

# Cost Report 2015

## INDICATOR REPORT



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# INDICATORS PER ORGANISATION

# SOCIAL (2)

## SOCIAL (2)

### INDICATORS PER ORGANISATION ACTIVITY

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Manager's Office for Social Rights (2000)			
Social Action Directorate (2000.01)			
Social Intervention Services Directorate (2000.0101)			
Family and Children Department (2000.010102)			
Family and children (0302)	14.177.312,91	punt organització	214.599 people under 16
			66,06 per person under 16
Senior Citizens Department (2000.010103)			
Elderly people (0303)	39.985.385,44	punt organització	346.978 people over 64
			115,24 per person over 64
Manager's Office for Citizens' Rights, Participation and Transparency (2001)			
Community Action Services Directorate (2001.0007)			
Citizens Relations Department (2001.000704)			
Time and quality of life (1009)	926.786,08	punt organització	1.604.555 city
			0,58 per inhabitant
Municipal Institute for People with Disabilities (IMPD) (2202)			
Service to support people with disabilities to lead an independent life (0316)	1.861.008,03	punt organització	28 users
			66.464,57 per user
Municipal Housing Trust (PMH) (2401)			
Property management (1301)			
Property and legal management (130102)	34.379.333,27	punt organització	6.865 renting units
			5.007,91 per renting unit

# SECURITY AND PREVENTION (4)

## SECURITY AND PREVENTION (4)

### INDICATORS PER ORGANISATION ACTIVITY

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Manager's Office for Security and Prevention (4000)			
Emergency operations and measures (0704)			
False alarms (070407)			
	4.118.277,74 acumulat	1.590 interventions	2.590,11 per intervention
Prefecture of City Police (4000.04)			
Territorial Division (4000.0402)			
Emergency measures (0608)			
	2.845,31 punt organització	1.604.555 city	0,00 per inhabitant
Measures and surveillance for citizen security (0603)			
	45.466.959,12 punt organització	1.604.555 city	28,34 per inhabitant
Public order (0609)			
	14.803.489,68 punt organització	1.604.555 city	9,23 per inhabitant

# CITY (5)



**CITY (5)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Deputy Manager's Office of Environment and Urban Services (5001)			
Energy Services and Environmental Quality Directorate (5001.0001)			
Street Lighting Department (5001.000102)			
Operation and maintenance of public street lighting (0208)			
	27.146.235,50 punt organització	553.000 points of light controlled	49,09 per light spots
Public and ornamental street lighting (020802)			
	21.907.964,66 punt organització	1.604.555 city	13,65 per inhabitant
Deputy Manager's Office for Mobility and Infrastructures (5002)			
Work Coordination in Public Areas Department (5002.000002)			
Work Coordination in Public Areas (1201)			
Drafting studies, work projects, preliminary and receiving reports (120103)			
	46.357,52 punt organització	1.604.555 city	0,03 per inhabitant
Deputy Manager's Office for Urban Planning (5003)			
Information and Documentation Department (5003.000001)			
Information and documentation (0107)			
In-person urban planning information (010701)			
	182.497,52 punt organització	4.250 queries	42,94 per query
Obtaining reports and certificates of qualification in urban planning and orientation maps (010704)			
	258.883,99 punt organització	868 certificates and reports	298,25 per certificate / report
Planning Services Directorate (5003.0004)			
Planning (0101)			
Drafting and processing of administrative reports for public urban planning (010103)			
	821.982,51 punt organització	55 studies or plans	14.945,14 per study/plan
Municipal Institute of Urban Landscape and Quality of Life (IMPUQV) (5202)			
Campaigns (0110)			
	8.348.415,07 punt organització	3.160 actions	2.641,90 per action
Itineraries (0114)			
Modernism Route (Réseay Art Nouveau Network, etc.) (011401)			
	897.189,57 punt organització	1 route / publication	897.189,57 per route / publication
Projects (0111)			
	626.142,14 punt organització	17.806 guided tours	35,16 per guided tour
	1.142.880,64 punt organització	13 restoration	87.913,90 per restoration
Mies Van der Rohe Foundation (FMVR) (5402)			

**CITY (5)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
<b>Architecture and contemporary urban planning (0117)</b>			
Exhibitions (011701)	450.674,20 punt organització	10 exhiitions	45.067,42 per exhibition
Ticket and shop sales (011707)	1.078.175,49 punt organització	86.425 visitors	12,48 per visitor
<b>Barcelona de Serveis Municipals, SA (BSM) (5501)</b>			
<b>Outsourced municipal services (1002)</b>			
Zoo (100201)	17.064.330,96 punt organització	1.102.280 visitors	15,48 per visitor
<b>Foment de Ciutat Vella, SA (FOCIVESA) (5504)</b>			
<b>Property management (1301)</b>			
Advice and management for strategic projects (130104)	1.768.688,84 punt organització	12 projects	147.390,74 per project
Property and legal management (130102)	3.013.220,41 punt organització	453 flats and commercial premises	6.651,70 per flat or commercial premises
Technical and administrative support for other operators (130105)	896.899,91 punt organització	8 of projects	112.112,49 per project
<b>Barcelona Cicle de l'Aigua, SA (BCASA) (5505)</b>			
Initiatives (0210)	5.132.247,84 punt organització	3.987 incidents	1.287,25 per incident
Networks (0209)	11.502.748,18 punt organització	16 improvements and works	718.921,76 per improvement / works

# DISTRICTS (6)

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
<b>District Manager's Office 01 Ciutat Vella (6001)</b>			
<b>Public road licenses (0104)</b>			
Commercial occupancy licenses for pavements and public areas (010403)	219.383,10 acumulat	7.542 permission/permits/licenses	29,09 per permission/permit/license
<b>Operation and maintenance of public street lighting (0208)</b>			
Public and ornamental street lighting (020802)	1.478.406,54 acumulat	100.115 district	14,77 per district inhabitant
<b>Adolescence/Early adulthood (0308)</b>			
Activities and coordination of youth centres and youth information points (PIJ) (030808)	375.185,05 acumulat	1 community centres	375.185,05 per community centre
<b>Elderly people (0303)</b>			
Activities and coordination of municipal senior citizen centres and areas (030301)	1.104.154,41 acumulat	5 community centres	220.830,88 per community centre
<b>Sport Facilities Management (0403)</b>			
Municipal sports centres (040301)	667.269,27 acumulat	5 centres	133.453,85 per centre
<b>Libraries (0908)</b>			
Activities and coordination of libraries (090801)	1.049.531,64 acumulat	4 libraries	262.382,91 per library
<b>Enhancing the territory (1102)</b>			
Initiatives for neighbourhood laws and other community programmes (110202)	114.159,82 acumulat	100.115 district	1,14 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Preventative maintenance and repairs to municipal buildings (120104)	346.849,67 acumulat	38 buildings	9.127,62 per building
<b>Legal Services and Delegate Secretariat Directorate (6001.0001)</b>			
<b>Legal Services Department (6001.000101)</b>			
<b>Public assistance and Communication (1101)</b>			
Civil matrimonies (110103)	73.707,46 punt organització	29 civil marriages	2.541,64 per civil marriage
<b>Licenses and Public Areas Services Directorate (6001.0004)</b>			
<b>Licenses and Inspections Department (6001.000402)</b>			
<b>Public road licenses (0104)</b>			
Minor construction work licenses (010407)			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
	263.071,00 punt organització	3.199 reviews	82,24 per review
<b>Urban Planning Initiatives (0118)</b>			
Subsidiary implementation file (011802)	96.220,28 punt organització	21 files	4.581,92 per file
Urban planning files and reports (011801)	59.511,44 punt organització	370 files	160,84 per file
<b>District procedures (1104)</b>			
Activity Licenses (110401)	145.895,46 punt organització	23 reviews	6.343,28 per review
<b>Public Works and Maintenance Department (6001.000401)</b>			
<b>Cleaning public areas (0202)</b>			
Cleaning the public roads and public areas (020201)	13.442,60 punt organització	100.115 district	0,13 per district inhabitant
<b>Urban Spaces (1204)</b>			
Preventative maintenance and repairs to the public roads and pavements (120405)	2.516.988,32 punt organització	100.115 district	25,14 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Drafting studies, work projects, preliminary and receiving reports (120103)	66.601,39 punt organització	30 projects	2.220,05 per project
<b>Services to People and the Territory Directorate (6001.0003)</b>			
<b>Festivals (0903)</b>			
District festivals (090302)	359.566,81 punt organització	455 festive activities	790,26 per festive activity
<b>Urban Spaces (1204)</b>			
Management of events infrastructure: elements, teams, fences, signs, etc. (120409)	321.791,13 punt organització	571 events	563,56 per event
<b>Civic centre (6001.000303)</b>			
	3.505.251,53 punt organització	4 centres	876.312,88 per centre
<b>Facilities for children and adolescents (6001.000311)</b>			
<b>Family and children (0302)</b>			
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)	221.886,03 punt organització	100.115 district	2,22 per district inhabitant
<b>Neighbourhood centre (6001.000302)</b>			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
	329.515,98 punt organització	2 community centres	164.757,99 per community centre
<b>District Manager's Office 02 Eixample (6002)</b>			
Public road licenses (0104)			
Commercial occupancy licenses for pavements and public areas (010403)	177.468,61 acumulat	7.013 permission/permits/licenses	25,31 per permission/permit/license
Operation and maintenance of public street lighting (0208)			
Public and ornamental street lighting (020802)	1.475.114,97 acumulat	263.558 district	5,60 per district inhabitant
Elderly people (0303)			
Activities and coordination of municipal senior citizen centres and areas (030301)	793.345,50 acumulat	6 community centres	132.224,25 per community centre
Libraries (0908)			
Activities and coordination of libraries (090801)	1.028.698,03 acumulat	6 libraries	171.449,67 per library
Enhancing the territory (1102)			
Initiatives for neighbourhood laws and other community programmes (110202)	87.021,53 acumulat	263.558 district	0,33 per district inhabitant
<b>General Services Directorate (6002.0002)</b>			
Legal Services Department (6002.000203)			
Public assistance and Communication (1101)			
Civil matrimonies (110103)	67.853,96 punt organització	58 civil marriages	1.169,90 per civil marriage
<b>Licenses and Public Areas Services Directorate (6002.0004)</b>			
Licenses and Inspections Department (6002.000402)			
Public road licenses (0104)			
Activity inspections in public areas (010406)	655.650,48 punt organització	6.744 inspections	97,22 per inspection
Minor construction work licenses (010407)	312.485,68 punt organització	9.187 reviews	34,01 per review
Urban Planning Initiatives (0118)			
Subsidiary implementation file (011802)	146.694,50 punt organització	12 files	12.224,54 per file
Urban planning files and reports (011801)			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
	469.903,75 punt organització	614 files	765,32 per file
<b>District procedures (1104)</b>			
Activity Licenses (110401)	557.188,87 punt organització	15 reviews	37.145,92 per review
<b>Public Works and Maintenance Department (6002.000401)</b>			
<b>Cleaning public areas (0202)</b>			
Cleaning the public roads and public areas (020201)	114.994,60 punt organització	263.558 district	0,44 per district inhabitant
<b>Urban Spaces (1204)</b>			
Preventative maintenance and repairs to the public roads and pavements (120405)	2.853.203,18 punt organització	263.558 district	10,83 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Drafting studies, work projects, preliminary and receiving reports (120103)	90.238,30 punt organització	19 projects	4.749,38 per project
<b>Services to People and the Territory Directorate (6002.0003)</b>			
<b>Urban Spaces (1204)</b>			
Management of events infrastructure: elements, teams, fences, signs, etc. (120409)	397.498,09 punt organització	528 events	752,84 per event
<b>Civic centre (6002.000303)</b>	2.158.286,44 punt organització	6 centres	359.714,41 per centre
<b>Facilities for children and adolescents (6002.000311)</b>			
<b>Family and children (0302)</b>			
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)	559.739,82 punt organització	263.558 district	2,12 per district inhabitant
<b>Neighbourhood centre (6002.000302)</b>	47.508,90 punt organització	1 community centres	47.508,90 per community centre
<b>District Manager's Office 03 Sants-Monjuïc (6003)</b>			
<b>Public road licenses (0104)</b>			
Commercial occupancy licenses for pavements and public areas (010403)	127.428,02 acumulat	1.956 permission/permits/licenses	65,15 per permission/permit/license
<b>Operation and maintenance of public street lighting (0208)</b>			
Public and ornamental street lighting (020802)	1.525.413,81 acumulat	180.757 district	8,44 per district inhabitant

## DISTRICTS (6)

### INDICATORS PER ORGANISATION ACTIVITY

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
<b>Adolescence/Early adulthood (0308)</b>			
Activities and coordination of youth centres and youth information points (PIJ) (030808)	493.465,47 acumulat	3 community centres	164.488,49 per community centre
<b>Elderly people (0303)</b>			
Activities and coordination of municipal senior citizen centres and areas (030301)	635.691,27 acumulat	5 community centres	127.138,25 per community centre
<b>Sport Facilities Management (0403)</b>			
Municipal sports centres (040301)	1.149.769,60 acumulat	3 centres	383.256,53 per centre
<b>Libraries (0908)</b>			
Activities and coordination of libraries (090801)	601.108,62 acumulat	3 libraries	200.369,54 per library
<b>Enhancing the territory (1102)</b>			
Initiatives for neighbourhood laws and other community programmes (110202)	483.327,62 acumulat	180.757 district	2,67 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Preventative maintenance and repairs to municipal buildings (120104)	209.732,45 acumulat	59 buildings	3.554,79 per building
<b>General Services Directorate (6003.0002)</b>			
<b>Legal Services Department (6003.000203)</b>			
<b>Public assistance and Communication (1101)</b>			
Civil matrimonies (110103)	41.722,19 punt organització	81 civil marriages	515,09 per civil marriage
<b>Licenses and Public Areas Services Directorate (6003.0004)</b>			
<b>Licenses and Inspections Department (6003.000402)</b>			
<b>Public road licenses (0104)</b>			
Activity inspections in public areas (010406)	627.694,55 punt organització	2.055 inspections	305,45 per inspection
Minor construction work licenses (010407)	10.955,79 punt organització	4.005 reviews	2,74 per review
<b>Urban Planning Initiatives (0118)</b>			
Subsidiary implementation file (011802)	718,04 punt organització	11 files	65,28 per file
Urban planning files and reports (011801)			



**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
	3.892,72 punt organització	16 files	243,30 per file
<b>District procedures (1104)</b>			
Activity Licenses (110401)	158.580,98 punt organització	46 reviews	3.447,41 per review
<b>Public assistance and Communication (1101)</b>			
Management of complaints, incidents and suggestions (IRIS) (110101)	106.601,48 punt organització	230 complaints and grievances	463,48 per complaint or grievance
<b>Public Works and Maintenance Department (6003.000401)</b>			
<b>Cleaning public areas (0202)</b>			
Cleaning the public roads and public areas (020201)	53.962,59 punt organització	180.757 district	0,30 per district inhabitant
<b>Urban Spaces (1204)</b>			
Preventative maintenance and repairs to the public roads and pavements (120405)	3.231.905,44 punt organització	180.757 district	17,88 per district inhabitant
<b>Services to People and the Territory Directorate (6003.0003)</b>			
Civic centre (6003.000303)	3.373.990,71 punt organització	7 centres	481.998,67 per centre
Facilities for children and adolescents (6003.000311)			
<b>Family and children (0302)</b>			
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)	619.747,32 punt organització	180.757 district	3,43 per district inhabitant
Neighbourhood centre (6003.000302)	173.145,66 punt organització	3 community centres	57.715,22 per community centre
<b>District Manager's Office 04 Les Corts (6004)</b>			
<b>Public road licenses (0104)</b>			
Commercial occupancy licenses for pavements and public areas (010403)	62.989,20 acumulat	1.125 permission/permits/licenses	55,99 per permission/permit/license
<b>Operation and maintenance of public street lighting (0208)</b>			
Public and ornamental street lighting (020802)	1.115.734,13 acumulat	81.530 district	13,68 per district inhabitant
<b>Adolescence/Early adulthood (0308)</b>			
Activities and coordination of youth centres and youth information points (PIJ) (030808)	395.349,60 acumulat	2 community centres	197.674,80 per community centre

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
<b>Elderly people (0303)</b>			
Activities and coordination of municipal senior citizen centres and areas (030301)	358.852,87 acumulat	3 community centres	119.617,62 per community centre
<b>Sport Facilities Management (0403)</b>			
Municipal sports centres (040301)	178.011,85 acumulat	2 centres	89.005,93 per centre
<b>Libraries (0908)</b>			
Activities and coordination of libraries (090801)	349.006,34 acumulat	2 libraries	174.503,17 per library
<b>Enhancing the territory (1102)</b>			
Initiatives for neighbourhood laws and other community programmes (110202)	4.770,69 acumulat	81.530 district	0,06 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Preventative maintenance and repairs to municipal buildings (120104)	840.790,03 acumulat	25 buildings	33.631,60 per building
<b>General Services Directorate (6004.0002)</b>			
<b>Legal Services Department (6004.000203)</b>			
<b>Public assistance and Communication (1101)</b>			
Civil matrimonies (110103)	11.272,20 punt organització	52 civil marriages	216,77 per civil marriage
<b>Licenses and Public Areas Services Directorate (6004.0004)</b>			
<b>Licenses and Inspections Department (6004.000402)</b>			
<b>Public road licenses (0104)</b>			
Activity inspections in public areas (010406)	529.389,40 punt organització	868 inspections	609,90 per inspection
Minor construction work licenses (010407)	91.246,17 punt organització	2.259 reviews	40,39 per review
<b>Urban Planning Initiatives (0118)</b>			
Subsidiary implementation file (011802)	49.982,03 punt organització	5 files	9.996,41 per file
Urban planning files and reports (011801)	29.296,28 punt organització	31 files	945,04 per file
<b>District procedures (1104)</b>			
Activity Licenses (110401)			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
	85.772,11 punt organització	48 reviews	1.786,92 per review
<b>Public assistance and Communication (1101)</b>			
Management of complaints, incidents and suggestions (IRIS) (110101)	57.278,03 punt organització	1.541 complaints and grievances	37,17 per complaint or grievance
<b>Public Works and Maintenance Department (6004.000401)</b>			
<b>Cleaning public areas (0202)</b>			
Cleaning the public roads and public areas (020201)	750,65 punt organització	81.530 district	0,01 per district inhabitant
<b>Urban Spaces (1204)</b>			
Preventative maintenance and repairs to the public roads and pavements (120405)	1.603.479,60 punt organització	81.530 district	19,67 per district inhabitant
<b>Services to People and the Territory Directorate (6004.0003)</b>			
<b>Civic centre (6004.000303)</b>			
	1.484.477,73 punt organització	4 centres	371.119,43 per centre
<b>Facilities for children and adolescents (6004.000311)</b>			
<b>Family and children (0302)</b>			
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)	187.099,32 punt organització	81.530 district	2,29 per district inhabitant
<b>Neighbourhood centre (6004.000302)</b>			
	15.919,48 punt organització	1 community centres	15.919,48 per community centre
<b>District Manager's Office 05 Sarrià-Sant Gervasi (6005)</b>			
<b>Public road licenses (0104)</b>			
Commercial occupancy licenses for pavements and public areas (010403)	102.016,89 acumulat	1.422 permission/permits/licenses	71,74 per permission/permit/license
<b>Operation and maintenance of public street lighting (0208)</b>			
Public and ornamental street lighting (020802)	1.593.565,16 acumulat	146.834 district	10,85 per district inhabitant
<b>Adolescence/Early adulthood (0308)</b>			
Activities and coordination of youth centres and youth information points (PIJ) (030808)	377.309,49 acumulat	2 community centres	188.654,75 per community centre
<b>Libraries (0908)</b>			
Activities and coordination of libraries (090801)	702.326,83 acumulat	3 libraries	234.108,94 per library

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
<b>Enhancing the territory (1102)</b>			
Initiatives for neighbourhood laws and other community programmes (110202)	3.771,58 acumulat	146.834 district	0,03 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Preventative maintenance and repairs to municipal buildings (120104)	475.367,18 acumulat	28 buildings	16.977,40 per building
<b>General Services Directorate (6005.0002)</b>			
Legal Services Department (6005.000203)			
Public assistance and Communication (1101)			
Civil matrimonies (110103)	14.515,91 punt organització	103 civil marriages	140,93 per civil marriage
<b>Licenses and Public Areas Services Directorate (6005.0004)</b>			
Licenses and Inspections Department (6005.000402)			
Public road licenses (0104)			
Minor construction work licenses (010407)	63.964,67 punt organització	4.793 reviews	13,35 per review
Urban Planning Initiatives (0118)			
Urban planning files and reports (011801)	32.369,63 punt organització	62 files	522,09 per file
District procedures (1104)			
Activity Licenses (110401)	164.671,98 punt organització	13 reviews	12.667,08 per review
Public Works and Maintenance Department (6005.000401)			
Cleaning public areas (0202)			
Cleaning the public roads and public areas (020201)	123.991,26 punt organització	146.834 district	0,84 per district inhabitant
Urban Spaces (1204)			
Preventative maintenance and repairs to the public roads and pavements (120405)	3.905.232,10 punt organització	146.834 district	26,60 per district inhabitant
<b>Services to People and the Territory Directorate (6005.0003)</b>			
Civic centre (6005.000303)	3.363.742,14 punt organització	8 centres	420.467,77 per centre
Facilities for children and adolescents (6005.000311)			
Family and children (0302)			

## DISTRICTS (6)

### INDICATORS PER ORGANISATION ACTIVITY

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)			
Neighbourhood centre (6005.000302)	286.083,76 punt organització	146.834 district	1,95 per district inhabitant
	396.704,91 punt organització	2 community centres	198.352,45 per community centre
<b>District Manager's Office 06 Gràcia (6006)</b>			
<b>Public road licenses (0104)</b>			
Commercial occupancy licenses for pavements and public areas (010403)	152.702,19 acumulat	1.303 permission/permits/licenses	117,19 per permission/permit/license
<b>Operation and maintenance of public street lighting (0208)</b>			
Public and ornamental street lighting (020802)	1.103.397,80 acumulat	120.401 district	9,16 per district inhabitant
<b>Adolescence/Early adulthood (0308)</b>			
Activities and coordination of youth centres and youth information points (PIJ) (030808)	527.406,15 acumulat	2 community centres	263.703,08 per community centre
<b>Elderly people (0303)</b>			
Activities and coordination of municipal senior citizen centres and areas (030301)	194.638,01 acumulat	3 community centres	64.879,34 per community centre
<b>Sport Facilities Management (0403)</b>			
Municipal sports centres (040301)	411.354,24 acumulat	4 centres	102.838,56 per centre
<b>Libraries (0908)</b>			
Activities and coordination of libraries (090801)	946.630,95 acumulat	3 libraries	315.543,65 per library
<b>Enhancing the territory (1102)</b>			
Initiatives for neighbourhood laws and other community programmes (110202)	96.210,76 acumulat	120.401 district	0,80 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Preventative maintenance and repairs to municipal buildings (120104)	241.572,36 acumulat	27 buildings	8.947,12 per building
<b>General Services Directorate (6006.0002)</b>			
<b>Legal Services Department (6006.000203)</b>			
<b>Public assistance and Communication (1101)</b>			
Civil matrimonies (110103)			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
	23.895,22 punt organització	88 civil marriages	271,54 per civil marriage
<b>Licenses and Public Areas Services Directorate (6006.0004)</b>			
<b>Licenses and Inspections Department (6006.000402)</b>			
<b>Public road licenses (0104)</b>			
Activity inspections in public areas (010406)	646.190,13 punt organització	1.541 open files	419,33 per open file
Minor construction work licenses (010407)	70.086,58 punt organització	3.571 reviews	19,63 per review
<b>Urban Planning Initiatives (0118)</b>			
Urban planning files and reports (011801)	150.354,95 punt organització	47 files	3.199,04 per file
<b>District procedures (1104)</b>			
Activity Licenses (110401)	205.240,78 punt organització	3 reviews	68.413,59 per review
<b>Public assistance and Communication (1101)</b>			
Management of complaints, incidents and suggestions (IRIS) (110101)	132.392,05 punt organització	2.298 complaints and grievances	57,61 per complaint or grievance
<b>Public Works and Maintenance Department (6006.000401)</b>			
<b>Cleaning public areas (0202)</b>			
Cleaning the public roads and public areas (020201)	1.951,08 punt organització	120.401 district	0,02 per district inhabitant
<b>Urban Spaces (1204)</b>			
Preventative maintenance and repairs to the public roads and pavements (120405)	1.710.149,83 punt organització	120.401 district	14,20 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Drafting studies, work projects, preliminary and receiving reports (120103)	148.163,99 punt organització	8 projects	18.520,50 per project
<b>Services to People and the Territory Directorate (6006.0003)</b>			
<b>Festivals (0903)</b>			
District festivals (090302)	1.425.568,06 punt organització	25 festive activities	57.022,72 per festive activity
<b>Urban Spaces (1204)</b>			
Management of events infrastructure: elements, teams, fences, signs, etc. (120409)			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Civic centre (6006.000303)	343.251,42 punt organització	484 events	709,20 per event
Facilities for children and adolescents (6006.000311)	920.525,79 punt organització	2 centres	460.262,90 per centre
Family and children (0302)			
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)	134.266,17 punt organització	120.401 district	1,12 per district inhabitant
Neighbourhood centre (6006.000302)	415.301,89 punt organització	1 community centres	415.301,89 per community centre
<b>District Manager's Office 07 Horta-Guinardó (6007)</b>			
Public road licenses (0104)			
Commercial occupancy licenses for pavements and public areas (010403)	103.215,20 acumulat	1.410 permission/permits/licenses	73,20 per permission/permit/license
Operation and maintenance of public street lighting (0208)			
Public and ornamental street lighting (020802)	1.614.464,23 acumulat	166.559 district	9,69 per district inhabitant
Adolescence/Early adulthood (0308)			
Activities and coordination of youth centres and youth information points (PIJ) (030808)	637.536,05 acumulat	3 community centres	212.512,02 per community centre
Elderly people (0303)			
Activities and coordination of municipal senior citizen centres and areas (030301)	605.710,32 acumulat	5 community centres	121.142,06 per community centre
Libraries (0908)			
Activities and coordination of libraries (090801)	977.973,51 acumulat	4 libraries	244.493,38 per library
Enhancing the territory (1102)			
Initiatives for neighbourhood laws and other community programmes (110202)	53.620,15 acumulat	166.559 district	0,32 per district inhabitant
Work Coordination in Public Areas (1201)			
Preventative maintenance and repairs to municipal buildings (120104)	403.328,13 acumulat	51 buildings	7.908,39 per building
<b>General Services Directorate (6007.0002)</b>			
Legal Services Department (6007.000203)			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
<b>Public assistance and Communication (1101)</b>			
Civil matrimonies (110103)	45.777,50 punt organització	101 civil marriages	453,24 per civil marriage
<b>Licenses and Public Areas Services Directorate (6007.0004)</b>			
<b>Licenses and Inspections Department (6007.000402)</b>			
<b>Public road licenses (0104)</b>			
Activity inspections in public areas (010406)	352.604,91 punt organització	2.055 inspections	171,58 per inspection
Minor construction work licenses (010407)	89.551,86 punt organització	3.129 reviews	28,62 per review
<b>Urban Planning Initiatives (0118)</b>			
Subsidiary implementation file (011802)	6.937,28 punt organització	6 files	1.156,21 per file
<b>District procedures (1104)</b>			
Activity Licenses (110401)	28.548,14 punt organització	6 reviews	4.758,02 per review
<b>Public Works and Maintenance Department (6007.000401)</b>			
<b>Urban Spaces (1204)</b>			
Preventative maintenance and repairs to the public roads and pavements (120405)	2.265.952,13 punt organització	166.559 district	13,60 per district inhabitant
<b>Services to People and the Territory Directorate (6007.0003)</b>			
Civic centre (6007.000303)	2.445.517,60 punt organització	5 centres	489.103,52 per centre
<b>Facilities for children and adolescents (6007.000311)</b>			
<b>Family and children (0302)</b>			
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)	655.781,10 punt organització	166.559 district	3,94 per district inhabitant
Neighbourhood centre (6007.000302)	878.494,36 punt organització	4 community centres	219.623,59 per community centre
<b>District Manager's Office 08 Nou Barris (6008)</b>			
<b>Public road licenses (0104)</b>			
Commercial occupancy licenses for pavements and public areas (010403)	194.796,18 acumulat	1.790 permission/permits/licenses	108,82 per permission/permit/license



**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
<b>Operation and maintenance of public street lighting (0208)</b>			
Public and ornamental street lighting (020802)	1.375.205,44 acumulat	164.648 district	8,35 per district inhabitant
<b>Adolescence/Early adulthood (0308)</b>			
Activities and coordination of youth centres and youth information points (PIJ) (030808)	105.064,16 acumulat	4 community centres	26.266,04 per community centre
<b>Elderly people (0303)</b>			
Activities and coordination of municipal senior citizen centres and areas (030301)	267.548,26 acumulat	8 community centres	33.443,53 per community centre
<b>Libraries (0908)</b>			
Activities and coordination of libraries (090801)	840.747,89 acumulat	5 libraries	168.149,58 per library
<b>Enhancing the territory (1102)</b>			
Initiatives for neighbourhood laws and other community programmes (110202)	50.188,37 acumulat	164.648 district	0,30 per district inhabitant
<b>General Services Directorate (6008.0002)</b>			
<b>Legal Services Department (6008.000203)</b>			
<b>Public assistance and Communication (1101)</b>			
Civil matrimonies (110103)	68.740,67 punt organització	93 civil marriages	739,15 per civil marriage
<b>Licenses and Public Areas Services Directorate (6008.0004)</b>			
<b>Licenses and Inspections Department (6008.000402)</b>			
<b>Public road licenses (0104)</b>			
Minor construction work licenses (010407)	117.299,91 punt organització	2.402 reviews	48,83 per review
<b>Urban Planning Initiatives (0118)</b>			
Urban planning files and reports (011801)	28.349,21 punt organització	243 files	116,66 per file
<b>Public Works and Maintenance Department (6008.000401)</b>			
<b>Cleaning public areas (0202)</b>			
Cleaning the public roads and public areas (020201)	6.395,21 punt organització	164.648 district	0,04 per district inhabitant
<b>Urban Spaces (1204)</b>			
Preventative maintenance and repairs to the public roads and pavements (120405)			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
	1.814.677,02 punt organització	164.648 district	11,02 per district inhabitant
<b>Services to People and the Territory Directorate (6008.0003)</b>			
Civic centre (6008.000303)	2.349.162,79 punt organització	5 centres	469.832,56 per centre
<b>Facilities for children and adolescents (6008.000311)</b>			
<b>Family and children (0302)</b>			
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)			
	447.063,47 punt organització	164.648 district	2,72 per district inhabitant
Neighbourhood centre (6008.000302)	1.018.212,02 punt organització	5 community centres	203.642,40 per community centre
<b>District Manager's Office 09 Sant Andreu (6009)</b>			
<b>Public road licenses (0104)</b>			
Commercial occupancy licenses for pavements and public areas (010403)			
	156.875,45 acumulat	1.591 permission/permits/licenses	98,60 per permission/permit/license
<b>Operation and maintenance of public street lighting (0208)</b>			
Public and ornamental street lighting (020802)			
	1.245.363,11 acumulat	146.494 district	8,50 per district inhabitant
<b>Adolescence/Early adulthood (0308)</b>			
Activities and coordination of youth centres and youth information points (PIJ) (030808)			
	831.986,14 acumulat	2 community centres	415.993,07 per community centre
<b>Elderly people (0303)</b>			
Activities and coordination of municipal senior citizen centres and areas (030301)			
	700.424,84 acumulat	6 community centres	116.737,47 per community centre
<b>Sport Facilities Management (0403)</b>			
Municipal sports centres (040301)			
	563.401,74 acumulat	7 centres	80.485,96 per centre
<b>Libraries (0908)</b>			
Activities and coordination of libraries (090801)			
	1.062.196,07 acumulat	4 libraries	265.549,02 per library
<b>Enhancing the territory (1102)</b>			
Initiatives for neighbourhood laws and other community programmes (110202)			
	815.542,97 acumulat	146.494 district	5,57 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Preventative maintenance and repairs to municipal buildings (120104)	395.696,93 acumulat	107 buildings	3.698,10 per building
<b>General Services Directorate (6009.0002)</b>			
<b>Legal Services Department (6009.000203)</b>			
<b>Public assistance and Communication (1101)</b>			
Civil matrimonies (110103)	27.316,88 punt organització	132 civil marriages	206,95 per civil marriage
<b>Licenses and Public Areas Services Directorate (6009.0004)</b>			
<b>Licenses and Inspections Department (6009.000402)</b>			
<b>Public road licenses (0104)</b>			
Activity inspections in public areas (010406)	289.820,19 punt organització	1.855 inspections	156,24 per inspection
Minor construction work licenses (010407)	83.675,51 punt organització	2.526 reviews	33,13 per review
<b>Urban Planning Initiatives (0118)</b>			
Subsidiary implementation file (011802)	13.117,61 punt organització	2 files	6.558,81 per file
Urban planning files and reports (011801)	67.394,76 punt organització	3 files	22.464,92 per file
<b>District procedures (1104)</b>			
Activity Licenses (110401)	94.394,46 punt organització	96 reviews	983,28 per review
<b>Public assistance and Communication (1101)</b>			
Management of complaints, incidents and suggestions (IRIS) (110101)	65.263,19 punt organització	817 complaints and grievances	79,88 per complaint or grievance
<b>Public Works and Maintenance Department (6009.000401)</b>			
<b>Cleaning public areas (0202)</b>			
Cleaning the public roads and public areas (020201)	5.273,10 punt organització	146.494 district	0,04 per district inhabitant
<b>Urban Spaces (1204)</b>			
Preventative maintenance and repairs to the public roads and pavements (120405)	2.113.131,99 punt organització	146.494 district	14,42 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Drafting studies, work projects, preliminary and receiving reports (120103)			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
	79.056,70 punt organització	1 projects	79.056,70 per project
<b>Services to People and the Territory Directorate (6009.0003)</b>			
<b>Urban Spaces (1204)</b>			
Management of events infrastructure: elements, teams, fences, signs, etc. (120409)	791.180,91 punt organització	278 events	2.845,97 per event
<b>Civic centre (6009.000303)</b>			
	2.251.785,02 punt organització	6 centres	375.297,50 per centre
<b>Facilities for children and adolescents (6009.000311)</b>			
<b>Family and children (0302)</b>			
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)	223.012,79 punt organització	146.494 district	1,52 per district inhabitant
<b>Neighbourhood centre (6009.000302)</b>			
	561.044,01 punt organització	3 community centres	187.014,67 per community centre
<b>District Manager's Office 10 Sant Martí (6010)</b>			
<b>Public road licenses (0104)</b>			
Commercial occupancy licenses for pavements and public areas (010403)	260.474,87 acumulat	3.517 permission/permits/licenses	74,06 per permission/permit/license
<b>Operation and maintenance of public street lighting (0208)</b>			
Public and ornamental street lighting (020802)	2.579.305,61 acumulat	233.659 district	11,04 per district inhabitant
<b>Adolescence/Early adulthood (0308)</b>			
Activities and coordination of youth centres and youth information points (PIJ) (030808)	257.177,31 acumulat	4 community centres	64.294,33 per community centre
<b>Elderly people (0303)</b>			
Activities and coordination of municipal senior citizen centres and areas (030301)	780.492,71 acumulat	10 community centres	78.049,27 per community centre
<b>Sport Facilities Management (0403)</b>			
Municipal sports centres (040301)	739.152,87 acumulat	15 centres	49.276,86 per centre
<b>Libraries (0908)</b>			
Activities and coordination of libraries (090801)	1.166.283,38 acumulat	6 libraries	194.380,56 per library
<b>Enhancing the territory (1102)</b>			

**DISTRICTS (6)**
**INDICATORS PER ORGANISATION ACTIVITY**

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Initiatives for neighbourhood laws and other community programmes (110202)	454.506,46 acumulat	233.659 district	1,95 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Preventative maintenance and repairs to municipal buildings (120104)	594.293,34 acumulat	67 buildings	8.870,05 per building
<b>General Services Directorate (6010.0002)</b>			
<b>Legal Services Department (6010.000203)</b>			
<b>Public assistance and Communication (1101)</b>			
Civil matrimonies (110103)	68.870,52 punt organització	97 civil marriages	710,01 per civil marriage
<b>Licenses and Public Areas Services Directorate (6010.0004)</b>			
<b>Licenses and Inspections Department (6010.000402)</b>			
<b>Public road licenses (0104)</b>			
Minor construction work licenses (010407)	135.695,79 punt organització	4.496 reviews	30,18 per review
<b>Urban Planning Initiatives (0118)</b>			
Urban planning files and reports (011801)	13.647,65 punt organització	142 files	96,11 per file
<b>District procedures (1104)</b>			
Activity Licenses (110401)	190.057,54 punt organització	47 reviews	4.043,78 per review
<b>Public assistance and Communication (1101)</b>			
Management of complaints, incidents and suggestions (IRIS) (110101)	25.130,79 punt organització	262 complaints and grievances	95,92 per complaint or grievance
<b>Public Works and Maintenance Department (6010.000401)</b>			
<b>Urban Spaces (1204)</b>			
Preventative maintenance and repairs to the public roads and pavements (120405)	2.996.923,38 punt organització	233.659 district	12,83 per district inhabitant
<b>Work Coordination in Public Areas (1201)</b>			
Drafting studies, work projects, preliminary and receiving reports (120103)	130.574,99 punt organització	9 projects	14.508,33 per project
<b>Services to People and the Territory Directorate (6010.0003)</b>			
<b>Festivals (0903)</b>			
District festivals (090302)			

## DISTRICTS (6)

### INDICATORS PER ORGANISATION ACTIVITY

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Civic centre (6010.000303)	692.317,25 punt organització	24 festive activities	28.846,55 per festive activity
Facilities for children and adolescents (6010.000311)	2.131.889,20 punt organització	5 centres	426.377,84 per centre
Family and children (0302)			
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)	883.261,07 punt organització	233.659 district	3,78 per district inhabitant
Neighbourhood centre (6010.000302)	963.869,20 punt organització	9 community centres	107.096,58 per community centre

# EDUCATION (8)

## EDUCATION (8)

### INDICATORS PER ORGANISATION ACTIVITY

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Barcelona Municipal Institute of Education (IMEB) (8200)			
Educational Centres Directorate (8200.03)			
Infant Education Services (8200.0301)			
Nursery Schools (8200.030101)			
Education (0801)			
Nursery schools and playgroups (080101)			
	57.332.922,24 punt organització	95 schools	603.504,44 per school
	57.332.922,24 punt organització	7.940 students	7.220,77 per student participant
Municipal Conservatory of Barcelona (8200.0303)			
Artistic education (0802)			
Municipal Conservatory (080201)			
	4.435.415,56 punt organització	551 students	8.049,76 per student participant
Music Education Services (Music Schools) (8200.0302)			
Artistic education (0802)			
Music schools (080202)			
	3.205.179,15 punt organització	4 schools	801.294,79 per school
	3.205.179,15 punt organització	2.630 students	1.218,70 per student participant
Barcelona Education Consortium (CEB) (8301)			
Education (0801)			
Nursery schools and playgroups (080101)			
	8.010.703,12 punt organització	95 schools	84.323,19 per school
	8.010.703,12 punt organització	7.940 students	1.008,90 per student participant



# CULTURE (9)

## CULTURE (9)

### INDICATORS PER ORGANISATION ACTIVITY

Organisation / Process / Activity / Task	Cost	Count	Unit Cost
Barcelona Institute of Culture (ICUB). (9200)			
Cultural Infrastructure, Heritage and Coordination Directorate (9200.04)			
Barcelona Design Museum (DHUB) Directorate (9200.0403)	59.514.326,02 punt organització	216.792 visitors	274,52 per visitor
Frederic Marès Museum Directorate (9200.0404)	14.171.158,63 punt organització	38.707 visitors	366,11 per visitor
Historical Memory Directorate (9200.02)			
Castell de Montjuïc Directorate (9200.0204)	3.013.350,04 punt organització	670.526 visitors	4,49 per visitor
History Museum Directorate (9200.0202)	8.695.267,23 punt organització	916.517 visitors	9,49 per visitor
Local and Community Culture Directorate (9200.01)			
Festivals and Traditions Department (9200.010001)			
Festivals (0903)	11.332.973,89 punt organització	1.604.555 city	7,06 per inhabitant
Barcelona Activa, SA (BASA) (9501)			
Entrepreneurship, enterprise and training (1005)	22.000.410,37 punt organització	143.294 users	153,53 per user

# INDICATORS PER ACTIVITY

# URBAN PLANNING (01)

## URBAN PLANNING (01)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Architecture and contemporary urban planning (0117)			
	2.846.608,62 punt organització	1.604.555 city	1,77 per inhabitant
Exhibitions (011701)			
Mies Van der Rohe Foundation (FMVR) (5402)	450.674,20 punt organització	10 exhiitions	45.067,42 per exhibition
Ticket and shop sales (011707)			
Mies Van der Rohe Foundation (FMVR) (5402)	1.078.175,49 punt organització	86.425 visitors	12,48 per visitor
Campaigns (0110)			
Municipal Institute of Urban Landscape and Quality of Life (IMPUQV) (5202)	8.348.415,07 punt organització	3.160 actions	2.641,90 per action
Information and documentation (0107)			
In-person urban planning information (010701)			
Deputy Manager's Office for Urban Planning (5003)			
Information and Documentation Department (5003.000001)	182.497,52 punt organització	4.250 queries	42,94 per query
Obtaining reports and certificates of qualification in urban planning and orientation maps (010704)			
Deputy Manager's Office for Urban Planning (5003)			
Information and Documentation Department (5003.000001)	258.883,99 punt organització	868 ceretificates and reports	298,25 per certificate / report
Itineraries (0114)			
Municipal Institute of Urban Landscape and Quality of Life (IMPUQV) (5202)	897.189,57 punt organització	1 route / publication	897.189,57 per route / publication
Modernism Route (Réseay Art Nouveau Network, etc.) (011401)			
Municipal Institute of Urban Landscape and Quality of Life (IMPUQV) (5202)	626.142,14 punt organització	17.806 guided tours	35,16 per guided tour
Planning (0101)			
Collaboration and support for the Directorate of Citizen Participation (010102)	307.249,58 punt organització	62 grants for entities	4.955,64 per grants for an entity
Drafting and processing of administrative reports for public urban planning (010103)			
Deputy Manager's Office for Urban Planning (5003)			
Planning Services Directorate (5003.0004)	821.982,51 punt organització	55 studies or plans	14.945,14 per study/plan
Projects (0111)			

**URBAN PLANNING (01)**
**INDICATORS PER ACTIVITY AND ORGANISATION**

Process / Activity / Task / Organisation	Cost	Count	Unit Cost	
Municipal Institute of Urban Landscape and Quality of Life (IMPUQV) (5202)	1.142.880,64	punt organització	13 restoration	87.913,90 per restoration
<b>Public road licenses (0104)</b>				
Activity inspections in public areas (010406)	5.724.140,81	punt organització	18.341 inspections	312,10 per inspection
District Manager's Office 02 Eixample (6002)				
Licenses and Public Areas Services Directorate (6002.0004)				
Licenses and Inspections Department (6002.000402)	655.650,48	punt organització	6.744 inspections	97,22 per inspection
District Manager's Office 03 Sants-Monjuïc (6003)				
Licenses and Public Areas Services Directorate (6003.0004)				
Licenses and Inspections Department (6003.000402)	627.694,55	punt organització	2.055 inspections	305,45 per inspection
District Manager's Office 04 Les Corts (6004)				
Licenses and Public Areas Services Directorate (6004.0004)				
Licenses and Inspections Department (6004.000402)	529.389,40	punt organització	868 inspections	609,90 per inspection
District Manager's Office 06 Gràcia (6006)				
Licenses and Public Areas Services Directorate (6006.0004)				
Licenses and Inspections Department (6006.000402)	646.190,13	punt organització	1.541 open files	419,33 per open file
District Manager's Office 07 Horta-Guinardó (6007)				
Licenses and Public Areas Services Directorate (6007.0004)				
Licenses and Inspections Department (6007.000402)	352.604,91	punt organització	2.055 inspections	171,58 per inspection
District Manager's Office 09 Sant Andreu (6009)				
Licenses and Public Areas Services Directorate (6009.0004)				
Licenses and Inspections Department (6009.000402)	289.820,19	punt organització	1.855 inspections	156,24 per inspection
Commercial occupancy licenses for pavements and public areas (010403)	1.557.349,71	punt organització	28.669 permission/permits/licenses	54,32 per permission/permit/license
District Manager's Office 01 Ciutat Vella (6001)	219.383,10	acumulat	7.542 permission/permits/licenses	29,09 per permission/permit/license
District Manager's Office 02 Eixample (6002)				

## URBAN PLANNING (01)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
District Manager's Office 03 Sants-Monjuïc (6003)	177.468,61 acumulat	7.013 permission/permits/licenses	25,31 per permission/permit/license
District Manager's Office 04 Les Corts (6004)	127.428,02 acumulat	1.956 permission/permits/licenses	65,15 per permission/permit/license
District Manager's Office 05 Sarrià-Sant Gervasi (6005)	62.989,20 acumulat	1.125 permission/permits/licenses	55,99 per permission/permit/license
District Manager's Office 06 Gràcia (6006)	102.016,89 acumulat	1.422 permission/permits/licenses	71,74 per permission/permit/license
District Manager's Office 07 Horta-Guinardó (6007)	152.702,19 acumulat	1.303 permission/permits/licenses	117,19 per permission/permit/license
District Manager's Office 08 Nou Barris (6008)	103.215,20 acumulat	1.410 permission/permits/licenses	73,20 per permission/permit/license
District Manager's Office 09 Sant Andreu (6009)	194.796,18 acumulat	1.790 permission/permits/licenses	108,82 per permission/permit/license
District Manager's Office 10 Sant Martí (6010)	156.875,45 acumulat	1.591 permission/permits/licenses	98,60 per permission/permit/license
Minor construction work licenses (010407)	260.474,87 acumulat	3.517 permission/permits/licenses	74,06 per permission/permit/license
District Manager's Office 01 Ciutat Vella (6001)	1.238.032,97 punt organització	39.567 permission/permits/licenses	31,29 per permission/permit/license
Licenses and Public Areas Services Directorate (6001.0004)			
Licenses and Inspections Department (6001.000402)	263.071,00 punt organització	3.199 reviews	82,24 per review
District Manager's Office 02 Eixample (6002)			
Licenses and Public Areas Services Directorate (6002.0004)			
Licenses and Inspections Department (6002.000402)	312.485,68 punt organització	9.187 reviews	34,01 per review
District Manager's Office 03 Sants-Monjuïc (6003)			
Licenses and Public Areas Services Directorate (6003.0004)			
Licenses and Inspections Department (6003.000402)	10.955,79 punt organització	4.005 reviews	2,74 per review
District Manager's Office 04 Les Corts (6004)			
Licenses and Public Areas Services Directorate (6004.0004)			

## URBAN PLANNING (01)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Licenses and Inspections Department (6004.000402)			
	91.246,17 punt organització	2.259 reviews	40,39 per review
District Manager's Office 05 Sarrià-Sant Gervasi (6005)			
Licenses and Public Areas Services Directorate (6005.0004)			
Licenses and Inspections Department (6005.000402)			
	63.964,67 punt organització	4.793 reviews	13,35 per review
District Manager's Office 06 Gràcia (6006)			
Licenses and Public Areas Services Directorate (6006.0004)			
Licenses and Inspections Department (6006.000402)			
	70.086,58 punt organització	3.571 reviews	19,63 per review
District Manager's Office 07 Horta-Guinardó (6007)			
Licenses and Public Areas Services Directorate (6007.0004)			
Licenses and Inspections Department (6007.000402)			
	89.551,86 punt organització	3.129 reviews	28,62 per review
District Manager's Office 08 Nou Barris (6008)			
Licenses and Public Areas Services Directorate (6008.0004)			
Licenses and Inspections Department (6008.000402)			
	117.299,91 punt organització	2.402 reviews	48,83 per review
District Manager's Office 09 Sant Andreu (6009)			
Licenses and Public Areas Services Directorate (6009.0004)			
Licenses and Inspections Department (6009.000402)			
	83.675,51 punt organització	2.526 reviews	33,13 per review
District Manager's Office 10 Sant Martí (6010)			
Licenses and Public Areas Services Directorate (6010.0004)			
Licenses and Inspections Department (6010.000402)			
	135.695,79 punt organització	4.496 reviews	30,18 per review
Urban model projects (0119)			
	3.228.914,05 punt organització	1.604.555 city	2,01 per inhabitant
Drafting public area projects (011901)			
	2.570.983,00 punt organització	1.604.555 city	1,60 per inhabitant
Drafting strategic studies (011903)			
	654.102,31 punt organització	1.604.555 city	0,41 per inhabitant
Management and refurbishment of urban furniture (011902)			



## URBAN PLANNING (01)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
	3.828,74 punt organització	1.604.555 city	0,00 per inhabitant
Urban planning document resources and databases (0108)	184.262,25 punt organització	1.604.555 city	0,11 per inhabitant
Urban Planning Initiatives (0118)	4.219.486,48 punt organització	1.604.555 city	2,63 per inhabitant
Processing licenses for major works (011803)	2.747.880,74 punt organització	1.025 permission/permits/licenses	2.680,86 per permission/permit/license
Subsidiary implementation file (011802)			
District Manager's Office 01 Ciutat Vella (6001)			
Licenses and Public Areas Services Directorate (6001.0004)			
Licenses and Inspections Department (6001.000402)	96.220,28 punt organització	21 files	4.581,92 per file
District Manager's Office 02 Eixample (6002)			
Licenses and Public Areas Services Directorate (6002.0004)			
Licenses and Inspections Department (6002.000402)	146.694,50 punt organització	12 files	12.224,54 per file
District Manager's Office 03 Sants-Monjuïc (6003)			
Licenses and Public Areas Services Directorate (6003.0004)			
Licenses and Inspections Department (6003.000402)	718,04 punt organització	11 files	65,28 per file
District Manager's Office 04 Les Corts (6004)			
Licenses and Public Areas Services Directorate (6004.0004)			
Licenses and Inspections Department (6004.000402)	49.982,03 punt organització	5 files	9.996,41 per file
District Manager's Office 07 Horta-Guinardó (6007)			
Licenses and Public Areas Services Directorate (6007.0004)			
Licenses and Inspections Department (6007.000402)	6.937,28 punt organització	6 files	1.156,21 per file
District Manager's Office 09 Sant Andreu (6009)			
Licenses and Public Areas Services Directorate (6009.0004)			
Licenses and Inspections Department (6009.000402)	13.117,61 punt organització	2 files	6.558,81 per file
Urban planning files and reports (011801)			

**URBAN PLANNING (01)**
**INDICATORS PER ACTIVITY AND ORGANISATION**

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
	854.720,42 punt organització	1.546 files	552,86 per file
District Manager's Office 01 Ciutat Vella (6001)			
Licenses and Public Areas Services Directorate (6001.0004)			
Licenses and Inspections Department (6001.000402)	59.511,44 punt organització	370 files	160,84 per file
District Manager's Office 02 Eixample (6002)			
Licenses and Public Areas Services Directorate (6002.0004)			
Licenses and Inspections Department (6002.000402)	469.903,75 punt organització	614 files	765,32 per file
District Manager's Office 03 Sants-Monjuïc (6003)			
Licenses and Public Areas Services Directorate (6003.0004)			
Licenses and Inspections Department (6003.000402)	3.892,72 punt organització	16 files	243,30 per file
District Manager's Office 04 Les Corts (6004)			
Licenses and Public Areas Services Directorate (6004.0004)			
Licenses and Inspections Department (6004.000402)	29.296,28 punt organització	31 files	945,04 per file
District Manager's Office 05 Sarrià-Sant Gervasi (6005)			
Licenses and Public Areas Services Directorate (6005.0004)			
Licenses and Inspections Department (6005.000402)	32.369,63 punt organització	62 files	522,09 per file
District Manager's Office 06 Gràcia (6006)			
Licenses and Public Areas Services Directorate (6006.0004)			
Licenses and Inspections Department (6006.000402)	150.354,95 punt organització	47 files	3.199,04 per file
District Manager's Office 08 Nou Barris (6008)			
Licenses and Public Areas Services Directorate (6008.0004)			
Licenses and Inspections Department (6008.000402)	28.349,21 punt organització	243 files	116,66 per file
District Manager's Office 09 Sant Andreu (6009)			
Licenses and Public Areas Services Directorate (6009.0004)			
Licenses and Inspections Department (6009.000402)	67.394,76 punt organització	3 files	22.464,92 per file
District Manager's Office 10 Sant Martí (6010)			

## URBAN PLANNING (01)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<a href="#">Licenses and Public Areas Services Directorate (6010.0004)</a>			
<a href="#">Licenses and Inspections Department (6010.000402)</a>			
	13.647,65 punt organització	142 files	96,11 per file
<b>Urban planning inspection (0105)</b>			
	2.046.929,92 punt organització	1.604.555 city	1,28 per inhabitant
<b>Urban planning licenses (0103)</b>			
Processing operations dossiers (010307)	317.388,02 punt organització	168 permission/permits/licenses	1.889,21 per permission/permit/license
Processing works dossiers (010303)	317.388,02 punt organització	168 permission/permits/licenses	1.889,21 per permission/permit/license
<b>Urban planning management (0102)</b>			
Compulsory purchases (010201)	6.441.390,06 punt organització	1.604.555 city	4,01 per inhabitant
Reparcelling (projects and others) (010202)	1.485.303,52 punt organització	63 expropriation	23.576,25 per expropriation
	1.600.075,20 punt organització	34 reparcellings	47.061,04 per reparcelling

# ENVIRONMENT AND URBAN SERVICES (02)

## ENVIRONMENT AND URBAN SERVICES (02)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<b>Animals (0203)</b>			
	307.855,35 punt organització	1.604.555 city	0,19 per inhabitant
Deceased animal collection (020301)	229.184,07 punt organització	2.259 animals	101,45 per animal
Police interventions according to the Protection, Ownership and Sale of Animals Byelaw (OPTVA) (020308)	78.671,29 punt organització	1.494 complaints	52,66 per complaint
<b>City trees (0214)</b>			
	9.490.706,50 punt organització	1.604.555 city	5,91 per inhabitant
<b>Cleaning public areas (0202)</b>			
	196.096.386,27 punt organització	1.604.555 city	122,21 per inhabitant
Cleaning the public roads and public areas (020201)	191.351.581,47 punt organització	1.604.555 city	119,26 per inhabitant
District Manager's Office 01 Ciutat Vella (6001)			
<a href="#">Licenses and Public Areas Services Directorate (6001.0004)</a>			
Public Works and Maintenance Department (6001.000401)	13.442,60 punt organització	100.115 district	0,13 per district inhabitant
District Manager's Office 02 Eixample (6002)			
<a href="#">Licenses and Public Areas Services Directorate (6002.0004)</a>			
Public Works and Maintenance Department (6002.000401)	114.994,60 punt organització	263.558 district	0,44 per district inhabitant
District Manager's Office 03 Sants-Monjuïc (6003)			
<a href="#">Licenses and Public Areas Services Directorate (6003.0004)</a>			
Public Works and Maintenance Department (6003.000401)	53.962,59 punt organització	180.757 district	0,30 per district inhabitant
District Manager's Office 04 Les Corts (6004)			
<a href="#">Licenses and Public Areas Services Directorate (6004.0004)</a>			
Public Works and Maintenance Department (6004.000401)	750,65 punt organització	81.530 district	0,01 per district inhabitant
District Manager's Office 05 Sarrià-Sant Gervasi (6005)			
<a href="#">Licenses and Public Areas Services Directorate (6005.0004)</a>			
Public Works and Maintenance Department (6005.000401)	123.991,26 punt organització	146.834 district	0,84 per district inhabitant
District Manager's Office 06 Gràcia (6006)			

## ENVIRONMENT AND URBAN SERVICES (02)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<a href="#">Licenses and Public Areas Services Directorate (6006.0004)</a>			
Public Works and Maintenance Department (6006.000401)			
	1.951,08 punt organització	120.401 district	0,02 per district inhabitant
<a href="#">District Manager's Office 08 Nou Barris (6008)</a>			
<a href="#">Licenses and Public Areas Services Directorate (6008.0004)</a>			
Public Works and Maintenance Department (6008.000401)			
	6.395,21 punt organització	164.648 district	0,04 per district inhabitant
<a href="#">District Manager's Office 09 Sant Andreu (6009)</a>			
<a href="#">Licenses and Public Areas Services Directorate (6009.0004)</a>			
Public Works and Maintenance Department (6009.000401)			
	5.273,10 punt organització	146.494 district	0,04 per district inhabitant
Graffiti removal (020202)	4.744.804,81 punt organització	512.510 square metres	9,26 per square metre
<b>Collection and waste management (0201)</b>			
	122.662.745,18 punt organització	1.604.555 city	76,45 per inhabitant
Commercial waste (020103)	32.303.665,38 punt organització	53.353 tons of commercial origin	605,47 per ton
Furniture and junk collection (020104)	14.063.758,83 punt organització	27.957 tons of furniture and junk	503,05 per ton
Municipal market waste (020102)	11.617.917,00 punt organització	40 ton collected	290.447,93 per ton collected
<b>Environmental protection (0211)</b>			
	3.697,96 punt organització	1.604.555 city	0,00 per inhabitant
<b>Environmental quality (0207)</b>			
Environmental licenses (020707)			
	219.845,26 punt organització	186 environmental measures records	1.181,96 per environmental measures record
Measures to reduce air pollution (020702)	210.325,08 punt organització	1.604.555 city	0,13 per inhabitant
Monitoring and vigilance regarding noise awareness (020703)	417.290,02 punt organització	1.604.555 city	0,26 per inhabitant
<b>Initiatives (0210)</b>			
<a href="#">Barcelona Cicle de l'Aigua, SA (BCASA) (5505)</a>			
	5.132.247,84 punt organització	3.987 incidents	1.287,25 per incident

## ENVIRONMENT AND URBAN SERVICES (02)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Fountains (021001)			
	7.104.777,16 punt organització	1.975 fountains and lakes	3.597,36 per fountain / lake
Maintenance and refurbishment of urban furniture (0212)			
	5.565.702,90 punt organització	1.604.555 city	3,47 per inhabitant
Management of green areas (0213)			
	37.862.056,88 punt organització	1.604.555 city	23,60 per inhabitant
Networks (0209)			
Barcelona Cicle de l'Aigua, SA (BCASA) (5505)			
	11.502.748,18 punt organització	16 improvements and works	718.921,76 per improvement / works
Urban drainage network (020901)			
	16.022.911,76 punt organització	602 assignments/encumbrances	26.616,13 per assignment / encumbrance
Operation and maintenance of public street lighting (0208)			
	42.252.206,29 punt organització	1.604.555 city	26,33 per inhabitant
Deputy Manager's Office of Environment and Urban Services (5001)			
Energy Services and Environmental Quality Directorate (5001.0001)			
Street Lighting Department (5001.000102)			
	27.146.235,50 punt organització	553.000 points of light controlled	49,09 per light spots
Festival and civil acts (020801)			
	5.238.270,84 punt organització	1.604.555 city	3,26 per inhabitant
Public and ornamental street lighting (020802)			
	37.013.935,45 punt organització	1.604.555 city	23,07 per inhabitant
Deputy Manager's Office of Environment and Urban Services (5001)			
Energy Services and Environmental Quality Directorate (5001.0001)			
Street Lighting Department (5001.000102)			
	21.907.964,66 punt organització	1.604.555 city	13,65 per inhabitant
District Manager's Office 01 Ciutat Vella (6001)			
	1.478.406,54 acumulat	100.115 district	14,77 per district inhabitant
District Manager's Office 02 Eixample (6002)			
	1.475.114,97 acumulat	263.558 district	5,60 per district inhabitant
District Manager's Office 03 Sants-Monjuïc (6003)			
	1.525.413,81 acumulat	180.757 district	8,44 per district inhabitant
District Manager's Office 04 Les Corts (6004)			
	1.115.734,13 acumulat	81.530 district	13,68 per district inhabitant

## ENVIRONMENT AND URBAN SERVICES (02)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
District Manager's Office 05 Sarrià-Sant Gervasi (6005)	1.593.565,16 acumulat	146.834 district	10,85 per district inhabitant
District Manager's Office 06 Gràcia (6006)	1.103.397,80 acumulat	120.401 district	9,16 per district inhabitant
District Manager's Office 07 Horta-Guinardó (6007)	1.614.464,23 acumulat	166.559 district	9,69 per district inhabitant
District Manager's Office 08 Nou Barris (6008)	1.375.205,44 acumulat	164.648 district	8,35 per district inhabitant
District Manager's Office 09 Sant Andreu (6009)	1.245.363,11 acumulat	146.494 district	8,50 per district inhabitant
District Manager's Office 10 Sant Martí (6010)	2.579.305,61 acumulat	233.659 district	11,04 per district inhabitant



# SOCIAL RIGHTS (03)

## SOCIAL RIGHTS (03)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<b>Adolescence/Early adulthood (0308)</b>			
	11.069.442,28 punt organització	1.604.555 city	6,90 per inhabitant
<b>Activities and coordination of youth centres and youth information points (PIJ) (030808)</b>			
	4.200.461,80 punt organització	23 community centres	182.628,77 per community centre
District Manager's Office 01 Ciutat Vella (6001)	375.185,05 acumulat	1 community centres	375.185,05 per community centre
District Manager's Office 03 Sants-Monjuïc (6003)	493.465,47 acumulat	3 community centres	164.488,49 per community centre
District Manager's Office 04 Les Corts (6004)	395.349,60 acumulat	2 community centres	197.674,80 per community centre
District Manager's Office 05 Sarrià-Sant Gervasi (6005)	377.309,49 acumulat	2 community centres	188.654,75 per community centre
District Manager's Office 06 Gràcia (6006)	527.406,15 acumulat	2 community centres	263.703,08 per community centre
District Manager's Office 07 Horta-Guinardó (6007)	637.536,05 acumulat	3 community centres	212.512,02 per community centre
District Manager's Office 08 Nou Barris (6008)	105.064,16 acumulat	4 community centres	26.266,04 per community centre
District Manager's Office 09 Sant Andreu (6009)	831.986,14 acumulat	2 community centres	415.993,07 per community centre
District Manager's Office 10 Sant Martí (6010)	257.177,31 acumulat	4 community centres	64.294,33 per community centre
<b>Information services and resources for organisations (030803)</b>			
	379.891,28 punt organització	13.634 users	27,86 per user
<b>Orientation, training and resources for young people (CIAJ: Information and Guidance Centre for Young People) (030801)</b>			
	705.308,95 punt organització	30.003 queries	23,51 per query
<b>Services and resources for adolescents (CAAJ: Academic Guidance Centre for Young People) (030802)</b>			
	995.934,97 punt organització	8.617 queries	115,58 per query
<b>Assistance for individuals and families (0313)</b>			
<b>Basic social care services for individuals and families (031301)</b>			
	15.194.499,03 punt organització	74.237 users	204,68 per user
<b>Home Care Service (SAD) (031302)</b>			
	77.098.287,29 punt organització	20.539 users	3.753,75 per user

## SOCIAL RIGHTS (03)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<b>Assistance for vulnerable people (0301)</b>			
Coverage of food requirements (030105)	7.612.871,51 punt organització	512.441 served meals	14,86 per served meal
Daycare (030104)	1.285.107,29 punt organització	2.603 people attended to	493,70 per person attended to
Support in gaining access to housing (030103)	3.484.101,60 punt organització	319 awarded flats	10.921,95 per awarded flat
Temporary residential care (030101)	9.891.436,15 punt organització	915 users	10.810,31 per user
<b>Citizens' rights (0310)</b>			
Assistance for mediation and consultation of rights (031002)	411.803,96 punt organització	1.604.555 city	0,26 per inhabitant
Promoting education and awareness about citizens' rights and duties (031004)	838.136,62 punt organització	1.604.555 city	0,52 per inhabitant
<b>Elderly people (0303)</b>			
49.030.797,68 punt organització	346.978 people over 64	141,31 per person over 64	
<b>Manager's Office for Social Rights (2000)</b>			
<b>Social Action Directorate (2000.01)</b>			
<b>Social Intervention Services Directorate (2000.0101)</b>			
<b>Senior Citizens Department (2000.010103)</b>			
39.985.385,44 punt organització	346.978 people over 64	115,24 per person over 64	
<b>Activities and coordination of municipal senior citizen centres and areas (030301)</b>			
5.916.472,59 punt organització	53 community centres	111.631,56 per community centre	
District Manager's Office 01 Ciutat Vella (6001)	1.104.154,41 acumulat	5 community centres	220.830,88 per community centre
District Manager's Office 02 Eixample (6002)	793.345,50 acumulat	6 community centres	132.224,25 per community centre
District Manager's Office 03 Sants-Monjuïc (6003)	635.691,27 acumulat	5 community centres	127.138,25 per community centre
District Manager's Office 04 Les Corts (6004)	358.852,87 acumulat	3 community centres	119.617,62 per community centre
District Manager's Office 06 Gràcia (6006)	194.638,01 acumulat	3 community centres	64.879,34 per community centre

## SOCIAL RIGHTS (03)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
District Manager's Office 07 Horta-Guinardó (6007)	605.710,32 acumulat	5 community centres	121.142,06 per community centre
District Manager's Office 08 Nou Barris (6008)	267.548,26 acumulat	8 community centres	33.443,53 per community centre
District Manager's Office 09 Sant Andreu (6009)	700.424,84 acumulat	6 community centres	116.737,47 per community centre
District Manager's Office 10 Sant Martí (6010)	780.492,71 acumulat	10 community centres	78.049,27 per community centre
Daycare for senior citizens (030302)	4.224.023,46 punt organització	15.789 stays	267,53 per Stay
Emergency care for senior citizens (030305)	8.203.425,94 punt organització	168.219 users	48,77 per user
Promoting active ageing (030312)	421.938,67 punt organització	346.978 people over 64	1,22 per person over 64
Residential care for senior citizens (030303)	5.482.034,33 punt organització	351 users	15.618,33 per user
Telephone helpline (030307)	12.737.029,68 punt organització	86.941 users	146,50 per user
Temporary stays in homes (030306)	517.075,65 punt organització	219 users	2.361,08 per user
<b>Family and children (0302)</b>			
Manager's Office for Social Rights (2000)			
Social Action Directorate (2000.01)			
Social Intervention Services Directorate (2000.0101)			
Family and Children Department (2000.010102)	14.177.312,91 punt organització	214.599 people under 16	66,06 per person under 16
Activities and coordination of children's and adolescents' centres and children's play areas. (030204)	4.660.657,27 punt organització	1.604.555 city	2,90 per inhabitant
District Manager's Office 01 Ciutat Vella (6001)			
Services to People and the Territory Directorate (6001.0003)			
Facilities for children and adolescents (6001.000311)	221.886,03 punt organització	100.115 district	2,22 per district inhabitant
District Manager's Office 02 Eixample (6002)			

## SOCIAL RIGHTS (03)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<a href="#">Services to People and the Territory Directorate (6002.0003)</a>			
<a href="#">Facilities for children and adolescents (6002.000311)</a>			
	559.739,82 punt organització	263.558 district	2,12 per district inhabitant
<a href="#">District Manager's Office 03 Sants-Monjuïc (6003)</a>			
<a href="#">Services to People and the Territory Directorate (6003.0003)</a>			
<a href="#">Facilities for children and adolescents (6003.000311)</a>			
	619.747,32 punt organització	180.757 district	3,43 per district inhabitant
<a href="#">District Manager's Office 04 Les Corts (6004)</a>			
<a href="#">Services to People and the Territory Directorate (6004.0003)</a>			
<a href="#">Facilities for children and adolescents (6004.000311)</a>			
	187.099,32 punt organització	81.530 district	2,29 per district inhabitant
<a href="#">District Manager's Office 05 Sarrià-Sant Gervasi (6005)</a>			
<a href="#">Services to People and the Territory Directorate (6005.0003)</a>			
<a href="#">Facilities for children and adolescents (6005.000311)</a>			
	286.083,76 punt organització	146.834 district	1,95 per district inhabitant
<a href="#">District Manager's Office 06 Gràcia (6006)</a>			
<a href="#">Services to People and the Territory Directorate (6006.0003)</a>			
<a href="#">Facilities for children and adolescents (6006.000311)</a>			
	134.266,17 punt organització	120.401 district	1,12 per district inhabitant
<a href="#">District Manager's Office 07 Horta-Guinardó (6007)</a>			
<a href="#">Services to People and the Territory Directorate (6007.0003)</a>			
<a href="#">Facilities for children and adolescents (6007.000311)</a>			
	655.781,10 punt organització	166.559 district	3,94 per district inhabitant
<a href="#">District Manager's Office 08 Nou Barris (6008)</a>			
<a href="#">Services to People and the Territory Directorate (6008.0003)</a>			
<a href="#">Facilities for children and adolescents (6008.000311)</a>			
	447.063,47 punt organització	164.648 district	2,72 per district inhabitant
<a href="#">District Manager's Office 09 Sant Andreu (6009)</a>			
<a href="#">Services to People and the Territory Directorate (6009.0003)</a>			
<a href="#">Facilities for children and adolescents (6009.000311)</a>			
	223.012,79 punt organització	146.494 district	1,52 per district inhabitant
<a href="#">District Manager's Office 10 Sant Martí (6010)</a>			
<a href="#">Services to People and the Territory Directorate (6010.0003)</a>			
<a href="#">Facilities for children and adolescents (6010.000311)</a>			

## SOCIAL RIGHTS (03)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
	883.261,07 punt organització	233.659 district	3,78 per district inhabitant
Activities and coordination of open centres (030202)			
	2.935.551,23 punt organització	2.025 users	1.449,65 per user
Care Team for Infants and Adolescents (EAIA) (030201)			
	6.680.834,66 punt organització	3.485 children and teenagers attended to	1.917,03 per child / teenager
Promoting childhood and adolescence (030206)			
	454.457,05 punt organització	630 children and teenagers attended to	721,36 per child / teenager
Multiculturalism and immigration (0306)			
	11.335.331,32 punt organització	1.604.555 city	7,06 per inhabitant
Promotion services and support for people with disabilities (0317)			
	12.086.293,34 punt organització	1.604.555 city	7,53 per inhabitant
Job placement (031702)			
	2.554.599,11 punt organització	1.604.555 city	1,59 per inhabitant
Public health (0311)			
	28.563.555,53 punt organització	1.604.555 city	17,80 per inhabitant
Municipal Staff Health Care Provision (PAMEM) (031107)			
	6.778.270,82 punt organització	1.604.555 city	4,22 per inhabitant
Promoting health and disease prevention (031104)			
	6.042.903,25 punt organització	1.604.555 city	3,77 per inhabitant
Service to support people with disabilities to lead an independent life (0316)			
	1.861.008,03 punt organització	1.604.555 city	1,16 per inhabitant
Municipal Institute for People with Disabilities (IMPD) (2202)			
	1.861.008,03 punt organització	28 users	66.464,57 per user
Social emergencies (0304)			
	3.747.477,13 punt organització	1.604.555 city	2,34 per inhabitant
Social interventions in public areas (0305)			
Assistance and support for homeless people (030501)			
	5.111.771,61 punt organització	1.604.555 city	3,19 per inhabitant
Specialised care and counselling services for people with disabilities (0315)			
	304.174,16 punt organització	1.604.555 city	0,19 per inhabitant
Management of transport cards and parking (031501)			
	170.135,53 punt organització	3.257 permission/permits/licenses	52,24 per permission/permit/license
Women (0312)			

### **SOCIAL RIGHTS (03)**

#### **INDICATORS PER ACTIVITY AND ORGANISATION**

<b>Process / Activity / Task / Organisation</b>	<b>Cost</b>	<b>Count</b>	<b>Unit Cost</b>
	11.474.667,12 punt organització	1.604.555 city	7,15 per inhabitant

# SPORT (04)



**SPORT (04)**
**INDICATORS PER ACTIVITY AND ORGANISATION**

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Encouragement and promotion of practising sports (0401)	19.509.457,49 punt organització	1.604.555 city	12,16 per inhabitant
Sport for school-age children (040101)	5.600.869,17 punt organització	172.736 participants	32,42 per participant
Sport Facilities Management (0403)			
Municipal sports centres (040301)	15.110.913,22 punt organització	58 centres	260.532,99 per centre
	15.110.913,22 punt organització	180.888 subscribers	83,54 per subscriber
District Manager's Office 01 Ciutat Vella (6001)	667.269,27 acumulat	5 centres	133.453,85 per centre
District Manager's Office 03 Sants-Monjuïc (6003)	1.149.769,60 acumulat	3 centres	383.256,53 per centre
District Manager's Office 04 Les Corts (6004)	178.011,85 acumulat	2 centres	89.005,93 per centre
District Manager's Office 06 Gràcia (6006)	411.354,24 acumulat	4 centres	102.838,56 per centre
District Manager's Office 09 Sant Andreu (6009)	563.401,74 acumulat	7 centres	80.485,96 per centre
District Manager's Office 10 Sant Martí (6010)	739.152,87 acumulat	15 centres	49.276,86 per centre
Sporting Events (0402)	10.868.237,96 punt organització	1.604.555 city	6,77 per inhabitant

# MOBILITY (05)

## MOBILITY (05)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<b>Metropolitan transport (0504)</b>			
Metropolitan Transport Authority (ATM) (050401)	115.631.786,62 punt organització	1.604.555 city	72,06 per inhabitant
<b>Mobility in the territory (0503)</b>			
	367.148,80 punt organització	1.604.555 city	0,23 per inhabitant
<b>Mobility management (0501)</b>			
Road safety initiatives and improvements (050102)	10.007.062,08 punt organització	1.604.555 city	6,24 per inhabitant
Traffic management (050104)	1.337.362,78 punt organització	1.604.555 city	0,83 per inhabitant
	2.674.725,57 punt organització	1.604.555 city	1,67 per inhabitant
<b>Mobility strategy (0502)</b>			
Road safety strategy (050202)	2.202.892,81 punt organització	1.604.555 city	1,37 per inhabitant
	1.101.446,40 punt organització	1.604.555 city	0,69 per inhabitant
Urban Mobility Plan (050201)	1.101.446,40 punt organització	1.604.555 city	0,69 per inhabitant
<b>Municipal mobility services (0505)</b>			
Bicing (050503)	21.508.174,49 punt organització	95.625 users	224,92 per user
Comprehensive road parking system (AREA) (050502)	27.950.821,69 punt organització	1.604.555 city	17,42 per inhabitant
Parking (050501)	23.370.119,26 punt organització	1.604.555 city	14,56 per inhabitant
Station (050505)	2.291.452,04 punt organització	2.061.749 travellers	1,11 per travellers
Tow truck service (050504)	22.752.892,98 punt organització	98.103 effective services	231,93 per effective service

# GUÀRDIA URBANA CITY POLICE (06)

## GUÀRDIA URBANA CITY POLICE (06)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<b>Administrative police (0607)</b>			
	38.127.091,41 punt organització	1.604.555 city	23,76 per inhabitant
Ensuring coexistence among neighbourhood residents (060701)	9.553.476,61 punt organització	24.021 interventions	397,71 per intervention
Irregular activities in public spaces. (060703)	9.489.780,46 punt organització	65.397 complaints	145,11 per complaint
Measures for alerts (060712)	7.633,15 punt organització	1.829 interventions	4,17 per intervention
Public disturbances in public areas (060702)	9.463.135,52 punt organització	51.343 interventions	184,31 per intervention
Public establishments (060705)	9.463.135,52 punt organització	3.493 inspection reports	2.709,17 per inspections
Shows and others (060706)	104.131,23 punt organització	16 interventions	6.508,20 per intervention
Violation of other municipal byelaws (060710)	7.633,15 punt organització	213 interventions	35,84 per intervention
<b>Emergency measures (0608)</b>			
Manager's Office for Security and Prevention (4000)			
Prefecture of City Police (4000.04)			
Territorial Division (4000.0402)	2.845,31 punt organització	1.604.555 city	0,00 per inhabitant
<b>Measures and surveillance for citizen security (0603)</b>			
	57.288.591,44 punt organització	1.604.555 city	35,70 per inhabitant
Manager's Office for Security and Prevention (4000)			
Prefecture of City Police (4000.04)			
Territorial Division (4000.0402)	45.466.959,12 punt organització	1.604.555 city	28,34 per inhabitant
<b>Police assistance (0606)</b>			
	13.721.554,23 punt organització	1.604.555 city	8,55 per inhabitant
<b>Public order (0609)</b>			
	14.803.489,68 punt organització	1.604.555 city	9,23 per inhabitant
Manager's Office for Security and Prevention (4000)			
Prefecture of City Police (4000.04)			

## GUÀRDIA URBANA CITY POLICE (06)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<a href="#">Territorial Division (4000.0402)</a>	14.803.489,68 punt organització	1.604.555 city	9,23 per inhabitant
<b>Traffic (0601)</b>	82.232.358,43 punt organització	1.604.555 city	51,25 per inhabitant
Accident assistance (060105)	17.950.610,06 punt organització	7.281 accidents	2.465,40 per accident
Management of other offences (060108)	16.608.819,81 punt organització	531.069 complaints	31,27 per complaint
Management of vehicles, storage procedures and escorts (060109)	21.550.855,66 punt organització	227 interventions	94.937,69 per intervention
Other traffic incidents (060114)	20.985.386,98 punt organització	106.328 interventions	197,36 per intervention

# FIRE PREVENTION, EXTINCTION AND RESCUE (07)

## FIRE PREVENTION, EXTINCTION AND RESCUE (07)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Civil Protection (0702)	5.263.744,21 punt organització	1.604.555 city	3,28 per inhabitant
Activation of the Municipal Emergency Plan (PEM) (070202)	818.122,87 punt organització	59 activations	13.866,49 per activation
Drills (070203)	1.991.104,46 punt organització	24 simulations	82.962,69 per simulation
Emergency operations and measures (0704)	37.791.254,99 punt organització	1.604.555 city	23,55 per inhabitant
Extinguishing fires in buildings (070401)	4.628.804,86 punt organització	1.766 expiry	2.621,07 per expiry
Extinguishing fires on the public roads (070402)	4.559.949,69 punt organització	1.757 expiry	2.595,30 per expiry
False alarms (070407)			
Manager's Office for Security and Prevention (4000)	4.118.277,74 acumulat	1.590 interventions	2.590,11 per intervention
Operational prevention (070406)	3.817.226,43 punt organització	2.464 actions	1.549,20 per action
Rescues (070405)	5.751.084,12 punt organització	4.505 interventions	1.276,60 per intervention
Technical assistance (070404)	5.393.318,45 punt organització	3.942 interventions	1.368,17 per intervention
Prevention (0703)	3.769.175,18 punt organització	1.604.555 city	2,35 per inhabitant
Training and quality procedures (0701)			
Internal training (070102)	73.549,27 punt organització	3.014 students	24,40 per student participant
Unregulated training (070101)	20.766,10 punt organització	224 students	92,71 per student participant



# EDUCATION (08)

**EDUCATION (08)**
**INDICATORS PER ACTIVITY AND ORGANISATION**

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<b>Artistic education (0802)</b>			
	11.969.541,75 punt organització	1.604.555 city	7,46 per inhabitant
<b>Municipal Conservatory (080201)</b>			
Barcelona Municipal Institute of Education (IMEB) (8200)			
Educational Centres Directorate (8200.03)			
Municipal Conservatory of Barcelona (8200.0303)	4.435.415,56 punt organització	551 students	8.049,76 per student participant
<b>Music schools (080202)</b>			
Barcelona Municipal Institute of Education (IMEB) (8200)			
Educational Centres Directorate (8200.03)			
Music Education Services (Music Schools) (8200.0302)	3.205.179,15 punt organització	4 schools	801.294,79 per school
	3.205.179,15 punt organització	2.630 students	1.218,70 per student participant
<b>Education (0801)</b>			
	130.882.915,21 punt organització	1.604.555 city	81,57 per inhabitant
<b>Nursery schools and playgroups (080101)</b>			
	65.343.625,36 punt organització	95 schools	687.827,64 per school
	65.343.625,36 punt organització	7.940 students	8.229,68 per student participant
Barcelona Municipal Institute of Education (IMEB) (8200)			
Educational Centres Directorate (8200.03)			
Infant Education Services (8200.0301)			
Nursery Schools (8200.030101)	57.332.922,24 punt organització	95 schools	603.504,44 per school
	57.332.922,24 punt organització	7.940 students	7.220,77 per student participant
Barcelona Education Consortium (CEB) (8301)			
	8.010.703,12 punt organització	95 schools	84.323,19 per school
	8.010.703,12 punt organització	7.940 students	1.008,90 per student participant
<b>Education councils (0804)</b>			
	611.951,78 punt organització	1.604.555 city	0,38 per inhabitant
<b>Grants and financial help (0805)</b>			
	20.648.771,56 punt organització	1.604.555 city	12,87 per inhabitant
<b>Promoting education (0803)</b>			
	6.236.563,20 punt organització	1.604.555 city	3,89 per inhabitant

## EDUCATION (08)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Training Activities (0806)	2.835.572,06 punt organització	1.604.555 city	1,77 per inhabitant

# CULTURE (09)

**CULTURE (09)**
**INDICATORS PER ACTIVITY AND ORGANISATION**

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<b>Cultural and outreach activities (0907)</b>			
	5.296.421,97 punt organització	1.604.555 city	3,30 per inhabitant
<b>Festivals (0903)</b>			
	17.653.053,26 punt organització	1.604.555 city	11,00 per inhabitant
Barcelona Institute of Culture (ICUB). (9200)			
Local and Community Culture Directorate (9200.01)			
Festivals and Traditions Department (9200.010001)			
	11.332.973,89 punt organització	1.604.555 city	7,06 per inhabitant
<b>District festivals (090302)</b>			
	6.320.079,37 punt organització	1.673 festive activities	3.777,69 per festive activity
District Manager's Office 01 Ciutat Vella (6001)			
Services to People and the Territory Directorate (6001.0003)			
	359.566,81 punt organització	455 festive activities	790,26 per festive activity
District Manager's Office 06 Gràcia (6006)			
Services to People and the Territory Directorate (6006.0003)			
	1.425.568,06 punt organització	25 festive activities	57.022,72 per festive activity
District Manager's Office 10 Sant Martí (6010)			
Services to People and the Territory Directorate (6010.0003)			
	692.317,25 punt organització	24 festive activities	28.846,55 per festive activity
<b>Festivals (0904)</b>			
	9.628.979,76 punt organització	1.604.555 city	6,00 per inhabitant
Performing arts and music festivals (090402)			
	9.628.979,76 punt organització	88.556 public	108,73 per public
<b>Libraries (0908)</b>			
	24.175.977,41 punt organització	1.604.555 city	15,07 per inhabitant
Activities and coordination of libraries (090801)			
	24.175.977,41 punt organització	40 libraries	604.399,44 per library
District Manager's Office 01 Ciutat Vella (6001)			
	1.049.531,64 acumulat	4 libraries	262.382,91 per library
District Manager's Office 02 Eixample (6002)			
	1.028.698,03 acumulat	6 libraries	171.449,67 per library
District Manager's Office 03 Sants-Monjuïc (6003)			
	601.108,62 acumulat	3 libraries	200.369,54 per library

**CULTURE (09)**
**INDICATORS PER ACTIVITY AND ORGANISATION**

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
District Manager's Office 04 Les Corts (6004)	349.006,34 acumulat	2 libraries	174.503,17 per library
District Manager's Office 05 Sarrià-Sant Gervasi (6005)	702.326,83 acumulat	3 libraries	234.108,94 per library
District Manager's Office 06 Gràcia (6006)	946.630,95 acumulat	3 libraries	315.543,65 per library
District Manager's Office 07 Horta-Guinardó (6007)	977.973,51 acumulat	4 libraries	244.493,38 per library
District Manager's Office 08 Nou Barris (6008)	840.747,89 acumulat	5 libraries	168.149,58 per library
District Manager's Office 09 Sant Andreu (6009)	1.062.196,07 acumulat	4 libraries	265.549,02 per library
District Manager's Office 10 Sant Martí (6010)	1.166.283,38 acumulat	6 libraries	194.380,56 per library
Museums, factories and exhibition venues (0905)	124.893.387,20 punt organització	1.604.555 city	77,84 per inhabitant
Promoting cultural activities (0901)	241.311,51 punt organització	1.604.555 city	0,15 per inhabitant

# PROMOTING THE ECONOMY (10)

## PROMOTING THE ECONOMY (10)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Consumption (1008)			
	2.172.826,64 punt organització	1.604.555 city	1,35 per inhabitant
Entrepreneurship, enterprise and training (1005)			
	22.069.037,00 punt organització	1.604.555 city	13,75 per inhabitant
Barcelona Activa, SA (BASA) (9501)			
	22.000.410,37 punt organització	143.294 users	153,53 per user
Business (100502)			
	8.103.944,77 punt organització	15.434 companies	525,07 per participating company
Training (100503)			
	6.125.004,32 punt organització	68.657 students	89,21 per student
Local socioeconomic development (1007)			
	3.934.615,83 punt organització	1.604.555 city	2,45 per inhabitant
Markets (1001)			
	21.684.437,83 punt organització	1.604.555 city	13,51 per inhabitant
Outsourced municipal services (1002)			
Zoo (100201)			
Barcelona de Serveis Municipals, SA (BSM) (5501)			
	17.064.330,96 punt organització	1.102.280 visitors	15,48 per visitor
Promoting employment strategies (1004)			
	18.634.577,05 punt organització	1.604.555 city	11,61 per inhabitant
Promoting the city's economy (1006)			
	34.358.203,47 punt organització	1.604.555 city	21,41 per inhabitant
Time and quality of life (1009)			
	2.233.946,12 punt organització	1.604.555 city	1,39 per inhabitant
Manager's Office for Citizens' Rights, Participation and Transparency (2001)			
Community Action Services Directorate (2001.0007)			
Citizens Relations Department (2001.000704)			
	926.786,08 punt organització	1.604.555 city	0,58 per inhabitant
NUST companies network (100902)			
	313.835,11 punt organització	101 companies	3.107,28 per company
Time banks (100904)			
	101.017,10 punt organització	1.987 users	50,84 per user



# DISTRICTS (11)

**DISTRICTS (11)**
**INDICATORS PER ACTIVITY AND ORGANISATION**

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
District procedures (1104)			
Activity Licenses (110401)			
	1.789.420,45 punt organització	302 reviews	5.925,23 per review
District Manager's Office 01 Ciutat Vella (6001)			
Licenses and Public Areas Services Directorate (6001.0004)			
Licenses and Inspections Department (6001.000402)	145.895,46 punt organització	23 reviews	6.343,28 per review
District Manager's Office 02 Eixample (6002)			
Licenses and Public Areas Services Directorate (6002.0004)			
Licenses and Inspections Department (6002.000402)	557.188,87 punt organització	15 reviews	37.145,92 per review
District Manager's Office 03 Sants-Monjuïc (6003)			
Licenses and Public Areas Services Directorate (6003.0004)			
Licenses and Inspections Department (6003.000402)	158.580,98 punt organització	46 reviews	3.447,41 per review
District Manager's Office 04 Les Corts (6004)			
Licenses and Public Areas Services Directorate (6004.0004)			
Licenses and Inspections Department (6004.000402)	85.772,11 punt organització	48 reviews	1.786,92 per review
District Manager's Office 05 Sarrià-Sant Gervasi (6005)			
Licenses and Public Areas Services Directorate (6005.0004)			
Licenses and Inspections Department (6005.000402)	164.671,98 punt organització	13 reviews	12.667,08 per review
District Manager's Office 06 Gràcia (6006)			
Licenses and Public Areas Services Directorate (6006.0004)			
Licenses and Inspections Department (6006.000402)	205.240,78 punt organització	3 reviews	68.413,59 per review
District Manager's Office 07 Horta-Guinardó (6007)			
Licenses and Public Areas Services Directorate (6007.0004)			
Licenses and Inspections Department (6007.000402)	28.548,14 punt organització	6 reviews	4.758,02 per review
District Manager's Office 09 Sant Andreu (6009)			
Licenses and Public Areas Services Directorate (6009.0004)			
Licenses and Inspections Department (6009.000402)			

**DISTRICTS (11)**
**INDICATORS PER ACTIVITY AND ORGANISATION**

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
District Manager's Office 10 Sant Martí (6010)	94.394,46 punt organització	96 reviews	983,28 per review
Licenses and Public Areas Services Directorate (6010.0004)			
Licenses and Inspections Department (6010.000402)	190.057,54 punt organització	47 reviews	4.043,78 per review
Enhancing the territory (1102)			
Initiatives for neighbourhood laws and other community programmes (110202)	10.033.374,33 punt organització	1.604.555 city	6,25 per inhabitant
District Manager's Office 01 Ciutat Vella (6001)	2.163.119,93 punt organització	1.604.555 city	1,35 per inhabitant
District Manager's Office 02 Eixample (6002)	114.159,82 acumulat	100.115 district	1,14 per district inhabitant
District Manager's Office 03 Sants-Monjuïc (6003)	87.021,53 acumulat	263.558 district	0,33 per district inhabitant
District Manager's Office 04 Les Corts (6004)	483.327,62 acumulat	180.757 district	2,67 per district inhabitant
District Manager's Office 05 Sarrià-Sant Gervasi (6005)	4.770,69 acumulat	81.530 district	0,06 per district inhabitant
District Manager's Office 06 Gràcia (6006)	3.771,58 acumulat	146.834 district	0,03 per district inhabitant
District Manager's Office 07 Horta-Guinardó (6007)	96.210,76 acumulat	120.401 district	0,80 per district inhabitant
District Manager's Office 08 Nou Barris (6008)	53.620,15 acumulat	166.559 district	0,32 per district inhabitant
District Manager's Office 08 Nou Barris (6008)	50.188,37 acumulat	164.648 district	0,30 per district inhabitant
District Manager's Office 09 Sant Andreu (6009)	815.542,97 acumulat	146.494 district	5,57 per district inhabitant
District Manager's Office 10 Sant Martí (6010)	454.506,46 acumulat	233.659 district	1,95 per district inhabitant
Public assistance and Communication (1101)			
Civil matrimonies (110103)	5.178.360,39 punt organització	1.604.555 city	3,23 per inhabitant
Civil matrimonies (110103)	443.672,50 punt organització	834 civil marriages	531,98 per civil marriage

**DISTRICTS (11)**
**INDICATORS PER ACTIVITY AND ORGANISATION**

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
District Manager's Office 01 Ciutat Vella (6001)			
Legal Services and Delegate Secretariat Directorate (6001.0001)			
Legal Services Department (6001.000101)	73.707,46 punt organització	29 civil marriages	2.541,64 per civil marriage
District Manager's Office 02 Eixample (6002)			
General Services Directorate (6002.0002)			
Legal Services Department (6002.000203)	67.853,96 punt organització	58 civil marriages	1.169,90 per civil marriage
District Manager's Office 03 Sants-Monjuïc (6003)			
General Services Directorate (6003.0002)			
Legal Services Department (6003.000203)	41.722,19 punt organització	81 civil marriages	515,09 per civil marriage
District Manager's Office 04 Les Corts (6004)			
General Services Directorate (6004.0002)			
Legal Services Department (6004.000203)	11.272,20 punt organització	52 civil marriages	216,77 per civil marriage
District Manager's Office 05 Sarrià-Sant Gervasi (6005)			
General Services Directorate (6005.0002)			
Legal Services Department (6005.000203)	14.515,91 punt organització	103 civil marriages	140,93 per civil marriage
District Manager's Office 06 Gràcia (6006)			
General Services Directorate (6006.0002)			
Legal Services Department (6006.000203)	23.895,22 punt organització	88 civil marriages	271,54 per civil marriage
District Manager's Office 07 Horta-Guinardó (6007)			
General Services Directorate (6007.0002)			
Legal Services Department (6007.000203)	45.777,50 punt organització	101 civil marriages	453,24 per civil marriage
District Manager's Office 08 Nou Barris (6008)			
General Services Directorate (6008.0002)			
Legal Services Department (6008.000203)	68.740,67 punt organització	93 civil marriages	739,15 per civil marriage
District Manager's Office 09 Sant Andreu (6009)			
General Services Directorate (6009.0002)			

## DISTRICTS (11)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Legal Services Department (6009.000203)			
	27.316,88 punt organització	132 civil marriages	206,95 per civil marriage
District Manager's Office 10 Sant Martí (6010)			
General Services Directorate (6010.0002)			
Legal Services Department (6010.000203)			
	68.870,52 punt organització	97 civil marriages	710,01 per civil marriage
Management of complaints, incidents and suggestions (IRIS) (110101)			
District Manager's Office 03 Sants-Monjuïc (6003)			
Licenses and Public Areas Services Directorate (6003.0004)			
Licenses and Inspections Department (6003.000402)			
	106.601,48 punt organització	230 complaints and grievances	463,48 per complaint or grievance
District Manager's Office 04 Les Corts (6004)			
Licenses and Public Areas Services Directorate (6004.0004)			
Licenses and Inspections Department (6004.000402)			
	57.278,03 punt organització	1.541 complaints and grievances	37,17 per complaint or grievance
District Manager's Office 06 Gràcia (6006)			
Licenses and Public Areas Services Directorate (6006.0004)			
Licenses and Inspections Department (6006.000402)			
	132.392,05 punt organització	2.298 complaints and grievances	57,61 per complaint or grievance
District Manager's Office 09 Sant Andreu (6009)			
Licenses and Public Areas Services Directorate (6009.0004)			
Licenses and Inspections Department (6009.000402)			
	65.263,19 punt organització	817 complaints and grievances	79,88 per complaint or grievance
District Manager's Office 10 Sant Martí (6010)			
Licenses and Public Areas Services Directorate (6010.0004)			
Licenses and Inspections Department (6010.000402)			
	25.130,79 punt organització	262 complaints and grievances	95,92 per complaint or grievance

# INFRASTRUCTURE AND URBAN COORDINATION (12)

## INFRASTRUCTURE AND URBAN COORDINATION (12)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
<b>Large infrastructures (1205)</b>			
Barcelona ring roads and Gran Via Nord (120503)	7.590.526,99 punt organització	1.604.555 city	4,73 per inhabitant
Municipally governed infrastructures (120501)	7.337.981,73 punt organització	1.604.555 city	4,57 per inhabitant
Non-municipally governed infrastructures (120502)	89.983,21 punt organització	1.604.555 city	0,06 per inhabitant
Urban tunnels (120504)	84.549,81 punt organització	1.604.555 city	0,05 per inhabitant
	78.012,23 punt organització	14 tunnels	5.572,30 per tunnel
<b>Strategic and cross-departmental projects (1202)</b>			
	90.831,69 punt organització	1.604.555 city	0,06 per inhabitant
<b>Urban Spaces (1204)</b>			
Elevator and escalator apparatus (120406)	1.247.344,14 punt organització	117 lifting devices	10.661,06 per device
Maintenance of service galleries (120408)	163.234,22 punt organització	36.000 linear metres	4,53 per linear metre
Management of events infrastructure: elements, teams, fences, signs, etc. (120409)	5.088.649,41 punt organització	4.124 events	1.233,91 per event
District Manager's Office 01 Ciutat Vella (6001)			
Services to People and the Territory Directorate (6001.0003)	321.791,13 punt organització	571 events	563,56 per event
District Manager's Office 02 Eixample (6002)			
Services to People and the Territory Directorate (6002.0003)	397.498,09 punt organització	528 events	752,84 per event
District Manager's Office 06 Gràcia (6006)			
Services to People and the Territory Directorate (6006.0003)	343.251,42 punt organització	484 events	709,20 per event
District Manager's Office 09 Sant Andreu (6009)			
Services to People and the Territory Directorate (6009.0003)	791.180,91 punt organització	278 events	2.845,97 per event
Preventative maintenance and repairs to the public roads and pavements (120405)	25.011.642,97 punt organització	1.604.555 city	15,59 per inhabitant

## INFRASTRUCTURE AND URBAN COORDINATION (12)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
District Manager's Office 01 Ciutat Vella (6001)			
<a href="#">Licenses and Public Areas Services Directorate (6001.0004)</a>			
Public Works and Maintenance Department (6001.000401)	2.516.988,32 punt organització	100.115 district	25,14 per district inhabitant
District Manager's Office 02 Eixample (6002)			
<a href="#">Licenses and Public Areas Services Directorate (6002.0004)</a>			
Public Works and Maintenance Department (6002.000401)	2.853.203,18 punt organització	263.558 district	10,83 per district inhabitant
District Manager's Office 03 Sants-Monjuïc (6003)			
<a href="#">Licenses and Public Areas Services Directorate (6003.0004)</a>			
Public Works and Maintenance Department (6003.000401)	3.231.905,44 punt organització	180.757 district	17,88 per district inhabitant
District Manager's Office 04 Les Corts (6004)			
<a href="#">Licenses and Public Areas Services Directorate (6004.0004)</a>			
Public Works and Maintenance Department (6004.000401)	1.603.479,60 punt organització	81.530 district	19,67 per district inhabitant
District Manager's Office 05 Sarrià-Sant Gervasi (6005)			
<a href="#">Licenses and Public Areas Services Directorate (6005.0004)</a>			
Public Works and Maintenance Department (6005.000401)	3.905.232,10 punt organització	146.834 district	26,60 per district inhabitant
District Manager's Office 06 Gràcia (6006)			
<a href="#">Licenses and Public Areas Services Directorate (6006.0004)</a>			
Public Works and Maintenance Department (6006.000401)	1.710.149,83 punt organització	120.401 district	14,20 per district inhabitant
District Manager's Office 07 Horta-Guinardó (6007)			
<a href="#">Licenses and Public Areas Services Directorate (6007.0004)</a>			
Public Works and Maintenance Department (6007.000401)	2.265.952,13 punt organització	166.559 district	13,60 per district inhabitant
District Manager's Office 08 Nou Barris (6008)			
<a href="#">Licenses and Public Areas Services Directorate (6008.0004)</a>			
Public Works and Maintenance Department (6008.000401)	1.814.677,02 punt organització	164.648 district	11,02 per district inhabitant
District Manager's Office 09 Sant Andreu (6009)			
<a href="#">Licenses and Public Areas Services Directorate (6009.0004)</a>			



## INFRASTRUCTURE AND URBAN COORDINATION (12)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Public Works and Maintenance Department (6009.000401)			
	2.113.131,99 punt organització	146.494 district	14,42 per district inhabitant
District Manager's Office 10 Sant Martí (6010)			
Licenses and Public Areas Services Directorate (6010.0004)			
Public Works and Maintenance Department (6010.000401)			
	2.996.923,38 punt organització	233.659 district	12,83 per district inhabitant
Road structures (120402)			
	1.733.452,98 punt organització	296 structures	5.856,26 per structure
Urban furniture (120401)			
	4.492.920,51 punt organització	1.604.555 city	2,80 per inhabitant
Work Coordination in Public Areas (1201)			
Drafting studies, work projects, preliminary and receiving reports (120103)			
	1.169.478,06 punt organització	1.604.555 city	0,73 per inhabitant
Deputy Manager's Office for Mobility and Infrastructures (5002)			
Work Coordination in Public Areas Department (5002.000002)			
	46.357,52 punt organització	1.604.555 city	0,03 per inhabitant
District Manager's Office 01 Ciutat Vella (6001)			
Licenses and Public Areas Services Directorate (6001.0004)			
Public Works and Maintenance Department (6001.000401)			
	66.601,39 punt organització	30 projects	2.220,05 per project
District Manager's Office 02 Eixample (6002)			
Licenses and Public Areas Services Directorate (6002.0004)			
Public Works and Maintenance Department (6002.000401)			
	90.238,30 punt organització	19 projects	4.749,38 per project
District Manager's Office 06 Gràcia (6006)			
Licenses and Public Areas Services Directorate (6006.0004)			
Public Works and Maintenance Department (6006.000401)			
	148.163,99 punt organització	8 projects	18.520,50 per project
District Manager's Office 09 Sant Andreu (6009)			
Licenses and Public Areas Services Directorate (6009.0004)			
Public Works and Maintenance Department (6009.000401)			
	79.056,70 punt organització	1 projects	79.056,70 per project
District Manager's Office 10 Sant Martí (6010)			
Licenses and Public Areas Services Directorate (6010.0004)			

## INFRASTRUCTURE AND URBAN COORDINATION (12)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Public Works and Maintenance Department (6010.000401)			
	130.574,99 punt organització	9 projects	14.508,33 per project
Preventative maintenance and repairs to municipal buildings (120104)			
	4.178.528,01 punt organització	453 buildings	9.224,12 per building
District Manager's Office 01 Ciutat Vella (6001)	346.849,67 acumulat	38 buildings	9.127,62 per building
District Manager's Office 03 Sants-Monjuïc (6003)	209.732,45 acumulat	59 buildings	3.554,79 per building
District Manager's Office 04 Les Corts (6004)	840.790,03 acumulat	25 buildings	33.631,60 per building
District Manager's Office 05 Sarrià-Sant Gervasi (6005)	475.367,18 acumulat	28 buildings	16.977,40 per building
District Manager's Office 06 Gràcia (6006)	241.572,36 acumulat	27 buildings	8.947,12 per building
District Manager's Office 07 Horta-Guinardó (6007)	403.328,13 acumulat	51 buildings	7.908,39 per building
District Manager's Office 09 Sant Andreu (6009)	395.696,93 acumulat	107 buildings	3.698,10 per building
District Manager's Office 10 Sant Martí (6010)	594.293,34 acumulat	67 buildings	8.870,05 per building

# HOUSING (13)

## HOUSING (13)

### INDICATORS PER ACTIVITY AND ORGANISATION

Process / Activity / Task / Organisation	Cost	Count	Unit Cost
Property management (1301)			
Advice and management for strategic projects (130104)			
Foment de Ciutat Vella, SA (FOCIVESA) (5504)	1.768.688,84 punt organització	12 projects	147.390,74 per project
Property and legal management (130102)			
Municipal Housing Trust (PMH) (2401)	37.392.553,68 punt organització	6.865 renting units	5.446,84 per renting unit
Foment de Ciutat Vella, SA (FOCIVESA) (5504)	34.379.333,27 punt organització	6.865 renting units	5.007,91 per renting unit
	3.013.220,41 punt organització	453 flats and commercial premises	6.651,70 per flat or commercial premises
Technical and administrative support for other operators (130105)			
Foment de Ciutat Vella, SA (FOCIVESA) (5504)	896.899,91 punt organització	8 of projects	112.112,49 per project

# CODE TABLES

**CODE TABLES OF THE ORGANISATION**

**Area / Type / Management Office / Subdirectorate / Directorate / Unit**

Social (2)	
City Council (0)	
Manager's Office for Social Rights (2000)	
Health Services Directorate (2000.04)	
Health Department (2000.040001)	
Planning and Innovation Directorate (2000.03)	
Administration and Personnel Department (2000.030001)	
Infrastructure and Facilities Department (2000.030003)	
Legal Services Department (2000.030002)	
Technical Secretariat / Quality Programme (2000.030004)	
Strategy and Innovation Services Directorate (2000.0301)	
Communications Department (2000.030101)	
IT Systems Management Department (2000.030102)	
Planning and Processes Department (2000.030104)	
Research and Knowledge Department (2000.030105)	
Social Participation Department (2000.030103)	
Social Action Directorate (2000.01)	
Accident and Emergency and Social Emergency Services Directorate (2000.0103)	
Services for Children, Young People and Senior Citizens Directorate (2000.0102)	
Department for the Promotion of Children (2000.010203)	
Department for the Promotion of Senior Citizens (2000.010202)	
Youth and Adolescence Department (2000.010201)	
Social Intervention Services Directorate (2000.0101)	
Care for Vulnerable People Department (2000.010101)	
Family and Children Department (2000.010102)	
Senior Citizens Department (2000.010103)	
Social Intervention in Public Areas Department (2000.010104)	
Manager's Office for Citizens' Rights, Participation and Transparency (2001)	
Active Democracy and Decentralisation Services Directorate (2001.0006)	
Promoting Public Works Department (2001.000601)	
Citizen Rights and Diversity Services Directorate (2001.0004)	
Citizen Rights Department (2001.000401)	
Community Action Services Directorate (2001.0007)	
Associationism and Citizens Initiative Department (2001.000702)	
Citizens Relations Department (2001.000704)	
	Community Action Department (2001.000701)
	Local Facilities Network Department (2001.000703)
	Feminism and LGTBI Services Directorate (2001.0001)
	Care and Reception for Gender Violence Department (2001.000102)
	Department for the Promotion of Women and LGTBI Rights (2001.000103)
	Information and Care for Women Department (2001.000101)
	Immigration Reception and Support Services Directorate (2001.0002)
	Information and Citizen Support Services Directorate (2001.0005)
	Incident Assessment and Quality Department (2001.000504)
	In-Person Services Department (2001.000502)
	Projects and Information Management Department (2001.000501)
	Specialised Care Operations and Processes Department (2001.000503)
	Planning and Control Services Directorate (2001.0003)
	Research, Development and Innovation Services Directorate (2001.0008)
	Manager's Office for Social Housing (2002)
	Local Independent Bodies (2)
	Municipal Institute of Social Services (IMSS). (2201)
	Basic Territorial Social Services Directorate (2201.02)
	Basic Social Services Department (2201.0202)
	Dependent Care Programme (2201.020201)
	Territorial and Sectoral Directorates (2201.0201)
	Executive Directorate of Planning, Resource Management and Assessment (2201.01)
	Economic Management and IT Systems Department (2201.0103)
	Human Resources Department (2201.0102)
	Legal Services (2201.0101)
	Municipal Institute for People with Disabilities (IMPD) (2202)
	Barcelona Sports Institute (IBE) (2203)
	Facilities and Works Services Directorate (2203.0002)
	Installations Department (2203.000201)
	Public Works Department (2203.000202)
	Planning and General Services Directorate (2203.0001)
	Administration Department (2203.000102)
	Communications Department (2203.000103)
	Legal Secretariat (2203.000101)
	Sports Events and Sports Promotion Directorate (2203.0003)



Promotion Department (2203.000301)  
Sporting Events Department (2203.000302)

**Publicly Owned Business Organisations (4)**

Municipal Housing Trust (PMH) (2401)

**Security and Prevention (4)**

**City Council (0)**

Manager's Office for Security and Prevention (4000)

Communications Department (4000.000001)

Financial-Management and Resource-Monitoring Services Directorate (4000.03)

Administrative Processes and Procedures Management Department (4000.030002)

Economic Administration and Procurement Department (4000.030001)

Human Resources Department (4000.030004)

Logistics and Infrastructure Department (4000.030003)

Fire-Prevention, Extinction and Rescue Service Directorate (4000.05)

Civil Protection and Prevention Division (4000.0502)

Civil Protection Unit (4000.050201)

Regulations Unit (4000.050202)

Operations Division (4000.0503)

Operational Development Unit (4000.050302)

Operational Territorial Unit (Parks) (4000.050301)

Planning Division (4000.0501)

Procedures Unit (4000.050101)

Technical Support Unit (4000.050102)

Legal-Advice Services Directorate (4000.01)

Prefecture of City Police (4000.04)

External Relations and Communications Office (4000.040001)

Internal Procedures Unit (4000.040003)

Prefecture of the Technical Office (4000.040002)

Coordination Division (4000.0401)

Analysis and Technical Support Unit (4000.040102)

Device Planning Unit (4000.040103)

Joint Command Room (4000.040101)

Public Works Unit (4000.040104)

Security and Investigation Division (4000.0403)

Information and Documentation Unit (4000.040303)

Investigation Unit (4000.040304)

Mounted Unit (4000.040305)

Police Support Unit / Canine Section (4000.040302)

Protection Unit (4000.040301)

Territorial Division (4000.0402)

Children's Traffic Park (4000.040201)

Daytime Support Unit (4000.040202)

Operational Night Unit 1 (4000.040203)

Operational Night Unit 2 (4000.040204)

Operational Night Unit 3 (4000.040205)

Operational Night Unit 4 (4000.040206)

Territorial Unit 01 Ciutat Vella (4000.040207)

Territorial Unit 02 Eixample (4000.040208)

Territorial Unit 03 Sants-Montjuïc (4000.040209)

Territorial Unit 04 Les Corts (4000.040210)

Territorial Unit 05 Sarrà-Sant Gervasi (4000.040211)

Territorial Unit 06 Gràcia (4000.040212)

Territorial Unit 07 Horta-Guinardó (4000.040213)

Territorial Unit 08 Nou Barris (4000.040214)

Territorial Unit 09 Sant Andreu (4000.040215)

Territorial Unit 10 Sant Martí (4000.040216)

Traffic Division (4000.0404)

Accident Investigation and Prevention Unit (4000.040402)

Central Traffic Unit (4000.040401)

Recorded Images Report Unit (4000.040403)

Prevention Services Directorate (4000.02)

**City (5)**

**City Council (0)**

Manager's Office for Urban Ecology (5000)

Communication and Participation Services Directorate (5000.0001)

Communications Department (5000.000101)

Resources and Management Control Directorate (5000.02)

Continuous Improvement Department (5000.020001)

Economic Coordination Services Directorate (5000.0203)

Administration Department (5000.020301)

Strategic Services and Sustainability Culture Directorate (5000.0202)

Educational Facilities and Programmes Department (5000.020201)

Technical and Legal Services Directorate (5000.0201)

Legal Procedures Department (5000.020101)

Urban Model Directorate (5000.01)



Urban Ecology Project Services Directorate (5000.0101)

Foresight Department (5000.010101)

Urban Projects Department (5000.010102)

Deputy Manager's Office of Environment and Urban Services (5001)

Water-Cycle Department (5001.000001)

Animal Rights Services Directorate (5001.0003)

Animal Protection and Management Department (5001.000301)

Cleaning and Waste Management Services Directorate (5001.0002)

Operational Management Department (5001.000201)

Service Evaluation Programme and Economic Control Group (5001.000203)

Waste Management Department (5001.000202)

Energy Services and Environmental Quality Directorate (5001.0001)

Environmental Intervention Department (5001.000101)

Noise Pollution Reduction Department (5001.000103)

Street Lighting Department (5001.000102)

Deputy Manager's Office for Mobility and Infrastructures (5002)

Urban Resilience Department (5002.000001)

Work Coordination in Public Areas Department (5002.000002)

Infrastructure and Urban Space Services Directorate (5002.0001)

Public Work Projects Department (5002.000103)

Railways and Ports Coordination Department (5002.000102)

Street-Network Department (5002.000101)

Mobility Services Directorate (5002.0002)

Mobility Planning Department (5002.000202)

Mobility Processes Coordination Department (5002.000201)

Regulation Department (5002.000204)

Road Signs and Markings Department (5002.000203)

Deputy Manager's Office for Urban Planning (5003)

Information and Documentation Department (5003.000001)

Inspection Services Directorate (5003.0003)

Licensing Services Directorate (5003.0005)

Operating Licenses Department (5003.000501)

Pubic Work Licenses Department (5003.000502)

Planning Services Directorate (5003.0004)

Urban Architecture and Heritage Services Directorate (5003.0006)

Architectural, Historical and Artistic Heritage Department (5003.000601)

Urban Management Services Directorate (5003.0002)

Urban Management Projects Department (5003.000201)

Urban-Planning Action Services Directorate (5003.0001)

Local Independent Bodies (2)

Municipal Institute of Urban Planning (IMU) (5201)

Municipal Institute of Urban Landscape and Quality of Life (IMPUQV) (5202)

Publicly Owned Business Organisations (4)

Municipal Institute of Parks and Gardens (IMPJ) (5401)

Administration (5401.0001)

Communication (5401.0002)

Legal Services (5401.0004)

Personal (5401.0003)

Green Spaces and Biodiversity Directorate (5401.01)

Assessment and Projects Department (5401.0103)

Investments (5401.010303)

Monitoring and Quality Control (5401.010301)

Projects (5401.010302)

Biodiversity Department (5401.0104)

Sector-specific Projects (5401.010402)

Strategic Monitoring (5401.010401)

Conservation Services Directorate (5401.0101)

City trees (5401.010102)

Phytosanitary treatments (5401.010103)

Territory (5401.010101)

Resources Department (5401.0102)

Children's Play Areas (5401.010203)

Mechanics Workshop (5401.010202)

Plant nurseries (5401.010201)

Protecting Green Spaces (5401.010204)

Territorial Administration (5401.010205)

Mies Van der Rohe Foundation (FMVR) (5402)

Metropolitan Transport Authority (ATM) (5403)

Trading Companies (5)

Barcelona de Serveis Municipals, SA (BSM) (5501)

Barcelona d'Infraestructures Municipals, SA (BIMSA) (5502)

Barcelona Gestió Urbanística SA (BAGURSA-IMU) (5503)

Foment de Ciutat Vella, SA (FOCIVESA) (5504)

Barcelona Cicle de l'Aigua, SA (BCASA) (5505)





**Districts (6)**

**City Council (0)**

**District Manager's Office 01 Ciutat Vella (6001)**

- Communication (6001.000002)
- Internal Resources Department (6001.000001)
- Legal Services and Delegate Secretariat Directorate (6001.0001)**
  - Legal Services Department (6001.000101)
- Licenses and Public Areas Services Directorate (6001.0004)**
  - Licenses and Inspections Department (6001.000402)
  - Public Works and Maintenance Department (6001.000401)
- Services to People and the Territory Directorate (6001.0003)**
  - Civic centre (6001.000303)
  - Cultural Facility (6001.000306)
  - Educational Facility (6001.000307)
  - Facilities for associations and other entities (6001.000309)
  - Facilities for children and adolescents (6001.000311)
  - Facilities for senior citizens (6001.000310)
  - Facilities for Women / Information Point and Care Service for Women (PIAD) (6001.000313)
  - Facilities for Young People / Youth Information Points (PIJ) (6001.000312)
  - Green points (6001.000314)
  - Library (6001.000301)
  - Municipal Building (6001.000305)
  - Neighbourhood centre (6001.000302)
  - Others (6001.000315)
  - Social services centre (6001.000304)
  - Sports facility (6001.000308)

**Municipal District Council (6001.01)**

**District Councillor's Office (6001.0101)**

**District Manager's Office 02 Eixample (6002)**

- General Services Directorate (6002.0002)**
  - Communication (6002.000202)
  - Internal Resources Department (6002.000201)
  - Legal Services Department (6002.000203)
- Licenses and Public Areas Services Directorate (6002.0004)**
  - Licenses and Inspections Department (6002.000402)
  - Public Works and Maintenance Department (6002.000401)
- Services to People and the Territory Directorate (6002.0003)**
  - Civic centre (6002.000303)

- Cultural Facility (6002.000306)
- Educational Facility (6002.000307)
- Facilities for associations and other entities (6002.000309)
- Facilities for children and adolescents (6002.000311)
- Facilities for senior citizens (6002.000310)
- Facilities for Women / Information Point and Care Service for Women (PIAD) (6002.000313)
- Facilities for Young People / Youth Information Points (PIJ) (6002.000312)
- Green points (6002.000314)
- Library (6002.000301)
- Municipal Building (6002.000305)
- Neighbourhood centre (6002.000302)
- Others (6002.000315)
- Social services centre (6002.000304)
- Sports facility (6002.000308)

**Municipal District Council (6002.01)**

**District Councillor's Office (6002.0101)**

**District Manager's Office 03 Sants-Monjuïc (6003)**

- General Services Directorate (6003.0002)**
  - Communication (6003.000202)
  - Internal Resources Department (6003.000201)
  - Legal Services Department (6003.000203)
- Licenses and Public Areas Services Directorate (6003.0004)**
  - Licenses and Inspections Department (6003.000402)
  - Public Works and Maintenance Department (6003.000401)
- Services to People and the Territory Directorate (6003.0003)**
  - Civic centre (6003.000303)
  - Cultural Facility (6003.000306)
  - Educational Facility (6003.000307)
  - Facilities for associations and other entities (6003.000309)
  - Facilities for children and adolescents (6003.000311)
  - Facilities for senior citizens (6003.000310)
  - Facilities for Women / Information Point and Care Service for Women (PIAD) (6003.000313)
  - Facilities for Young People / Youth Information Points (PIJ) (6003.000312)
  - Green points (6003.000314)
  - Library (6003.000301)
  - Municipal Building (6003.000305)
  - Neighbourhood centre (6003.000302)
  - Others (6003.000315)
  - Social services centre (6003.000304)



Sports facility (6003.000308)

Municipal District Council (6003.01)

District Councillor's Office (6003.0101)

District Manager's Office 04 Les Corts (6004)

General Services Directorate (6004.0002)

Communication (6004.000202)

Internal Resources Department (6004.000201)

Legal Services Department (6004.000203)

Licenses and Public Areas Services Directorate (6004.0004)

Licenses and Inspections Department (6004.000402)

Public Works and Maintenance Department (6004.000401)

Services to People and the Territory Directorate (6004.0003)

Civic centre (6004.000303)

Cultural Facility (6004.000306)

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Facilities for associations and other entities (6004.000309)

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Facilities for Young People / Youth Information Points (PIJ) (6004.000312)

Green points (6004.000314)

Library (6004.000301)

Municipal Building (6004.000305)

Neighbourhood centre (6004.000302)

Others (6004.000315)

Social services centre (6004.000304)

Sports facility (6004.000308)

Municipal District Council (6004.01)

District Councillor's Office (6004.0101)

District Manager's Office 05 Sarrà-Sant Gervasi (6005)

General Services Directorate (6005.0002)

Communication (6005.000202)

Internal Resources Department (6005.000201)

Legal Services Department (6005.000203)

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District Councillor's Office (6005.0101)

District Manager's Office 06 Gràcia (6006)

General Services Directorate (6006.0002)

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- Sports facility (6006.000308)
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  - Legal Services Department (6009.000203)
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District Councillor's Office (6010.0101)

#### Economy (7)

#### City Council (0)

#### Manager's Office for Economic Policy and Local Development (7001)

- Department for Cooperative, Social and United Economic Services and Consumption (7001.0001)
  - Consumption Department (7001.000101)
  - Time and Care Economics Programmes Department (7001.000102)

#### Local Independent Bodies (2)

#### Barcelona Municipal Markets Institute (IMMB) (7201)

#### Education (8)

#### Local Independent Bodies (2)

#### Barcelona Municipal Institute of Education (IMEB) (8200)

- Organisation and Information Systems Department (8200.000002)
- Publications and Communication Department (8200.000003)
- Technical Secretariat (8200.000001)
- Municipal Schools' Council (8200.0001)
- Professional Training Council (8200.0002)
- Education Promotion Directorate (8200.02)
  - School libraries (8200.020001)
  - City Educational Programmes Services (8200.0201)
  - Territorial Action for Education Services (8200.0202)
- Educational Centres Directorate (8200.03)
  - Educational Services: Special Needs (NEE) Support (8200.030001)
  - Infant Education Services (8200.0301)
    - Complementary Services (8200.030102)
    - Nursery Schools (8200.030101)
  - Municipal Conservatory of Barcelona (8200.0303)
  - Music Education Services (Music Schools) (8200.0302)
- Resources and General Services Directorate (8200.01)
  - Economic Administration Services (8200.0102)
  - General Services (8200.0104)
    - Archive (8200.010403)
    - Food Services (8200.010401)
    - Information Point and Reprographics (8200.010402)
    - Human Resources Services (8200.0103)
    - Legal Services and Delegate Secretariat (8200.0101)

#### Consortiums (3)

#### Barcelona Education Consortium (CEB) (8301)

- Internal Control Body (8301.0002)
- Management Office (8301.0001)
- Centres Directorate (8301.02)
  - Programming and Support for Schooling (8301.020001)
  - Educational Facilities (8301.0203)
  - Infant and Primary Education (8301.0201)
  - Secondary Education (8301.0202)
- Resources and Organisation Directorate (8301.01)

ICT Coordination (8301.010002)  
Legal Services (8301.010001)  
Financial Resources (8301.0102)  
Human Resources (8301.0101)  
Organisation and General Services (8301.0103)

**Culture (9)**

**City Council (0)**

Manager's Office for Enterprise, Culture and Innovation (9000)

Manager's Office for Enterprise and Tourism (9001)

Institutional Coordination Department (9001.000001)  
Commerce and Consumer Affairs Directorate (9001.0001)  
Operational Management of City Promotion (9001.0002)  
Operational Management of Tourism and Events (9001.0003)

**Local Independent Bodies (2)**

Barcelona Institute of Culture (ICUB). (9200)

Cultural Diffusion Programme Directorate (9200.0002)  
Communication (9200.000202)  
Information Systems (9200.000203)  
Sponsorship and Public Relations (9200.000201)  
Technical Secretariat (9200.0001)  
Cultural Infrastructure, Heritage and Coordination Directorate (9200.04)  
Cultural Foundations and Consortiums (9200.040002)  
Culture and Strategic Planning Council (9200.040001)  
Barcelona Design Museum (DHUB) Directorate (9200.0403)  
Collections Department (9200.040301)  
DHUB Management Services (Barcelona Design Museum) (9200.040304)  
Programmes Department (9200.040302)  
Resources Department (9200.040303)  
Barcelona Ethnology Museum of World Cultures Directorate (9200.0402)  
Collections Department (9200.040201)  
Programmes Department (9200.040202)  
Resources Department (9200.040203)  
Creation Factories (9200.0401)  
Fabra i Coats Art Centre Directorate (9200.040101)  
Frederic Marès Museum Directorate (9200.0404)  
Programmes Department (9200.040401)  
Resources Department (9200.040402)

Cultural Sectors and Innovation Directorate (9200.05)  
Citizen sciences and innovation (9200.050001)  
Exhibition Services (9200.0501)  
Festival Grec Directorate (9200.0502)  
Photographic Archive Directorate (9200.0503)  
Historical Memory Directorate (9200.02)  
Archaeological Services (9200.020001)  
Born Cultural Centre Directorate (9200.0203)  
Programmes Department (9200.020301)  
Resources Department (9200.020302)  
Castell de Montjuïc Directorate (9200.0204)  
Programmes Department (9200.020401)  
Resources Department (9200.020402)  
Historic Archive Directorate (9200.0205)  
Collections Department (9200.020501)  
Programmes Department (9200.020502)  
Resources Department (9200.020503)  
History Museum Directorate (9200.0202)  
Collections Department (9200.020201)  
Programmes Department (9200.020202)  
Resources Department (9200.020203)  
Monastery of Pedralbes Directorate (9200.0201)  
Local and Community Culture Directorate (9200.01)  
Civic Centres and Artistic Education Department (9200.010003)  
Festivals and Traditions Department (9200.010001)  
Popular Culture Project Department (9200.010002)  
Resources Directorate (9200.03)  
Architectural Projects (9200.030003)  
Economic Administration (9200.030001)  
Human Resources (9200.030004)  
Legal Services (9200.030005)  
Production and Maintenance (9200.030002)

**Publicly Owned Business Organisations (4)**

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**Trading Companies (5)**

Barcelona Activa, SA (BASA) (9501)

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- Activities and coordination of creation factories (090202)
- Activities and coordination of science programmes (090203)
- Educational and cultural activities (090204)

##### Cultural and outreach activities (0907)

- Courses and workshops (090703)
- Enhancing culture (090701)
- Hiring areas (090702)

##### Festivals (0903)

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##### Festivals (0904)

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- Performing arts and music festivals (090402)
- Science and technology festivals (090403)

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- Awards (090601)
- Awards and other forms of recognition (090602)

##### Libraries (0908)

- Activities and coordination of libraries (090801)

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- Consultation service (090504)
- Cultural activities (090503)
- Permanent exhibitions (090501)
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##### Promoting cultural activities (0901)

- Promoting dance (090104)
- Promoting heritage, memory and history (090107)
- Promoting literature (090106)
- Promoting music (090102)
- Promoting scientific and technological innovation (090109)
- Promoting the circus (090103)
- Promoting the cultural sector (090101)

- Promoting the performing arts (090110)
- Promoting the theatre (090105)
- Promoting traditional culture (090108)

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- Coexistence in public areas (110301)
- Local residents' communities (110303)
- Support and mediation (110302)

##### District procedures (1104)

- Activity Licenses (110401)

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- Enhancing the economy (110203)
- Initiatives for neighbourhood laws and other community programmes (110202)
- Participatory processes (110205)
- Regular contact with organisations and residents in the territory (110201)

##### Miscellany (1199)

- Amounts not allocated by the responsible Management (119901)
- Center equated to Organization point (119902)

##### Public assistance and Communication (1101)

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- Civil matrimonies (110103)
- Management of complaints, incidents and suggestions (IRIS) (110101)

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- Artistic education (080203)
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- Secondary Education and Vocational Training (080103)

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**Grants and financial help (0805)**

Exit grants (080503)

FP dual grants (080502)

Grants and financial help for food centres (080501)

Other financial aid for families (080504)

**Promoting education (0803)**

BCN Professional Training Foundation and Network (080302)

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**Training Activities (0806)**

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Innovation and technology (080603)

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**Environment and Urban Services (02)**

**Animals (0203)**

Animal welfare and protection: Barcelona Pet Refuge Shelter (CAACB) (020302)

Bee hives on public roads (020306)

Cat colonies in public areas (020307)

Deceased animal collection (020301)

Maintenance and cleaning of recreational areas for dogs (020309)

Pigeon population monitoring (020304)

Police interventions according to the Protection, Ownership and Sale of Animals Byelaw (OPTVA) (020308)

Urban wildlife collection (020303)

Wild boars on public roads (020305)

**Biodiversity (0215)**

Amphibious creatures protection program (021501)

**City trees (0214)**

Managing Road-Lining Trees (021401)

**Cleaning public areas (0202)**

Cleaning the public roads and public areas (020201)

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**Collection and waste management (0201)**

Commercial waste (020103)

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**Environmental quality (0207)**

Atmospheric pollution incidents (020701)

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Hydrological warning: System for El Besòs River Park (021002)

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**Machinery and vehicles (0217)**

Machinery and vehicles (021701)

**Maintenance and refurbishment of urban furniture (0212)**

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**Management of green areas (0213)**

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**Management of the urban allotment programme (0204)**

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**Networks (0209)**

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Irrigation network (020903)  
Pneumatic waste collection network (020904)  
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**Schools Agenda 21 (0206)**

Programmes and activities for school children (020602)  
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**Civil Protection (0702)**

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Extinguishing fires of various natures (070403)  
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**Prevention (0703)**

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Combating illegal street vending (060704)  
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Measures for alerts (060712)  
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Public establishments (060705)  
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**Emergency measures (0608)**

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Against the freedom of people (060304)  
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Metro points (060309)





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**Police assistance (0606)**

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Public assistance (060601)

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**Public order (0609)**

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Occupations (060903)  
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**Property management (1301)**

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**Urban planning management (1303)**

Advice, mediation and social emergencies for the appropriate use of housing (130305)  
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**Strategic and cross-departmental projects (1202)**

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**Urban Spaces (1204)**

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Maintenance of vertical sign posts and signals (120404)  
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Preventative maintenance and repairs to municipal buildings (120104)  
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**Metropolitan transport (0504)**

Metropolitan Transport Authority (ATM) (050401)

**Mobility in the territory (0503)**

Implementation of changes in mobility in the region (050301)

**Mobility management (0501)**

Public transport stops (050101)

Road safety initiatives and improvements (050102)

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Traffic management (050104)

**Mobility strategy (0502)**

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**Municipal mobility services (0505)**

Bicing (050503)

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**Promoting the economy (10)**

**Consumption (1008)**

Promoting consumerism, defending consumers, etc. (100801)

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**Markets (1001)**

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Zone Markets (100101)

**Outsourced municipal services (1002)**

Parc Fòrum and Parc Montjuic (100202)

Parc Güell (100204)

The Olympic Ring (100203)

Zoo (100201)

**Portfolio companies (1003)**

Cementiris, SA (100301)

Mercabarna, SA (100303)

Parc d'Atraccions del Tibidabo, SA (100302)

Tractament i Selecció de Residus, SA (TERSA) (100304)

**Promoting employment strategies (1004)**

Comprehensive projects (100401)

Cross-departmental programmes (100402)

Orientation and training (100403)

**Promoting the city's economy (1006)**

Promoting the city's economy (100602)

Support for commerce and tourism (100603)

Tourism and events (100601)

**Time and quality of life (1009)**

Full-time family programmes (100901)

Full-time youth programmes (100905)

NUST companies network (100902)

Strategic planning, studies and evaluation of programmes (100903)

Time banks (100904)

**Social Rights (03)**

**Adolescence/Early adulthood (0308)**

Activities and coordination of youth centres and youth information points (PIJ) (030808)

Information services and resources for organisations (030803)

Night-time study rooms (030805)

Orientation, training and resources for young people (CIAJ: Information and Guidance Centre for Young People) (030801)

Promoting young people (030809)

Services and resources for adolescents (CAAJ: Academic Guidance Centre for Young People) (030802)

Strategic planning and evaluation of programmes (030807)

Support for alternative leisure and culture and youth creation culture (030806)

Youth employment and job placement programmes (030804)

**Assistance for individuals and families (0313)**

Basic social care services for individuals and families (031301)

Economic provisions (031303)

Home Care Service (SAD) (031302)

Prevention services for social exclusion (031305)

Services for covering basic needs (031304)  
Social action and social integration programmes (031306)

**Assistance for organisations (0314)**

Group and community-based prevention services (031401)  
Support services for groups (031402)  
Support services for various groups using the resources of the community environment (031403)

**Assistance for vulnerable people (0301)**

Coverage of food requirements (030105)  
Coverage of hygiene requirements (030106)  
Daycare (030104)  
Evictions warehouse (030107)  
Inclusion housing with socio-educational support (030102)  
Organisations for the social inclusion of the homeless (030109)  
Support for personal peremptory needs (030108)  
Support in gaining access to housing (030103)  
Temporary residential care (030101)

**Citizens' rights (0310)**

Assistance for mediation and consultation of rights (031002)  
International networks (031003)  
Local strategy for the Gypsy community (031005)  
Promoting education and awareness about citizens' rights and duties (031004)  
Promoting religious freedom (031001)

**Community action (0307)**

Community action (030702)  
Community development plan (030701)  
Office of the Irregular Settlement Plan (OPAI) (030703)

**Elderly people (0303)**

Activities and coordination of municipal senior citizen centres and areas (030301)  
Agreements (030310)  
Assistance for mistreated senior citizens (030313)  
Assisted-living housing (030304)  
Daycare for senior citizens (030302)  
Emergency care for senior citizens (030305)  
Live and coexist programme (030309)  
Organisations for the promotion of senior citizens (030316)  
Organisations providing care for senior citizens (030315)  
Promoting active ageing (030312)  
Promoting senior citizens (030314)  
Residential care for senior citizens (030303)  
Senior citizen's travel card ("Targeta rosa") (030311)

Subsidised travel (030308)  
Telephone helpline (030307)  
Temporary stays in homes (030306)

**Family and children (0302)**

Activities and coordination of children's and adolescents' centres and children's play areas. (030204)  
Activities and coordination of open centres (030202)  
Care Team for Infants and Adolescents (EAIA) (030201)  
Collaborative families (030203)  
Holiday campaign (030205)  
Organisations for the promotion of children (030211)  
Organisations providing psychotherapy assistance to children at risk (030209)  
Organisations with open centres and day centres (030208)  
Organisations with projects to assist children at risk (030210)  
Promoting and getting involved with childhood (030207)  
Promoting childhood and adolescence (030206)

**Multiculturalism and immigration (0306)**

Antirumour strategy (030602)  
Assistance for Foreign Expatriates (030607)  
Assistance for refugees (030611)  
Immigration and education programme (030601)  
Immigration and participation programme (030608)  
Language courses (030609)  
Multicultural coexistence and awareness of migration programmes (030606)  
Reception plan (030603)  
Reunification programme: new families (030604)  
Settlement and housing reports (030605)  
Social advancement of immigration (030610)

**Promotion services and support for people with disabilities (0317)**

Assistance in early care (031703)  
Job placement (031702)  
Promotion services (031701)  
Specialist transport (031704)

**Public health (0311)**

Care programme and prevention for drug-dependency (031101)  
Municipal Staff Health Care Provision (PAMEM) (031107)  
Promoting and taking care of health (031102)  
Promoting health (031106)  
Promoting health and disease prevention (031104)  
Public health protection programme (031103)  
Research innovation and evaluation (031105)

Service to support people with disabilities to lead an independent life (0316)

Personal assistant (031601)

Social emergencies (0304)

Social emergencies (030401)

Social interventions in public areas (0305)

Assistance and support for homeless people (030501)

Conflict management (030503)

Identification and intervention with foreign minors (030504)

Social assistance for the travelling community (030502)

Specialised care and counselling services for people with disabilities (0315)

Enquiry management (031502)

Management of transport cards and parking (031501)

Women (0312)

Care for women and children against gender violence (031204)

Care services for gender violence (031202)

Care services for women engaged in prostitution and victims of sexual exploitation (031206)

Execution of the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Plan (031209)

Information, awareness and prevention campaigns (031201)

Prevention services against gender violence (031203)

Promoting equality between men and women (031205)

Social advancement of women (031208)

Strategic planning, studies and evaluation of programmes (031207)

Sport (04)

Encouragement and promotion of practising sports (0401)

Holiday campaigns (040104)

Programmes for organisations (040102)

Promoting sport (040103)

Sport for school-age children (040101)

Sport, health and society (040105)

Sports Organisations (040106)

Sport Facilities Management (0403)

Municipal sports centres (040301)

Special facilities (040302)

Sporting Events (0402)

City events (040203)

Major ad-hoc sporting events (040201)

Major events in the city's calendar (040202)

Urban Planning (01)

Architectural heritage (0106)

Advice and consultation about the heritage protection of works (010601)

Monitoring work on architectural heritage (010603)

Preliminary report on Architectural, Historic and Artistic Heritage (AHA) for public works (010602)

Architecture and contemporary urban planning (0117)

Collection (011705)

Conferences and debates (011702)

Exhibitions (011701)

Interventions and acts at the Pavelló Mies (Barcelona Pavilion) (011706)

Mies Awards (011704)

Publications (011703)

Ticket and shop sales (011707)

University projects (011708)

Campaigns (0110)

Rehabilitation support (011001)

Communication (0115)

Advertising (011503)

Mobile applications (011501)

Websites (011502)

Information and documentation (0107)

In-person urban planning information (010701)

Obtaining reports and certificates of qualification in urban planning and orientation maps (010704)

Online consultation of town planning information (010703)

Online urban planning information (010702)

Initiatives (0112)

Courtyards (011201)

Emblematic establishments (011202)

Other initiatives: canvases, protocols, etc. (011203)

Investment management (0116)

Coordination of investments in the territory (011602)

Investment management (BIMSA) (011601)

Itineraries (0114)

Books and magazines (CoupDeFouet, etc.) (011402)

Centre del Modernisme - Pavellons Güell (011404)

Coup De Fouet Congress: Modernism and Art Nouveau (011403)

Fairs (011405)

Modernism Route (Réseay Art Nouveau Network, etc.) (011401)

Landscape uses (0113)

Enquiries about municipal Ordinance surveys (011301)

**Planning (0101)**

Collaboration and support for the Directorate of Citizen Participation (010102)  
Drafting and processing of administrative reports for public urban planning (010103)  
Orientation and processing of administrative reports for private urban planning (010101)  
Urban planning in the city (010104)

**Projects (0111)**

Dividing walls (011101)  
Small landscapes (011102)

**Public road licenses (0104)**

Activity inspections in public areas (010406)  
Commercial occupancy licenses for pavements and public areas (010403)  
Dropped curb licenses for public roads (010401)  
Individual points of sale and newspaper kiosks in public areas (010408)  
Licenses for markets and traditional fairs (010405)  
Minor construction work licenses (010407)  
Parking reservations in public areas (010402)  
Private events in public area licenses (010404)

**Urban landscape (0109)**

Information and procedures regarding urban landscape (010902)  
Information and support regarding urban landscape (010901)

**Urban model projects (0119)**

Drafting public area projects (011901)  
Drafting strategic studies (011903)  
Management and refurbishment of urban furniture (011902)

**Urban planning document resources and databases (0108)**

Digitalisation of the document archive (010801)  
Maintenance of urban databases (alphanumeric and graphical) (010802)

**Urban Planning Initiatives (0118)**

Listed ruin (011804)  
Processing licenses for major works (011803)  
Subsidiary implementation file (011802)  
Urban planning files and reports (011801)

**Urban planning inspection (0105)**

Inspections and monitoring (010502)  
Planning discipline records (010501)

**Urban planning licenses (0103)**

Assistance and orientation for activity-based projects (010305)  
Assistance and orientation for private works projects (010301)  
Licenses and certifications related to registry operations (010304)

Preliminary reports to the presentation of works dossiers (010302)

Preliminary reports to the request of activity dossiers (010306)

Processing operations dossiers (010307)

Processing works dossiers (010303)

**Urban planning management (0102)**

Administrative launches (010205)  
Compulsory purchases (010201)  
Economic studies and assessments (010204)  
Mandatory and elective reports (010203)  
Reparcelling (projects and others) (010202)  
Road concessions (010206)  
Urbanisation and demolition (010207)

