

## PP9. EDUCATING COMMUNITY POLICE PRACTITIONERS AND CITIZENS ABOUT THE USE OF TECHNOLOGY IN COMMUNITY POLICING ACTIVITIES

[Tags: ICT, Training, Gaming]

For technology to improve community-policing practices, it is essential that both citizens and community police authorities hold positive attitudes towards its usage. To achieve both the police and citizens should be educated about the advantages of technology usage in police practice, targeting those individuals/groups that hold less favourable views.

Serious games can be a useful instrument in training community police personnel, by using specific scenarios adapted to their job requirements.

Example:

- OneCity, the interactive city simulation game (ICSG) is a platform for experimentation with various forms of community policing. It is not a single standalone game, but rather a platform with a set of tools that allow Police departments to instantiate multiple situations and scenarios in order to demonstrate principles of community policing. The game scenarios will be primarily designed for law enforcement officers, however, the game can be customized and simplified to be used by generic public. The game will communicate the principles of community policing and various strategies associated with the concepts of community and community policing. The game scenarios are tailor-built for cultural and urban environments of particular nation. Initially, Spain and Portugal are being used as the primary targets.

Mode of implementation:

- Given the ethical concerns associated with this issue, any serious game designed for community policing personnel should be aligned to the following set of principles:
  - ✓ 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.
- It is recommended that the game platform provide easy means of customization and allow various law enforcement agencies to import scenarios that are typical for their own circumstances;
- Police personnel should be directly involved in the design of the specific scenarios, to make them relevant for their work;

- Include police personnel in the planning for technology usage and provide pilot testing and organization of proper level training for each new technology introduced;
- Communicate clearly how the new technology will make improve their work (e.g. save time or other resources).

Resources:

- Wilma Alice Bainbridge, Phillip Isola, Idan Blank, and Aude Oliva. Establishing a database for studying human face photograph memory. In Proc. 34th Annu. Meeting Cognit. Sci. Soc, 2012.
- Anna K. Bobak, Peter J. B. Hancock, and Sarah Bate. Super-recognisers in action: Evidence from face-matching and face memory tasks. *Applied Cognitive Psychology*, 30(1):81–91, 2016.
- 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. IEEE, 2016.
- Gary Cordner. Community policing. *The Oxford handbook of police and policing*, 2014.