



Inspiring Citizen Participation for Enhanced Community Policing Actions

Press Release

INSPEC²T completes the first phase of test cases with the Valencia test case

The first phase of INSPEC²T test cases is now complete, with the final phase 1 test case taking place in Valencia, Spain between 8th and 12th May 2017. The test case was led by Valencia Local Police within the Fourth District Unit, in the neighbourhood areas of Botánico, Abastos 3, Luz, Abastos 1, Aviación, Castilla, and Fuensanta.

The Valencia test case involved 80 participants, including 10 police officers and 70 citizens. Citizen participants belonged to the main target stakeholder groups of the Valencia test case; neighborhood associations, merchant associations and schools. In addition to participants from Valencia, this test case also involved the participation of police representatives from Local Police of San Sebastian, Ertzaintza and Guardia Civil.

The test case in Valencia involved a wide-range of different activities, including:

- **Designation and recruitment of participants** - six community police officers of the Fourth District Unit were appointed to select a number of participants within established social profiles in their respective working areas.
- **Remote training** – training material was translated into and delivered in Spanish. Training was provided on the different features of the INSPEC²T solution, including (but not limited to); the mobile application, the public portal, the secure portal, and business analytics.
- **Testing the serious and awareness games** – the testing of ‘Resource Force’ and ‘Crime Spotter’ was carried out in collaboration with INSPEC²T partner PlayGen
- **A meeting with the army** – In order to create links with new citizen profiles, from Valencia Local Police we held talks about police issues to reach different kinds of social target groups. We met the army at their head quarters to talk about the new technologies applied to the police functions like INSPEC²T, with an attendance of 200 soldiers and high officials.
- **A strong campaign of media dissemination** – This campaign was not only through our Community Policing (CP) officers in their work areas, but through our social networking official accounts, tv interviews, etc.

<https://twitter.com/policialocalvlc/status/870621146286362624>



TV interview (Mediterraneo TV)

- **Talks and demonstrations with target stakeholders** – this included holding talks in schools to engage teachers and holding demonstrations in the most important neighborhood associations and merchant associations of the district AVV “3 Forques” (neighborhood association called “3 Forques”, which represents commerce, schools and neighbors), AVV Patraix, Merchant association ACOMEX, etc.



ACOMEX demonstration of INSPEC²T

- **The baseline assessment and pre-assessment** - in collaboration with INSPEC²T partner Eticas Research and Consulting, select test case participants were asked to complete three surveys
- **Scenario development** – the scenarios carried out during the Valencia pilot included gender violence, bullying, pickpocketing, robbery, street deficiencies, and noise complaints

The Pilot Execution

The pilot was planned to take place in all the previously selected areas within the four days of duration beginning from May 8th:

- The first day was a day of prior preparation; in the morning, our technical partners worked on the server and the conditioning of the platform.
- In the afternoon, we have the main meeting of the Valencia Local Police pilot, at the headquarters, in which we met all the participants (police staff, citizens, technical partners, etc) and had the opportunity to perform a live test of the application on the mobile devices, and a demonstration of the INSPEC²T solution through the public and secure portal, etc.



May 9th:

- The second day (first day of the pilot execution), with all of our technical partners on the field, was very exciting. Valencia Local Police performed two main scenarios with actors and actresses, involving at least 15-20 citizens and persons in each one (gender violence, bullying). Then, Valencia Local Police introduced scenarios about robberies and pickpocketing. These scenarios involved a school (Nuestra Señora del Socorro School) and some merchant associations (from the merchant association called ACOMEX), in the CP areas: Abastos 1 and Abastos 3.





Execution of the Gender violence and aggression in the first day of the pilot execution

May 10th:

Once we began with the execution of the test case, the platform proved to be stable and functional, giving us the opportunity to test it in scenarios such as robberies, noise complaints, more scenarios of domestic violence and bullying. On this day, we worked with the Gaspar Gil Polo School, in the CP area called Castilla, and with some neighbors of this area. Also, we tested the platform in commerces of the Abastos 3 area.



Gaspar Gil Polo: Principal, actresses and CP Officers involved

Also we worked with the students of the AFOSE academy in the Botánico CP area, with scenarios of pickpocketing and robberies, and also aggression. During the development of each simulation, at the same time in different positions, the CP officers were testing the system with commerce, so we have different inputs about police cases at the same time, like in the real life, to give a more vivid experience of the INSPEC²T solution.

May 11th:

We performed the scenarios of Gender Violence and bullying with the Jesús y María Fuensanta school, in the Fuensanta CP area, and also in this area and the “Luz” CP area we worked with pickpocketing and robbery scenarios involving the main neighborhood association called “AVV Plaza Murcia”. Also we made a scenario in a health center of Abastos 3 CP area, about a robbery. Like the days before, during the performing of the main scenarios of Gender Violence and Bullying, we introduced numerous scenarios in different commerces and areas about robberies and pickpocketing, because these scenarios were easy to carry out and gave us the opportunity to reach a higher number of citizens involved in testing the solution, making the experience more profitable and giving us more productive inputs and feedback.

May 12th:

The final day we worked with the Jesus y Maria Gran via School, and also with commerces and neighbors from the Luz, Aviación and Fuensanta areas. From Aviación CP Area, we worked with the neighborhood association “AVV Patraix”, reaching citizens and commerces of this area. The scenarios which took place this last day were Domestic Violence, Bullying, Robberies, pickpocketing and noise complaint.

NOTE: During the whole pilot experience, although we worked with previously designed and controlled scenarios, we gave the chance to all the citizens, Police Officers and merchants to test the application in a real way, by sending us real reports of street deficiencies, such as broken street furniture, malfunction of traffic lights, etc. The response was great, due to all the data that they provided to the secure portal.



Secure Portal Operator and members of the University of Valencia (Criminology department) viewing on live the pilot execution and the sent reports

The Valencia test case enabled partners to collect feedback from key stakeholders and identify valuable lessons that will be addressed before the second phase of test cases. The feedback from Police Commanders and Community Police Officers highlighted how the INSPEC²T technology solution provides the possibility to continuously improve an established policing practice.

Advantages of the INSPEC²T solution were perceived by the different stakeholders to be:

- The agility the solution provides in terms of incident reporting
- The ability to send claims with the possibility of attaching multimedia elements
- Smooth communication between the claimant and the police force
- That the public portal is very intuitive and functional and that the creation of communities is an excellent concept
- A perceived closer relationship between the police and the community

In addition, partners gathered data on the disadvantages of the solution and ideas for improvement. Ideas for improving the solution include:

- Creating a more complete internal communication channel for police tasks
- Enabling the prioritization of the selection of incidents for which an alert is activated based on severity
- Restricting the options to complete blank fields of text
- Improving the visibility of the mobile application in daylight
- The creation of a panic button that sends information on the position of the agent in danger
- The possibility to view different types of map

INSPEC²T's technical partners are currently addressing the findings from the first phase of test cases, ready for the second phase of test cases. The second phase will begin in October 2017 and will include test cases in Groningen (The Netherlands) and Preston (The United Kingdom). Further information on the INSPEC²T project and the test cases can be found in the [fourth INSPEC²T newsletter](#). To stay up to date with INSPEC²T, please subscribe to our [mailing list](#).