gervasi
- UT 6 Gràcia
- UT 7 Horta-Guinardó
- UT 8 Nou Barris
- UT 9 Sant Andreu
- UT 10 Sant Martí

Daytime Support Unit (USD)

4 Nighttime Support Units

- UNO 1
- UNO 2
- UNO 3
- UNO 4

3.2. Guàrdia Urbana Master Plan



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Throughout the year, the GUB conducted an internal examination of the whole organisation to identify areas for improvement in the service we offer the public and adapt the force to the demands and needs of the city. This process had a strategic purpose, namely to consider what a police force should be like in the future: its size, organisational structure, relationship mechanisms, cross-cutting work with other bodies and institutions, as well as improved technologies and better tools for police work.

The conclusions and strategic lines that flowed from this process have been included in a key document, the Guàrdia Urbana Master Plan, which is intended to serve as a long-term guide but one that can be constantly revised and adapted.

This plan was drawn up by members of every one of the force's professional categories, together with other municipal players. In fact, this collaborative effort involved 237 people, over 75% of whom are members of the GUB and has produced 13 programmes, 46 projects, 18 sub-projects and nearly 600 organisational actions.

The new force model revolves around three axes: proximity, transparency and territory (like this management report) and contemplates new features such as the creation of Neighbourhood Police, a Local and Emergency Back-up Unit and the Ethics and Internal Affairs Unit, as well as opening new police offices to receive complaints during the daytime in Nou Barris and Les Corts.

3.3. People

As of December 2016, the GUB has 2,952 professionals: 2,926 are police staff and 26 technical and administrative support staff. They represent 79.68% of the human resources of the Manager's Office for Prevention and Safety.

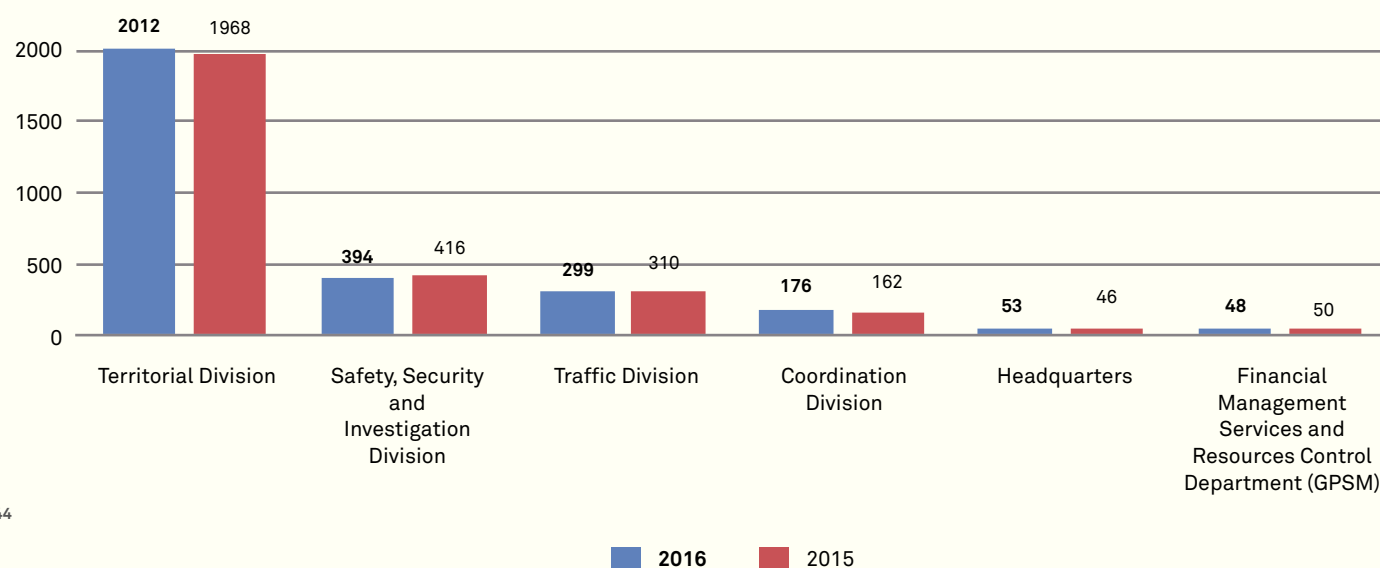
3.3.1. Guàrdia Urbana staff

3.3.1.1. Staff breakdown by organisational structure

a) Police staff (Four GUB officers in a second activity in other municipal departments are not included)						
Organisational structure	First activity	%	Second activity	%	Total 2016	Total 2015
Headquarters	47	1.71%	2	0.07%	49	43
Financial Management Services and Resources Control Department (GPSM)	13	0.47%	35	1.27%	48	50
Coordination Division	171	6.23%	3	0.11%	174	160
Territorial Division	1,867	67.99%	134	4.88%	2,001	1,955
Safety, Security and Investigation Division	380	13.84%	11	0.40%	391	413
Traffic Division	268	9.76%	26	0.95%	294	305
TOTAL police staff	2,746	100.00%	211	7.68%	2,957	2,926

b) Non-police staff			
Organisational structure	Total 2016	%	Total 2015
Headquarters	4	16.00%	3
Financial Management Services and Resources Control Department (GPSM)	0	0.00%	0
Coordination Division	2	8.00%	2
Territorial Division	11	44.00%	13
Safety, Security and Investigation Division	3	12.00%	3
Traffic Division	5	20.00%	5
TOTAL Non-police staff	25	100.00%	26

Organisational structure (police and non-police staff)



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3.3.1.2. Staff breakdown by professional categories

Professional category			
a) Police staff (Four GUB officers in a second activity in other municipal departments are not included)	Total 2016	%	Total 2015
Chief Superintendent and Chief Constable	1	0.04%	1
Chief Superintendents	5	0.18%	5
Superintendents	21	0.76%	21
Inspectors	18	0.66%	18
Deputy inspectors	21	0.76%	21
Sergeants	63	2.29%	64
Corporals	217	7.90%	233
Constables	2,400	87.40%	2,388
TOTAL first-activity staff	2,746	100.00%	2,751
TOTAL second-activity staff	211		175
TOTAL police staff	2,957		2,926

b) Non-police staff	Total 2016	%	Total 2015
Senior officers	1	4.00%	1
Admin staff	10	40.00%	10
Admin support staff	14	56.00%	15
TOTAL non-police staff	25	100.00%	26
TOTAL STAFF	2,982		2,952

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	2015	2016	%
Constables	2,388	2,400	0.50%
Corporals	233	217	-6.87%
Sergeants	64	63	-1.56%
Superintendents	21	21	0.00%
Deputy inspectors	21	21	0.00%
Inspectors	18	18	0.00%
Chief Superintendents	5	5	0.00%
Chief Superintendent and Chief Constable	1	1	0.00%
	2,751	2,746	-0.18%

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3.3.1.3. Staff breakdown by age and sex

As regards age groups, the average age of first-activity (active service) officers rose by 0.09 years, from 42.53 in 2015 to 42.62 in 2016. However, it should be remembered that the modal group (i.e. the most numerous age group) is the 35 to 39 group, which includes 698 people and represents 25.42% of all first-activity police staff. By contrast, the average age of staff in a second activity (non-active service) has gone up by 0.87 years, from 55.30 in 2015 to 56.17 in 2016.

In that group, the age range with the highest number (55, which represents 26.06% of the group) is precisely around the average age of all officers (56.17 years old).

In the case of non-police staff, the average age has gone down by 2.4 years.

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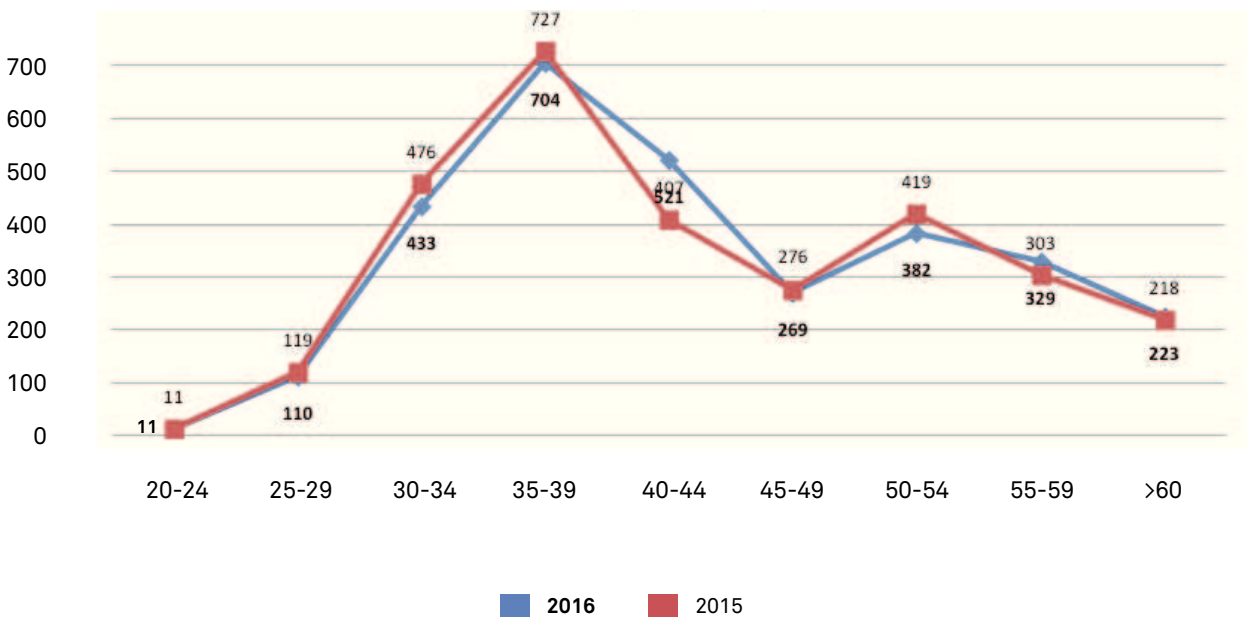
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Police staff						
	First activity	%	Second activity	%	Total 2016	Total 2015
20-24	11	0.4%	0	0.0%	11	11
25-29	110	4.0%	0	0.0%	110	119
30-34	431	15.7%	0	0.0%	431	474
35-39	698	25.4%	3	1.4%	701	724
40-44	514	18.7%	5	2.4%	519	403
45-49	251	9.1%	15	7.1%	266	272
50-54	334	12.2%	41	19.4%	375	413
55-59	240	8.7%	84	39.8%	324	299
>60	157	5.7%	63	29.9%	220	215
	2,746		211		2,957	2,930
Average age	42.62		56.17			
	42.53		55.30			

Non-police staff						
	2016	%	2015	Total 2016	Total 2015	%
20-24	0	0.0%	0	11	11	0.00%
25-29	0	0.0%	0	110	119	-7.56%
30-34	2	8.0%	2	433	476	-9.03%
35-39	3	12.0%	3	704	727	-3.16%
40-44	2	8.0%	4	521	407	28.01%
45-49	3	12.0%	4	269	276	-2.54%
50-54	7	28.0%	6	382	419	-8.83%
55-59	5	20.0%	4	329	303	8.58%
>60	3	12.0%	3	223	218	2.29%
	25		26			
Average age	46.29					
	48.69					

Age (police and non-police staff)



As regards sex, there were three more women in 2016. Although this is not a significant increase, it is notable that the increase in women is mainly increasing in the young age group, as a result of recruiting more and more women through the recruitment processes.

Moreover, this increase is being maintained over time (the percentage of women was 11.76% in 2014). This shows a trend towards women catching up, a management priority which has led to actions to increase the number of women. The best time for that is obviously at the recruitment stage, so the calls for new officers is the main factor in improving the historical and current percentage, which is a long way off reflecting social reality.

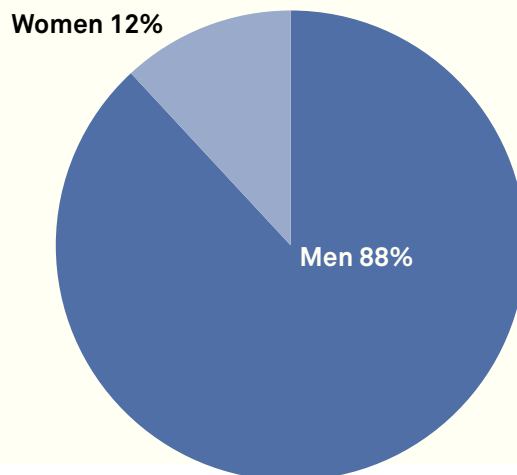
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		Men			Women		
		2016	%	2015	2016	%	2015
Police staff*	First activity	2,448	93.2%	2,456	298	83.9%	295
	Second activity	170	6.5%	138	41	11.5%	37
Non-police staff		9	0.3%	9	16	4.5%	17
		2,627	100.0%	2,603	355	100.0%	349

*(Four GUB officers in a second activity in other municipal departments are not included)

Distribution by sex



3.3.2. Recruitment

3.3.2.1. Public job offers

This year saw the 88th GUB officer selection process. A total of 93 recruits (13 women) joined the force, attending the welcome ceremony on 29 June in the Saló de Cent at City Hall, accompanied by their families and authority representatives.

This new batch expanded and rejuvenated the city police force, as the average age of the new recruits is 31.11 years of age (the youngest officer is 21 and the oldest is 42).



Most of these people have completed secondary or higher education and nearly 70% live in Barcelona or the Metropolitan Area.

The new recruits will start their careers in different units of the force with a period of training and will be involved in foot patrols, increasing contact with and helping the public.

3.3.2.2. Internal promotion:

- 4 places for GUB inspector
- 2 places for GUB superintendent
- 1 place for GUB chief superintendent

3.3.2.3. Internal and external mobility

- Beach Unit: 8 corporals and 80 places for constables on the beach shift 7x7
- 1 request for a move between forces, which was APTE
- A professional from the Valldaura Residence (Municipal Institute for Persons with Disabilities) has been assigned to UT 1.
- A professional from the Valldaura Residence (Municipal Institute for Persons with Disabilities) has been assigned to UT 10.

3.3.3. Professional development

Training and professional promotion are organisational development tools that enable people in the organisation to adapt to new internal and external demands. In other words, the purpose of professional development is to help the Safety and Prevention service management to manage change by means of 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 both the public and officers themselves.

To make that possible, they regularly plan actions that are designed to maintain a level of ongoing learning, many of which are linked to new technologies. In this way, they ensure GUB officers and staff are suitably trained for carrying out their duties and the force has the professionals required to fill the posts in the organisational chart.

In 2016, professional development mainly focused on:

- Public safety
- Traffic and mobility
- Improving knowledge of computer software and corporate IT systems of the GUB
- Specific knowledge for central 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.

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This training was carried out by 103 of the GUB's own trainers and 75 external trainers, with a training expenditure (leaving aside staff expenses) of €198,880.31. The AFEDAP funded €10,516.98 of that.

In all, 55 different training activities were carried out, with a total of 491 sessions, 100,420 direct hours of training and 9,251 participants.

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3.3.3.1. Training by type

Ongoing training was carried out in three periods with 336 sessions in all, which included 48,384 hours of training and 6,912 participants.

The training focused on the following subjects:

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

As regards **Specific training**, 52 training actions were carried out in 155 sessions, with 52,036 hours of training and 2,339 participants.

3.3.3.2. Training by subject area

a) Police assistance:

- **Basic life support course.** This is designed to give officers the necessary skills and knowledge that will enable them to provide basic emergency assistance. The aim is for them to learn and take on board the life chain protocol, and act accordingly when faced with the most common emergency assistance situations.

b) Local policing:

- **Local policing course.** The goal of this course was to make local policing a core feature of the GUB's work, and for officers to learn and agree on the methodology and protocols associated with local policing; to learn about the various tools and useful resources available for local policing; to foster relationship and social skills that aid and improve the help and service we offer the public and, finally, to learn more about and improve communication with other agencies that are jointly responsible and work with the GUB in local policing.

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- **Guàrdia Urbana in schools course.** This was a participatory course, to allow the officers taking part to be involved in preparing the material that the GUB uses in schools. It was designed so they would acquire the conceptual knowledge of the subjects involved: gender violence, using social media properly and school bullying.

c) Security policing:

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

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d) Trainer training:

- **Trainer training course.** 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).

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e) 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.

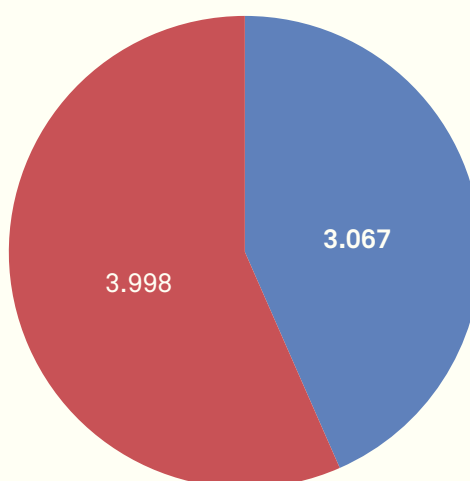
f) Promotion training:

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

The training given, by area, was as follows:

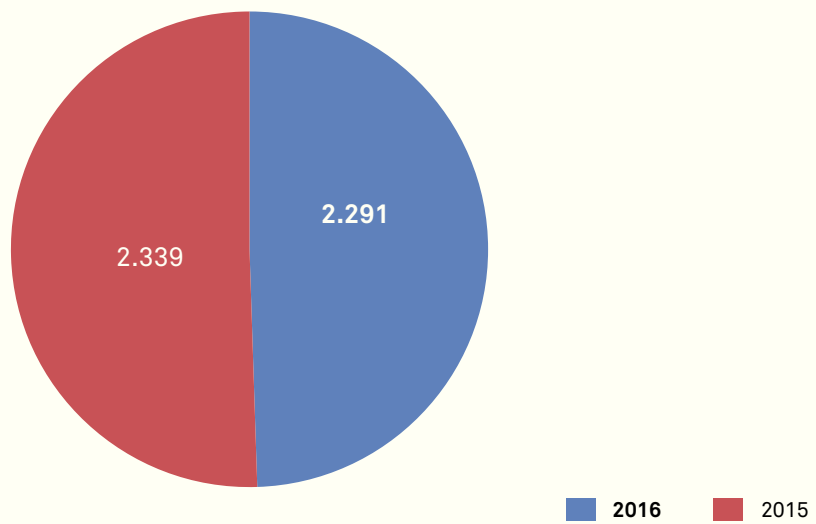
	Number of initiatives	Sessions	Participants	Training hours	Cost	Funding	
						Manager's Office	AFEDAP
Reception	1	2	89	128	€4,965.51	€4,965.51	€0.00
Admin	3	6	124	92	€5,769.24	€5,769.24	€0.00
Assistance	1	8	70	56	€1,216.56	€1,216.56	€0.00
Police tools	1	8	93	56	€3,589.26	€3,589.26	€0.00
Woodland	2	5	101	57	€2,112.00	€2,112.00	€0.00
General	5	29	293	180	€22,787.00	€13,277.00	€9,510.00
Management	6	7	52	269	€2,292.00	€2,292.00	€0.00
54 Beaches	3	5	42	130	€11,889.00	€11,889.00	€0.00
Resources Promotion	3	3	7	825	€48,939.25	€48,939.25	€0.00
2016 Management Report Barcelona Guàrdia Urbana Proximity	5	5	99	157	€18,631.42	€18,631.42	€0.00
Safety	13	44	864	654	€53,920.54	€53,920.54	€0.00
Traffic	10	20	457	463	€19,113.66	€19,113.66	€0.00
2016	53	142	2,291	3,067	€195,225.44	€185,715.44	€9,510.00
2015	52	155	2,339	3,998	€198,880.31	€188,363.33	€10,516.98

Total hours of training



■ 2016 ■ 2015

Participants training actions

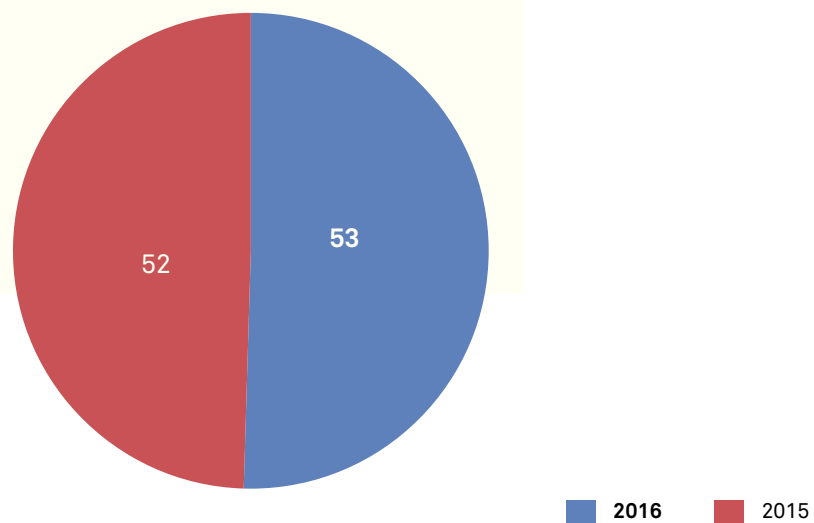


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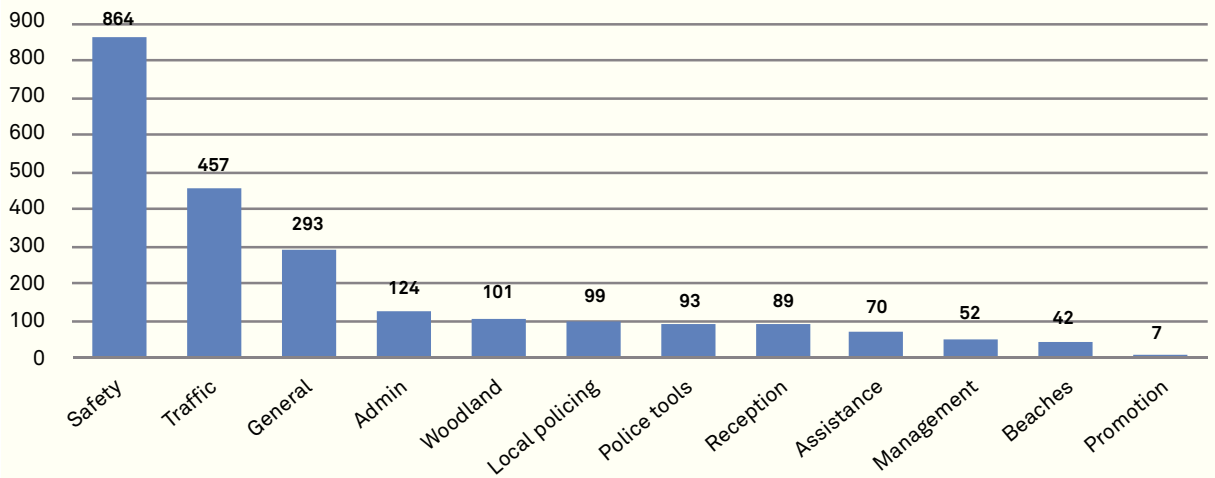
Number training actions



2016

2015

Participants training actions

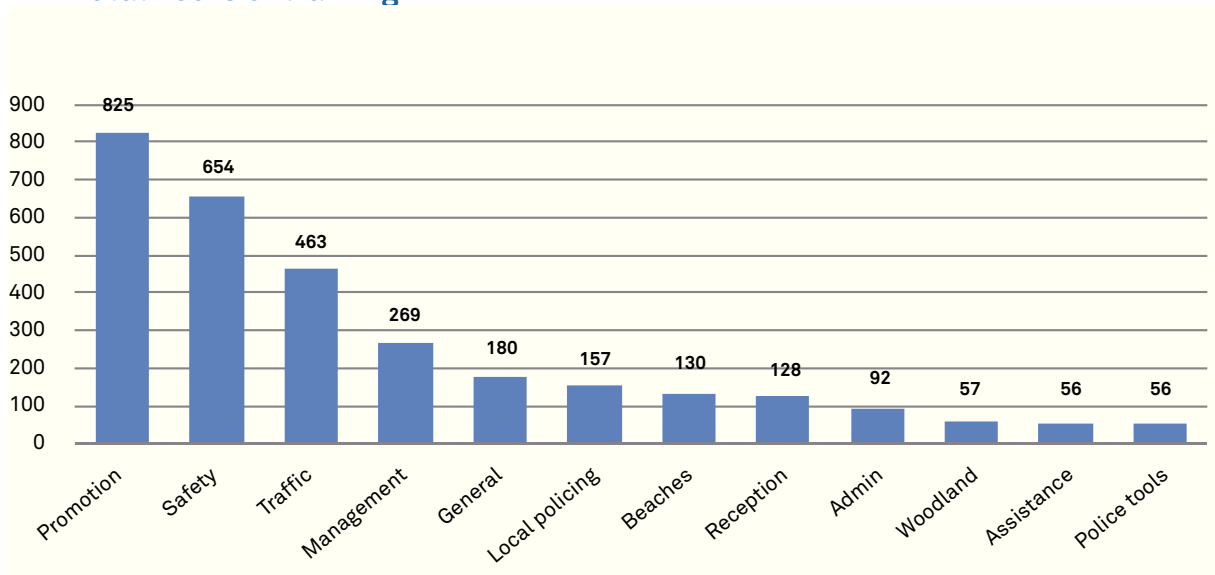


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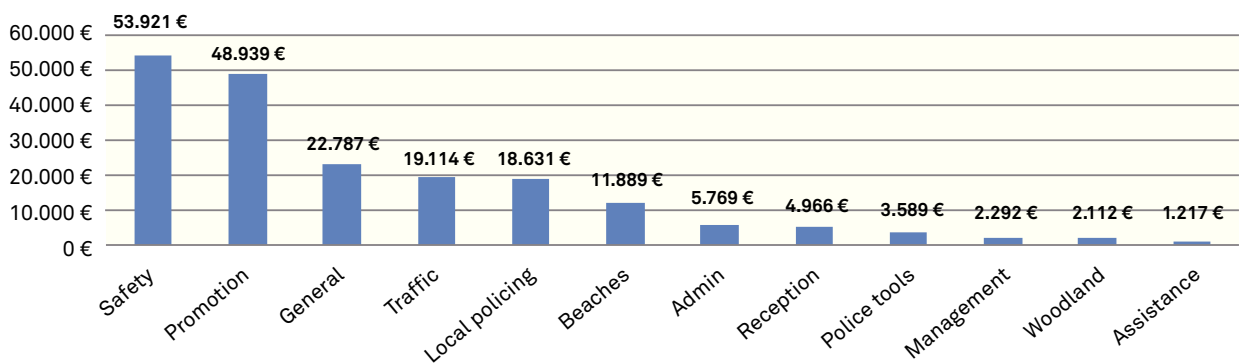
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Total hours of training



Cost training actions



3.3.4.

Prevention, health and safety

The following actions were carried out in 2016:

- 764 medical check-ups.
- Flu (155 officers), tetanus and hepatitis B vaccinations were carried out during the medical check-ups. All Mounted Unit officers were vaccinated.
- Cases of semicircular lipodystrophy were checked in Territorial Units (UT) 7 and 8.
- Coordination of medical aptitude tests for joining the GUB.
- Review of the psychological conditions for bearing arms, under an agreement with the Mar Health Park Consortium. This year, 1,041 GUB officers in possession of police firearms underwent psychometric tests and 783 were interviewed.
- 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 adaptations. These are changes that can be made in the workplace for people who are off sick due to being temporarily unfit for work, so they can return to their operational duties as soon as possible. This reduces sick leave and improves working conditions within certain limits. Thirty-eight workplaces were adapted during the year.

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3.3.5. Staff management

Sick leave among GUB staff in 2016 was 7.64%. That means 1,727 first-activity (active service) officers had 2,686 periods of temporary incapacity totalling 76,791 days off work. There were also 158 second-activity (non-active service) officers with 229 temporary incapacity periods totalling 12,734 days off work, a rate of 16.49%.

Non-police staff had a rate of 7.26%, generated by 12 workers off 19 times (for 665 days).

The most important steps taken to reduce sick leave were to monitor staff off work (sometimes at their request), adapt the workplace, transfer officers to a second activity, cut the waiting lists for tests, visits or operations by getting the Prevention and Safety medical inspector to contact health centres, authorise physiotherapy in work time and coordinate with the City Council inspection service and PAMEM (medicare for municipal employees).

Given the nature of its work, the GUB has one of the higher levels of work-related accidents. In 2016, police officers were involved in 778 accidents requiring time off work totalling 21,177 days.

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3.4. Women in the Guàrdia Urbana

Gender equality is a key objective for Barcelona City Council (Gender Justice Plan and City Council Equality Plan) as well as the GUB (the Guàrdia Urbana Master Plan envisages 14 actions as part of the “Equality Plan” project).

In 2016, with a view to carrying out activities flowing from the Master Plan, the focus was on aspects such as:

- **Minimising vertical segregation:** Highlighting the presence of women in the force by various means (talks, international women police conference, women and safety meeting, etc.)
- **Improving the conditions and presence of women in the force:** Holding an internal online course on gender as a European pilot test, among other initiatives.

This daily task is managed jointly by the Prevention and Safety Management Professional Development and Communication Departments, the City Council Equality and Gender Transversality Departments, and the GUB itself.



3.4.1. Women and Safety Meeting

The Women and Safety Meeting was held in the Sala Francesca Bonnemaison on 10 March. It was attended by the Mayor of Barcelona and over 150 people registered for it. On this occasion, there was a roundtable discussion on “New Forms of Gender Violence in the Public Space”, while Margaret Shorter, the Women Police Association president and a member of the Canadian Royal Mounted Police, gave a talk on women police networks.

3.4.2. International Association of Women Police (IAWP) Conference

Barcelona hosted the 54th conference of the International Association of Women Police (IAWP) between 9 and 13 October. There were over 100 speakers and officers from 91 countries at the conference, which was organised by the IAWP and the European Network of Policewomen (ENP), whose current president is Montserrat Pina, a GUB superintendent, with the support of Barcelona City Council.

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The conference included speeches, information sessions, roundtables and over 50 workshops. They all revolved around the subject of “Equality and Safety” from four different points of view: preventing violence against women, the trafficking of human beings, protecting victims in conflict zones and equality in recruitment and professional career development. The aim of the conference was also to promote professional improvement for policewomen, recognition of their contribution to police forces and increasing their presence in these forces.

Most of the conference took place at the Barcelona Palace of Congresses and the next one will be held in September 2017 in Cairns, Australia.



3.5. New resources

3.5.1. Ethics and Internal Affairs Unit

One of the goals of the GUB Master Plan is to improve and boost the force's system of guarantees, so the functions of what was the Internal Regime Unit have been expanded and gone from what was essentially a disciplinary model to a broader one that includes ethics and good practices, so the unit can adopt a more preventive approach.

That involved a move in February to the Prevention and Safety Area offices in Plaça Pi i Sunyer and a change of name to the "Ethics and Internal Affairs Unit" (UDAI).

The new unit puts the emphasis on prevention and good practices, adapting to the law and professional ethics, while investigating behaviour in which members of the force might have been seen to be involved and might have been against the law, the disciplinary system or the force's ethics and code of conduct.

The UDAI's goals are as follows:

Short-term:

- Identify good police practices in order to promote and acknowledge them, as well as increase the number of actions for promoting good police practices.
- Help prevent and detect behaviour which is contrary to police ethics or current laws.
- Help increase the efficiency and effectiveness of investigations into conduct that might constitute a criminal offence, be contrary to the disciplinary regime or the police code of ethics and involve GUB officers.
- Increase the unit's human and material resources so it can take on these new roles and requirements.

Long-term:

- Help boost the social legitimacy of the GUB and public confidence in the force.
- Collaborate in the GUB's transparency goals.
- Ensure the GUB offers an exemplary service in the exercise of ethical policing.
- Improve the unit's internal and external communications and collaboration.
- Achieve joint responsibility throughout the whole police organisation, in order to bring about greater efficiency in the disciplinary system procedures.
- Increase the potential of internal affairs functions.

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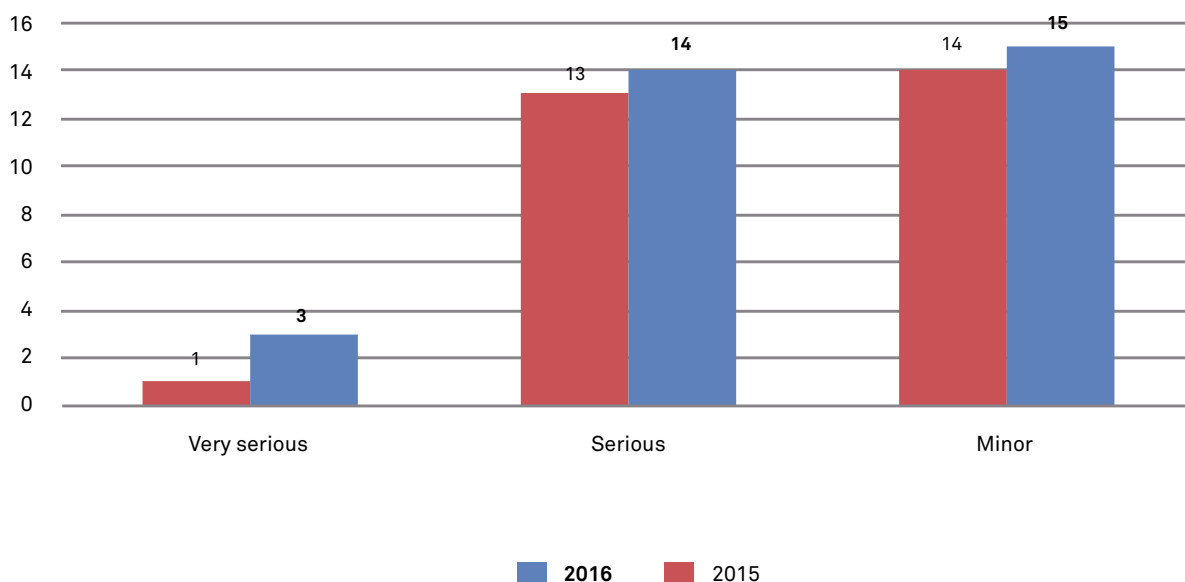
The UDAI is in charge of investigating acts that might have involved members of the GUB for alleged criminal behaviour, a lack of discipline or conduct not in line with the police code of ethics. It is also responsible for informing the competent authority of the results of its investigations.

The unit's investigations and proceedings may give rise to an administrative and/or judicial process but also a proposal for improving regulations, operational procedures, training, internal recognition and so on within the framework of collaboration with different departments (training and recruitment, legal advice, communication, etc.).

The Mayor, or her nominee, is responsible for initiating disciplinary proceedings. The Chief Constable is usually responsible for that in the case of minor disciplinary cases.

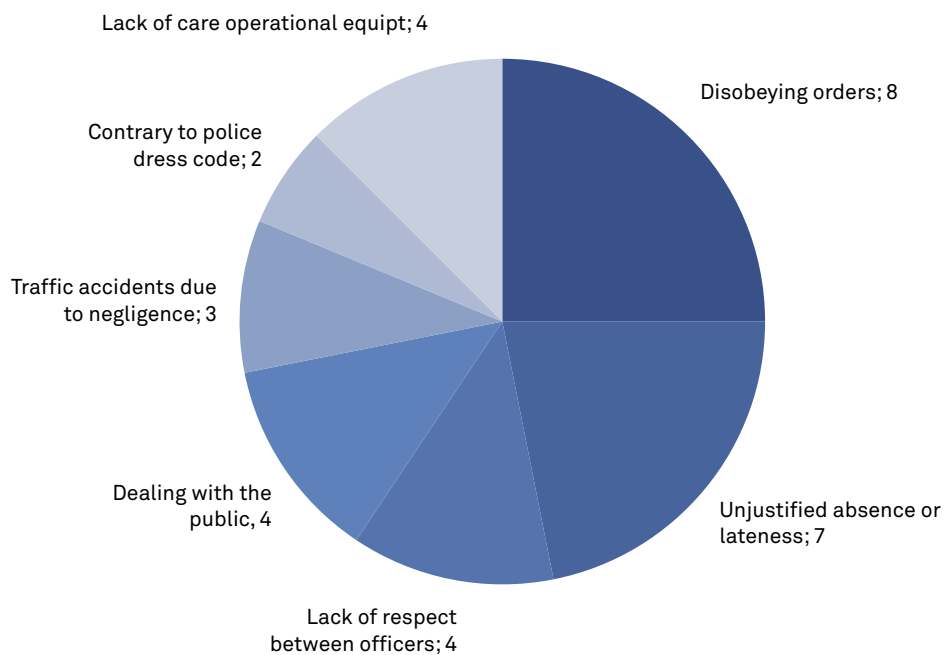
In the course of 2016, there were 229 investigations, 32 of which resulted in disciplinary proceedings (four more than in 2015). Of these, three were for very serious, 14 serious and 15 minor alleged breaches of discipline

Disciplinary proceedings



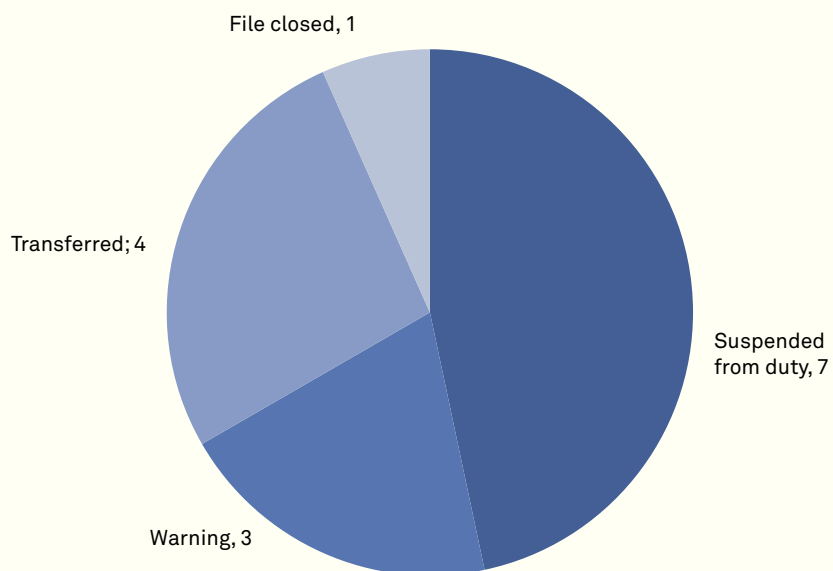
The main causes of breaches of discipline in 2016 were as follows:

Main causes for disciplinary proceedings



The disciplinary proceedings for minor breaches were resolved in the following way:

Minor breaches



3.5.2. Barceloneta Guàrdia Urbana – Mossos d'Esquadra Office

The new joint office of the GUB and Mossos d'Esquadra in Barceloneta was opened on 2 June. Located on Passeig Joan de Borbó nº32, it combines the GUB Beach Unit and the Joint Complaints Reception Office.

This is the first joint office in the city, where the two police forces work together in dealing with the public, without choosing cases in accordance with their normal responsibilities. It also has translation services, especially in the summer months.



There is a 24/7 service in the summer and 9 am to 9 pm during the rest of the year.

This new facility is also the base of the GUB Beach Unit, replacing the place it had before on Avda Drassanes.

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3.5.3. Electric mobility



The GUB has acquired 30 new electric scooters to replace the petrol-driven ones used by the territorial units in Gràcia and Sant Martí, the next electric districts after Eixample. The aim is to gradually replace all the petrol fleet with electric scooters.

At the end of the year, the GUB had a fleet of 301 two-wheeled vehicles, including 236 scooters. The incorporation of these new vehicles means the number of e-scooters has risen from 32 to 62, nearly 26% of the total.

Each GUB scooter covers an average of 4,000 kilometres a year, consuming an average of 405.8 litres of petrol. The addition of 30 e-scooters will therefore save nearly 13,000 litres of fuel.

3.5.4. Map 'Barcelona in few words'

Since the summer, the GUB has had an infographic map of the city with a conversation guide in eight languages (Catalan, Spanish, English, French, Russian, Chinese, Japanese and Arabic) which, by combining short phrases and icons, increases the communication options.

The map was developed in collaboration with officers from Ciutat Vella (UT 1), who are the ones most likely to find themselves in situations where communication with the public is difficult. A copy has been given to other officers, following a trial run in the summer.

It is made from stone paper, a highly resistant material that can easily be folded and is not harmed by water. It is the same size as a cheque book so it is no bother for officers to carry one around.

On one side, you can see a map of Ciutat Vella with signs and instructions for the various sights in the district. The icons and phrases are grouped by subject, for example, mobility, safety, health and tourism. On the other side, there are maps of the other nine districts with the main directions and instructions. Despite the tourist information, it is not designed as a tourist map but as a tool to make multicultural communication in the city easier.

3.5.5. Guàrdia Urbana online newsletter

The last two issues of the GUB's corporate magazine, launched in 2002, were published in PDF format in 2015 (and are available on the GUB's website), as the "GUB online" was launched in 2016. This is a digital newsletter which can only be read on the internet. Two issues were published last year with over 30 news items of interest for the whole force (campaigns under way, acts of general interest, changes in the force, etc.).

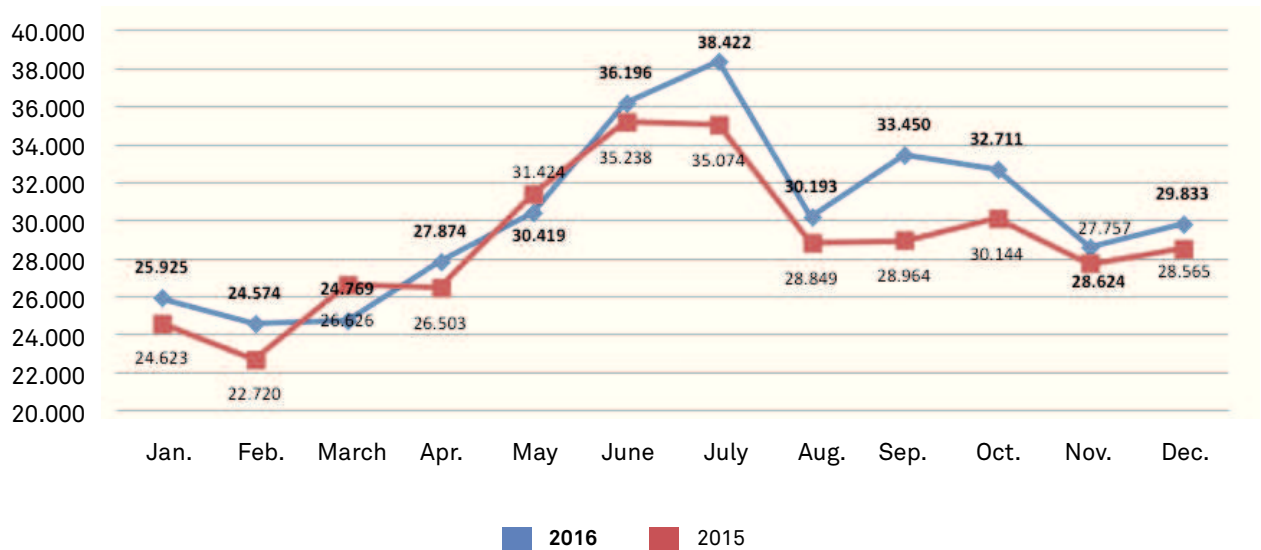


4

**Transparency
(other indicators)**

4. Transparency (other indicators)

4.1. Calls received



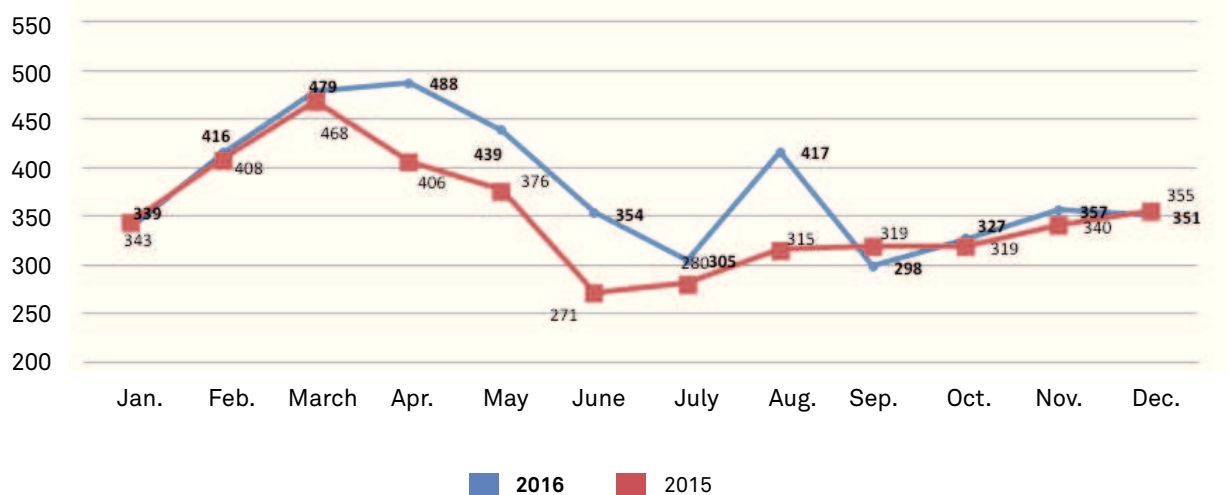
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Annual average of calls dealt with in under 20 seconds	
2016	95.4%
2015	93.6%

4.2. Incidents, complaints and suggestions collected by officers

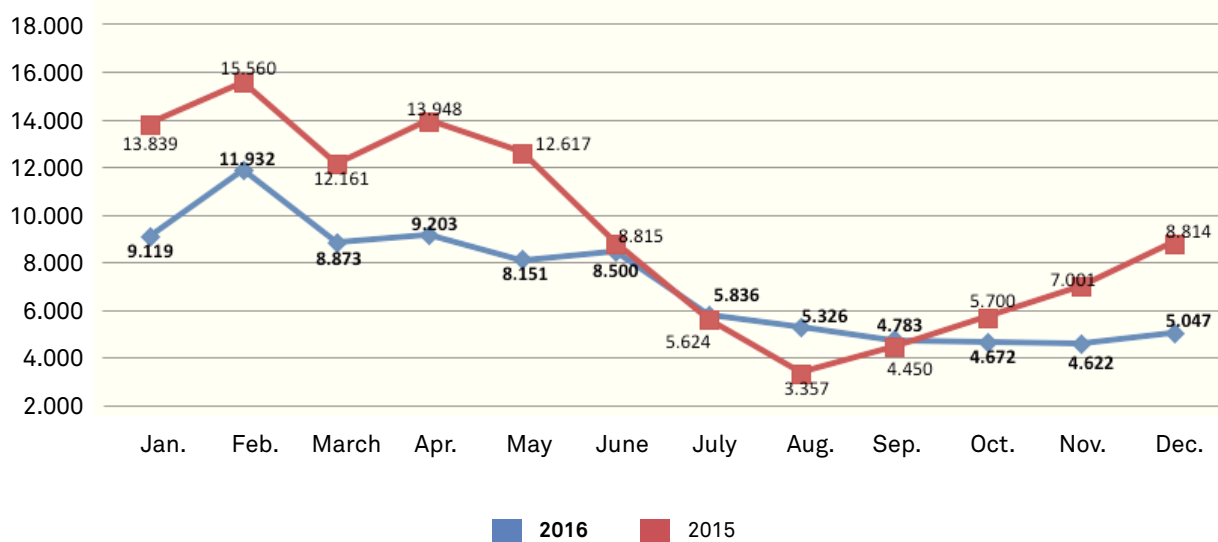


Incidents, complaints and suggestions collected	2015	2016	%
PDA	3,943	3,817	-3.20%
Other channels	257	753	193.00%
	4,200	4,570	

4.3. Breathalyser tests reported

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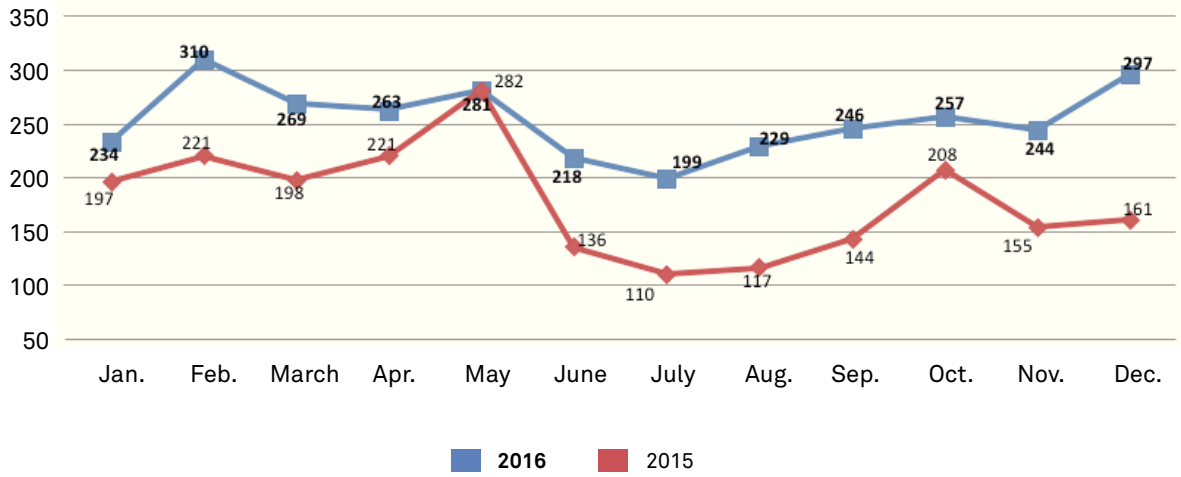
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Breathalyser tests	2015	2016	%
Carried out	111,886	86,064	-23.08%
Positive	7,281	7,976	9.55%
Ratio	6.51%	9.27%	2.76%

4.4. Drug tests reported



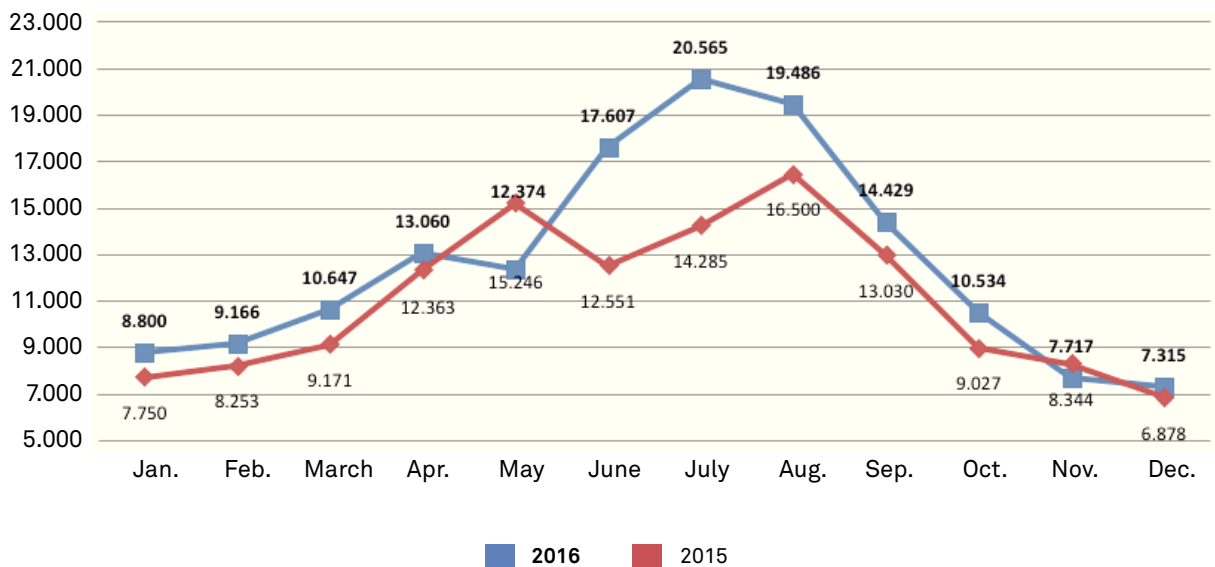
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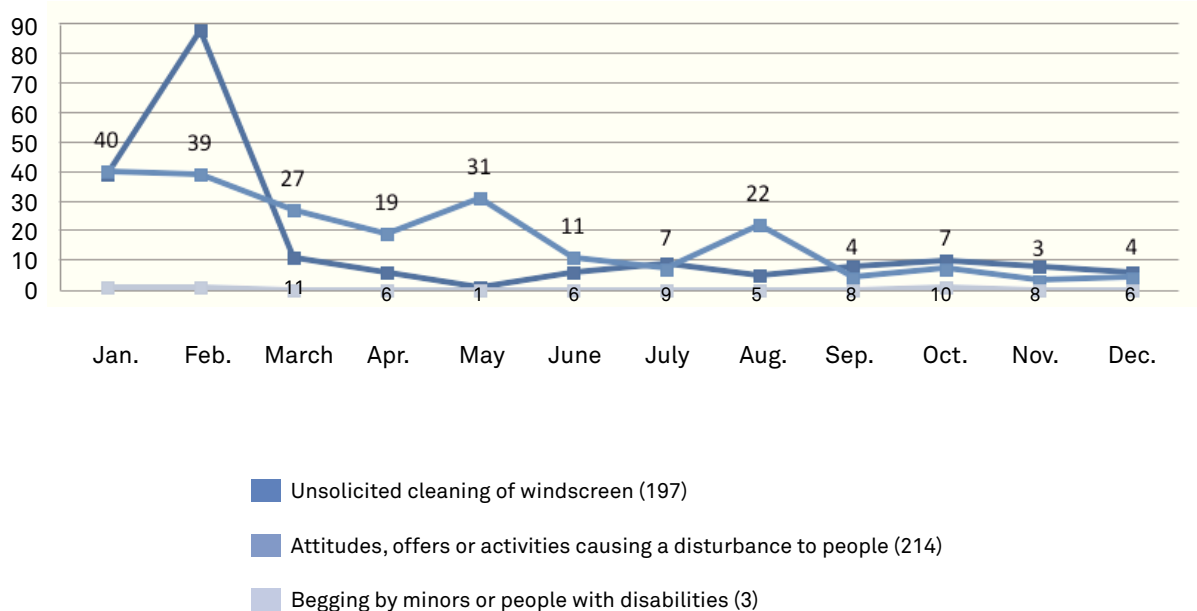
Drug tests	2015	2016	%
Carried out	2,150	3,047	41.72%
Positive	1,883	2,034	8.02%
Ratio	87.58%	66.75%	-20.83%

4.5. Municipal byelaw offences reported

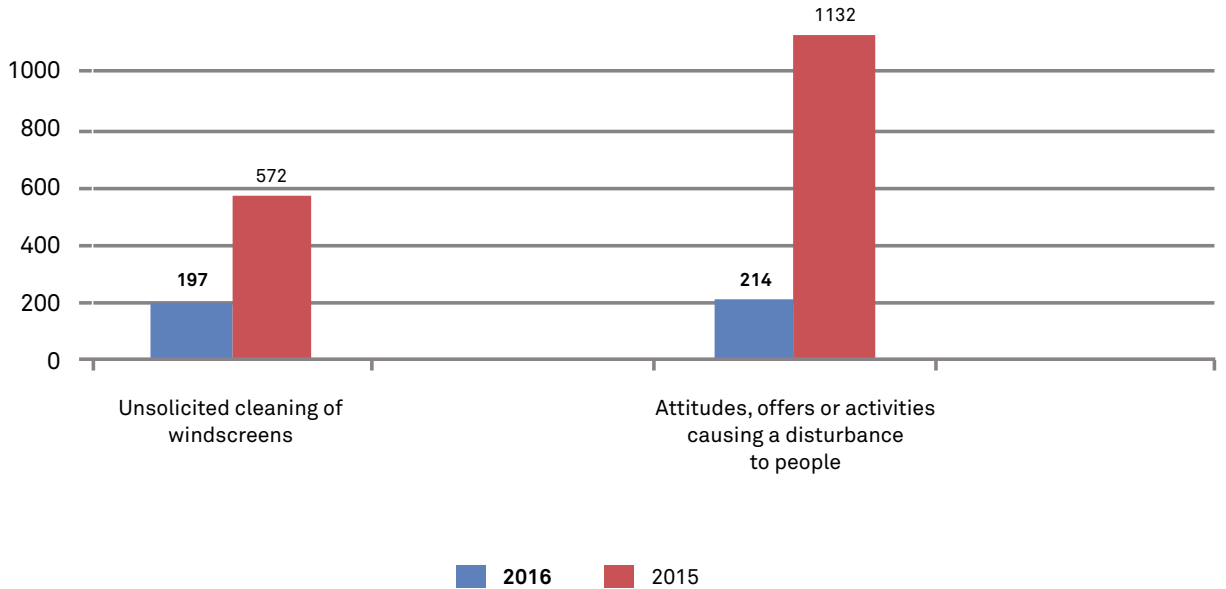


Municipal byelaw offences reported	2015	2016	%
Coexistence and civil behaviour	111,824	130,451	16.66%
Urban environment	7,510	7,598	1.17%
Use of public roads and spaces	3,576	3,384	-5.37%
Protection, ownership and sale of animals	1,494	2,329	55.89%
Other	8,994	7,938	-11.74%
	133,398	151,700	13.72%

4.6. Reports of occupying the public space for the purposes of begging



Reports of occupying the public space for the purposes of (3 for begging by minors or persons with a disability in 2015 and 2016)

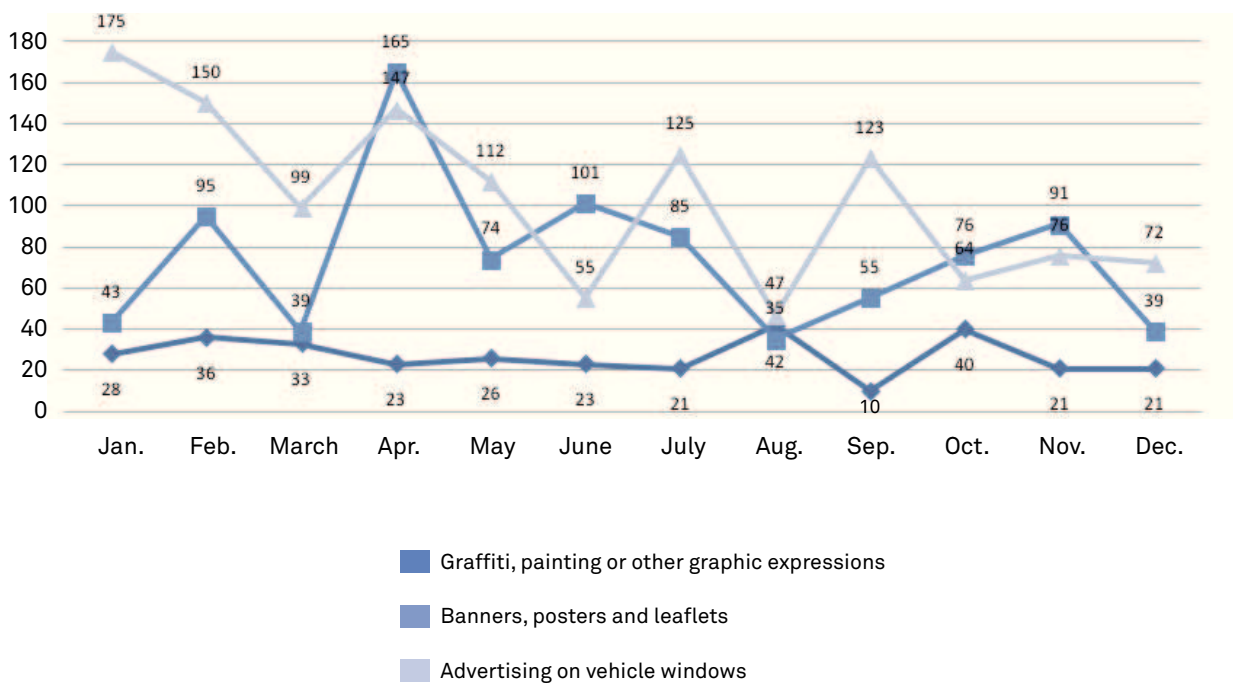


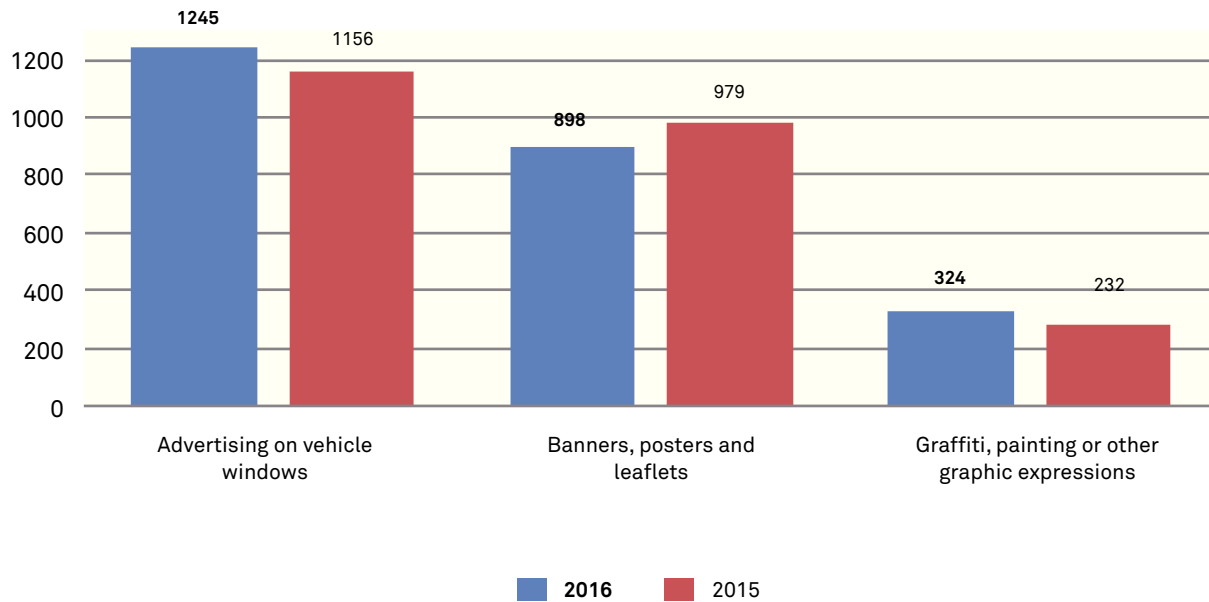
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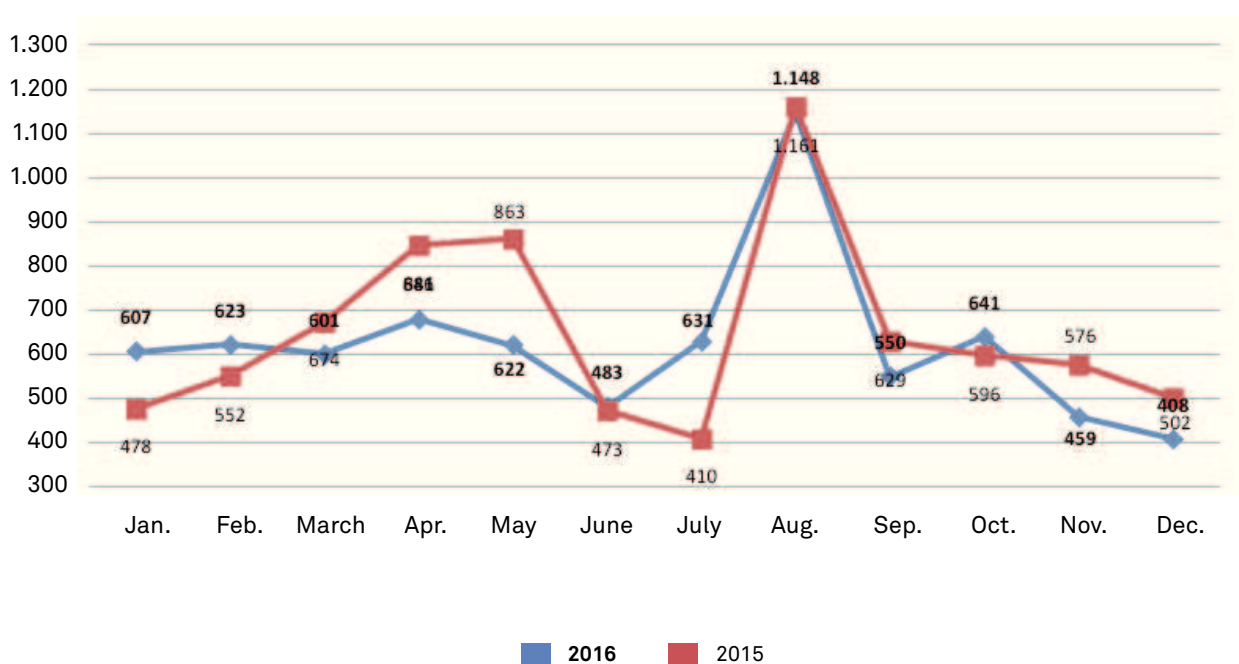
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4.7. Reports of visual damage to the urban environment

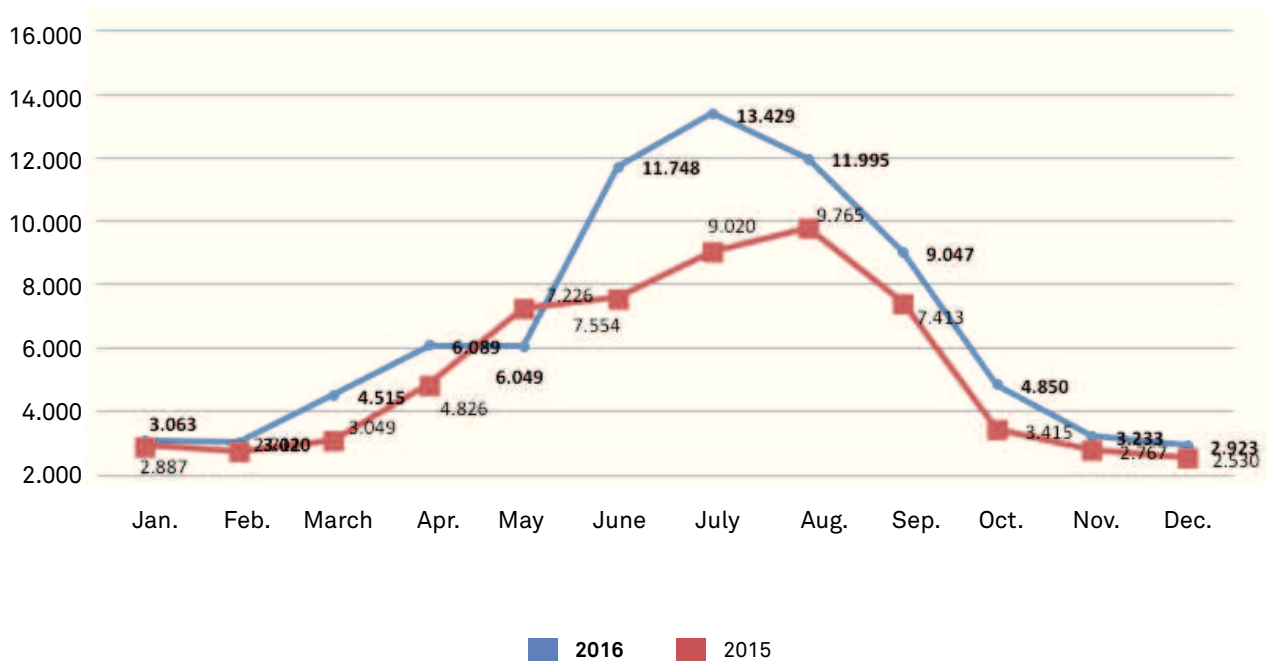




4.8. Reports of urinating or defecating in public



4.9. Hawking interventions



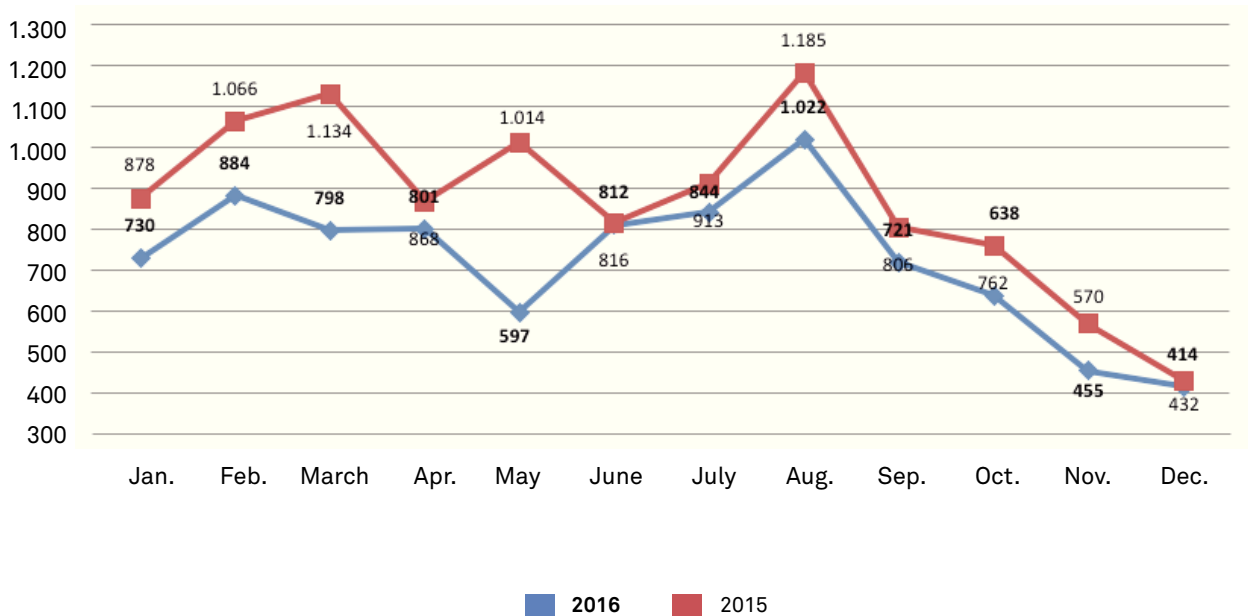
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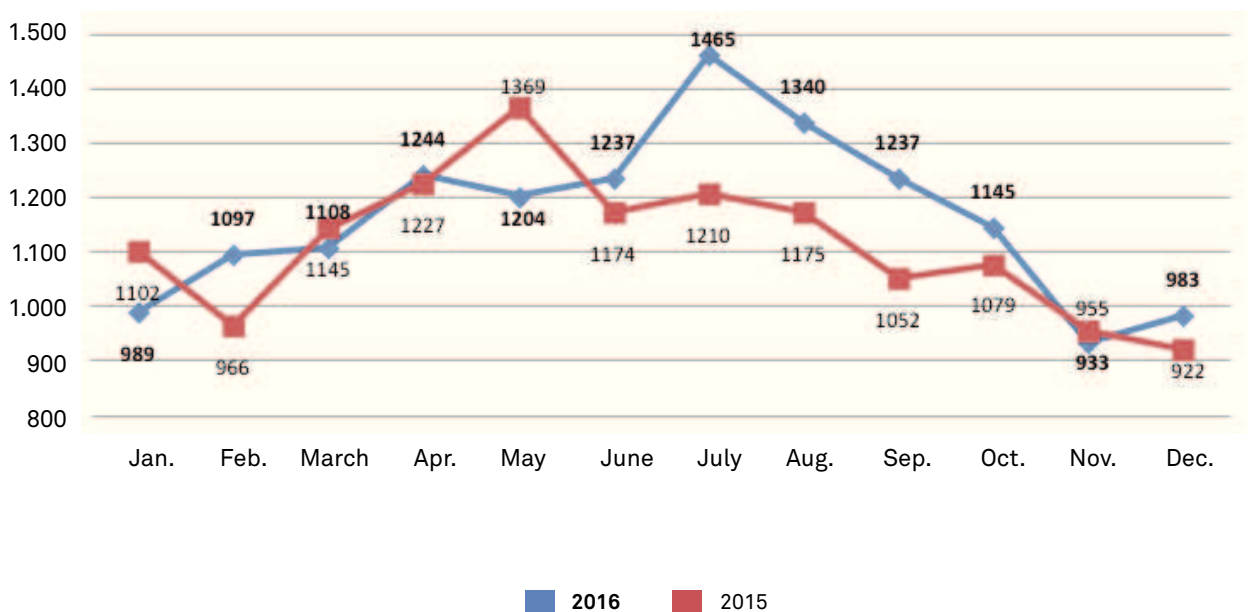
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Hawking interventions	2015	2016	%
Selling, collaborating, buying	36,079	49,965	38.49%
Abandoned stock	27,084	29,996	10.75%
	63,163	79,961	

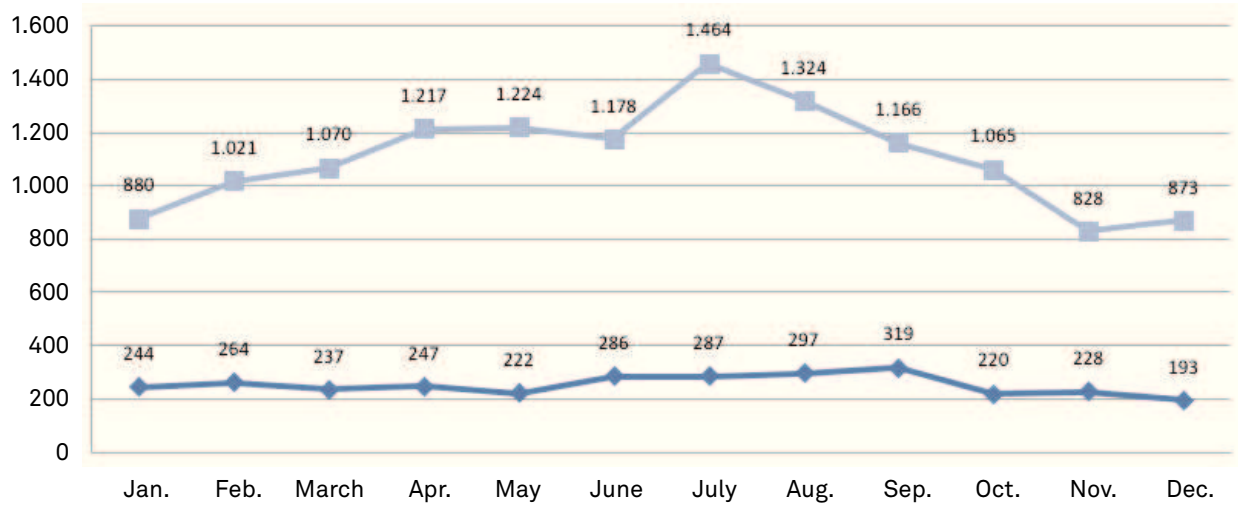
4.10.
LOPSC complaints 4/2015



4.11.
Petty crime reports



4.12.
Arrests for public safety (except road safety)



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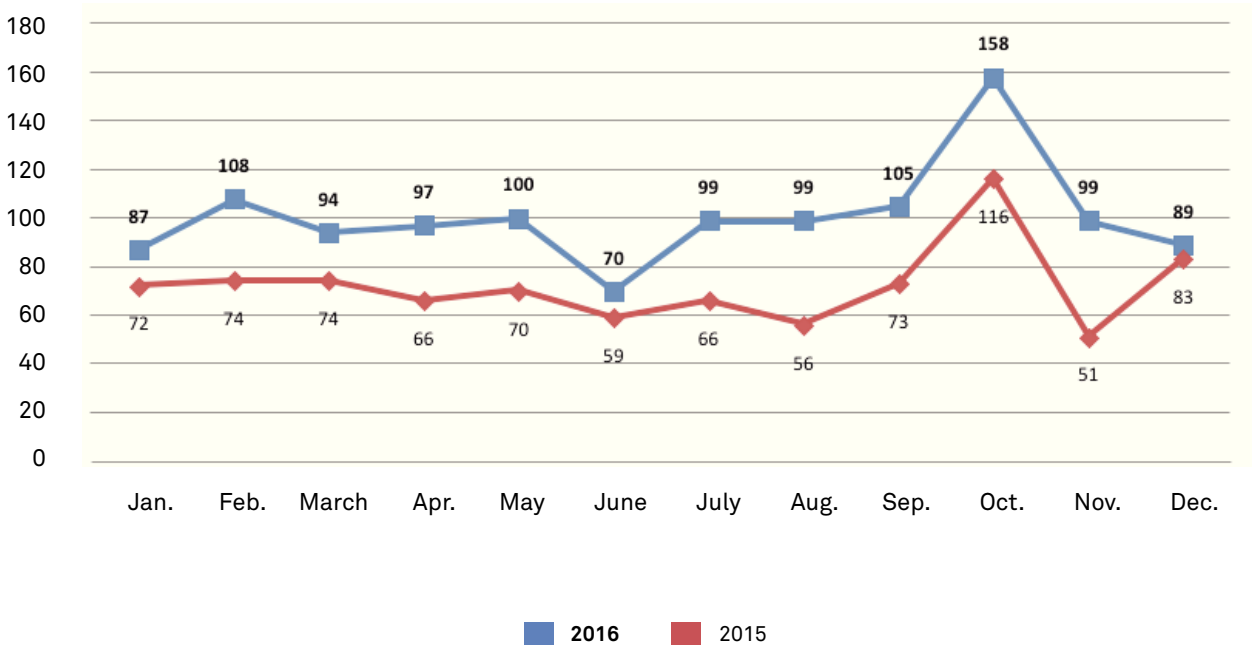
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■ Arrests
 ■ Prosecutions

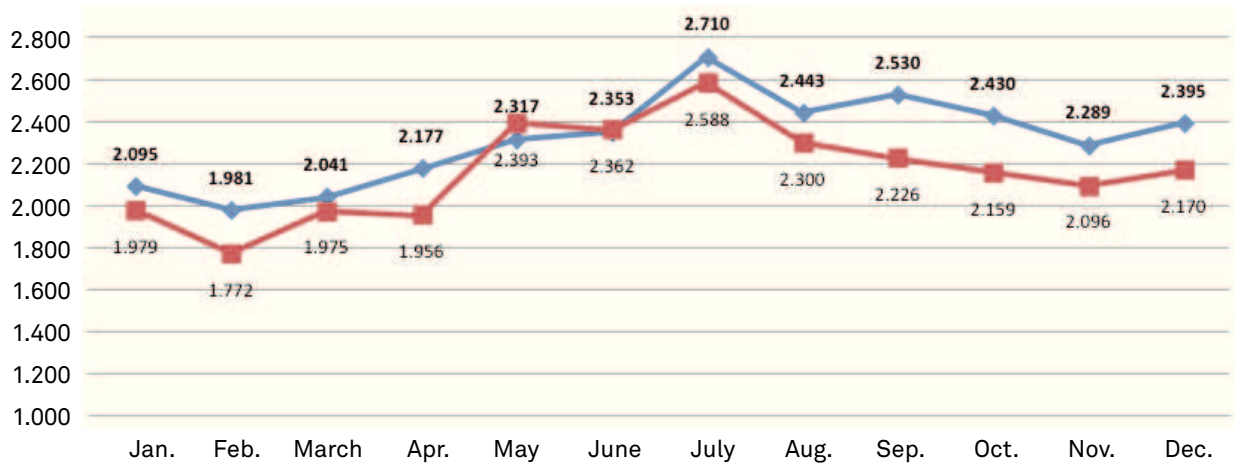
	2015	2016	%
Arrests	3,640	3,044	-16.4%
Prosecutions	13,797	13,310	-3.5%

4.13.
Acts carried out by the GUB for Social Services



Acts carried out by the GUB for Social Services	2015	2016	%
Possible mental disorder	174	351	101.72%
Alcoholism/drug addiction	98	219	123.47%
Abandoned children	75	168	124.00%
Homeless persons	61	162	165.57%
Disoriented persons	68	154	126.47%
Anomalous behaviour by minors	36	122	238.89%
Other	348	29	-91.67%
	860	1,205	40.12%

4.14. Incidents requiring police assistance



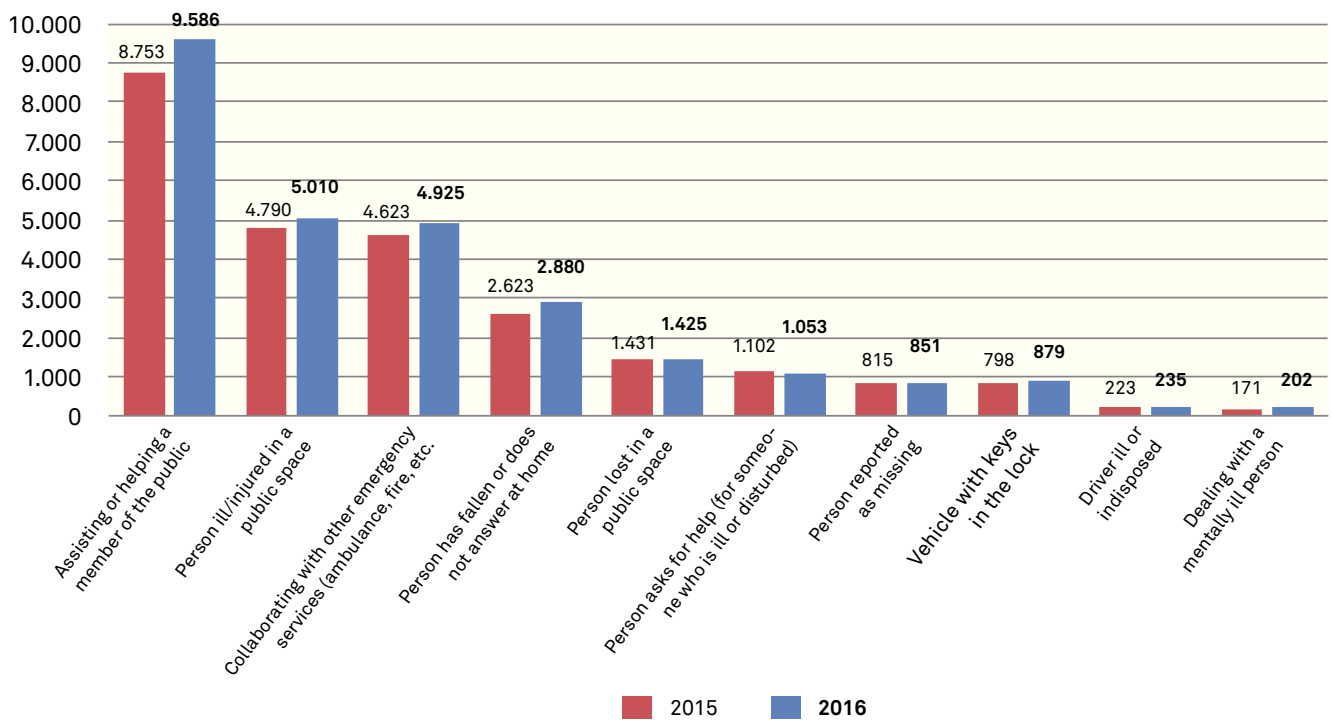
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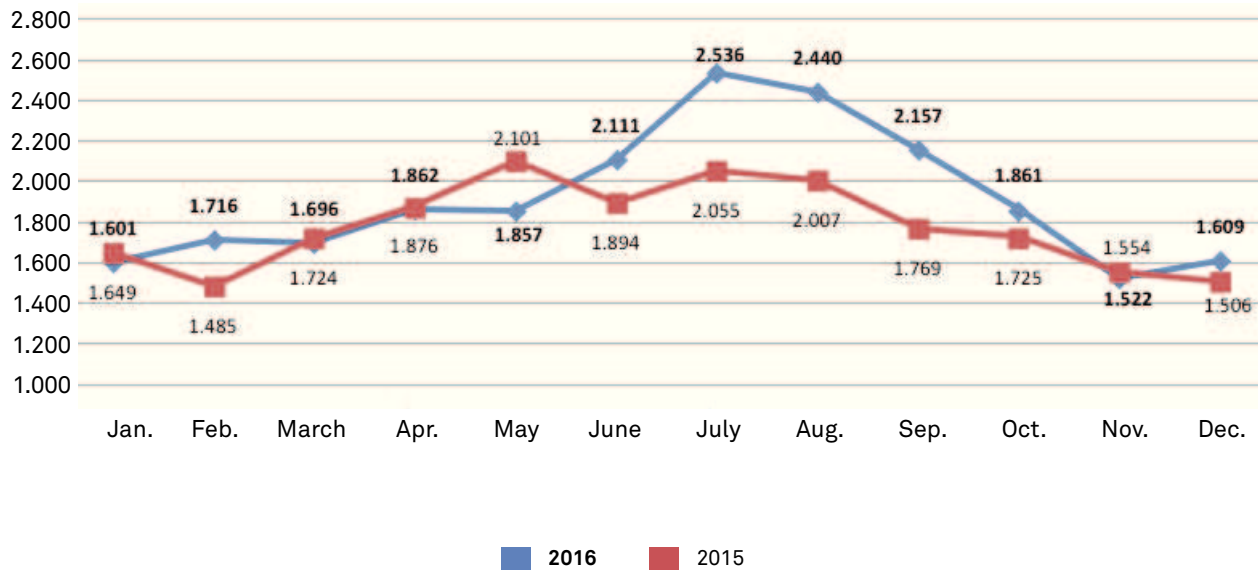
■ 2016 ■ 2015

4.15. Top 10 incidents requiring police assistance



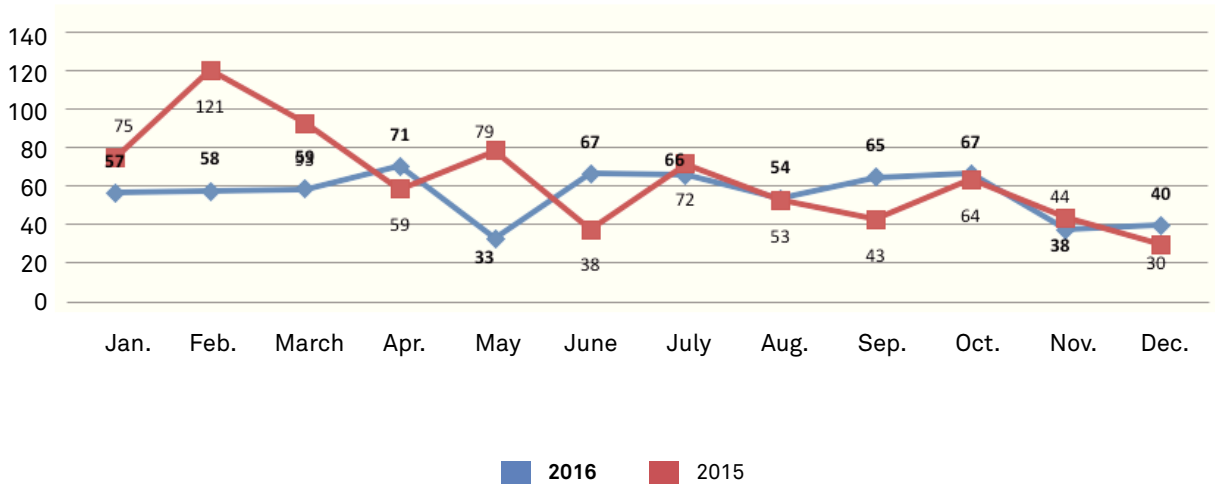
■ 2015 ■ 2016

4.16.
Known incidents involving minors (except road safety)



Protection of minors (abandoned)	
2016	3
2015	9

4.17.
Minors reported for civil offences

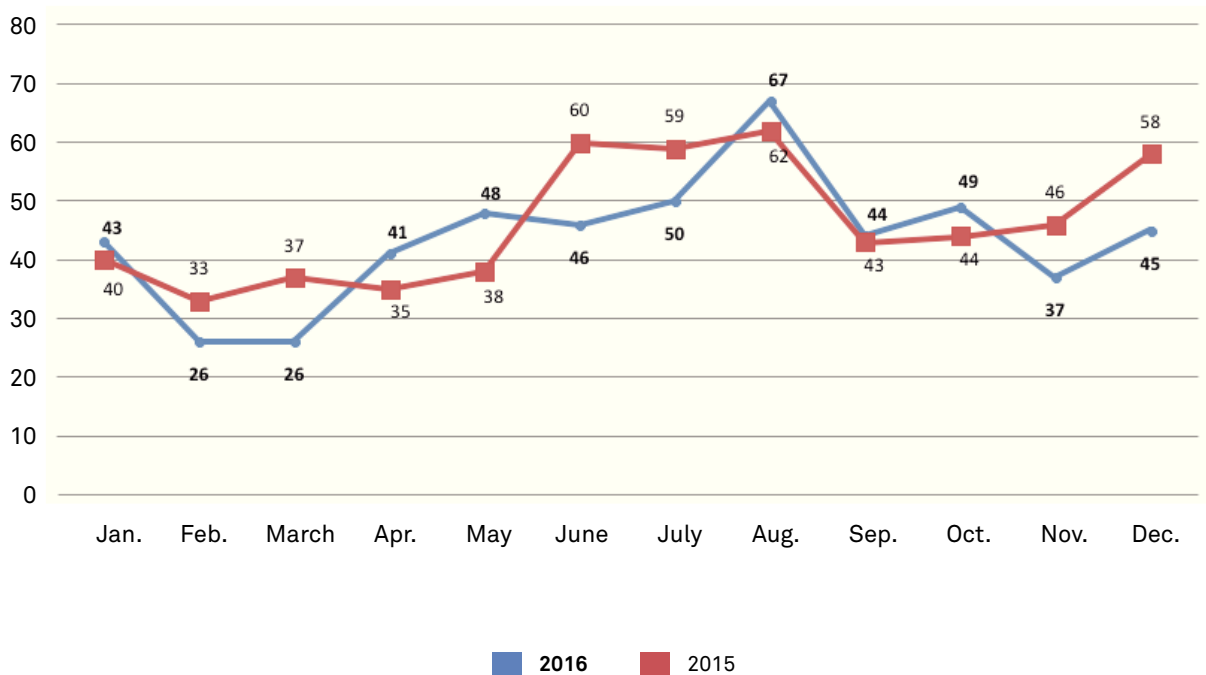


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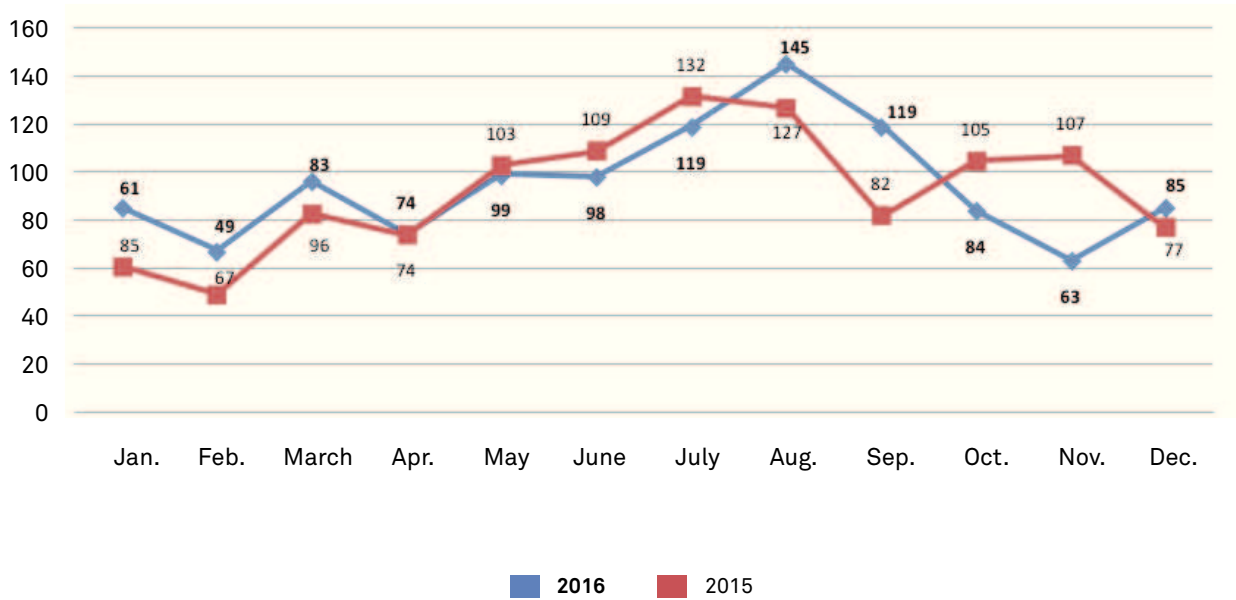
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4.18.
Domestic violence incidents handled



4.19.
Gender violence incidents handled



Incidents handled by the GUB	2015	2016	%
Domestic violence	555	522	-5.95%
Gender violence	1,109	1,134	2.25%
	1,664	1,656	-0.48%

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