



Ajuntament de
Barcelona

Guàrdia Urbana de Barcelona



Activity Report
2011





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Working at a local level

Local Patrols

Investment in local policing has been one of our key objectives over the last year and has led to a qualitative leap in intervention in incidents in public spaces, relations with local residents and businesses and the early detection of emerging problems and crime prevention, as demonstrated by the figures for 2011.

The Local Policing Plan is based on knowledge of the situation in each area and on knowledge of what goes on in each neighbourhood as a means of planning and responding to the needs of citizens.

Detection of incidents in public spaces

In 2011 the Guàrdia Urbana [City Police Force] reported 10,211 incidents to the various operators, detected in public places.

Stronger relations with neighbourhood associations

The Guàrdia Urbana has continued working to strengthen and consolidate relations with the community and associations in the city, making periodic visits and monitoring the way requests and incidents are dealt with. This has led to an improvement in the tracking of complaints and suggestions made by citizens.

3,428
visits
(2011)



Working to ensure peaceful coexistence

In 2011, working to ensure civic-mindedness and peaceful coexistence in public spaces has continued to be one of the key objectives of the Guàrdia Urbana. This year controls have continued to identify any breaches of the by-law for peaceful coexistence, paying particular attention to those breaches which, due to their nature, could lead to a feeling of insecurity among citizens. Surveillance of the most conflictive areas and greater officer presence on the streets has led to a reduction in anti-social behaviour.

120,646
breaches of the
by-law reported

Control of activities in public spaces

The force has stepped up controls of activities taking place in public spaces, working to prevent crime and misdemeanours by increasing the number of officers on the street and controlling the occupation of public spaces and any problems that may arise as a result of this. Special efforts have been made to tackle the types of behaviour that could lead members of the public to feel unsafe, such as activities resulting from prostitution in public places, the presence of con artists and street hawkers, and drugs trafficking.

The Guàrdia Urbana works in partnership with the Mossos d'Esquadra [Local Police Force] on public safety; in 2011 the Guàrdia Urbana was responsible for 31.71% of the arrests made in the city for crimes and misdemeanours. With regard to criminal charges, the percentage stands at 24.32%.

- **Surveillance of intensive uses of public space**

Throughout the year, the force has been working to prevent problems arising in all situations that result in large crowds of people in public spaces.

As in previous years, during the summer months work has been carried out to prevent problems in public spaces, with the surveillance of beaches and squares and prevention of unauthorised parties.

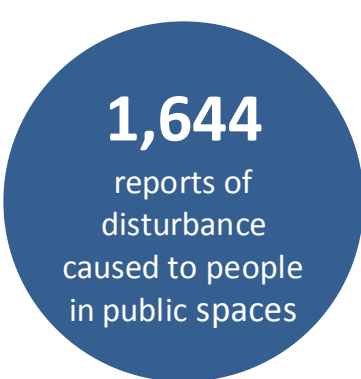
- **Action against illegal painting and graffiti**

Work has continued to combat the actions of taggers and graffiti artists, as this is one of the priorities of the Guàrdia Urbana in relation to public space.

There were 294 reported incidents and 156 criminal charges for graffiti and painting.

- **Control of permitted noise limits**

We have been working to ensure compliance with vehicle noise level regulations and there has been a particular focus on the noise produced by motorcycles and mopeds.



The work of the Guàrdia Urbana has been backed up by an educational awareness and information campaign conducted by the Environment Department. This action is included in

the 2010-2020 plan to reduce noise pollution.

Care has been taken to ensure that establishments frequented by members of the public comply with the regulations, action has been taken to prevent the holding of unauthorised parties and to tackle noise problems in apartments rented out to tourists. In 2011 further work was carried out on the campaign to reduce noise levels in public spaces at night, which was extended to two large areas comprised of the Ciutat Vella and Gràcia districts.

- **Intervention to combat illegal street vending**

Throughout the year work has continued to combat illegal street vending, mainly in the city centre and in areas frequented by tourists. In 2009 there were 54,012 interventions, in 2010 the number rose to 60,958 and in 2011 the number of interventions rose again to 66,087.

An operation to control street vending (“Operació Mestral”) took place throughout the city in July, and particularly focused on the Rambla, the port area, Plaça de Catalunya, Rambla de Catalunya, Passeig de Gràcia and Park Güell. During this special operation, and in just one month, the Guàrdia Urbana seized a total of 122,634 objects intended for sale from illegal street vendors and 45,889 cans of beverages. This figure amounts to an increase of 47.4% compared to the month prior to the operation.

- **Action to tackle the sale and consumption of alcoholic beverages in the street**

Mainly during the evenings and at weekends, operations were carried out to prevent the sale and consumption of alcohol in the street.

Over the course of the year a total of 292,140 cans were seized, there were 12,813 reported incidents of illegal vending of alcoholic beverages in the street and 27,772 reported incidents of consumption.

- **Action to combat the activity of con artists**

There was a 17% increase in the number of criminal and administrative proceedings relating to the illegal gambling activities of con artists.

With the changes to the penal code in 2011, 2,088 arrests were made or charges brought against people for associating with a criminal group.

- **Surveillance of the supply and demand of sexual services in public spaces**

With regard to prostitution, priority was given to the surveillance of this activity in the Ciutat Vella district.

As was the case in 2010, the force kept up the pressure on prostitution practised in public spaces

and stepped up the number of sanctions imposed on clients. The result has been 566 reported incidents relating to clients and 627 reported incidents of offering sexual services.

- **Control of drugs trafficking**

With regard to the trafficking and sale of drugs, police have continued their surveillance of this criminal activity.

Operations included the intervention that resulted in the dismantling of a clandestine laboratory that was producing cocaine and synthetic drugs in the Nou Barris district. During this drug prevention operation, 30,000 euros in counterfeit notes were also seized.

Another intervention ended with the arrest of a man who was selling drugs in Ciutat Vella. While searching the suspect, officers found a rucksack containing more than a kilogram of hashish, and various quantities of cocaine, LSD and other drugs.

Participation in the Security System

Due to the diverse range of tasks carried out by the Guàrdia Urbana in public spaces and their local community work, citizen security work focuses mainly on the types of crimes that have an impact on members of the public, such as those relating to personal property (theft).

The Guàrdia Urbana was responsible for 62.19% of the arrests for offences made within the Security System, of which a very high percentage were property-related offences.

With regard to criminal offences, the Guàrdia Urbana handled about 31.79% of the total activity.



Working to guarantee mobility

Work has continued to ensure traffic keeps moving, particularly in areas affected by large works projects.

- **Special operations**

Special operations were set up to survey junctions or areas where there were particular traffic problems during rush hour periods to prevent accidents and improve the flow of traffic.

- **Escort for special transport**

Each year, the Traffic Unit manages the transit of some five thousand convoys that cross the city. The motor cycle patrols accompany and guide the complex transfer of large cargo deliveries from ships and freight trains to large beams and heavy machinery to prevent traffic problems in the city.

- **Control of public road works**

The Guàrdia Urbana Public Works Planning Service controls and monitors works to ensure public safety and to minimise the impact on traffic.

In 2011, at the fifty-five ordinary meetings held by the Works and Mobility Committee, 550 actions were approved, of which 224 were new works and 326 were new phases of works currently being executed. In December 2011, there were 189 public works projects in public spaces in the city.



They also set conditions with regard to hours and occupation for 13,567 actions carried out by service companies: 9,612 faults, 3,276 branch lines, and 679 pipe-laying actions.

Below are details of some of the most important public works projects of the year:

- Completion of the shafts for the high speed ADIF line on Carrer de Mallorca.
- Work on the construction of the new Design Centre and preliminary work on the remodelling of Plaça de les Glòries.
- Improvements to the FGC station in Plaça de Gal·la Placídia.
- New high speed station in Sagrera with the construction of a new provisional bridge and the demolition of the old Pont del Treball bridge.
- Construction of a rainwater tank on Avinguda de l'Estatut.
- Covering of tracks in Riera Blanca.
- Preparatory measures for the introduction of the new bus network.



Working to reduce accident rates

Barcelona City Council has made improving road safety in the city one of its key objectives and is working to prevent accidents and raise public awareness in order to reduce accident rates.

8.831

accidents
(2011)

-2.44%

The Guàrdia Urbana has continued working to reduce accident rates in the city and to achieve this it has stepped up the number of operations aimed at stamping out the driving offences that

cause the majority of accidents and has increased the number of check points in accident hot spots.

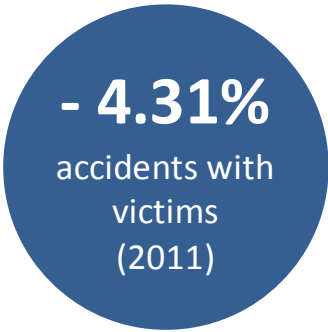
Surveillance has increased, both with officers on the ground and with the aid of technology, in order to detect risk behaviours, such as ignoring traffic lights, illegal manoeuvres, negligent or reckless driving, failure to respect pedestrian crossings and lack of attention when driving. There has also been an increase in the reporting of offences relating to the failure to use safety equipment such as helmets and seat belts.

• Special operations

In 2011 there was an increase in the number of special operations. This entailed setting up night time check points in areas with a high volume of leisure activities, where alcohol and drugs tests were carried out on drivers.

A total of 142,472 preventive alcohol tests were carried out which resulted in 10,480 drivers being caught driving under the effects of alcohol.

Drink driving is the main indirect cause of accidents in the city and in 2011, it was a factor in 396 of the total number of accidents.



The number of checks giving positive results was down from 8.9% in 2010 to 7.4%.

In 2011 the Guàrdia Urbana made 1,466 arrests for drink driving related offences where the driver exceeded the limit of 0.60 mg of

alcohol per litre of air exhaled.

Drink driving checks have focused particularly on motorcyclists in order to help prevent accidents involving two-wheeled vehicles, as drink driving is a risk factor that increases the likelihood of having an accident on a motorbike compared to other types of vehicles, due to the vulnerable nature of this form of transport in the city.

- **Increased control of traffic related offences that cause the highest number of accidents**

In order to monitor risk behaviours, such as reckless driving, ignoring pedestrian crossings or speeding, among others, there has been an increase in the number of manned checkpoints and those that entail the use of technological aids.

To monitor traffic offences, the Guàrdia Urbana also has police vehicles which have been fitted with automatic image capture systems to survey and discipline traffic, which automatically photograph any vehicles caught breaking the rules, such as double parking and other parking related offences.

- **Awareness raising campaigns**

Specific awareness raising campaigns have also been carried out to help prevent certain driving behaviours. The campaigns have mainly been geared towards preventing accidents involving two-wheeled vehicles, control and raising public awareness of the use of passive safety systems and alcohol consumption.

In 2011 the Guàrdia Urbana launched 34 campaigns to improve road safety in the city and to raise public awareness of the risks posed by driving related offences.

- **More controls at high risk points**

The figures gathered by the Accident Unit in 2010 were used to draw up a map of accidents in the city, which shows the points where the highest numbers of road accident occur.

Special operations were set up to survey junctions or areas where there were particular traffic problems during rush hour periods to prevent accidents and improve the flow of traffic.

In 2011 checks focused on 37 accident hot spots, areas where more than 10 accidents were recorded in 2010. Proposals for improvements have been put forward for these areas and, as a result, in 25 of these 37 hot spots, the number of accidents has fallen below ten per year.

It should be noted that between 2003 and 2011, 184 of the city's accident hot spots were eliminated.

- **Specific safety measures for motorcycles**

Barcelona has more motorcycles per 1,000 inhabitants than any other city in Europe. For this reason, Barcelona City Council is at the forefront of research into measures to improve the safety of motorcyclists in the city.

In order to prevent motorcycle accidents, measures such as the introduction of advanced zones for motorcycles (ZAM) at a number of junctions in the city have proved to be effective in reducing the number of risk situations. The main aim of the ZAMs is, as far as possible, to prevent motorcycles from overtaking cars in a dangerous manner at junctions with traffic lights just as the lights are changing to green.

- **Specific safety measures for cyclists**

In recent years there has been a notable increase in the use of bicycles in Barcelona with the number of journeys rising from 47,561 a day in 2006 to 106,520 per day today. In 2011 bicycles were involved in 3.11% of all road traffic accidents.

In this regard, the Guàrdia Urbana is working to ensure the safety of cyclists and to regulate the coexistence of cyclists and pedestrians and other types of vehicles.

Working for prevention

- **Working for prevention through studies**

The Guàrdia Urbana Accident Unit has been at the forefront of the implementation of tools for monitoring accidents and identifying risk areas. They currently set the benchmark for local police forces throughout Spain with regard to the management, research and prevention of road accidents. Since this specialist unit was created, the Accident Unit has investigated more than one hundred thousand serious traffic accidents, amounting to around eleven thousand investigations per year.

This unit gathers the information, carries out analysis and actively helps to improve road safety in the city.

The accident and reporting management system (APRES) used by the Unit enables it to make use of the figures and to set up a suggestions management system aimed at preventing accidents and improving mobility on Barcelona's road network.

The investigative and preventive work carried out in relation to road safety has played a key role in reducing the number of accidents in the city.



The Guàrdia Urbana carries out planning to ensure prevention, based on its knowledge of the area and the identification of various problematic issues.

- **Identifying the cause of conflicts**

In this regard the work carried out as part of the Local Policing Plan has been hugely useful, both the preventive patrols which have helped to build up a picture of an area and its particular characteristics, and ongoing visits to local neighbourhood associations and local businesses.

- **Cross-sector work**

This year there has been an increase in collaborative work with municipal services and other external services.

Increase in number of joint operations with CME

The Guàrdia Urbana has consolidated its co-ordination of joint operations carried out in partnership with the Mossos d'Esquadra (CME) and has also worked in collaboration with the National Police (CNP), the Guàrdia Civil and the different local police forces. This co-ordination plays a key role in the public security system in Barcelona, which allows for improvements in the levels and areas of responsibility of each police force.

The increase in the number of joint operations has evolved considerably since the deployment of the Mossos d'Esquadra in Barcelona; in 2011, the number was up 4.4% on the previous year.

With the CME, the force has worked on the large-scale events held in the city, where specific operations have been put in place, and also at a local level, co-ordinating action in conflict zones where local residents have demanded action.

Mixed patrols

The introduction of mixed patrols is an important step forward in the drive for co-operation between the Guàrdia Urbana and Mossos d'Esquadra police forces.

The neighbourhood policing teams comprised of officers from both forces work to ensure crime prevention and reduction.

One operation worth mentioning is the so-called "Dispositiu Xarxa", [Network Operation], a specific plan to combat the problem of pickpockets on the Barcelona metro which was launched on 22 July and, up to the end of September, has resulted in a 25% reduction in the number of crimes recorded on the underground compared to the same period the previous year.

This operation has involved more than 14,500 patrol hours between the two forces and the Guàrdia Urbana have carried out 1,888 patrols.

Joint Command Room

Since the end of 2012, the Joint Command Room has included all the emergency services that operate in the city: Guàrdia Urbana, Mossos d'Esquadra, Fire Service and Medical Emergency Service, and it is the operational nerve centre from where joint responses to all kinds of incidents are managed.

The Barcelona Room managed 305,859 incidents last year, including responses to emergency calls from members of the public, street patrols and planned services.

- **Working for prevention**

Special operations for festivals

The Guàrdia Urbana took part in a number of operations aimed at minimising the effects of large gatherings of people during the main festivals held in the city, such as the traditional clearance of people gathered on the city's beaches during the Sant Joan celebrations and the surveillance operations for big festivals such as the Gràcia and Sants festivals, the Mercè and New Year's Eve celebrations.

Operations for sports events

The Guàrdia Urbana has worked in conjunction with other municipal services on events that have

resulted in large crowds of people in public spaces. These include operations to control fans at big sports events and end of league celebrations.

Operations to ensure the quality of public spaces

In 2011 a number of operations were carried out to ensure the quality of public spaces was maintained, and to reduce and prevent crimes from being committed in busy areas. Some of the operations form part of an annual plan and others were one-off operations.

One of these was the "Operació Mestral" designed to tackle illegal street vending. A team of officers was deployed to work specifically in areas with a high concentration of people, mainly tourist and shopping areas.

Another important operation was the one put in place for the open days at the Sagrada Família, which were attended by around a hundred and sixty thousand people.

As it does every year, the City Council launched its summer operation, a special operation aimed at ensuring the quality of public spaces is maintained when there are large numbers of visitors on the streets and beaches. The Guàrdia Urbana played a key role in the summer operation, stepping up surveillance operations to cut down on the consumption of alcohol in the streets, camps of all types, and to prevent problems associated with anti-social behaviour. Another priority over the summer period was to reduce noise levels to enable local residents to sleep peacefully.

Once again, the Christmas Operation was also



launched, a special operation for the Christmas period to ensure its smooth running. There was an increase in the number of uniformed officers on the street, with patrols on foot, bicycle and scooter in the city's main shopping areas.

- **Prevention targeting different groups**

Road safety programme for schools

The programme titled "La Guàrdia Urbana a les escoles" [The Guardia Urbana in Schools] offers a whole series of educational materials and events to tackle attitudes and ideas relating to mobility and civic-mindedness. The general aim is to increase personal safety and to ensure the public, particularly young people, are more aware, better informed, more responsible and more reflective and willing to talk, which will consequently make them safer. In short, the aim is to convey to students the importance of valuing, both for their own sake and the sake of others, responsible behaviour, peaceful coexistence, solidarity, respect and civic-mindedness.

Each year the aim is to improve this educational intervention, employing new methods and producing new materials for the students.

Protecting children

The force has continued to work in areas frequented by children, increasing the number of preventive patrols through the "Minerva" "Cap de setmana" [Weekend] and "Cel obert" [Open skies] operations, in order to cut down on school absenteeism and the consumption of drugs and alcohol among minors, and at the same time to tackle the problems caused by groups of young people on the street causing a disturbance to local residents.

The work of the Guàrdia Urbana has also enabled a number of young people to take part in a psychoeducational programme run by the Public Health Agency.

Programme to prevent school absenteeism

The objectives of the programme have been to detect occasional absenteeism, young people who are not attending school at all and the consumption of drugs and alcohol during school

times. This programme is carried out by plain clothed police officers with the support of uniformed patrols. The officers patrol in areas around schools at the end of break times, which is when they are able to tell if young people between the ages of 14 and 17 have failed to return to class.

Preventive work with young people

Preventive work has been carried out with groups of young people who may find themselves in situations of greater risk, particularly newcomers, through a series of interventions in collaboration with social entities such as the Public Health Agency and the Education Consortium, to help find jobs for the young people.

Preventive work with elderly people

The Guàrdia Urbana has given informative talks at old people's homes in a number of neighbourhoods, providing advice on personal safety. At these talks, attendees receive information on the main risk behaviours that could result in traffic accidents, either as a pedestrian or as a driver and as a passenger on public or private transport. They also offer basic safety advice on how to prevent thefts or robberies in public places and in the home.

Preventive work with vulnerable groups

The Guàrdia Urbana, in conjunction with the Barcelona Fire Service, offers a series of talks on personal safety and prevention aimed at elderly people, young people and newcomers. The initiative aims to ensure that as many citizens as possible come to understand prevention as a means of self-protection and, particularly, provide tools for groups that tend to be more vulnerable.

People

Work-related health

Work on various aspects of work-related health has continued in order to minimise the risks associated with police activity, and on the development of a working conditions agreement in collaboration with the trade unions signed up to the convention.



Rejuvenation of the workforce

The rejuvenation of the workforce has continued with 150 new posts. The average age of successful candidates in this recruitment process was 28/29 years. There have also been internal promotions to the categories of corporal and sergeant, which has also aided the rejuvenation process in these categories.

Growth of the workforce

The workforce has continued to grow with a positive balance of 72 officers between those who have joined the force and those who have retired or left for a number of different reasons.

41,53
average age
total workforce
(2011)

Internal promotion

Internal promotion has continued to generate possibilities for promotion and development within the profession and the police organisation. Likewise, the assignment of a permanent designation to officers who have completed their internship has made it possible for staff who are already career civil servants to change their designation or shift.

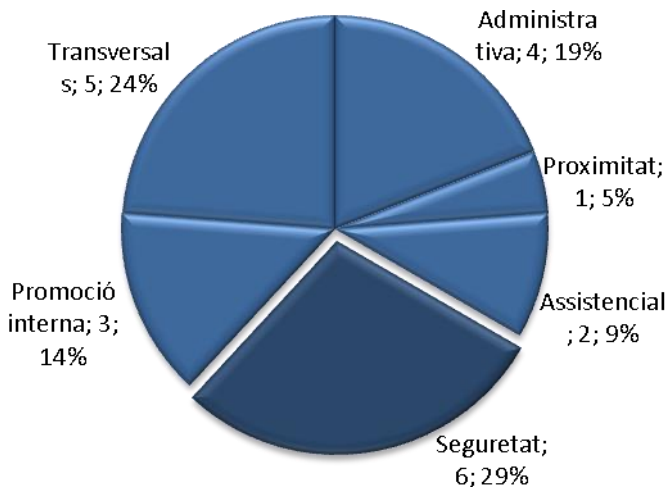
Professional development

The work has been based on two key areas: professional promotion and training. Training has focused on local policing and security to help ensure the well-being of citizens and visitors to Barcelona.

3.026
of the
workforce
+2,4%

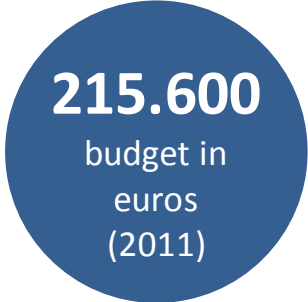
Training

The following courses were carried out in 2011 in the different police departments:



Training programmes are structured into:

- Ongoing training, the aim of which is to update knowledge, normally related to new guidelines or information systems. A total of 4001 people attended these courses including officers, corporals and sergeants.
- Specific police training, to provide the knowledge needed to develop technical skills. These courses were attended by 1,346 officers.
- Management courses for acquiring or improving people management skills or skills relating to the management of resources and devices, and also the management of corporate information systems and tools. These courses were attended by 161 people.
- Internal promotion processes for police officers entail basic training delivered by the Catalan Institute for Public Security (ISPC) aimed at training officers for their new professional role and, increasingly, additional training is also organised

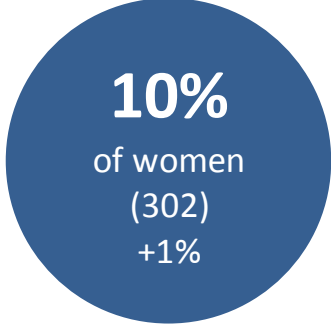


on aspects specific to the city, the Guàrdia Urbana and corporate information systems. 43 people have been trained.

The selection process

Public job offers

In 2011 150 officer posts were advertised. There were 6,360 applicants for the posts. At the end of the process, 139 candidates joined the Institute of Public Security to do the corresponding basic training course and the remaining 11 candidates joined the territorial units' intern programme in October, as they came from other police forces and had already completed the basic training course. The average age of the 150 new recruits was 29/28 and 22% of the new recruits (33) were women.



Internal promotion

30 corporal posts were advertised for which there were 180 applicants. Of the 30 officers who secured a post, 5 are women. 10 sergeant posts were advertised and 57 applicants took part in this process. In 2011, six change of designation processes were carried out.

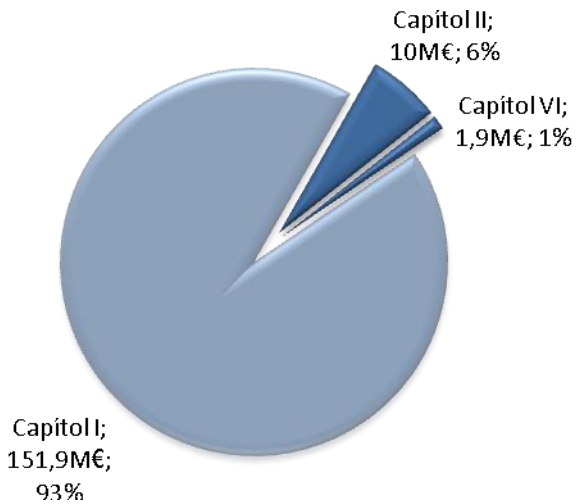
Work relations, prevention and health

2011 was a year specially dedicated to developing agreements on common working conditions for all the public sector employees of Barcelona City Council. To this end, 23 meetings were held with unions signed up to the agreement. The PAIGUM programme has continued with regard to personalised assistance - 21 new people were visited in 2011 - and with regard to preventive aspects for which training sessions have been carried out with specific groups from certain units to equip them with the mechanisms needed to deal with post traumatic situations. Lastly, risk prevention information has been disseminated in collaboration with the Prevention Service of the GPSM in the GUB magazine, with an article on the Health and Safety Committee (June), and the distribution of information leaflets on preventing workplace risks to all new members of the force.

The budget

The GUB budget for 2011 is included in budget programme 13201 General Services of the Guàrdia Urbana. This programme had a final budget of more than €164 million.

This programme is structured as follows (in millions of €):



Investment in 2011:

Equipment: €1,720,348

Purchase of guns and upgrading armoury

Anti riot gear and protective equipment

Extendable batons with sheaths

IT equipment Mycellium III (vehicles)

Upgrading PDA material

Replacement of portable communication terminals

Gala helmets for the Mounted Unit

Musical instruments for the Mounted Unit

Trail Motorbikes

Equipment for Trail motorbike riders

IT applications: €333,000

COOPER

ACCER

DATAWAREHOUSE

MYCELLIUM

Connection between ICAD systems and

COOPER

PDA development

Replacement of machinery

Works: €297,234

Installations in the new buildings for UPAS and UAT

Fitting out offices

Purchase of pigeon holes and approved furniture



**Ajuntament
de Barcelona**

