

2014
Management report
Barcelona's Guàrdia Urbana

BCN



Índex

7	1. INTRODUCTION
10	2. NOTABLE ACTIONS, OPERATIONS AND CAMPAIGNS
30	3. RESOURCES
42	4. INDICATORS

1

Introduction

1.

INTRODUCTION



Evelio Vázquez

Chief Superintendent and Head of Barcelona's Guàrdia Urbana

Work continued in 2014 following the line embarked on at the start of the mandate, with a new approach adopted in Barcelona's local police service, where public-security operations were boosted and increased as another of the Force's duties and in co-ordination with Mossos d'Esquadra [Catalan regional police force].

Operation Network, the Beaches Group and the Urban Crime Groups demonstrate the aim to offer an up-to-date and effective police service.

As regards organisation, the Joint Command Room was fully integrated and its new structuring improved co-ordination between the Forces. A new organisation chart incorporating the Investigation Unit was also approved. Note that this Unit already filed reports on criminal attacks on police officers, criminal damage to municipal property and various criminal offences relating to vehicles.

Urban Crime Groups (GDU) were fully deployed to the 4 planned Territorial Units during the year.

We continued working to reduce accidents rates and raise the number of criminal proceedings for reckless driving, by increasing our control measures for driving and parking and holding meetings under the Road Safety at Work Plan.

High-level surveillance continued in crowded places, to control unauthorised street hawking, as was work on the respective food- and toy-safety control operations: "Operation Food Store" and "Operation Playing Safe". Cannabis-consumption associations, which had been growing in number, were also monitored.

These and other aspects made 2014 an important year, during which the Guàrdia Urbana renewed its pledge to serve the city, which it did once again, thanks to the professionalism and commitment of the men and women who fill the ranks of this organisation at the service of the city's residents.

2

**Notable actions,
operations
and campaigns**

2. NOTABLE ACTIONS, OPERATIONS AND CAMPAIGNS

2.1 Relations with the community

The Guàrdia Urbana continued holding meetings with the city's collectives and associations. The measure aimed to forge a dialogue for explaining the work being carried out by the Police Force and to discover the problems of concern to the public. Some of the more important sectors were: The elderly and young people; representatives of the economic, tourism and commercial sector. Meetings were held with representatives from cultural, leisure and sports associations.

These meetings enabled members of the public and the associations to express the problems they had come across; these were then analysed by the Guàrdia Urbana, who addressed them from an operational perspective to provide responses.

The Guàrdia Urbana held 7,564 meetings in 2014.



10

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona's
Guàrdia
Urbana

2.2 KEEPING ACCIDENT RATES DOWN

Fighting against accidents was again one of the Guàrdia Urbana's priorities. The force responded to a total of 8,764 accidents with victims in 2014, which represents an increase of 1.97% on the previous year (2013).

This period saw a drop in the number of serious injuries but a rise in the number of fatalities, with the main increase in fatality rates involving motorcyclists and moped drivers and passengers. Of the 31 individuals killed in last year's accidents, 17 were using these vehicles.

There was a break in the trend and drop in the number of cars involved in accidents as well as a drop in the number of accidents caused indirectly by excessive alcohol consumption or speeding.

Nevertheless, if we consider the trend in accident rates in Barcelona over the last ten years, we continue to detect significant falls both in accident numbers and in the number of injuries and fatalities.

The direct causes of accidents proved once again to be lack of attention while driving, followed by failure to keep to minimum safety distances and making dangerous turns.

The Guàrdia Urbana carried out several large-scale controls throughout the year, to reduce the rate of alcohol- and drug-related accidents. This led to a 1.72% reduction in the number of accidents indirectly caused by drink-driving.

Note the 22.54% fall in the number of accidents relating to speeding.

Note too that the Guàrdia Urbana Accidents Unit and the Councillor's Office for Mobility continued to work together to detect accident black spots in the city and to apply corrective measures to enable a reduction in accident risks.

Work will go ahead in 2015 on a total of 49 zones with high accident rates and victims, where a total of 711 accidents occurred.

The increase in the number fatalities relating to two-wheel vehicles prompted the City Council to implement a new Road Safety Plan for Motorcycles.

Several initiatives were also launched in 2014 to reduce accident rates and the number of victims.



2.3 MOTORCYCLIST-SAFETY CAMPAIGN

Barcelona is the European city with the highest number of motorcycles per capita. Close to 300,000 people use two-wheel motor vehicles on a daily basis.

Motorcyclist-victim rates account for 60% of the total number of traffic injuries that occur in the city. Given that vehicle's vulnerability, its riders are more prone to suffer accidents.

The last few years have seen a sustained drop in the number of moped-rider victims but a rise, by contrast, in the number of motorcyclist victims.

Half of all traffic-accident fatalities in 2013 were motorcyclists.

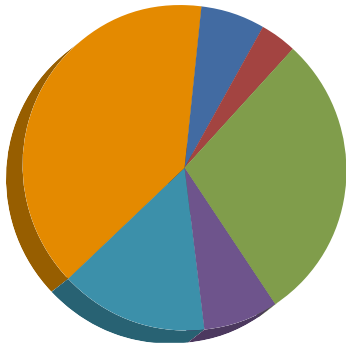
Note that around 45% of the motorcyclists killed in 2014 were driving with a type B licence.

The aim behind the Road Safety Plan, which focuses on motorcycles in particular, was to deliver a clear warning to all individuals who use motorcycles or mopeds for getting about the city. Studies conducted by the Guàrdia Urbana on the main causes of accidents provided the basis for the campaign.

The initiative was intended to raise awareness among two-wheel motor-vehicle users and improve their driving behaviour.

The Guàrdia Urbana's priority was to focus on specific forms of motorcyclist driving that could increase the risk of accidents, such as driving zigzagging in between vehicles, failing to respect traffic lights, driving off before traffic lights turn green, failing to keep minimum safety distances, making dangerous turns, driving under the effects of alcohol or drugs and poor technical vehicle conditions.





- Changing lanes without caution 6,4%
- Disobeying other signals 3,8%
- Disobeying traffic lights 28,7%
- Improper turn or not caution 7,6%
- Inattentive driving 14,6%
- Other 38,9%

2.4 ROAD SAFETY AT WORK

13

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona's
Guàrdia
Urbana

Up to the end of October, of all the vehicles involved in traffic accidents with fatalities or serious injuries, 15% were travelling to or from work and 21% during working hours. If we add those two concepts together we find that 36% of the most serious accidents in the city occurred during work-related travel.

November saw the launch of training sessions in companies to prevent these work-related travel accidents, i.e. to, from or during work. The initiative was aimed at providing road safety tools for staff travelling to or from their workplaces or driving motorcycles, lorries or vans in their work.

Based on raising awareness and prevention, the project was intended to provide workers with road safety tools for their regular commuting and travel.

The Road Safety at Work programme was run by the Guàrdia Urbana de Barcelona. It was co-ordinated by the Territorial Division and involved members of the Accident Investigation and Prevention Unit, the various Territorial Units and the Co-ordination Division, in addition to the Night-time Units and Daytime Support Service.

The group of trainers consisted of a total of 60 Guàrdia Urbana members who carried out such work on a voluntary basis.

They contacted 40 companies during the first stage, to offer them an opportunity to take part in the programme through training sessions run by the Guàrdia Urbana. The programme will be carried out in companies all over the city throughout 2015.



2.5 OPERATION “NETWORK”



14

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona's
Guàrdia
Urbana

One of the Guàrdia Urbana's priority measures is Operation Network, which was first started in 2011, with the aim of preventing crime in the city's metro system. Guàrdia Urbana police officers had been carrying out joint patrols with the Mossos d'Esquadra ever since, along several points of Barcelona's metro system. These patrols were established as a key joint measure and which have proved to be an effective tool in the fight against criminals operating in Barcelona's metro and Ferrocarrils de la Generalitat (FGC) railway lines.

The patrols were strengthened over the summer months and during the night, the early service hours and start of the morning, to ensure safety and civic behaviour, by boosting preventive and deterrent action in these spaces.

A new patrol measure was also launched in 2014 to prevent crime on the metro during the days of "Championships" matches, given that large numbers of football fans use the metro as a means of transport on days when these matches are played. A rise in crime was detected at certain metro stations on those days.

The specific goals of this service were crime prevention and public safety, as well as an improved perception of safety and tranquillity among metro users. As well as reducing the number of people falling victim to theft in large crowds.

The operation also allowed officers to warn against, correct and report municipal-byelaw violations committed in the metro.

15,205 and 15,839 services were carried out in 2013 and 2014 respectively, with the latter representing an 4.2% increase.

2.6 OPERATION SUMMER

Barcelona Council implemented Operation Summer from 31 May to 28 September, to make the intensive use of public spaces compatible with the local residents' peace and quiet.

As in previous summers, the Guàrdia Urbana established a special surveillance operation in the city centre and coastal region, to ensure security, positive community life and quality of public spaces among Barcelona's residents and visitors.

Operatives were reinforced during the operation, to protect against thefts and robberies, and priority was given to the fight against forms of behaviour undermining positive community life. Special attention was also paid to street hawking. That year saw the deployment of 60 officers focussing in particular on street hawking activities, enhancing the regular patrols carried out by the various units.

The officers also worked to ensure the correct use of public spaces and deal with any antisocial behaviour. During that period a total of 45,892 charges were filed by the police against individuals for violating the Byelaw on Measures for Promoting and Ensuring Positive Public Interaction, up by 0.7 % on the same period the previous year.

Particular emphasis was placed on the fight against illegal street hawking, through specialised responses from these 60 officers who teamed up with the regular operatives and made 32,002 charges, representing a 5.6% increase on the previous year (2013). Note that the number of calls made by the public complaining of street hawking dropped by 19.8%.

Another of the forms of behaviour affected was consumption of alcoholic beverages outside in the street. The Guàrdia Urbana filed 9,040 charges against individuals between June and August, down 2.6% on the previous year. Note that the number of calls from the public making complaints over this dropped by 31.7%.

Crime on the city's beaches fell by 10% over the summer and by 1.2% in the city specifically over the months of July and August, compared to the same period the previous year.

These data referring to crime, besides showing a clear fall in certain activities such as street hawking and unauthorised services along Barcelona's coastal area, vindicate the creation and consolidation of the Beaches Group, made up of some ninety uniformed and plainclothes officers.



2.7 SPECIAL MEASURES FOR ENSURING POSITIVE COMMUNITY LIFE

Once the good weather arrived, the City Council launched its preventive measures, to ensure positive community life in the territories whose public spaces were expected to attract large numbers of people. Hence the implementation of two measures in the districts of Gràcia and Ciutat Vella, to strengthen the security services.

Operations in Gràcia

For the third year running, the district of Gràcia launched an operation involving a group of mediators from the Area of Quality of Life, Equality and Sports and Barcelona's Guàrdia Urbana. The joint initiative brought together social and mediation work with police functions with the aim of fostering neighbourliness, correct interaction and use of public space.

The Guàrdia Urbana launched a specific operation known as "Gràcia's Squares", to maintain the levels of security and positive community life in these squares and their surroundings.

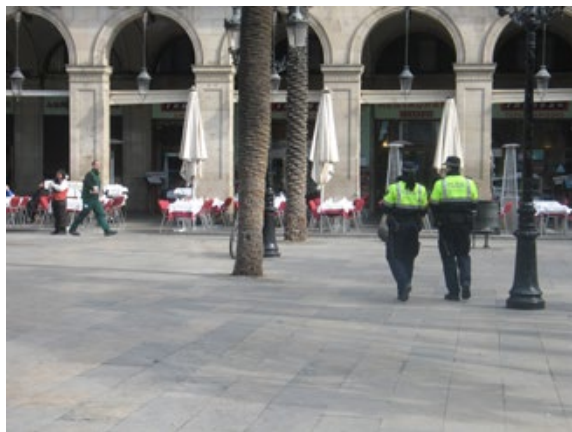
During the late-evening period, the officers co-ordinated additional foot patrols in the district's five main squares, but extending the operation from Thursday to Sunday, when larger crowds of people gathered.

The measure aimed to combat the consumption and street hawking of alcoholic drinks, boosted by breathalyser testing posts on the district's access streets, as well as the playing of musical instruments in public spaces. The Guàrdia Urbana also supported the district's technical services in monitoring closing times and occupation of public space by premises that attract large crowds.

Operations in Ciutat Vella

Ciutat Vella saw a series of priority-response spaces marked out where daytime civic officers worked with additional police support that was particularly active from Thursdays to Sundays, to prevent security and civic-behaviour incidents.

The Guàrdia Urbana went into action to combat petty crime as well as disturbances to positive community life, such as alcohol consumption on the street, urinating or defecating on the street, street hawking and shouting. They also controlled the closing times of premises to keep the noise outside them down to a minimum.



Since these measures were implemented in 2011, the two districts have recorded a falling trend in such problems over the summer months.



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

17

During the “Playing Safe” campaign, from the beginning of December to Twelfth Night (i.e. 6 January), the Guàrdia Urbana carried out inspections to ensure that the toys being sold at various types of retail establishments in the city were compliant 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 aims of the operation were to increase child safety, check the establishment’s regulations on the activity and municipal standards, as well as the specific regulations on toy-selling establishments.

The officers took action against inappropriate or dangerous toys, toys with defective labelling, toys lacking corresponding warnings and products there were alerts against, whose withdrawal from the market had been ordered by the National Consumer Institute.

A total of 5,052 toys were confiscated and 19 charges filed for violating a number of municipal regulations.

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona’s
Guàrdia
Urbana



2.9 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 policing 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.

The premises to be inspected were determined according to complaints received in each district and on the basis of observations made by officers from the Territorial Units themselves.

As a result of all this, the officers working alongside inspectors from the Public Health Agency were able to detect the establishments where action had to be taken against the poor hygienic and sanitary conditions their food were being kept in.

Action was taken against 658 kg of food in 2012; 2,234 kg of food in 2013 and 1,442 kg of food in 2014. The main reasons were: Poor state of preservation, such as broken cold chains, packages without suitable sanitary conditions, poor hygienic conditions in storage places and food past its use-by date.

In addition, and as part of the inspections made on premises, the Guàrdia Urbana filed charges for other civil offences, such as failure to supply claim/complaint forms, lack of correspondence between the activity being carried out and the activity the establishment was classed under and licensed for, malfunctioning fire-protection equipment and lack of hygiene in the premises.

The Public Health Agency started proceedings against the establishments concerned which would only be allowed to reopen provided they corrected the flaws detected in their food storage and would remain subject to future inspections.

The final figures for the 2014 period were: 113 criminal proceedings, 293 infringements, 22 activities halted, 4 premises closed down and 189 individuals identified.



2.10 PROJECT FOR INCREASING THE SECURITY OF THE ELDERLY



19

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona's
Guàrdia
Urbana

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 account for 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. Note that the elderly are an especially vulnerable group when it comes to crimes such as home burglaries, intimidation and fraud.

Given that another of the City Council's priorities was to protect the more vulnerable collectives, it launched a campaign entitled "Thank you for thinking of me. Because you drive carefully, I like living with you", as an appeal for positive community interaction between drivers and those who are most vulnerable when it comes to mobility. The latter group today represent over 50% of the pedestrians killed in traffic accidents in the city.

2.11 SPECIAL MEASURES FOR ENSURING POSITIVE COMMUNITY LIFE IN BARCELONETA

In response to the significant growth in the number of tourist apartments in Barceloneta and the nuisance caused by users of this beach and leisure area, special measures were implemented during the month of August to control the area's problems.

The measures included enhancing the presence of Guàrdia Urbana police officers as well as a specific service to attend to complaints made by local residents against anti-social behaviour in buildings with tourist apartments.

The City Council also deployed a special inspection team tasked with systematically detecting tourist apartments operating illegally.

Working alongside municipal inspectors, the Guàrdia Urbana monitored many of the flats in Barceloneta while raising the presence of their officers in the area.

20

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona's
Guàrdia
Urbana



2.12 MEASURES AGAINST CON ARTISTS

Fighting against confidence tricks from cardsharps had been of the Guàrdia Urbana's duties over the last few years. The last few years saw officers acting to anticipate and prevent such activities in the city centre, especially along the Rambla, through uniformed and plainclothes patrols.

Cardsharps were finally eliminated from the Rambla, given that no charges have been filed for over a year.

By the end of 2014, this type of fraud had practically disappeared from the entire city.



21

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona's
Guàrdia
Urbana

2.13 CONTROLLING STREET PROSTITUTION

Work continued to keep prostitution in public spaces in check. The Force also continued to work with other police forces in the fight against sexual exploitation and human-trafficking networks.

The changes to the Byelaw on Coexistence making it easier for the Guàrdia Urbana to do their work in 2013 and allowing them to impose heavier fines on prostitutes' clients and the individuals involved in street prostitution led to a considerable reduction in this activity in public spaces in 2014 and, as a result, in the numbers of charges filed.



2.14 MONITORING OF ESTABLISHMENTS DEDICATED TO BUYING AND SELLING MOBILE TELEPHONES



The Guàrdia Urbana intensified its inspections of shops selling and buying mobile telephones, to check whether they had the requisite documents for repairing, purchasing, selling and unlocking mobile telephones. This activity aimed to verify that these establishments were not selling telephones from the black market.

These initiatives were carried out in conjunction with work inspectors and Mossos d'Esquadra [Catalan regional] police officers, as part of the joint mission of the two police forces to work towards preventing crime in the city.

22

Notable actions,
operations
and campaigns

2014
Management
report

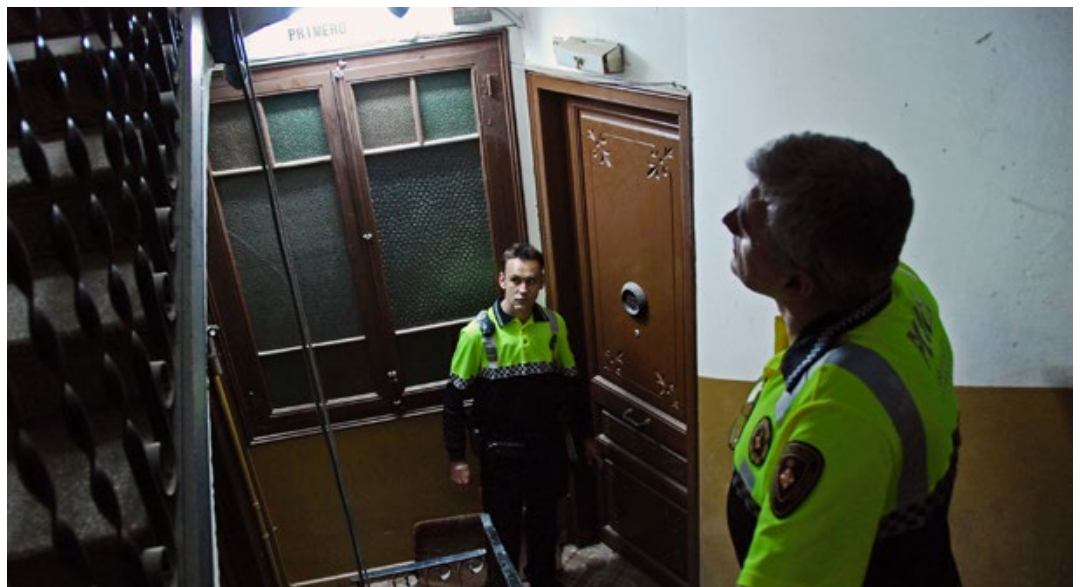
Barcelona's
Guàrdia
Urbana

2.15 MONITORING CANNABIS ASSOCIATIONS

The City Council aims to keep in check the growing number of premises involved in illegal activities but operating under the cover of being a cannabis association.

The Guàrdia Urbana implemented measures to check whether cannabis associations were complying with the regulations for the opening and running of such premises and for positive community interaction with local residents.

Sale of cannabis, lack of ventilation, promoting the drug's consumption to tourists and the presence of minors in premises were just a few of the main irregularities detected during the inspections.



2.16 URBAN CRIME GROUPS



23

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona's
Guàrdia
Urbana

These groups were present in every part of the city in 2014. The Guàrdia Urbana embarked on a new experience in 2012 when it created its first Urban Crime Group (GDU) in Ciutat Vella and another in Eixample in 2013.

These groups serve to strengthen the Territorial Units and achieve better public-security results. These were operational groups specialising in public security that acted selectively on the more serious criminal offences. The Groups' priority was to focus on preventing theft and criminal damage to public property. They also responded to other security-related offences such as small-scale drug trafficking.

2.17 CO-ORDINATING PUBLIC WORKS

A large number of public works were carried out in 2014, having a large impact on traffic, which were aimed at improving and reclaiming pedestrian space, as well as other urban-planning projects of singular importance for improving mobility.

They were as follows, in order of importance:

- Demolition of the viaduct along Pl. de les Glòries Catalanes
- Urbanisation of Avda Diagonal (Francesc Macià – Joan Carles I)
- Remodelling of the Ronda del Mig (Màndri-Balmes)
- Re-urbanisation of Avda Paral·lel
- Widening of the pavements along C/ Balmes (Pl. Molina-Avda Diagonal)
- Widening of the pavements along C/ Balmes (Aragó-Gran Via de les C.C.)
- Re-urbanisation of Pg Gracia
- Construction of a double-circuit high-voltage line between the electricity substations
- Urbanisation of C/ Urgell (Gran Via de les C.C. - Avda Roma)
- Urbanisation of C/ Pau Casals
- Urbanisation of Josep Tarradellas (Francesc Macià – Avda Sarrià)
- Widening of pavements along Gran Via C.C. and bus stops (Pl. Espanya-Mossèn Amadeu Oller)
- Road-resurfacing campaign during summer of 2014

Given the huge impact they have on mobility, these initiatives represented a significant effort from GUB officers to minimise disruptions to pedestrians, bicycle and vehicle traffic and disturbances to quality of life (noise).

24

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona's
Guàrdia
Urbana



2.18 ESTABLISHED PRESENCE ON THE SOCIAL NETWORKS

The Guàrdia Urbana's commitment to social networks and new technologies not only led to a qualitative leap in the way the Force related to city residents but also boosted communication policies where information, immediacy and transparency are key issues. The Guàrdia Urbana website received a total of 210,597 hits in 2014. This was the third year running that the Force had a presence on Twitter, during which it managed to reach 13,555 followers. Since the launch of its Facebook page on 21 February, 2013, the number of "likes" had grown steadily to 3,422. The Guàrdia Urbana launched its own Instagram in 2014, which ended the year with over 1,000 followers.

2.19 COMMISSION FOR WOMEN'S EQUALITY

The Guàrdia Urbana recruited its first women onto the Force in 1979. The City Council has had a Commission for Women's Equality in the Guàrdia Urbana since 2012. It oversees that women are called on to play an important role in the police force and to modernise this police force as a faithful reflection of today's society, where women are playing an increasingly important role in every area of business, institutional and association activity.

It was under this framework that the Guàrdia Urbana joined the European Network of Policewomen (ENP) in October 2013, a network set up in 1989 and comprising 18 countries and 24 police organisations, which aims to boost and encourage the presence of women in Europe's police organisations while promoting their professional development.

This helped to bring about Barcelona's new role, since January 2014, as the new headquarters of the European Network of Policewomen (ENP) and whose president is Chief Inspector at the Guàrdia Urbana de Barcelona.

To mark the 25th anniversary of the creation of the ENP, Barcelona played host to the International Congress on Security and Gender on 18 and 19 September.



2.20 OTHER ACTIVITIES AND NOTABLE EVENTS

The Guàrdia Urbana took part in several public activities and ran other activities in 2014 which we wish to highlight:

International Congress of Educating Cities

The Guàrdia Urbana took part for the first time in this congress, presenting four projects on education: The “Cooperant Viàri” educational project, Education for Safe Mobility, “School path, friendly path” and the training sessions for increasing elderly people’s security.

DIR - Guàrdia Urbana Fun Run

2014 marked the second edition of this fun run, in which over 8000 runners took part. It also had a solidarity side, in its collaboration with the Catalan Cystic Fibrosis Association (ACFQ), allocating part of its registration proceeds to individuals affected by this illness.

26

Notable actions,
operations
and campaigns

2014
Management
report

Barcelona’s
Guàrdia
Urbana



Confiscated bicycles were donated to several NGOs

Over 100 confiscated bicycles that had not been claimed within the time limit were donated to non-profit organisations. The Bicicletas Sin Fronteras Foundation handed them over to the Vicente Ferrer Foundation which then distributed them to teenagers aged 12 to 16 in the Andra Pradesh region in India, so they had a means for travelling to school and continuing with their studies.

Seabed Cleaning

Some fifty Guàrdia Urbana police officers took part, once again, in cleaning the seabed at Barcelona's beaches, during which they removed a total of 800 kg of waste. This initiative was part of the projects being carried out by members of the Force to raise awareness of the need to respect and protect the marine ecosystem of Barcelona's coastline.



Participation in the “Canvi de marxa” educational activity

The Guàrdia Urbana once again took part in this activity aimed at young people aged 14 to 18. It involves re-creating the situation that results from a traffic accident where there are serious injuries and/or fatalities. The main aim is to raise awareness among young people of the causes and consequences of such accidents, as well as promoting responsible behaviour and self-protection among their families. The space called “I can't imagine a city without you” played host to four educational workshops and featured police vehicles and members of the Mounted Unit and Canine Section.

Participation in Súpers Parties

The Guàrdia Urbana took part for the first time in this party organised every year by the Super3 Club to give children and their families a close look at the work carried out by the police force. The space called “I can't imagine a city without you” played host to four educational workshops and featured police vehicles and members of the Mounted Unit and Canine Section.

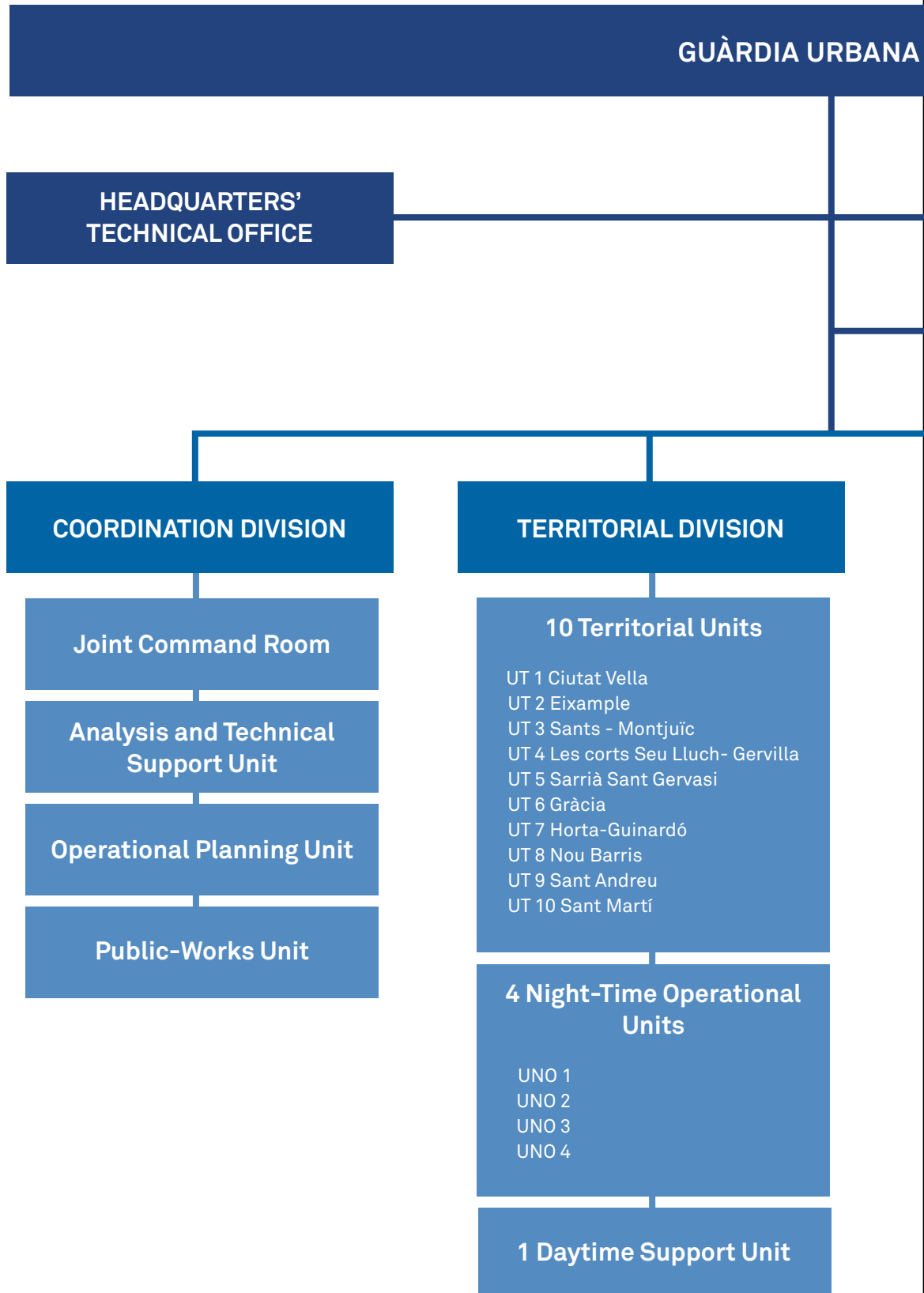


3

Resources

3. RESOURCES

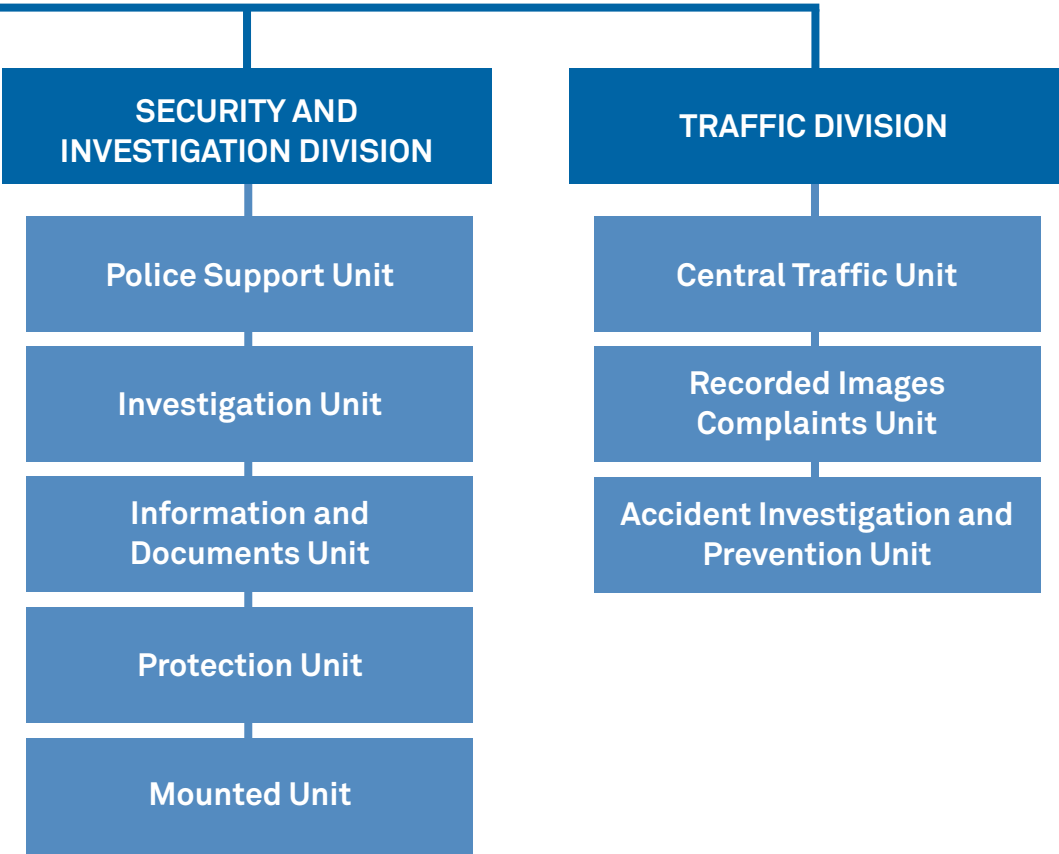
3.1 GUÀRDIA URBANA [CITY POLICE] ORGANISATION CHART



HEADQUARTERS

EXTERNAL RELATIONS AND COMMUNICATIONS OFFICE

INTERNAL AFFAIRS UNIT



3.2 OUR PEOPLE



32

Resources

2014
Management
report

Barcelona's
Guàrdia
Urbana

The Guàrdia Urbana comprises 2,967 professionals: 2,928 are of these police staff and 39 provide technical and administrative support. They represent 79.47% of the human resources of the Manager's Office for Prevention, Safety and Mobility.

Staff	
Primary-activity police staff	2,745
Secondary-activity police staff (*)	183
Total police staff	2,928
Non-police staff	39
Total staff	2,967

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

Distribution according to professional categories

Police staff	
Chief Superintendent, Head of the GUB	1
Chief Superintendents	4
Chief Inspectors	20
Inspectors	16
Lieutenants	24
Sergeants	66
Corporals	243
Constables	2,371
Police staff secondary activity at the GUB	177
Police staff secondary activity in other municipal services	6
Total	2,928

33

Resources

2014
Management
report

Barcelona's
Guàrdia
Urbana

Non-police staff	
Senior staff	1
Administrative staff	15
Administrative assistants	23
Total	39

Distribution according to organisational structure

	Total	Primary-activity police	Secondary-activity police	Non-police
Headquarters	40	37	1	2
Financial-Management Services and Resources Control Department at the GPSM	48	14	34	0
Coordination Division	192	170	8	14
Territorial Division	1,943	1,825	104	14
Security and Investigation Division	425	409	12	4
Traffic Division	313	290	18	5
Other municipal services	6		6	
Total staff	2,967	2,745	183	39

34

Resources

2014
Management
report

Barcelona's
Guàrdia
Urbana

Distribution by gender

	Men	%	Women	%
Primary-Activity Police Staff	2,458	89.54	287	10.46
Secondary-Activity Police Staff at the GUB	144	81.36	33	18.64
Secondary-Activity Staff other services	4	66.67	2	33.33
Police Staff Subtotal (2,928)	2,606	89.00	322	11.00
Non-police staff	12	30.77	27	69.23
Total (2,967)	2,618	88.24	349	11.76

Distribution by age

In years	Police	%	Secondary activity	%	Non-police	%
20-24	18	0.66				
25-29	151	5.50				
30-34	534	19.45			3	7.69
35-39	691	25.17	2	1.09	5	12.82
40-44	301	10.97	8	4.37	4	10.26
45-49	271	9.87	18	9.84	10	25.64
50-54	384	13.95	43	23.50	11	28.21
55-59	241	8.71	60	32.78	3	7.69
60 and over	157	5.72	52	28.42	3	7.69
Total	2,745	100.00	183	100.00	39	100.00
Average age	42.17		54.65		46.29	

35

Resources

2014
Management
report

Barcelona's
Guàrdia
Urbana

Note:

- An additional 56 professionals joined the Guàrdia Urbana in 2014 51 of whom were police officers and 5 administrative staff.
- As regards the average age of Guàrdia Urbana staff, this was 42.17 for Primary-Activity officers, representing an appreciable increase of 0.58 (i.e. 6 months) compared to the previous year. As for Secondary-Activity officers, the average age also rose by 20 decimal points – from 54.65 to 54.85 - while the average age of non-police staff remained the same: 46.29.
- As for gender variable, the percentage of policewomen within the force continued to grow, reaching 11% following the recruitment of 26 women. As for non-police staff, the proportion remained the opposite of that for the police, i.e. predominantly women: 69.3% women and 30.7% men.

3.3 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 sa-

tisfaction. 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.
- Maintain a level of ongoing learning from professionals in everyday activities, in order of efficiency and links to the new technologies intended to help with internal work and public accessibility.
- Continue the programmes that enable Guàrdia Urbana staff to keep their physical and psychological conditions in shape while carrying out their duties.
- Promote and manage the selection processes in destination changes.

As for activities under the Ongoing and Specific Police Training programme, some 64 different training initiatives were carried out, in a total of 464 courses that involved 82,896 hours of direct training and 9,013 participants. Their distribution by training method was as follows:

As regards **Ongoing Training**, aimed at officers, corporals and sergeants, this was carried out in 3 periods, during which 6 separate topics were dealt with, in 322 editions, with 47,208 hours of training and 6,744 attendees.

Key points:

- Revised regulations and procedures for claims/complaints forms in consumer relations.
- Closing down of premises open to the public.
- Updating on traffic issues
- Transfer and custody of people under arrest.
- Budget: €125,545.10, of which €14,725.58 were funded by AFEDAP.

As for **Specific training**, 54 training initiatives were carried out, in 142 editions, with 35,688 hours of training and 2,269 attendees. Police and crosscutting areas are shown below:

Police area	Training initiatives	Sessions	Hours	Those present
Administrative	10	16	260	363
Assistance	5	26	231	415
Trainer training	2	4	56	8
Skills	1	1	15	17
Management	5	11	291	135
Emotional management	1	1	24	2
Local	3	4	81	86
Safety	13	43	538	683
Safety in police activity	6	17	266	212
Traffic	8	19	473	348

Note:

Police Assistance:

Course on Social Networks and Minors. A need was detected by the Road Safety Education Team, in view of the concern shown by schools regarding children's ignorance of safety criteria in using social networks.

Course: Urgent BLS and AED assistance. Eight GUB officers were trained as instructors accredited by the Catalan Resuscitation Council in basic life support and using an AED. These professionals acquired the skills and official accreditation to train other operatives under professional response regulations in this field. This enabled them to extend



their resuscitation skills and expertise to the GUB's operatives in cases of in respiratory-cardiac arrests.

Trainer training:

Course: Trainer training. Two training initiatives were carried out in a total of 4 courses, to help develop the communication skills of the GUB's professionals giving training courses or public presentations for preventing traffic accidents involving people commuting or travelling during work. Some of these had taken part in the campaign launched by the GUB on Road Safety at Work in companies around Barcelona.

38

Resources

2014
Management
report

Barcelona's
Guàrdia
Urbana

Security police:

Courses: Area of arrest (TIP) and Introduction to basic reduction techniques. The aim was to improve police-response skills in high-risk situations, both for operatives and the people under arrest, in particular where members of the public are angry or aggressive.

Courses: ASP weapons. New ASP weapons continued to be distributed, with professionals previously taking the course on skills for using this weapon properly. The course was given in 14 editions with 260 attendees.

Occupational risk prevention in police activities:

Courses: Driving cars, motorcycles, scooters and vans. The aim behind these courses was to correct certain kinds of behaviour and improve driving skills.

Improving skills:

Course: Techniques for making statements in court. The aim behind this course was to provide the expertise and tools for officers to make efficient and effective court statements.

3.4 RECRUITMENT AND PROMOTIONS

The following vacancies were announced in 2014:

- As regards vacancies open to the general public, 100 were announced for police constables and all these were filled. Of the 100 candidates, four were part of an other Police Force, which was why they had not carried out the Police School Basic Training Course at the ISPC. The other 96 candidates went through the basic training course until July 2014. Note that 23% of the participants here were women; in addition to this improvement in the percentage of women, in absolute numbers an additional 26 women joined the Guàrdia Urbana.

- As for the other selection processes, Professional Development collaborated in:
 - The establishment of the temporary beach group (8 corporals and 71 officers).
 - The attachment of 4 corporals and 118 officers to the Police Support Unit.
 - The tests for rejoining the force (7 officers) and exchanges between various police forces (four officers).
 - The start of the selection of teaching staff to make up an Internal Training Team at Barcelona City Council.

3.5 PREVENTION, HEALTH AND SAFETY

The following activities were carried out in 2014:

- Flu, tetanus and hepatitis B vaccination campaigns (135 officers) ensuring staff were up to date in their vaccinations during their medical check-ups. In the particular case of the Mounted Unit, vaccination teams were periodically transferred to the Unit itself, to ensure staff were up to date, owing to the specific risks they faced.
- Health checks through medical check-ups. 475 workers were given medical check-ups.
- Control of cases of Semicircular Localised Lipodystrophy at Territorial Units 7 and 8.
- Control of workplace accidents. Serious cases notified, investigated in collaboration with the Risk Prevention service and treatment monitored at the Mútua Universal.
- Co-ordination of medical aptitude tests for joining the Guàrdia Urbana.
- 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. This year 2,625 GUB operatives in possession of regulated firearms underwent psychometric tests and 610 were interviewed.
- Secondary-Activity tribunals. Tribunals were held specialising in orthopaedics, rheumatology, psychiatry and internal medicine. 23 officers were assessed, of whom 22 went on to become Secondary-Activity staff.
- Workplace readjustments. Workplace readjustments can be implemented for individuals who find themselves temporarily incapable of performing their work (on sick leave) in such a way that they can return to their usual operational duties as soon as possible. This helps to reduce workplace absenteeism and improve working conditions for staff depending on their limits. 57 workplace readjustments were made this year.

4

Indicators

4. INDICATORS

4.1 CALLS RECEIVED

4.1.1 Calls received. Monthly figures

	Jan	Feb	Mar	Apr	May	Jun
2014	24,285	21,818	26,120	25,745	28,335	32,482

4.1.2 CALLS ATTENDED TO IN UNDER 20 SECONDS (95% Standard; before October 2006= 90%)

	Jan	Feb	Mar	Apr	May	Jun
2014	99.1%	98.7%	98.6%	97.4%	97.8%	95.5%

42

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

4.2 RELATIONS WITH THE COMMUNITY

4.2.1 Contacts with collectives and associations (NIP/SIP Application Relations with the Community)

2014	Jan	Feb	Mar	Apr	May	Jun
Immigrants	1	0	1	0	0	0
Elderly	17	14	7	15	14	21
Mass Media	4	3	3	7	4	2
Residents Associations	50	66	59	50	56	92
Sector: Econ., Tur. Commerce	337	323	372	259	320	275
Religious Services	6	9	6	10	22	3
Teaching, youth	180	227	191	130	166	101
Public Institutions	38	52	75	45	64	62
Cult., Leisure, Sport, Assoc	71	47	89	68	77	76
TOTAL	704	741	803	584	723	632

Jul	Aug	Sep	Oct	Nov	Dec	Period
32,405	28,839	31,587	31,200	27,060	27,724	337,600

Jul	Aug	Sep	Oct	Nov	Dec	Period
97.1%	97.1%	96.0%	96.1%	97.4%	96.9%	97.2%

Jul	Aug	Sep	Oct	Nov	Dec	Period
0	0	0	7	0	0	9
10	4	12	23	15	18	170
3	1	2	1	2	4	36
46	29	56	80	78	71	733
223	85	184	300	267	329	3,274
9	5	8	4	8	12	102
71	1	86	184	125	128	1,590
66	15	43	70	56	45	631
63	235	56	88	73	76	1,019
491	375	447	757	624	683	7,564

4.3 COMMUNICATIONS FROM THE PUBLIC: INCIDENTS, COMPLAINTS AND SUGGESTIONS

Annual trend

2014	Jan	Feb	Mar	Apr	May	Jun
Pda	399	441	552	360	429	285
Other channels	43	43	64	56	29	12
Total	442	484	616	416	458	297

4.3.2 Complaints, suggestions, incidents by subject matter Guàrdia Urbana

Annual trend

	Jan	Feb	Mar	Apr	May	Jun
2014	1,050	1,023	1,274	975	1,209	919

44

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

4.4 TRAFFIC-VIOLATION CHARGES

4.4.1 Total Number of Traffic-Violation Charges

	Jan	Feb	Mar	Apr	May	Jun
2014	58,948	54,255	55,141	46,420	44,820	38,803

4.4.2 Parking-Violation Charges

	Jan	Feb	Mar	Apr	May	Jun
2014	9,719	9,226	9,384	7,650	7,402	5,353

Jul	Aug	Sep	Oct	Nov	Dec	Period
403	410	454	399	355	244	4,731
32	39	30	32	16	16	412
435	449	484	431	371	260	5,143

45

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

Jul	Aug	Sep	Oct	Nov	Dec	Period
1,200	900	1,137	1,173	900	725	12,485

Jul	Aug	Sep	Oct	Nov	Dec	Period
37,672	37,096	36,461	48,790	46,388	41,742	546,536

Jul	Aug	Sep	Oct	Nov	Dec	Period
5,644	5,269	6,407	7,345	6,509	6,243	86,151

4.4.3
Driving-Violation Charges

	Jan	Feb	Mar	Apr	May	Jun
2014	15,894	17,277	16,720	13,783	13,777	10,359

4.4.4
Charges for Violations detected by Technical Resources

	Jan	Feb	Mar	Apr	May	Jun
2014	33,335	27,752	29,037	24,987	23,641	23,091

46

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

4.5
BREATHALYSER TESTS

4.5.1
Carried out

	Jan	Feb	Mar	Apr	May	Jun
2014	10,426	11,971	12,908	9,670	9,210	9,258

4.6
DRUG TESTS

4.6.1
Carried out

	Jan	Feb	Mar	Apr	May	Jun
2014	216	203	221	184	226	147

Jul	Aug	Sep	Oct	Nov	Dec	Period
13,134	10,116	12,259	17,022	12,615	10,538	163,494

Jul	Aug	Sep	Oct	Nov	Dec	Period
18,894	21,711	17,795	24,423	27,264	24,961	296,891

Jul	Aug	Sep	Oct	Nov	Dec	Period
8,754	7,155	8,087	18,101	13,605	12,005	131,150

Jul	Aug	Sep	Oct	Nov	Dec	Period
168	229	158	254	198	141	2,345

4.7

TRAFFIC ACCIDENTS WITH VICTIMS AND GUB RESPONSES

	Jan	Feb	Mar	Apr	May	Jun
2014	693	716	750	767	734	720

4.8

MUNICIPAL BYELAW-VIOLATION CHARGES

	Jan	Feb	Mar	Apr	May	Jun
2014	9,531	12,143	14,552	13,317	14,786	15,553

48

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

	Jan	Feb	Mar	Apr	May	Jun
OUVP	394	581	542	521	502	358
PTVA	230	128	204	179	394	129
OMAECF	13	20	19	9	16	12
OMA	777	952	1,154	1,114	1,009	782
CONV	7,439	9,587	11,153	10,633	11,829	13,290
OTHERS	678	875	1,480	861	1,036	982

OUVP *Byelaw on the Use of Public Roads and Spaces*

PTVA *Byelaw on Protection, Ownership and Sale of Animals*

OMAECF *Municipal Byelaw on Activities and Establishments Involving Large Numbers of the Public*

OMA *Byelaw on the Urban Environment*

CONV *Byelaw on Public Coexistence*

OTHERS *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 Selling Fireworks; Regulations on Explosives; Regulations on Hunting; Regulations on Fishing; Woodland Areas.*

Jul	Aug	Sep	Oct	Nov	Dec	Period
783	545	666	859	766	767	8,766

Jul	Aug	Sep	Oct	Nov	Dec	Period
18,790	18,823	15,661	9,959	8,403	6,794	158,312

Jul	Aug	Sep	Oct	Nov	Dec	Period
458	473	385	460	351	169	5,194
162	122	124	142	249	192	2,255
9	35	13	11	9	11	177
799	843	704	848	754	532	10,268
16,316	16,308	13,667	7,563	6,381	5,274	129,440
1,046	1,042	768	935	659	616	10,978
						158,312

4.9 UNAUTHORISED STREET HAWKING

4.9.1 Responses against street hawking (selling, collaborating, purchasing)

	Jan	Feb	Mar	Apr	May	Jun
2014	1,926	2,533	3,084	3,203	3,739	5,949

4.9.2 Abandoned products from street hawking

	Jan	Feb	Mar	Apr	May	Jun
2014	1,562	1,670	1,814	2,279	2,814	3,362

50

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

4.9.3 Total responses against street hawking

	Jan	Feb	Mar	Apr	May	Jun
2014	3,488	4,203	4,898	5,482	6,553	9,311

4.10 OCCUPATION OF PUBLIC SPACE FOR THE PURPOSES OF BEGGING

4.10.1 Charges against individuals for offering unsolicited car-windscreen cleaning (window-cleaning)

	Jan	Feb	Mar	Apr	May	Jun
2014	9	11	14	1		

4.10.2 Charges against individuals for persisting in conduct, offers or activities causing a nuisance to

	Jan	Feb	Mar	Apr	May	Jun
2014	262	303	328	190	145	142

Jul	Aug	Sep	Oct	Nov	Dec	Period
7,356	6,837	5,826	1,996	1,631	1,521	45,601

Jul	Aug	Sep	Oct	Nov	Dec	Period
4,473	4,031	3,139	1,870	1,448	1,153	29,615

Jul	Aug	Sep	Oct	Nov	Dec	Period
11,829	10,868	8,965	3,866	3,079	2,674	75,216

Jul	Aug	Sep	Oct	Nov	Dec	Period
1	5	45	53	48	22	209

other people

Jul	Aug	Sep	Oct	Nov	Dec	Period
142	64	118	169	133	113	2,109

4.10.3

Charges against individuals for using minors or people with disabilities for begging

	Jan	Feb	Mar	Apr	May	Jun
2014	3	2	2			1

4.11

VISUAL DETERIORATION OF THE URBAN ENVIRONMENT

4.11.1

Charges against individuals for graffiti, painting and other forms of graphic expression

	Jan	Feb	Mar	Apr	May	Jun
2014	32	38	61	35	21	10

52

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

4.11.2

Criminal activities (damage to property)

	Jan	Feb	Mar	Apr	May	Jun
2014	15	35	50	14	18	10

4.11.3

Charges against individuals for flyers, posters and leaflets

	Jan	Feb	Mar	Apr	May	Jun
2014	89	164	153	70	84	56

4.11.4

Charges against individuals for leaving advertisements on vehicle windows

	Jan	Feb	Mar	Apr	May	Jun
2014	74	103	126	79	55	64

Jul	Aug	Sep	Oct	Nov	Dec	Period
1	2	5		2	4	22

Jul	Aug	Sep	Oct	Nov	Dec	Period
28	36	34	13	14	22	344

Jul	Aug	Sep	Oct	Nov	Dec	Period
24	24	28	22	20	21	281

Jul	Aug	Sep	Oct	Nov	Dec	Period
36	17	76	99	55	40	939

Jul	Aug	Sep	Oct	Nov	Dec	Period
34	25	33	90	71	42	796

**4.12
USING PUBLIC SPACE FOR SOLICITING AND REQUESTING SEXUAL SERVICES**

**4.12.1
Charges against soliciting sexual services**

	Jan	Feb	Mar	Apr	May	Jun
2014	54	58	122	127	89	25

**4.12.2
Charges against individuals for requesting sexual services**

	Jan	Feb	Mar	Apr	May	Jun
2014	37	42	45	47	23	14

54

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

**4.12.3
Charges against individuals for performing sex in return for money in a public space**

	Jan	Feb	Mar	Apr	May	Jun
2014	5	8	16	16	17	21

**4.13
CONSUMPTION OF ALCOHOLIC DRINKS**

**4.13.1
Charges against individuals for consuming alcoholic drinks in public spaces**

	Jan	Feb	Mar	Apr	May	Jun
2014	2,713	3,737	4,306	3,641	3,897	2,720

Jul	Aug	Sep	Oct	Nov	Dec	Period
39	63	51	59	37	17	741

Jul	Aug	Sep	Oct	Nov	Dec	Period
18	16	12	43	11	8	316

Jul	Aug	Sep	Oct	Nov	Dec	Period
14	16	6	2	6	3	130

Jul	Aug	Sep	Oct	Nov	Dec	Period
2,995	3,332	3,144	2,411	2,348	1,760	37,004

**4.14
URINATING OR DEFECATING IN THE STREET**

4.14.1
Charges against individuals for urinating or defecating in a public space

	Jan	Feb	Mar	Apr	May	Jun
2014	613	818	972	767	820	503

**4.15
ARRESTS FOR CRIMINAL ACTIVITIES**

4.15.1
Total Arrests in Barcelona (GUB) (except Traffic)

	Jan	Feb	Mar	Apr	May	Jun
2014	410	465	499	447	507	385

56

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

4.15.2
Arrests Ciutat Vella (individuals arrested)

	Jan	Feb	Mar	Apr	May	Jun
2014	189	205	201	195	220	177

4.15.3
Charges for criminal offences (individuals charged)

	Jan	Feb	Mar	Apr	May	Jun
2014	787	886	957	1,115	1,211	969

4.15.4
Total Prosecutions Barcelona GUB

	Jan	Feb	Mar	Apr	May	Jun
2014	1,118	1,256	1,284	1,419	1,446	1,240

Jul	Aug	Sep	Oct	Nov	Dec	Period
813	1,393	861	651	527	526	9,264

Jul	Aug	Sep	Oct	Nov	Dec	Period
559	545	510	418	371	316	5,432

Jul	Aug	Sep	Oct	Nov	Dec	Period
262	292	245	152	144	136	2,418

Jul	Aug	Sep	Oct	Nov	Dec	Period
1,141	919	940	1,155	1,048	945	12,073

Jul	Aug	Sep	Oct	Nov	Dec	Period
1,441	1,156	1,201	1,555	1,329	1,202	15,647

4.15.5
Prosecutions + Arrests Barcelona GUB

	Jan	Feb	Mar	Apr	May	Jun
2014	1,528	1,721	1,783	1,866	1,953	1,625

4.16
CHARGES AGAINST INDIVIDUALS FOR CIVIL OFFENCES (Act 1/92, Act on Foreign Nationals)

4.16.1
Act on Foreign Nationals

58

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

	Jan	Feb	Mar	Apr	May	Jun
2014	52	73	103	36	68	153

4.17
MINORS

4.17.1
Minors Involved in Criminal Offences Global Ciutat

	Jan	Feb	Mar	Apr	May	Jun
2014	33	35	48	35	42	44

4.17.2
Minors Charged with Civil Offences Global Ciutat

	Jan	Feb	Mar	Apr	May	Jun
2014	92	87	82	66	49	29

4.17.3
Protection of Minors Global Ciutat (Homeless)

	Jan	Feb	Mar	Apr	May	Jun
2014	1		1	2	2	

Jul	Aug	Sep	Oct	Nov	Dec	Period
2,000	1,701	1,711	1,973	1,700	1,518	21,079

Jul	Aug	Sep	Oct	Nov	Dec	Period
130	63	76	45	59	31	889

Jul	Aug	Sep	Oct	Nov	Dec	Period
57	46	33	53	64	70	560

Jul	Aug	Sep	Oct	Nov	Dec	Period
84	67	60	51	58	46	771

Jul	Aug	Sep	Oct	Nov	Dec	Period
	4	0	3		2	15

4.17.4
Scene of the offence GUB

	Jan	Feb	Mar	Apr	May	Jun
2014	1,709	1,780	1,900	1,967	2,103	1,880

4.18
SWINDLERS

4.18.1
Total

	Jan	Feb	Mar	Apr	May	Jun
2014	22	27	42	27	34	25

60

Indicators

2014
Management
report

Barcelona's
Guàrdia
Urbana

Jul	Aug	Sep	Oct	Nov	Dec	Period
2,176	2,189	2,118	2,093	1,775	1,726	23,416

Jul	Aug	Sep	Oct	Nov	Dec	Period
23	26	30	43	101	69	469

Informe de gestió 2014
Guàrdia Urbana de Barcelona