

## PP5. USING SERIOUS GAMES TO INCREASE CITIZENS' ENGAGEMENT WITH COMMUNITY POLICING PROGRAMS

[Tags: Community policing, Citizens, Gaming]

Serious games are useful tool to foster citizen's engagement in making their community safer. While some games can actually teach citizens' useful skills for community policing activities (e.g. facial and/or object recognition) the main aim of serious games is to given citizens' positive feedback about their abilities and encourage them that they have the skills to engage with LEAs.

Examples:

- Facesketch - an avatar creation and similarity game;
- Identiface - face-recognition and memory game.

Mode of implementation:

- Citizen engagement games need to support choices and agency;
- The design of the engagement game should focus on competence as the primary motivational intervention. The ability remember more clearly the face of a person of interest, or a vehicle could increase people's confidence in engaging with the police. By rewarding the player for becoming better at recognising faces we are also connecting with the need for competence;
- The game must provide both relatedness and preserve the privacy of the player, which can be achieved by developing a privacy preserving high score system.
- The design of the game should focus on finding a hook for the player to continue to play the game, and to associate playing the game with some other motivating activity (e.g. becoming better observers of human faces);
- Given the ethical concerns associated with this issue, any serious game designed at increasing citizens' engagement with community policing programs should be aligned to the following set of principles for the gamification:
  - ✓ The game must never encourage citizens to falsely report a crime or provide false information;
  - ✓ The game must not re-enforce, or appear to re-enforce, stereotypes about race, socioeconomic status, gender, or cultures;
  - ✓ The game must not encourage citizens to engage in policing activities, particularly in countries where this is explicitly prohibited;
  - ✓ The game must not include recognizable human characters which could be associated with either criminal activity or antisocial behaviour;
  - ✓ The game must not exclude people based on technology or previous gaming experience.

Resources:

- David J. Robertson, Eilidh Noyes, Andrew J. Dowsett, Rob Jenkins, and A. Mike Burton. Face recognition by metropolitan police super-recognisers. *PLoS ONE*, 11(2):1–8, 02 2016.
- Gary L Wells, Elizabeth A Olson, and Steve D Charman. The confidence of eyewitnesses in their identifications from lineups. *Current Directions in Psychological Science*, 11(5):151–154, 2002.

- Aditya Khosla, Wilma A. Bainbridge, Antonio Torralba, and Aude Oliva. Modifying the memorability of face photographs. In The IEEE International Conference on Computer Vision (ICCV), 2013.
- Maleknaz Nayebi, Bram Adams, and Guenther Ruhe. Release practices for mobile apps—what do users and developers think? In 2016 IEEE 23rd International Conference on Software Analysis, Evolution, and Reengineering (SANER), volume 1, pages 552–562. IEEE, 2016.