

# 2017 Management Report

Guàrdia Urbana Barcelona  
Barcelona City Police



Ajuntament de  
Barcelona



06

**1. Local**

## 1.1. Neighbourhood Police

## 1.1.1. “Neighbourhood Police Models Geared Towards Solving Problems” seminar

## 1.2. Relations with the public

## 1.3. Work-related road safety training programme

## 1.4. “Estem a prop” [We’re close by] project

## 1.5. Public Safety Education Service: the Guàrdia Urbana in Schools

## 1.5.1. Interactive day with primary-school students

## 1.5.2. Interactive day with secondary-school students

## 1.5.3. Presentation event for the new programme

2

## 1.6. Guàrdia Urbana on the internet

## 1.7. Solidarity initiatives

## 1.8. Other activities

## 1.8.1. DIR-Guàrdia Urbana Fun Run

20

**2. Territory**

## 2.1. Keeping accident rates down

## 2.2. General deployment for keeping the peace

## 2.3. Operation Summer

## 2.4. Measures for the start of the school year

## 2.5. Christmas operation

## 2.6. “Play Safe” Campaign

## 2.7. Operation Food Store

## 2.8. Campaign to encourage responsible pet ownership

## 2.9. Monitoring tourist flats

2.10. Coordinating public works

2.11. Lost and found

2.12. Public safety

2.12.1. Urban Crime Groups

2.12.2. Operation Network

2.12.3. Public safety interventions

2.12.4. Terrorist attack on La Rambla de Barcelona

### **3. Resources**

**38**

3.1. Organisational Chart

3.2. People

3

3.2.1. Guàrdia Urbana staff

3.2.1.1. Staff breakdown by organisational structure

3.2.1.2. Staff breakdown by professional category

3.2.1.3. Staff breakdown by age and sex

3.2.2. Recruitment

3.2.2.1. Public-sector job vacancies

3.2.2.2. Internal promotion

3.2.3. Professional development

3.2.3.1. Training by type

3.2.3.2. Training by subject area

3.2.4. Staff management

3.3. Women in the Guàrdia Urbana

3.3.1. Protocol against sexual and sex-related harassment

3.3.2. “Women in Safety and Emergencies” meeting

3.3.3. Participation in the Education Fair

3.4. Guarantees and prevention

3.5. New resources

3.5.1. Movilidad eléctrica

58

**4. Transparency (other indicators)**

4.1. Calls received

4.2. Incidents, complaints and suggestions collected by PDAs

4.3. Reported offences following breathalyser tests

4.4. Reported offences following drug tests

4.5. Reported municipal byelaw violations

4.6. Reported occupations of public space for begging

4.7. Reported visual degradation of the urban environment

4.8. Reported urination or defecation in public

4.9. Hawking interventions

4.10. Reported LOPSC 4/2015 offences

4.11. Reported petty crime offences

4.12. Public safety arrests

4.13. Actions carried out by the GUB with Social Services

4.14. Incidents requiring police assistance

4.15. Ten types of main incidents requiring police assistance

4.16. Minors reported for civil offences

4.17. Domestic-violence incidents handled

4.18. Gender-violence incidents handled



# 1. Local

- 1.1. Neighbourhood Police
- 1.2. Relations with the public
- 1.3. Work-related road safety training programme
- 1.4. “Estem a prop” [We’re close by] project
- 1.5. Public Safety Education Service: the Guàrdia Urbana in Schools
- 1.6. Guàrdia Urbana on the internet
- 1.7. Solidarity initiatives
- 1.8. Other activities



### 1.1. Neighbourhood Police

In 2016 the municipal government called for a master plan to be drawn up with a new Guàrdia Urbana (GUB) model focused on local policing and adapted to the local area, with territorial units at the core of an immediate response to public demand.

The main goal behind this public safety plan is to design a model that gives priority to positive community life on a street/neighbourhood level and helps to scale emerging phenomena better. Public safety policies are therefore more preventive than reactive.

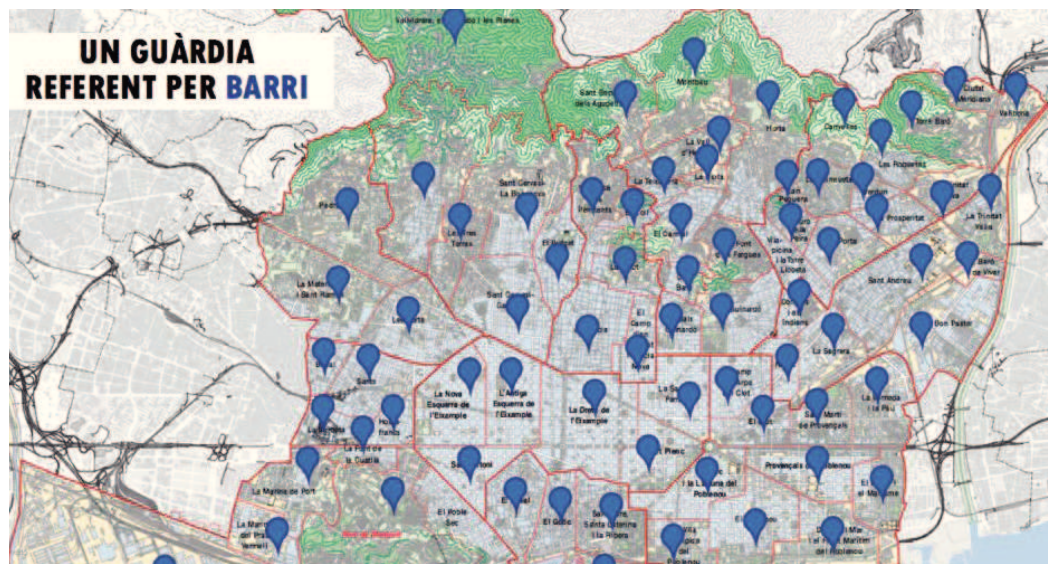
The general public is seen as our main ally in both diagnosing and planning solutions to public-safety and community problems. Hence the strengthening of communication and participation channels in every district.

Coordination with the districts and various municipal services is also being strengthened to find cross-cutting solutions to these complex problems.

This new way of working took shape in 2017 with the creation of the Neighbourhood Police,

- a new GUB model based on having a team of neighbourhood officers in each district whose job is to get to know the associations, facilities and local residents in order to forestall problems by spotting them early.
- Every Barcelona neighbourhood will have a neighbourhood police “reference point”, which means the city will have 73 once the plan has been fully implemented.
- The neighbourhood police officer is thus the public’s reference point in the area, the person who can be contacted when necessary regarding community and public safety issues. Officers will have mobile phones and a specific email address for that purpose.
- The new team will pay special attention to community disputes and have a support group at its disposal which, with the City Council’s other services, will help to resolve and follow up local residents’ needs.

Neighbourhood policing will start with a pilot test in Nou Barris in May.







This project will continue to be rolled out until the end of the year in Sant Andreu and Sant Martí, and until the first quarter of 2019 in the rest of the city. To that end, all reference officers will receive specialist training in the necessary skills and tools.

The master plan's four areas of action (local, territory, organisation and transparency) all feature in this 72-hour training programme, which tackles aspects of human rights, gender, equality, methodology, innovation and communication.

The emphasis is therefore on things such as detecting and intervening in community disputes, immigration, anticipating disputes, assertiveness in hostile situations, managing cases of gender violence, cross-cutting knowledge, ensuring and preserving positive community life and public safety, and researching personal and professional tools and resources. The various training sessions have also worked on coordination with the other municipal services.

### “Neighbourhood Police Models Geared Towards Solving Problems” seminar

A seminar was held in October entitled “Neighbourhood Police Models Geared Towards Solving Problems”, which local teachers took part in along with police officers from London, Amsterdam and Castellón, with expertise offered by the GUB's senior officers.

The seminar focused on factors such as involving the various levels of command, the existence of a way and a shared methodology of working, defining a model for relations with the general public and the need for generating evaluation indicators.

The presentation and welcome was given by Amadeu Recasens, the Commissioner for Safety and Security, Jordi Samsó, the Manager for Prevention and Safety, and Evelio Vázquez, the Chief Constable, who pointed out that “like a family doctor, neighbourhood police diagnose, treat and follow up situations”, adding that citizen participation and collaboration were also necessary.



10

Diego Torrente, a lecturer at the University of Barcelona, then spoke on “Neighbourhood Police. Present situation and future challenges”. Dr Torrente defined this police model as a “multivalent, smart and decentralised organisation” that improved community relations and managed disputes. Neighbourhood policing, in his view, is a way and philosophy of working that represents a challenge for the future and develops with experience and new demands.

The local experiences of chief inspectors Josep Royuela from UT8 (Nou Barris), Juan Aguilar from UT10 (Sant Martí) and Pedro Velázquez from UT2 (Eixample) raised three issues.

The first was “Analysing several sources of information and guidance on problem management”, dealt with by Chief Inspector Royuela. During his talk, he specified that it was necessary for officers to have knowledge, anticipation and cooperation. He also maintained “there was a need for police intelligence and an ongoing diagnosis of the state of the neighbourhood’s community life and safety”.

Commander Bennett and Inspector Fallowfield from the United Kingdom highlighted the respect of and collaboration with the public. “The role of community police is to work to be visible. We’re in hospitals and religious communities and involved with the community’s various groups, which is why we’ve got officers who come from all over the world to speak the language of the community and help,” they remarked.

Zethoven from the Netherlands said it was essential to know and be known, to be where you were needed, to work in small units, ensure public safety and good community relations, and keep the peace. He explained how community police officers in the Netherlands had to have ten years’ experience in the force and how the minimum period of service in a neighbourhood was four years, enough to build up a network of contacts, while the mandatory maximum period was six years.

## 1.2. Relations with the public

Barcelona City Council's 2017 Municipal Services Survey includes, among other things, the level of citizen satisfaction with the various services offered by the City Council. The GUB's score was 6.2.

This was the force's highest score since the survey first started, back in 1989, which means public perception of the image, treatment and service provided by the police is at its highest level in over 25 years.

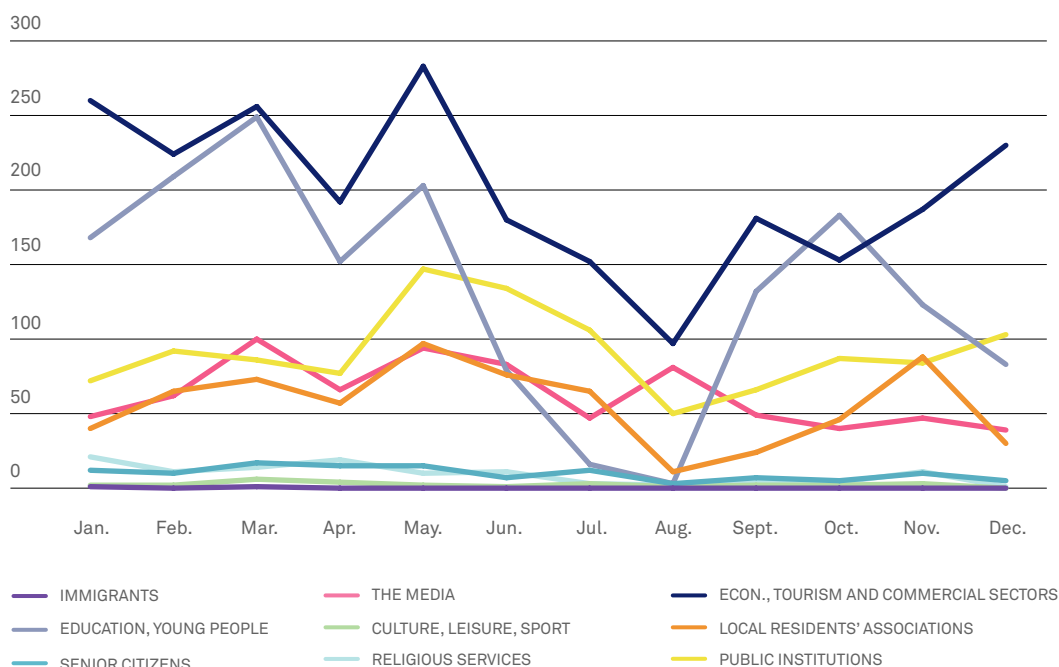
The GUB has continued holding meetings with the city's various collectives and associations. Their purpose is to establish a dialogue, so the force can explain the work it does and find out the concerns of

city residents. Some of the more important sectors have included senior citizens and young people, while meetings have also been held with representatives of the business, tourism and commercial sectors, as well as associations from the world of culture, leisure and sport.

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

In all, the GUB held 6,786 meetings in 2017, which have been broken down as follows:

### Meetings 2017



### 1.3. Work-related road safety training programme

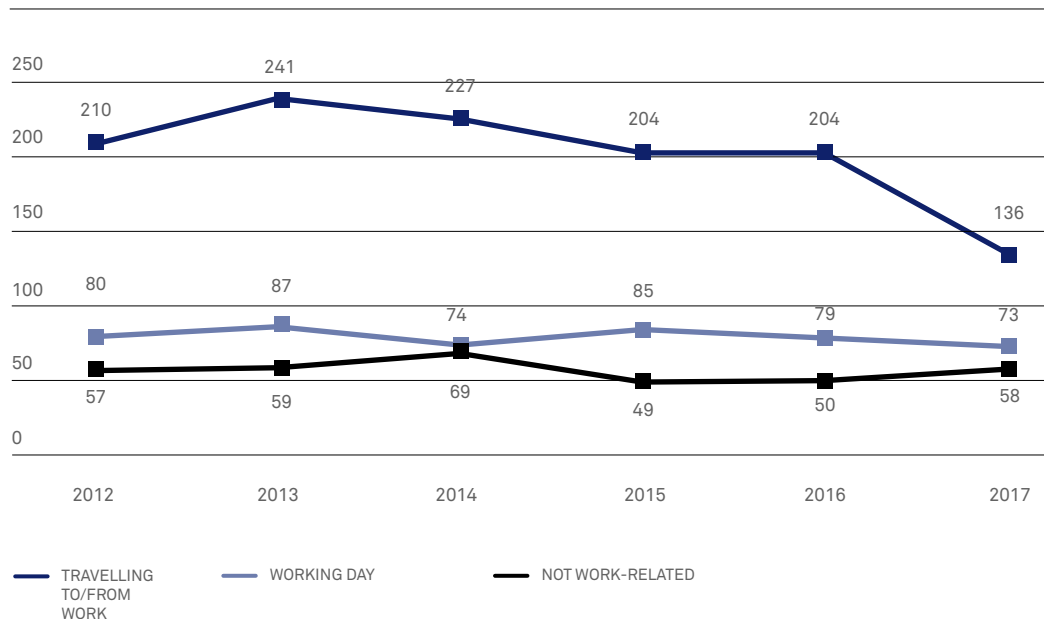
The GUB offers responsible-driving training sessions for staff at various city companies who travel around Barcelona on motorbikes or mopeds. The aim is to give them more information on the risks involved in driving these kinds of vehicles as well as safety tips to minimise their risks of becoming accident victims.

Forty sessions were held at seven companies in 2017, with over 700 people attending.

As regards vehicles involved in accidents with serious injuries and fatalities, in 2017 there were eight more on the way to or from work, six fewer during the working day and 68 fewer that were “non-work” related.

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

Vehicles involved in accidents with serious injuries and deaths



#### 1.4. “Estem a prop” [We’re close by] project



This programme complements the safety sessions held at social and old people’s centres and provides road-safety, citizen and self-protection advice to service staff who are in contact with the elderly on road safety matters, above all on attitudes that could pose a risk to their safety.

So, elderly people not only receive training on road safety when GUB officers visit centres, but also their everyday environment is part of the learning process.

The GUB received the FESVIAL good practice award for implementing the “Estem a prop” programme. This prize was pre-

sented at the 2nd National Road Safety Convention for Local Police Forces, as part of the 6th FESVIAL Local Police Awards, and coincided with the 2017 TRAFIC Fair in Madrid, held at IFEMA between 24 and 27 October.

The forces also takes part in other programmes that target the senior citizens and in 2017 collaborated with the “Viatjar per créixer” [Travel to grow] programme, aimed at Barcelona’s elderly population, where road-safety and citizen advice was given to attendees at the programme’s official opening.

## 1.5. Public Safety Education Service: the Guàrdia Urbana in Schools



For some time now, the GUB has been offering the city's schools its "Guàrdia Urbana in Schools" programme, under which students work mainly on attitudes relating to mobility and civil behaviour.

The programme was changed in 2017 and organised under other subject areas, with several workshops for each educational level. It is offered to all the city's schools for work with children and teenagers in each educational cycle on aspects relating to knowledge of, links to and care for the nearby environment; improving community life and personal relations; preventing risky behaviour when driving and safe mobility; gender violence, hate and discrimination, and taking drugs.

The methodological focus of the new programme has also shifted and is now based on the following educational principles:

- Activity principle (learning by doing): this principle highlights the importance that actions have in the learning process, as it is the actual person who learns.
- Experience principle (learning by experiencing): this principle proposes using life and experience as the basis

for developing meaningful learning; in other words, any new learning has to be based on previously obtained knowledge.

- Integration principle: this principle appeals to the need for integrating several types of knowledge into educational activities in order to gradually increase students' understanding of how complex the world around them is.

So it is the young children and teenagers themselves who are the key figures in the educational and learning process. That means the educational activities propose scenarios or situations where they will have to be question, analyse, interpret, examine, discuss, construe and commit themselves on aspects relating to knowledge, links with and care for the local environment, improvements to community life and interpersonal relations, and preventing risky behaviour.

Every year, the programme finishes with two interactive days, for primary and secondary school students respectively. In addition, an event was held in December to present the new programme to representatives of the city's educational and police sectors.

### Interactive day with primary-school students

The 18th “Children’s Space” interactive day was held on 25 May at Parc del Fòrum. This was an event for all primary schools (6 to 12 years old) where students took part in several recreational activities with an educational purpose relating to road safety, community life, civic behaviour, risk prevention and respect for the environment.

In the course of the day workshops were held on first aid (SEM), police-dog training, horse and motorbike riding (GUB) and the rules for using public transport properly (TMB, TRAM, FGC), among other things.

In all, 2,473 students and 189 teachers from 33 schools from all Barcelona’s districts took part.

### Interactive day with secondary-school students

On 1 June, Horta-Guinardó district headquarters was the venue for the closing ceremony of the “Young People’s Space”, for secondary-school and Bacca-laureate students.

As in previous years the students, accompanied by their teachers, presented the photographic and audiovisual projects they had done as part of the programme with support from monitoring officers.

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

This year students from seven schools in Ciutat Vella, Les Corts, Sarrià - Sant Gervasi, Horta-Guinardó and Sant Martí took part.

**Guàrdia Urbana**  
Ajuntament de Barcelona

**18a JORNADA DEL SERVEI D'EDUCACIÓ PER A LA SEGURETAT**

**S.E.S. | Servei d'Educació per a la Seguretat**  
**L'espai dels infants**

**Parc del Fòrum – 25 de maig 2017**  
de 10 h a 15 h

**ESPAI DE LES UNITATS TERRITORIALS DE LA GUÀRDIA URBANA**

- Joc Memory
- Joc "Els movem pels barris de l'Exemple!"
- Joc "Trasllum"
- Passarrell
- Tattoo Stop Bullying
- Puzzle amb seguretat
- 8 X 1 SAPS i (el que ho sap)
- Joc real
- Biciviv
- Les billetes viàries

**ESPAI INTERACTIU**

- Unitat territorial de la Guàrdia Urbana
- Unitat Central de Trànsit de la Guàrdia Urbana
- Equip Casca de la Guàrdia Urbana
- Unitat Muntada de la Guàrdia Urbana
- Bombarda de Barcelona
- STOP Accidents Catalunya
- Fundació Mutual de Conductors
- SEM - Sistema d'Emergències Mèdiques
- Zoo de Barcelona
- Agència de Parades de Catalunya
- TMB, Transport Metropolità de Barcelona
- TRAM Barcelona
- CRE ONCE Barcelona
- Fundació RACC
- Biciviv - Circuit de bicicletes
- Escola Superior d'Entrenament Personal Ciscorn

**COL-LABORADORS:** Mercats de Barcelona, El Parc del Fòrum, 50, mercabarna, voluntaris, abertis

**Guàrdia Urbana**  
Ajuntament de Barcelona

**18a JORNADA DEL SERVEI D'EDUCACIÓ PER A LA SEGURETAT**

**S.E.S. | Servei d'Educació per a la Seguretat**  
**L'espai dels joves**

**Sala Lluís Companys. Seu del districte d'Horta Guinardó – 1 de juny de 2017**

En aquesta jornada es presentaran els treballs seleccionats i guardonats que ha elaborat l'alumnat dels centres educatius que participen en el programa de prevenció de la Guàrdia Urbana de Barcelona.

**PROGRAMA**

- 11.15 - 11.30 h / Recepció escoles
- 11.30 - 13.30 h / Presentació treballs
- Liurament premis
- Cloenda

Participen alumnes d'Educació Secundària Obligatòria i Formació Professional.

**COL-LABOREN:** Districte d'Horta Guinardó, Sala Lluís Companys, Ronda Guinardó, 49, TIBIDABO, OPEN CAMP, fundació abertis

Apart from this programme, the Public Safety Education Service also collaborated on other activities relating to safe mobility and civic behaviour:

**The Súpers Party:** for the fourth year running, the Guàrdia Urbana took part in the Club Super3 children's party at the Olympic Ring on Montjuïc, where there were performances, activities, workshops and games.

The force collaborated there through its "Guàrdia Urbana in Schools" booth, offering workshops for participants to write a message to make Barcelona a safer mobility city, draw the city they would like and have fun with a "Guàrdia Urbana in Schools" temporary tattoo.

Young children also had an opportunity to put on a GUG uniform, beret or helmet and sit on a motorcycle, in a patrol car or a quad. There was an officer taking photos that could be collected from the booth itself.

The Súpers Party, organised by TV3 and Barcelona City Council, drew a total of 190,000 people and focused on sustainability, nature and the Earth's environment.

**"Gear change":** 2017 saw three editions of this: on 23 March, 2 May and 5 December. A total of 904 students from 18 different schools attended it.

**La Mercè Festivities:** some 1,980 boys and girls up to the age of 4 took part in the activities held at the Children's Traffic Park at Montjuïc Castle. The usual activities were adapted for very young children during the three-day festival (23, 24 and 25 September). An introductory workshop on safe mobility was designed as an activity for working with families on safe mobility habits that need to be instilled in children.

#### Presentation event for the new programme

The new Public Safety Educational Service programme was formally presented on 1 December at the Conservatori de Música de Barcelona. The event was attended by school and police representatives as well as people involved in specific issues relating to the contents the programme works on.

The need to change and renovate not just the school activities programme but also its contents was explained visually through several talks and a central performance. In the final part attendees had the chance to ask the programme's trainers informal, direct questions from the floor.







### 1.6. Guàrdia Urbana on the internet

The GUB website received 232,528 visits in 2017. Many of these visits were to find police stations, although there was also a notable number of people accessing the site to consult the procedures for joining the force as well as people interested in other general procedures or advice on prevention and safety.

The results are summed up in the following table.

As can be seen, there was a substantial increase in the number of followers. More specifically, there was a notable rise

in August, following the terrorist attacks on the 17th, where 4,140 new followers were registered on Twitter (the average was 1,124/month), 1,623 new followers on Instagram (the average is 245/month) and over 3,000 completely new profiles on Facebook.

The interaction on social media is even more significant. The GUB's Twitter account published 3,648 tweets in 2017 (around 3,700 in 2016), its Instagram account had 1,086 publications at the end of the year (296 of these from 2017) and its Facebook profile had over 13,000 "likes".

#### Followers on social networks

	<i>Date created</i>	Dec. 2016	Dec. 2017
Twitter @barcelona_GUB	<i>Feb. 2012</i>	18.275	38.556
Facebook @BcnGuardiaUrbana	<i>Jun. 2013</i>	5.434	23.369
Instagram @barcelona_GUB	<i>Feb. 2014</i>	2.737	11.846

## 1.7. Solidarity initiatives

Every year, the GUB takes part in a number of solidarity initiatives of various kinds in order to raise public awareness and feel even more involved in making the city a better place and improving well-being of its people.

As in previous years, the GUB Sports Club (CEGUB) took part in four initiatives for cleaning breakwater stones under the “2017 Let’s Clean Up Europe” campaign organised by the Catalan Waste Agency. The aim of the CEGUB’s volunteers was to remind people that waste will end up in the sea and cause considerable harm.

More specifically, beaches along Barcelona’s coastline, the sea floor and holes in breakwater stones were cleaned, as a result of which 340 kg of waste was removed (40 industrial sacks).

On top of that, police volunteers helped clean up the sea floor again in September, as yet another of the force’s activities during the La Mercè Festivities.

In keeping with tradition, on 5 October the Mounted Unit and Dog Section put on a display for the El Cottolengo Association and other associations, such as Esclat, an association for people with cerebral palsy. The meeting was held at the La Foixarda equestrian ring as part of the Guàrdia Urbana’s Patron Saint’s Day events.

Finally, the aim is always to link the activities organised by the force to a solidarity cause. The 14th CEGUB Communal Cycle Ride through Collserola (also linked to the saint’s-day events) saw participants donating long-life tinned food to the Food Bank as they collected their shirt numbers.



## 1.8. Other activities

### DIR-Guàrdia Urbana Fun Run

The fifth DIR-Guàrdia Urbana Fun Run was held on 28 May, with a record number of entrants, almost 10,000.

This is a fun run approved by the Catalan Athletics Federation which, as in previous years, went straight down Av. Diagonal

between Palau Reial de Pedralbes and Passeig de Garcia Fària, by the sea. The 10 km route (or 5-km alternative) has a slight slope that has attracted male and female participants every time.



# 2. Territory

- 2.1. Keeping accident rates down
- 2.2. General deployment for keeping the peace
- 2.3. Operation Summer
- 2.4. Measures for the start of the school year
- 2.5. Christmas operation
- 2.6. "Play Safe" Campaign
- 2.7. Operation Food Store
- 2.8. Campaign to encourage responsible pet ownership
- 2.9. Monitoring tourist flats
- 2.10. Coordinating public works
- 2.11. Lost and found
- 2.12. Public safety



2.1. Keeping accident rates down

The volume of traffic in Barcelona went up by 1.3% in 2017. The number of public transport passengers and bicycle journeys rose by 1.2% and 14% respectively. As regards traffic accidents, there were 12 fatalities in 2017 (57.14% fewer than in 2015) and 241 serious injuries (25.52% more than in the previous year).

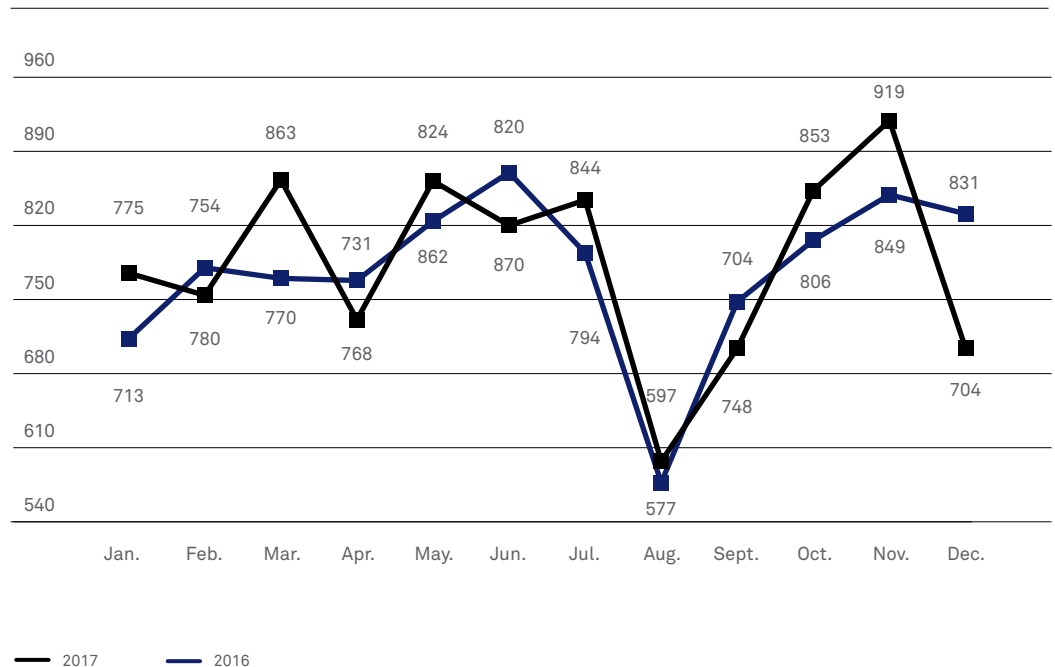
In addition, the Guàrdia Urbana investigated 9,430 accidents with victims. This increase only meant 0.82% more injured people, up from 12,078 in 2016 to 12,177 in 2017, representing an increase of 1.3%.

Motorcyclists had the highest mortality rate, with 55% of traffic accident fatalities, followed by pedestrians.

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 requiring special attention (minors, the elderly, etc.) The protocol was activated nine times in the course of the year.

As regards injured drivers, lack of attention while driving continues to be the main cause of accidents. Keeping a safe distance and undue or careless turns were the second and third causes. In the case of pedestrians, the most important cause was disobeying traffic lights, followed by crossing roads outside pedestrian crossings.

Traffic accidents with victims that the GUB intervened in



It is evident that all these causes stem from undue behaviour on the part of the public, which is why one of the GUB's main functions when it comes to prevention is to identify and prevent such behaviour and thereby reduce the number of accident victims.

Acting through its Accident Prevention and Investigation Unit (UIPA) and in conjunction with the City Councillor's Office for Mobility, the GUB is responsible for analysing accident hotspots and applying the necessary corrective measures to reduce the risk of accident risks there.

### Road-safety violations reported to prevent

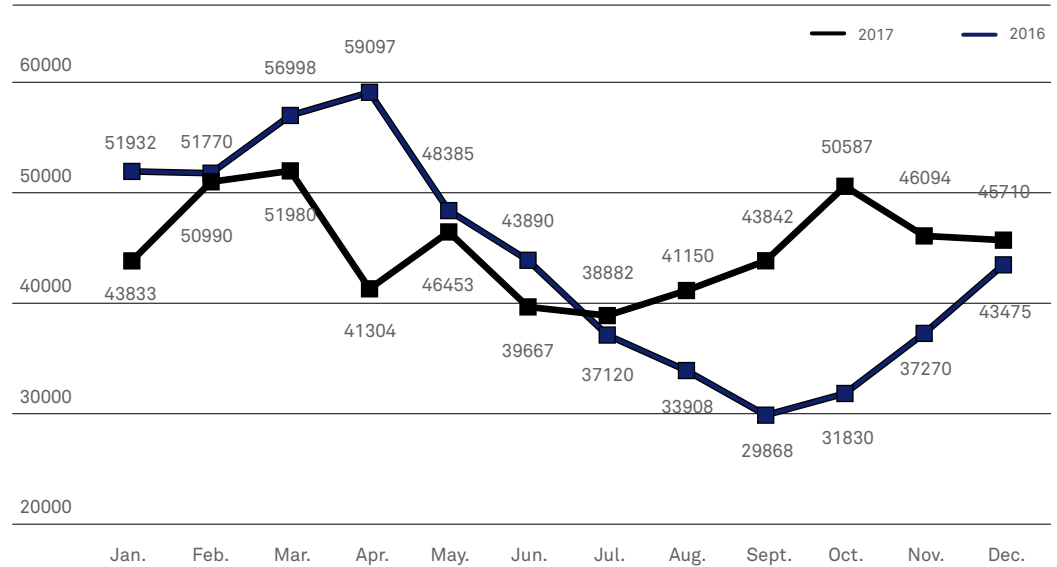
	2015	2016	2017	
Traffic lights	18.450	18.275	38.556	-8,24%
Distractions	18.393	5.434	23.369	-2,46%
Illegal turns	8.250	2.737	11.846	-2,07%
Pedestrian crossings	1.226	1.630	1.173	-28,04%
	<b>46.319</b>	<b>52.425</b>	<b>49.499</b>	<b>-5,58%</b>

23

### Traffic violations reported

	2016	2017	
Moving	152.882	142.381	6,87%
Stationary	72.443	79.194	9,32%
Technical means	300.218	318.917	6,23%
	<b>525.543</b>	<b>540.492</b>	<b>2,84%</b>

Traffic violations reported



24

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

More specifically and in relation to road safety, a number of campaigns were run in 2017, for example, the:

- Campaign to increase the safety of pedestrians as a more vulnerable group and to detect risky behaviour.
- Passive Safety Campaign to promote the use of seat belts and child-restraint systems.
- Operation 0.25, for breathalyser tests.
- Campaigns for detecting careless behaviour by drivers (such as using mobile phones or GPS).
- Operation 0.25, for breathalyser tests.

- Speed control operation.
- Bus-taxi lane control campaigns.
- Campaign to increase road safety among motorcyclists and moped riders.
- Campaign to improve safety in school transport.

Information campaigns were also launched to educate different groups on safe mobility, as described in the “Local” section: sessions with senior citizens, the “Guàrdia Urbana in Schools” programme and the work-related road safety training programme.

Finally in 2017, Barcelona City Council activated a specific campaign based on Zero Vision to reduce the number of fatalities and serious injuries in traffic accidents. The campaign was shown on several mass media (TV, online etc.) and designed specifically to increase responsible behaviour, respect and solidarity among pedestrians, cyclists, motorcyclists and drivers in general.



## 2.2. General deployment for keeping the peace

The City Council takes preventive measures to keep the peace in areas which, because of their features, attract more people to their public spaces. It is for these and safety purposes that measures such as the following have been launched:

— Operation Beaches

— Action campaign with intervention on pets

— Revetlla de Sant Joan [midsummer eve celebrations]

— Operation Summer, a measure designed to promote respect for others, safety and mobility.

— Operation Autumn

— Gràcia Annual Festival

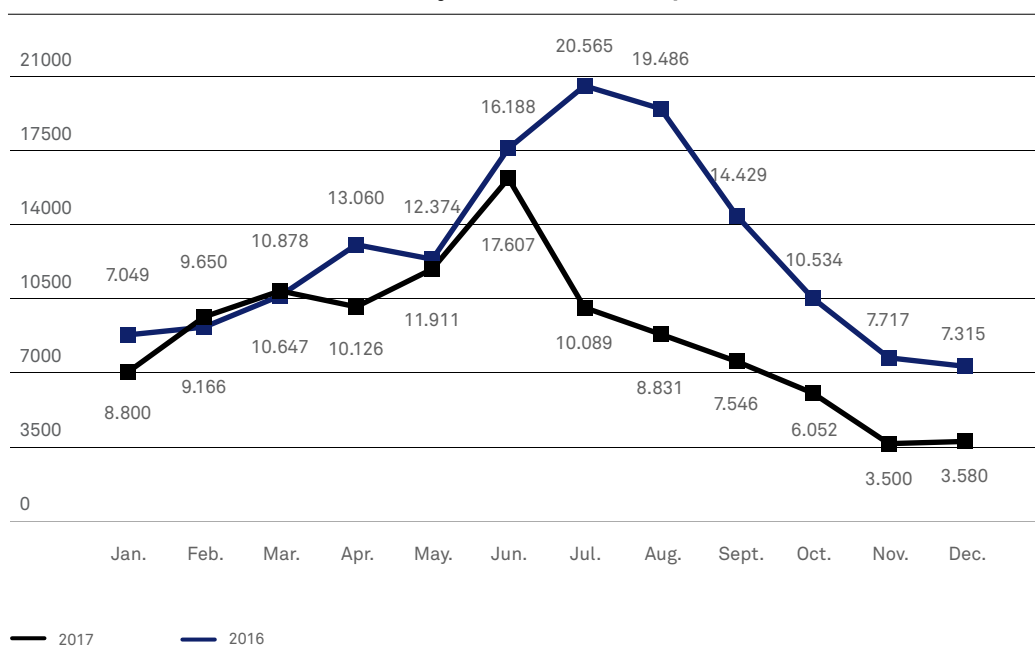
— Sants Annual Festival

— Annual La Mercè Festivities

It is important to stress that from July on there was a drop in violations reported since some forms of behaviour became punishable under the Public Safety Act.

It is also worth highlighting that 1 July saw pioneering regulations come into force on personal mobility vehicles and cycles with more than two wheels, aimed at resolving problems relating to respect for others in public spaces and at promoting sustainable and safe mobility. These regulations cover scooters and electric wheels, Segways and other types of transport which have to coexist with other traditional means.

### Coexistence and Civic Behaviour Byelaw violations reported



As a result, personal mobility vehicles and cycles with more than two wheels will be subject to special conditions when they are used for an economic activity (traffic conditions and areas, mandatory insurance, registration, routes for riding along, etc.) Other aspects that are regulated in every case are to do with parking, the use of crash helmets and reflective elements, lights and bells, and the minimum age for cycling, driving, etc.

The regulations will be applied gradually and there will be an adaptation period during the first few days when GUB officers will warn members of the public of the penalty for not complying, without imposing any fines. They will only start to be imposed once this initial adaptation period is over. The City Council is accordingly distributing up to 40,000 information leaflets in various parts of the city in July to provide the public with information on the new regulations.

26

### Regulació de vehicles de mobilitat personal i cicles de més de dues rodes a la ciutat de Barcelona

Regular la convivència entre vianants i nous modes de transport a la ciutat, una iniciativa sense precedents

**Vehicles de mobilitat personal**

**A**

**Tipus A. Rodes, plataformes i patinets elèctrics de mida més petita i més lleugers.**

**B**

**Tipus B. Plataformes i patinets elèctrics de mida més gran.**

**Cicles de més de dues rodes**

**C0**

**Tipus C0. Cicles de més de dues rodes per a ús personal, assimilables a les bicicletes. Aquest vehicle es regula segons la normativa de circulació de bicicletes.**

**C1**

**Tipus C1. Cicles de més de dues rodes destinats al transport de passatgers.**

**C2**

**Tipus C2. Cicles de més de dues rodes destinats al transport de mercaderies.**

	Carretera	Carril bici	Calçada	Parc	Parc de platges	Parc de jocs	Parc de nens	Parc de vianants	Parc de bicicletes	Parc de patinets	Parc de scooters
<b>A</b> Tipus A	1	1	1	1	1	1	1	1	1	1	1
<b>B</b> Tipus B	1	1	1	1	1	1	1	1	1	1	1
<b>C1</b> Tipus C1	conductor +1	1	1	1	1	1	1	1	1	1	1
<b>C2</b> Tipus C2	conductor	1	1	1	1	1	1	1	1	1	1

\* El cas de carril bici i carril bici de 30 cm de llargada, per a ús personal, està regulat a la normativa de circulació de bicicletes.

\*\* El cas de carril bici i carril bici de 30 cm de llargada, per a ús personal, està regulat a la normativa de circulació de bicicletes.

\*\*\* El cas de carril bici i carril bici de 30 cm de llargada, per a ús personal, està regulat a la normativa de circulació de bicicletes.

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**Vorera de més de 4,75 m amb 3 m d'espai lliure**

**Carrer en plataforma única**

**Carril bici en vorera**

**Carril bici en calçada**

**Calçada zona 30**

**Calçada**

**Parc**

**Per una mobilitat més sostenible, per una ciutat més saludable**

## 2.3. Operation Summer



Operation Summer 2017 was activated from 25 May to 30 September, aiming to make intensive uses of public spaces compatible with the local residents' needs for peace and quiet. This measure puts special emphasis on the coastal area and other areas where large numbers of people congregate, such as around the Sagrada Família.

As regards the 10 beaches that make up the city's seafront area, the 90 officers patrolling it do so on foot, with scooters, four-wheeled vehicles, bicycles, quads adapted for sand and two rigid inflatable boats that help to improve surveillance and monitoring work both on the beach and on the breakwaters.

The summer operation also provides for a coordinated strengthening of all the municipal services, so the Mossos d'Esquadra and the GUB worked together this summer to ensure respect for others through preventive initiatives.

Officers from the joint police office and the cabin on Bogatell beach breakwater checked everything detected on the beaches, such as people swimming in dangerous areas, sales of banned products and robberies or thefts.

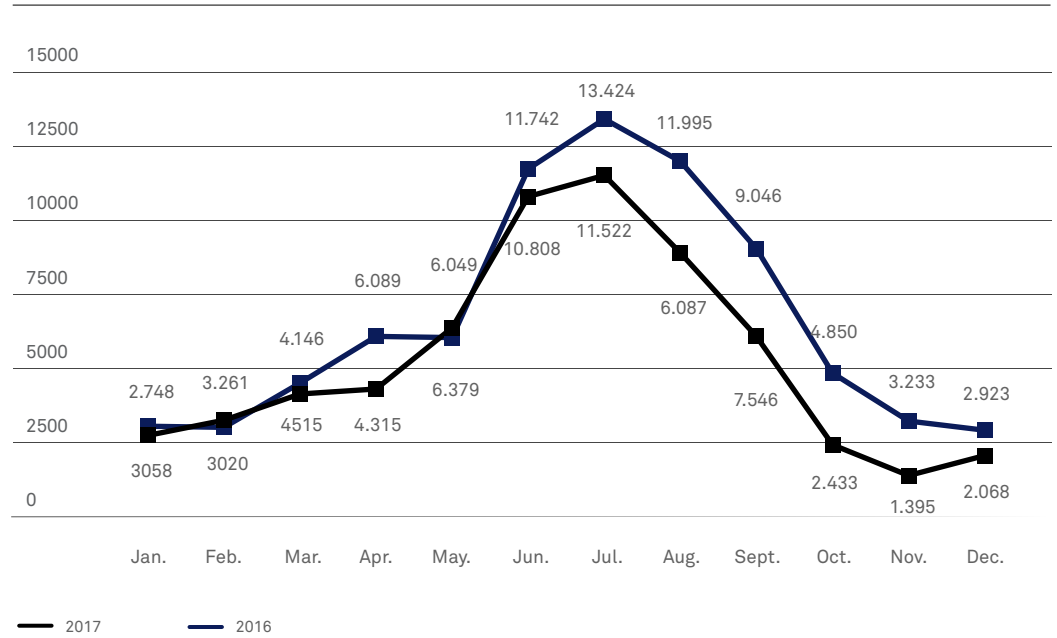
A total of 37,323 cases of illegal hawking were reported between June and September (out of 64,068 cases reported throughout the year). This represents a 19% drop on 2016 (with an increase of 20% over the year). On the other hand, calls from the public complaining about beach hawking were up 30% on 2016.

As regards the seizure of goods, 519,990 items were confiscated in 2017 (compared to 630,745 in 2016).

Priority was also given to the fight against the consumption of alcoholic drinks on the public highway. The Guàrdia Urbana seizes 337,425 drinks between the months of June and September (and 463,598 over the entire year). The number of cases reported online and by phone dropped by 5% and 6% respectively.

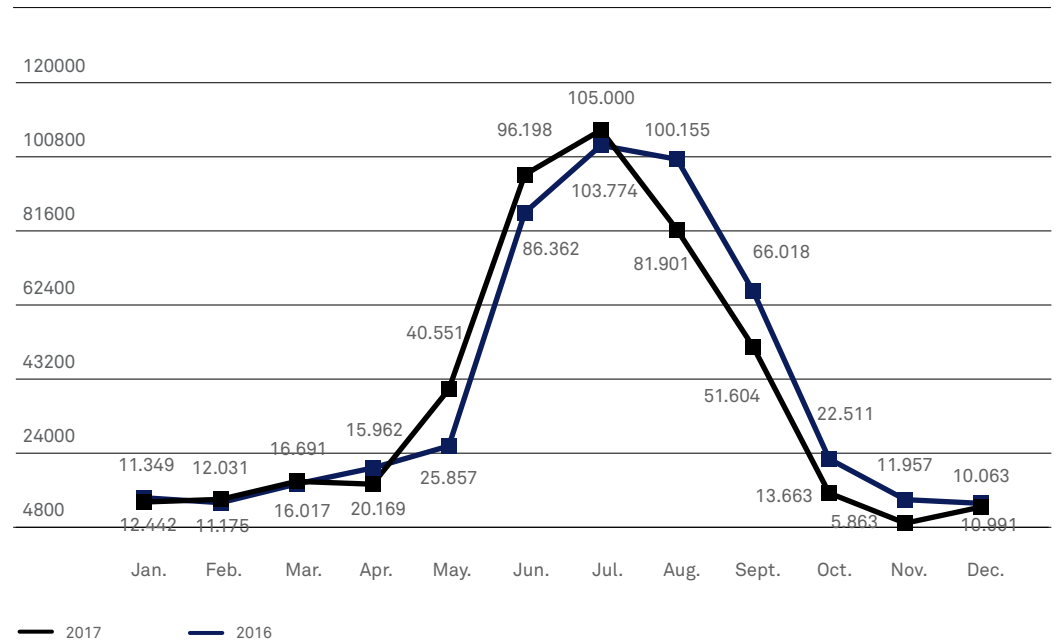
There were 5% fewer than in the previous year (with a fall of around 5% over the whole year). It should be pointed out that complaint calls dropped up by 6%.

Cases of street hawking reported



28

Interventions over street hawking drinks



## 2.4. Measures for the start of the school year

Once again in September the GUB implemented measures to ease traffic flow, increase compliance with traffic regulations and reduce accident rates, paying special attention to the areas around schools.

With this aim in mind, from the start of the month the operation prioritised school catchment areas, especially any affected by public works.

For example, more than 90 school transport vehicles were inspected to ensure they

were safe. More specifically, 29 cases were reported: 12 for the state of the vehicles and 17 for administrative reasons, and one vehicle was immobilised. Besides the technical state of the vehicles, checks were made to see that they complied with the presence of an accompanying adult in the vehicle (where necessary), the conditions for providing the school transport service and the conditions for drivers, and ensure they stopped at the right places under appropriate safety conditions.

## 2.5. Christmas operation

The Christmas festivities mean greater use of public spaces and greater concentrations of visitors in the city's shopping areas. So, as in previous years, the GUB and the Mossos d'Esquadra, in coordination with other municipal services, adopted special measures to ensure safety, respect for others, mobility and cleaning were maintained at an optimum level.

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.

Furthermore, 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.

This year saw several new measures have been adopted following the terrorist attacks of 17 August. One of these involves banning lorries precisely during events such as the Three Kings Parade at times when they attract the most people.

A second important measure, decided by the Local Safety and Security Board in November, involved installing bollards and other similar deterrent measures in places such as La Rambla, the Sagrada Família and Barcelona Cathedral.

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 shopping hubs of each neighbourhood.

### 2.6. “Play Safe” Campaign

In December, the GUB ran 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 to children.

The aim is to increase safety and check the compatibility of the establishment’s rules with municipal regulations and the specific ones for toy shops. Nineteen establishments were inspected during the campaign. A total of 1,503 toys that failed to comply with the regulations or represented a risk were destroyed and 30 regulation violations were reported.

Among other things the most common violations of the regulations were the absence of labels in Spanish or Catalan, wrongly labelled products, the absence of safety warnings or advice, no CE validation (which all products must have) and illegible or poor quality instructions making it impossible for the toys to adapt to the regulations. There were also a lot of cases of goods not showing the right use-by date.

La Guardia Urbana realiza diversas actuaciones en el marco de la Ordenanza de protección, tenencia y venta de animales de Barcelona.

### 2.7. Operation Food Store

30

Acting in collaboration with the Barcelona Public Health Agency (ASB), the GUB inspected 49 food premises (restaurants, butcher’s shops, retail shops that cook and package products etc.) As a result of these checks, five premises were forced to close temporarily for hygiene-related reasons. In addition, 171.1 kilos of food products were seized for not being 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 premises inspected were chosen on the basis of complaints received in each district and from observations made by officers in the territorial units, who inspected an average of six establishments.

Such checks are part of the functions that GUB has as administrative police in monitoring compliance with the regulations for food establishments, to ensure food that is sold in the city satisfies the corresponding health and hygiene guarantees.

In the course of these inspections the GUB filed 155 reports for other administrative violations relating to documents, permits, compulsory signage, lack of hygiene and safety element regulation infractions or the type of electrical fittings, extinguishers and emergency lighting.

## 2.8. Campaign to encourage responsible pet ownership

The GUB carries out several actions under the framework of Barcelona's byelaw on the protection, ownership and sale of animals.

These mainly focus on ensuring that owners and carers comply with their legal duties and correct any anti-social behaviour on their part. They include 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.

The city's parks, squares and gardens are spaces where most incidents are detected. The campaign therefore puts special emphasis on these spaces and focuses on the ones where problems have been detected with dogs or anti-social behaviour on the part of their owners or carers.

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 2,627 reports for byelaw infringements concerning dog ownership over the course of the year.

Compared to the previous year, there was an increase of 7.4% in owners reported for having potentially dangerous dogs without a microchip or not registered.

Barcelona City Council, meanwhile, is actively promoting adoption as the first option for acquiring a pet. Work is also being done to raise awareness among people who ultimately opt to buy a pet so that they do so from a shop where sales are made responsibly.

During this campaign GUB officers and the Animal Protection Department will also be inspecting shops that sell animals to check the conditions for keeping and looking after those animals, as well as their administrative and technical conditions.

Such inspections take into account not just compliance with the documentary requirements established under the byelaw but also conditions relating to the well-being of the animals: the age of puppies, vaccination and feeding guidelines, prophylaxis and socialisation protocols, cage measurements, the number of animals in the establishment, signs of diseases or neglect, adaptation and quarantine spaces, and every other aspect provided for by the byelaw.

### 2.9. Monitoring tourist flats

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

A specific service continued to be offered in 2017 for dealing with complaints from local residents regarding community

problems in buildings with tourist apartments. Monitoring in the most popular tourist areas, such as Barceloneta, was stepped up in August.

In all, 303 inspections were carried out and 234 complaints filed in 2017.

### 2.10. Coordinating public works

A number of public works with a big impact on traffic were carried out in 2017 in order to improve and increase the space available for pedestrians, as well as other major urban development projects designed to improve mobility:

- Installation of several cycle lanes
- Bus-lane resurfacing (C/ València, Gran Via, C/ Còrsega, etc.)
- Summer asphalt campaign
- Ring-road resurfacing
- New bus network stage 5
- Optimisation of the link between the bus-HOV lane and the bus lane on Av Meridiana
- Start of work to cover the Ronda de Dalt ring road
- Continuation of work on the Plaça de les Glòries Catalanes tunnels
- Continuation of remodelling work on new Mercat de Sant Antoni
- Redvelopment of C/ Pere IV (C/ Bilbao - C/ Roc Boronat)
- PRM adaptation of Jaume I metro station on Line 4
- Rambla de Prim ADIF drainage ditch
- Redvelopment of the Eixample TGV Sector (C/Nicaragua-C/Provença)
- C/ Villarroel-C/ Rosselló reorganisation
- Palau Pascual i Pons renovation
- New pedestrian crossing on Av Meridiana in front of the bus station
- New road layout for Ronda del Guinardó
- New road layout for Travessera de Gràcia (C/ Santaló-C/ Balmes)

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



## 2.11. Lost and found

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

More specifically, the following improvements were introduced:

- Management of this procedure was extended to a regional/Catalan level, thanks to the use of NIP-SIP consultation software.
- Coordination with the City Council Lost and Found Office.
- Informing consulates.

- Informing the Tourism Management Board made up of the City Council and tourist operators.

- Training for GUB staff.

The new procedure distinguishes between creditable and non-creditable items and checks whether cases were reported as losses or criminal acts by consulting the NIP-SIP.

The new procedure remained in operation in 2017 and, besides the usual service provided by the GUB, specific coordination measures continued to be established for big events, such as concerts and conferences, including the Mobile World Congress.

33

## 2.12. Public safety

### Urban Crime Groups

The Urban Crime Groups provide back-up for the GUB's territorial units to improve public safety. These operational groups specialise in public safety and 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 of public safety

	2015	2016	2017	
Theft/minor theft	96.917	100.758	109.671	8,85%
Robbery with violence or intimidation	10.704	9.990	10.699	7,10%
Burglary	10.688	9.052	9.405	3,90%
Stealing from cars	6.254	6.956	7.692	10,58%
Public health crimes	838	789	855	8,37%
	<b>125.401</b>	<b>127.545</b>	<b>138.322</b>	<b>8,45%</b>

**Operation Network**

One of the GUB's deployment priorities is Operation Network on the Barcelona Metro, which began in 2011 with the aim of preventing crime there. The specific goals of this operation are to improve 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.

From the outset it has involved joint patrols of city and regional officers (GUB and Mossos d'Esquadra) in various places in suburban Barcelona. These patrols have developed into a significant joint

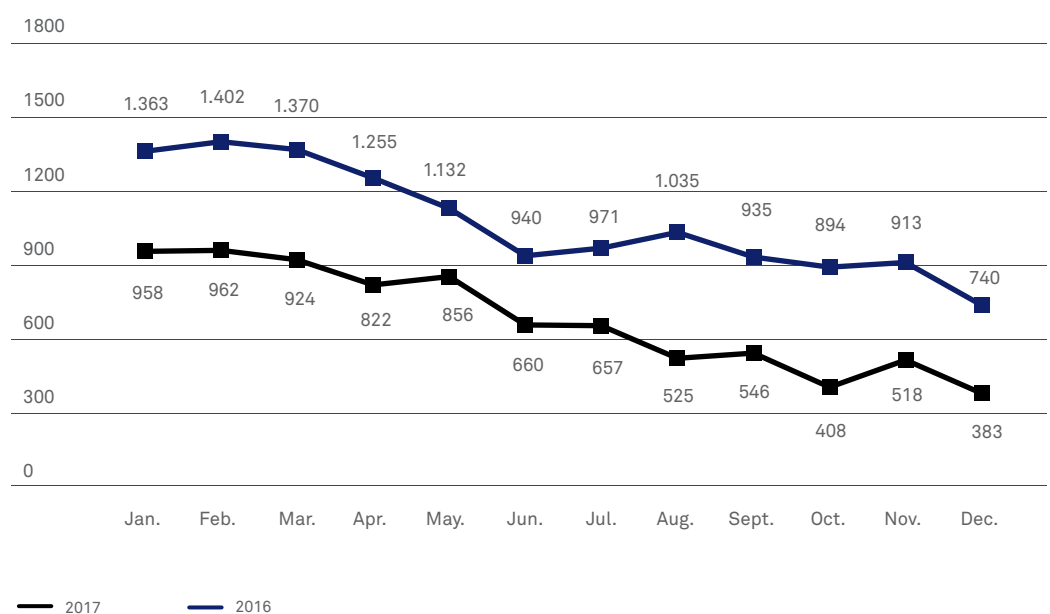
deployment that has proved to be an effective tool in the fight against criminals operating on the underground and the (FGC) urban lines.

The operation also allows officers to draw attention to, correct and report municipal byelaw violations committed inside the metro.

There were 8,219 patrols carried out in 2017, 36.5% fewer than in the previous year, owing to a transfer of resources resulting from an increase in the number of street thefts and robberies and a fall in those on the metro network.

34

**Patrol services for Operation Network**



## Public safety interventions

The nature of the tasks carried out by the GUB in public spaces and in their local work means public-safety activities have to been a feature of various kinds of interventions. Here are a few:

- The GUB and Sant Feliu de Llobregat Police confiscated 5,000 counterfeit sports shirts intended for unauthorised street hawking. This intervention took place in Sant Feliu de Llobregat premises that were operating as a material distribution point. The distributor was earning €5,000 a day selling counterfeit products.
- Arrest of a man with a European Arrest Order out on him and who had abducted his two-and-a-half year-old son from France four months previously. The GUB stopped him following a traffic violation and shortly afterwards he recklessly fled. Police officers found a firearm in his car as well as a machete, stolen Spanish number plates and presumably falsified documents.
- Arrest of two people for receiving stolen goods and for resisting and disobeying police officers from the El Raval neighbourhood. The officers involved, who were patrolling the neighbourhood streets, observed an individual who had previously been arrested for receiving stolen goods acting strangely. The individual met a woman who was carrying two large bags containing 31 mobile phones and other items worth €14,000 which were all recovered.
- Arrest of a person in Nou Barris for an alleged public-health offence and for stealing electricity after premises in Nou Barris were found with a cannabis plantation containing some 400 plants. The investigation began following complaints from local residents over loud extractor-fan noise and a strong smell of cannabis.
- Similarly, a person in the same neighbourhood was investigated after 150 cannabis plants were found in a flat following a fire that had broken out in the building.
- Arrest of four people and dismantling of a business selling drugs to minors at a Sant Martí address. The investigation began after complaints were received from local residents and schools and based on information obtained by Sant Martí neighbourhood police.
- Arrest of the owner of a motorcycle workshop on Travessera de les Corts for five alleged offences against property and fraud.
- Arrest of two people an alleged public-health offence relating to drug-trafficking in the Sant Martí district. A person was also investigated for alleged drug trafficking. Various amounts of narcotic substances were confiscated during the operation, along with items for drug trafficking on the streets.
- Mossos d'Esquadra and GUB officers carried out 29 house searches in El Raval premises, where drugs were being sold, and arrested some 35 people in connection with that offence.

The two police forces are maintaining security deployment in that neighbourhood and stepping up preventive and deterrent actions by increasing the number of uniformed patrols in the area. They are also in permanent contact with local associations and residents to check the accuracy of all the information they receive and, where any sign of drug-trafficking is detected, an investigation will start and a judge will be informed of this.

### **Terrorist attack on La Rambla de Barcelona**

On 17 August 2017 the Basic Municipal Emergency Plan for incidents with multiple victims was activated when lots of people were run over by a van on La Rambla de Barcelona. All the emergency services went into operation and the Coordination Centre managed the emergency response from the outset.

When the incident occurred, twenty police officers there at the time were not only the first to sound the alarm, cordon off and evacuate the area but also the first to provide first-aid and assistance, as well as resuscitate victims.

Some three hundred officers immediately intervened in the attack area and other iconic areas in the city to strengthen security, in coordination with the Mossos d'Esquadra. Besides them, a further 340 officers volunteered to join in the operation. The GUB also offered its support to the Mossos d'Esquadra in the hunt for the terrorist who carried out the attack.

Meanwhile, measures such as the following were activated:

- Barcelona's Emergencies Centre (CUESB) immediately went into action and moved to the site of the attack to assist the people affected.
- The city tourist board Turisme de Barcelona, acting in coordination with the Hotel Guild, offered shelter to people who had come to the city but for some reason were unable to leave. Tourists staying in the attack perimeter but unable to enter it were also given alternative accommodation in Eixample hotels.

After the terrorist attack, the Local Security Board created a specific expert working group to assess the post-attack risks and whether additional measures needed to be taken. Among other things police presence and coordination were stepped up and preventive measures were adopted, such as protecting crowded areas with mobile barriers.

Barcelona City Council gave the Gold Medal for Civic Merit, the highest distinction it awards, to the GUB (as well as others) for its outstanding and exemplary action in handling the emergency. The force also received the Gold Medal of Honour from the Catalan Parliament for its work on the evening of 17 August and the days following the terrorist attack on La Rambla.

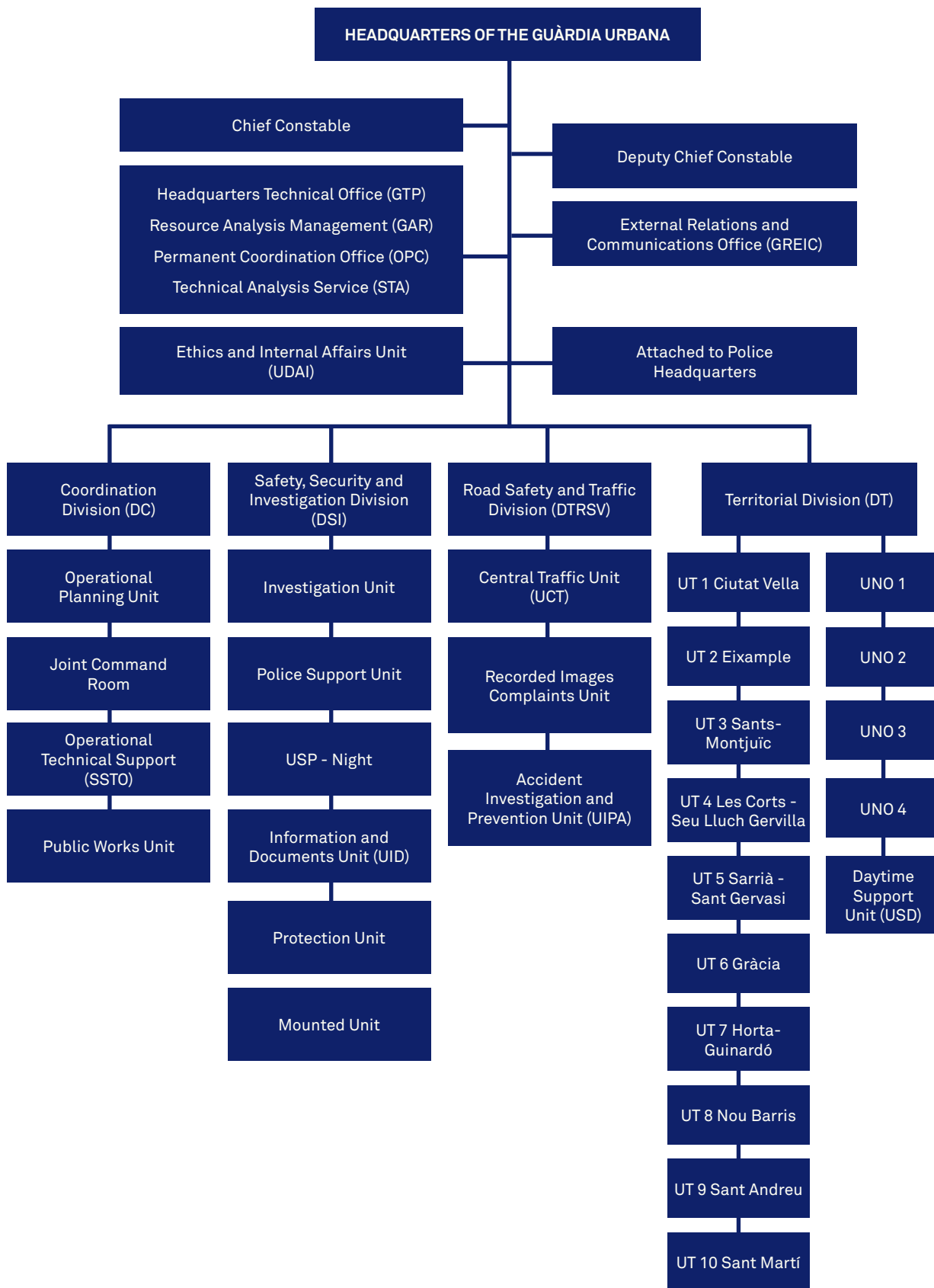


# 3. Resources

- 3.1 Organisational Chart
- 3.2 People
- 3.3 Women in the Guàrdia Urbana
- 3.4 Guarantees and prevention
- 3.5 New resources



### 3.1. Organigrama





## 3.2. People

In December 2016, the GUB comprised 2,955 professionals: 2,930 police officers and 25 technical and administrative support staff.

Together they represent 79.76% of human resources at the Manager's Office for Safety and Prevention.

### Guàrdia Urbana staff

#### Staff breakdown by organisational structure

a) Police staff \*\*

Organisational structure	First activity		Second activity		T. 2017	T. 2016
Headquarters	63	2,31%	2	1%	65	49
Financial Management Services*	17	0,62%	34	17%	51	48
Coordination Division	154	5,64%	3	1,50%	157	174
Territorial Division	1.864	68,28%	126	63%	1.990	2.001
Security and Investigation Division	370	13,55%	12	6%	382	391
Traffic Division	262	9,60%	23	11,50%	285	294
<b>TOTAL number of police staff</b>	<b>2.730</b>	<b>100%</b>	<b>200</b>	<b>100%</b>	<b>2.930</b>	<b>2.957</b>

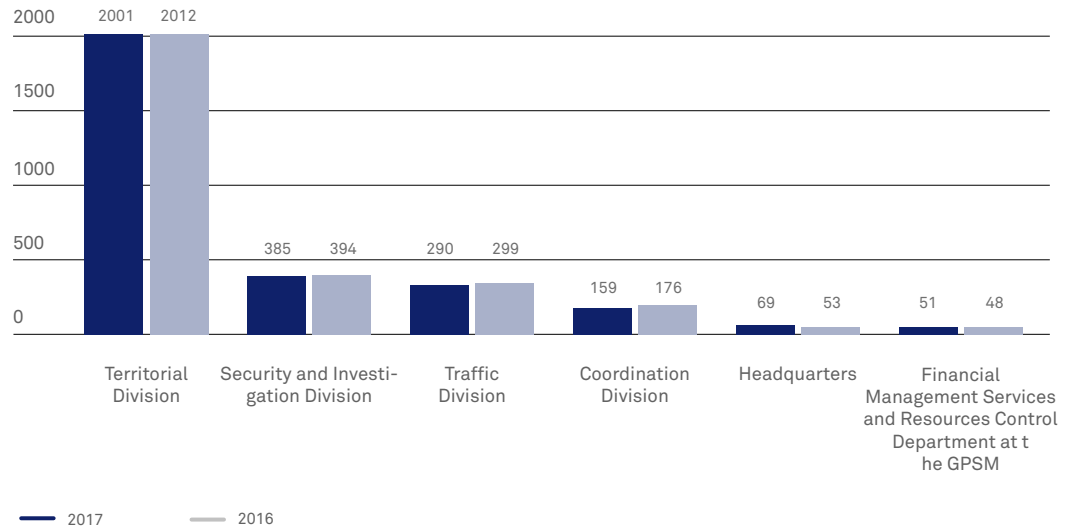
b) Non-police staff

Organisational structure	T. 2017	T. 2016
Headquarters	4	16%
Financial Management Services*	0	0%
Coordination Division	2	8%
Territorial Division	11	44%
Security and Investigation Division	3	12%
Traffic Division	5	20%
<b>TOTAL number of police staff</b>	<b>25</b>	<b>100%</b>

\* and Resources Control Department at the GPSM

\*\* Four GUB officers employed in a second activity in other municipal departments are not included

**Organisational structure (police and non-police staff)**



**Staff breakdown by professional category**

a) Police staff*	TOTAL 2017		TOTAL 2016
Chief Superintendent, Chief Constable of the GUB	1	0,04%	1
Chief Superintendents	5	0,18%	5
Chief Inspectors	21	0,77%	21
Inspectors	16	0,59%	18
Deputy inspectors	28	1,03%	21
Sergeants	77	2,82%	63
Corporals	246	9,01%	217
Constables	2.336	85,57%	2.400
<b>TOTAL first-activity staff</b>	<b>2.730</b>	<b>100%</b>	<b>2.746</b>
<b>TOTAL second-activity staff</b>	<b>200</b>		<b>211</b>

<b>TOTAL police staff</b>	<b>2.930</b>	<b>2.957</b>
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a) Non-police staff	TOTAL 2017		TOTAL 2016
Senior officers	1	4%	1
Administrative staff	10	40%	10
Administrative support staff	14	56%	14
<b>TOTAL non-police staff</b>	<b>25</b>	<b>100%</b>	<b>25</b>

<b>TOTAL STAFF</b>	<b>2.955</b>	<b>2.982</b>
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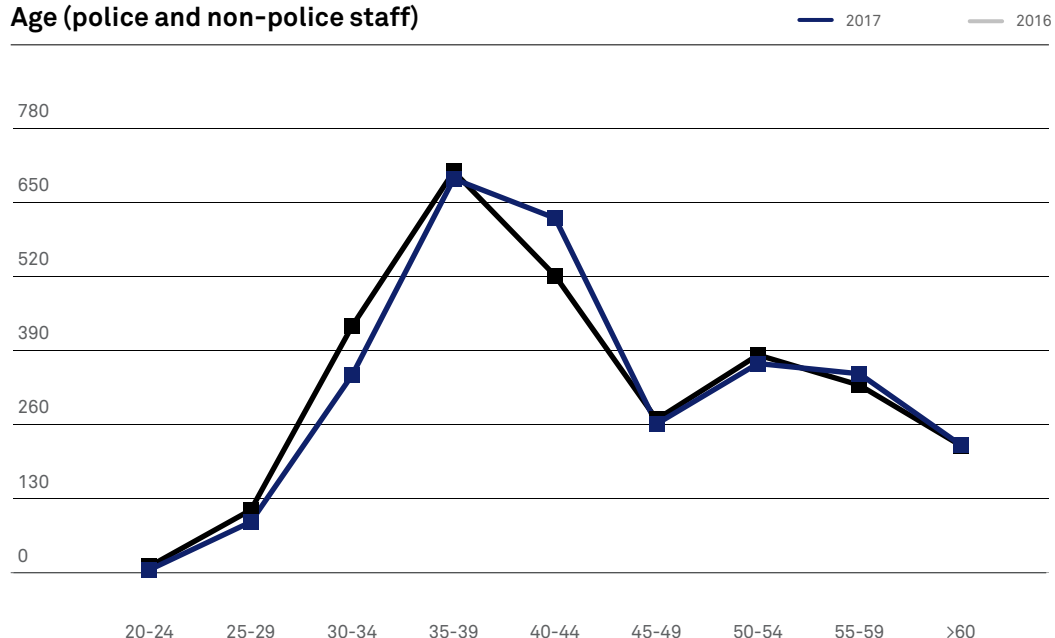
\* Four GUB officers employed in a second activity in other municipal departments are not included

Staff breakdown by age and sex

	First activity		Sec. activity		a) Police staff		b) Non-police staff			Total staff		
					2017	2016	2017	2016	T. 2017	T. 2016	Total variation	
20-24	5	0,2%	0	0,0%	5	11	0	0%	0	5	11	-54,55%
25-29	89	3,3%	0	0,0%	89	110	0	0%	0	89	110	-19,09%
30-34	346	12,7%	0	0,0%	346	431	1	4%	2	347	433	-19,86%
35-39	686	25,1%	3	1,5%	689	701	2	8%	3	691	704	-1,85%
40-44	614	22,5%	4	2,0%	618	519	4	16%	2	622	521	19,39%
45-49	244	8,9%	14	7,0%	258	266	3	12%	3	261	269	-2,97%
50-54	324	11,9%	36	18,0%	360	375	7	28%	7	367	382	-3,93%
55-59	270	9,9%	74	37,0%	344	324	5	20%	5	349	329	6,08%
>60	152	5,6%	69	34,5%	221	220	3	12%	3	224	223	0,45%
	<b>2.730</b>	<b>100%</b>	<b>200</b>	<b>100%</b>	<b>2.930</b>	<b>2.957</b>	<b>25</b>	<b>100%</b>	<b>25</b>	<b>2.955</b>	<b>2.982</b>	
Average age	43,16		56,69				50,08					
	42,62		56,17				46,29					

44

Age (police and non-police staff)



As for sex variables, there were 6 more women on the staff in 2017, representing 12.22% of the whole workforce. Although this is not a significant increase, it is notable that the increase in women is mainly occurring in young age groups, as a result of incorporating more and more women in the selection processes.

Moreover, there has been a sustained increase (in 2014, the percentage of

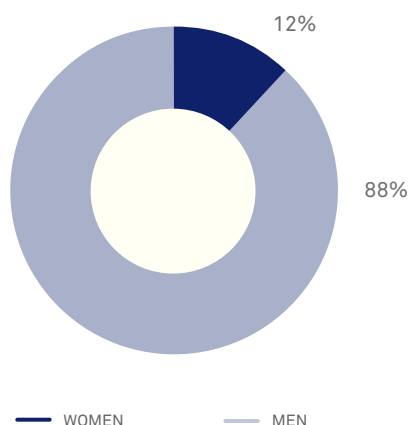
women was 11.76%), representing a trend towards parity. The Manager’s Office for Safety and Prevention still considers this landmark as a priority and has launched initiatives to increase the number of women. The best time for that is obviously at the recruitment stage, so calls for new officers are the main factor in improving the historical and present-day percentage, which is a long way from reflecting the social reality.

	Men		Women			
	2017	2016	2017	2016		
Police staff* First activity	2.427	82,1%	2	303	10,3%	298
Police staff* Second activity	159	5,4%	34	41	1,4%	41
Non-police staff	8	0,3%	3	17	0,6%	16
	<b>2.594</b>	<b>87,8%</b>	126	<b>361</b>	<b>12,2%</b>	355

45

\* Four GUB officers employed in a second activity in other municipal departments are not included

### Staff distribution by sex



### Recruitment

#### Internal promotion

- 8 vacancies for GUB lieutenants
- 24 vacancies for GUB sergeants, 22 of which have been filled.
- 60 vacancies for GUB corporals

#### Public-sector job vacancies

- 49 inter-administrative vacancies under the category of Barcelona GUB constable. Constables have been incorporated from the Mossos d'Esquadra (17), the National Police (6) and local police forces in various towns in Barcelona's metropolitan region (26). In total, 599 candidates applied, with an average age of 35.3, and 10 of whom were women.
- 120 places for Barcelona GUB constables

### Professional development

The Safety and Prevention Area Professional Development Service is responsible for facilitating change management by means of initiatives designed to improve the technical skills (knowledge) and cross-cutting skills (abilities and attitudes) of its professionals and to increase efficiency and effectiveness in the work required for performing their jobs and satisfying public needs.

Their challenges have been to enable GUB staff to:

- Maintain a level of ongoing learning in their everyday activities, so they are efficient and familiar with the new technologies intended to facilitate contact with the public.
- Maintain a level of physical and psychological fitness that allows them to perform their duties.
- Carry out the necessary actions so its teams are equipped with officers in line with the force's organisational hierarchy.



In other words, activities designed to work on the following aspects:

- Support in deploying neighbourhood police teams.
- Support in the skills-development process during Public Safety Education Service training activities.
- Incorporation of a human-rights and diversity perspective in training projects and programmes.
- Improving knowledge of the GUB's own IT applications and corporate information systems.
- Public assistance.

All this training was run by 85 GUB trainers and 82 external trainers, and the expenditure on training (besides staff expenses) came to €326,677.40, of which €11,148 were funded by the AFEDAP (Training Agreement for Public Authority Employment).

More specifically, 62 different training initiatives were carried out in 468 sessions totalling 99,497 direct training hours. with 9,030 participants.

It is worth highlighting that this year senior officers received training on how to detect and manage sexual and sex-related harassment.

A review of training documents was also carried out to put inclusive communications and language into effect with the Department of Mainstreaming and Gender Affairs at the City Council Manager's Office for Human Resources.

### Training by type

Ongoing training was given in three periods totalling 348 sessions and 51,229 hours of training, with 7,100 participants.

The training focused, among other things, on the following subjects:

- Communication
- Metropolitan taxi regulations
- Emergency actions
- Self-protection in emergency situations
- Basic Life Support - Automated External Defibrillator.
- *Mobile Public Safety (Mycellium)*
- Detecting Islamist radicalisation

As regards specific training, 59 training initiatives were given in 120 editions, with 48,268 hours of training and 1,688 participants.

### Training by subject area

a) Local policing:

- As regards neighbourhood policing, training was offered to equip neighbourhood police teams with the knowledge, tools and skills necessary for strengthening and expanding the expertise of officers, as well as the professionals with command roles, in relational as well as operational and functional contexts. In 2017 training was provided for teams in the Nou Barris, Sant Andreu and Sant Martí districts.
- As regards the Public Safety Education Service and changing the education offered, training was provided to professionals making up the service with the aim of updating their methodology and developing a school programme for risk prevention.

## b) Security policing:

As a result of the terrorist attack in August 2017, and in line with the GUB's security training, a series of sessions were held to help participants reflect on and improve police procedures in an accident situation with multiple victims (AMV). The following sessions were held during the last quarter of 2017:

- Operational self-protection techniques.
- Talk by Dr Joaquim Ríos (SEM), who reviewed coordination between the various operators on the day of the attack.
- Ongoing training course on factors in Islamist radicalisation.
- Participation in ongoing training for the Barcelona Fire Brigade on multiple victim accident issues.

Other notable training initiatives in security policing were as follows:

- Operational self-protection techniques. Nineteen sessions were organised to work on tools, assistance (basic life support and using the Automated External Defibrillator), skills in using firearms and self-protection measures.
- Under this programme, participants also worked on distinguishing between active and passive resistance and "excited delirium", which involve different operational procedures.

- Monitoring networks. The goal to this training was to find out the tools available and within our scope above all for compiling reports (for both internal and judicial use) and organising the information obtained so that it is as useful as possible.

## c) Beach Group training:

We have continued to consolidate the beach teams' knowledge of basic aspects such as sea rescues and practice what to do onboard vessels.

This training enabled the unit's members to make the following interventions: 11,391 people evacuated from breakwaters, 385 people assisted and 84 interventions with other operators (Rescue, Proactiva and Capitania).

## d) Occupational risk prevention in police activities:

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

## e) Promotion training:

Courses linked to internal promotion for corporals, sergeants deputy inspectors were held at the Catalan Public Safety Institute.

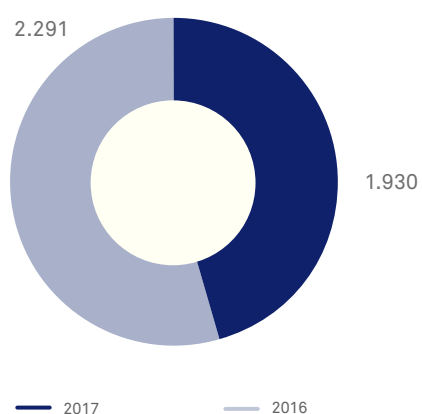
The training given, by area, was as follows:



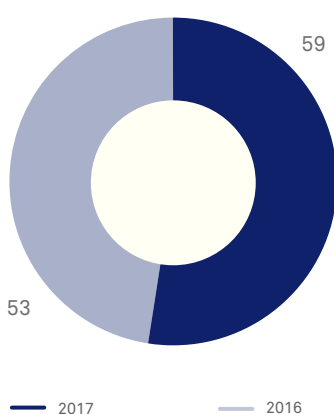
	Nº of initiatives	Ed.	Attend.	Training hours	Cost	Manager's Office	Funding AFEDAP
Inter-admin. response	1	1	49	73	4.194,81 €	4.194,81 €	0 €
Response to public*	1	1	120	20	214,70 €	214,70 €	0 €
Trainer training	3	4	45	68	9.270,64 €	9.270,64 €	0 €
Risk prevention	3	6	64	56	17.896 €	8.948 €	8.948 €
Internal system	1	1	2	40	480,00 €	480,00 €	0 €
Assistance	4	19	223	109	4.187,24 €	4.187,24 €	0 €
Police tools	3	6	49	91	4.548,09 €	4.548,09 €	0 €
Woodland	3	7	93	53	5.578,98 €	5.578,98 €	0 €
Emergencies	1	2	49	24	1.387,30 €	1.387,30 €	0 €
Management	6	8	138	73	2.384,24 €	2.384,24 €	0 €
Beaches	4	7	113	154	7.030,98 €	7.030,98 €	0 €
Promotion	3	3	89	578	141.767,75 €	141.767,75 €	0 €
Local	8	8	145	214	47.259,84 €	47.259,84 €	0 €
Security	13	37	623	678	33.155,77 €	30.955,77 €	2.200 €
Traffic	5	10	128	168	7.168,50 €	7.168,50 €	0 €
<b>2017</b>	<b>59</b>	<b>120</b>	<b>1.930</b>	<b>2.399</b>	<b>286.524,84 €</b>	<b>275.376,84 €</b>	<b>11.148 €</b>
<b>2016</b>	<b>53</b>	<b>142</b>	<b>2.291</b>	<b>3.067</b>	<b>195.225,44 €</b>	<b>185.715,44 €</b>	<b>9.510 €</b>

\*sector job vacancies

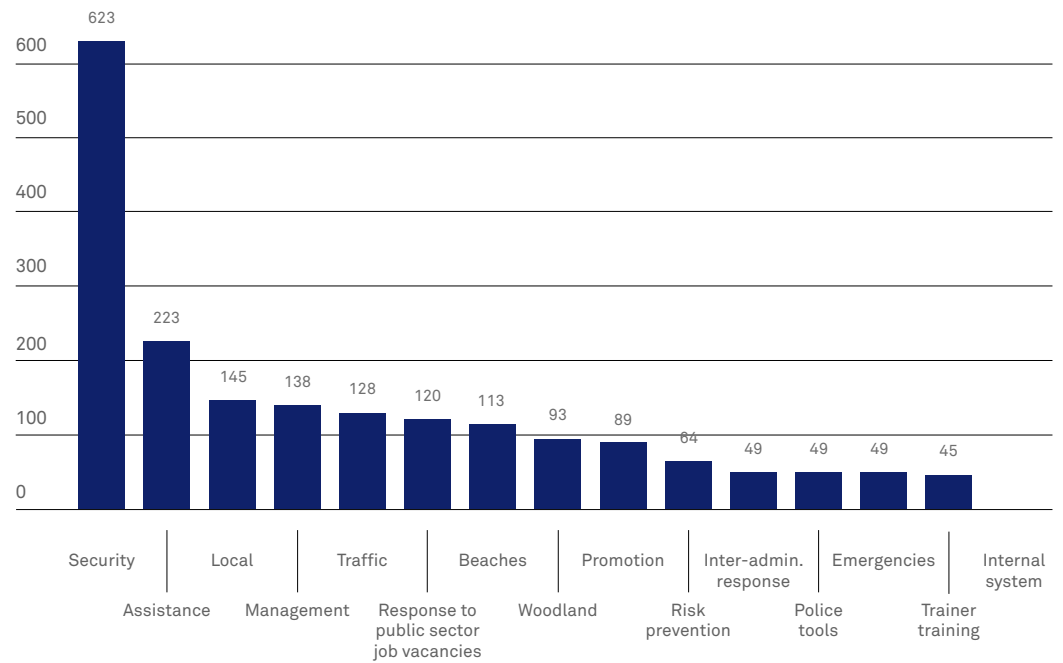
Training initiative participants



Number of training initiatives

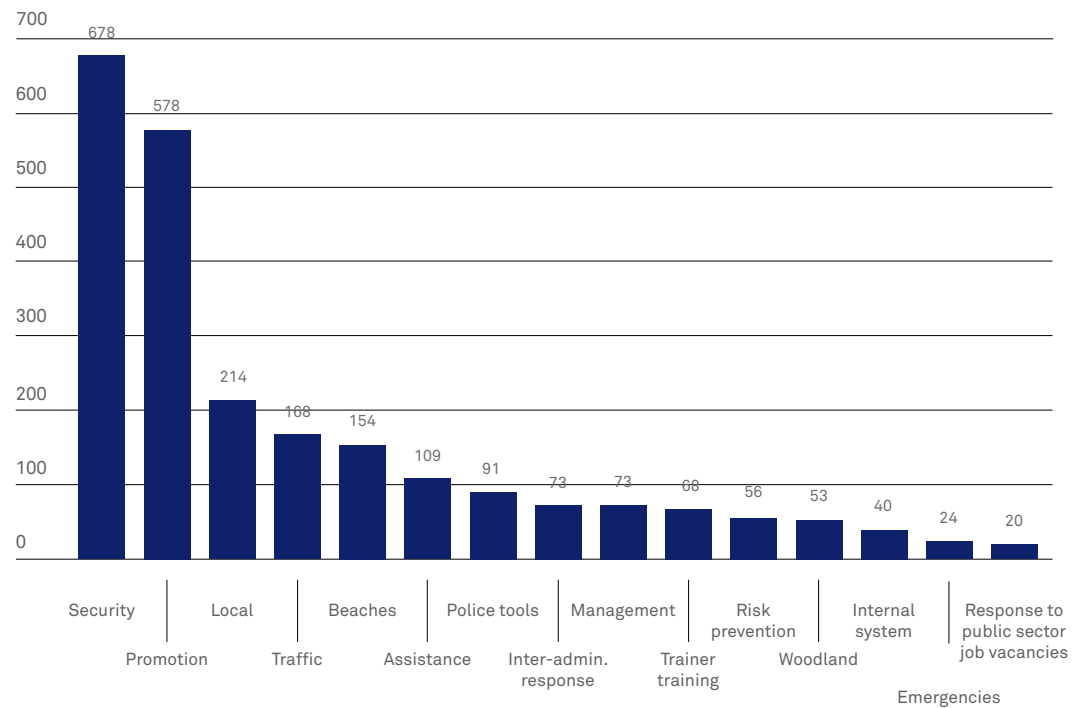


**Training initiative participants (1,688 men and 242 women)**

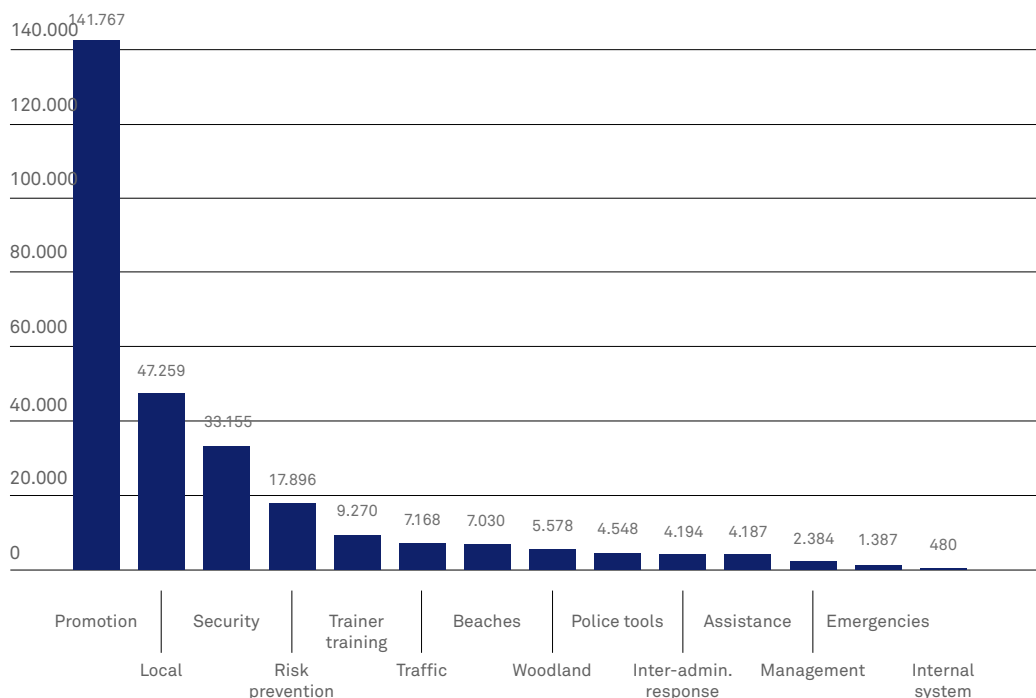


50

**Total hours of training**



### Training initiative costs (EUR)



### Staff management

Absenteeism among GUB staff in 2017 stood at 11.49%. That means 1,671 first-activity (active service) officers had 2,656 periods of temporary incapacity, representing 72,260 days off work. There were also 142 second-activity (non-active service) officers with 207 temporary incapacity periods representing 10,408 days off work, a rate of 20.02%.

Non-police staff had a sick-leave rate of 10.58%, generated by 16 workers off 16 times (for 688 days).

It is worth pointing out that a new calculation system was introduced in October 2016 that has led to a considerable variation in sick leave percentages (it was 7.64% in 2016), not because of an increase in the absolute number of days off, but rather the inclusion as calculable days of indisposed workers resting at home, as well as variations in the dividend for incorporating only effective work days.

The most notable steps taken to reduce levels of absenteeism include monitoring cases of sick leave (some by summoning the person concerned); adapting workplaces; the work carried out by the Manager's Office medical inspection team, contacting health centres to go through waiting lists both as proof of visits and surgery; authorisation for rehabilitation during service hours to reduce the length of sick leave, and coordination with the City Council medical inspection team and the mutual insurance company PAMEM, until it was wound up.

On the other hand, given the nature of its work, the GUB has one of the highest levels of work-related accidents. In 2017, police officers were involved in 669 accidents requiring time off work totalling 16,206 days. These data include accident-related sick-leave days caused by at-work accidents and relapses from previous accidents.

### 3.3. Women in the Guàrdia Urbana

Gender equality is a primary goal both for Barcelona City Council and the GUB. The GUB Master Plan provides for the implementation of fourteen initiatives under the Equality Plan project.

This daily task is managed by means of coordination between the Professional Development and Communication departments at the Manager's Office and the Equality and Gender Mainstreaming departments at the City Council, and the GUB.

In that regard it should be pointed out that besides increasing the presence of women in the force as a result of new promotions (in 2017 they represented 12.22% of the workforce), progress continued in minimising vertical segregation through the promotion of two women to sergeants and a further seven women to corporals this year.

#### **“Women in Safety and Emergencies” meeting**

The Equality Plan Technical Committee (made up of City Council and trade union representatives) has approved and implemented a protocol for preventing, detecting and resolving situations of sexual and sex-related assault.

This protocol determines the actions and responsibilities of the bodies that need to intervene in resolving these situations and ensures a plurality of interventions to guarantee appropriate treatment in assessing each of the actions, following the most suitable methodology in each case, in accordance with the general principles it establishes.

Throughout the year, people with command roles received specialist training on how to detect signs of a situation of sexual or sex-related assault and how to activate the protocol. Training was started in various units and will continue into 2018.

#### **“Women in Safety and Emergencies” meeting**

A “Women in the Public Safety and Emergency Services” meeting was held in the Sala Francesca Bonnemaïson on 7 March. It was first held in 2013 and this year it included the vision of the Fire Prevention, Extinction and Rescue Service (SPEIS) and the Medical Emergency System (SEM).

The City Council Safety and Prevention Manager, Jordi Samsó, the Chief Constable, Evelio Vázquez, and the Director of SPEIS, Manel Pardo, reflected on the need to incorporate a women's perspective in the area of emergencies. More specifically, the Chief Constable highlighted the spirit of service, serenity and sensitivity of women for resolving disputes.

For her part, Chief Inspector Montserrat Pina, who is also President of the European Network of Policewomen, presented the conclusions of the International Policewomen's Conference that Barcelona hosted in October 2016.

For that occasion, the Head of the Department of Gender Mainstreaming at the City Council, Sonia Ruiz, presented the Municipal Plan for Gender Justice, a commitment to promoting initiatives that seek to ensure equality at every level in the institution.

Trinidad Yera Cuesta (IESE Business School and UNIR) gave a speech on “Autoritas”, in feminine key, and Begonya Curto Ferré (Deputy Director-General of Police Coordination in Catalonia) chaired a round table on local public safety in the hands of women, with members of the Vila-real (Castille) and Oñati (Basque Country) local police forces, the Catalan Medical Emergencies System (SEM) and the Barcelona City Council Fire Prevention, Extinction and Rescue Service (SPEIS).



The task of bringing the meeting to a close fell to the Commissioner for Security and Safety, Amadeu Recasens, and the Mayor of Barcelona, Ada Colau, who pointed out that, historically, women have always been in the first line of safety and prevention, despite the long time it has taken for such responsibility to be transferred to a professional level.

### 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 young people about the recruitment process following announcements of new vacancies.

This year's fair, which was held between 22 and 26 March, saw some 60 members

of the force collaborating in organisational, logistical and information work to highlight the GUB as a stable professional option for women that has a future.

In addition, a woman corporal and a woman constable offered an informal chat at the Àgora, where they explained work possibilities in the force. During the discussion, they debunked the myths surrounding policewomen and recounted anecdotes, besides encouraging everyone who loved Barcelona to join the GUB.

Talks were also given at some universities in February to explain the professional options a force such as the GUB offers. These talks were given by three women and a policeman.

### 3.4. Guarantees and prevention

The Ethics and Internal Affairs Unit (UDAI) is a police support service in disciplinary and ethical matters for the general public and all GUB staff collaborating and coordinating with other services, bodies, institutions and police forces.

Its functions are as follows:

#### 1. Ethics

- To reaffirm the GUB's adherence to the Catalan and European Police Codes of Ethics.
- To oversee the GUB's duty to preserve the honour, dignity and good image of the force.
- To act as the technical secretariat of the GUB's Ethics Committee in its functions at the time of its creation.
- To ensure the GUB's ethical principles and values are integrated and adhered to when the various police services are performed.
- To provide the necessary internal and external communication channels, including human rights organisations in those.
- To promote prevention in the field of discipline with proposals for improving operational police procedures, protocols, etc.
- To work with the GUB Training Department, to promote good practices with cross-cutting ethical content.

#### 2. Internal Affairs

- To carry out the relevant investigations on its own initiative, in order to clarify any acts committed that may constitute a disciplinary or criminal offence, and to identify those responsible for them, where there are GUB members involved, and inform the competent authority of all that, where necessary.

- To draft reports on complaints of dissatisfaction over actions carried out by GUB members or over the treatment received by citizens.
- To carry out investigations, at the request of organisations and institutions, of acts that GUB members may be involved in.

#### 3. Weapons Service

- To assign weapons and guide and procedures in response to their loss or theft.
- To control and inspect weapons.
- To repair and review weapons.
- To authorise a second weapon under a Type A licence. To manage and process documents and provide guidelines on the suitability of GUB members' own weapons.
- To establish safety and security measures for possessing and keeping a weapon and for firearm practice.
- To decommission and destroy weapons.
- To regulate firearm and first-aid practice.

The UDAI is in charge of investigating acts that GUB may be involved in for alleged criminal behaviour, lack of discipline or conduct that breaches the code of police 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 as well as a proposal for improving regulations, operational procedures, training, internal recognition and so on within the framework of collaboration with several departments (training and recruitment, legal advice, communication, etc.)

All reports or complaints investigated by the UDAI are used for clarifying acts and the responses to them. Of these, an average of 13% end up with the start of disciplinary proceedings. More specifically, 209 complaints or reports received directly by the unit were investigated in 2017 and 26 led to the start of disciplinary proceedings: 5 of which were very serious, 13 serious and 8 minor.

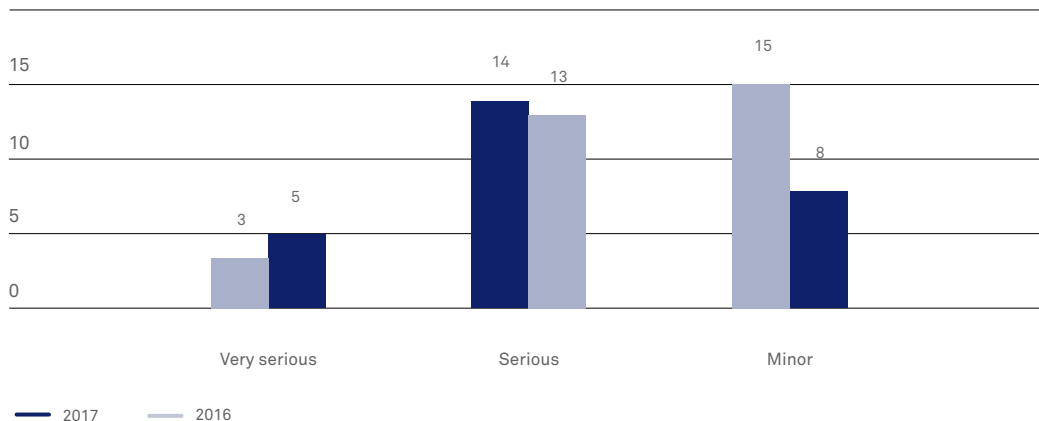
mitted by the general public), the number of complaints fell by 2% in 2017, while the number of “thank-yous” for actions carried out by the GUB rose by 17%. Public evaluation of the force’s services produced the best score in the last 25 years, according to the 2017 municipal survey.

More specifically, there were 26 disciplinary proceedings in progress in 2017.

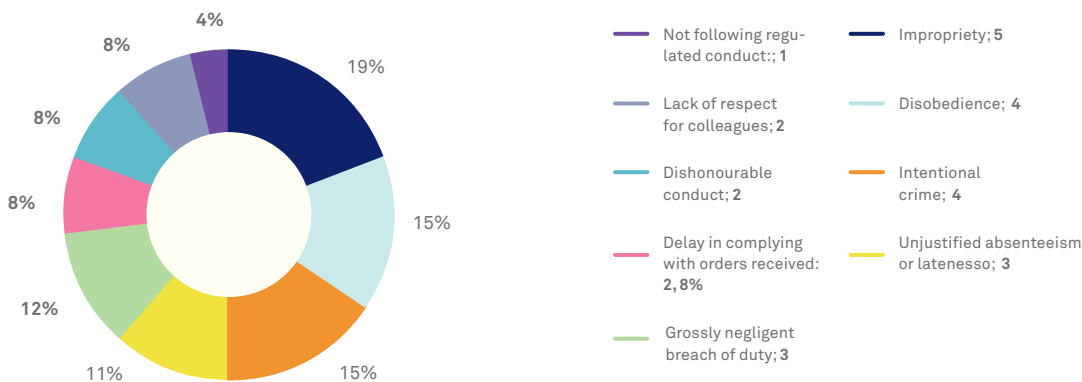
As regards applying IRIS (Barcelona City Council’s system for managing incidents, complaints, suggestions and queries sub-

The main reasons for disciplinary breaches in 2017 were as follows.

### Disciplinary proceedings



### Reasons for commencement of disciplinary proceedings



### 3.5. New resources



56

#### Electric mobility

The GUB 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.

By 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 Guàrdia Urbana scooter covers an average of 4,000 kilometres a year, con

suming an average of 405.8 litres of petrol in that time. The addition of 30 e-scooters will therefore save nearly 13,000 litres of fuel.

The “More Sustainable City Council” programme singled out the implementation of the Internal Sustainability Strategic Plan by the Manager’s Office for Safety and Prevention, as well as the electrification of the GUB motorbike fleet, and presented the Manager’s Office with an award at the “More Sustainable City Council” day event.



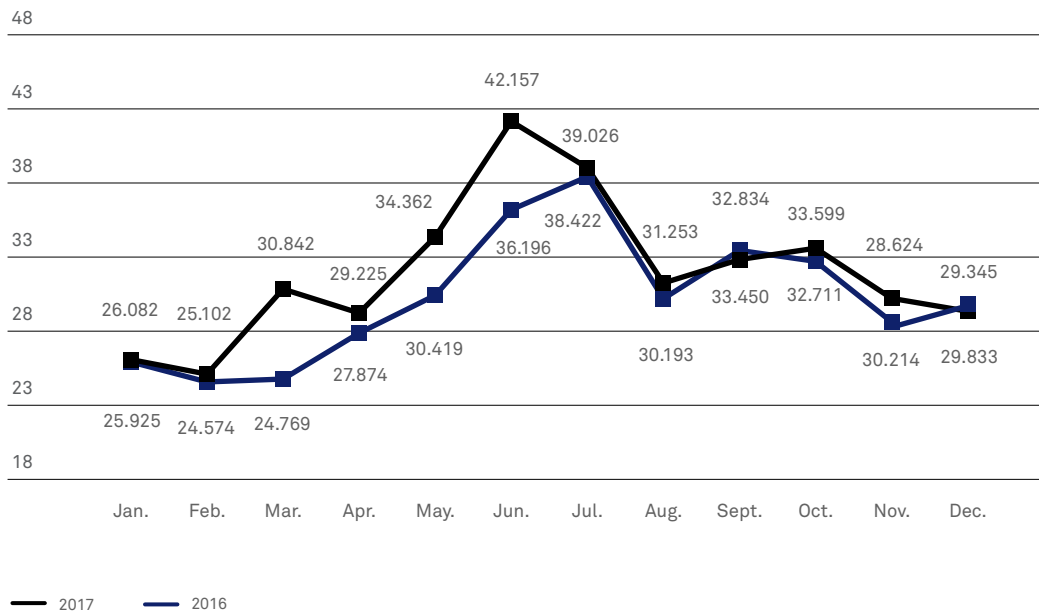


# 4. Transparency

(other indicators)



4.1. Calls received on 112 and 092 (384,041)

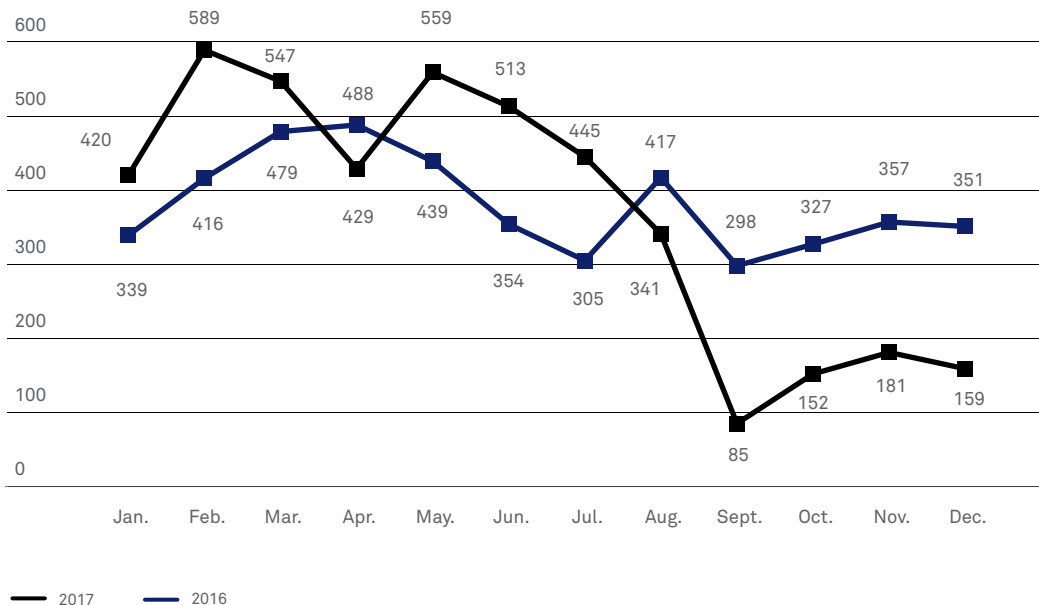


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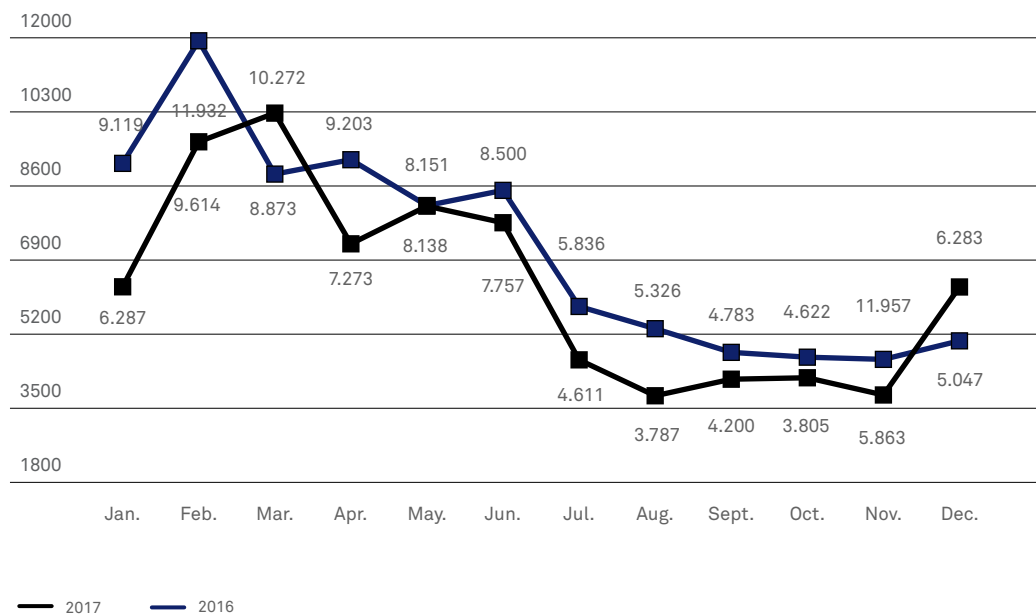
Annual average of calls dealt with in under 20 seconds

2017	95,7%
2016	95,4%

4.2. Incidents, complaints and suggestions collected with PDAs (personal digital assistant) 4.420



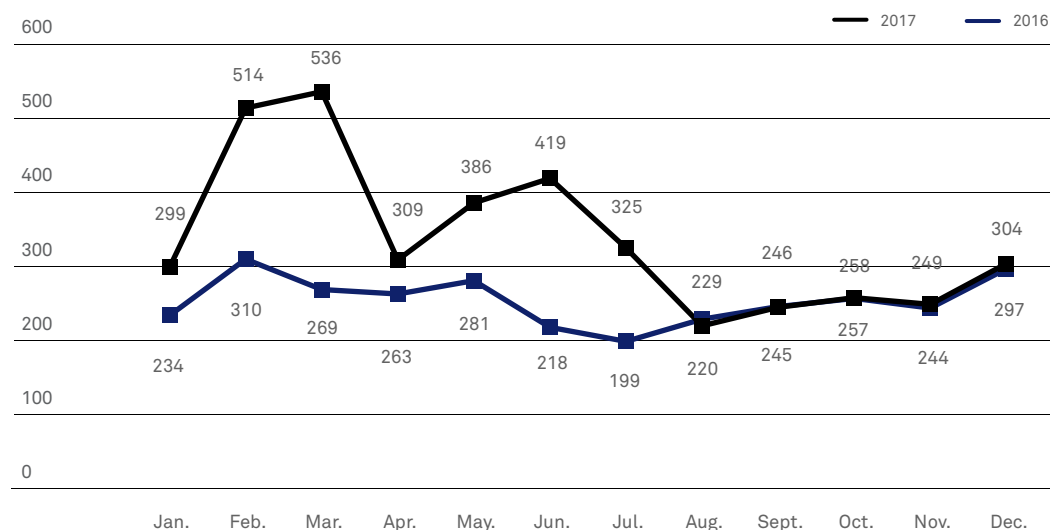
### 4.3. Number of offences reported following breathalyser tests (76,194)



### Breathalyser tests

	2015	2016	2017	
Carried out	111.886	86.064	76.194	-11,47%
Positive	7.281	7.976	7.373	-7,56%
Ratio	6,51%	9,27%	9,68%	4,41%

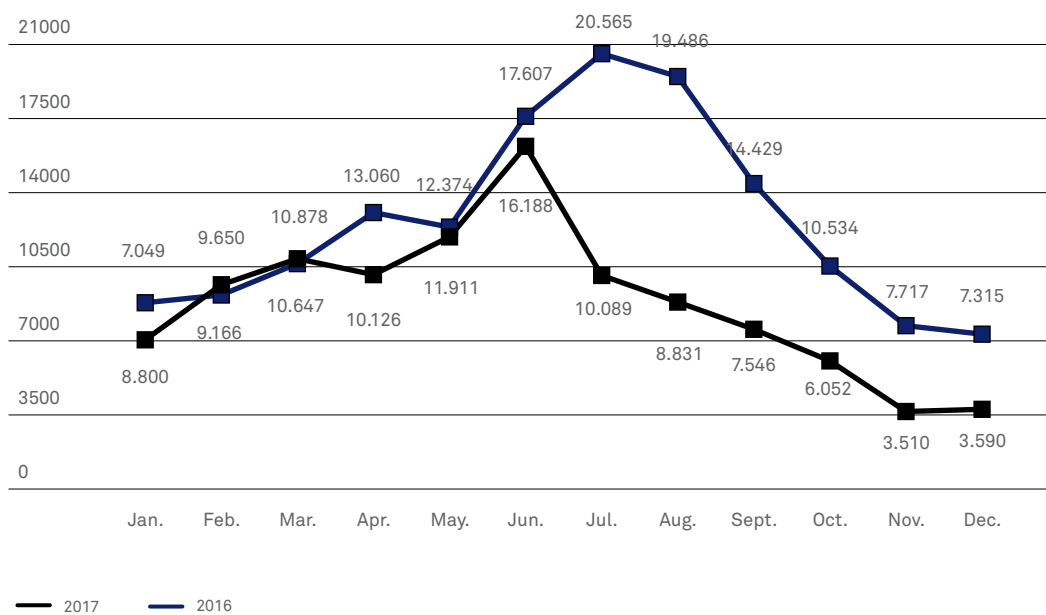
### 4.4. Offences reported following drug tests (4,064)



**Drug tests**

	2015	2016	2017	
Carried out	2.150	3.047	4.064	33,38%
Positive	1.883	2.034	2.015	-0,93%
Ratio	87,58%	66,75%	49,58%	-25,72%

**4.5. Reported municipal byelaw violations (105,748)**

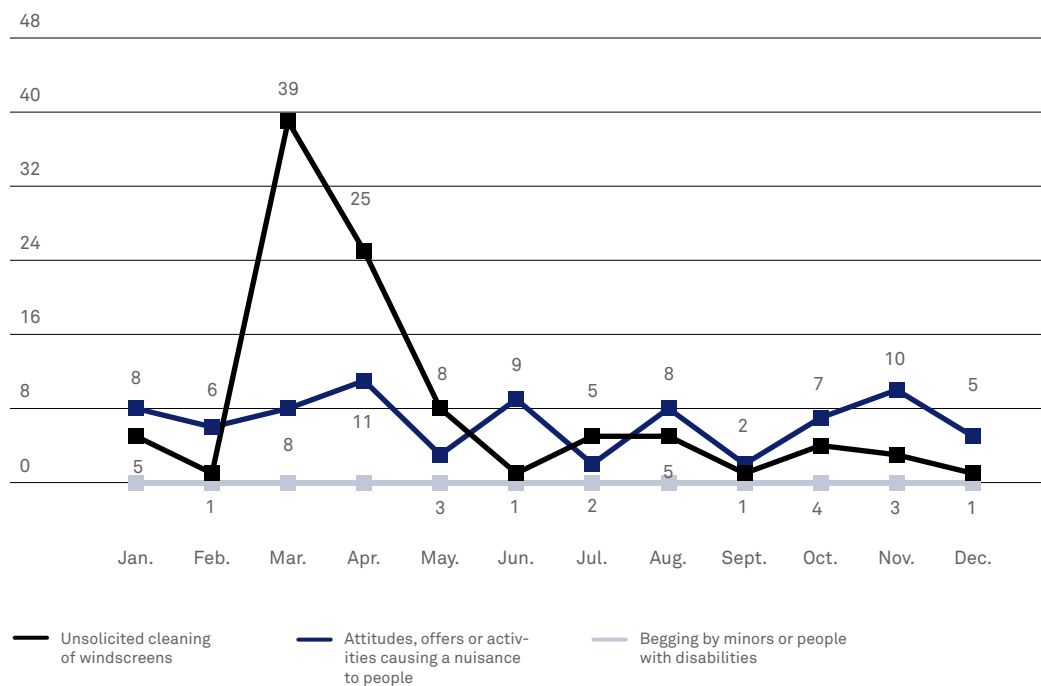


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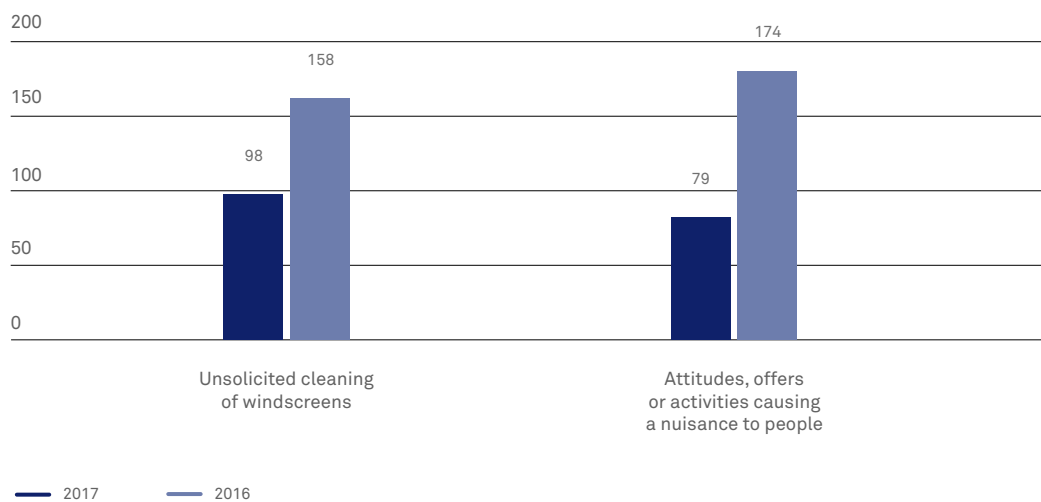
**Reported municipal byelaw violations**

	2015	2016	2017	
Coexistence and civility	111.824	130.451	84.980	-34,86%
Urban environment	7.510	7.598	7.512	-1,13%
Use of public roads and spaces	3.576	3.384	2.937	-13,21%
Protection, ownership and sale of animals	1.494	2.329	2.627	12,80%
Other	8.994	7.938	7.692	-3,10%
	<b>133.398</b>	<b>151.700</b>	<b>105.748</b>	<b>-30,29%</b>

### 4.6. Reported occupations of public space for begging (177)

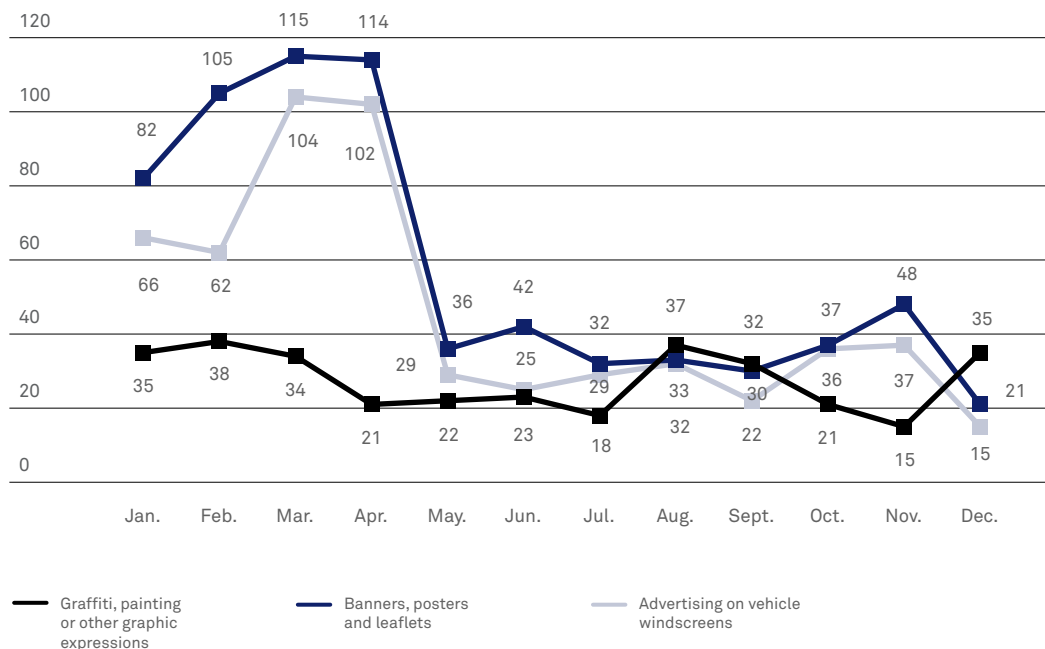


### Reports of occupation of public space for begging\*



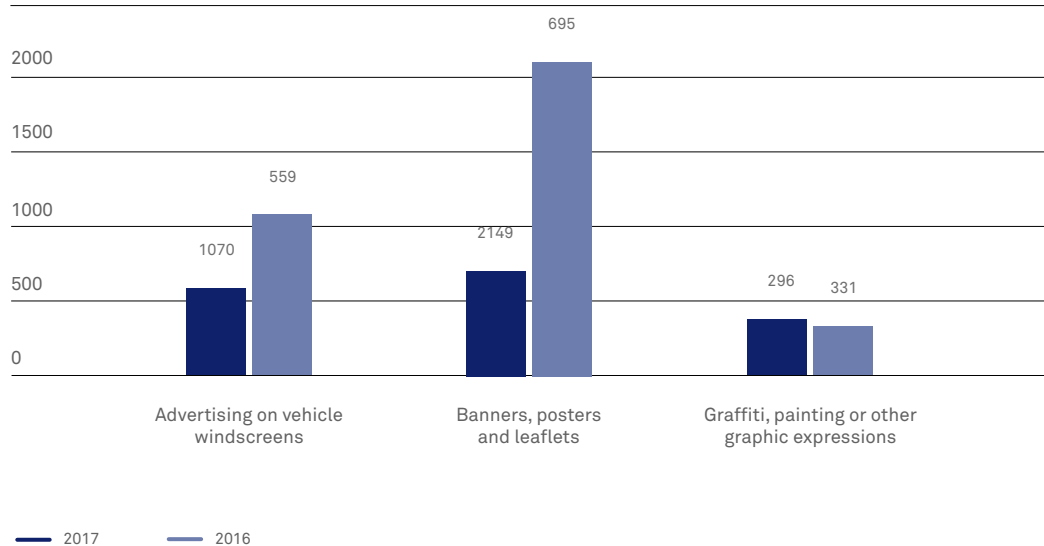
\* (two for begging by minors or persons with a disability in 2016 and 2017)

4.7. Reported visual degradation of the urban environment (1,585)



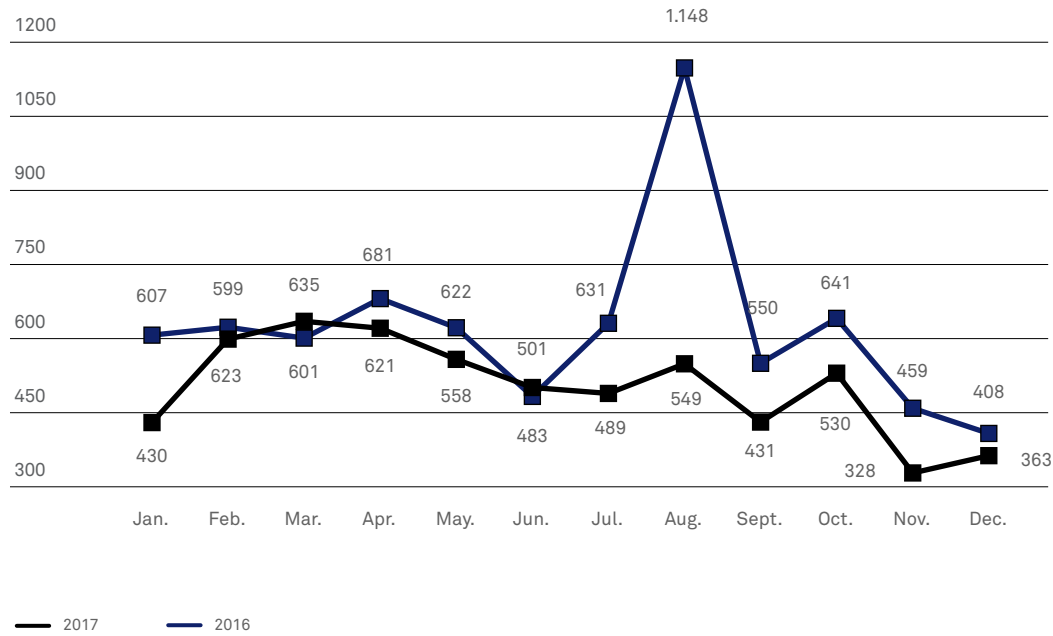
64

Reported visual degradation of the urban environment

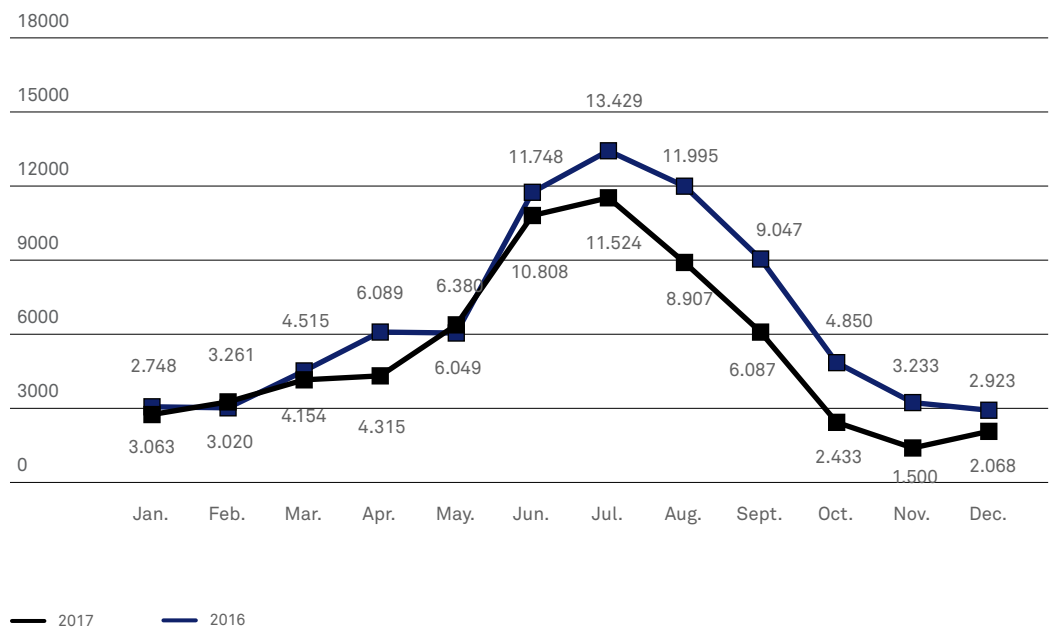




#### 4.8. Reported urination or defecation in public (6,034)



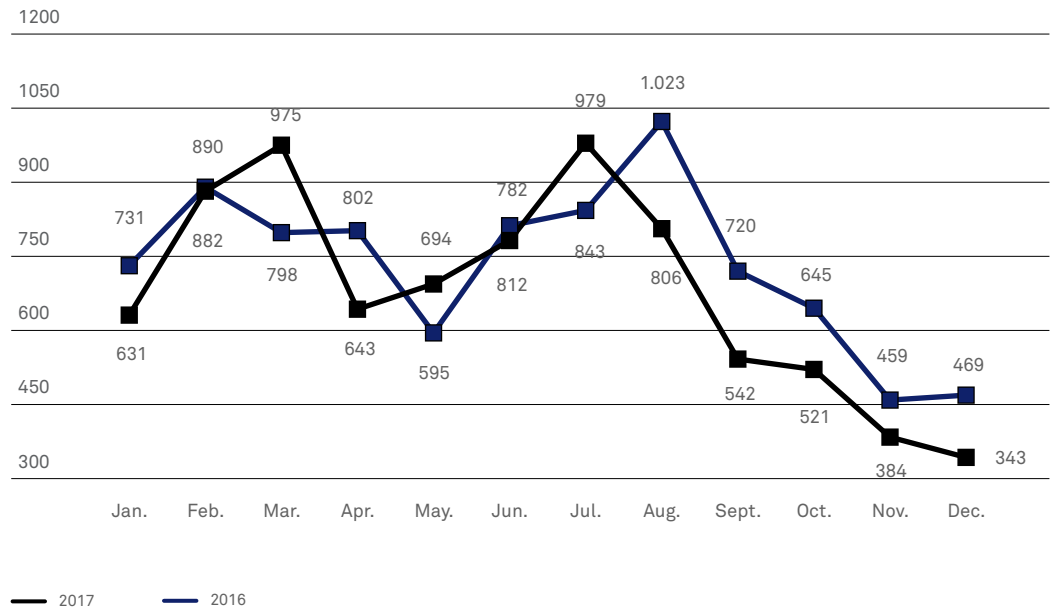
#### 4.9. Interventions against street hawking (64,080)



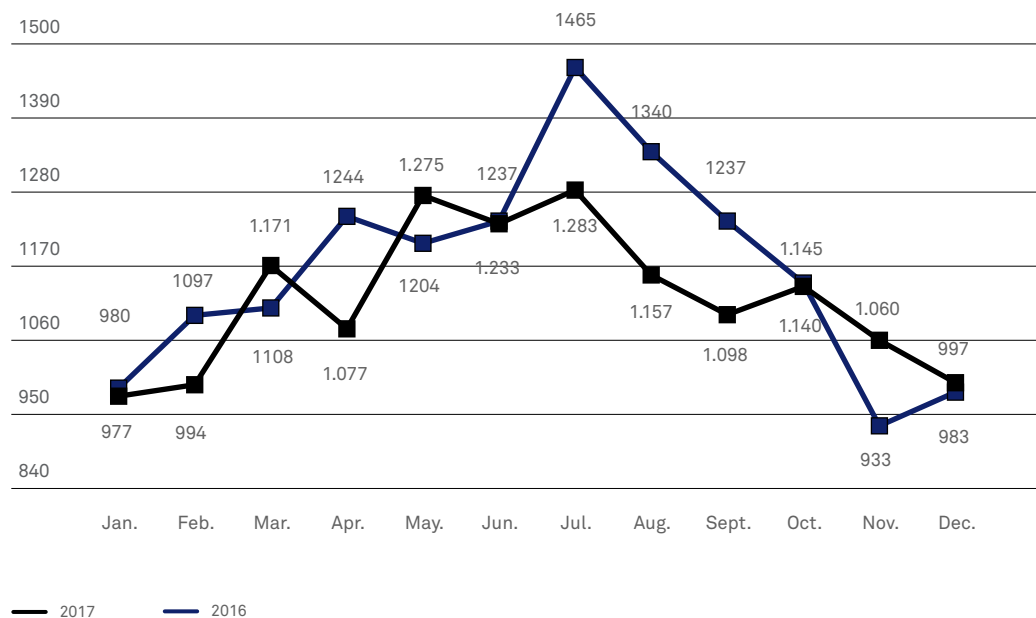
**Hawking interventions**

	2015	2016	2017	
Selling, collaborating, buying	36.079	49.965	34.335	-31,28%
Abandoned stock	27.084	29.996	29.745	-0,84%
	<b>63.163</b>	<b>79.961</b>	<b>64.080</b>	

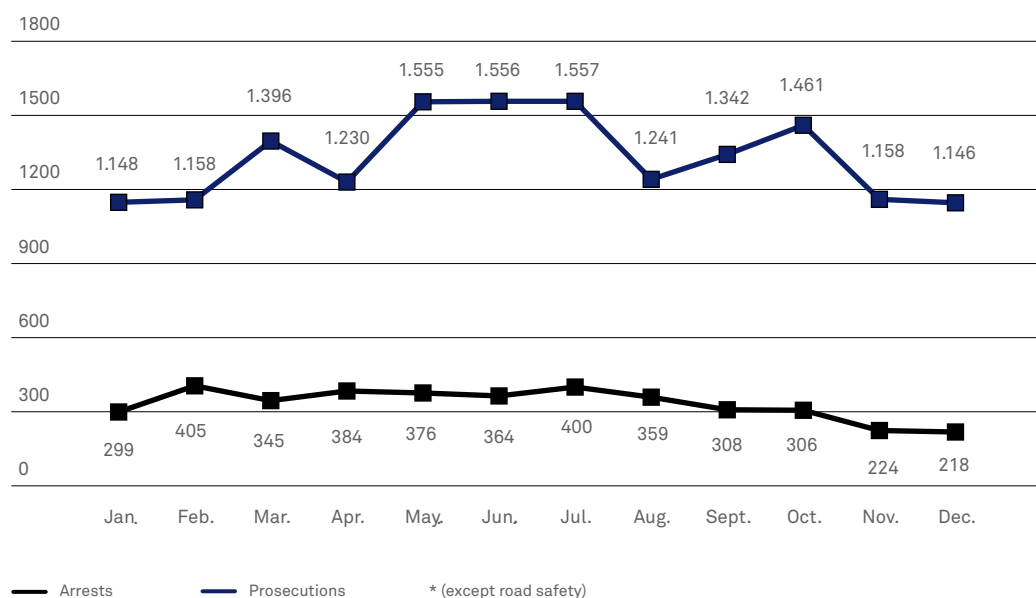
**4.10. Reported LOPSC 4/2015 offences (8,182)**



### 4.1.1. Reported petty crime offences (13,462)

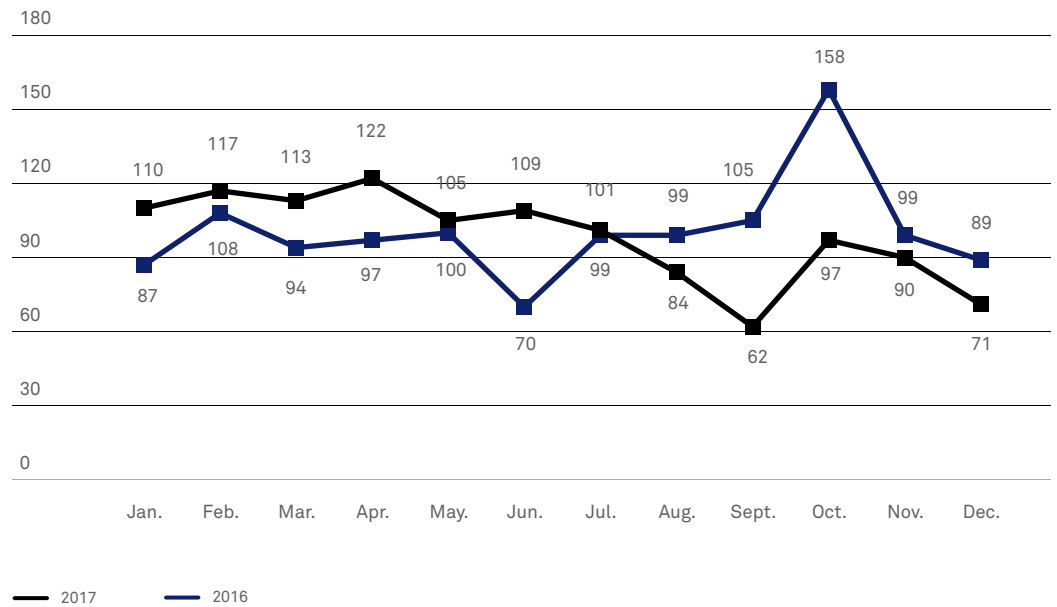


### 4.1.2. Arrests for public safety\*



	2016	2017	
Detenciones	3.942	3.988	1,2%
Imputaciones	16.450	15.948	-3,1%

**4.13. Events carried out by the GUB for Social Services (1,181)**

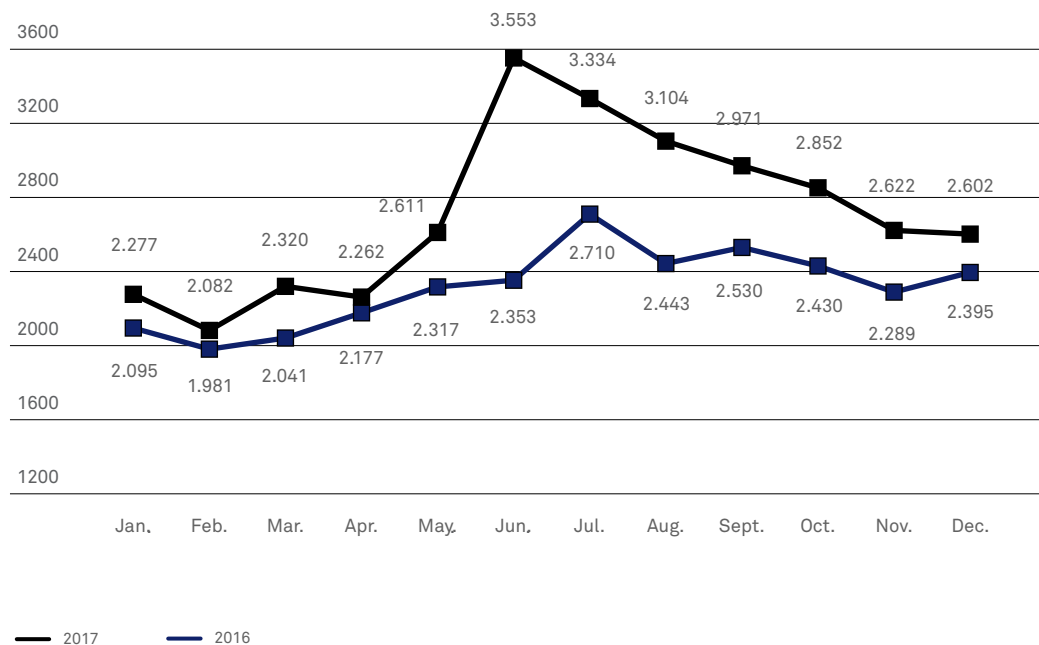


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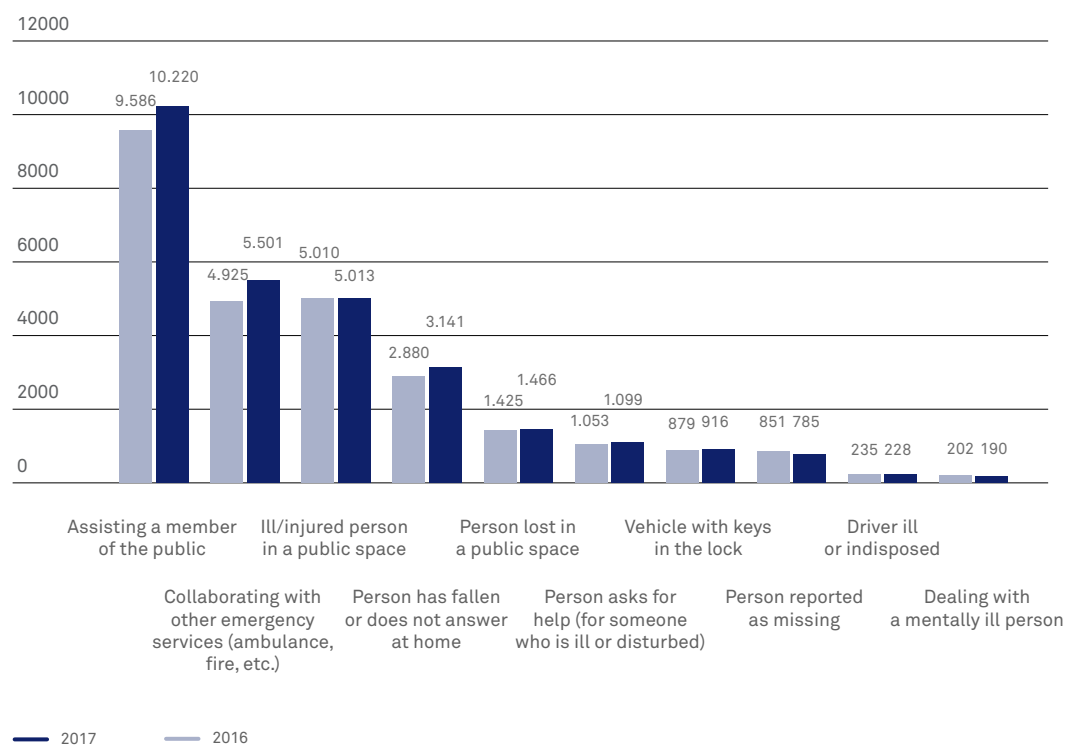
**Actions carried out by the GUB with Social Services**

amb Service Socials	2015	2016	2017	
Possible mental disorder	174	351	339	-3,42%
Alcoholism/drug addiction	98	219	150	-31,51%
Abandoned children	75	168	171	1,79%
Homeless	61	162	115	-29,01%
Disorientated	68	154	141	-8,44%
Anomalous behaviour by minors	36	121	99	-18,18%
Other	693	30	166	453,33%
	<b>1.205</b>	<b>1.205</b>	<b>1.181</b>	<b>-1,99%</b>

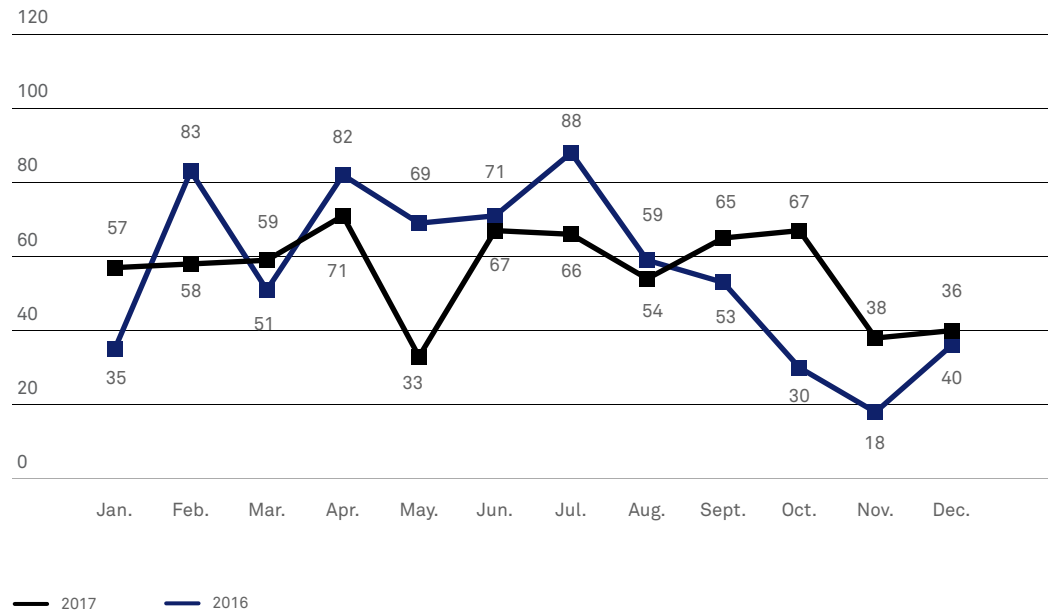
### 4.14. Incidents requiring police assistance (32,590)



### 4.15. Ten types of main incidents requiring police assistance

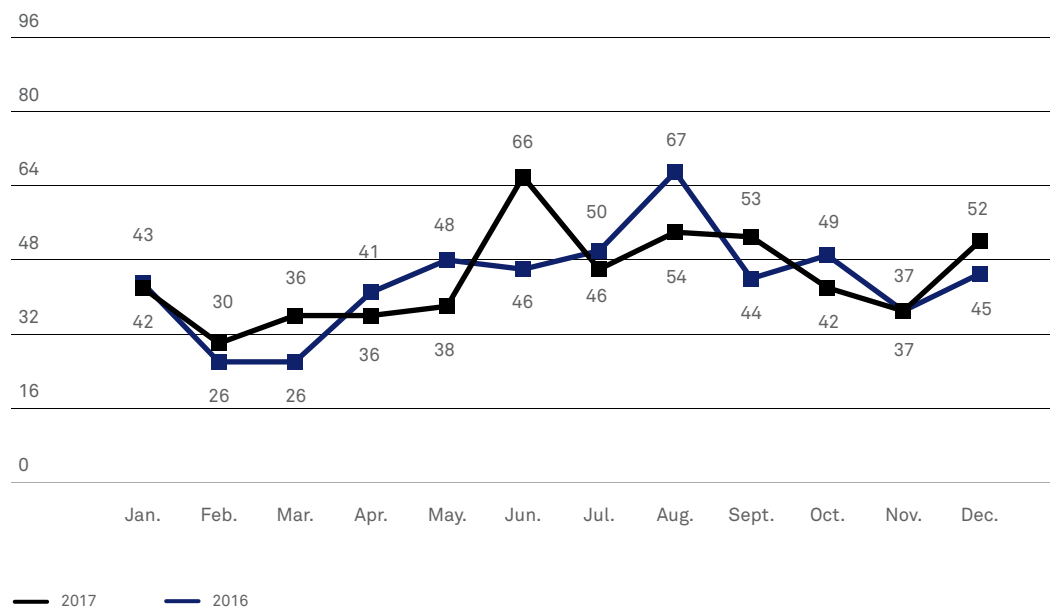


4.16. Minors reported for civil offences (675)

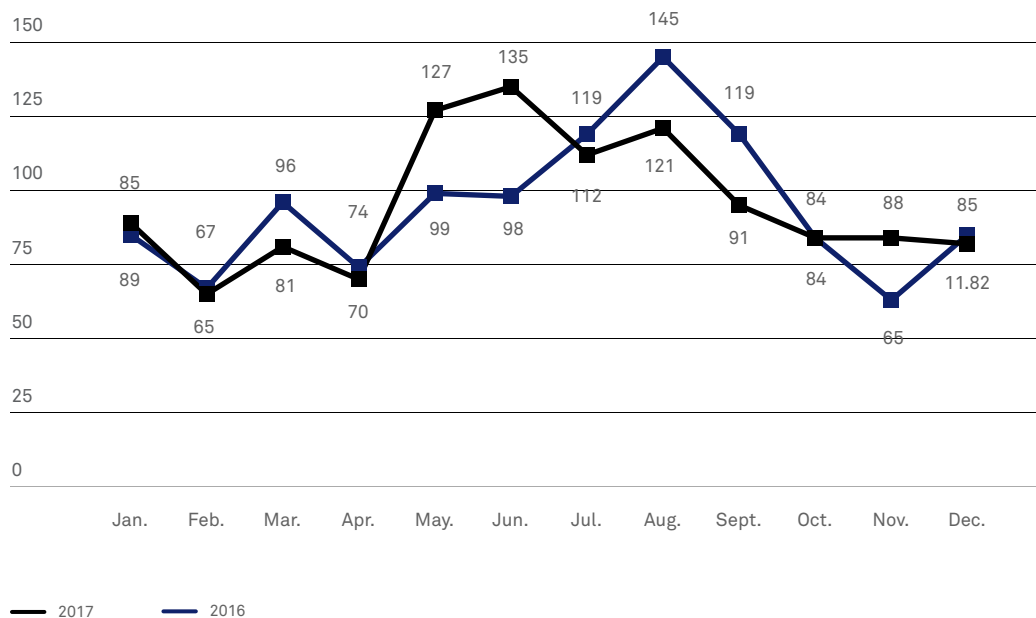


70

4.17. Domestic violence incidents handled (532)



### 4.18. Gender violence incidents handled (1,145)



### Incidents handled by the GUB

	2015	2016	2017	
Domestic violence	555	522	532	1,92%
Gender violence	1.109	1.134	1.145	0,97%
	<b>1.664</b>	<b>1.656</b>	<b>1.677</b>	<b>1,27%</b>

