ACADEMIA NACIONAL DE SEGURIDAD PÚBLICA (ANSP)

1. GENERAL INFORMATION

Organization: Academia Nacional de Seguridad Pública (ANSP)
Sector: Law Enforcement
Project Title: Strengthening Violence Prevention via Community Policing and Technological Innovation in Cooperation with the Metropolitan Police Corps of San Salvador
Location: San Salvador, El Salvador

2. EXECUTIVE SUMMARY

This project proposes to strengthen the capacity of the Metropolitan Police Corps (CAM) in San Salvador through specialized training of CAM agents, to be offered by the National Academy of Public Security (ANSP) and which will include a community policing approach. In addition to this training, the project will provide CAM agents with new technology for crime reporting via cellular telephones with a specially-designed application. The expectation is that CAM agents that receive training in community policing techniques will develop a trust-based relationship with local citizens, thereby improving the flow of information and increasing the number and quality of crime reports in communities where CAM agents operate. Once they receive information, CAM agents will channel anonymous reports to a command center operated by the National Civil Police (PNC), which will provide guidance for policing interventions. In the short and medium term, the project seeks to reduce criminal activity in San Salvador.

3. IMPLEMENTING ENTITY

The Academia Nacional de Seguridad Pública (ANSP) has the legal mandate to professionally train police personnel, CAM agents and private security personnel to provide public safety to the community. The ANSP has proven experience and specialization in working with a broad range of law enforcement actors. The ANSP also has strong ties of collaboration with the Mayor's Office of San Salvador, which coordinates the actions of the CAM and systematizes the information that is processed and analyzed by the Municipal Observatory for the Prevention of Violence. The ANSP is in the process of formalizing an agreement with the Mayor of San Salvador and the leadership of the CAM to implement this project.

4. PROJECT DESCRIPTION

A. PUBLIC POLICY PROBLEM

This project addresses three interrelated problems. First, the public rarely makes formal complaints to authorities. This is partly due to fear of being identified as criminal informers, lack of confidence towards the authorities, and ignorance of how to lodge formal complaints.

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Second, a high percentage (more than 60%) of the reports received by 911, the phone number assigned to receive formal crime reports, are false alarms, or lack sufficient information to trigger involvement by the police. Third, CAM agents have close contact with citizens, but rarely interact under the guise of a community policing approach. This does not allow CAM agents to take advantage of local knowledge and to promote a culture of crime reporting, each of which would help direct effectively the actions of the police.

B. PUBLIC POLICY OBJECTIVES

Consistent with the guidelines of the *Plan El Salvador Seguro*, this pilot project seeks to achieve the following objectives:

1. Provide CAM agents with the knowledge and skills to enable them to adopt a community policing model, foster relationships of trust with the public, and report crimes effectively.
2. Increase the number and quality of crime reporting in the municipality of San Salvador.
3. Provide the National Civil Police with timely and effective information for initiating policing actions.
4. Reduce the incidence of crime in the municipality of San Salvador.

C. PROPOSED ACTIVITY

This program will use a randomized controlled trial (RCT) methodology in six districts of the San Salvador municipality. The intervention consists of training CAM agents to strengthen their capacities to improve reporting via a mobile application to the command center, thereby triggering actions by the police. To evaluate the pilot project, teams of CAM agents (*rondas* composed of 3-5 agents), will be randomly assigned to three experimental groups. In the first treatment group, 105 CAM agents (divided in 3 subgroups of 35 agents each) will receive the ANSP training and cellphones with the crime reporting application. The selection of trainees will ensure gender balance in the formation of the first treatment group. In the second treatment group, 105 CAM agents will receive only cellphones, but will not receive the specialized training.[1] Finally, the control group of 225 CAM agents will not receive cellphones or training. The project involves the following activities:

1. **Specialized training program for the CAM treatment group:** The ANSP has already begun the development of a specialized training program for CAM agents. The training will have four training modules, for a total of 160 hours, which will be imparted over 4 weeks.[2]
2. **Crime reporting technology:** The ANSP is developing a mobile application for CAM agents to report alerts using information provided by local citizens, as well as incidents they themselves witness. The CAM command center will condense the reports, alert relevant police units to spur police actions when necessary, and provide information to the Observatory for the Prevention of Violence. Both treatment groups will receive cellphones, helping to isolate the effect of the specialized training that the ANPS provide, independently from the provision of the cellular reporting application.

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[1] Negotiations between the ANSP and the Mayor's Office suggest that eventually the ANSP will train all CAM agents in San Salvador in the 5-day course.
[2] The training modules cover topics such as: (i) human rights with a gender perspective, (ii) applied police intervention, (ii) applied law, (iv) information technologies.

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3. **Field deployment:** The CAM *rondas* from the three groups will be randomly deployed in six districts of El Salvador.
4. **Linkage with the police:** The CAM command center will receive reports from the treatment groups using the cell phone application, and from the control group using radio communications (as it currently does). Such information will serve to trigger the action of the police.

D. EXPECTED RESULTS
The results of the project will be measured using different instruments:
Short term results:
1. Increase the knowledge and skills of CAM agents, directly contributing to their professional advancement. CAM agents will be evaluated with questionnaires, and the use of survey experiments will be considered to gather truthful responses to sensitive questions.
2. Increase in the number of reports offered by CAM agents and improvements in the quality of such information. This will be measured by the rate of reports processed by the cellular application and by radio. The expectation is that trained CAM agents will report more incidents than those who only have the cellphone, and that those in both treatment groups will report more incidents than those who only have a radio.
3. The cellular application allows for follow-up on cases addressed (or not addressed) by the police.

Medium term results:
1. Increase public confidence in security institutions and government authorities. This will be measured with a public opinion panel survey.
2. Reduce the incidence of crime in San Salvador, thus contributing to public safety. Instruments generated by the Municipal Observatory and administrative reports of the PNC will be used to measure whether this objective is achieved.

E. POTENTIAL IMPLEMENTATION CHALLENGES
The project requires the collaboration of the Mayor of San Salvador to coordinate the actions of CAM and police agents. The ANSP has already made progress in establishing an agreement with the mayor to guarantee such collaboration. The technology infrastructure (cell phones, computers, and call center) and panel survey costs exceed the $55,000 available for the project. ANSP and John Jay College are both seeking additional funding; should such attempts fail, it would be necessary to eliminate the second treatment group (CAMs that only receive the cell phones) and/or a round of the survey panel.

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F. PRELIMINARY TIMELINE

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Development of training content	■									
Development of web application		■	■							
Development of cellphone application			■							
Training of CAM agents (3 groups of 35 agents)					■	■	■			
Competency evaluation of trained CAM agents					■	■	■			
Distribution of cellphones to second treatment group					■					
Monitoring alert reports						■	■	■	■	■
Public opinion survey									■	
2nd session of the Academy for Security Analysis								■		
Preliminary analysis of data								■		

G. BUDGET

	Project costs		Cost sharing		Grand total
Item	JJ for ANSP	Partner needed	CAM		
Personnel	$ -	$ -	$ -		$ -
Fringe Benefits	$ -	$ -	$ -		$ -
Travel	$ -	$ -	$ -		$ -
Equipment	$ -	$ 10,000	$ -		$ 10,000
Supplies	$ 48,240	$ 46,403	$ -		$ 94,643
Contractual	$ 34,893	$ -	$ 30,000		$ 64,893
Other	$ -	$ -	$ -		$ -
Total Direct Charges	$ 83,133	$ 56,403	$ 30,000		$ 169,536
Indirect Charges	$ 1,461	$ -	$ -		$ 1,461
TOTAL	$ 84,594	$ 56,403	$ 30,000		$ 170,997

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