

2013
Management report
Barcelona's Guàrdia Urbana

BCN



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Introduction

1. INTRODUCTION



Evelio Vázquez

Chief Superintendent and Head of the Barcelona City Police

The policy first implemented in 2011, a new approach to local policing in Barcelona involving more initiatives on public safety as another of the Force's duties and carried out in coordination with the Mossos d'Esquadra [Catalan regional police] was continued in 2013.

As always, the Guàrdia Urbana [city police] continued to perform its duties from the neighbourhoods, ensuring people felt safe in the city and helping to cut crime, as well as improving the public's perception of what safety meant for them. So the Force continued its work on the metro, achieving very good results and an improvement in people's perception of safety by preventing no-go areas.

Work was also carried out to strengthen community policing, preventive patrolling and community relations. This approach, combined with working together with other municipal services, has improved the Force's effectiveness and enabled it to respond more quickly and efficiently to incidents on the public highway.

Strategic goals included improving road safety for pedestrians and reducing the number and seriousness of accidents on city roads, so awareness campaigns were organised, accident black spots were detected and action taken against speeding and other forms of dangerous driving.

Barcelona is a lively and open city that adopts new uses and ways of enjoying public spaces. In this new scenario the Guàrdia Urbana has continued to ensure compliance with the civic behaviour byelaw and the proper use of public spaces in daily life, especially during public events that attract large crowds of people.

Action was also taken against health-related offences, through initiatives such as "Operation Food Store", to monitor compliance with food safety, and "Playing Safe", to ensure that the games sold at the various retail establishments meet the regulations concerned.

Internally, and in line with the rest of the Council as regards gender equality, work was carried out to promote the recruitment of women into the Force, with the aim of changing women's roles in society in general and in the Guàrdia Urbana in particular.

These and other aspects made 2013 an important year, during which the Guàrdia Urbana renewed its pledge to serve the city. Once again it did this thanks to the professionalism and commitment of the men and women making up this organisation at the service of a safer and more civic Barcelona.

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**Notable actions,
operations
and campaigns**

2. NOTABLE ACTIONS, OPERATIONS AND CAMPAIGNS

2.1 RELATIONS WITH THE COMMUNITY

In 2013 The Guàrdia Urbana significantly increased the number of meetings with city bodies and associations. The aim was to establish a dialogue with the city's various organisations, explain the work being carried out by the Force and find out the problems they are concerned about. Some of the more important of these meetings were with elderly people and representatives of the tourism and retail sectors, as well as those with culture, leisure and sports bodies.

At these meetings the public and the various organisations voiced the problems they had come across, which the Guàrdia Urbana then analysed and dealt with from an operational perspective.

The Force held 5,234 meetings in 2012 and 8,208 in 2013.



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2.2 CAMPAIGN TO PROMOTE CAUTION AND RESPECT BEHIND THE WHEEL

"M'agrada viure amb tu." [I like living with you] is Barcelona City Council's new campaign on road safety and promoting caution and respect for others among drivers.

The campaign aims to raise their awareness of the importance of driving carefully and respecting more vulnerable groups, such as pedestrians and people travelling on two-wheeled vehicles. The campaign also puts the emphasis on detecting drink-driving or driving under the influence of drugs among users of any type of vehicle, especially motorcyclists, one of the groups with the highest mortality rates.

To reduce the number of pedestrian victims, the Guàrdia Urbana inspected all the city's 15,148 pedestrian crossings. The aim was to ensure that they were in good order and maximum safety for people moving around on foot. These inspections resulted in 2,563 suggestions for improvement, covering such aspects as visibility, accessibility, public lighting, repainting and signs. At the same time, extra preventive action was taken to ensure vehicles respect zebra crossings, and extra speed controls were put in place, in particular in 30-km zones and on single carriageways where driving over 30 km/h is banned.



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2.3 ANALYSIS OF ACCIDENT RATES

Fighting against accidents was again one of the Guàrdia Urbana's priorities. The Force responded to a total of 8,595 accidents with victims in 2013, representing a 2.13% increase compared to 2012.

Despite the increase, Barcelona recorded its lowest number of traffic-accident deaths ever, which meant a drop of 26.67%.

The direct causes of accidents were, once again, a lack of attention while driving, followed by a failure to keep to minimum safety distances and carrying out dangerous turns.

The Guàrdia Urbana carried out several large-scale controls during the year, to reduce the rate of alcohol- and drug-related accidents, resulting in a 13% reduction in accidents indirectly caused by drink-driving. There was also a 22.83% drop in speeding-related accidents.

Working in conjunction with the Mossos d'Esquadra throughout the year, the Guàrdia Urbana intensified its motorbike and moped horsepower checks, as a further action for reducing the number of accidents involving these vehicles.

The City Council inspected 93.7% of the city's zebra crossings in 2013 and made improvements at 257.



2.4 OPERATION "NETWORK"

Operation "Network", launched by the Guàrdia Urbana and Mossos d'Esquadra in 2011, was consolidated as an important joint operation that has proved to be an effective tool for fighting against petty criminals operating on the Barcelona metro and the Ferrocarrils de la Generalitat (FMC) urban lines.

There were extra joint patrols over the summer months to strengthen preventive and deterrent action in these areas.

A new night-time joint patrol was also put into operation in 2013, during the late-night and early-morning hours, to ensure safety and good social behaviour.

The operation also allowed officers to warn against, correct and report infringements of municipal byelaws occurring in the metro.



2.5 OPERATION SUMMER

As in previous summers, the Guàrdia Urbana set up a special surveillance operation in the city centre and on the beaches, to ensure safety, maintain the quality of public spaces and ensure coexistence between Barcelona's residents and visitors. There was a notable reduction both in street hawking and in thefts over the summer period in 2013. Some 45,000 people were charged with infringing coexistence regulations during the months of June, July and August. The year as a whole also saw a 30% increase in the number of people charged with drinking alcohol on the street and a 26% reduction in complaints made by phone. The Beach Group was beefed up with an 20 extra officers during summer season, raising the total to 90 and helping to reduce crime on the city's beaches by 8%.



2.6 “PLAYING SAFE” CAMPAIGN FOR ENSURING THE SAFETY OF TOYS



During the “Playing Safe” campaign, from 9 December 2012 to 5 January 2013, the Guàrdia Urbana carried out inspections to ensure that the toys being sold at various types of retail establishments in the city complied with regulations. Over this Christmas period “discount” establishments widened their range with Christmas products, and toys were one of those that required special monitoring. The campaign was used for detecting inappropriate or dangerous toys, toys with flawed labelling, toys that had nothing to do with their corresponding advertisements and products reported by the National Institute for Consumer Affairs. A total of 86 inspections were made leading to the confiscation of 60,329 toys and withdrawal of 2,329, with 167 charges issued for failure to comply with various municipal regulations.

2.7 OPERATION “FOOD STORE” FOR MONITORING THE SANITARY CONDITIONS OF FOOD

One of the tasks carried out by the Guàrdia Urbana as part of its administrative police duties is to monitor food establishments’ compliance with regulations. “Operation Food Store” was launched in 2012 with this aim in mind, to ensure that the food being sold at the city’s various establishments complied with the relevant hygiene and sanitary regulations.

Action was taken against 658 kg of food in 2012 and 2,234 kg in 2013.

The Public Health Agency has started proceedings against the establishments concerned, which will only be allowed to reopen if they make good the flaws detected in food conservation, and subject to future inspections.



2.8 PROJECT FOR INCREASING THE SAFETY AND SECURITY OF ELDERLY PEOPLE

The Guàrdia Urbana held information sessions in each of the city’s districts, to warn of crime and situations of risk affecting the safety and mobility of elderly people, who represent 20% of Barcelona’s population. Each session lasted an hour, during which those attending shared their own experiences.

Information leaflets, with specific advice on mobility and safety, were also handed out during the sessions, as well as a special leaflet on the summer. It should be noted that the elderly are an especially vulnerable group when it comes to crimes such as home burglaries, intimidation and fraud.



2.9 PLAN FOR IMPROVING SAFETY AND SECURITY IN CIUTAT VELLA

Preventive patrolling, increasing the police presence and steps taken for reinforcing safety and security in Ciutat Vella made it possible to end the year with an important reduction in crime compared to the previous year. The Plan’s impact can be seen in a positive victims’ survey, with Ciutat Vella residents approving the level of safety in their district. The months of May and June also saw operations in areas with higher concentrations of nightlife premises, to ensure safety and coexistence in these areas.



2.10 ACTION AGAINST CARDSHARPS AND SIMILAR SWINDLES

One of the Guàrdia Urbana's duties is to fight against cardsharps and similar swindles. That means officers anticipating and preventing these activities in the city centre, especially on the Rambla, through uniformed and plain-clothes patrols.



2.11 CONTROLLING STREET PROSTITUTION

Changes to the coexistence byelaw made work of the Guàrdia Urbana easier in 2013, by allowing them to impose heavier fines on prostitutes' clients and on people involved in street prostitution. The Force also continued to work with other police forces in the fight against sexual exploitation and human-trafficking networks.



2.12 CAMPAIGN TO MONITOR WASTE LOOTERS

Given the increased number of groups dedicated to the systematic and organised looting of recycling containers, the Guàrdia Urbana launched a campaign to monitor this activity, which has a whole series of collateral effects, ranging from dirt to broken containers and even double-parking, which blocks the flow of traffic.



2.13 "LOOK AT WHAT YOU DRINK" CAMPAIGN

The Guàrdia Urbana took part in this campaign, designed to raise awareness among consumers of the consequences of drinking canned drinks sold on the street and lacking any sanitary controls. In most cases the cans were stored in unlikely places, such as sewers, rubbish containers and bins. The Guàrdia Urbana worked on three different levels: against sellers on the streets, against the small retailers supplying them and against the large distribution warehouses.

This is part of the anticipation and prevention work the Force routinely carries out, especially during the days leading up to the city's big festivals.



**2.14
CAMPAIGN TO REDUCE NOISE**

The arrival of the good weather saw the launch of a campaign to reduce noise and sound levels in the city, mainly in the areas where most complaints had been made by local residents. Officers equipped with sound-level meters monitored the problematic areas 24 hours a day, to avoid concentrations of people on the streets as well as music and noise from inside the bars, clubs, etc.



**2.15
SAFETY PLAN FOR THE WORLD SWIMMING CHAMPIONSHIPS**



A Plan was launched to ensure safety and mobility during the World Swimming Championships, which brought over 12,000 people including swimmers, organisers and journalists to the city, as well as some 250,000 spectators from around the world. The Master Plan coordinated work with the other emergency services, as well as a large number of operators who had to be coordinated during the days the championships were on.

**2.16
ESTABLISHED PRESENCE ON THE SOCIAL NETWORKS**

The commitment to social networks and new technologies has led to a qualitative leap in the way the Force relates to city residents and strengthened communication policies where information, immediacy and transparency are the central issues. The Guàrdia Urbana's website received a total of 329,811 hits in 2013, representing a 53% increase on 2012. From the launch of its Facebook page on 21 February, 2013, the number of "likes" grew steadily to reach 2,034 followers. It was also the second year running the Force had a presence on Twitter, during which it managed to reach 9,400 followers.

The Guàrdia Urbana also collaborated in preparing a ten-point guide for standardising the presence of local police forces on Twitter.



2.17
COMMISSION FOR WOMEN'S EQUALITY

Among the initiatives carried out under the Commission, which was set up in November 2012, and to mark International Women's Day, the Guàrdia Urbana held its first "For Women's Equality in the Guàrdia Urbana" event. Specialists in various fields took part, discussing equal opportunities in the Guàrdia Urbana.



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2.18
FIRST PARTICIPATION IN THE EDUCATION FAIR

For the first time, the Guàrdia Urbana took part in the Education Fair, which brings together various initiatives aimed at students and is one of the big events in the field of education. The Force took the opportunity to publicise the various tasks and duties it carries out and provide information on the eligibility requirements for applying for one of the 113 vacancies that were subsequently announced.



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2.19
FIRST DIR - GUÀRDIA URBANA RACE

This was a very special fun run, as it was the first time that such a race had covered the entire length of Barcelona's Avda Diagonal. The idea of having this iconic avenue closed to traffic and full of runners was one of the attractions for many participants. The total number of people who signed up was 8,000 and the course was 10 km long.



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Resources

3. RESOURCES

3.1 OUR PEOPLE



The Guàrdia Urbana is made up of 2,911 professionals: 2877 are police personnel and 34 are administrative support staff. They represent 79.47% of the human resources of the Manager's Office for Prevention, Safety and Mobility.

Personnel	
Primary-	2,691
Secondary-activity police personnel (*)	186
Total police personnel	2,877
Non-police staff	34
Total staff	2,911

(*) There are 6 secondary-activity officers in the Barcelona Guàrdia Urbana (GUB) serving in other municipal areas

Distribution according to professional categories

Police personnel	
Chief Superintendent, Head of the GUB	1
Chief Superintendents	5
Chief Inspectors	20
Inspectors	18
Lieutenants	24
Sergeants	69
Corporals	248
Constables	2,306
Police personnel secondary activity at the GUB	180
Police personnel secondary activity in other municipal services	6
Total	2,877

Non-police staff	
Senior staff	1
Administrative staff	13
Administrative assistants	20
Total	34

Distribution according to organisational structure

	Total	Primary-activity police	Secondary-activity police	Non-police
Headquarters	48	45	1	2
Department of Financial Management and Resource Monitoring Services	48	15	33	0
Coordination Division	179	159	8	12
Territorial Division	1,912	1,796	105	11
Safety Division	349	337	9	3
Traffic Division	369	339	24	6
Other municipal services	6		6	
Total staff	2,911	2,691	186	34

Distribution by gender

	Men	%	Women	%
Primary-activity police personnel	2,429	90.26	262	9.74
Secondary-activity personnel	152	81.72	34	18.28
Police personnel subtotal (2,877)	2,581	89.71	296	10.29
Non-police staff	8	23.53	26	76.47
Total (2.911)	2,589	88.94	322	11.06

Distribution by age

In years	Police	%	Secondary activity	%	Non-police	%
20-24	14	0.52				
25-29	177	6.58			1	2.94
30-34	541	20.10	1		2	5.88
35-39	651	24.19	2	1.08	4	11.76
40-44	257	9.55	12	6.45	6	17.65
45-49	311	11.56	20	10.75	10	29.41
50-54	336	12.49	46	24.73	5	14.71
55-59	262	9.74	61	32.80	3	8.82
60 and over	142	5.28	44	23.66	3	8.82
Total	2,691	100	186	99.46	34	100
Average age	41.59		54.65		46.29	

Highlights:

- The Guàrdia Urbana's police personnel increased by 64 in 2013, while the administrative staff fell by six.
- As regards the age of Guàrdia Urbana staff, the average for primary-activity officers remains at 41.5, despite a two-decimal point increase (from 41.57 in 2012 to 41.59 in 2013). As for secondary-activity officers and non-police members of staff, the average age dropped by over half a year for both (0.52 and 0.64 respectively).
- As regards the sex variable, 2013 saw a 0.25% increase in the percentage of women police officers, which was due to the slight increase in women in the latest recruitment campaign. In the case of non-police staff at the Guàrdia Urbana, the proportion continues to be the opposite of that for police personnel, i.e. most staff are women.

3.2 PROFESSIONAL DEVELOPMENT



Training and professional promotion are organisational development tools that enable people in the organisation to adapt to new internal and external demands for achieving the goals set. The purpose of Professional Development (PD) is therefore to help manage change through initiatives designed to improve the technical competence (knowledge) and general competence (abilities and attitudes) of its professionals, thus increasing their efficiency and effectiveness in the work required by the nature of their jobs and for public satisfaction. For that we worked with 48 internal trainers, external experts and specialist companies.

The goals of Professional Development were to:

- Bring peace of mind to the teams of professionals and the public at the receiving end of our services, through motivation.
- Ensure our professionals received a degree of ongoing learning in their day-to-day activities, so they would be efficient and familiar with the new technologies designed to help with internal work and bring officers closer to the public.
- Continue the programmes that enable Guàrdia Urbana personnel to maintain their physical and psychological condition in the course of carrying out their duties.
- Promote and manage the selection processes in destination changes

Within this framework the ongoing and specific police training focused on:

- Public safety and administrative policing.
- Traffic and mobility.
- Assistance and community policing.
- Increasing knowledge of the GUB's IT apps.
- Helping promoted officers acquire new knowledge and skills.
- Collaborating in processes to publicise the Guàrdia Urbana's activities to improve the entry profiles of would-be GUB officers, promoting the recruitment of more women in particular.

Ongoing Training

Ongoing Training involved working on such operational issues as responding to domestic and gender violence, static control operations, the Bicing service and vehicle parking with reduced mobility.

This involves most of the Force and it was here that the *Commission for Women's Equality in the Guàrdia Urbana*, whose main purpose is to increase the proportion of women at all levels, was presented.

In all, 309 sessions were held for constables and corporals, and 12 for sergeants.



Specific training

Ninety-four different training activities were carried out, with a total of 447 sessions, 5,447 direct hours of training and 8,572 participants.

Distribution by training category was as follows:

- Ongoing Training: 6 training activities, 321 sessions, 2,235 training hours and 6,479 participants.
- Specific Training: 88 training activities, 126 sessions, 3,212 training hours and 2,093 participants.

Specific training, distributed according to the various areas:

Areas	Number of training activities	Number of sessions	Hours	Number of participants
Administrative	7	8	190	207
Assistance	3	9	88	148
Basic	13	16	173	154
Management	3	5	66	65
Local	3	3	56	77
Safety	22	41	668	800
Traffic	22	30	511	575
Command	3	2	600	3
Internal promotion	2	2	400	20
External training	10	10	460	44
Total	88	126	3,212	2,093

Highlights:

Public Safety:

Course on Criminal Investigation for the Criminal Investigation Unit
To achieve one of the goals of the Municipal Action Plan (PAM) in the area of Public Security, the Guàrdia Urbana set up a new Unit: the Criminal Investigation Unit, made up of 49 officers.

Professional Development contributed both to the selection process of the individuals making up the Unit and to the design, management and organisation of that Unit's train-

ing, which was given in postgraduate format by the University of Barcelona, under an agreement with them. Officers from Spain's National Police Force (CNP) and the Guàrdia Urbana itself took part in the initial training of this Unit. This lasted a total of 187 hours.

UPAS/UNOC

Another notable activity, also in the field of safety and security, involved the training activities for the UPAS/UNOC units. The aim was to unify and improve their team response procedures. The activity involved 40 hours of training and a total of 88 participants.

TEDAX Course

This very specific training for the Protection Unit was designed to train unit members in the area of explosives, protection measures, electronic countermeasures and updated police information.

Arms:

Mention should be made here of the design of a comprehensive programme that includes shooting practice, reviewing and training in other defence materials

Traffic:

Here we should mention the course on Road safety offences: *criminal and tortious liability in vehicle driving*. The aim was to remind and update participants on the most important changes in the relevant regulations and to explain the response procedures resulting from these changes. There were 5 sessions of this course, with a total 121 participants.

Assistance and community policing:

Course: Basic Life Support and Automated External Defibrillator. The aim was to instruct officers in the basic actions they need to carry out when using first-aid materials. There were 8 sessions of this course and 128 officers took part in them.

IT apps:

Course: DGT/NIP-SIP computer app for vehicles and individuals. The aim was to teach participants how to interpret data and information from the drivers who appeared on the NIP/SIP/DGT screens and to widen and/or improve the interpretation and case manual they had at their disposal.

Basic police tools:

Police baton course: this involved the training of 294 officers in 21 sessions.

Course on *Techniques for Using and Understanding Tranquilliser Rifles*. This course was held in response to the large number of incidents involving a few wild boars that have found their way into the city centre. It was attended by 100 officers from various shifts, to enable them to respond immediately to such incidents.

Promotion training:

Sergeants course: the 14 participants on this specific course, organised by the Police School of the Catalan Institute for Public Safety (ISPC), were promoted to the rank of sergeant.

Lieutenants course: the 6 participants on this specific course, organised by the Catalan Institute for Public Security, were promoted to the rank of lieutenant.

Training for Commanding Officers:

Two Chief Superintendents are taking part in the ESADE Public Management Master's programme.

A superintendent is taking part in the Intelligence Analysis Master's, taught in collaboration with the UAB.

Office technology and dealing with the public

This year (2013) saw the start of training in office technology and dealing with the public, aimed at police personnel who have moved to a secondary activity. Two sessions were held for each of the subjects, with 40 participants.

3.3**RECRUITMENT AND PROMOTIONS**

The following vacancies were announced in 2013:

- As regards vacancies open to the general public, 113 were announced for police constables and all these were filled. Of the 113 candidates, six were from another police force, so they did not have to do the Police School basic training course at the ISPC. The other 107 candidates are doing the basic training course until July 2014. It is worth mentioning that 23% of the vacancies announced were filled by women, i.e. 26 women were recruited into the Guàrdia Urbana.
- As for internal promotions, 14 vacancies for sergeants were announced and 6 for lieutenants. One woman was promoted to each of these ranks.

The budget for the Guàrdia Urbana's recruitment and internal promotion processes came to €41,598.59.

3.4**PREVENTION, HEALTH AND SAFETY**

The following activities were carried out in 2013:

- Vaccination campaigns.
- Health checks through medical check-ups.
- Semicircular localised lipodystrophy checks at Territorial Unit (UT) 7. Checks were maintained for 17 cases of semicircular localised lipodystrophy in this unit. No new cases were detected in 2013.
- Mental Health under the Comprehensive Care Programme for Members of the Guàrdia Urbana (PAIGUM) in collaboration with the Hospital del Mar's Psychiatric Service.
- Review of the psychological conditions for bearing arms, under an agreement with the Mar Parc de Salut Consortium.
- Secondary-activity tribunals assessed 24 officers, 21 of whom moved to secondary-activity status.
- Job readjustments for people finding themselves temporarily incapable of working, to help them to return to work.

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Indicators

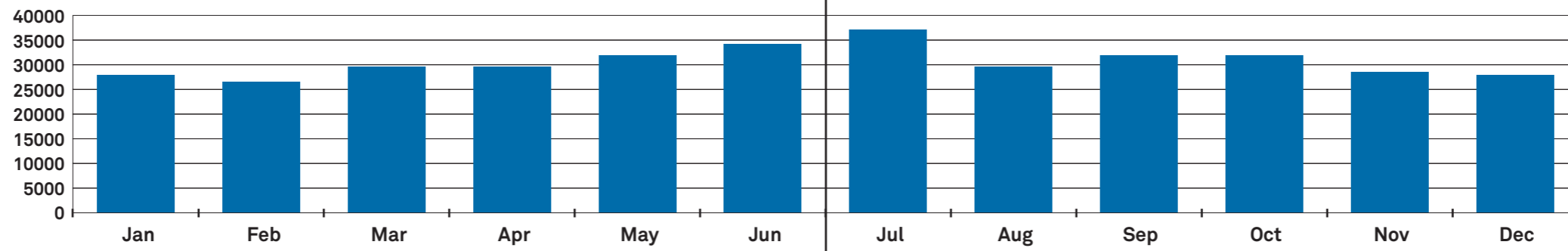
4. INDICATORS

CALLS RECEIVED

Monthly figures

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	27,032	25,627	28,565	29,175	30,892	33,589	36,237	28,523	30,942	31,114	27,509	27,363	356,568

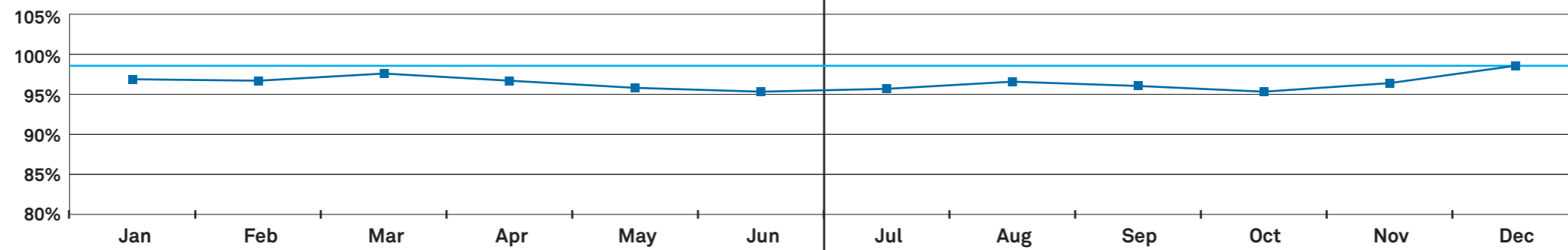
Calls received



CALLS ATTENDED TO WITHIN 20 SECONDS (95% standard; before October 2006= 90%)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	96.7%	96.5%	97.2%	96.2%	95.9%	95.2%	95.4%	96.4%	95.9%	94.9%	96.0%	98.0%	96.2%

Attended to in under 20 seconds



RELATIONS WITH THE COMMUNITY

Contacts with groups and entities

2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
Immigrants		2		3	2	1	1		1	2		2	14
Elderly People	14	18	29	21	31	36	7	5	6	14	15	22	218
Communications Media	3	4	1	2	2	3	2	3	3	3	3	2	31
Residents Associations	71	95	75	110	78	79	40	33	39	70	60	40	790
Econ. Sector, Tourism, Commerce	351	402	367	383	363	245	141	101	220	299	252	841	3,965
Religious Services	6	6	8	11	6	5	5	7	5	16	41	9	125
Education, youth	170	228	161	189	185	106	29	3	109	185	162	88	1,615
Public Institutions	44	52	63	64	61	41	19	10	15	48	39	29	485
Culture, Leisure, Sport, Assoc.	85	73	80	103	96	85	22	137	65	86	58	75	965
TOTAL	744	880	784	886	824	601	266	299	463	723	630	1,108	8,208

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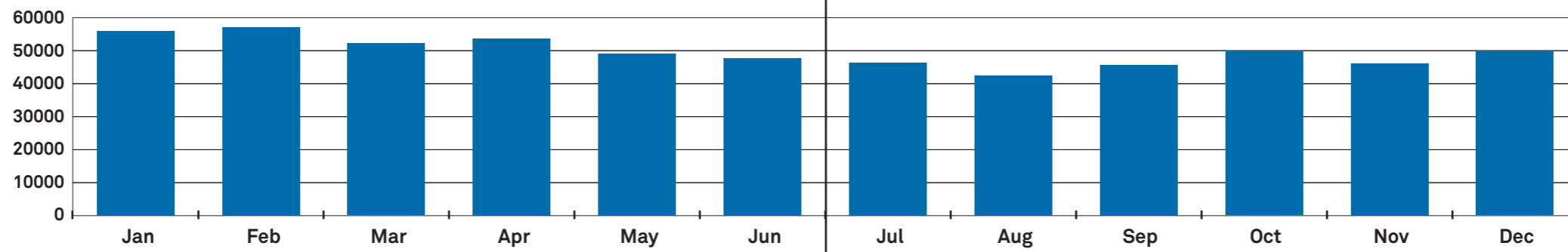
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TRAFFIC CHARGES

Total number of charges

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	56,331	56,930	51,773	52,236	49,488	48,493	46,522	41,786	46,209	49,959	46,294	49,856	595,877

Calls received



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Complaints against static offences

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	8,139	8,238	9,837	9,724	8,961	7,456	6,655	5,181	7,141	8,126	6,780	7,897	94,135

Complaints against Dynamic Offences

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	13,530	14,277	14,880	13,312	12,526	12,272	12,841	8,918	12,040	14,290	10,490	10,445	149,821

Complaints against Offences carried out by Technical Means

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	34,662	34,415	27,056	29,200	28,001	28,765	27,026	27,687	27,028	27,543	29,024	31,514	351,921

BREATHALYSER TESTS

Carried out

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	12,481	17,651	12,039	11,051	11,548	14,691	11,350	7,385	8,741	7,115	6,836	10,476	131,364

TRAFFIC ACCIDENTS RESPONDED TO BY GUB

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	785	794	754	809	824	786	855	560	754	874	829	838	9,462

COMPLAINTS AGAINST VIOLATIONS OF MUNICIPAL BYELAWS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	9,064	10,942	15,286	16,639	15,560	16,754	19,716	17,094	16,696	9,563	8,424	8,452	164,190

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
OUPV	536	644	809	921	842	798	924	648	681	688	395	414	8,300
OPU	14	28	39	32	40	34	56	34	27	25	31	43	403
OMAECF	20	24	29	17	23	22	25	41	26	16	11	12	266
OMA	708	864	1,167	1,253	1,158	982	980	723	775	792	658	616	10,676
CONV	6,482	8,328	11,886	12,512	12,304	13,869	16,869	14,815	13,950	7,150	6,151	6,451	130,767
OTHER	1,309	1,048	1,351	1,899	1,187	1,034	862	830	1,236	893	1,189	886	13,724
													164,136

- OUPV** *Byelaw on the Use of Public Roads and Spaces*
- OPU** *Byelaw on Uses of the Urban Landscape*
- OMAECF** *Municipal Byelaw on Activities and Public Establishments*
- OMA** *Byelaw on the Urban Environment*
- CONV** *Byelaw on Public Coexistence*
- OTHER** *Hygiene and Sanitary Conditions of Food; Byelaw on Public Works, Installations and Services; Byelaw on Fire Protection Conditions in Buildings; Byelaw on Food Establishments and Shopping Centres; Metropolitan Byelaw on Building; Byelaw on the Protection, Ownership and Sale of Animals; Byelaw on Establishments that Sell Fireworks; Regulations on Explosives; Regulations on Hunting; Regulations on Fishing; Woodland Areas*

UNAUTHORISED STREET HAWKING

Responses to street hawking (selling, collaborating, purchasing)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	1,603	1,798	2,914	3,327	3,776	5,013	6,765	5,698	4,770	1,787	1,327	1,381	40,159

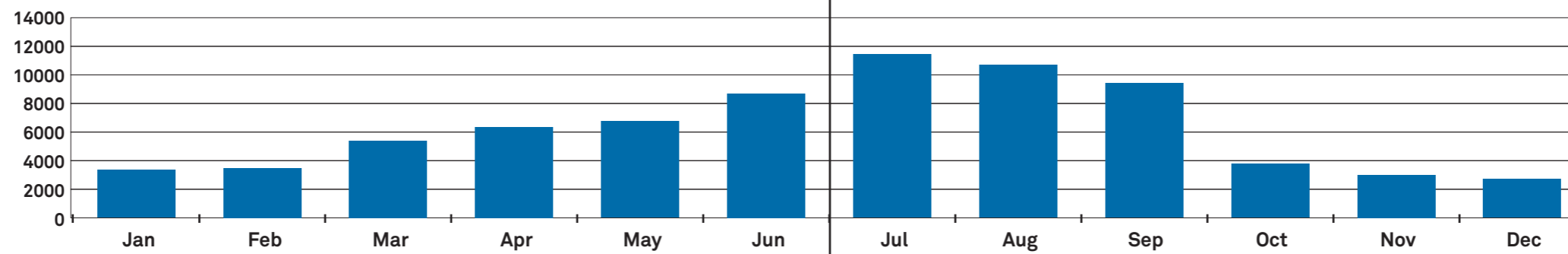
Abandoned products from street hawking

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	1,756	1,612	2,186	2,778	2,996	3,373	4,695	4,743	4,476	2,116	1,673	1,604	34,008

Total responses to street hawking

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	3,359	3,410	5,100	6,105	6,772	8,386	11,460	10,441	9,246	3,903	3,000	2,985	74,167

TOTAL for street hawking



OCCUPATION OF PUBLIC SPACES FOR THE PURPOSES OF BEGGING

Complaints against unsolicited car windscreen cleaning (window cleaning)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	16	54	58	51	8	37	34	7	35	19	3	14	336

Complaints against persistent attitudes, offers or activities causing nuisance to people

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	107	93	164	370	335	198	222	136	103	185	159	159	2,231

Complaints against begging involving the use of minors or people with disabilities

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	5		4	9	4	1	2	8	1	2	3	3	42

VISUAL DEGRADATION OF THE URBAN ENVIRONMENT

Complaints against graffiti, painting and other graphic forms of expression

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	30	30	38	19	27	22	18	34	19	10	18	27	292

Criminal activities (damage to property)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	22	13	39	14	25	12	12	13	12	4	11	12	189

Complaints against banners, posters and leaflets

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	61	95	90	154	156	110	106	28	81	85	60	36	1,062

Complaints against advertising placed on vehicle windows

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	72	114	115	176	149	139	97	20	48	90	102	40	1,162

USE OF PUBLIC SPACES FOR THE SUPPLY AND DEMAND OF SEXUAL SERVICES

Complaints against offers of sexual services

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	101	179	147	91	110	73	108	53	37	71	36	46	1,052

Complaints against requests for sexual services

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	43	65	100	64	33	32	58	33	28	44	17	29	546

Complaints against engaging in sexual relations in public spaces in exchange for money

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	18	42	49	42	27	18	22	10	8	13	1	2	252

ALCOHOL CONSUMPTION

Complaints against the consumption of alcoholic drinks in public spaces

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	1,889	3,148	4,615	4,267	3,600	3,584	3,283	2,423	2,845	2,043	2,073	2,494	36,264

Demand for the consumption of alcoholic drinks. Source: Mycelium

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	61	52	70	53	45	65	89	43	47	55	26	29	635

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URINATING AND DEFECATING IN PUBLIC

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	651	945	1,104	1,000	937	803	771	1,052	1,106	571	601	553	10,094

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ARRESTS FOR CRIMINAL OFFENCES

Total Number of Arrests in Barcelona (except Traffic)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	499	470	521	490	537	580	697	540	531	511	377	383	6,136

Arrests in Ciutat Vella (persons arrested)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	237	205	256	246	241	186	404	300	324	229	182	162	2,972

Complaints against criminal offences (persons reported)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	776	858	974	921	893	712	1,056	974	984	813	790	834	10,585

Totals Number of Charges in Barcelona

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	1,057	1,165	1,309	1,239	1,219	1,343	1,429	1,262	1,292	1,153	1,089	1,120	14,677

Charges + Arrests in Barcelona

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	1,556	1,635	1,830	1,729	1,756	1,923	2,126	1,802	1,823	1,664	1,466	1,503	20,813

MINORS

Minors involved in criminal activities in the city

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	37	28	48	24	30	34	35	30	40	19	20	18	363

Minors reported for civil offences in the city

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	71	104	56	56	60	47	77	64	48	66	29	52	730

Offences located by the GUB

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	1,595	1,584	1,904	1,781	1,931	1,956	2,280	2,193	2,012	1,869	1,713	1,622	22,440

Criminal Proceedings

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	58	84	80	28	36	23	47	30	17	26	37	28	494

Administrative Actions

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Period
2013	60	39	78	112	122	11	2		64	32			520

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