



WORK PACKAGE 3

Riga Tool – Design Brief

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10 January 2023

Background

Safe Public Spaces

Riga police officials suggest that the official statistics often do not reflect the actual security situation experienced by citizens. They believe that there exists a gap between actual and perceived crime and that their existing mechanisms to decide on police tactics solely based on official statistics does not take into account citizens' priorities based on their experience. The Riga police smartphone app or their social media handles were not used by the citizens to express their feelings of [in]security but to complain about other issues. While there exists a citizen survey by the city, conducted once every two years, the police cannot make *ad-hoc* decisions and make responsive changes to their tactics to tackle the problem sooner. Moreover, the long interval between surveys does not allow residents to express their reactions sooner, and their results are biased to recent events rather than those occurring over a longer period.

Based on quantitative data on the violations and qualitative data from the citizens, the Riga police want to change the reaction priority on certain types of violations and make *changes in the schedule of officers and technical resources used*.

Problem Statement

In what ways might we understand and gather data to assess citizens' perceptions of security risks in districts of Riga to improve efficiency in the deployment of police services.

Design requirements

CORE FUNCTIONALITY

1. The design should enable feedback to be gathered from citizens at regular intervals, providing citizens' perspectives on the provision of policing services in Riga and specific policing activities.
 - a. Such feedback should be collected over a period of two weeks.

- b. Citizen provision of feedback should not take more than 10 minutes of their time
 - c. Collection of feedback should be able to be administered by one person
 - d. Feedback should be gathered twice a year to capture potential seasonal and other social changes.
2. The design should enable a new process for the '*Safety assessment*' of districts by the Chief of the Department of the district and the Strategic Planning Specialist at the Municipal Police headquarters (e.g. through data analysis and user-friendly visualisation).
 3. The design should support decision-making by the Strategic Planning Office and Territorial Police Department (at the district level) of the Municipal Police, regarding:
 - a. Planning and updating policing tactics — which aim to meet goals set at the local (district-level) twice a year
 - b. Planning, updating and improving policing activities in districts, such as:
 - Community policing meetings with citizens
 - Educational events for children and adults
 - Different types of patrolling (i.e. on foot; two to four wheelers; and drones)
 4. The design will include a comprehensive and clearly defined 'protocol' and guidelines for the process of: data collection; data analysis; results reporting and communication; and the update / revision of the data collection instrument.

The protocol design may include the following steps (*to be validated with end-users*):

- a. Defining survey questions, survey administrators, survey location(s), target population
 - b. Administering the survey
 - c. Analysing the survey results and the police crime records data and comparing them.
 - d. Reporting/communicating the results
 - e. Defining actions/interventions and actors based on the results of the survey
 - f. Identifying factors/questions to continue asking, or new questions that might be substituted (so the tool can be responsive to emergent problems).
5. The design will draw on a validated model of citizens' feelings of insecurity based on the established literature.

DATA COLLECTION AND MANAGEMENT

6. The design should support the planning of policing strategies through the incorporation and comparison of the appropriate data sets / sources. These may include:
 - a. Crime incident numbers (source: police data)
 - b. Type of crime incidents (source: police data)
 - c. Time (date, hour and weekday) and location (district, street) of crime incident (source: police data)
 - d. Feedback / intelligence from patrolling officers
 - e. Feedback / intelligence from the citizens (e.g. citizen survey results)

And, depending on the availability of the data, also:

- f. Social media data (e.g. Facebook; Twitter)
 - g. Foot fall data (e.g. for city centre streets)
 - h. Police patrol routes and timings (e.g. foot patrols; car patrol; etc.).
7. The design should enable the understanding of:
 - a. Trends and tendencies in different incident types
 - b. Citizens' priorities with regard to security and policing
 - c. Police performance with regard to reported incidents / problems (reaction time and incident resolution rate)
 - d. The impact of police action on incidents / problems — and insight into whether any change can be attributed to police activity or other factors.
 8. The design should enable improved understanding of:
 - a. Incidents of social and physical disorder
 - b. Feelings of insecurity (including perceived risk of victimisation) experienced by citizens using different districts
 - c. Social cohesion among the residents.
 - d. Trust in policing by residents of different districts.

IMPACT ON COLLABORATION & PARTNERSHIPS

9. The design should foster improved, regular communication between police and local citizens
10. The design should enable feedback to be collected from the citizens with experience of different districts at different times of the day
11. The design should enable the effective processing and summarising of information provided by citizens

SUPPORT FOR COLLABORATION

12. The design should support and enable cooperation between the local police, social / community services, NGOs and citizens. In addition to the police, actors will include:
 - a. district community municipal centre
 - b. Citizens
 - c. Local school administration
 - d. Pedestrian and cyclist NGO.
13. The design should involve the local police, community services and NGOs in the activity of collecting different components of citizens' feedback.
14. The design should aid in improving community policing and improve mutual relations and trust between citizens and police.
15. Feedback relating to issues outside the domain of the municipal police will be shared with relevant partners of the city of the council (e.g. feedback on poorly lit streets or space for pet walking will be shared with the city planning department)
16. The design will explore the possibility of including a mapping of other relevant stakeholders.

IMPACT OF SOLUTION

17. The design should optimise its sustainability, and include a defined long-term management structure and plan
18. The design should support changes in policing strategies to be based on evidenced needs and contextual data.

Additional Design features

19. The design should facilitate the periodic evaluation of changes made to policing strategies (e.g. using crime statistics and stakeholders' feedback)