

2018 Management Report

Guàrdia Urbana Barcelona
Barcelona City Police



Ajuntament de
Barcelona



08	1. Local policing
	1.1. Neighbourhood Police
	1.2. Relations with the public
	1.2.1 Work-related road-safety training programme
	1.2.2 “Estem a prop” [We’re close by] project
	1.2.3 Safety Education Service: “Guàrdia Urbana in Schools”
	– Interactive day with primary-school students
	– Interactive day with secondary-school students
	1.3. Guàrdia Urbana on the internet
	1.4. Solidarity initiatives
	1.5. Other activities
	1.5.1 DIR - Guàrdia Urbana 10K
24	2. Territory
	2.1 Road safety
	2.1.1 Personal mobility vehicles
	2.1.2 Resilient mediation
	2.1.3 Municipal Road Safety Commission
	2.1.4 Statistical project for improving road safety
	2.1.5 Barcelona Road Safety Forum
	2.2 General deployments for keeping the peace
	2.2.1 Operation Summer
	2.2.2 Operation for the start of the school year
	2.2.3 Operation Christmas
	2.2.4 Operation Food Store
	2.2.5 Campaign to encourage responsible pet ownership

2.2.6 Monitoring tourist flats

2.2.7 Coordinating public works

2.2.8 Lost and found

2.2.9 Public safety

- Urban Crime Groups
- Operation Network
- Public safety interventions

3. Resources

46

3.1 Organisational Chart

3.2 People

3.2.1 Guàrdia Urbana staff

3.2.2 Recruitment

3.2.3 Professional development

- Continual training
- Specific training by subject area

3.2.4 Staff management

3.3 Women in the Guàrdia Urbana

3.3.1 “Women in Safety and Emergencies” conference

3.3.2 Participation in the Education Fair

3.4 Guarantees and prevention

- Ethics
- Internal Affairs
- Weapons Service

3.5 New resources

3.5.1 New uniforms

3.5.2 Electric mobility

- 68** **4. Transparency (other indicators)**
- 4.1** **Calls received**
 - 4.2** **Incidents, complaints and suggestions collected by officers using DPAs**
 - 4.3** **Breathalyser tests**
 - 4.4** **Drug tests**
 - 4.5** **Reported municipal by-law 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** **Street-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**

175th Anniversary



7

The Guàrdia Municipal was created on 26 November 1843, and years later, in 1907, it became the Guàrdia Urbana of Barcelona. Over the years, the force has evolved alongside the city. Although at first it focused its activities on Mobility and wheeled traffic, it has gradually widened the scope of its functions in order to ensure peaceful community life in the city.

In November 2018, the Guàrdia Urbana of Barcelona celebrated the 175th anniversary of its creation. Celebrating it as part of the patron saint festivities. A commemorative logo was also created, which has been used in all the publications, activities, events and campaigns the force has produced.

1. Local policing

- 1.1. Neighbourhood Police
- 1.2. Relations with the public
- 1.3. Guàrdia Urbana on the internet
- 1.4. Solidarity initiatives
- 1.5. Other activities

1.1 Neighbourhood Police

In 2016 the municipal government called for a Master Plan to be drawn up featuring a new model for the GUB, focused on local policing and adaptation to the local area, where territorial units are the cornerstone of an immediate response to public demand.

In terms of safety, the main aim of this 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. This means that public safety policies are more preventive than reactive.

Therefore, the general public becomes the GUB's main ally, for analysing safety and community problems as well as planning solutions to those problems. Hence the strengthening of communication and participation channels in every district.

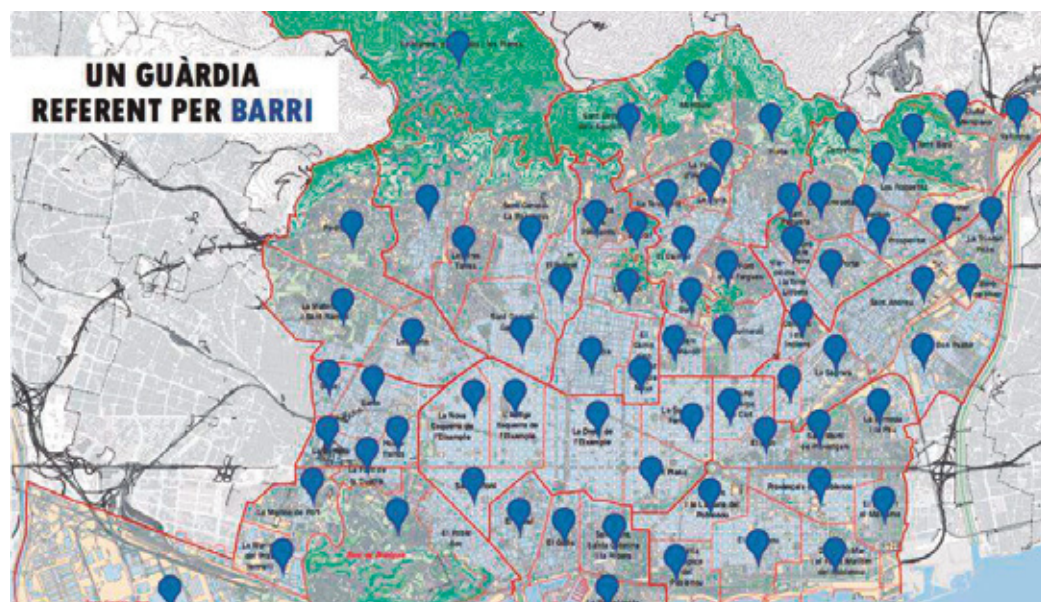
Coordination with the districts and various municipal services is also being strengthened to find cross-cutting solutions to these complex problems.

This new way of working started to take shape in 2017, with the creation and deployment of Neighbourhood Police in the districts of Nou Barris, Sant Andreu

and Sant Martí, and then continued in 2018 with the districts of Ciutat Vella and Sants-Montjuïc, along with the training of teams for Gràcia, Les Corts and Horta-Guinardó towards the end of the year, which will be deployed at the beginning of 2019. The launch of the Neighbourhood Police initiative will be completed in 2019 with the inclusion of the latter districts, along with those of the Eixample and Sarrià-Sant Gervasi.

In short, the most important things about the Neighbourhood Police are:

- This is a new way of working for the GUB, which involves creating a neighbourhood police team in each district, whose job is to get to know each neighbourhood's associations, facilities and local residents, so as to anticipate problems through early detection.
- Every Barcelona neighbourhood will have a neighbourhood police detachment, which means that there will be 73 in the city, once the plan has been fully implemented.
- Neighbourhood police officers therefore become the general public's reference point in the area, the person who can be





contacted when necessary regarding community and public safety issues. In order to achieve this, officers will have mobile phones and a specific email address.

researching personal and professional tools and resources. The various training sessions have also worked on coordination with the other municipal services.

- The new team will pay special attention to community disputes and have a support group at its disposal which will help to resolve and monitor local residents' needs, together with other City Council' services.
- The master plan's four areas of action (local policing, territory, organisation and transparency) all feature in this 72-hour training programme, which tackles aspects such as human rights, gender, equality, methodology, innovation and communication.
- The emphasis is therefore on aspects such as detecting and intervening in community disputes; immigration; anticipating conflict; assertiveness in hostile situations; dealing with cases of gender violence; cross-cutting knowledge; ensuring and preserving positive community life and public safety, and

1.2 Relations with the public

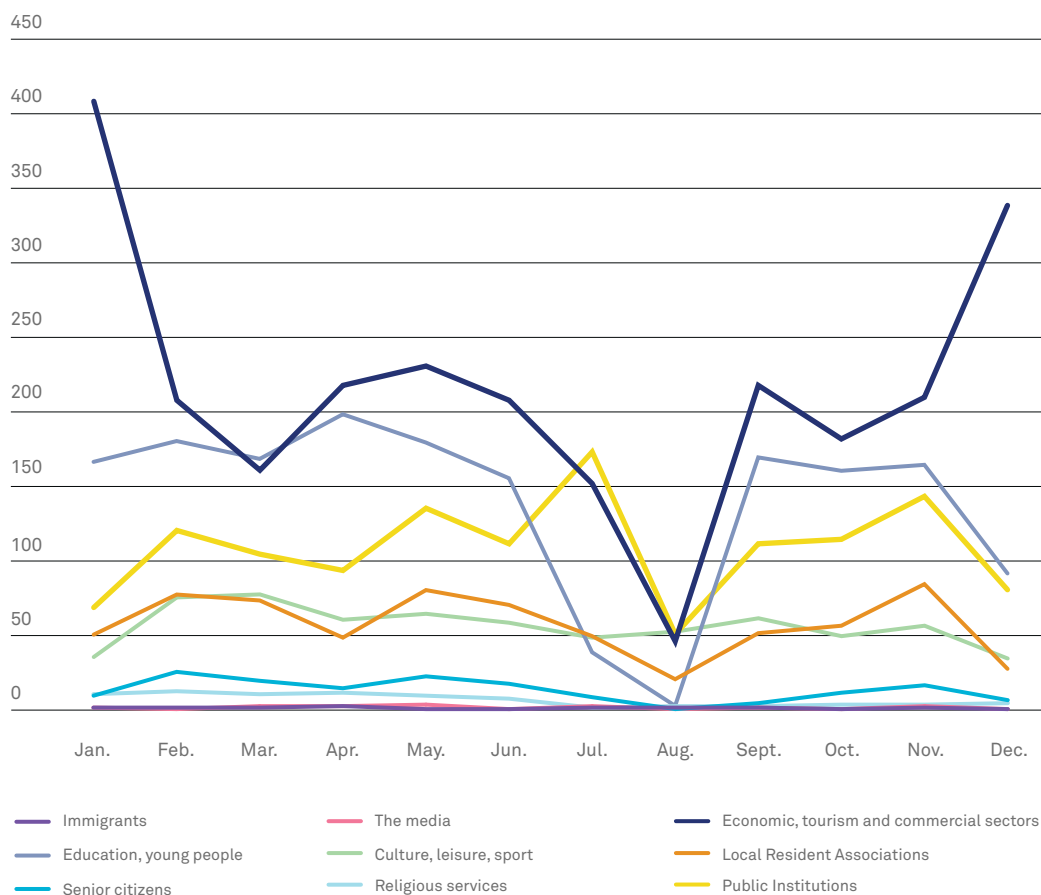
The GUB has continued to hold meetings with the city's various groups and associations.

Their purpose is to establish a dialogue, so the force can explain the work it does and find out about the concerns of city residents. Some of the more important sectors included senior citizens and young people; representatives of the business, tourism and commerce 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.

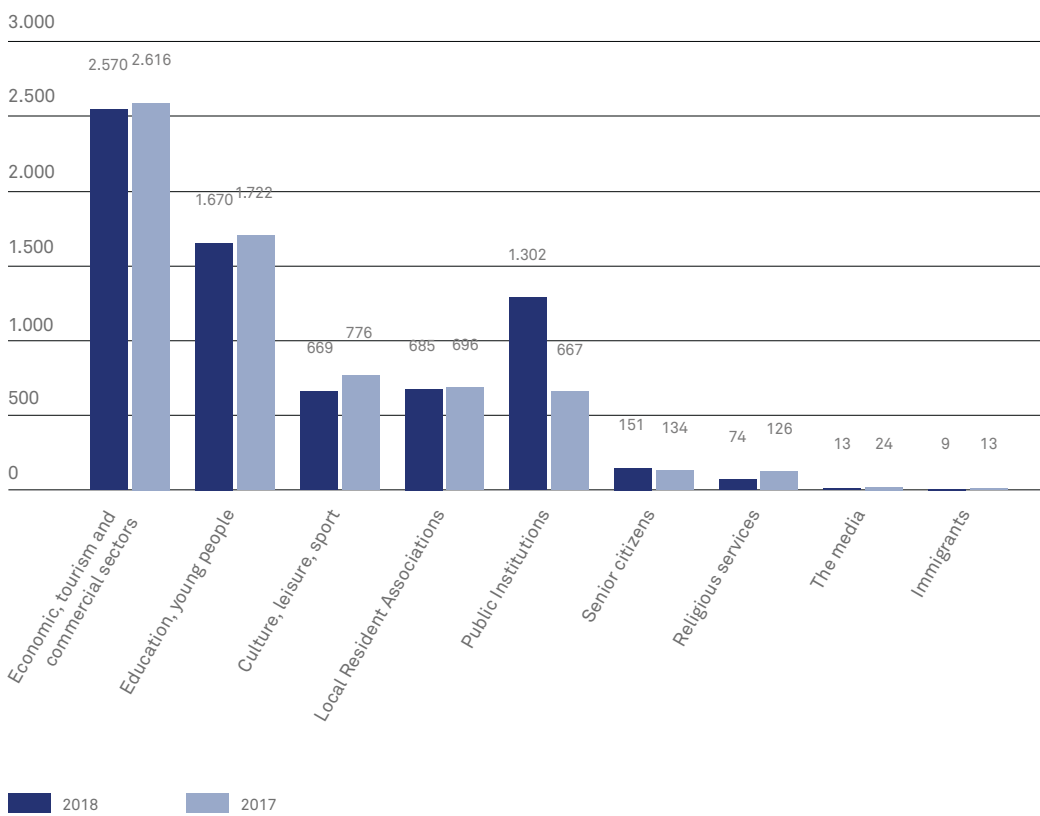
In all, the GUB held 7,143 meetings in 2018, which can be broken down as follows:

Meetings I





Meetings II





14

1.2.1 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 using these kinds of vehicles as well as safety tips to minimise the risks of them becoming accident victims.

In 2018, 44 sessions were held in 13 companies, attended by a total of 817 people.

The average score was 8.6. These results include the eight sessions given in districts, attended by 144 people, which had an average score of 8.5.



1.2.2 “Estem a prop” [We’re close by] project

This programme complements the safety sessions held at social and senior-citizen 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 their everyday environment is also part of the learning process.

Along these lines, on 24 and 25 October, the neighbourhoods of Sagrada Família and El Besòs were chosen as the scenario for the “Senior citizens: we want them to be safe” campaign. This is a joint project between the Guàrdia Urbana and the City Council’s Department of Children, Young People and Senior Citizen Services, with the collaboration of TMB, in order to reduce traffic accidents suffered by residents over the age of 65, both as pedes-

trians and public-transport passengers.

The sessions were split into three modules, in which representative groups of people from this sector received “live” advice on road safety. The first module consisted of a walk around the neighbourhood, visiting the places these people usually frequent. During the walk, they were given simple but important advice, such as the fact that you should pay attention in crowded, busy places, that you should never stand in the gutter below the pavement while waiting, especially on rainy days, that you should always cross the road at zebra crossings and never between large obstacles that impede the vision of pedestrians and drivers, that you should always pay atten-

tion to traffic lights and not the behaviour of other pedestrians, etc.

The second module took place in a stationary bus on the street, where police officers and TMB technical staff gave safety advice to prevent senior citizens from falling when they are trying to catch a bus or when they are already inside the vehicle.

The last module took place in a neighbourhood centre. It consisted of a talk where the listeners were reminded of the safety advice they had been given, queries were resolved and, to conclude the session, the audience was given a leaflet containing safety and prevention advice, as part of the “We’re close by” programme.





1.2.3 Safety Education Service: “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.

It is offered to all the city’s schools, in order to work with children and teenagers in each educational cycle on aspects relating to knowledge of, links to and care for people’s immediate 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 shifted in 2017 and is now based on the following educational principles:

- Activity principle (learning by doing): this principle highlights the importance of actions in the learning process, as people who are active learn better.
- 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. This means that educational activities should propose scenarios or situations where students 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.

Interactive day with primary-school students

The 19th “Children’s Space” interactive day was held on 24 May at Parc del Fòrum. This

was an event for all primary schools (six to twelve years old) where students took part in various 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 and activities were held on first aid (SEM), policedog training, horse and motorbike riding (GUB) and rules for using public transport properly (TMB, TRAM, FGC), among other things.

The conference brought together nearly 2,000 students from 25 city schools.

Interactive day with secondary-school students

On 31 June, the Barcelona Municipal Music Conservatory was the venue for the closing ceremony of the “L’Espai dels Joves”, for

secondary school and Bacallaureate students.

The ceremony, aimed at secondary school, Bacallaureate and vocational training students, was attended by 280 young people from four Barcelona schools. To this end, the Guàrdia Urbana prepared a show that was different from those of previous years. Three young actors offered an innovative performance, full of music and television references, which connected with their young audience. The aim of the performance was to highlight the importance that values such as respect, accepting diversity, social cohesion, positive leadership and equality have in today’s world. The show also focused and reflected on subjects that were also dealt with during the school year as part of the “Guàrdia Urbana in Schools” programme, such as risky behaviour associated with drug taking, the subject of driving and safe mobility, group pressure and people who lack their own



judgement. They also questioned beliefs and attitudes concerning relationships with intimate partners where there is a difference in power and control.

On this occasion, diplomas were also awarded to all the centres taking part in the programme.

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

“Canvi de marxa” [Changing gear]: This is an educational activity organised by the Drivers Mutual Foundation, with the collaboration of the GUB and the Catalan Traffic Service. Various conferences are held as part of this project, the basic aim of which is to raise awareness among young people between the ages of 14 and 18 about the importance of responsible behaviour towards road safety, as well as

the serious consequences that a traffic accident may have.

The activity is normally based on the theatrical performance of a scene where someone has witnessed a car accident and explains what happened. The narrative is interspersed with informative videos and safety advice, followed by a talk from various emergency service professionals (Guàrdia Urbana, Fire Brigade and SEM) who explain, from their professional experience, how the police and emergency forces deal with the initial management of an accident.

In 2018, there were three editions of “Changing Gear”: on 20 March, 9 May and 3 December. A total of 942 students from 17 different schools attended.

The La Mercè festivities: 2,190 children aged four or under took part in the activities held at the Children’s Traffic Park at





20

Montjuïc Castle, as part of the La Mercè festivities. For three days, (22, 23 and 24 September), the habitual activity was adapted to younger participants, through an introductory workshop on safe mobility, designed as an activity for working with families on safe mobility habits that need to be instilled in children.

Car-free day: On 22 September, the Guàrdia Urbana took part in the activities being held on Via Laietana, as part of the celebrations for the Car-Free Day, organised for the fourth consecutive year by Barcelona City Council. The 2018 edition was held on a Saturday, coinciding with the La Mercè festivities.

In the section between Plaça de l'Àngel and Plaça d'Antonio López, the Guàrdia Urbana's Safety Education Service held the activity "Kids Learn to Travel by Bike", a circuit adapted to smaller children which shows them how to ride bicycles properly, respecting all the appropriate safety measures. Prior to that, they attended the workshop "A Tattoo to Remember" where officers put a transfer tattoo on their arms featuring the programme's logo.

1.3 Guàrdia Urbana on the internet

The GUB website received 299,919 visits in 2018. The purpose of many of these visits was to find Guàrdia Urbana police stations, although there was also a notable number of people entering 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.

Regarding social networks, the figures for people following the force are as follows:

Followers on social networks

	<i>Date created</i>	Dec. 2017	Dec. 2018
Twitter @barcelona_GUB	<i>Feb. 2012</i>	41.859	49.805
Facebook @BcnGuardiaUrbana	<i>June 2013</i>	14.084	15.855
Instagram @barcelona_GUB	<i>Feb. 2014</i>	8.116	13.164



1.4 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 the well-being of its residents.

To start with, the Guàrdia Urbana of Barcelona Sports Club (CEGUB) took part, as it does every year, in the continent-wide campaign “Let’s Clean Up Europe 2017”.

During the day, they collected 500 kg of assorted rubbish from the sea bed and extracted waste products from among the

rocks, using metre-long tongs. They then classified the waste products they had collected. These included: cans, plastic food packaging, glass containers and hygienic wipes.

Furthermore, police volunteers helped clean up the sea floor again in September, as yet another of the force’s activities during the La Mercè Festivities. This activity was held on 25, 26 and 27 September, with the resulting haul of 14 sacks of waste products, each one measuring one cubic metre. Over the three days, 240 kg of waste products were collected.

On 27 September, in keeping with tradition, the Mounted Unit and Dog Section put on a display for the El Cottolengo Association, as part of the events for the Diada de la Guàrdia Urbana.

This was an exhibition held at the La Foixarda horse arena, for everyone who lives and works at the Cottolengo del Pare Alegre. This institution was founded in 1932 and provides a home to, and cares for, people suffering from illnesses that may lead to social exclusion.

Finally, in 2018, the Guàrdia Urbana took part in the “Solidarity Badges” campaign run by Catalan local police forces to raise money for the Sant Joan de Déu Paediatric Cancer Centre in Barcelona, the largest children’s cancer centre in Europe. The campaign consisted of selling badges bearing the name of the collaborating municipality, its local police force and the hashtag #pelsvalents [#forthebrave]

22



1.5 Other activities

1.5.1. DIR - Guàrdia Urbana 10K

On Sunday 27 May, the 6th edition of the Club DIR fun run was held, with the official collaboration of the Guàrdia Urbana and Barcelona City Council.

Once again, the 9,500 registered runners were able to choose between two races,

either five or ten kilometres, which started at the same point, outside the Palau Reial de Pedralbes. The race then continued along Avinguda Diagonal until reaching the finishing line at Passeig de Garcia Fària, on the Fòrum side.

2. Territory

2.1 Road safety

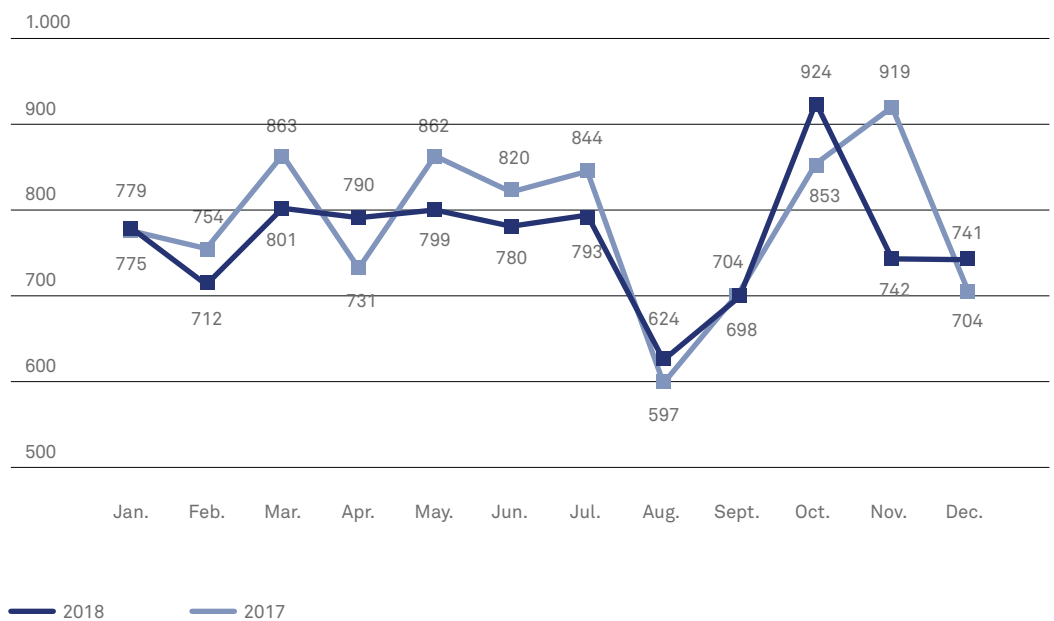
2.2 General deployments for keeping
the peace

2.1 Seguretat viària

The group with the highest mortality rate in 2018 were motorcyclists (11), accounting for over half of traffic-accident deaths in Barcelona, followed by pedestrians (8). The statistics are completed by the death of a van driver and a car driver.

The breakdown of traffic accidents with victims where GUB officers have intervened is as follows:

Traffic accidents with victims that the GUB intervened in



26

In 2018, there were 238 victims with serious injuries (more than 24 hours in hospital), which is down 1.24% compared to 2017. Of these victims, motorcyclists were those who suffered the most serious injuries (154). Specifically, the people who were riding motorcycles make up the most numerous group of serious injuries, followed by those riding mopeds. Regarding pedestrians, 57 were seriously injured, 10 fewer than in 2017.

was not heeding traffic lights, followed by crossing roads outside pedestrian crossings.

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

As regards injured drivers, lack of attention while driving continues to be the main cause of accidents. The second reason was not keeping a safe distance and the third, undue or careless turns. In the case of pedestrians, the most important cause

Road-safety violations reported to prevent accidents

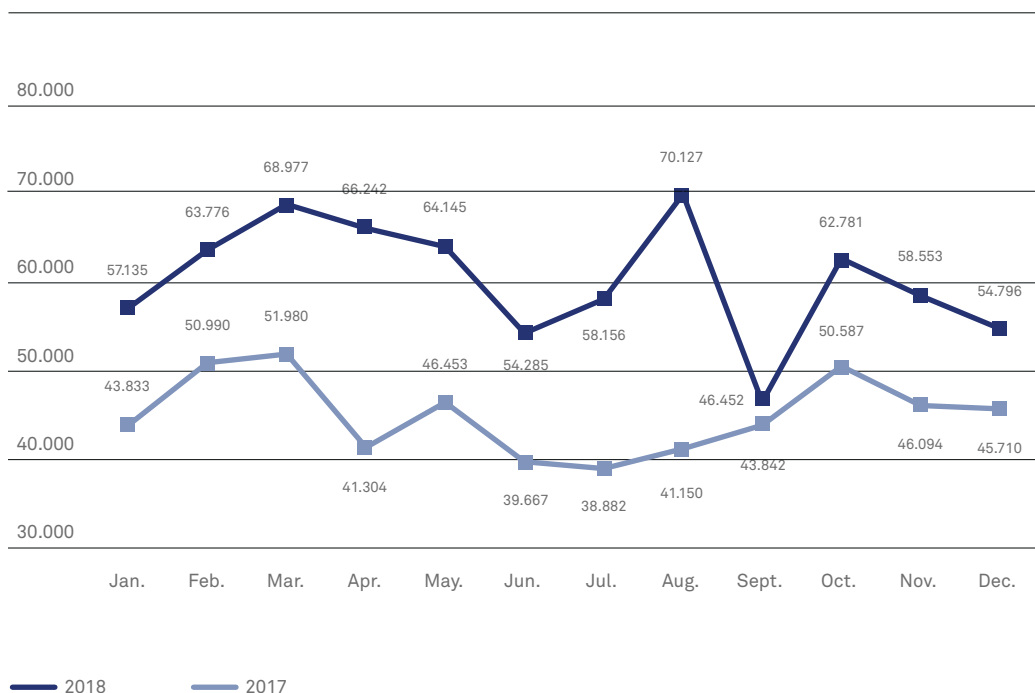
	2015	2016	2017	2018	
Traffic lights	18.450	21.674	19.888	19.584	-1,53%
Distractions	18.393	20.716	20.207	20.991	3,88%
Illegal turns	8.250	8.405	8.231	8.122	-1,32%
Pedestrian crossings	1.226	1.630	1.173	1.218	3,84%
	46.319	52.425	49.499	49.915	0,84%

Traffic violations reported

	2017	2018	
Moving	142.381	151.244	6,22%
Stationary	79.194	87.621	10,64%
Technical means	318.917	486.560	52,57%
	540.492	725.425	34,22%

27

Traffic violations reported



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

In 2018, 15 black spots were detected, using the following criteria:

- 10 or more accidents with victims.
- Within a distance of 15 metres.
- During a 12 month period.

These areas registered 1,013 accidents with victims in Barcelona, which is 11% of the annual total of accidents.

In addition to these kinds of actions, the GUB also has several road-safety planning tools.

Basically, these are the 2013-2018 Urban Mobility Plan (PMU) and the Local Road Safety Plan. Both of these plans establish objectives for reducing the number of deaths and serious injuries in traffic accidents.

Specifically, various road-safety campaigns were undertaken in 2018, including:

- Campaign to increase the safety of pedestrians, as the most 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 reckless behaviour by drivers (such as using mobile phones or GPS).
- An operation to control speeding.

- Campaigns to control Bus and taxi lanes.

- Campaign to increase road safety among motorcyclists and moped riders.

- Campaign to improve safety in school transport.

Furthermore, on specific dates, large-scale alcohol and drug campaigns are carried out, such as the one during the La Mercè festivities. During a single night (21 September), 285 people were breathalysed, 20 of whom tested positive. Furthermore, out of 17 drug tests, 9 tested positive. A total of 21 vehicle immobilisations were carried out and two vehicles were towed away.

Lastly, it should be noted that instead of paying fines, the offender can do a road safety course. This has the overall objective of modifying behaviour in order to avoid traffic accidents. In 2018, these sessions were further established and a total of 12 were held, with 396 people attending. The courses were evaluated with an average score of 9. An association of traffic-accident victims, The Traffic Accident Prevention Association, takes part in these training courses, contributing their perspective on the subject.

Regarding these exchange courses, the ones concerning bicycles were of special importance towards the end of the year. In addition to providing a series of mobility tips and guidelines for safe cycling, special attention was paid to new factors that must be taken into consideration from 1 January 2019, when the moratorium allowing cyclists to ride on pavements wider than 4.75 metres came to an end. They can now only ride on pavements wider than 5 metres. This change means that cyclists can no longer ride on the pavement in most streets in the Cerdà section of the city.



2.1.1 Personal mobility vehicles

The by-law concerning the mobility of pedestrians and vehicles was amended on 27 May 2017, in order to respond to the problem posed by personal mobility vehicles (PMV) travelling around urban streets. The circulation of these vehicles was regulated to adapt their use and make them safer, so that they could become compatible with the various uses of public highways.

The amendment regulates private-use PMVs as well as those belonging to companies that rent them out, along with the areas where they can and cannot be used.

Since July 2017, GUB officers have paid special attention to the infractions that MV users may commit.

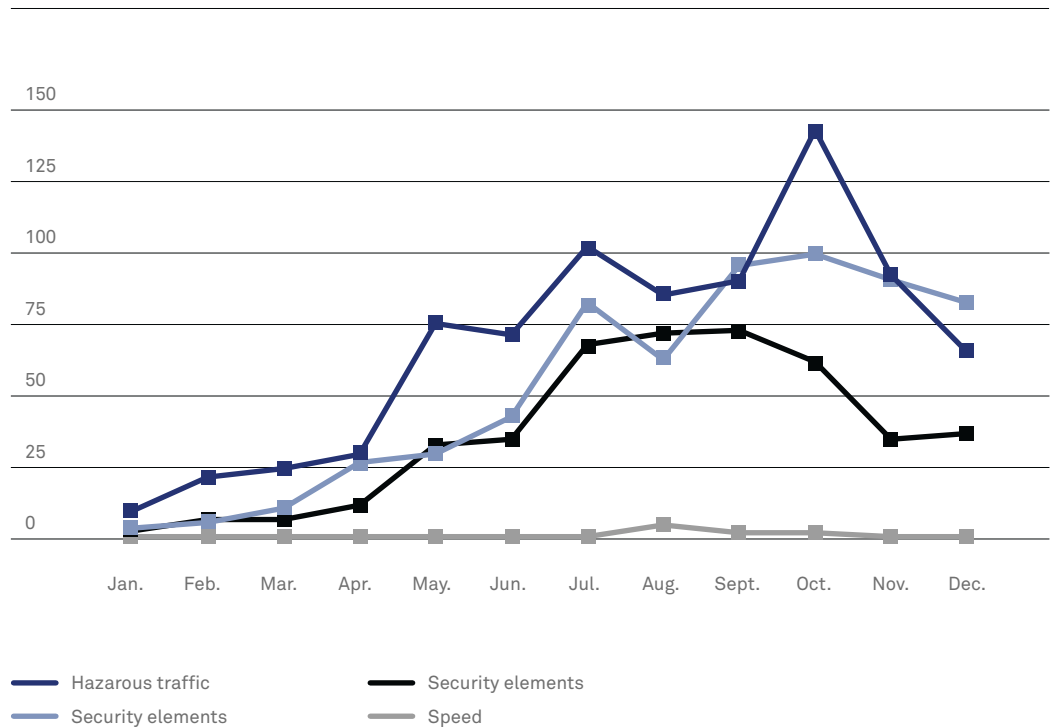
Regarding the number of formal complaints about private-use PMVs, the results are as follows:

Reports concerning private PMVs

	2017							2018												TOTAL	
	07	08	09	10	11	12	TOTAL	01	02	03	04	05	06	07	08	09	10	11	12		TOTAL
Hazarous traffic	16	33	21	26	10	8	114	9	21	24	29	75	71	102	85	90	143	92	65	806	1.034
Security elements	14	20	14	10	1	2	61	2	6	6	11	32	34	67	71	72	61	34	36	432	554
Driving in inappropriate places	0	14	3	4	6	2	29	3	5	10	26	29	42	82	62	95	99	90	82	625	683
Speed	0	0	1	0	0	0	1	0	0	0	0	0	0	0	3	1	1	0	0	5	7
TOTAL	30	67	39	40	17	12	205	14	32	40	66	136	147	251	221	285	304	216	183	1.868	

30

Reports concerning private PMVs

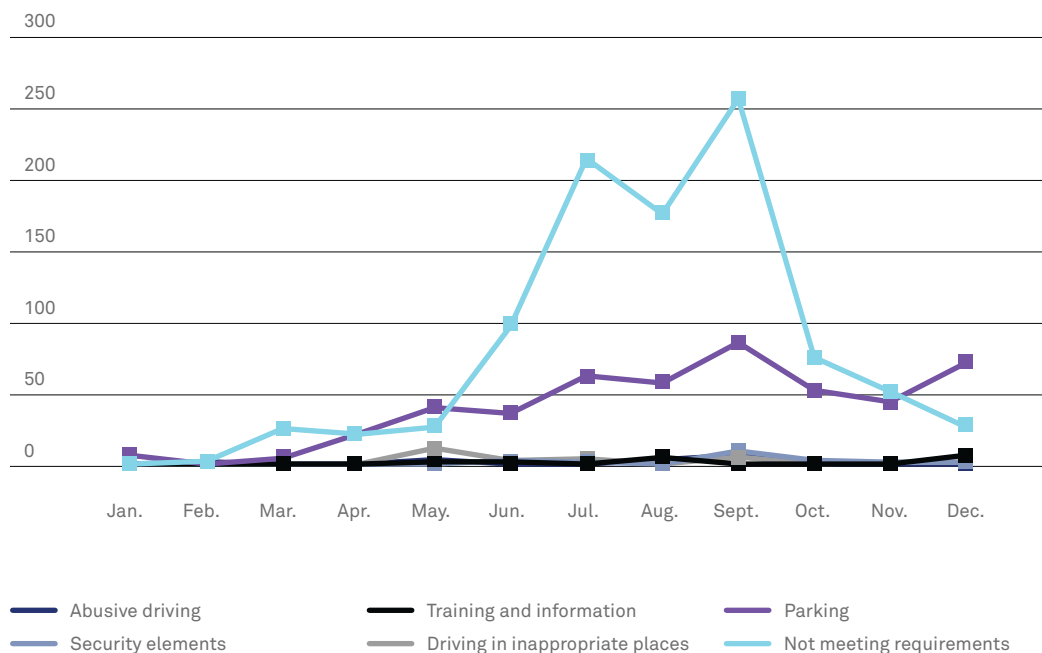


Pel que fa al nombre de denúncies amb VMP d'activitat econòmica, el resultat ha estat el següent:

Reports concerning economic-activity PMVs

	2017						2018												TOTAL		
	07	08	09	10	11	12	Total	01	02	03	04	05	06	07	08	09	10	11		12	Total
Abusive driving	0	4	2	2	0	0	8	0	0	0	0	0	2	1	0	7	2	1	1	14	30
Driving in inappropriate places	20	13	13	0	0	0	46	0	0	0	0	9	2	3	0	4	0	1	1	20	112
Security elements	5	3	0	0	0	0	8	0	1	0	0	2	0	0	2	4	0	0	0	9	25
Parking	10	4	3	1	0	0	18	6	0	4	21	39	35	61	56	84	51	43	70	470	506
Training and information	0	8	0	0	0	0	8	0	0	0	0	1	1	0	3	0	0	0	4	9	25
Not meeting requirements	16	5	6	0	0	0	27	0	2	25	21	26	97	215	176	257	75	51	26	971	1.025
TOTAL	51	37	24	3	0	0	115	6	3	29	42	77	137	280	237	356	128	96	102	1.493	

Reports concerning economic-activity PMVs



On 7 December, in order to raise the general public's awareness about the new regulations, both for bicycles and for PMVs, the municipal government launched a campaign to increase the general public's knowledge about regulations affecting scooters and other personal mobility vehicles, as well as cycles with more than two wheels. The campaign consisted of handing out 80,000 leaflets in Barcelona's main shopping districts, with the aim of raising the awareness of future buyers and users of electric scooters, segways and other means of transport, about the need for peaceful co-existence with all other vehicles on public highways.

2.1.2 Resilient mediation

As a result of the collaboration protocol between the Barcelona Emergency and Social Emergency Centre (CUESB) and the Guàrdia Urbana of Barcelona (GUB), which aims to improve care for city residents, the idea was to take this collaboration a little further and offer better care to the victims of traffic accidents.

The result was the launch of a "Resilient Mediation" project, which aims to provide closure in the long and painful process arising from a traffic accident. The project aims to achieve conciliation between the victims and the people responsible for the accident, by means of a mediation between the two parties. This opens up the possibility of the victims accepting an apology and for the people responsible for the accident to be forgiven.

2.1.3 Municipal Road Safety Commission

In 2018, the Municipal Road Safety Commission was set up, with the aim of coordinating efforts, unifying criteria and agreeing on proposals and work. The Commission is made up of the Guàrdia Urbana and the bodies responsible for mobility and road safety policies.

The new commission has the following functions: determining mobility and road-



safety policies in order to reduce the number of victims in the city; coordinating and monitoring the Local Road-Safety Plan and analysing accident rates, among other things. Furthermore, it ensures good coordination with other forces, such as the Mossos d'Esquadra police force, but also with bodies such as the General Directorate for Traffic (DGT) and the Catalan Traffic Service, in order to work together for road safety in Barcelona.

The Commission meets every quarter and, apart from the heads of the bodies involved, it is also attended by technical staff and commanding officers who are considered necessary for dealing with specific subjects under their responsibility.

2.1.4 Statistical project for improving road safety

Barcelona City Council and Accenture SL have signed a collaboration agreement for developing a statistics exploitation project that aims to improve road safety in Barcelona, in terms of accident rates.



This agreement makes it possible to draft and execute a technical report that provides support for improving the prevention of traffic accidents and their consequences. It also enables cooperation in knowledge-transfer disclosure programmes among Guàrdia Urbana research and technical staff concerning traffic accidents.

The report is created from the municipality's accident-rate statistics and is used for detecting behavioural patterns, routines and other aspects which, once they have been analysed, can be used to launch preventative actions and reduce the number of accidents on public highways. Furthermore, the idea is for it to be an efficient tool for promoting a change in attitude among users, with the aim of contributing to a new driving, circulation and mobility culture.

2.1.5 Barcelona Road Safety Forum

The 24th Barcelona Road Safety Forum was held on 19 October 2018. This is a pioneering event for discussion and reflection, which tries to find solutions to the

problem of traffic accidents. On this occasion, the Forum was held in the Municipal Music Conservatory, and the central theme was safety for motorcyclists.

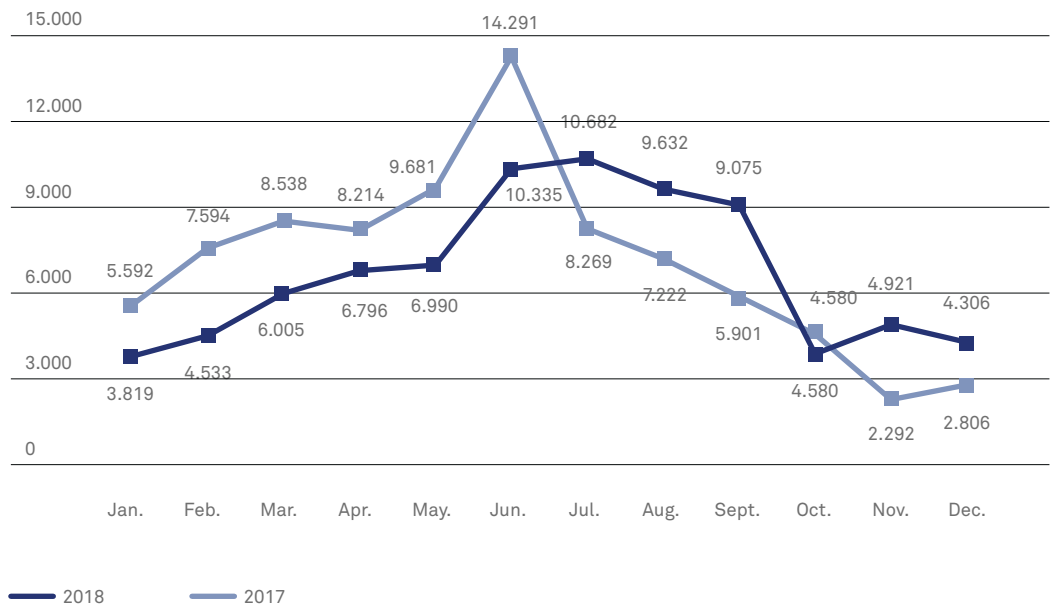
Representatives from public administrations and bodies took part in the event, along with representatives from institutions related to the problems of road safety, such as the Catalan Traffic Service, the General Directorate for Traffic, the Catalan Royal Automobile Club and the Traffic Accident Prevention Association. They all agreed that it was necessary to take proactive measures, given the excessive number of motorcycles in the city, caused by a crisis that makes it necessary to leave cars at home.

2.2 General deployments 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. For these reasons and for safety purposes, measures such as the following have been launched:

- Operation Summer – designed to promote respect for others, safety and mobility.
- Operation for the start of the school year
- Operation Christmas
- Operation Food Store
- Action and intervention campaign concerning pets
- Monitoring tourist flats
- Coordinating public works
- Lost and found
- Public safety
- Operation Beaches
- Sant Joan Celebrations
- Operation Autumn
- Festa Major de Gràcia
- Festa Major de Sants
- Annual La Mercè Festivities

Coexistence and Civic Behaviour Byelaw violations reported



34

2.2.1 Operation Summer

Operation Summer 2018 was activated from 26 May to 16 September, aiming to make intensive uses of public spaces compatible with the local residents' need for peace and quiet. This measure puts special emphasis on coastal areas and other places where large numbers of people congregate, such as around the Sagrada Família.

As regards the 10 beaches making up the city's seafront, 88 officers patrol it on foot,

with scooters, four-wheeled vehicles, bicycles, quads adapted for sand and two rigid inflatable boats that help to improve surveillance and monitoring of both the beach and the breakwaters.

The summer operation also provides for a coordinated reinforcement of all municipal services. Therefore, the Mossos d'Esquadra and the GUB worked together during the summer to ensure safety and respect for others through specific preventive initiatives.

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

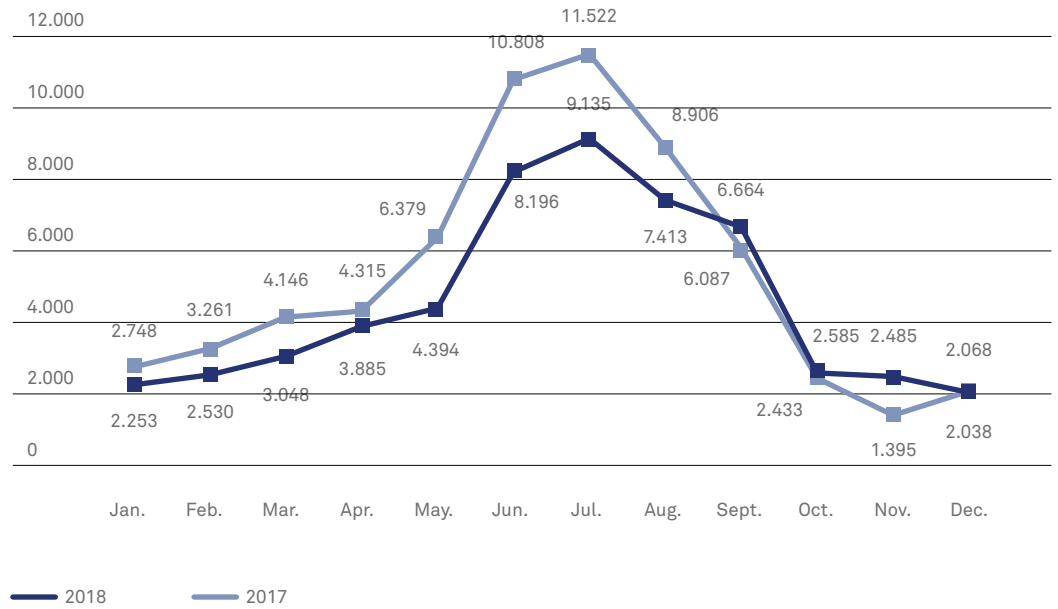
A total of 31,408 cases of illegal hawking were reported between June and September (out of 54,626 cases reported during the whole the year). This is 15.85%

lower than in 2017 (with a 14.74% decrease over the whole year). Similarly, calls from members of the public complaining about beach hawking decreased by 14% compared to 2017.

Confiscating illegal goods is also a major factor in summer operations, and in 2018 1,132,071 objects were seized (compared to 983,588 in 2017).

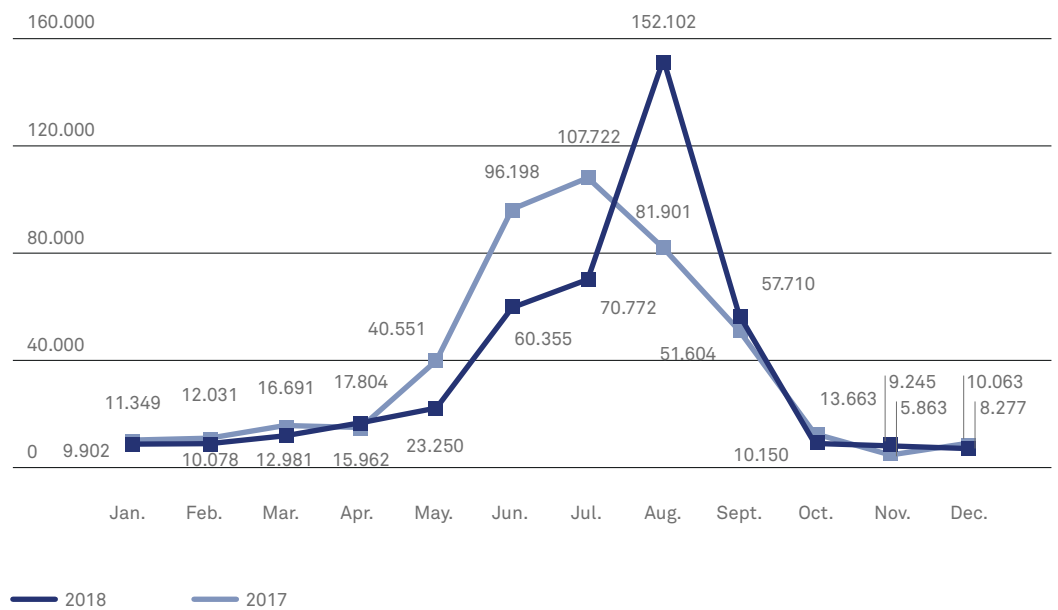


Cases of street hawking reported



36

Interventions over street hawking drinks



Priority was also given to the fight against the consumption of alcoholic drinks on the public highway. The Guàrdia Urbana seizes 340,939 drinks between the months of June and September (and 442,626 over the entire year). Official reports decreased by 28% while the number of people calling to complain rose by 30%.

With Operation Summer, it is important to highlight the GUB's special vigilance during the Sant Joan festivities. The number of officers at places in the city where there were plans for Sant Joan celebrations and bonfires were increased. They also initiated appropriate traffic detours and the established parking areas at a safe distance, in order to avoid injuries to people and damage to property.

Furthermore, special surveillance was carried out on places selling fireworks (there were 112 authorised firework stalls) until closing time, and work was carried out to verify that the sales met established requirements, and to prevent the unauthorised sale of pyrotechnic materials.

Moreover, from June onwards, the Fire Brigade and the Guàrdia Urbana carried out various actions in the Collserola area, with the aim of making sure that the mountain was in optimal conditions when the hottest months of the year came around. Vigilance in the woodland area is especially important during the summer season, with an increase in the number of visitors and in the risk of forest fires.

As they do every year in the districts covering the mountain area, the Guàrdia Urbana increased their contacts with local residents and stepped up the number of preventative patrols. Guàrdia Urbana four-wheel-drive vehicles and trial motor-bikes patrolled paths and tracks in order to detect any potential incidents that might occur in woodland areas. The GUB's Mounted Unit also took part, with more intensive patrolling of woodland areas with the greatest risk of fire.

The forest-fire prevention operation continued until 16 September.

2.2.2 Operation for the start of the school year

In September, the GUB once again implemented a specific operation aimed at easing traffic flow, increasing compliance with traffic regulations and reducing 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 those affected by public works.

For example, during the year, the Guàrdia Urbana inspected over 90 school transport vehicles to ensure they were safe. More specifically, the Barcelona police force filed 27 official reports: 2 because of the condition of the vehicles and 25 for administrative reasons.

In addition to checking the technical state of the vehicles, officers also made sure that there was an accompanying adult in the vehicle (where necessary), checked the conditions for providing the school transport service and the conditions for drivers, as well as ensuring they stopped at the right places under appropriate safety conditions.

2.2.3 Operation Christmas

The Christmas festivities mean a greater use of public spaces and greater concentrations of visitors in the city's shopping districts. Therefore, as always, the GUB and the Mossos d'Esquadra, in coordination with other municipal services, adopted special measures to ensure optimal levels of safety, respect for others, mobility and cleaning. The operation ran from Saturday 1 December 2018 to Sunday 13 January 2019, both days included.

The operation involved increasing the number of officers in the city's shopping



38

districts, as part of the force's community policing and crime prevention roles.

Furthermore, Operation Network¹ was also stepped up, in order to prevent criminal acts on Barcelona's underground system, control the noise pollution generated by vehicles and night-time gatherings in public spaces, and measures were established to maintain traffic flow and facilitate mobility for both pedestrians and vehicles.

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

With regard to road safety, more drivers were stopped for breathalysers, drug tests and document checks, in order to ensure

that road safety was maintained 24 hours a day. The correction of infringements was increased throughout the territory, and especially at those accident black spots identified using the UIPA databases.

From 13 to 22 December, a campaign to increase road safety was activated, in coordination with the Catalan Traffic Service. The aim was to control and detect infringements related to driving under the influence of alcohol or narcotic substances, as well as drivers who were over the authorised limits.

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.

2.2.4 Operation Food Store

Acting in collaboration with the Barcelona Public Health Agency (ASB), the GUB inspected 55 food outlets (restaurants,

1. See page 42

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. Furthermore, 1,066 kg of food, 2 packets of pudding and 219 items of food that were past their use-by date were all seized. The ASB has initiated proceedings against the establishments concerned, which will only be allowed to reopen if they correct the detected food-conservation deficiencies. They 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 as part of the operation.

Such checks are part of the functions that the GUB undertakes as an administrative police force, in terms of monitoring compliance with food-establishment regulations, in order to ensure that the food sold in the city complies with the corresponding health and hygiene guarantees.

In the course of these inspections the GUB filed 152 reports for other administrative offences relating to documents, permits, compulsory signage, lack of hygiene and infringement of regulations concerning safety-features, the type of electrical fittings, extinguishers and emergency lighting.

2.2.5 Campaign to encourage responsible pet ownership

The GUB carries out several actions under the framework of Barcelona's by-law concerning the protection, ownership and sale of animals.

These mainly focus on ensuring that owners and carers comply with their legal duties, as well as correcting any anti-social behaviour on their part. This includes 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, ensuring responsible practices in pet shops and so on.

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

Where the anti-social behaviour is not serious, the people in charge of dogs are given a first warning, but if that is not possible or the problem continues, the corresponding reports are then filed.

The force filed a total of 2,351 reports for by-law infringements concerning dog ownership over the course of the year. 1,009 of these reports were related to the improper attitude of the animal's owner.

Meanwhile, Barcelona City Council 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 with a responsible sales policy.

During this campaign, GUB officers and the Animal Protection Department also inspect shops that sell animals, to check the conditions under which the animals are kept and looked after, as well as the establishment's administrative and technical conditions.

Such inspections take into account not just compliance with the documentary requirements established under the by-law, 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 quar-



40

antennae spaces, and every other aspect established in the by-law.

2.2.6 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.

En 2018, the GUB continued to offer a specific service 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, 166 inspections were carried out and 146 reports filed in 2018.

2.2.7 Coordinating public works

A number of public works with a big impact on traffic were carried out in 2018, in order to improve and increase the space available for pedestrians, along with other major urban development projects

designed to improve mobility:

- Work continued on the tunnels at Les Glòries.
- The urbanisation of Carrer de Pere IV, from Carrer de la Selva de Mar to Carrer de Josep Pla. Section 7.
- Reforming Avinguda Meridiana between the streets Independència and Mallorca.
- Modifying the traffic lanes on Avinguda Meridiana, between Carrer de Mallorca and Passeig de Fabra i Puig
- Summer traffic-jam campaign
- Urbanisation of Avinguda del Príncipe Astúries, now known as Riera de Cassoles
- Continuation of the work to cover the Ronda de Dalt ring road
- Construction of the Adif ventilation wells on Carrer de Nàpols and Carrer de la Independència



– Urban Canopy at Plaça de les Glòries Catalanes.

– Construction of the Adif ventilation shafts on Carrer del Comte d’Urgell

– Change of traffic direction in Portal de l’Àngel

– Continuation of Phase V of the new bus network

– Demolishing the provisional Sunday-market roofing in Sant Antoni

– Reforming the pavements on Via Laietana

– Installation of various cycle lanes

– Electrical connections for e-Bicing

– Changes of location for e-Bicing

All of these actions required a major effort in terms of GUB officers in order to reduce the effect on traffic.

2.2.8 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 three years ago that considerably improved the management of lost-and-found articles.

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’s 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 accreditable and non-accreditable items and checks whether cases were reported as losses or criminal acts by consulting the NIP-SIP.

Work continued on this procedure in 2018 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.

A total of 1,517 documents and 472 objects were recovered in 2018 (data from NIP-SIP).

2.2.9 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	2018	
Theft/minor theft	96.917	100.758	109.671	128.794	17,44%
Robbery with violence or intimidation	10.704	9.990	10.699	12.846	20,07%
Burglary	10.688	9.052	9.405	11.322	20,38%
Stealing from cars	6.254	6.956	7.692	9.255	20,32%
Public health crimes	838	789	855	992	16,02%
	125.401	127.545	138.322	163.209	17,99%

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 users' 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

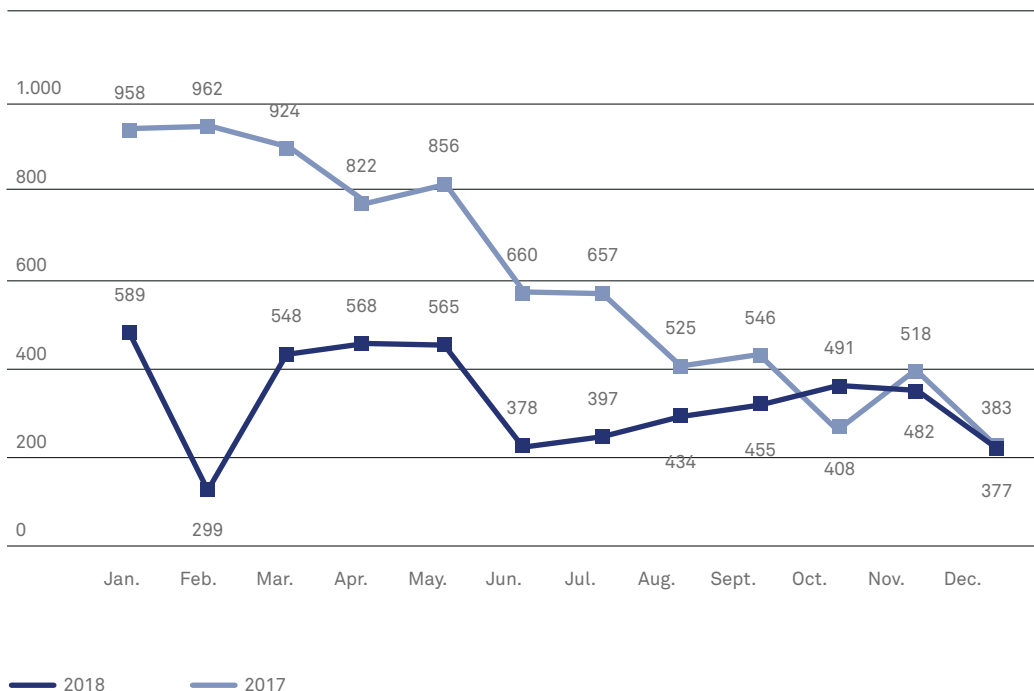


tool in the fight against criminals operating on the underground and the FGC's urban railway lines.

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

5,583 patrols were carried out in 2018, 64% 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.

Patrol services for Operation Network





44

Public safety interventions

The nature of the tasks carried out by the GUB in public spaces and in their local-area work means public-safety activities have been a feature of various interventions.

Below are some examples that illustrate the nature of those tasks:

- On the morning of March 30, the Guàrdia Urbana arrested a man who had repeatedly been burning rubbish containers in the Nou Barris area. The arrest was the result of a special operation carried out by the Investigation Unit, the Nou Barris Territorial Unit and Nocturnal Operations Unit 4, which aimed to identify and arrest the alleged perpetrator of the crimes.
- In mid February, the Guàrdia Urbana seized 505 fully-grown marijuana plants from an establishment in the district of Nou Barris.

The Barcelona police force had received various complaints from local residents due to the strong smell of marijuana and the constant noise of extractor fans. As a result of the investigation carried out by the GUB and the search warrant authorising entry into and search of

the establishment, the force was able to confirm the presence of a marijuana plantation. Furthermore, it was discovered that the establishment's electricity installation had been tampered with, tapping the power without any filter or safety measure.

- In January, the Guàrdia Urbana arrested two people for an alleged crime of burglary in the district of Horta-Guinardó. The two women arrested, aged 27 and 28, had entered the home of the elderly victim on various occasions, after gaining his trust.
- At the beginning of March, Guàrdia Urbana officers entered a cannabis association in El Raval, under a court order, for an alleged crime of narcotics trafficking. As part of the intervention, one person was arrested who, on leaving the association, was carrying 200 grams of hashish and nearly €4,000 in cash.

In addition to the arrested person, three other people were investigated for an alleged crime against public health.

- On 27 July, the Guàrdia Urbana prevented the express kidnapping of a woman in the Diagonal Mar area. Two individuals had held the woman against her will and

presumably intended to make her withdraw money from an ATM.

It all started when a Guàrdia Urbana patrol stopped a vehicle that had committed a traffic violation. On seeing that the two men in the vehicle were behaving strangely, the officers asked for their identity documents and confirmed that they were not the owners of the vehicle. They then proceeded to inspect the car and they then discovered a woman hidden in the back, under a blanket.

- On 19 November, officers from the Guàrdia Urbana's Investigation Unit, together with some officers from the Police Support Unit and from Ciutat Vella, intervened in a raid on two flats in which drugs were being sold. During the raid, various quantities of drugs, prepared for sale in doses, were seized, including cocaine, heroin, LSD, marijuana, MDMA and hashish. They also seized the equipment used for handling the drugs and money in cash.

The operation closed with the arrest of three people for an alleged crime against public health and for belonging to a criminal group. The Guàrdia Urbana's Investigation Unit had been investigating the flats for two months, after local residents reported constant movement of people buying drugs, day and night.

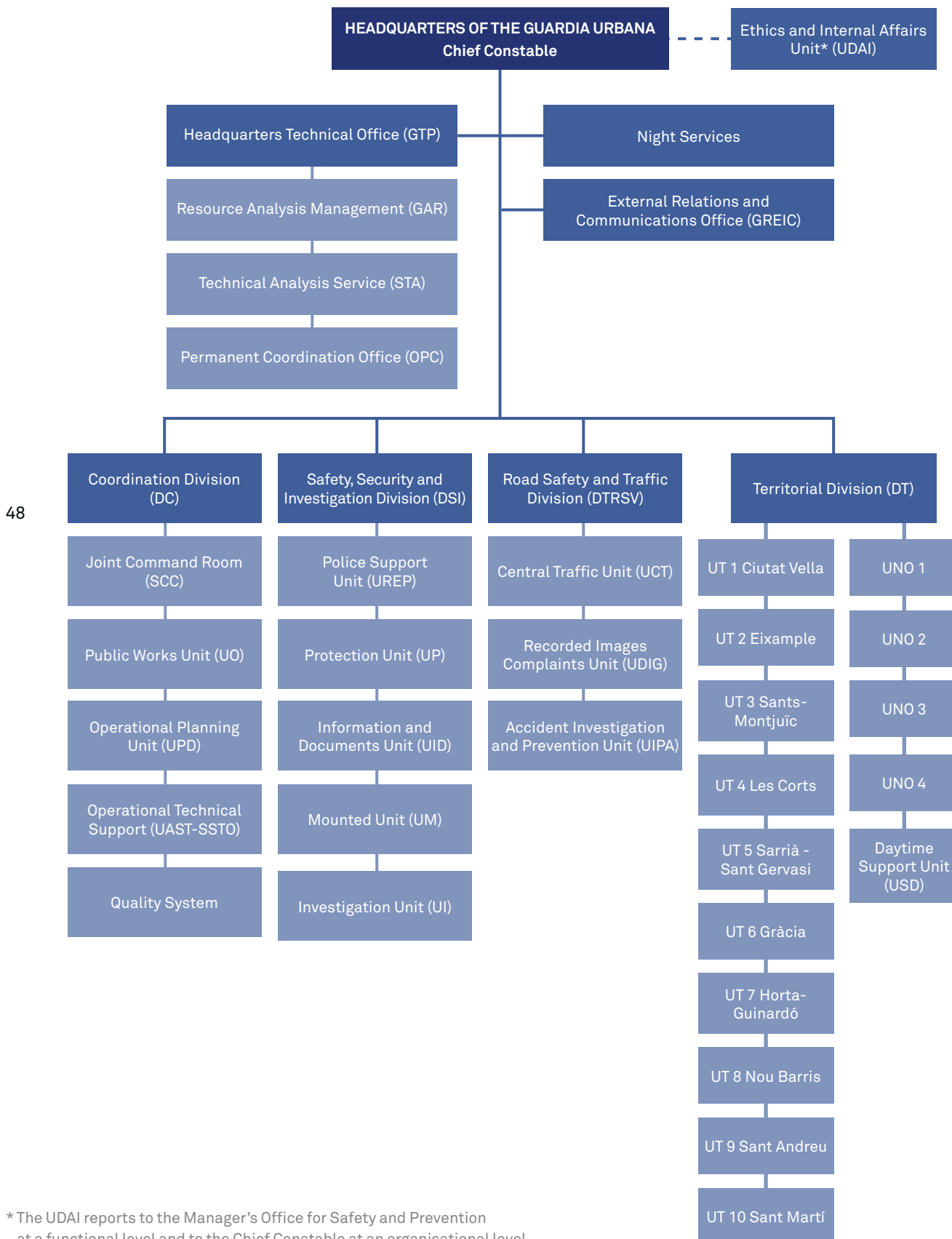
- On the morning of 5 December, the Guàrdia Urbana arrested four young people for allegedly burning a rubbish container and 20 motorcycles that were parked on various streets in the Vila de Gràcia neighbourhood. The fire affected a total of 20 motorbikes, two vehicles, an awning and a rubbish container.

The fire, which burnt seven motorbikes and a rubbish container, eventually affected the façade of a building, and two residents in that building had to be treated for smoke inhalation. The building suffered damage to its façade, doors, balconies, exterior cables and the interiors of the ground floor flats.

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 Organisational Chart



48

* The UDAI reports to the Manager’s Office for Safety and Prevention at a functional level and to the Chief Constable at an organisational level

3.2 People

In December 2018, the GUB comprised 2,992 professionals: 2,968 police officers and 24 technical and administrative support staff. Together they make up 80.43% of human resources at the Manager's Office for Safety and Prevention.

3.2.1 Guàrdia Urbana staff

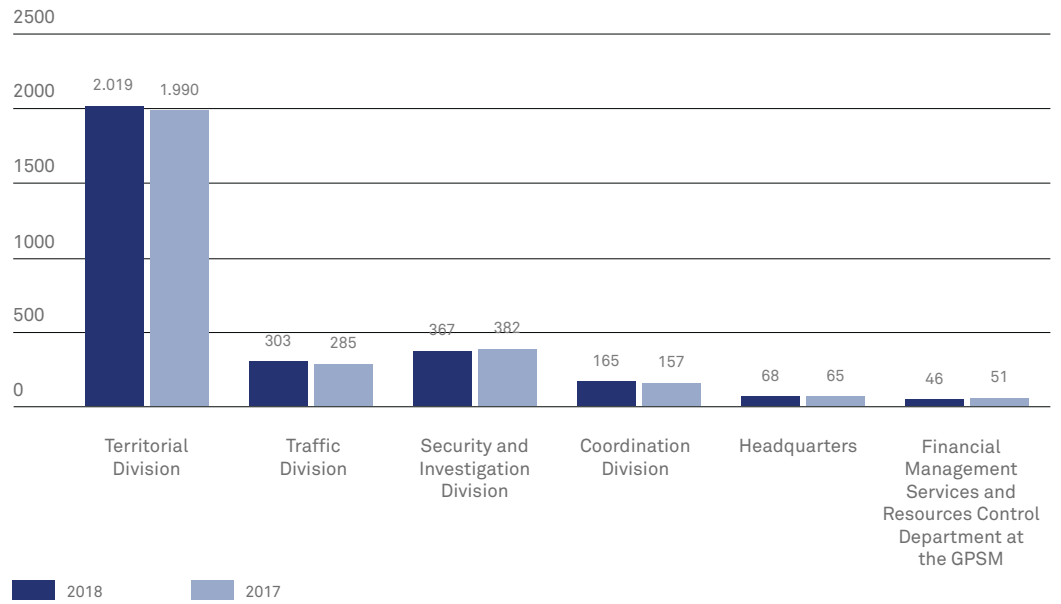
Staff breakdown by organisational structure

A) POLICE STAFF *						
Organisational structure	1st activity		2nd activity		T. 2018	T. 2017
Headquarters	66	2,37%	2	1,09%	68	65
Financial Management Services	17	0,61%	29	15,85%	46	51
Coordination Division	162	5,82%	3	1,64%	165	157
Territorial Division	1.904	68,37%	115	62,84%	2.019	1.990
Security and Investigation Division	356	12,78%	11	6,01%	367	382
Traffic Division	280	10,05%	23	12,57%	303	285
TOTAL number of police staff	2.785	100%	183	100%	2.968	2.930

B) NON-POLICE STAFF				
Organisational structure		T. 2018	T. 2017	
Headquarters		4	16%	4
Financial Management Services		NA	0%	NA
Coordination Division		2	8%	2
Territorial Division		11	44%	11
Security and Investigation Division		2	12%	3
Traffic Division		5	20%	5
TOTAL number of police staff		24	100%	25

* Three 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 2018		TOTAL 2017
Chief Superintendent, Chief Constable of the GUB	1	0,04%	1
Chief Superintendents	4	0,14%	5
Chief Inspectors	20	0,72%	21
Inspectors	16	0,57%	16
Deputy inspectors	25	0,90%	28
Sergeants	76	2,73%	77
Corporals	244	8,76%	246
Constables	2.399	86,14%	2.336
TOTAL first-activity staff	2.785	100%	2.730
TOTAL second-activity staff	183		200
TOTAL police staff	2.968		2.930
B) NON-POLICE STAFF	TOTAL 2018		TOTAL 2017
Senior officers	0	0%	1
Administrative staff	10	41,67%	10
Administrative support staff	14	58,33%	14
TOTAL non-police staff	24	100%	25
TOTAL STAFF	2.992		2.955

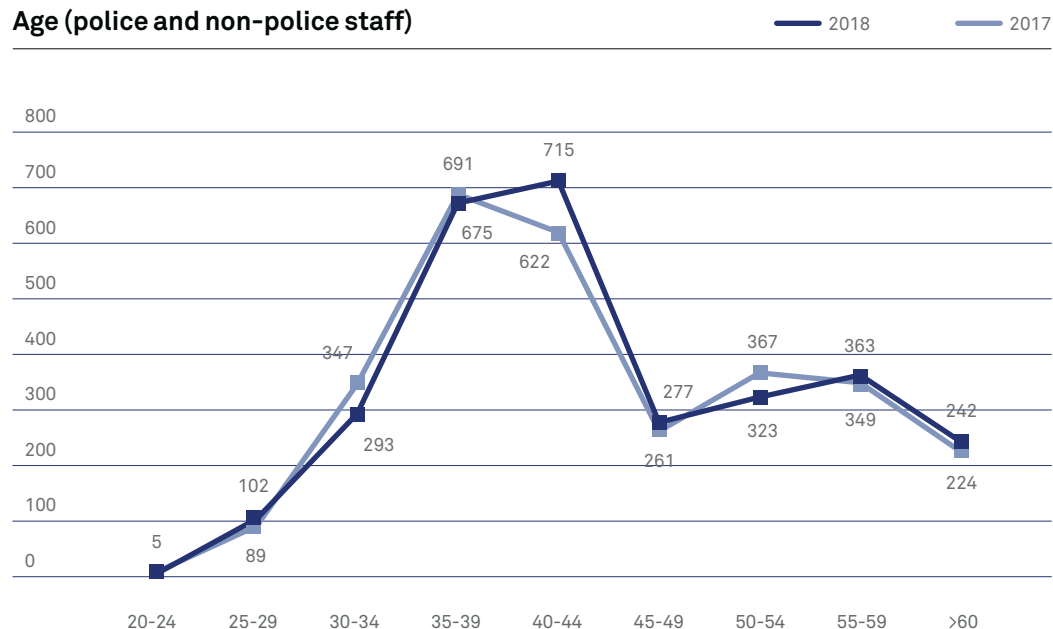
* Four GUB officers employed in a second activity in other municipal departments are not included

Staff breakdown by age and sex

	1st activity		2nd activity		a) Police staff		b) Non-police staff		Total staff			
					2018	2017	2018	2017	T. 2018	T. 2017	total variation	
20-24	2	0,1%	0	0,0%	2	5	0	0,0%	0	2	5	-60,00%
25-29	101	3,6%	0	0,0%	101	89	1	4,2%	0	102	89	14,61%
30-34	292	10,5%	0	0,0%	292	346	1	4,2%	1	293	347	-15,56%
35-39	671	24,1%	2	1,1%	673	689	2	8,3%	2	675	691	-2,32%
40-44	708	25,4%	4	2,2%	712	618	3	12,5%	4	715	622	14,95%
45-49	261	9,4%	13	7,1%	274	258	3	12,5%	3	277	261	6,13%
50-54	290	10,4%	25	13,7%	315	360	8	33,3%	7	323	367	-11,99%
55-59	300	10,8%	59	32,2%	359	344	4	16,7%	5	363	349	4,01%
>60	160	5,7%	80	43,7%	240	221	2	8,3%	3	242	224	8,04%
	2.785	100%	183	100%	2.968	2.930	24	100%	25	2.992	2.955	
<i>Mitjana edat 2018 vs. 2017</i>	42,87		57,12				48,83					
	43,16		56,69				50,08					

52

Age (police and non-police staff)

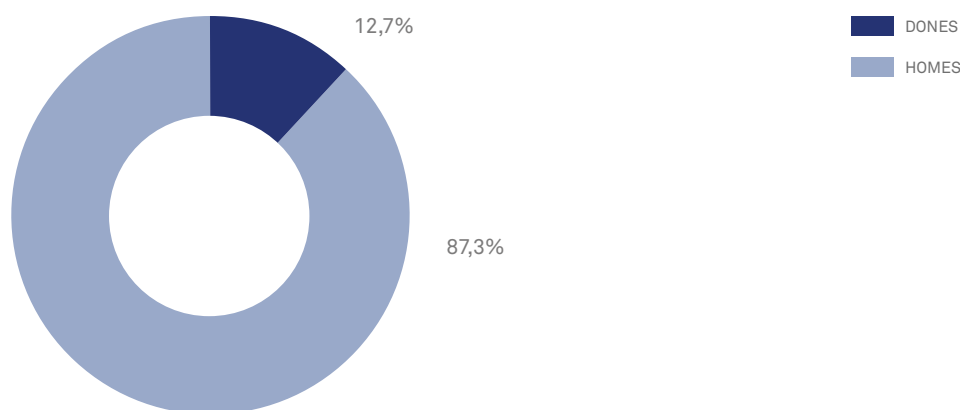


Staff breakdown by sex

	Men		Women	
	2018	2017	2018	2017
Police staff * 1st activity	2.459	82,2% 2.427	326	10,9% 303
Police staff * 2nd activity	145	4,8% 159	38	1,3% 41
Non-police staff	8	0,3% 8	16	0,5% 17
	2.612	87,3% 2.594	380	12,7% 361

* Three second-activity GUB officers serving in other municipal departments are not included

Staff breakdown by sex



As regards age groups, the average age of first-activity (active service) officers decreased by 0.29 years, from 43.16 in 2017 to 42.87 in 2018. However, it should be remembered that the modal group (i.e. the most numerous age group) corresponded to people between the ages of 40 and 44 (while in December 2017 it was between 35 and 39). This group accounted for 708 people, making up 25.42% of all first-activity police staff.

In the second-activity group, the age range with the highest number (80, representing 43.72% of the group) was in the 60 and above age group, which is above the average age of

GUB officers (57.12 years old). The average age of this group increased by 0.43 years, rising from 56.69 years old in 2017 to 57.12 in 2018.

Regarding the gender variable, in 2017 the proportion of women rose slightly, and consolidated the upward trend in recent years. In 2018, the number of women in the staff rose by 0.48%, making up 12.70% of GUB personnel (in 2017, it was 12.22%).

Although this is not a significant increase, it is notable that the number of women is mainly increasing in younger age groups,

as a result of incorporating more and more women through recruitment 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 objective 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 recruitment campaigns for new officers are the main factor in improving the historical and current ratio, which is a long way from reflecting the social reality.



3.2.2 Recruitment

Public-sector job vacancies: 150 places for GUB officers

3.2.3 Professional development

The Safety and Prevention Area's 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 tasks required in performing their jobs and satisfying public needs.

In other words, its activities are 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 computer software and corporate IT systems.
- Working on aspects of public assistance.
- Promoting the gender perspective in all training programme documents.

With regard to lines of action, the focus has been on two areas: safety and local policing. The work on safety has been to provide staff with any resources they may need, given the city's alert level. In terms of local policing, the Service has continued to foster attitudes and procedures aimed at forming a closer relationship between the Guàrdia Urbana and the general public.

Furthermore, during the year it also collaborated with the Department of Gender

Mainstreaming, in the City Council's Manager's Office for Resources, through specific training initiatives for internal GUB trainers, relating to gender mainstreaming and the creation of a protocol to combat sexual harassment.

All the training actions were run by 84 GUB trainers and 60 external professionals (from the Guàrdia Urbana and the Fire Prevention, Extinction and Rescue Service) The expenditure on training (apart from Manager's Office personnel expenditure) was €211,872.55, €11,493.90 of which was funded by the Training Agreement for Employment in Public Administrations (AFEDAP).

More specifically, 593 editions of 96 different training initiatives were carried out, making a total of 103,268 direct training hours for a total of 10,364 participants.

Continual training

Regarding continual training, various subjects addressing various policing areas have been covered. These subjects include:

- Action when faced with an incident involving multiple victims. The aim of this course was to train officers to deal with a potential serious incident which would simultaneously affect a large number of people, structures and public services. The course was carried out in Guàrdia Urbana premises in Zona Franca, with the aim of making it as practical as possible.
- Confidentiality regarding corporate information. All professional members of staff have been familiarised with the requirements established in the Data Protection Act.
- Psychometric, behavioural and personality tests. Tests have been carried out on officers who have been allocated regulation firearms, in order to detect any possible personality dysfunctions

or anomalies (Decree 219/1996, concerning firearm regulations for local police forces).

- New training course on preventing hate crimes. The Guàrdia Urbana, together with the City Council's Office for Non-Discrimination (OND), has drafted a new protocol to improve their response to discrimination and hate-crime situations. The objective of this protocol, which is part of the Guàrdia Urbana Master Plan, is for officers to be able to act when incidents of this nature occur in the city.

The new procedure includes hate crimes that were not previously considered, as well as various regulations that establish fines for discriminatory behaviour, such as the law against violence in sport, the law to guarantee LGBTI rights and eradicate homophobia, biphobia and transphobia, and the law for the administrative regulation of public performances and recreational activities (which regulates the right of admission).

At the end of April, training in applying the new procedure began, and this was extended to all GUB staff at the beginning of 2019. This course defines all the concepts relating to hate crimes, as well as providing a catalogue of indicators (included in the protocol) to facilitate the detection of hate crimes and discrimination. It also details all the aspects that must be included in the record.

Furthermore, it also explains all the measures for properly assisting people who have been victims of this type of offence and it describes the information that they should be given in order to obtain the legal and psycho-social advice offered by the OND, if they so wish. The focus of the training course and the protocol itself is the need to generate relationships of trust with the general public, in order to encourage

them to report these cases, as it is still common for people not to report these situations, out of fear or mistrust. With this training course, officers are able to detect risk or rights-violation situations.

Specific 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 reinforcing and expanding the expertise of officers, as well as the professionals in command roles, in relational as well as operational and functional contexts. In 2018, the teams from the districts of Ciutat Vella, Sants-Montjuïc, Les Corts, Horta-Guinardó and Gràcia all received training.

Furthermore, given the strategic importance of these teams for the Area of Prevention and Safety, regular workshops for Neighbourhood Police officers are organised, which, in a practical manner, demonstrate and deal with procedures and systems for detecting and resolving local problems.

Specifically, a work session of this kind was organised in June 2018, in which prevention and technical staff from the districts where this project is being implemented all took part.

The aim of this session, entitled “Comprehensive conflict management”, was to further explore the “research, action, follow-up and evaluation” method (CASA in the Catalan acronym), the new operational model for the Neighbourhood Police which aims to anticipate and ensure the early detection of problems, with the aim of then coordinating an appropriate plan of action for each problem.

The “Guàrdia Urbana in Schools” programme, has continued to train the Safety Education Service (SES) teams, in order to

maintain their levels of educational knowledge and skills, which was recognised with the UOC's Seal of Quality.

b) Security policing

– **Operational and Self-Protection Techniques** Operational staff continue to receive training to provide them with procedures relating to basic operational and intervention aspects. This enables them to acquire greater security, confidence and solvency in their actions on the street. It also touches on teamwork, with the appropriate coordination and safety measures.

– Containing “agitated people”. These actions are geared towards acquiring the specific working guidelines and knowledge needed to achieve the detection, control, restraining and custody of an agitated person. This intervention has been worked on for different scenarios (public highways and prisons) and special editions have also been given for centralised units.

– Police tools. The aim of the course is to improve skills with various police tools: truncheons, tranquillizer guns and shields.

– Training related to online security and cyber-investigation also continued.

c) Occupational risk prevention in police activities

There were courses on driving cars, as well as riding motorbikes and scooters, in order to correct certain types of behaviour and improve driving habits. The aim of these courses on driving the various types of GUB vehicles is prevention, in order to avoid accidents and improve skills in a variety of situations.

d) Training new officers

As a result of public-sector job vacancy campaigns, 106 new officers, who recently

graduated from the Catalan Public Safety Institute Police School have joined the force.

e) New conflict resolution training course

In April, the Guàrdia Urbana launched a new training course which all the members of the Authority Protection Unit have now taken. The course is delivered by a sergeant attached to the Permanent Coordination Office, who is a trained psychologist and psychopedagogue. It aims to reinforce police tactics in the area of conflict resolution. It therefore explores verbal and non-verbal communication, emotions and the factors conditioning actions.

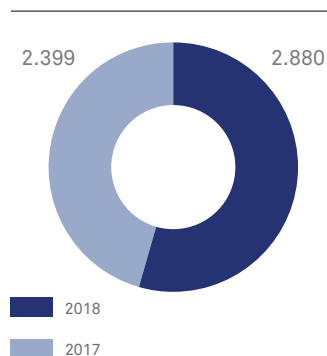
The course consists of a theoretical part, covering concepts such as gentle conflict management (being able to be authoritarian in the correct measure) and a practical part, where habitual situations requiring the use of verbal restraint are simulated.

training given, by area

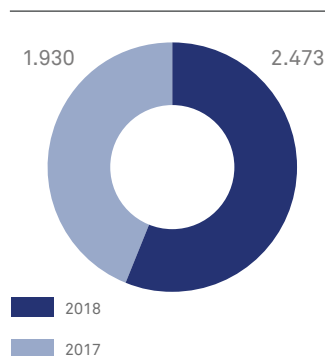
	N° initiatives	Ed.	Attendees M*	Attendees W**	Training hours.	Cost	Funding Manager's office	Funding AFEDAP
Reception	2	5	81	26	333	12.308,54 €	12.308,54 €	0,00 €
Administrative	2	2	41	3	36	2.288,68 €	2.288,68 €	0,00 €
Classroom-based	6	6	56	10	67	5.234,21 €	5.234,21 €	0,00 €
Emergencies	2	2	19	4	36	880,80 €	880,80 €	0,00 €
Horse riding	3	9	72	13	132	3.200,00 €	3.200,00 €	0,00 €
Training for trainers	4	4	32	0	47	1.026,28 €	1.026,28 €	0,00 €
Management	8	15	96	41	286	4.814,52 €	4.814,52 €	0,00 €
Skills	3	7	95	19	55	5.197,00 €	5.197,00 €	0,00 €
Beaches	5	7	101	27	204	11.697,04 €	11.697,04 €	0,00 €
Prevention	7	20	106	19	116	15.884,38 €	4.390,48 €	11.493,90 €
Local	16	19	251	65	401	36.412,30 €	36.412,30 €	0,00 €
Safety	25	67	895	103	828	37.817,83 €	37.817,83 €	0,00 €
Traffic	8	15	213	28	336	14.262,44 €	14.262,44 €	0,00 €
Other	1	1	52	5	3	0,00 €	0,00 €	0,00 €
2018	92	179	2.110	363	2.880	151.024,02 €	139.530,12 €	11.493,90 €
2017	59	120	1.930	2.399	286.524,84 €	275.376,84 €	11.148,00 €	

* Men
** Women

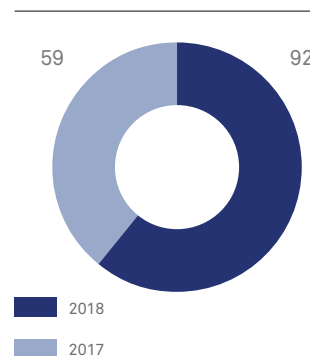
Total hours of training



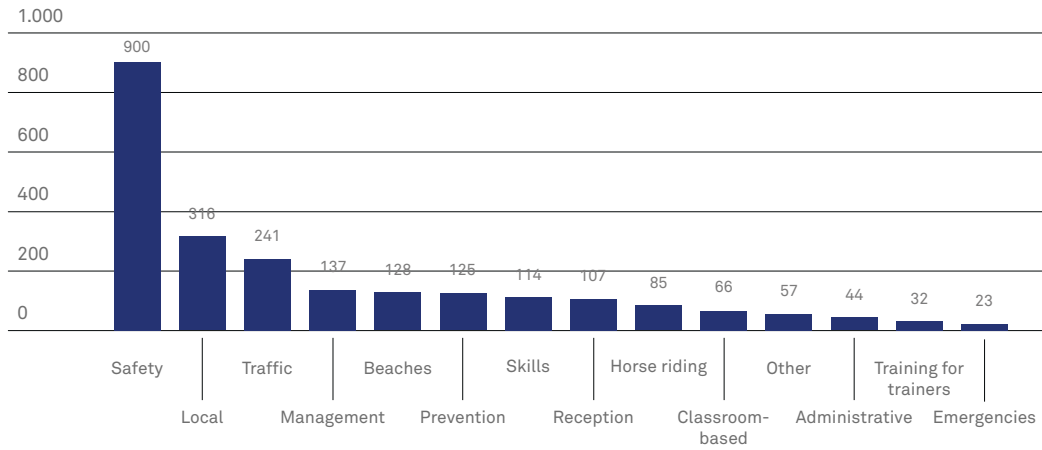
Participants



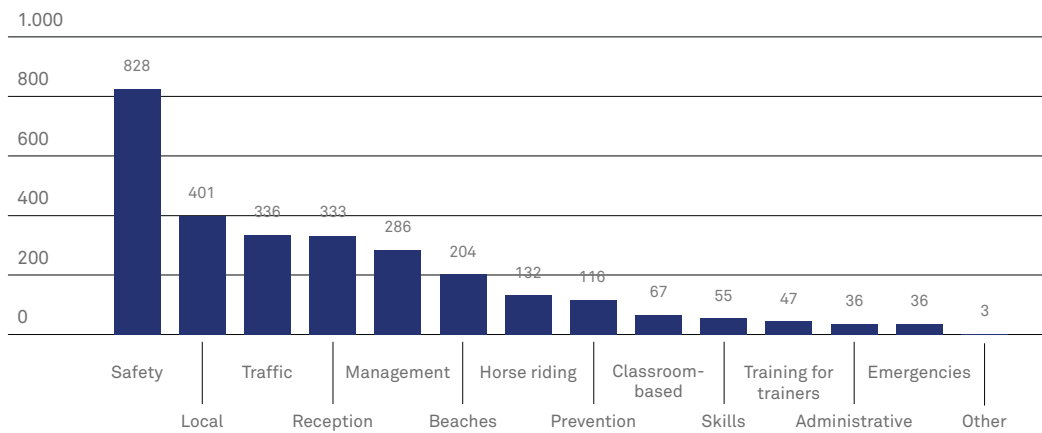
N° of training initiatives



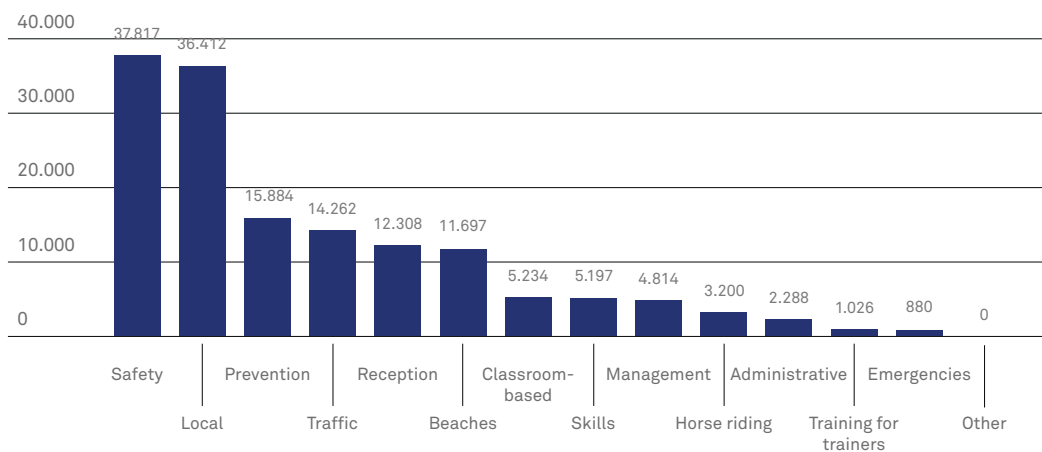
Participants in training actions



Total hours training



Cost of training initiatives (€)





60

3.2.4. Staff management

In 2017, the absenteeism rate among GUB police personnel was 11.80%, distributed as follows: 1,667 first-activity (active service) officers had a total of 3,009 periods of temporary incapacity, representing 74,828 days off work. There were also 129 second-activity (nonactive service) officers with 227 temporary incapacity periods representing 9,546 days off work, a rate of 20.85%.

Non-police staff had a absenteeism rate of 7.42%, generated by thirteen workers who had 25 periods off work (a total of 437 days).

The most notable steps taken to reduce levels of absenteeism include the monitoring of sickleave cases (sometimes by calling in the person concerned); adapting workplaces; the work carried out by the

Manager's Office inspection team, contacting health centres in order to shorten waiting lists for medical tests, appointments and surgical operations; authorisation for rehabilitation during service hours in order to shorten the duration of sick leave, and coordination with the City Council's medical inspection team.

On the other hand, given the nature of its work, the GUB has one of the highest levels of work-related accidents. More specifically, 545 accidents leading to sick leave were recorded in 2018, corresponding to a total of 16,187 accident-related and relapse sick-leave days. This data includes sick-leave days due to accidents, accidents while travelling to or from work and relapses from previous accidents.

3.3 Women in the Guàrdia Urbana

Gender equality is a primary goal for both 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 this regard, it should be noted that in addition to increasing the presence of women in the force as a result of new recruitment campaigns (women made up 12.70% of the workforce in 2018), progress continued in minimising vertical segregation, through the promotion of two women to sergeant positions and a further seven women to corporals during the year.

3.3.1 "Women in Safety and Emergencies" conference

The fifth edition of the Women's Conference on safety and emergency services was held in 2018. On this occasion it focused on workplace harassment. Mayor Ada Colau opened the conference by explaining that the City Council has set in motion a series of measures to tackle harassment in the workplace, including the launch of a protocol against sexual and gender harassment in order to ensure that the working environment is also a safe place for women.

Various round tables and talks were held during the conference, dealing with the different kinds of gender violence in the work environment. Firstly, Elena Garrido, with a PhD in Psychology, and Noelia Igareda, with a PhD in Law, explained what the types of gender violence are and their implications in each of their specialities, i.e. how they affect women psychologically and what legal instruments are currently available to combat them.

Luisa Velasco, the former local police inspector who has a PhD in Psychology,

gave a moving explanation of her personal experiences as a victim of sexual and workplace harassment within a police force.

Subsequently, representatives from the city councils of Barcelona (Elena Pérez), Valencia (Candida Barroso) and Badalona (Dora Martínez) presented the mechanisms and procedures available to each of those administrations for tackling gender violence.

Finally, Amadeu Recasens, the Commissioner for Security and Safety, summarised the conclusions drawn from the conference.

3.3.2 Participation in the Education Fair

The GUB took part in the Education Fair for the sixth year running, in order to publicise the functions and professional activities the force carries out and to inform young people about the recruitment process following announcements of new vacancies.

In the 2018 edition of the fair, which was held from 20 to 24 March, nearly 80 members of the force collaborated in organisational, logistical and information work, emphasising the fact that the GUB could be a stable professional option with a future for women.

The GUB also had a joint stand with the Barcelona Fire Brigade, where various members of the Guàrdia Urbana answered queries about the police force, and especially questions about joining it. The GUB also gave a talk in the Employment Hall.

The talk was given by two sergeants, one attached to the Sant Martí Neighbourhood Police team and the other to the Investigation and Accident Prevention Unit (UIPA). They were introduced by Amadeu Recasens, the Commissioner for Security and Safety. A total of 2,881 people were given information by the officers at the stands, and approximately half of them (1,438) were women.



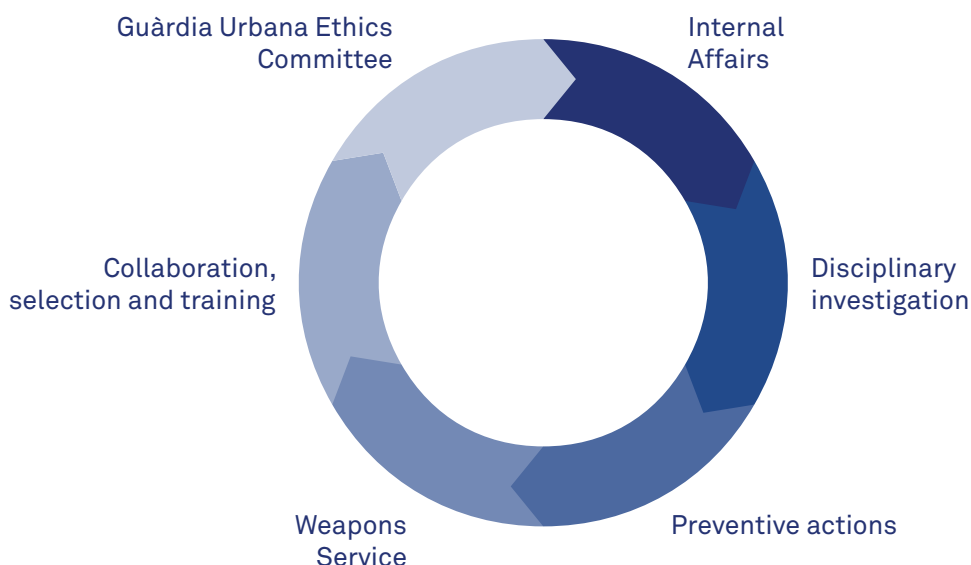
62



3.4 Guarantees and prevention

Using a more extensive model of policing, which includes prevention and ethics, the Guàrdia Urbana’s Ethics and Internal Affairs Unit (UDAI) reinforces guarantee mechanisms for the general public and the members of the force.

The following graphic shows how its main functions are divided up:



Ethics

- To reaffirm the GUB’s adherence to the Catalan and European Police Codes of Ethics.
- To oversee the duty of the entire Guàrdia Urbana 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 that 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, and including organisations concerned with human rights in those channels.
- To promote prevention in the field of discipline, with proposals for improving operational police procedures, protocols, etc.

- To work with the GUB Training Department in order to promote good practices with cross-cutting ethical content.

Internal Affairs

- To carry out relevant investigations on its own initiative, in order to clarify any acts committed that may constitute a disciplinary or criminal offence, and , where there are GUB members involved, to identify those responsible and provide all of that information to the competent authority, where necessary.
- To draft reports on complaints concerning dissatisfaction with actions carried out by GUB members, as well as complaints concerning dissatisfaction about treatment received by the general public.
- To carry out investigations, at the request of organisations and institutions, on events that GUB members may be involved in. To carry out relevant investigations on its own initiative, in order to clarify any acts committed that may constitute a disciplinary

or criminal offence, and , where there are GUB members involved, to identify those responsible and provide all of that information to the competent authority, where necessary.

- To draft reports on complaints concerning dissatisfaction with actions carried out by GUB members, as well as complaints concerning dissatisfaction about treatment received by the general public.
- To carry out investigations, at the request of organisations and institutions, on events that GUB members may be involved in.

Weapons Service

- Training and practice in firearms and first-aid.
- The assigning, control and inspection of firearms.
- To repair and inspect weapons.
- Procedures for the granting of a second firearm under a Type A permit.
- The decommissioning and destruction of weapons.

The UDAI is in charge of investigating and clarifying incidents that members of the

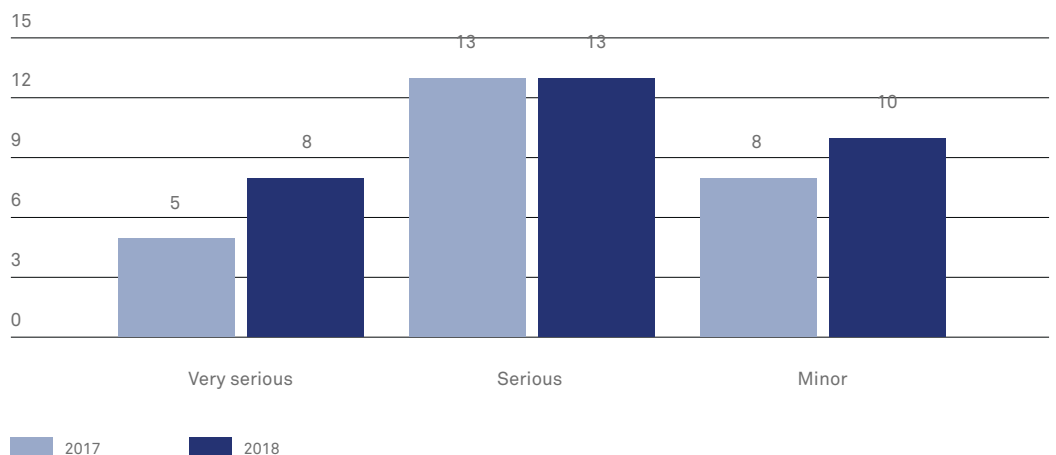
GUB may be involved in for alleged criminal behaviour, lack of discipline or conduct that breaches the code of police ethics. It is also responsible for informing the competent authority about the results of its investigations. Most of the UDAI’s obligations concern the police force itself.

All reports or complaints investigated by the UDAI are used for clarifying incidents and responding to them. Of these investigations, an average of 13% end with the initiation of disciplinary proceedings (in 2018, 241 cases were investigated, 31 of which led to the initiation of disciplinary proceedings). The annual number of these disciplinary proceedings has not varied significantly in recent years and most of the motives have been internal issues.

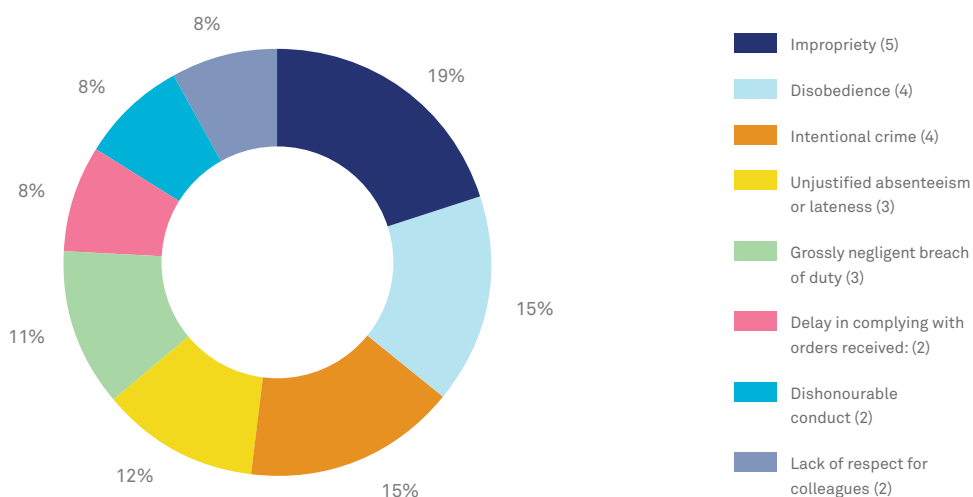
The unit’s investigations and proceedings may give rise to an administrative and/or judicial process and in most cases they concern preventative actions, proposals for improving regulations, operational procedures, training, internal recognition and so on, within a framework of collaboration with several departments (training and recruitment, legal advice, communication, etc.)

More specifically, there were 31 disciplinary proceedings in 2018 which, according to their seriousness, were distributed as follows:

Disciplinary proceedings



Reasons for commencement of disciplinary proceedings



3.5 New resources

3.5.1 New uniforms

In July, the GUB uniform was changed in order to adapt to the new regulation approved by the Generalitat of Catalonia, which aims to standardise the uniforms of all local police forces in Catalonia. The officers of the Guàrdia Urbana’s 90th graduation class were the first officers to wear

the force’s new uniform at their graduation ceremony, held in City Hall’s Saló de Cent on 9 July.

The uniform, which the staff have gradually incorporated, has two versions, one for summer and one for winter. All the items of clothing (polo shirt or shirt, trousers and cap) are midnight blue, a darker



colour than the previous uniform. However, the collar has four squares that evoke the classic chess-board design with which the Guàrdia Urbana of Barcelona is identified.

On the back, the upper part bears the word Policia, along with the denomination corresponding to each force (in this case, it reads Guàrdia Urbana). The front part has two pockets, and on the upper part of the sleeves there are two more for ballpoint pens. The shoulders, in fluorescent yellow, accompany a horizontal Catalan flag, which is on the upper part of the sleeve. The trousers have pockets on the exterior side of both legs. The cap, which is also midnight blue, consists of a crown, a peak and a circular band with two printed checked lines in white, grey-white or reflective light grey. The new uniform's belt, gloves, shoes and socks are all black.

3.5.2 Electric mobility

In May, the Barcelona police force acquired 145 hybrid vehicles to make the mobility of its officers more sustainable and modern,

as well as achieving significant environmental improvements through savings on fossil fuels.

This new batch brings the GUB's fleet of hybrid vehicles to 154, or 29% of the total. It has been calculated that this improvement will save €608 in fuel for each vehicle per year, and the plan is for the Guàrdia Urbana's fleet to be made up of 300 hybrid or electric vehicles and 200 internal combustion vehicles in 2019.

The new cars, which involved an investment of €12.6 million, feature major improvements in terms of equipment, as they are fitted with advanced technology. They have an on-board computer which can programme all the vehicle's lights and acoustic signals, as well as making it possible to update and send information immediately. The terminal is connected to the General Directorate for Traffic's databases, so that officers are able to consult the validity of driving licences, licence numbers, etc. immediately. It is also connected to the criminal-record database and the municipal census.



Twelve of these new cars are also fitted with lateral cameras which, connected to a preloaded database in the on-board computer, can capture licence numbers —whether the vehicles are stationary or in motion— which have been reported for any reason (theft, embargo, or because they are in the database for another reason of interest to the police).

Furthermore, the on-board computer also makes it possible to update the database of stolen-car licence numbers at the moment when the command centres communicate the data.

The new fleet also has improved GPS technology, which makes it possible to permanently locate the vehicles on the map of Barcelona. This means that the command centres can see the location of each unit and are therefore able to direct them to the location of an accident or inform the unit that is closest to it.

Some of the vehicles are also equipped with enclosures for transporting detainees. These areas are fitted with interior cam-

eras that record the journey from beginning to end, in order to preserve the safety of the detainee and the integrity of the intervention. The images can be downloaded using WiFi and commanding officers have access to them.

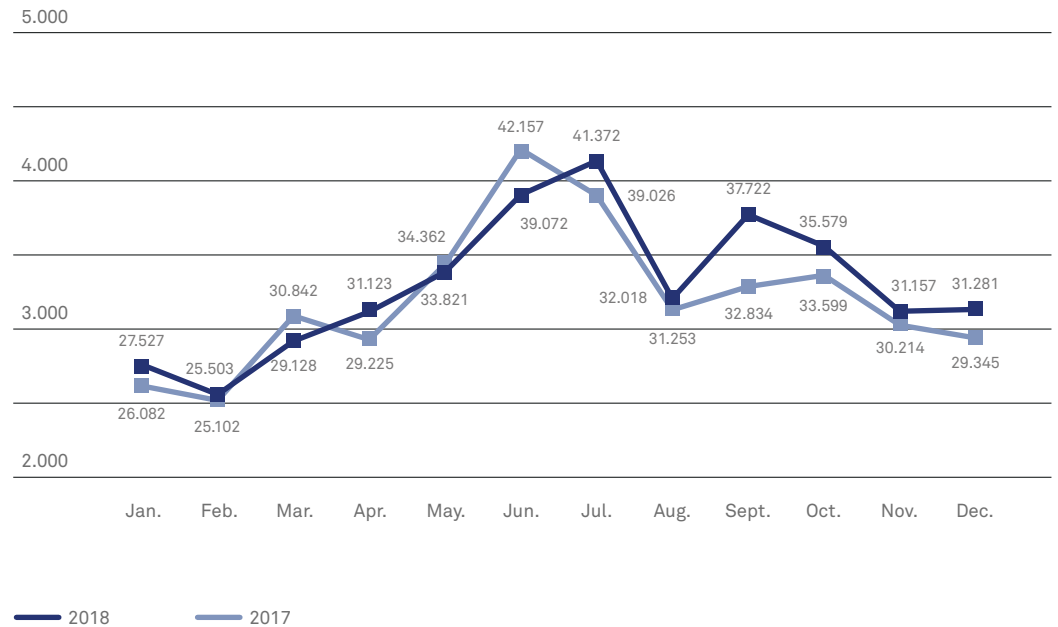
Furthermore, all the vehicles have first-aid kits, which consist of a defibrillator and basic firstaid systems, so that officers can act in the case of a medical emergency. The officers have received specific training in the use of all of these elements.

Along the same lines, the Guàrdia Urbana acquired 30 electric scooters in July. These new vehicles mean that the Guàrdia Urbana's electric scooter fleet has increased from 32 to 61 units, nearly 26% of the total. The aim is to gradually replace all the petrol scooters in the fleet with electric ones.

4. Transparency

(other indicators)

4.1 Calls received

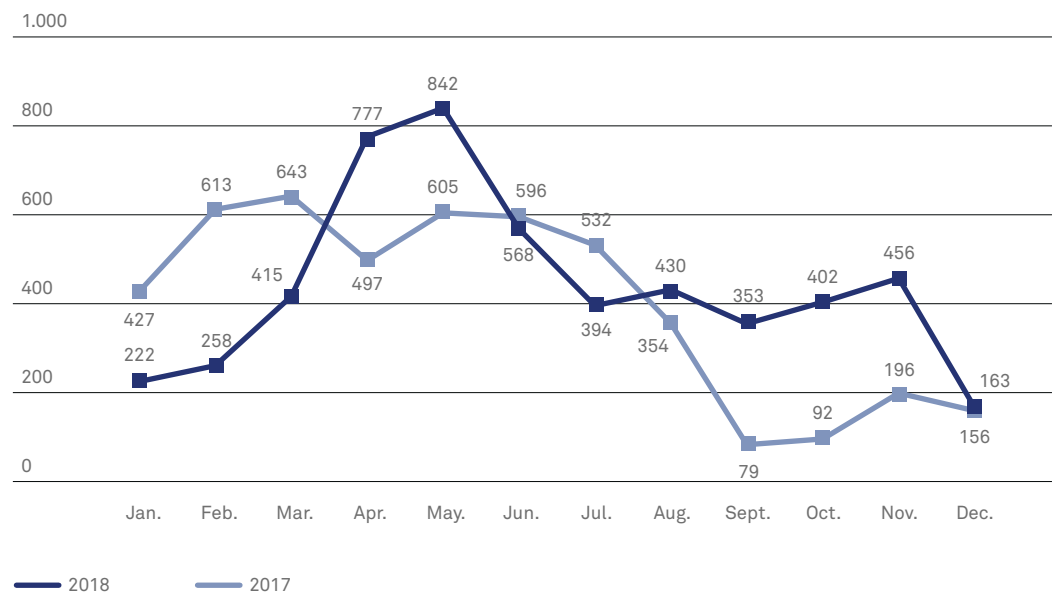


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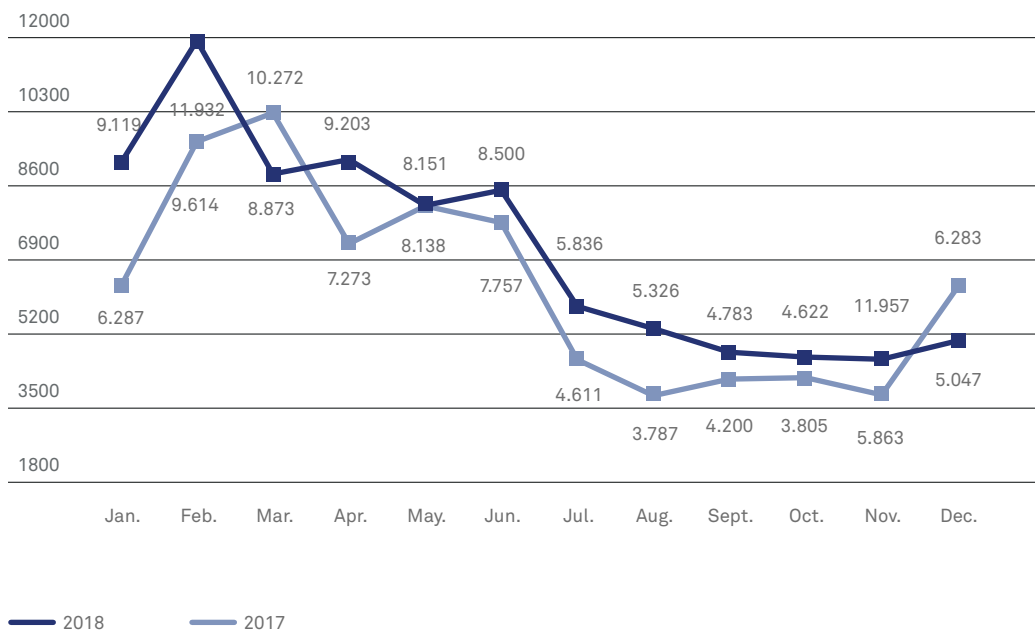
Annual average of calls dealt with in under 20 seconds

2018	95,4%
2017	95,4%

4.2 Incidents, complaints and suggestions collected by officers with DPAs



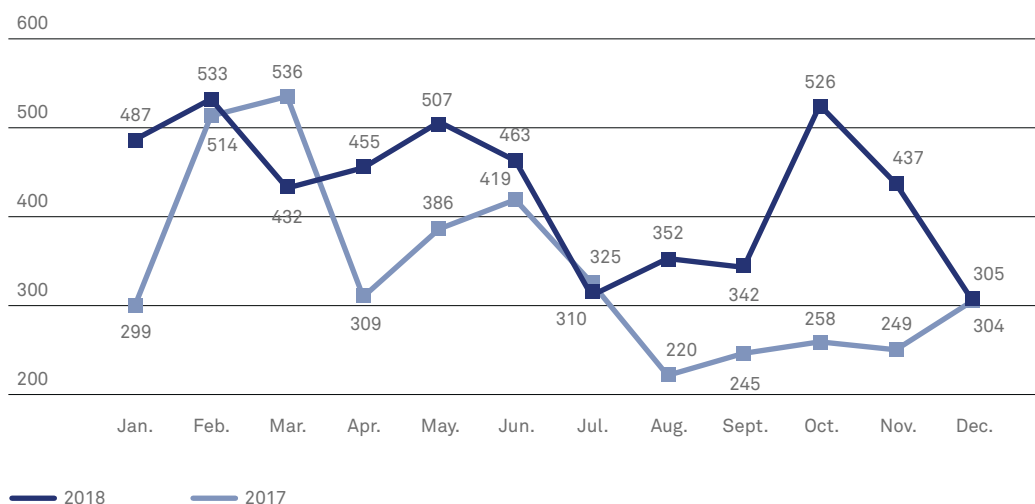
4.3 Breathalyser tests



Breathalyser tests

	2015	2016	2017	2018	
Carried out	111.886	86.064	76.194	67.264	-11,72%
Positive	7.281	7.976	7.373	7.711	4,58%
Ratio	6,51%	9,27%	9,68%	11,50%	18,84%

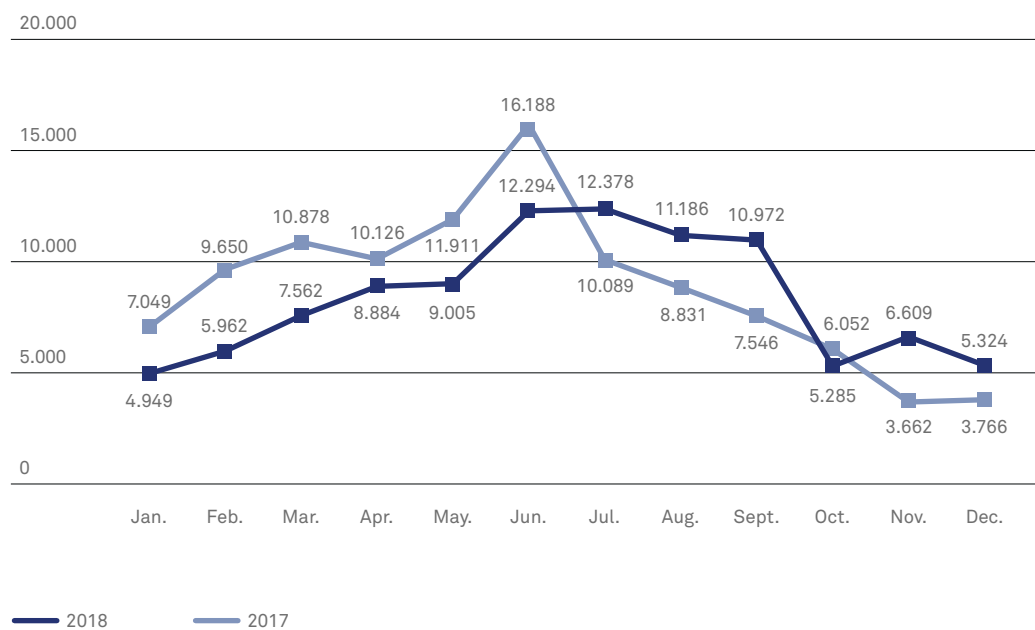
4.4 Drug tests



Drug tests

	2015	2016	2017	2018	
Carried out	2.150	3.047	4.064	5.149	26,70%
Positive	1.883	2.034	2.015	2.801	39,01%
Ratio	87,58%	66,75%	49,58%	54,00%	8,91%

4.5 Reported municipal by-law violations

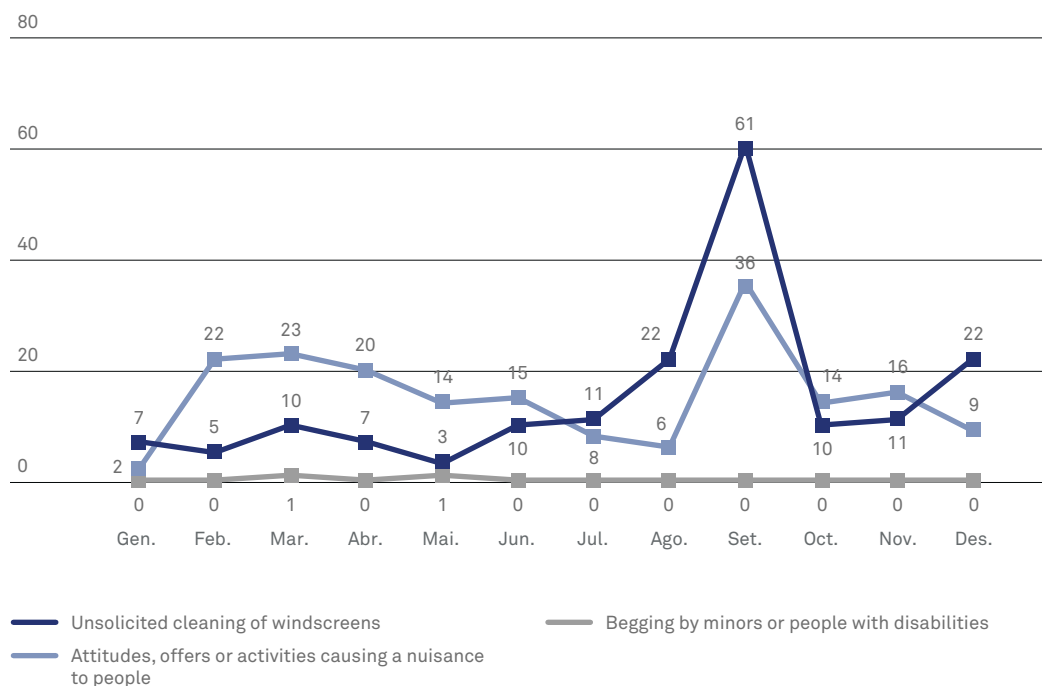


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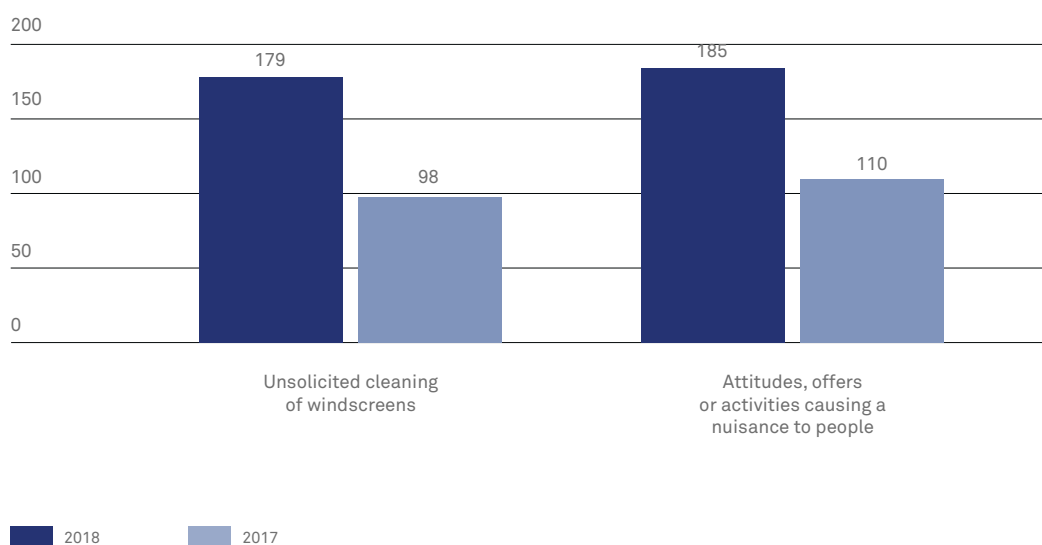
Reported municipal by-law violations

	2015	2016	2017	2018	
Coexistence and civility	111.824	130.451	84.980	81.000	-4,68%
Urban environment	7.510	7.598	7.512	7.122	-5,19%
Use of public roads and spaces	3.576	3.384	2.937	2.982	1,53%
Protection, ownership and sale of animals	1.494	2.329	2.627	2.537	-3,43%
Other	8.994	7.938	7.692	6.751	-12,23%
	133.398	151.700	105.748	100.392	-5,06%

4.6 Reported occupations of public space for begging activities

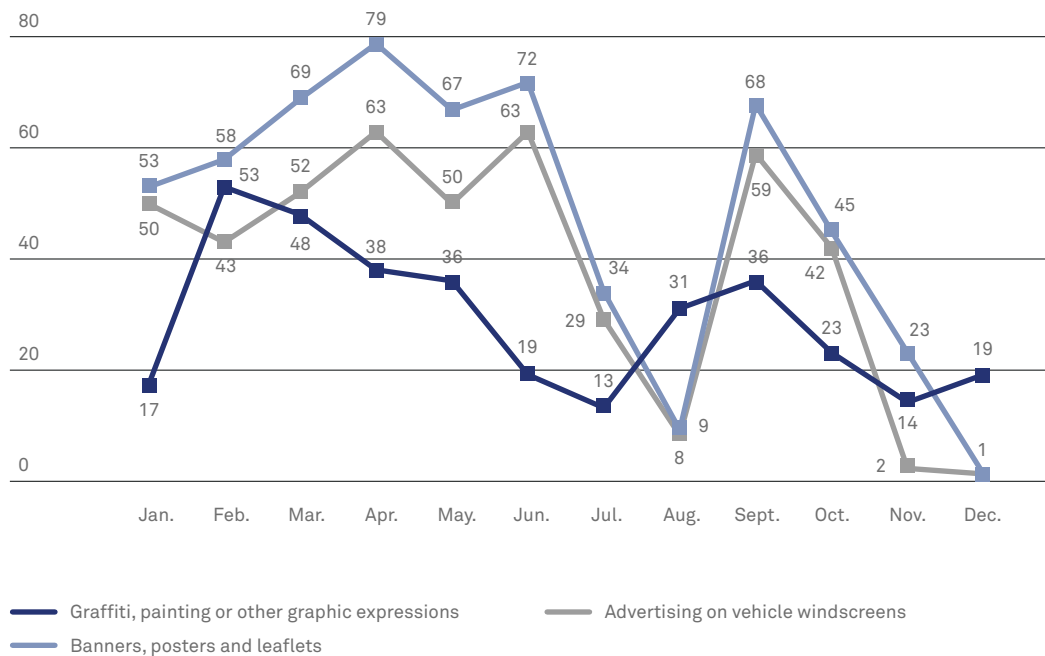


Reported occupations of public space for begging activities*



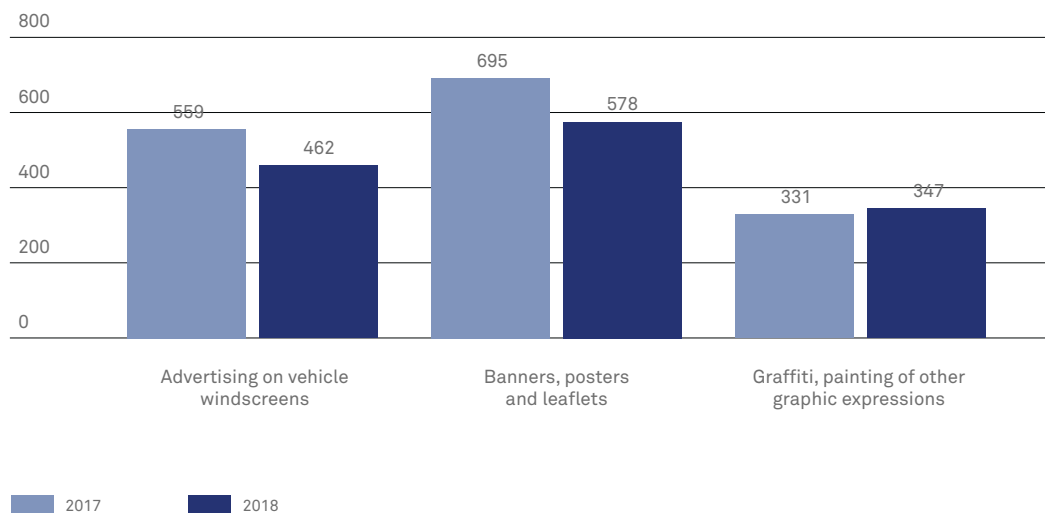
* (two for begging by minors or persons with a disability in 2017 and 2018)

4.7 Reports of visual deterioration of the urban environment

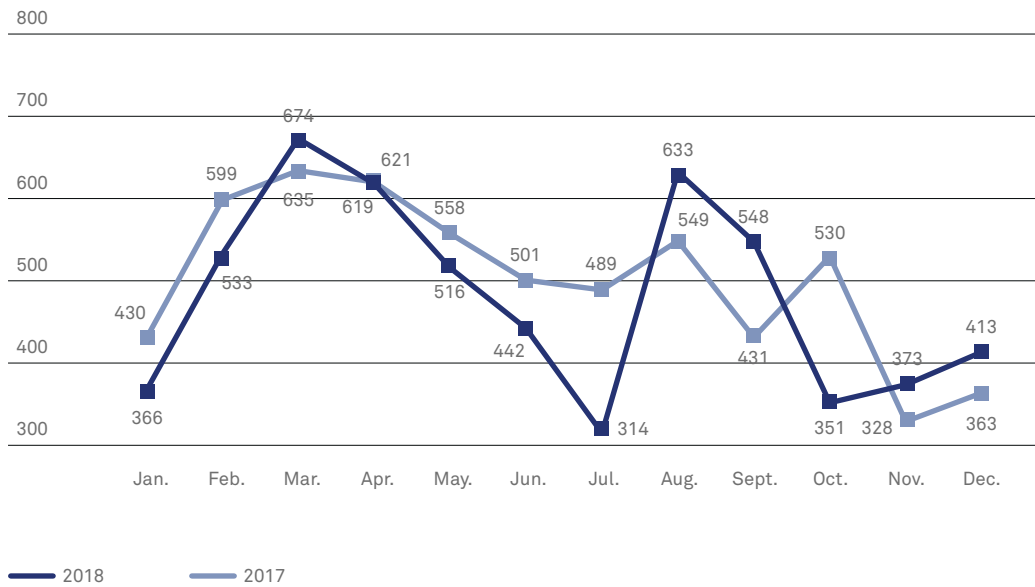


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Reports of visual deterioration of the urban environment



4.8 Reports for urinating or defecating in public streets



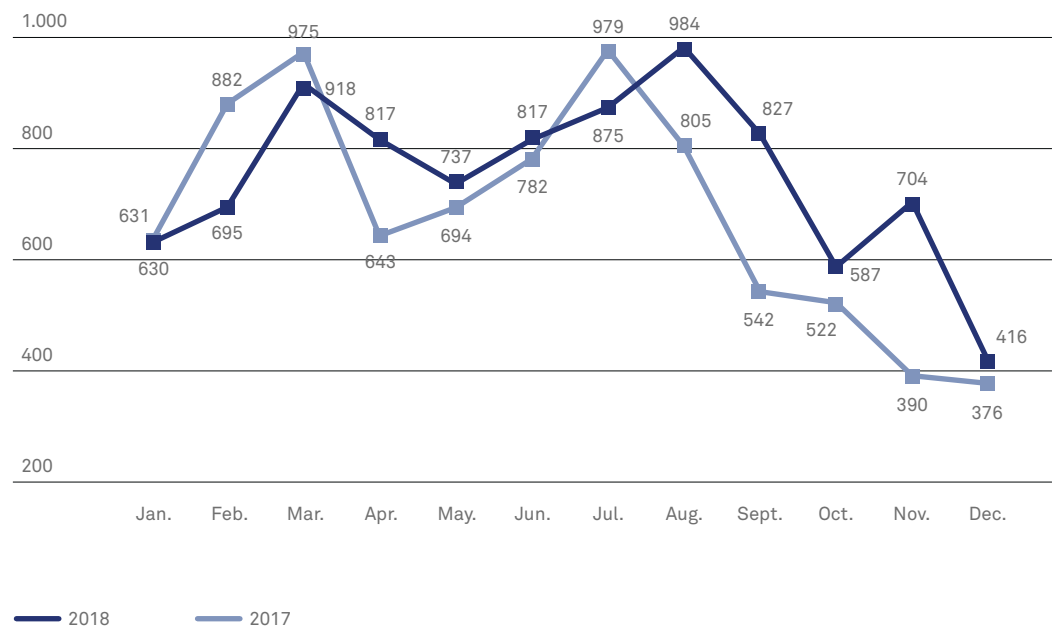
4.9 Street-hawking interventions



Street-hawking interventions

	2015	2016	2017	2018	
Selling, collaborating, buying	36.079	49.965	34.335	28.040	-18,33%
Abandoned stock	27.084	29.996	29.745	26.586	-10,62%
	63.163	79.961	64.080	54.626	

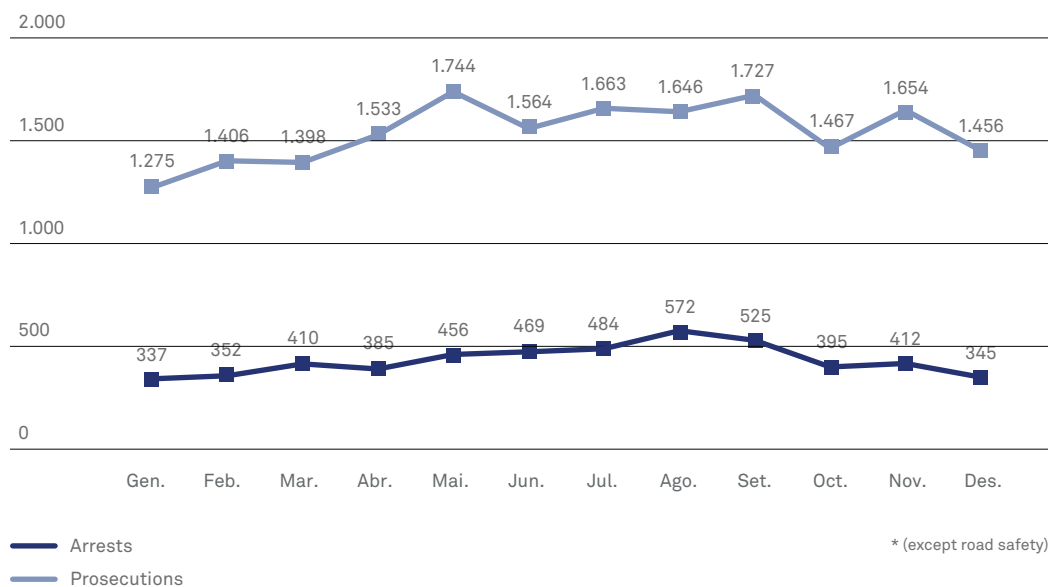
4.10 Reported LOPSC 4/2015 offences



4.11 Reported petty crimes



4.12 Arrests for public safety*

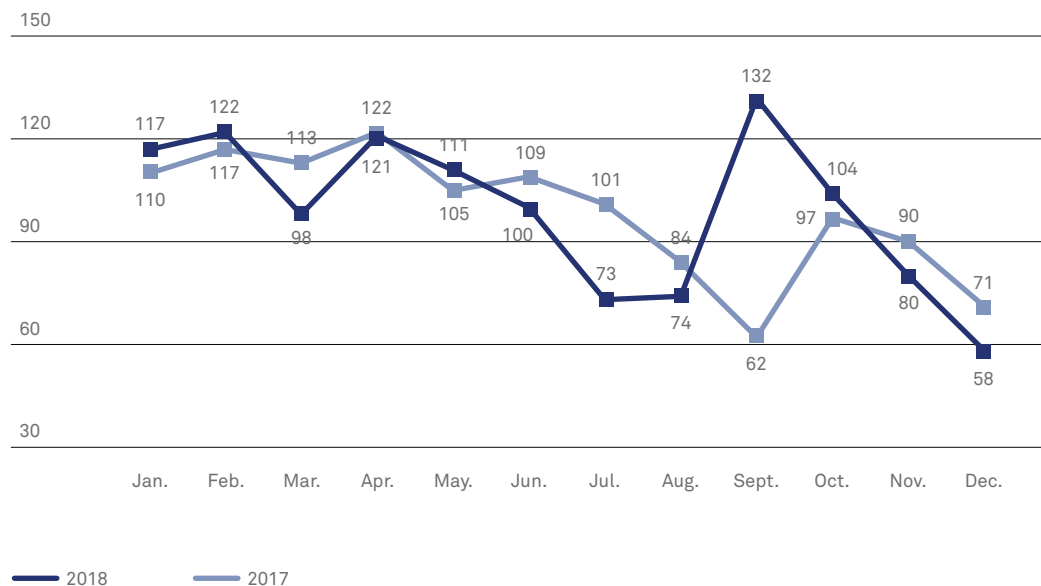


* (except road safety)

Arrests for public safety

	2017	2018	
Arrests	3.988	5.142	28,9%
Prosecutions	15.948	18.533	16,2%

4.13 Acts carried out by the GUB for Social Services

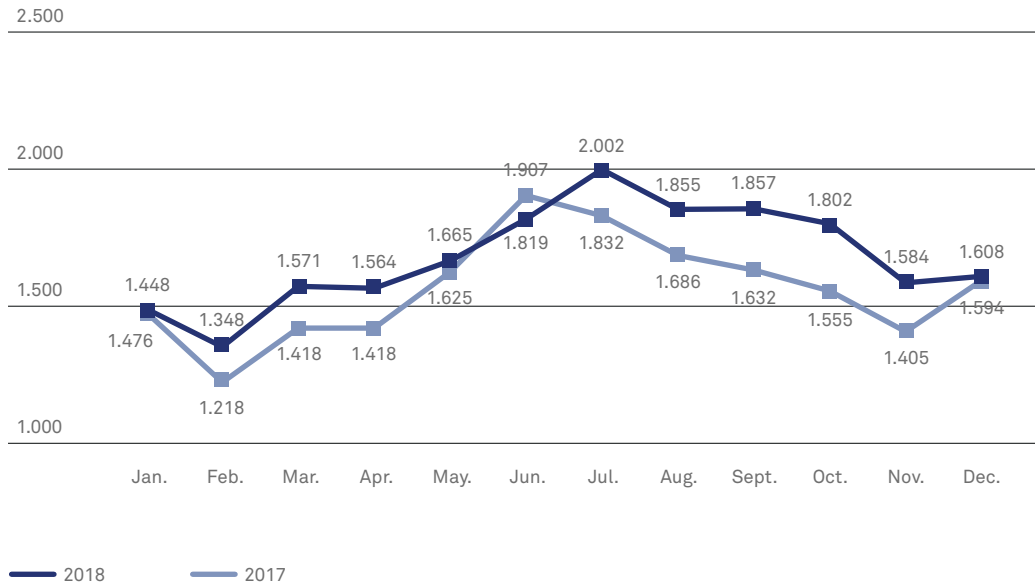


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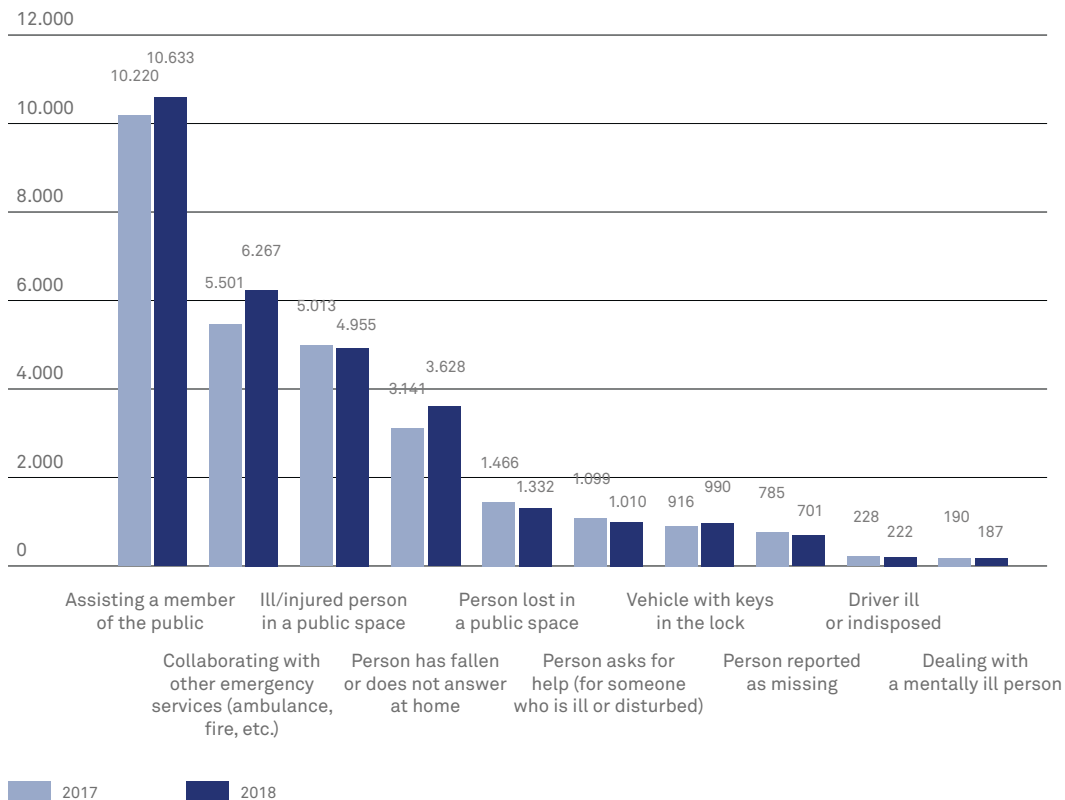
Acts carried out by the GUB for Social Services

	2015	2016	2017	2018	
Possible mental disorder	174	351	339	216	-36,28%
Alcoholism/drug addiction	98	219	150	145	-3,33%
Abandoned children	75	168	171	44	-74,27%
Homeless persons	61	162	115	116	0,87%
Disorientated	68	154	141	58	-58,87%
Anomalous behaviour by minors	36	121	99	116	17,17%
Other	669	30	166	495	198,19%
	1.181	1.205	1.181	1.190	0,76%

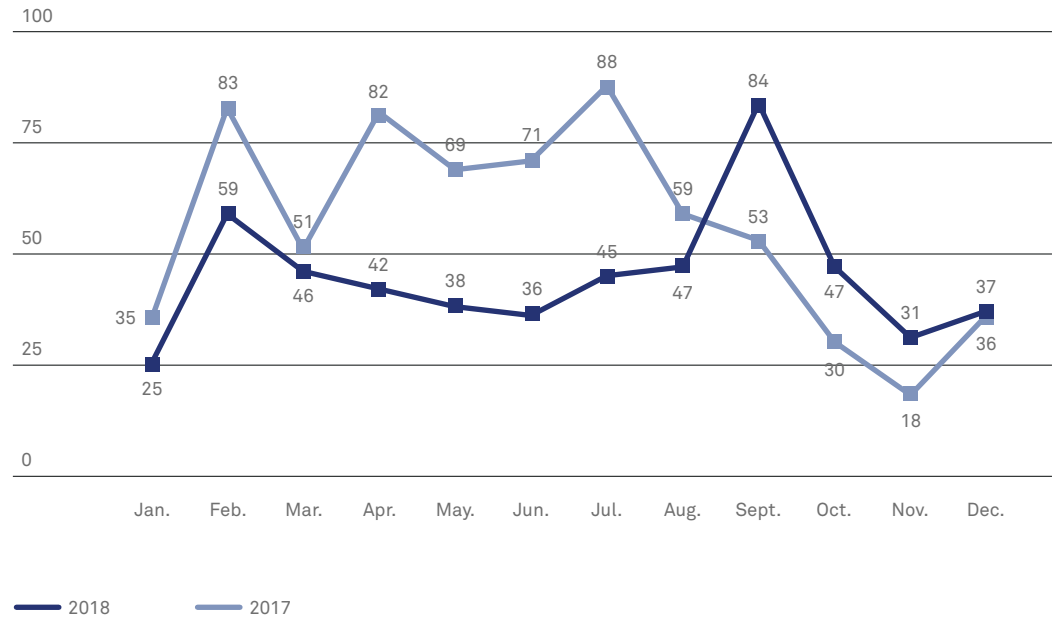
4.14 Incidents requiring police assistance



4.15 Ten main types of incidents that require police assistance

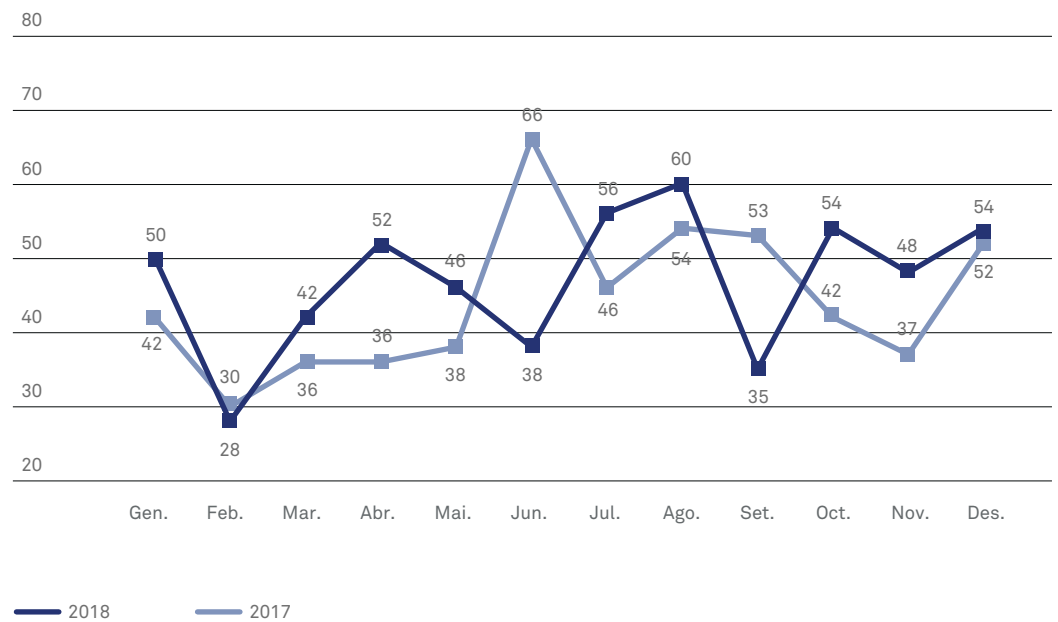


4.16 Minors reported for administrative offences

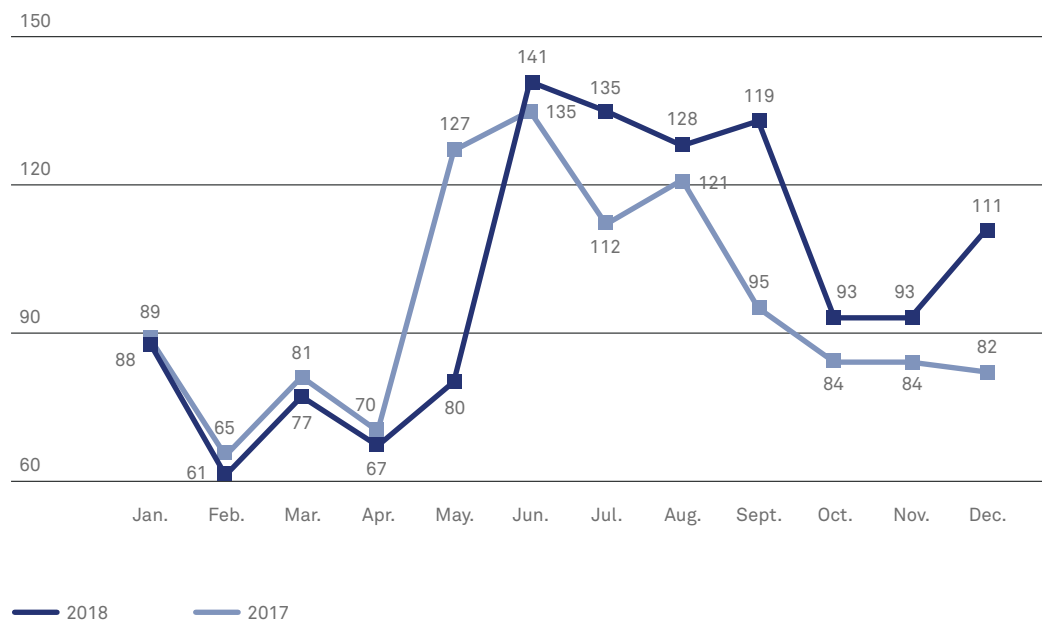


80

4.17 Domestic-violence incidents handled



4.18 Gender-violence incidents handled



Incidents handled by the GUB

	2015	2016	2017	2018	
Domestic violence	555	522	532	563	5,83%
Gender violence	1.109	1.134	1.145	1.207	5,41%
	1.664	1.656	1.677	1.770	5,55%

