

The background of the entire page is a photograph of a SHARK robot, a tracked firefighting robot, spraying a powerful jet of water. The scene is overlaid with a semi-transparent red filter. The robot is positioned in the lower right, and the water spray extends upwards and to the left, filling much of the frame. In the background, there are trees and a building.

 Bizkaia
suhiltzaileak

2024

Memoria de actividades



2024 Activity Report
Directorate-General for Emergencies
Bizkaia Provincial Council

Table of Contents

1.
.....6

INTRODUCTION7

ORGANISATION13

SUSTAINABILITY STRATEGY27

INVESTMENTS.....33

INTERVENTIONS42

PREVENTION82

TRAINING.....91

LOGISTICS AND VEHICLES103

PROCEDURES AND INVESTIGATION109

ANNEXES.....115

Executive Summary

1

A total of 6,887 call-outs were made: 1,781 fires, 2,264 rescues and 2,842 technical assistance operations.

2

The station with the highest number of first response call-outs was Urioste (2,083 call-outs, 30.25% of total call-outs), followed by Artaza (1,351 call-outs) and Basauri (1,148 call-outs).

3

The municipality in which the most interventions were carried out was Barakaldo (376 call-outs), followed by Getxo (341), Basauri (166), Leioa (143), Portugalete (142) and Santurtzi (132).

4

There were 5.26 interventions per 1,000 inhabitants.

5

The daily average of interventions has been 11.67, and the median (the most repeated number) has been eight interventions per day (33 days in 2024 had this number of interventions).

6

The day with the most interventions was 9 October (69 interventions), when there was a large number of technical assistance interventions (mainly involving making buildings safe and removing trees) due to the strong winds.

7

The largest-scale intervention was external support to the Valencian Community following the DANA disaster on 29 October. More than 65 personnel from all categories and stations worked continuously in a four-shift rotation.

Of the 6887 services provided by the SPEIS of Bizkaia, intervention was necessary on 4271 occasions (62.02% of the total). The rest of the services included false alarms (7.51%) and actual situations where the intervention of the SPEIS was not required (30.48%).

8

The Subdirectorate of Emergency Management and Civil Protection has a workforce of 437.

9

The SPEIS operates a fleet of 104 vehicles (65 heavy and 39 light). In 2024, two heavy forest fire engines, four light vehicles and a container crane were renovated.

10

September saw the introduction of the first aerial firefighting unit, made possible by an agreement between the Basque Government and the Provincial Councils of Araba, Gipuzkoa and Bizkaia.

11

The first SPEIS sustainability strategy came to an end this year. Of the 13 planned actions, eight have been completed, four have seen partial progress and just one was not addressed.

12

Key investments this year included technical search equipment, battery-powered extrication tools, 100 masks and regulators, drones and defibrillators.

13

A Colossus multifunction robot for firefighting and support tasks has been incorporated at the Artaza station.

14



A photograph of a construction site with a tall metal structure, a truck, and a crane, overlaid with a red tint and white text.

01

Introduction

As in previous years, we cannot begin this introduction without mentioning the tragic flooding that occurred mainly in Valencia and, to a lesser extent (in terms of scale and casualties), in Castilla-La Mancha and Andalusia on 29 October 2024. On that day, rainfall reached unprecedented levels in the recent history of the Iberian Peninsula. A total of 771.8 l/m² fell in 24 hours at the Turis station (Valencia), 185 of which fell in just one hour (Spain's highest ever hourly rainfall on record). It was an unprecedented event in the modern history of the Iberian Peninsula. As of 4 February 2025, the death toll stood at 224 in Valencia, with three people still missing, along with seven fatalities in Castilla-La Mancha and one in Andalusia. Figures like these have never before been seen in Spain following an event of this kind. Initial estimates of material damage amount to around €17 billion.

We offer our heartfelt condolences to all those affected and to their families and friends, and more broadly to the people of Valencia, Castilla-La Mancha and Andalusia, who have been left stunned and shaken by the scale of this tragedy.

Those of us of a certain age cannot help but compare this tragedy to the one experienced, mainly in Bizkaia, during the last week of August 1983. On 26 August that year, the Larraskitu rain gauge in Bilbao recorded 503 l/m² in 24 hours, a truly historic figure. This caused major damage in many towns across Bizkaia and in neighbouring areas. Some 34 people lost their lives and five were reported missing. The damages were estimated at 200 billion pesetas (around €4.93 billion in today's money, adjusted for inflation).

Managing emergencies of this kind has two clearly distinct phases: the peak phase (just before and during the event) and the work involved in returning to normal. The Bizkaia Fire Prevention, Extinction and Rescue Service did not take part in the first phase but did assist in the second one. Four teams were deployed, each made up of 12 firefighters, two corporals, one sergeant, one officer and one inspector—68 personnel in total—in an operation coordinated by the Basque Government that also included firefighters from other services across the Basque Country. We were on the ground from Sunday 3 November to Friday 15 November, a total of 12 days. Not everyone who volunteered from our service was able to go, as four teams were deemed sufficient by the relevant authorities and the Basque Government, based on the urgency of the needs on the ground and our operational capacity. All our personnel volunteered willingly and selflessly, with no reward other than to help those in need. We could not be prouder of our people for their professionalism and empathy, of our service for the excellent organisation and resourcing of the deployments and of our institution, which emphasised its desire to help and provided every means necessary to make this possible.

On another note, we at the Bizkaia Provincial Council remain committed to providing the best possible public service to the people who visit Bizkaia or live or work there. This commitment required a budget allocation of €37.6 million in 2024, up 2% on 2023. As in previous years, this funding has enabled us to meet our needs and we have worked tirelessly to do so efficiently.

It is also worth noting that members of the public continue to rate the service we provide as excellent. Every year, a satisfaction survey is carried out among people who have used the provincial fire service. In 2024, 300 telephone interviews were conducted among service users, and once again, overall satisfaction exceeded nine points (9.3) out of ten. That is to say, as in previous years, the people who need to our service see us in an excellent light. Without getting ahead of ourselves, this makes us proud and motivates us to continue in the same direction.

In terms of operational data, there was a slight drop in the total number of “call-outs”, breaking the upward trend of recent years. We responded to 2.8% fewer incidents than in 2023, with 6,887 “call-outs” in total, around 19 per day. This slightly less than approximately one call-out per day, compared to 2023. Fire-related “call-outs” fell by 9.3%, rescues by 3.3% and technical assistance rose by 1.6%. There is no clear or objective explanation for this, so the data should be treated with caution to determine whether this reflects a future trend or is simply a statistical anomaly.

The word “call-out” appears in quotation marks because, as noted in previous reports, a call-out is not always synonymous with an intervention; as for various reasons, an intervention may not be required. This does not in any way indicate a failure by the service, as deployment must take place as soon as a potential emergency is reported. In emergencies, time is critical and a slight delay can mean the difference between life and death for the people affected. The actual number of interventions in 2024 was 4,271, down 1.7% on 2023. This aligns with the fall in call-outs but softens its impact. Nonetheless, this figure represents a departure from the previous pattern of annual increases in interventions. As noted, time will tell whether this is a one-off or a genuine correction of the trend.

The most telling figure is that 62% of “call-outs” resulted in an actual intervention by our service; a proportion very similar to that recorded in 2023.

In terms of personnel, we delivered entry training to complete the selection process for the rank of sergeant, launched the selection process for eight operator posts at the Integrated Emergency Centre, Bizkaia Prest and published the criteria for filling three officer posts and two maintenance assistant posts at the end of the year. Examinations for both processes will take place in 2025.

As far as Bizkaia Prest is concerned, we continue to introduce improvements and are progressing with the migration to a more accessible and configurable platform by our provincial IT company (Lantik). We received over 14,000 service requests, which the coordination centre is responsible for managing. These requests relate to our Provincial Fire Service and to certain services within the Provincial Department for the Natural Environment, mainly the Mountains Service.

As part of our 2022-2024 sustainability strategy, we have continued to implement its measures. This strategy has proven effective and has enabled us to factor sustainability into

the management of the service. It is worth highlighting that we generated 55% of the electricity required to run our stations. We also added four new fully electric vehicles and have electric chargers at all stations, except Markina-Xemein, where renovation work is under way and chargers will be installed once this is complete. This strategy has now been replaced by a new one covering 2025-2027, which continues along the same lines. The key elements of the previous strategy remain: developing the future training area, improving the environmental efficiency of our stations, advancing sustainable mobility, consolidating involvement in open innovation projects, encouraging more sustainable procurement, promoting public awareness, boosting operational prevention and fostering equality within the service. All of these objectives will be supported by a series of measures to be implemented between 2025 and 2027.

The Ispaster training area is worth a special mention, where in 2024 we improved road access and built a new car park for those who work or train at the site. We also have an implementation project for the first phase of renovation works for the training area, which awaits budget allocation. Work also continued on developing a new governance model involving other institutions whose services also use the area.

As for new developments, since 1 September 2024 we have had a helicopter shared with the other two Provincial Councils and the Basque Government, to be used in forest fires as well as industrial fires, under certain conditions. This marks a significant step forward, providing us with a capability we did not previously have. We also now have several drones, which offer new capabilities. We are now a certified air operator with around ten pilots, and we hope to double this number in 2025.

In addition, since October 2024 we have had a COLOSSUS firefighting robot, which enhances our ability to operate in hazardous environments.

These devices represent a major qualitative leap, equipping us to offer a better, more efficient and, above all, safer service to the people who visit Bizkaia, or live or work there, as well as to our personnel operating in emergencies. The goal is to gradually adopt mature, readily available technologies.

As in previous years, this report available to you has been made possible thanks to the hard and conscientious work of the people who make up our organisation.

We cannot conclude this introduction without extending our warm thanks to the five people who retired in 2024 for all their work over the years, in some cases for a lifetime in the service. We will miss you!

Lastly, we really appreciate the commitment and good work done once again this year by all the people who make up our organisation.

Eskerrik asko benetan!!!

Bizkaia, 28 March 2024

The Director





02

Organisation

The Directorate-General for Emergencies is made up of the Fire Prevention, Extinction, and Rescue Service (made up of the Station Operations and Management section and the Prevention, Training and Civil Protection section), a technical-administrative section and the section of the Integrated Emergency Management Centre – Bizkaia Prest.

To deal with emergencies/incidents that occur in Bizkaia, except for Bilbao, which has its own service, there is a network of fire stations based on the principle of being able to access the area of any municipality in Bizkaia in a maximum theoretical response time (from alert to arrival of the first unit) of 20 minutes and no more than 30 minutes, even in the most unfavourable conditions.

Currently, with the provision of existing stations, it is guaranteed that the theoretical response time is less than or equal to 20 minutes for 91.12% of the population served by this service, which is 812,364 people, according to population data from the year 2023. If it is taken into account that in the border areas with Araba and Gipuzkoa there are agreements with the fire service that might arrive earlier, even if it is outside its territorial area of competence, this percentage rises to 91.45%.

2.1. SPEIS Stations

The Bizkaia Fire Prevention, Extinction, and Rescue Service (hereinafter SPEIS) is made up of eight fire stations and professional firefighters distributed throughout all the regions of Bizkaia, along with a training area in Ispaster. The stations are distributed over four areas:

AREA 1	FENIX 1 – Urioste Station (Ortuella) FENIX 6 – Zalla Station
AREA 2	FENIX 2 – Basauri Station FENIX 5 – Arratzu Station
AREA 3	FENIX 3 – Artaza Station (Leioa) FENIX 8 – Derio Station
AREA 4	FENIX 4 – Iurreta Station FENIX 7 – Markina-Xemein Station

This distribution of zones and the location of the stations is designed to facilitate adequate response times. It makes it possible to respond to all high-risk emergencies within 20 minutes and a maximum of 30 minutes in 95% of the interventions, as stated in the SPEIS service charter.

Each zone has a main station and a smaller station, ensuring that the first reinforcements received by each station in the event of a major incident are balanced.

In total, the SPEIS serves a population of 812,364 people (excluding Bilbao) and a surface area of 2,174.6 km², with a total of 407 operational personnel, giving a ratio of 1995.98 inhabitants and 5.34 km² per operational staff member.

The breakdown by stations is as follows:

	AREA 1		AREA 2		AREA 3		AREA 4		TOTAL
	URIOSTE	ZALLA	BASAURI	ARRATZU	ARTAZA	DERIO	IURRETA	MARKINA	
Inhabitants ¹	263035	32225	124958	47019	173538	49296	96673	25620	812364
Surface area (km ²)	131.24	429.5	509.57	278.85	87.38	235.22	296.89	205.96	2175
Operational personnel	89	39	52	39	58	39	52	39	407
People per operational staff member	2936.92	823.10	2400.69	1192.10	2978.50	1252.59	1849.35	657.05	1995.98
Km ² /operational staff member	1.47	1.27	9.80	7.15	1.51	6.03	5.71	5.28	5.34

The Urioste station is the central station of the service, where, in addition to the station itself, administrative services, logistics, vehicles, the emergency coordination centre (Bizkaia Prest) and the SPEIS headquarters are located.

In addition to the on-duty staff, in the central services there are five administrative staff, four maintenance assistants, a technical engineer responsible for the vehicle unit, 18 operators, and emergency centre operators, a Bizkaia Prest section chief, a head of the Technical-Administrative Section, seven officers, three inspectors, a head of the Prevention, Training and Civil Protection section, a head of the Station Operations and Management section, a head of department, and the Deputy Director of Emergency Management and Civil Protection.

Civil protection volunteer groups

Additionally, SPEIS has agreements with four Civil Protection volunteer groups and one volunteer association from the municipalities of Lanestosa, Urduña/Orduña, Karrantza Harana/Valle de Carranza, Bermeo and Otxandio.

In the following pages, there is a detailed breakdown of the eight fire stations that make up the Bizkaia Fire Prevention, Extinction, and Rescue Service.

¹ The population data in all the tables are those provided by the INE for the year 2023

SPEIS station network



AREA 1

URIOSTE

60 firefighters
12 corporals
3 sergeants
1 officer - zone chief
7 officers - technical areas
7 inspectors
Administration and services
Bizkaia Prest

ZALLA

30 firefighters
6 corporals
3 sergeants

AREA 3

ARTAZA

48 firefighters
6 corporals
3 sergeants
1 officer - zone chief

DERIO

30 firefighters
6 corporals
3 sergeants



AREA 2

BASAURI

42 firefighters
6 corporals
3 sergeants
1 officer - zone chief

ARRATZU

30 firefighters
6 corporals
3 sergeants

AREA 4

IURRETA

42 firefighters
6 corporals
3 sergeants
1 officer - zone chief

MARKINA

30 firefighters
6 corporals
3 sergeants

2.2. Bizkaia Prest

Since January 2019, the Provincial Council has had at its disposal the Bizkaia Prest Integrated Emergency Management Centre, located in the premises of the Urioste station and replacing the previous Communications Centre. The fundamental mission of Bizkaia Prest is to coordinate responses and mobilise all the necessary resources (human and material) that the Bizkaia Provincial Council puts at the service of citizens in emergency/incident situations, thus offering a more efficient response, 24 hours a day and 365 days a year.

The project was designed with the fundamental objective of improving coordination between the different provincial services operating in emergencies, and establishing a single entry point for emergency notifications at provincial level, thus guaranteeing an efficient, more coordinated and faster response to emergencies/incidents.



In the same physical space and on the same technological platform, this new centre offers comprehensive, real-time information on all the resources available to the provincial council to deal with any emergency/incident and the possibilities for their mobilisation, as well as the number of firefighters on duty and their distribution by stations, the number of operating vehicles in the service and their distribution, and the forest agents and fire watch teams, etc.

Decision-making is therefore more complete and immediate, reducing waiting times and making the movement of resources more efficient and effective.

During 2024, these were the most important actions:

- Training and knowledge transfer for the IpSige programme, acquired by Lantik from the company RSB.

- Adaptation of IpSige modules to Lantik’s security criteria using the SONAR tool, followed by resolution of the identified issues.
- Shift change requests via IpSige can now be submitted automatically.
- The hydrant layer has been updated by connecting to the databases of the Bilbao Bizkaia Water Consortium (CABB) and updating data for those municipalities that it does not cover. As part of this project, hydrant visualisation was improved, with updated icons and new data.
- Euskotren lines have also been updated with key points such as access routes, stations and level crossings.
- The system can now automatically assign a station when a kilometre marker or coordinates are provided.

In 2024, Bizkaia Prest has managed 14,253 alarms (notifications of incidents or emergencies). The main channel for alarm reception is 112-SOS Deiak (12,072 alarms were received in 2024 via the IT gateway shared with 112-SOS Deiak). Additional alarms were received from other institutions (e.g. police, city councils) or private individuals: 2,181 in total in 2024. Many of these were linked to the protocol for removing Asian hornet nests.

These alarms are analysed and assessed by Bizkaia Prest staff, and in the event that they require the mobilisation of DFB resources, the corresponding service is created. A service is an action generated so that the SPEIS and/or the resources of the Department of Sustainability and the Natural Environment resolve the alarm received. In this document the word “call-out” is used with an equivalent meaning.

INDICATOR	2024 AVERAGE
Average alarm handling time (overall)	129 seconds
Average alarm handling time (fires)	110 seconds
Average alarm handling time (rescues)	129 seconds
Average alarm handling time (technical assistance)	169 seconds

Bizkaia Prest is committed to managing urgent alarms in less than 180 seconds. This implies analysing the information, classifying the type of intervention and mobilising the appropriate resources in less than three minutes. These figures are audited annually by AENOR within the scope of ISO 9001 and ISO 22320, and Bizkaia Prest is certified under both of these.

The 14,253 alarms managed led to the creation of 6,887 SPEIS services and 412 services involving the resources of the Department of Sustainability and the Natural Environment. The rest of the alarms did not generate services, either because they were informative (for example, weather warnings), or because it was not actually appropriate to perform any service.

2.3. Staff

The Sub-directorate of Emergency Management and Civil Protection has a workforce of 437 positions distributed as shown in the following table.

	Urioste	Basauri	Artaza	Iurreta	Arratzu	Zalla	Markina-Xemein	Derio	TOTAL
Firefighters/drivers	60	42	48	42	30	30	30	30	312
Corporals	12	6	6	6	6	6	6	6	54
Sergeants	3	3	3	3	3	3	3	3	24
Officers	8	1	1	1					11
Inspectors	3								3
Head of the Prevention, Training, and Civil Protection Section	1								1
Head of the Station Operations and Management Section	1								1
SPEIS Head of Service	1								1
Deputy Director of Emer. Management and Civil Protection	1								1
Bizkaia PREST operators	18								18
Head of Bizkaia Prest Section	1								1
Head of the Technical-Administrative Section	1								1
Administrative, logistics, and vehicle staff	10								10
TOTAL	119	52	58	52	39	39	39	39	438

Incorporation and loss of staff

In 2024, no individuals took up their posts as career civil servants in the Subdirectorate of Emergency Management and Civil Protection of the Bizkaia Provincial Council. However, four trainee civil servants joined in the rank of sergeant and will finish their training during 2025.

During the year a total of five people have left due to retirement:

- One corporal
- Four firefighters

These vacancies will be covered by job pools until the next selection process is called.

Competitive transfer procedures

No transfer competitions were held, as they are scheduled to take place in 2025.

Selection processes

A selection process to fill vacancies in the sergeant category has been completed. Examinations were held at the end of 2023 and, during the year, the induction course and practical training period prior to appointment as career civil servants have taken place.

The selection process to fill eight operator posts at the Comprehensive Emergency Centre, Bizkaia Prest, has commenced. The practical training period will take place in 2025.

In November, the terms for the recruitment of three officer positions were published. Two of these will be filled through open competition and the third will be an internal promotion. The drafting of these terms included a review of the syllabus and the tests. A new call has also been announced for two maintenance assistant posts. Examinations for both processes will take place in 2025.

2.4. Coordination of stations

Throughout 2024, coordination meetings with zone chiefs have continued. These monthly meetings aim to:

- Unify criteria on matters such as personnel management and shift organisation.
- Propose improvements to optimise the management and operation of the stations.
- Share updates about the service (recruitment processes, new vehicles or equipment, etc.).

As part of the work to unify criteria and propose improvements, in 2024 options have begun to be explored to equip all stations with a multipurpose trolley. This trolley will enable the rapid stowage and transport of materials for various interventions (surface water rescue, bilge pumping, road cleaning, etc.).

Coordination meetings are also held regularly with sergeants; one every six months for each of the three management groups, as well as with officers.



CURRENT FLEET

17

Heavy urban pumper

2

Medium urban pumper

7

Heavy supply pumper

13

Heavy forestry pump

11

Automatic aerial ladder

10

Van with various tools

5

Truck crane

14

Off-road vehicles

6

Command and supervisory units

9

Specialised containers

1

Multifunction robot

26

Various trailers

19

Other light vehicles

2.5. Vehicle fleet

As of 31 December 2024, the Fire Prevention, Extinction, and Rescue Service of the Bizkaia Provincial Council had a fleet of 104 vehicles. Of these, 65 are heavy vehicles and 39 are light vehicles. In addition, the SPEIS has 26 trailers and nine containers.

Each station has a standard supply of vehicles and there are also several replacement vehicles of each type, which make it possible to cover operational needs during the repair of breakdowns and scheduled maintenance.

During the year, improvement works have continued on several vehicles in order to update and standardise the distribution of equipment in service vehicles.

Installation of roof racks for carrying equipment has also begun on the off-road vehicles in all stations.

The service's trailers are distributed as follows:

Trailer type	Nomenclature	Participants
ITUR pump	RBI	6
Electric motor pumps	RMB	8
Sand	RAR	8
Metro interventions	RMT	2
Multipurpose	RAS	1
Large-scale supply materials	RMC	1

In addition, the service has nine containers with diverse equipment that is useful for different types of intervention:

Container	Nomenclature	Location
Chemical risk container	CQM	Urioste
Shoring container	CAP	Artaza
Medical store container	CHC	Basauri
Flood pump container	CMB	Iurreta
Self-contained breathing apparatus (SCBA) container	CER	Derio
Generator and trolley container	CGC	Basauri
Hose container	CMP	Urioste (Port)
PMA container	CPMA	Derio-Urioste
Prevention container	CPRE	Derio

In 2024, a multifunction robot for firefighting and support tasks was incorporated at the Artaza station. Chapter 4 - Investments outlines the features of this new equipment.

2.6. Firefighting helicopter

2024 provided a milestone in Bizkaia's forest firefighting capacity, with the arrival in September of the first aerial firefighting unit. This was made possible by an agreement approved in November 2023 between the Basque Government and the Provincial Councils of Araba, Gipuzkoa and Bizkaia, for the leasing of a helicopter primarily for tackling forest fires, requiring a joint investment of €1.2 million. This collaboration involves an annual investment of €360,000 by the Bizkaia Provincial Council over the next two years.

The helicopter is an Airbus AS350 B3, with a maximum cruising speed of 251 km/h, a 1,000-litre helibucket and capacity for five people plus the pilot.

It complements the measures already implemented under Bizkaia's Forest Fire Emergency Plan (INFOBI), bolstering the resources available for dealing with emergencies caused by wildfires.

The helicopter has two operational bases depending on fire risk conditions in the Basque Country. It is based in Iurreta (Bizkaia) from 1 April to 30 September, broadly coinciding with the high-risk wildfire season along the Cantabrian coast. For the rest of the year, it is stationed at the Nanclares de la Oca fire station (Araba).

2.7. Budget

The budget for 2024 amounted to €37.6 million, 1.9% more than the previous year. Of this budget, 84.5% (almost €32 million) went to personnel expenses, 8.2% (€3 million) to current expenditure, and the remaining 7.3% (€2.7 million) to investments, as can be seen in the table below:

Item	2024	2023	Variation 2023/24
1 - PERSONNEL EXPENSES	31828152	30670571	+3.6%
2 - EXPENDITURE ON CURRENT GOODS AND SERVICES	3086001	2956000	+4.2%
21 - Leasing of machinery and tools	26000	21000	+19.2%
22 - Repair and maintenance of buildings, machinery, etc.	997523	922523	+7.5%
23 - Consumption, clothing, courses, other services, and supplies	2062478	2012477	+2.4%
6 - ACTUAL INVESTMENTS	2739000	3296680	-20.4%
63 - Station improvements	1187000	2269680	-91.2%
64 - Machinery and tooling	115000	65000	+43.5%
65 - Vehicles	1045000	565000	+45.9%
66 - Furniture, office equipment, household appliances	106000	126000	-18.9%
68 - Specific equipment	286000	271000	+5.2%
TOTAL	37653153	36923251	+1.9%

Chapter 4 - Investments explains in detail the main investments carried out during the year.

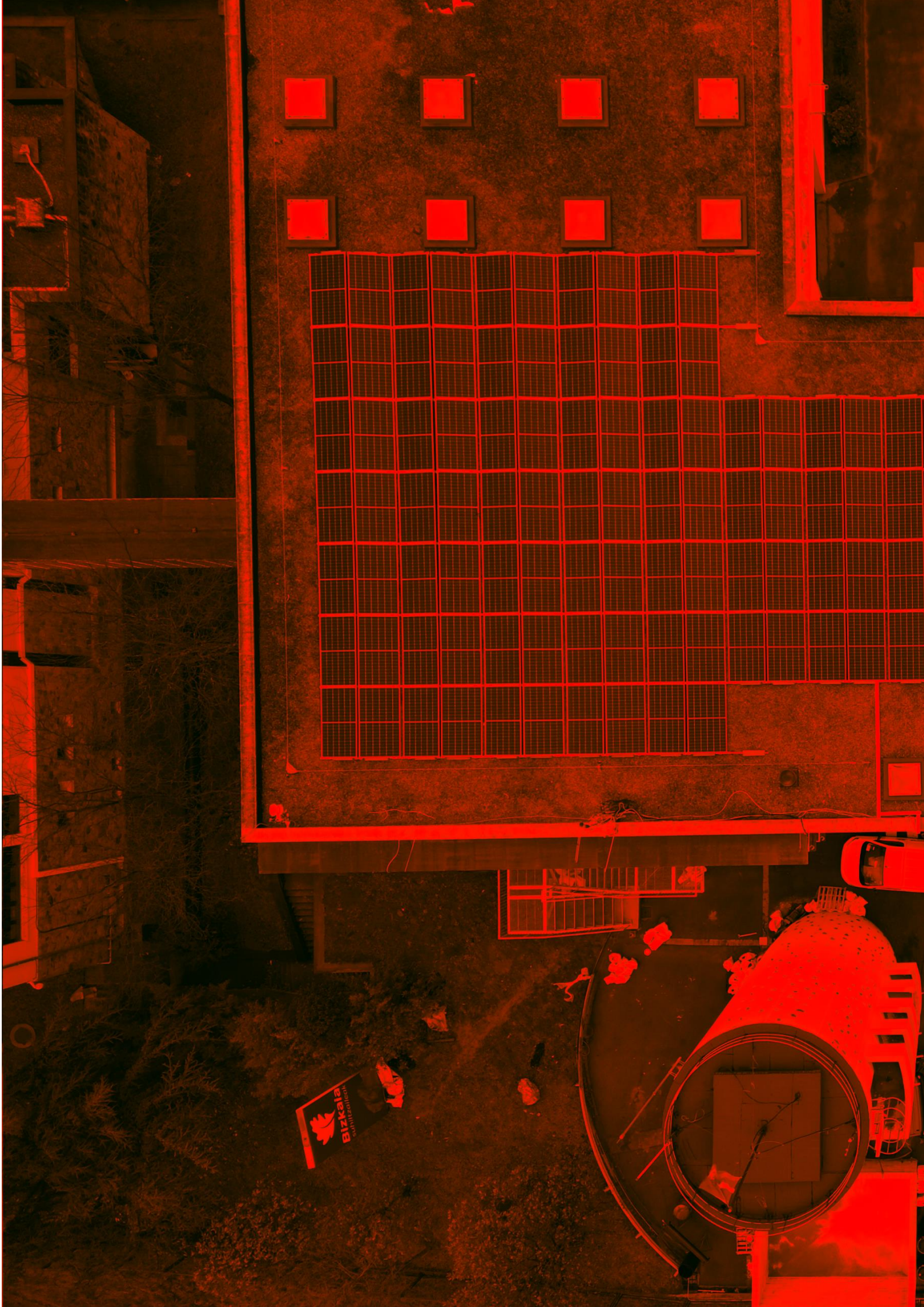
2.8. ISO certifications

The Directorate for Emergencies is ISO 9001 (Quality Management Systems) and ISO 22320 (Emergency Management) certified. In 2024, AENOR carried out follow-up audits for both certifications.

The audit corresponding to ISO 22320 has also involved carrying out several simulations of activation of the multiple alarm procedure.

This year also saw a simulation of the Bizkaia Prest contingency plan, to train for maintaining the centre’s operations in the event of forced relocation.





An aerial photograph of a solar farm, with a large grid of red lines overlaid on the solar panels. The entire image has a red color cast. In the bottom left, a car is parked on a road. In the bottom right, there are some industrial structures or containers.

03

Sustainability strategy

In 2021, the Directorate for Emergencies carried out a process of strategic reflection together with its stakeholders in order to define the first sustainability strategy for the emergency service of the Bizkaia Provincial Council.

The final result was the definition of the 2022-2024 Sustainability Strategy for the emergency service, which contemplates twelve actions structured around three pillars: ecology, society and prosperity.

The design of these new systemic projects not only aims to resolve operational situations (such as environmental impact or public awareness), but also to have a profound impact involving a cultural change to the organisation based on sustainability.

This strategy aspires to build new leadership and systems of relationships between people in the service, opening up spaces for dialogue and fostering internal participation in project decision-making.

The actions proposed in the strategy will serve to strengthen socially responsible public purchasing, promoting open innovation. The strategy also seeks to contribute to the transparency of the organisation and emphasise the importance of the three-way balance of accountability, measuring the return on investment also from a social and environmental perspective.

The plan was structured around three pillars: ecology, prosperity and society.

FOCUS	ACTION
1 - ECOLOGY	1.1. Limit the environmental impact of interventions
	1.2. Developing the training area of the future
	1.3. Moving towards sustainable mobility
	1.4. Improve the efficiency of our stations
	1.5. Mitigate the impact of CO2 generation
2 - PROSPERITY	2.1. Consolidate participation in open innovation projects
	2.2. Promote a sustainable purchasing policy
	2.3. Release relevant information in Open Data
3 - SOCIETY	3.1. Promote citizen awareness
	3.2. Promote operational prevention
	3.3. Implement the new Provincial Emergency Plan of the Historical Territory of Bizkaia
	3.4. Improve the detection of and response to risk situations with vulnerable groups
	3.5. Promote equality in the SPEIS

Covering the 2022-2024 period, the plan has now concluded. During the autumn, an evaluation of the first plan was carried out, which served as a starting point for developing a second plan for 2025-2027.

Compliance with the 2022-2024 plan

As mentioned above, the first SPEIS sustainability strategy came to an end in 2024. Of the 13 planned actions, eight have been completed, four have seen partial progress and just one was not addressed. The following summarises the level of implementation of each action.

The ecology pillar proposes the carrying out of projects in the environmental field, rethinking the activities of the service so that they have the least environmental impact.

ECOLOGY PILLAR ACTIONS	SPAIN	COMMENTS
1.1. Limit the environmental impact of interventions	PARTIAL	An initial study was carried out to identify the activities with the greatest environmental impact. The service's standard foam concentrate was replaced with a less polluting alternative.
1.2. Developing the training area of the future	PARTIAL	Benchmarking was conducted with leading experts and a master plan was drawn up for the comprehensive redevelopment of the training area. Initial works were completed, including water collection, WWTP connection, slab stabilisation and construction of a new access road.
1.3. Moving towards sustainable mobility	COMPLETE	An analysis of mobility patterns was carried out and the planned fleet renewal was completed, replacing older light vehicles with fully electric models.
1.4. Improve the efficiency of our stations	COMPLETE	Environmental audits were completed and improvement works were undertaken in areas such as drainage, lighting and thermal insulation. A total of 650 photovoltaic panels were installed across the eight SPEIS stations. These generated 380,786 kWh of clean energy during the first full year of operation.
1.5. Mitigate the impact of CO2 generation	COMPLETE	Alongside the carbon footprint reduction achieved through solar panels, tree planting was carried out to create carbon sinks.

The society pillar seeks to promote the development of people and communities to help achieve an adequate and equitable global quality of life, promoting their involvement to contribute to the society of which they are a part today.

In addition, at the suggestion of the extended team that participated in the elaboration of the strategy, an action is included to promote citizen awareness.

SOCIETY PILLAR ACTIONS	SPAIN	COMMENTS
3.1. Promote citizen awareness	COMPLETE	The groups for which awareness-raising campaigns can have the greatest impact have been analysed. The mobile prevention classroom has completed its planned itinerary. Notably, a campaign on “how to respond to a fire in your building” was run, with posters distributed to 38,000 buildings across Bizkaia and later shared with numerous SPEIS services across Spain.
3.2. Promote operational prevention	PARTIAL	Operational prevention objectives were reviewed. Key actions included drills in historic town centres with access issues and/or building-specific risks, and the expansion of the targeted risk visit programme. In 2024, a new record was set with over 180 visits carried out by shift teams.
3.3. Implement the new Provincial Emergency Plan of the Historical Territory of Bizkaia	COMPLETE	In 2023, the implementation of the new PFETHB was fully completed, training the new members of the crisis committee following the May elections and holding three informative talks to which all the municipalities were invited.
3.4. Improve the detection of and response to risk situations with vulnerable groups	COMPLETE	Initial training was given to all deputy inspectors and officers by the Provincial Social Emergency Service (SFUS), which enabled the subsequent development and approval of a procedure for the activation of the SFUS. Subsequently, all SPEIS commanders (corporals, sergeants, deputy inspectors, and officers) received training on this new procedure, which has already been implemented on several occasions.
3.5. Promote equality in the SPEIS	PARTIAL	Work began on an equality plan. External communications have increasingly featured female firefighters, helping to promote new role models. A review was carried out of the location, layout and types of changing rooms and toilets in workplaces, incorporating a gender perspective into the design of the facilities. Several actions remain pending.

The prosperity pillar proposes promoting organisational and economic projects related to open innovation, responsible purchasing and transparency.

PROSPERITY PILLAR ACTIONS	SPAIN	COMMENTS
2.1. Consolidate participation in open innovation projects	COMPLETE	New technological projects were developed to enhance the service's interventions and support management, some in collaboration with startups.
2.2. Promote a sustainable purchasing policy	NOT COMPLETED	Planned changes could not be made due to a restrictive regulatory framework. An alternative approach will be explored in the next plan.
2.3. Release relevant information in Open Data	COMPLETE	Since 2022, in collaboration with the Directorate of Good Governance and Transparency, the SPEIS published the main information for the interventions attended in Open Data. This is available at www.opendatabizkaia.eus and is updated quarterly.

New 2025-2027 plan

In autumn 2024, the first plan was evaluated as a basis for drafting the second plan which covers the period 2025-2027.

The new plan follows a consistent approach and will continue developing the same strategic pillars, consolidating and expanding the work undertaken from 2022 to 2024.



04

Investments



In 2024, the Directorate-General for Emergencies had a budget of €2,739,000 for investment. The most important investments are detailed in this section.

4.1. Buildings

In 2024, various improvements were carried out at SPEIS stations and the first steps have been taken towards the comprehensive renovation of the Ispaster training station.

4.1.1. Works in stations

In 2024, further improvement works were carried out at all stations.

Gyms were refurbished at Artaza, Iurreta, Markina and Derio, completing the project across all stations.

At Urioste, the photovoltaic system was upgraded to include lithium batteries, allowing greater use of the energy generated on site. This involved an outlay of €21,379.07. At Zalla, the photovoltaic system was also upgraded, adding more panels at a cost of €12,590.74.

An air extraction system and extended CO detection system were installed in the Artaza station garage.

Garage layouts were reorganised at the Iurreta, Zalla and Markina stations, with marked parking lines for trucks and designated pedestrian routes. This results in greater security and better organisation of the parking areas.

At Zalla, the outgoing crew changing room was expanded and refurbished in line with staff proposals to meet decontamination protocol requirements.

Comprehensive refurbishment works began at Markina, involving the complete renovation of facilities and a more efficient and functional spatial layout. The project is expected to last a year, with a budget of €1,268,000, of which €376,000 was spent in 2024.

At Urioste, Basauri, Artaza, Iurreta and Markina, a third certified and standardised anchor point was installed in the training tower. Following suggestions from the rescue working group for difficult-to-access spaces, permanent training ropes and anchor points were added to garages across all eight stations.

At Ispaster, as part of the Ispaster Berria project under the sustainability strategy launched in 2023, a new access road and car park were built at a cost of €320,000. This will enable future relocation of all clean zone facilities (changing rooms, classrooms, storage, laundry, maintenance, etc.) to the area least exposed to combustion products and allow for the reorganisation of training scenarios.

The total costs of the works carried out in 2024 were as follows:

Station	Amount
Urioste	€74,549.83
Basauri	€39,583.00
Artaza	€40,370.80

Iurreta	€35,670.80
Arratzu	€2,856.07
Zalla	€46,861.85
Markina	€399,030.08
Derio	€101,582.89
Ispaster	€327,872.14

4.2. Vehicles

Six vehicles were acquired in 2024: two heavy forestry pumps and four light electric vehicles. With these acquisitions, the Bizkaia Provincial Council is reinforcing the safety and sustainability of its Fire Prevention, Extinction and Rescue Service, with a total investment of over €1 million. With the new forest fire engines now in service at Basauri and Zalla, and another planned for this year, the Provincial Institution will have fully renewed the SPEIS forest fire engine fleet.

The acquisition of these new vehicles represents an investment of €1,043,031, of which €899,432 went towards the two forest fire engines. A container crane was also acquired under an agreement with the Port Authority of Bilbao.

4.2.1. Heavy forestry pumps

Built on Mercedes-Benz Unimog U5023 4x4 chassis with full off-road traction for accessing difficult terrain, the new fire engines include the following features:

- Cab for three people with a compressed breathable air system.
- 4,000-litre tank, with 500 litres reserved for self-protection.
- Combined pressure pump delivering up to 3,500 litres per minute at 10 bar and 400 litres per minute at 40 bar.
- Advanced safety systems including fire-resistant thermal curtains, external roll-over protection, roll-over risk alert systems and a self-protection system with sprinklers that activate in under 20 seconds.

These vehicles entered service immediately after training was completed with firefighters at the Basauri and Zalla stations.

4.2.2. Light electric vehicles

In addition to the forest fire engines, the Bizkaia Provincial Council has incorporated four fully electric vehicles for staff transport and management tasks at the Urioste (Ortuella), Arratzu, Zalla and Derio stations.

With these additions, the Fire Prevention, Extinction and Rescue Service (SPEIS) now operates six fully electric vehicles (FEVs), reinforcing its commitment to sustainability and energy efficiency. Electric charging stations will also be installed at all stations this year, facilitating the shift towards a greener fleet.

These measures fall under the 2022-2024 sustainable emergency service strategy, positioning SPEIS Bizkaia as a pioneering fire service nationwide with a dedicated sustainability plan.

4.2.3. Container crane

Under the agreement with the Port of Bilbao, a state-of-the-art container carrier crane was acquired to replace the previous vehicle at Urioste. This versatile vehicle can transport any of the service's containers and is equipped with a crane for load handling during emergencies or any of the service's other logistical tasks.

The three-axle truck has a maximum authorised mass of 26 tonnes and can carry containers up to 6.60 metres long. It features a HIAB X-HIDUO 228 crane, capable of lifting 1,060 kg at 15 metres, and a Multilift Optima 20 S 59 hooklift system. The system is remotely operated, enabling automatic loading and unloading, which improves both safety and efficiency.

4.3. Equipment

The following new equipment was also acquired in 2024:

Colossus multifunction robot

A next-generation electric multifunction robot was acquired under the agreement with the Port of Bilbao. Among the most powerful in the world, it is the first of its kind to be used by a fire service in Spain. This unmanned ground vehicle is operated by remote control and is designed to take on risk in hazardous or highly complex situations. Its modular design and ability to carry out multiple missions make it a key tool in high-risk situations such as fires, heavily contaminated environments or structure collapses, minimising risk to firefighters. A device with identical characteristics was used in a highly complex emergency operation: the fire at Notre-Dame Cathedral in Paris.

Weighing 500 kilos, the robot is mounted on caterpillar tracks, enabling it to overcome obstacles up to 30 centimetres high, climb and descend stairs, scale slopes of more than 40°, push and move loads of up to a tonne and operate autonomously for 16 hours without changing the batteries. Moreover, they can be replaced while hot, allowing for uninterrupted intervention. Its water-based self-protection system provides resistance to extreme temperature peaks—up to 800°C—making it ideal for operations in hostile environments.



Among its many applications beyond firefighting, the robot is designed for rescues, evacuating and transporting victims, moving heavy tools and equipment in difficult environments, conducting reconnaissance and measuring a range of variables (temperature, toxicity, available oxygen, explosive atmospheres, etc.). Its modular design allows a single person to attach and detach various components without tools in under 30 seconds. For example, it can be equipped with items such as a water monitor, video tower with a thermal camera, material transport basket and stretcher carrier.

Equipped with an interchangeable battery system allowing up to 16 hours of autonomy, the Colossus model robot (manufactured in France by Shark Robotics) features a 3,000 l/min water and foam monitor, optical and thermal cameras with 360° vision, as well as a load capacity of over 500 kg. These technical specifications enhance its versatility in critical and complex situations, ensuring rapid, effective deployment with minimal maintenance.

The robot is stationed at the Artaza fire station, where firefighters and commanders have received specific training in its use, reinforcing both institutions' commitment to public safety and protection.

Drones

With the aim of implementing drones as a situational awareness tool, at the end of 2023 the SPEIS addressed several lines of work simultaneously, including the acquisition of several UAS. As a result, three drones were added to the SPEIS in 2024. Two DJI Air 3 units and a Mavic 3T equipped with a thermal camera.

The drones with optical cameras weigh 720 grams, feature a dual camera with medium telephoto and wide-angle lenses, offer a maximum flight time of 46 minutes and include omnidirectional obstacle detection.

The thermal drone weighs 958 grams and includes a triple camera system—telephoto, wide-angle and thermal—with a maximum flight time of 45 minutes, omnidirectional obstacle detection and an RC PRO ENTERPRISE controller.

In parallel, the necessary organisational and training measures have been taken to enable the deployment of the drone unit. A first team of nine pilots has been trained and SPEIS has been registered as a non-EASA operator. Intervention operations are expected to begin in 2025.

Seismic detectors

The SPEIS has acquired technical search equipment to develop operational capacity for search and rescue missions in collapsed structures.

Specifically, wireless SEARCH seismic sensors have been purchased to detect and pinpoint the location of conscious victims trapped after large-scale incidents such as urban explosions (gas, attacks, etc.) or natural disasters (earthquakes, structure collapses, avalanches, landslides, etc.).

These ultra-sensitive devices use seismic technology to detect even the faintest sounds or vibrations made by victims (scratches, bangs, shouts, etc.) beneath rubble and triangulate their location using the collapsed structure as a giant microphone. They can detect vibrations ranging from 20 to 3,000 Hz.

Additional respiratory equipment

For two years, the service has been working on implementing a new model for managing contamination during and after operations. This year, a pilot was launched in two stations (Arratzu and Zalla), and expanding it required increasing the number of self-contained breathing apparatuses to ensure spare units are available at all stations.

Accordingly, 100 masks and 100 regulators of the same model already in use have been purchased. This will allow the decontamination process to be extended to all stations in 2025.

Extrication tool (two complete sets)

Since 2022, hydraulic extrication tools have been progressively replaced by battery-powered ones. This makes the equipment more manageable and safer, as it eliminates the need for power packs and high-pressure hydraulic hoses.

Each set includes a spreader, cutter, RAM cylinder, chargers and spare batteries.

In 2024, a tender was launched to acquire additional sets, enabling full replacement across all stations by early 2025, once the necessary modifications to the support frames and electrical systems in equipment vans have been completed.

Complete renewal of control boards

Control boards for respiratory equipment have been replaced in all first-response urban pumps, after several decades of use of the previous model. A lightweight, intuitive model

has been chosen that allows simultaneous control of up to five teams through a simple interface. The new Courant boards include a magnetic cover, allowing them to be attached to vehicles.

Battery-powered angle grinders

Battery-powered angle grinders have been purchased for all stations. These versatile tools cut and grind with discs of up to 125 mm and feature a “dead man’s” safety switch. They are Hilti units with 22V batteries.

A full review of all cutting tools has also been carried out, replacing all corded grinders that lacked a safety switch.

Battery-powered mini cutters

Battery-powered mini cutters (also known as mini shears or pedal cutters) have been added to all stations to complement the available extrication tools. Previously, the stations used hydraulic units operated by external manual pumps.

The new equipment is the Holmatro CCU10 model and comes with two batteries for uninterrupted use.

Air band communications

Alongside the introduction of the firefighting helicopter, a new protocol involving air band communications has been approved. To implement this system, air band radios have been purchased for command vehicles.

Defibrillators in command vehicles

Following the complete renewal and doubling of defibrillators in 2023 (from one to two per station), five additional units have been added to command vehicles in 2024. This ensures the availability of an AED when a commander is the first to arrive at the scene.

New rescue equipment for difficult-to-access spaces

New equipment has been added for rescues at height or in hard-to-reach locations. Each gear bag now includes Petzl Spin L2 double pulleys and new Protection Multiplate double anchor plates.

These plates are designed to be used in pairs and offer a solution for those needing multiple redundant anchor points in rope access and rescue operations. They allow two independent work lines, anchors or systems to be connected through a single element while maintaining essential redundancy and safety. They have a breaking load of 70 kN.

All textile material nearing the end of its useful life, such as harnesses, ropes, slings, has also been replaced, and the rigid equipment that had been lost or was damaged has been replaced during the annual inspection.

Semi-electric stacker

A semi-electric stacker has been acquired that allows for the handling and lifting of loads of up to 1,000 kilograms, facilitating the handling of large loads and the palletisation and standardisation of certain intervention materials that are used on an ad hoc basis, such as rescue mattresses, bilge pumps or heavy lifting equipment.

Light pruning chainsaws

Several lightweight pruning chainsaws from Stihl have been purchased to facilitate tree removal after strong winds.

New cleaning equipment

Based on feedback from the pilot programme for cleaning and decontamination, Karcher K4 pressure washers have been purchased for all stations. A boot-cleaning system has been installed at the Zalla station and will soon be installed across all stations to help clean operational footwear.

Smoke machines for drills

Until now, the service had two smoke machines for use in realistic drills. Three more have been added so that each operational area has one machine, with an additional unit held at the SPEIS central logistics hub. This allows each area to conduct autonomous drills and increases capacity to simulate large-scale emergencies.

Flow meter

A POK digital flow meter has been acquired for use in training and operational prevention exercises.

Multi-purpose shelter

To continue increasing logistical capacity for major operations, external deployments or events, a second RapidShelter quick-assembly tent has also been purchased.

Equipment for intervention with electric vehicles

Multi-use fire blankets and wheel systems have been purchased for all eight stations. This supports new electric vehicle intervention tactics, in which all personnel have been trained.

Additional equipment for road traffic accidents

Weber Stab Fast XL stabilisation struts have been purchased for several stations, improving response to heavy vehicle incidents. Other materials (such as levers, chains and multi-hook systems) have been acquired for instructor groups to help standardise the equipment in crane trucks.

Several sets of stabilisation blocks have also been purchased to replace lost or damaged items.





05

Interventions

5.1. Key data

During 2024, the total number of call-outs made by the Bizkaia Fire Prevention, Extinction and Rescue Service rose to 6,887, compared to the 7,090 made in 2023 (which represents a decrease of 2.8%).

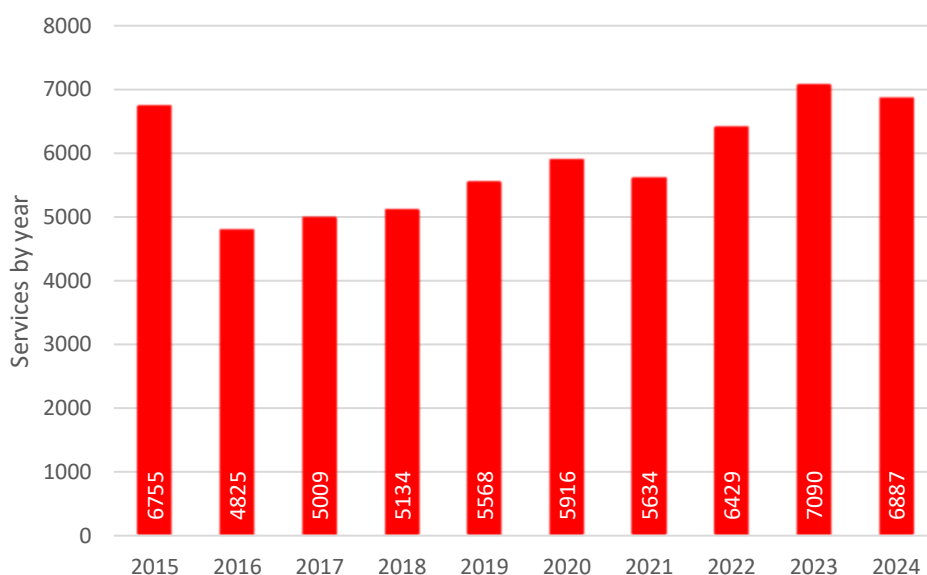


Figure 1 – Services by year (2015-2024)

In 2024, the station with the highest number of first response call-outs was Urioste (2,083 call-outs, 30.25% of total call-outs), followed by Artaza (1,351 call-outs) and Basauri (1,148 call-outs). The station with the fewest call-outs was Markina-Xemein (261).

The stations are distributed throughout the historical territory with the main objective of keeping the isochrones (response time curves) as well balanced as possible, which means that there are large differences for each station in terms of the population served in first response.

For this reason, although there is a great difference in the call-outs carried out by the largest stations compared to the smallest, the call-outs from each station per 1,000 inhabitants show a greater proportionality.

In this regard, during 2024, large stations recorded between 6.5 and ten call-outs per 1,000 inhabitants, while small stations ranged between 9.5 and 12 call-outs per 1,000 inhabitants, approximately.

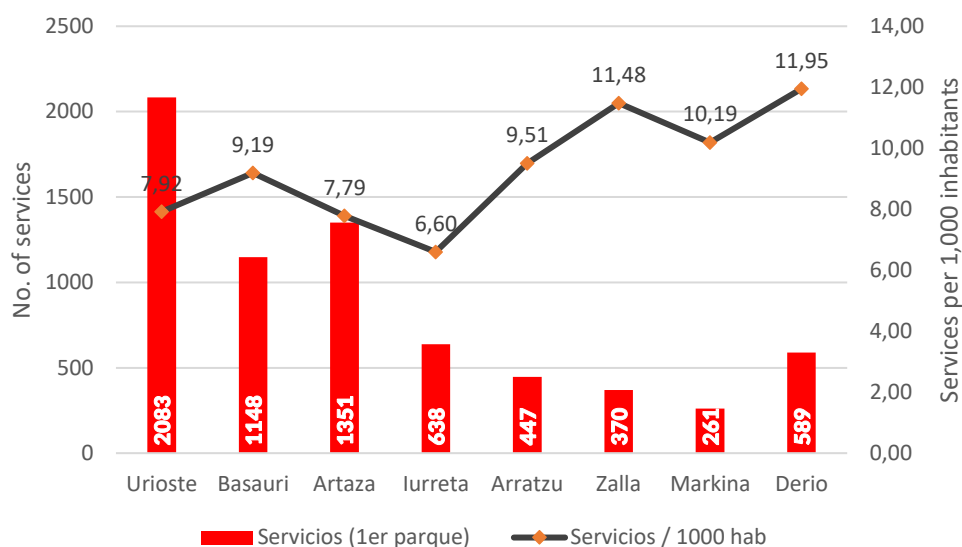


Figure 2 - Services in 2024 by station (total and per 1,000 inhabitants)

In terms of the type of action, in 2024 the call-outs have been distributed in a relatively proportional way: 1,781 fires (25.86% of the total call-outs), 2,264 rescues (32.87% of the total), and 2,842 technical assistance interventions (41.27% of the total).

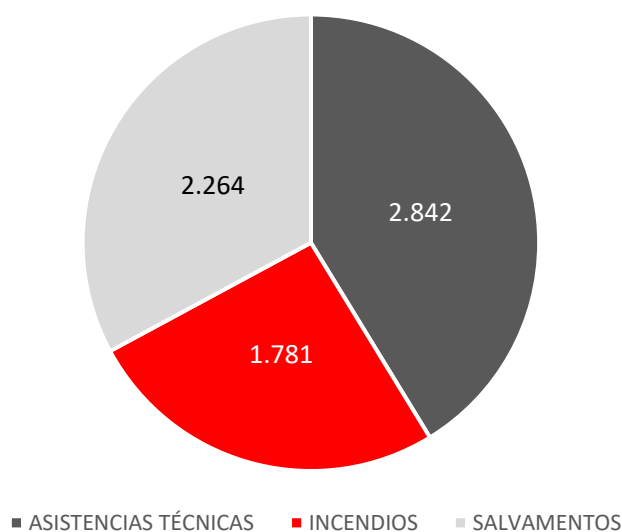


Figure 3 - Services in 2024 by type (percentage)

The ratio between the various types of call-outs is repeated, with slight variations, in almost all the stations. The following graph shows the breakdown of call-outs from each station by type of intervention.

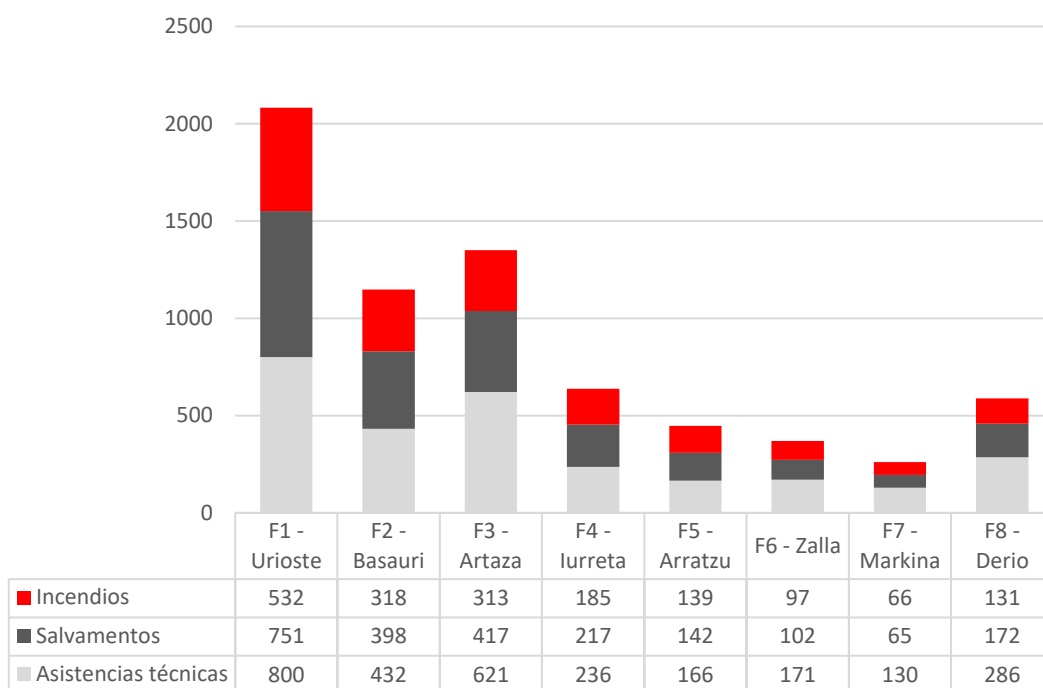


Figure 4 – Services in 2024 by group and station

The Derio station has a higher number of call-outs than other stations of its size. As will be seen below, the difference is mainly due to an exceptionally high number of call-outs because of wasp and bee removals.

Services with an intervention vs. services without an intervention

Every time Bizkaia Prest receives an alarm (a request for intervention, usually from 112-SOS Deiak), it mobilises the resources established in accordance with the procedure in place, triggering a service. During 2024, as mentioned above, 6,887 services were triggered, or, in other words, there was a mobilisation of SPEIS resources.

In many cases, these resources often do not arrive at an intervention, either because it was a false alarm (for example, someone saw a column of smoke from a distance, but it turned out to be part of a normal industrial process and not a fire) or because, although the reported situation was genuine, intervention was not necessary (for example, resources are deployed because an older person fell alone inside their house, but relatives with keys arrive before the emergency responders).

Of the 6887 services provided by the SPEIS of Bizkaia, intervention was necessary on 4271 occasions (62.02% of the total). The rest of the services included false alarms (7.51%) and actual situations where the intervention of the SPEIS was not required (30.48%).

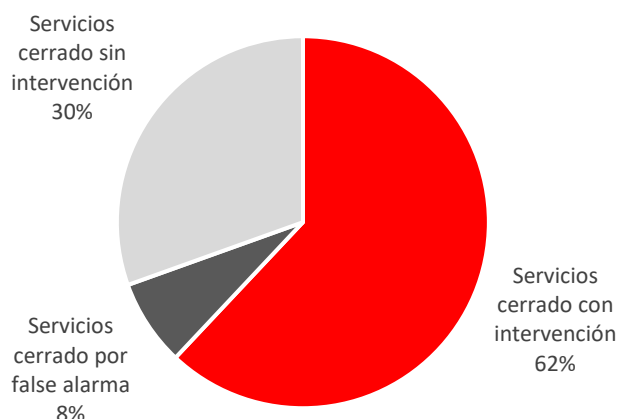


Figure 5 – Percentage of services with or without an intervention

The following graph shows a breakdown of the call-outs from each station according to whether they have involved an intervention, whether they were false alarms, or whether intervention was not necessary.

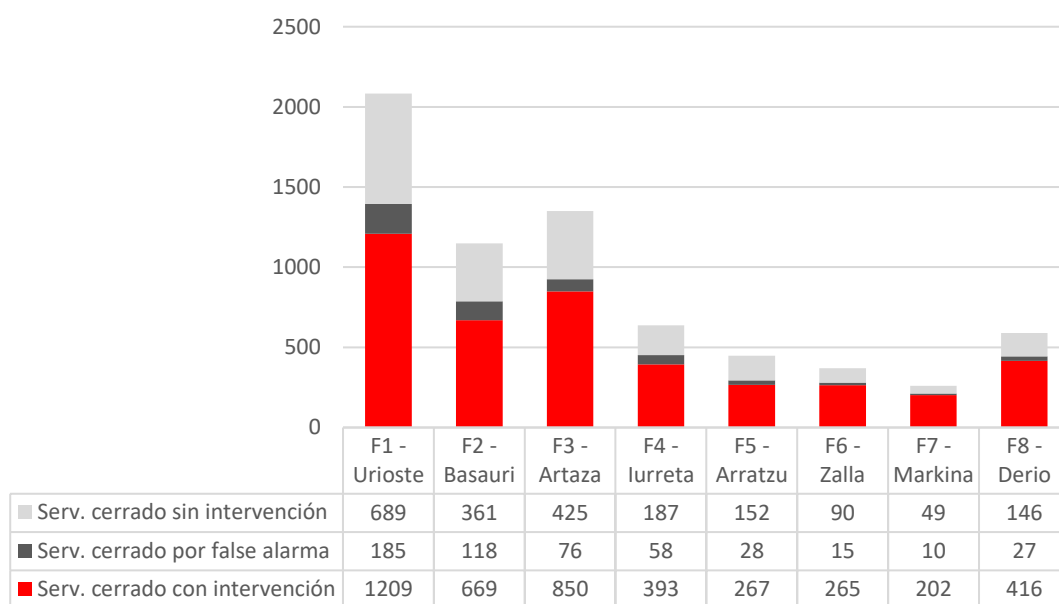


Figure 6 – Services with or without an intervention by station

There is a marked variation in the breakdown by type of intervention:

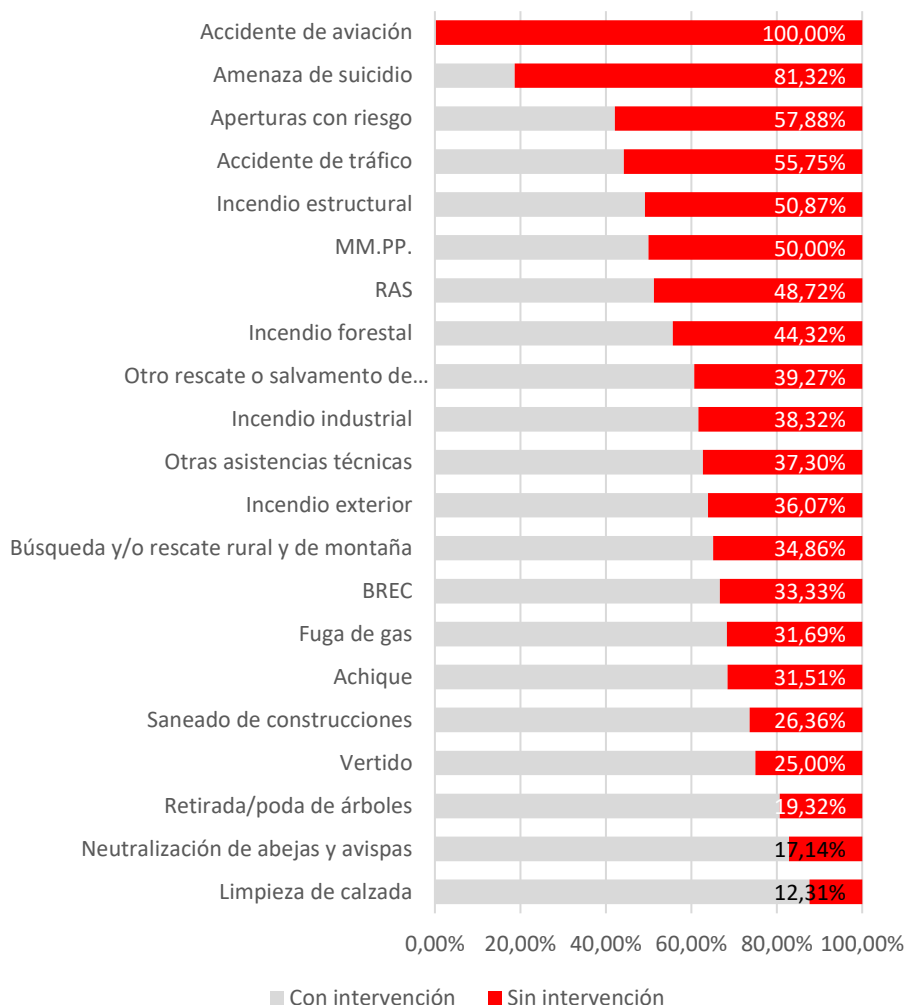


Figure 7 – Services with or without an intervention by type

Excluding the isolated case of aviation incidents (there were only two services for emergency landings in 2024, both without an intervention), the categories with the highest proportion of non-intervention call-outs were suicide threats (81.32%), high-risk entries (57.88%) and road traffic accidents (55.75%).

In technical assistance cases like road cleaning, the rate of non-intervention services was just over 10%.

The data obtained are similar to those obtained from the few services that publish this data. For the London fire service, for example, of the more than 126,000 services triggered in 2023, only 50.19% (63,473) ultimately had an intervention.

All data provided in the indicators on the following pages reflect only services with an intervention, unless expressly stated otherwise. Likewise, and to avoid overlapping, interventions are assigned only to the first station that has intervened, without counting again those stations that were mobilised in support.

Distribution by municipality

During 2024, the SPEIS intervened in all the municipalities of the Historical Territory of Bizkaia, except Ereño. If we analyse the interventions according to the municipality in which they occurred, we see that the municipalities with the most interventions are, in general terms, the main population centres.

The municipality in which the most interventions were carried out was Barakaldo (376 call-outs), followed by Getxo (341), Basauri (166), Leioa (143), Portugalete (142) and Santurtzi (132). These are the six municipalities with the largest population in the Historical Territory of Bizkaia, excluding Bilbao, which has its own municipal service and is not served by this SPEIS.

Other municipalities with over 100 interventions included Erandio, Sestao, Valle de Trápaga-Trapagarán, Galdakao and Mungia.

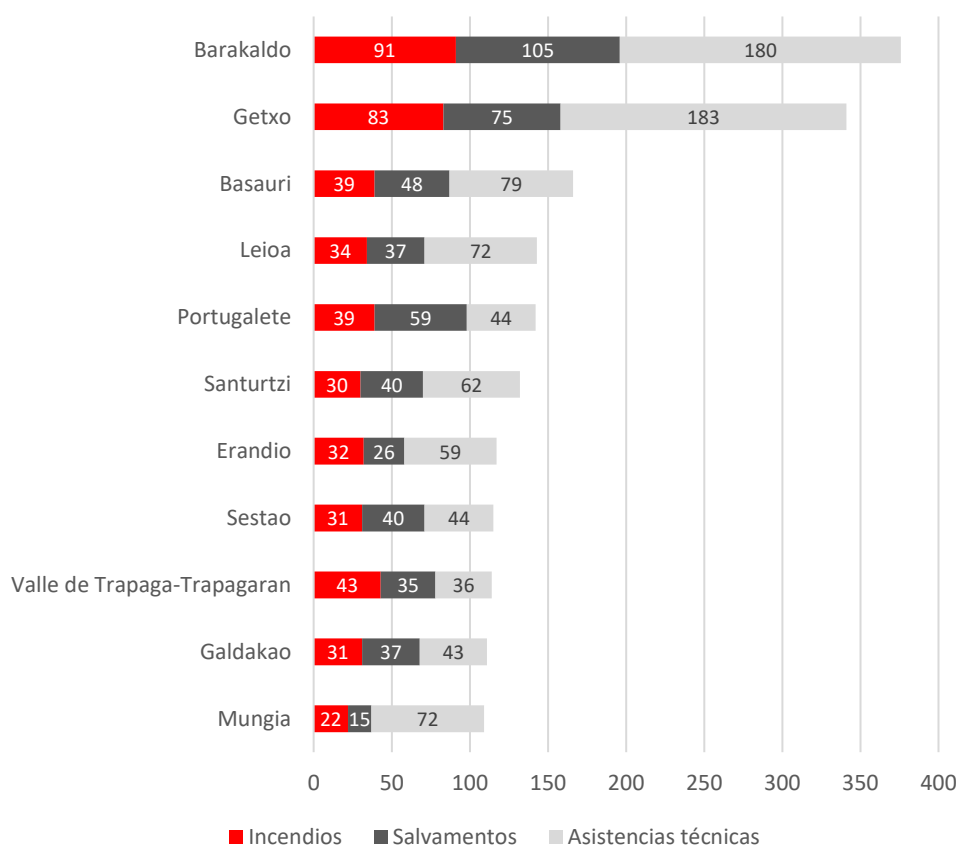


Figure 8 – Municipalities with the most interventions in 2024 by group.

In another 8 municipalities, the number of recorded services has been between 50 and 99. In 58 municipalities, between 10 and 49 call-outs have been made. And in another 35 municipalities, less than 10 call-outs have been made. The data broken down by municipality for fires, rescues, and technical assistance can be found in Annex 1.

Regarding the services in relation to the number of inhabitants, the average for the population served was 8.48 services per 1,000 inhabitants. Considering only municipalities where interventions took place, there were 5.26 per 1,000 inhabitants.

The 15 municipalities with the highest number of interventions in relation to their population are reflected in the following graph. It should be noted that municipalities with fewer than 5,000 inhabitants have been omitted, since a small difference in the number of call-outs notably alters their mean and is not representative.

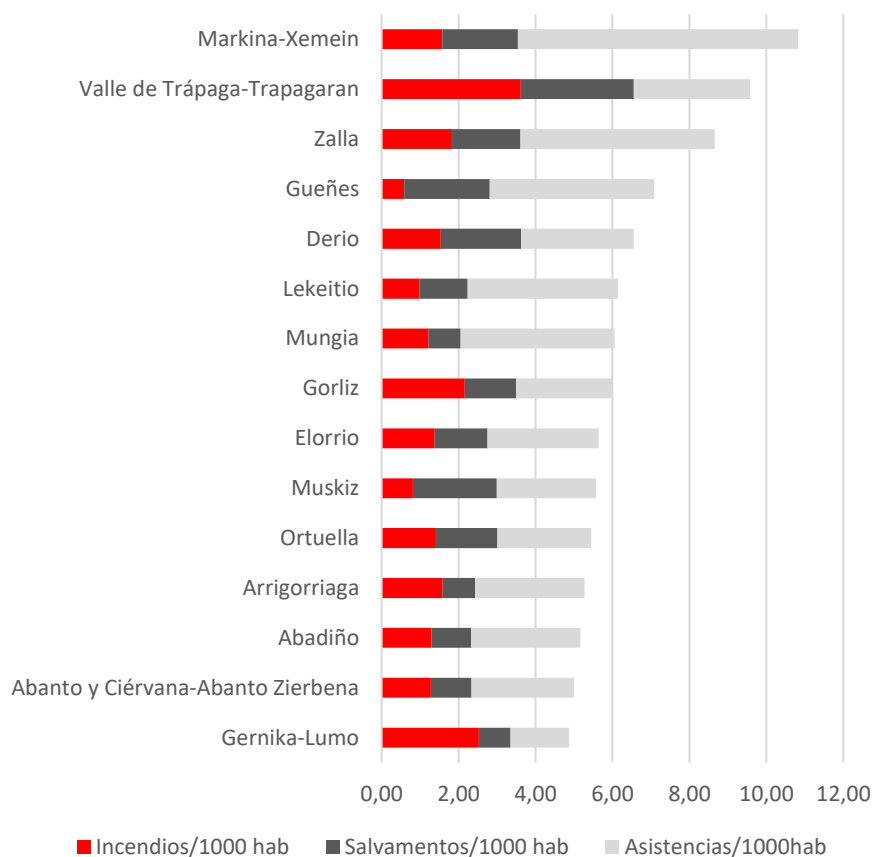


Figure 9 – Municipalities of Bizkaia with the most call-outs per inhabitant in 2024

Interventions have been carried out in Gipuzkoa (nine interventions), based on the existing collaboration agreement between the three provincial councils so that citizens are served from the outset by the nearest fire station and fire brigade.

Support was also provided in operations near the borders with Cantabria and Burgos, as well as a deployment to assist with the DANA disaster in Valencia.

Distribution by months

The highest number of interventions have been recorded in the months of summer and early autumn (June-October). The number of fires and rescues remained stable year-round,

but technical assistance increased in summer due to interventions involving the removal or neutralisation of Asian wasp and bee nests.

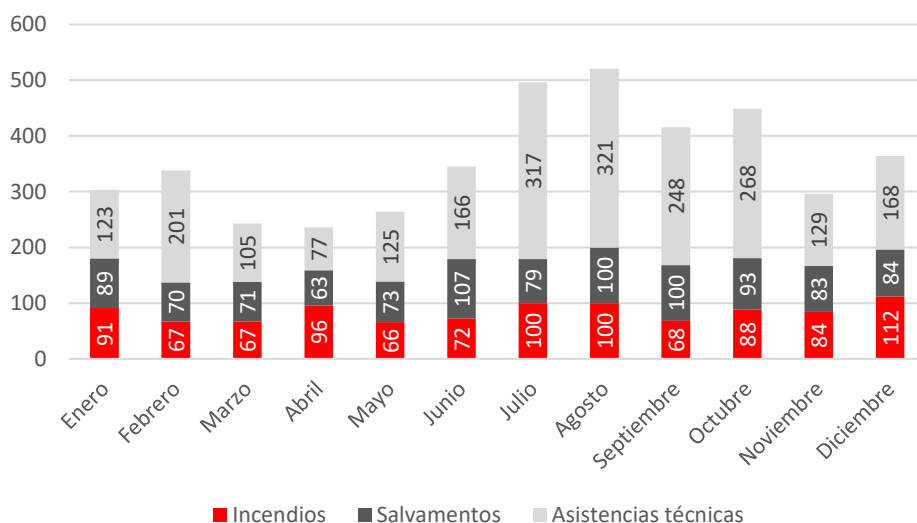


Figure 10 – Interventions in 2024 by month

Interventions per day

During 2024, on 44.26% of the days of the year (162 days), the SPEIS had an intervention between 5 and 10 times. Another 148 days (40.44% of days of the year) between 11 and 20 interventions per day have been carried out. There were 21 days with between 21 and 30 interventions, and 20 days with fewer than five interventions. There have only been eight days in which more than 30 interventions have been carried out, and of these only three have exceeded 40 call-outs.

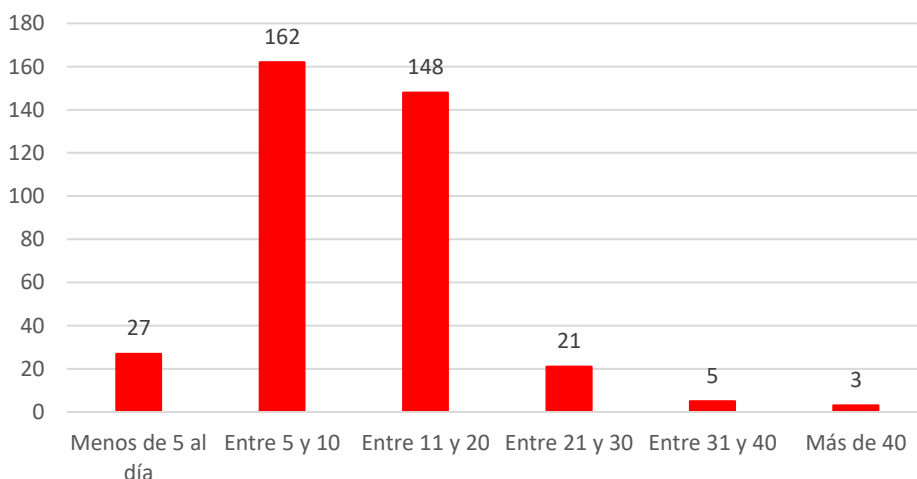


Figure 11 – Distribution of the frequency of call-outs per day

The daily average of interventions has been 11.67, and the median (the most repeated number) has been eight interventions per day (33 days in 2024 had this number of interventions).

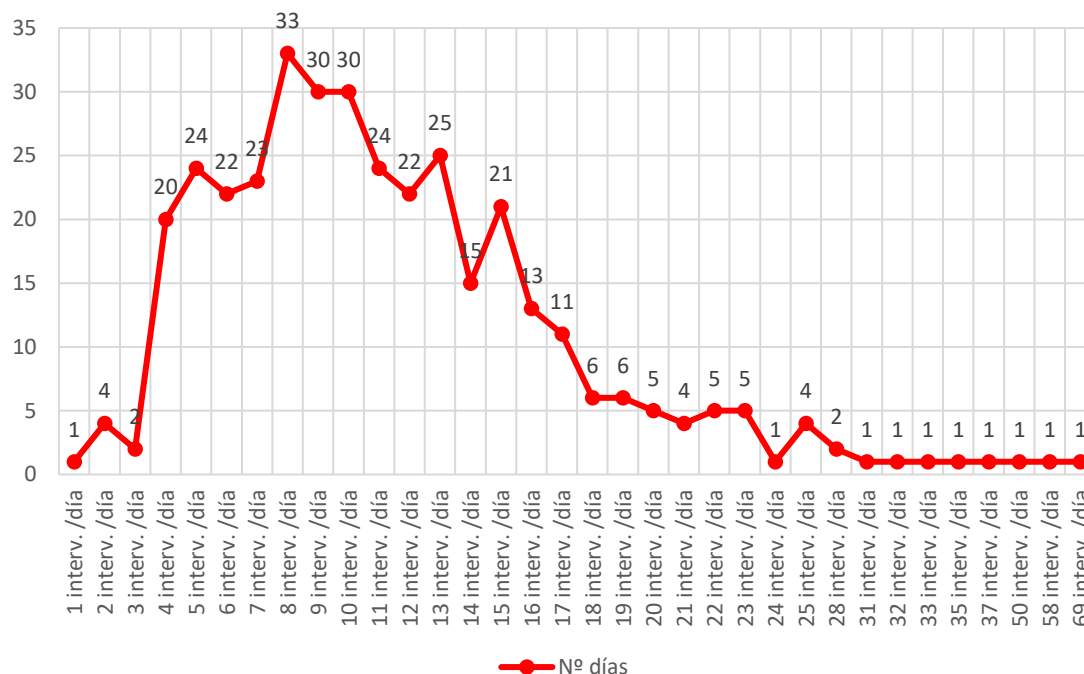


Figure 12 – Number of interventions per day

The day with the most interventions in 2024 was 9 October (69 interventions), when there was a large number of technical assistance interventions (mainly involving making buildings safe and removing trees) due to the strong winds. These interventions mainly took place in municipalities around the Abra Bay, mainly on the right bank. There were also a large number of interventions on 8 December (58), 8 February (50) and 24 November (37), all also linked to strong winds.

Distribution by day of the week

There is no defined pattern regarding the days of the week on which most interventions occur. The historical series is very variable and there is no clear correlation. In any case, in 2024 a slightly higher number of fires were handled on weekends.

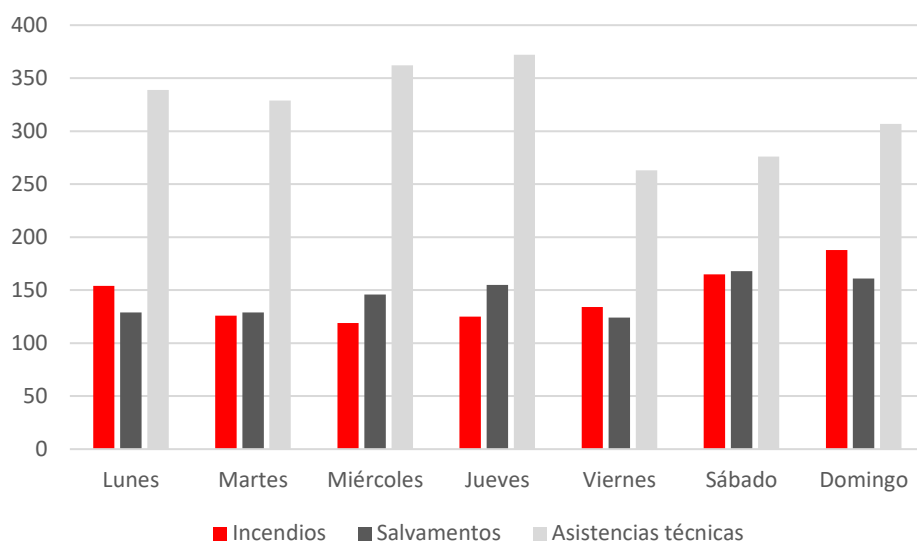


Figure 13 – Distribution of call-outs by days of the week and type

Time distribution

If we analyse the interventions based on the times of day in which they occur, it can be seen that most of the interventions occur during the day. This is consistent with the fact that the majority of the interventions are caused by the activity of human beings.

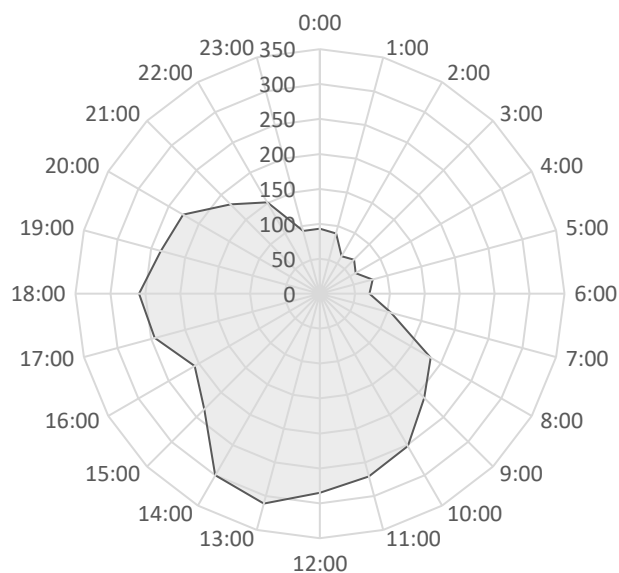


Figure 14 – Distribution of interventions by time of day

The following pages contain a more in-depth analysis of the time distribution according to the type of intervention.

5.2. Fires

Firefighting is the original function of the SPEIS and although new areas of action have been incorporated, it still accounts for a third of interventions. Since 2023, the fires dealt with by the SPEIS have been classified into four types: structural, exterior, forest, and industrial. Explosions are also included in this category.

Structural fires are out-of-control fires that develop within a structure. This includes properties, commercial establishments, public places, etc.

Industrial fires are those that occur in places where industrial activities are or have been carried out. They are classified and dealt with differently to structural fires because the production processes mean that the people involved, the risks, and vulnerabilities differ.

Forest fires are those that occur outside structures and initially affect vegetation. Sometimes, when they spread and reach a great scale and begin to impact where urban and forest areas overlap, they can even affect man-made structures.

External fires, on the other hand, are those that occur outside structures and are not classified as industrial or forest fires. They usually impact containers, vehicles, or street furniture, and are the most common type of fire intervention involving the SPEIS.

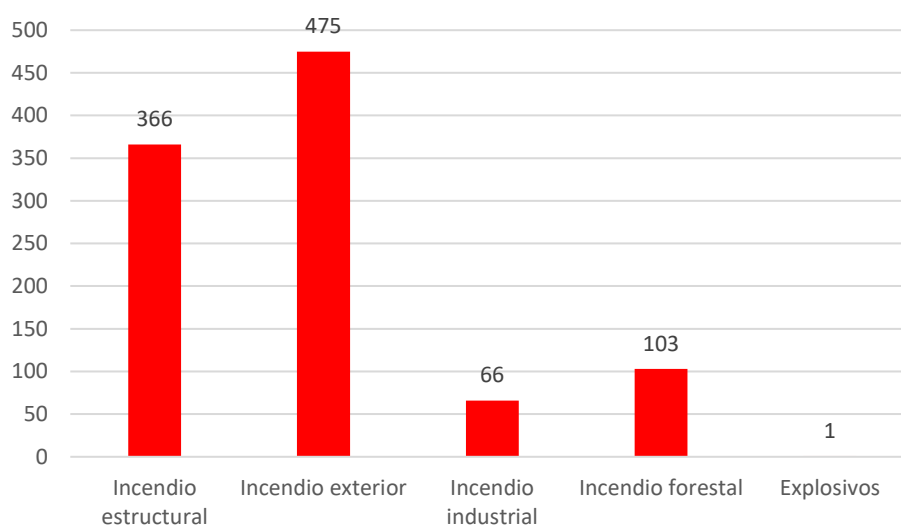
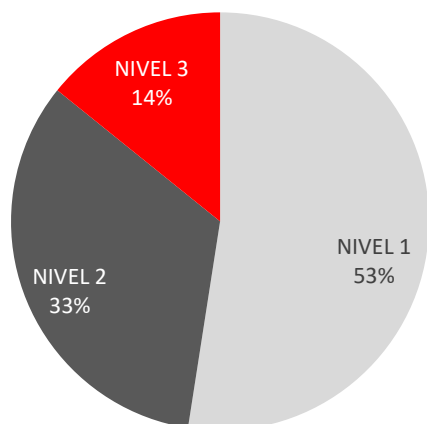


Figure 15 – Number of interventions due to fires by type

Outdoor fires were the most frequent (475), followed by structural fires (366). There was one explosive-related intervention in 2024 due to a false bomb threat at a shopping centre in Portugalete on 22 June.

5.2.1. Structural fires

Of the structural fire interventions, 192 were level one structural fires (property fires isolated inside/outside and without risk of spreading).



Another 122 were level two (fires inside homes, marketplaces or commercial premises during the day on a weekday), and 52 were level three (fires inside homes, marketplaces or commercial premises at night or on a public holiday, or fires in garages or higher-risk structures).

No fires were classified as level four (major structural fires) in 2024.

Figure 16 – Classification of structural fires by level

By station, Urioste recorded the most fires (90), as a first response station, followed by Artaza (70), Basauri (66)

and Iurreta (40). All SPEIS stations responded to at least one level three fire as the first responder.

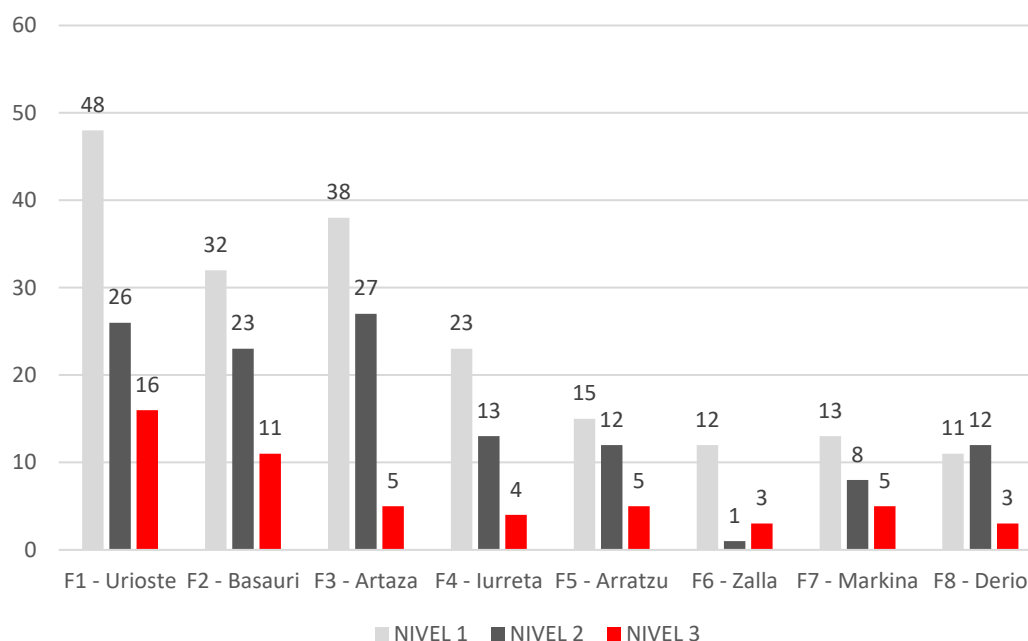


Figure 17 – Classification of structural fires by level

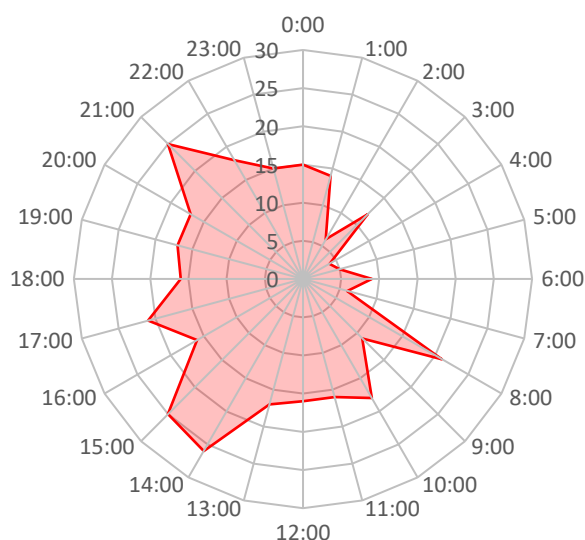


Figure 18 - Distribution of structural fires by time slots

more serious as buildings are more likely to be occupied and because people are often asleep and take time to detect the risk situation, react, and alert the emergency services.

With regard to municipalities, the most populous are those with the highest number of structural fires.

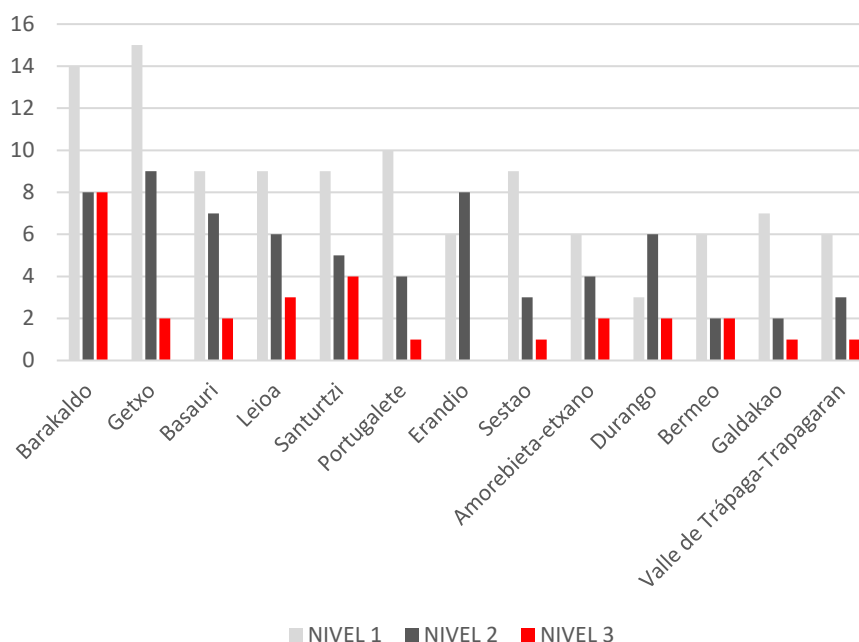


Figure 19 – Municipalities with the most structural fires

In 2024, three people died in fires attended by SPEIS: two in a farmhouse fire in Ajangiz on 19 April and one on 22 December in another farmhouse in Bermeo.

5.2.2. Industrial fires

There were 66 industrial fire interventions in 2024, a 20% increase compared to the 55 interventions the previous year.

Some 25 of these were level one industrial fires (outdoor fires with no risk of spreading), another 33 level two industrial fires (small indoor or outdoor fires with risk of spreading), and eight level three industrial fires (major industrial fire).

Urioste (18 fires), Basauri (13) and Iurreta and Derio (12 each). The only station not to attend any industrial fire as first responder was Markina, although, like the other stations, it supported several incidents, in this case within Iurreta's area of operations.

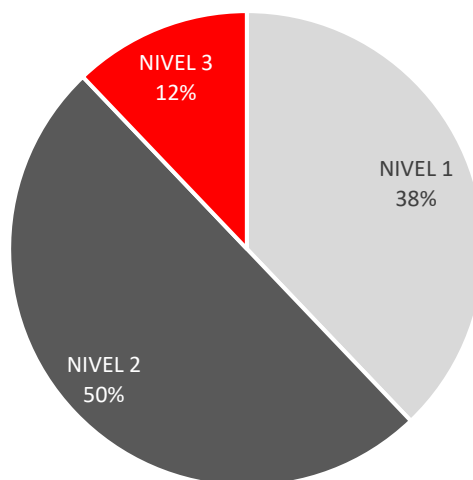


Figure 20 - Classification of industrial fires by level

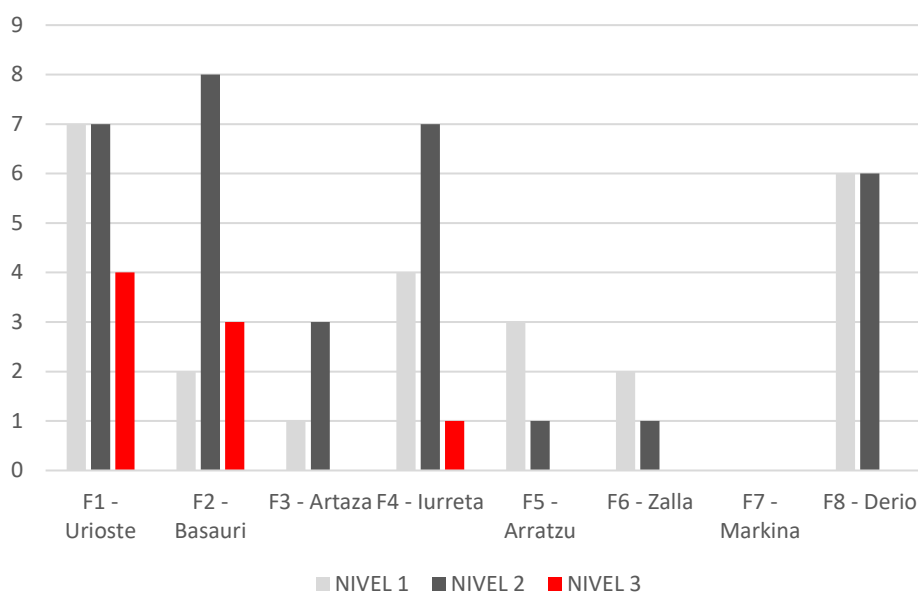


Figure 21 - Classification of industrial fires by level

Several services of this type were provided during the year that required the simultaneous intervention of several stations, some of the most notable being the following:

On 14 May in Ugao-Miraballes Erandio, a fire in an industrial bakery spread to neighbouring businesses. The Basauri, Derio and Urioste stations intervened.

On 17 July in Iurreta, a company working with various chemical products suffered a fire. Iurreta, Basauri and Derio stations intervened.

On 19 September, a fire broke out in Galdakao at a company that recycles electronic components. Due to its characteristics and complex nature, the operation lasted three days and required personnel from Basauri, Iurreta, Artaza, Derio, Urioste, Arratzu and Markina.

On 21 October, a large pile of scrap caught fire at a company in Valle de Trápaga-Trápagan, requiring the participation of Urioste, Artaza, Derio, Zalla, Iurreta and Basauri.

Three days later, on 24 October, a fire in an industrial estate in Arrigorriaga, where several companies were based and people stayed overnight, required a joint effort from Basauri, Iurreta and Urioste.

On 26 November, a fire at a car wash business in Alonsotegi required intervention from Urioste and Zalla.

5.2.3. Forest fires

In Bizkaia, responsibility for managing forest fire extinguishing lies with the Mountains Service. Nonetheless, SPEIS resources support in extinguishing these fires and are responsible for vegetation fires in urban and peri-urban areas.

In 2024, both the number and size of forest fires were lower than the previous year. There were 103 fires, 18% fewer than in 2023. Of these, 88 were level one fires (isolated in urban or peri-urban areas with no risk), in which the Mountains Service did not intervene.

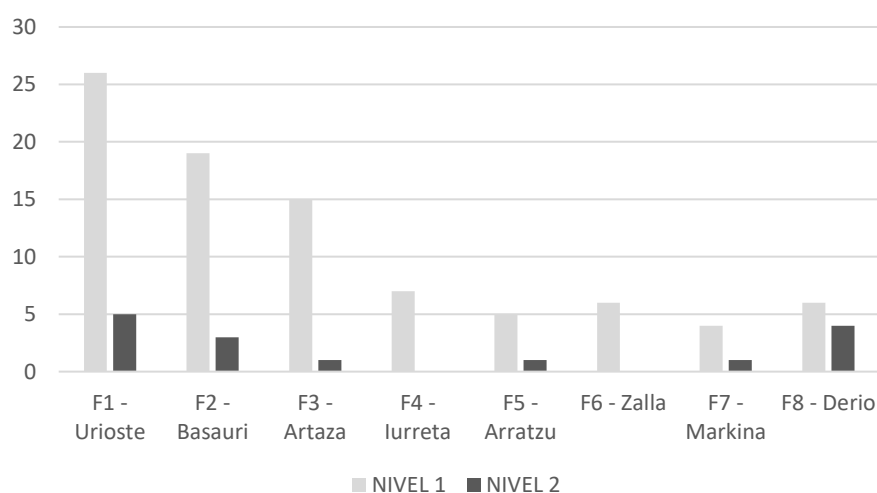


Figure 22 – Classification of forest fires by level

By month, most fires occurred in spring and summer, the months with the lowest forest fire risk on the Cantabrian coast.

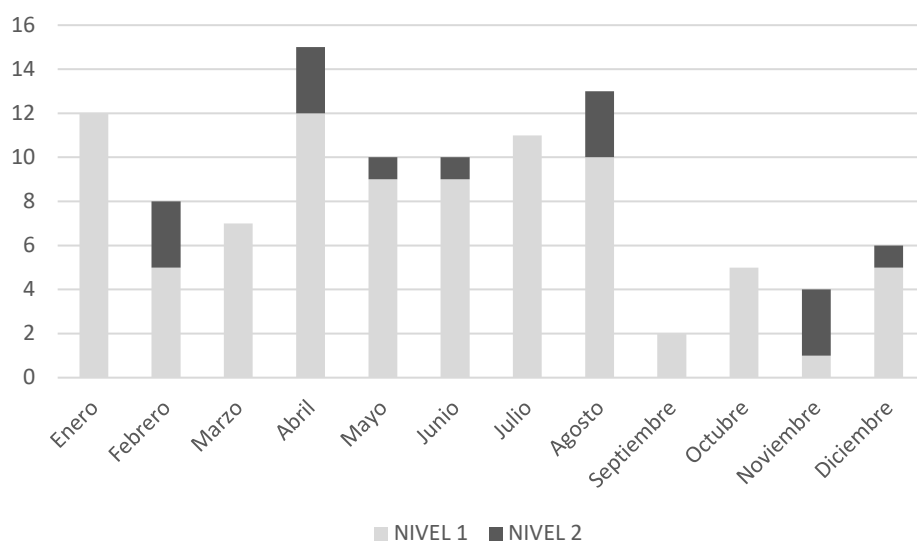


Figure 23 – Classification of forest fires by month

In terms of time slots, the main peak in fire outbreaks was around midday and sunset.

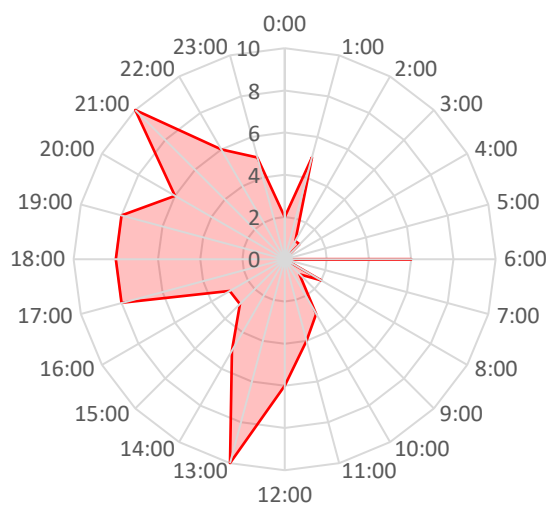


Figure 24 – Classification of forest fires by start time

This may be linked to crop residue or plant waste burning that gets out of control and requires SPEIS intervention. The number of forest fires at night was very low.

In any case, as noted, responsibility for forest fires within the Bizkaia Provincial Council lies with the Mountains Service of the Department of the Natural Environment and Agriculture, which provides the overall assessment.

5.2.4. Outdoor fires

Outdoor fires are the most common type of fire intervention. In 2024, there were 475 interventions of this type, 11% fewer than the previous year.

The majority (458 interventions) were outdoor level one fires (containers, light vehicles, or urban furniture on fire). A further 17 interventions were classified level two, involving heavy vehicles or small transformer stations.

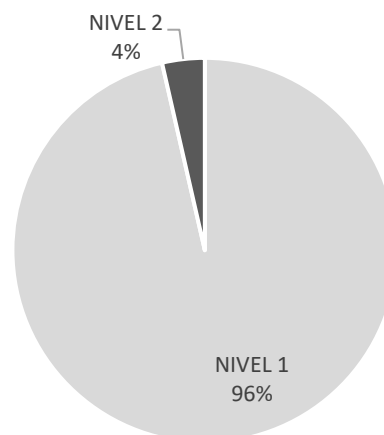


Figure 25 – Classification of outdoor fires by level

By station, Urioste (136 interventions) and Artaza (100) carried out over 40% of the interventions.

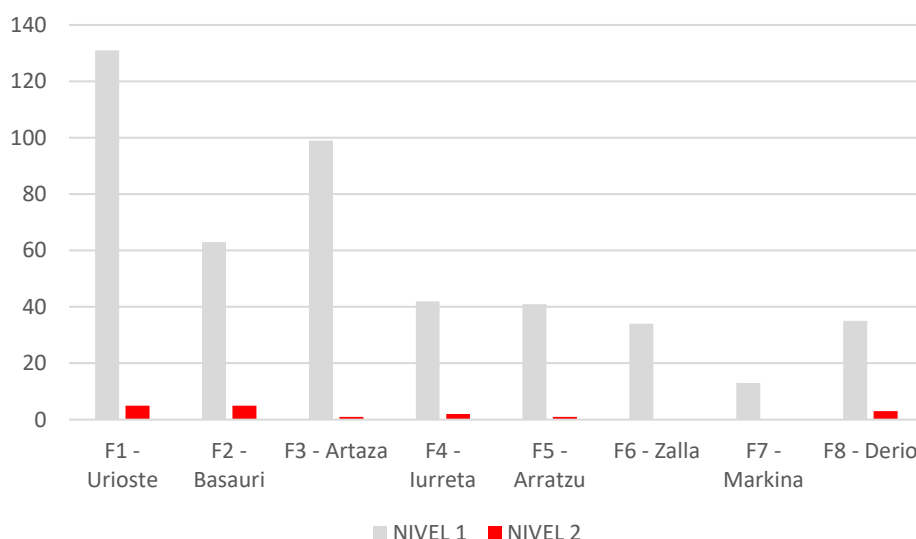


Figure 26 – Classification of outdoor fires by level

By municipality, 15 recorded ten or more interventions of this kind. Getxo was the only municipality with more than 50 outdoor fires, followed by Barakaldo (47) and Gernika-Lumo (29).

Since outdoor fires are often intentional and repeatedly committed by the same individuals, the most affected municipalities can vary from year to year.

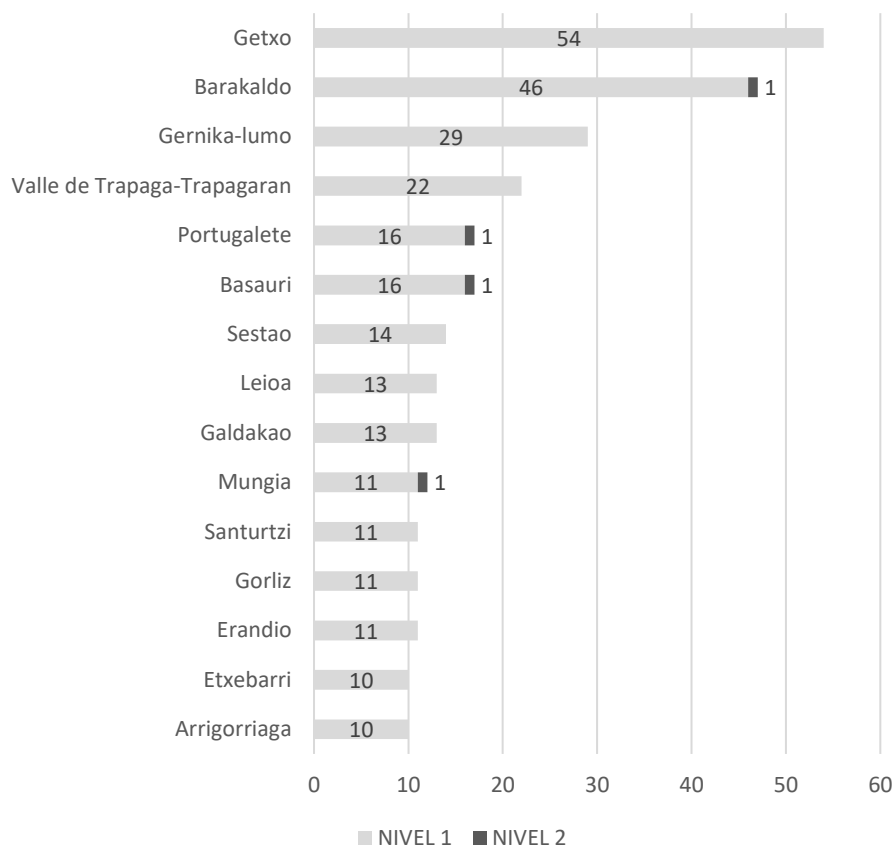


Figure 27 – Distribution of outdoor fires by municipality

One intervention may affect multiple waste containers and/or vehicles, so the number of items affected exceeds the number of interventions carried out by the SPEIS.

In terms of the time of day, this type of intervention tends to occur at night. The number of interventions that occur during the day is very small: only 24% of outdoor fires occurred between 07:00 and 18:00, most of them vehicle fires.

This is consistent with the assumption that most waste container fires may in fact be started on purpose and occur when few people are around.

5.3. Rescues

Rescues, or those interventions in which the life or integrity of people

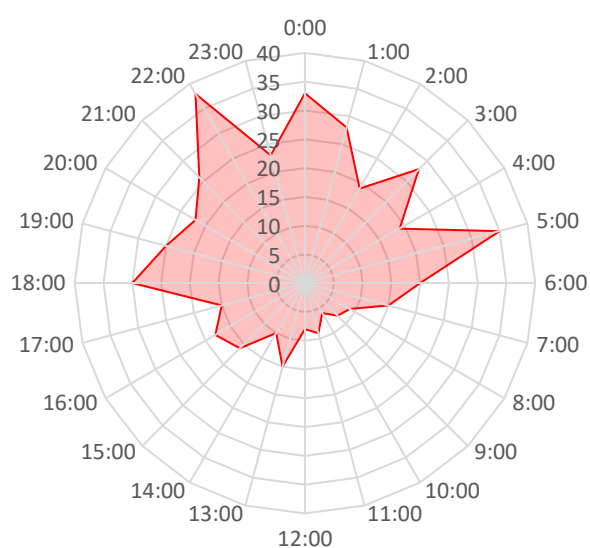


Figure 28 – Distribution of outdoor fires by time slot

and/or animals may be at risk, account for nearly a third of SPEIS services. In 2024, 1,012 such services were carried out, a figure almost identical to the previous year.

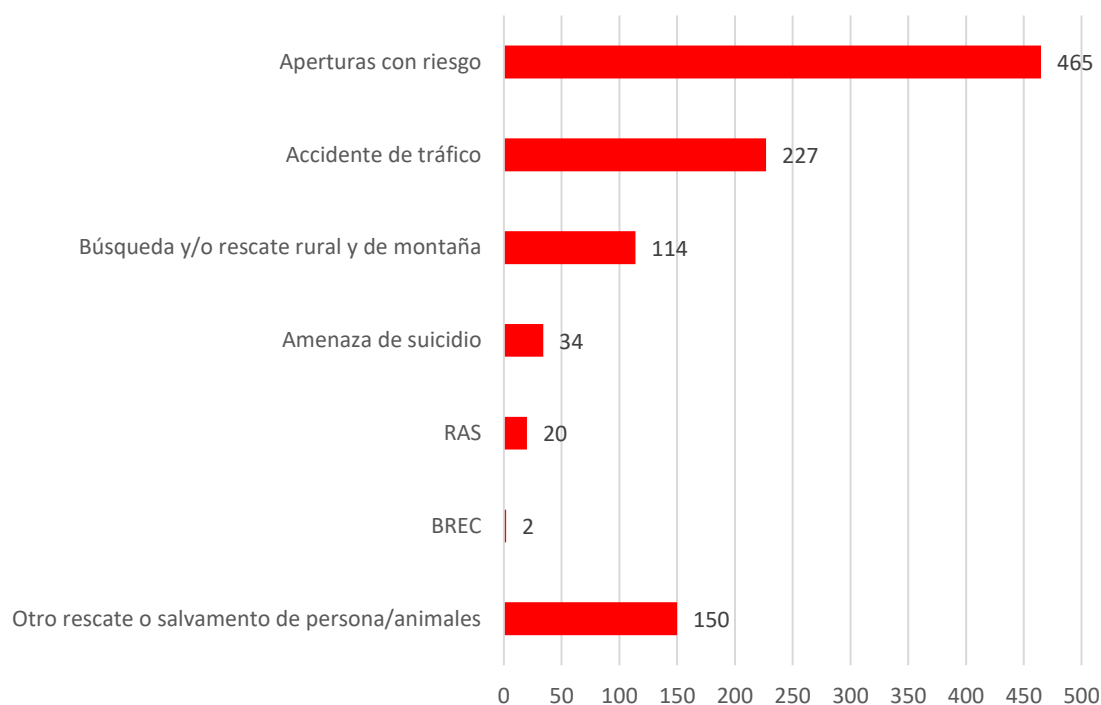


Figure 29 – Number of rescue interventions according to type of intervention

The most frequent intervention is access to homes with people at risk, with 465 interventions of this type taking place. Traffic accidents in which people are mechanically or physically trapped occupy the second position (227 interventions), followed by search and rescue in rural and mountain environments (114).

The category “other rescues” covers very similar situations for which there is no predefined automatic mobilisation of means, such as collaboration with medical personnel with evacuations (a third of the total), work accidents, freeing trapped limbs, animal rescues, etc. This classification includes 150 call-outs with an intervention.

5.3.1. High-risk entries

Risk-related forced entries involve gaining access to homes because there are or may be people at risk inside: elderly people who are alone and do not answer, betiON service users who have pressed the help button but do not answer or open the door, children trapped inside who are unable to open the door, etc.

Also included in this type are urgent interventions for people trapped in lifts where it is not possible to wait for the arrival of technical personnel from maintenance companies.

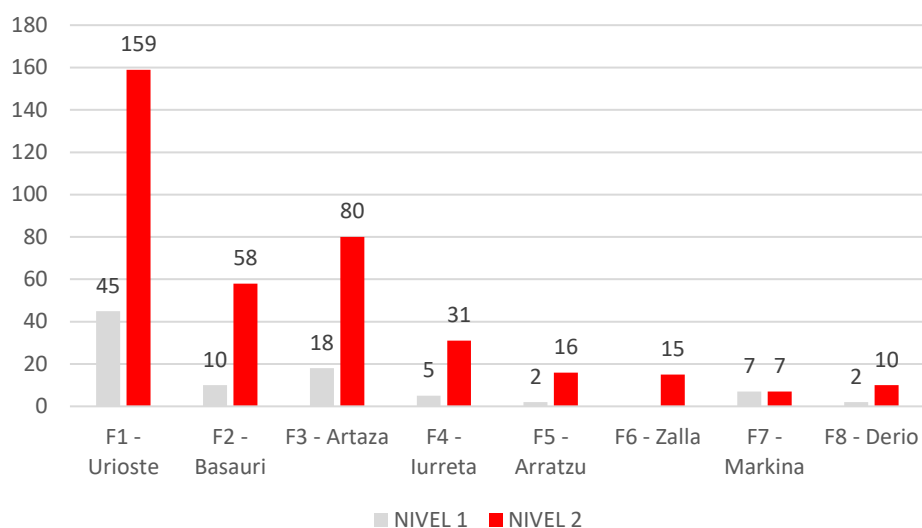


Figure 30 – Classification of high-risk entries by level

In total, there were 465 forced entry interventions in 2024. Almost 81% were level two, situations where people's safety may be at risk.

By station, Urioste carried out the most interventions (204), followed by Artaza (98), Basauri (68) and Iurreta (36). This corresponds with the number of people each station serves.

Once again, the most populous municipalities top the list.

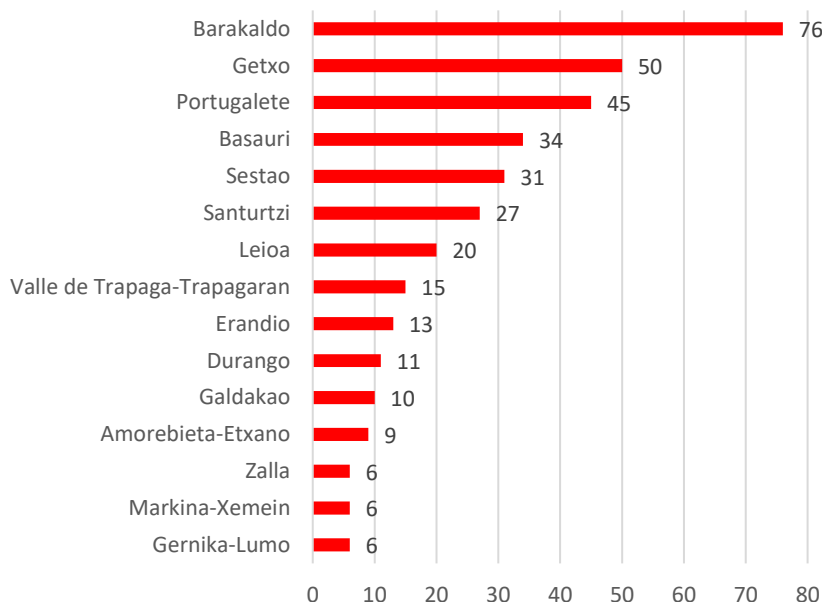


Figure 31 – Classification of high-risk entries by level

These interventions mainly occurred during the day, peaking in mid-morning and at dusk. This is consistent with typical patterns in such services, where carers or relatives cannot get in touch with elderly people and seek emergency assistance.

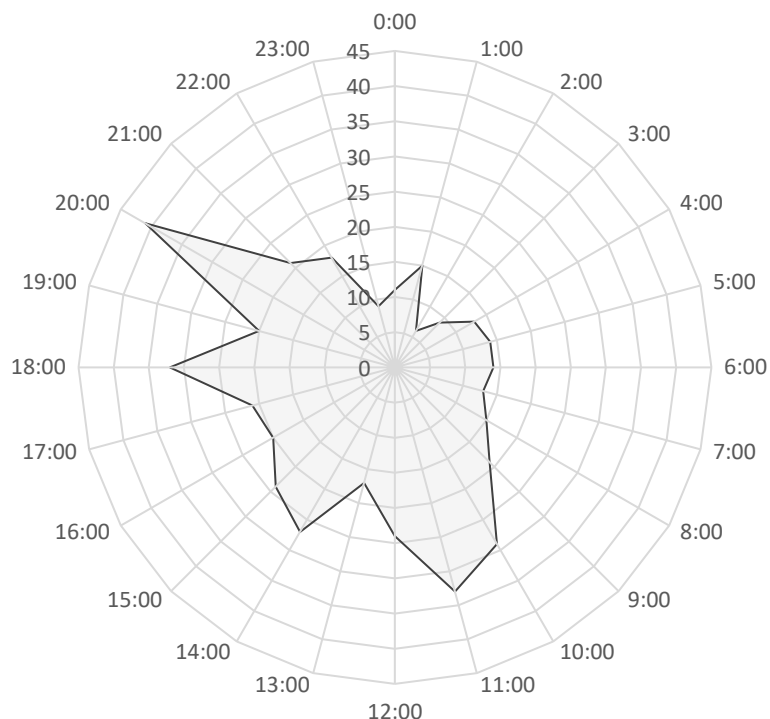


Figure 32 – Classification of high-risk entries by level

5.3.2. Traffic accidents

Traffic accidents are one of the main types of services handled the SPEIS. In 2024, 227 road traffic incidents were attended. Most (203 interventions) were as level one, involving a single vehicle from which people had to be rescued. A further 23 interventions were level two (traffic accidents involving people trapped in more than one vehicle, with heavy vehicles involved or other added difficulties) and only one was classified as level three, an accident on the AP-8 involving a heavy goods vehicle.

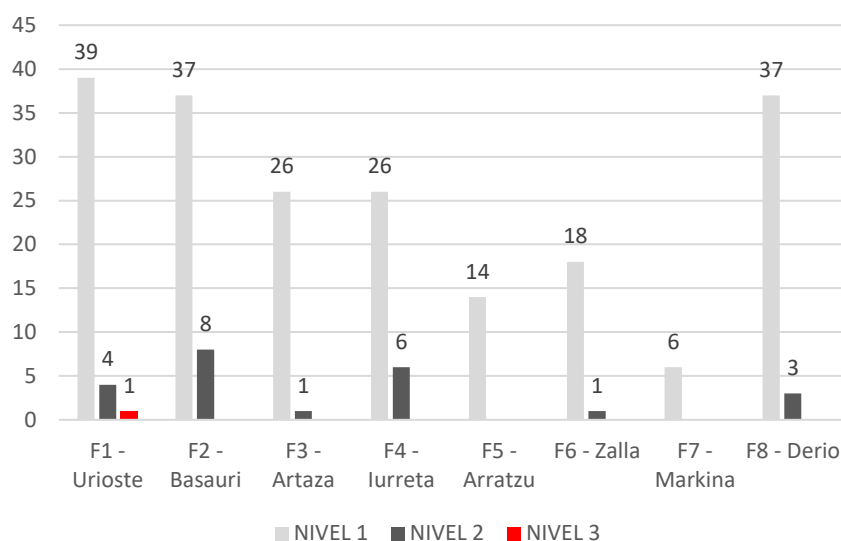


Figure 33 - Classification of traffic accidents by level

With regard to the time of day, most traffic accidents occur during the day and especially when people usually enter or leave workplaces (7:00, 14:00, and 17:00-18:00).

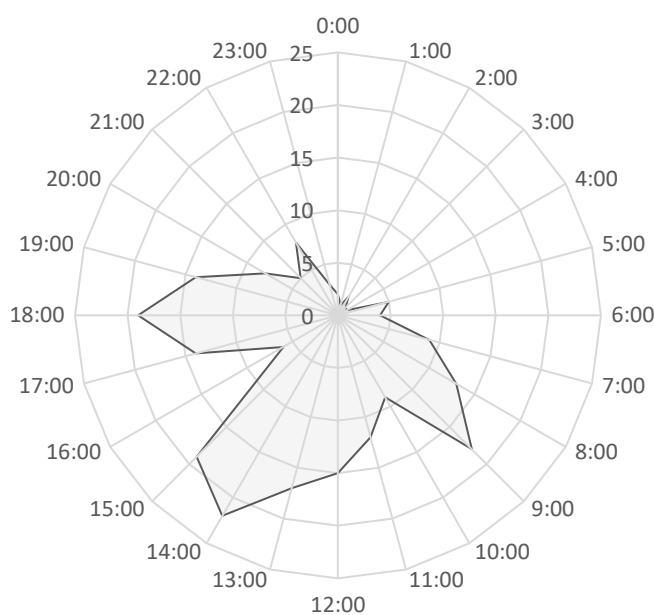


Figure 34 - Distribution of traffic accidents by time slot

In terms of the days of the week, Wednesdays have been the day with the highest number of accidents attended, but there is no consistent pattern over the years.

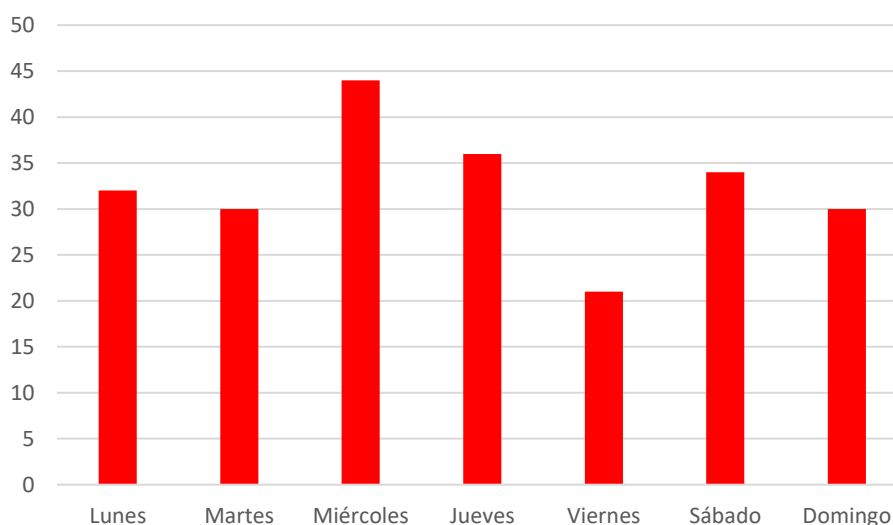


Figure 35 – Distribution of traffic accidents by day of the week

5.3.3. Rural and mountain search and rescue

This broad category includes all those rescues that occur outside urban areas, from searches for missing persons, including the rescue of injured persons in mountainous areas, to the transporting or transferring of injured persons in off-road vehicles on tracks that are not accessible to normal vehicles.

In 2024, the majority (102) of these interventions were level one interventions, with four level two interventions, and eight level three interventions (those requiring special techniques).

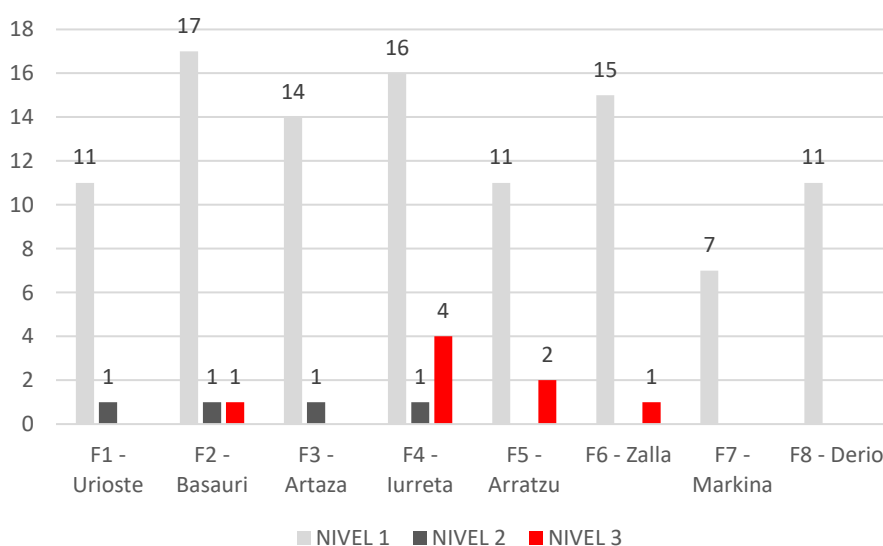


Figure 36 – Classification of rural and mountain searches and rescues by level

In terms of geographical distribution, the stations with the most interventions are Iurreta and Basauri. This is mainly due to the fact that they are the main stations for interventions

that occur in the natural stations of Urkiola and Gorbea, respectively, which also tend to present an added technical difficulty.

With regard to the days of the week, there is a clear trend. Weekends see a greater number of call-outs due to the increase in leisure activities in natural areas.

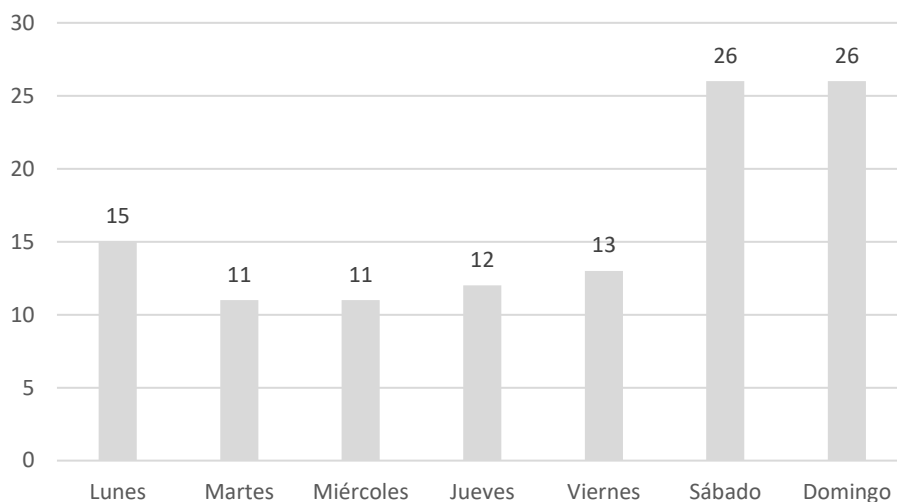


Figure 37 – Classification of rural and mountain searches and rescues by day of the week

By month, there was no clear pattern, though fewer call-outs were required in winter.

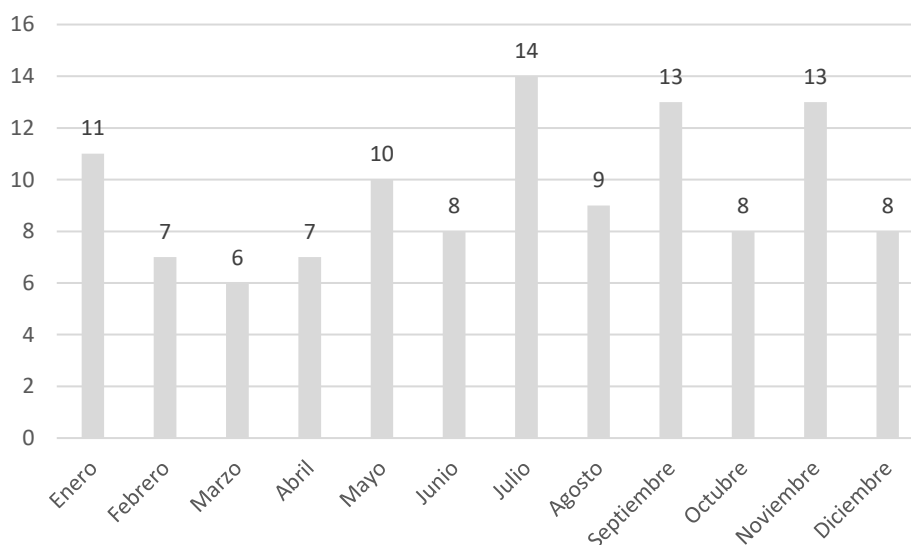


Figure 38 – Classification of rural and mountain searches and rescues by month

Lastly, with regard to time slots, most rural and mountain interventions occurred during the day, particularly in the morning.

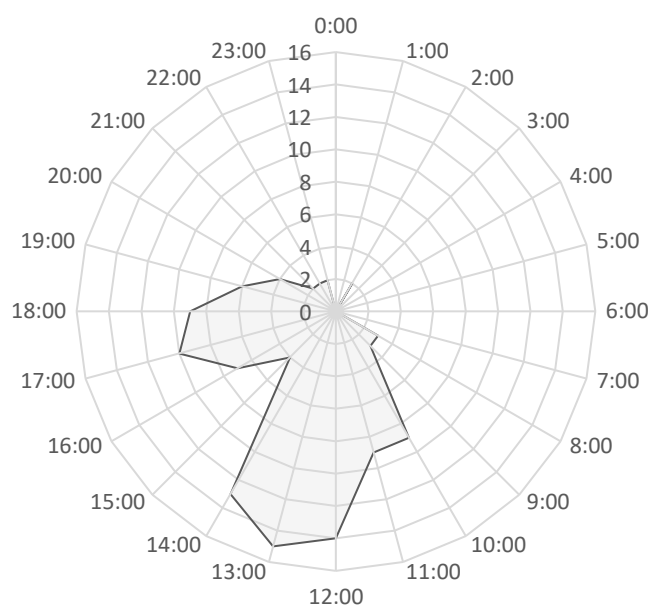


Figure 39 – Classification of rural and mountain searches and rescues by time slot

5.3.4. Suicide attempts

The number of suicide services has continued to grow. This reached 182 services (up 3% from the previous year). In any case, most services are resolved without an intervention, either because the person has decided to put an end to the attempt or because they are already being attended to by health services or police in a safe area before our arrival. Ultimately, intervention was required in only 34 cases, making it one of the service types with the lowest intervention rate (over 81% resolved without an intervention).

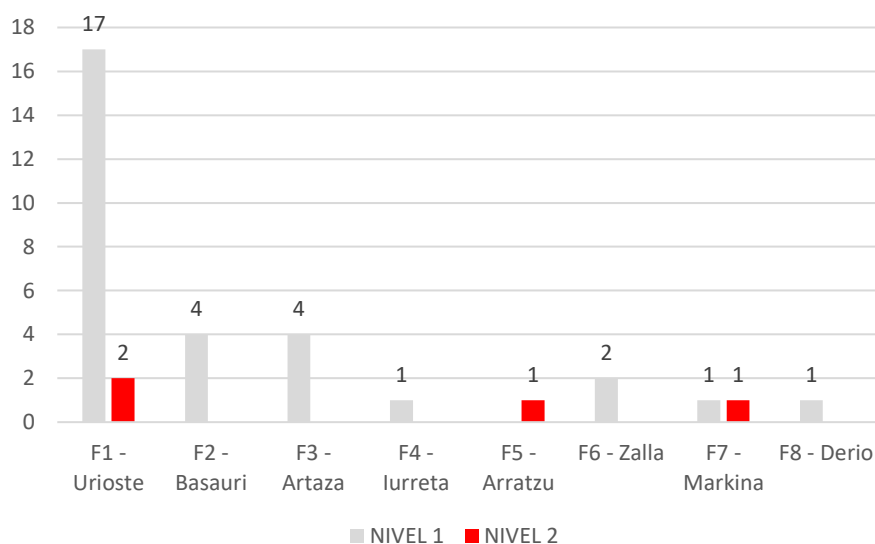


Figure 40 – Classification of suicide attempt services by station and level

Of the 34 interventions, 30 were level one (only the victim involved) and another four classified as level two (interventions with violent persons who threaten their safety and that of third parties or their surroundings). More than of the interventions involved the Urioste station.

5.3.5. Surface water rescue

The number of surface water rescue interventions is very low (20 interventions out of a total of 4271, 0.47% of the total) but these are interventions where may be a high risk for the victims involved.

More than half occurred in the Abra estuary area and were handled by the Urioste or Artaza stations.

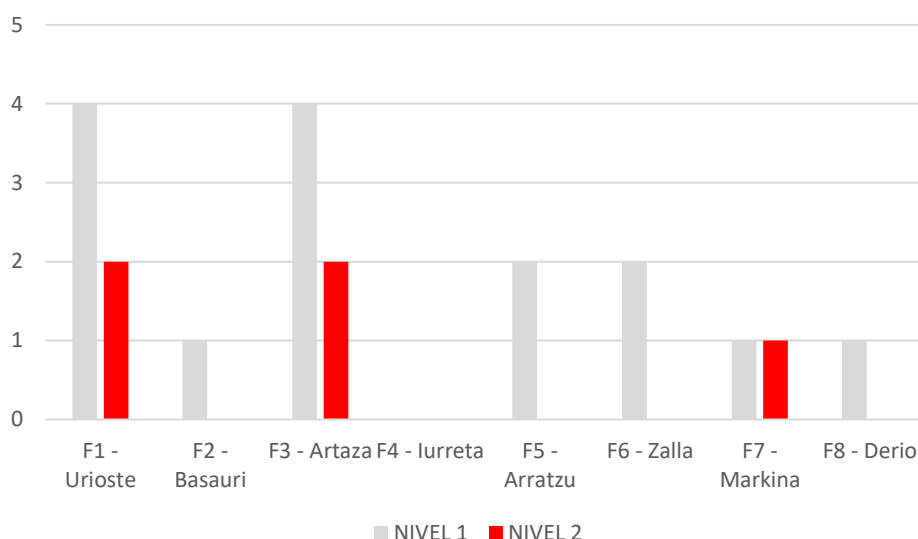


Figure 41 – Classification of surface water rescue call-outs by station and level

5.3.6. Interventions with dangerous goods

In 2024, six interventions with dangerous goods were carried out, four of them in the area of operation of the Urioste station and relating to the transfer of dangerous goods by road and rail to or from the Port.

All but one were level one. The exception, on 9 January, was a level three incident that resulted in the lorry driver's death.

Date	Location	Situation
9 January	N-644 (Santurtzi)	Tanker lorry fire with diesel
14 March	Port of Bilbao	Hydrocarbon leak
9 June	Gernika	Leak from nitrogen-filled tanker
12 June	Port of Bilbao	Leak in hydrofluoric acid container
11 September	N-637 (Erandio)	Road accident involving hazardous goods lorry
6 October	Port of Bilbao	Inspection of sulphuric acid container

In addition, some traffic accidents, especially those involving heavy vehicles, have required the plugging or transfer of fuel from the vehicles involved in the accident themselves, but have already been accounted for as part of the traffic accident interventions.

5.3.7. Other rescues and salvages of persons or animals

The rest of the rescues and salvages of people or animals (150 interventions) cover, as already mentioned, very similar situations for which there is no predefined automatic mobilisation of resources, such as accidents at work, collaboration with health personnel in evacuating people from their homes, animal rescues, etc. The most common intervention is the offering of support to Osakidetza ambulance staff in mobilising patients when their physical condition or the characteristics of the building make their evacuation difficult.

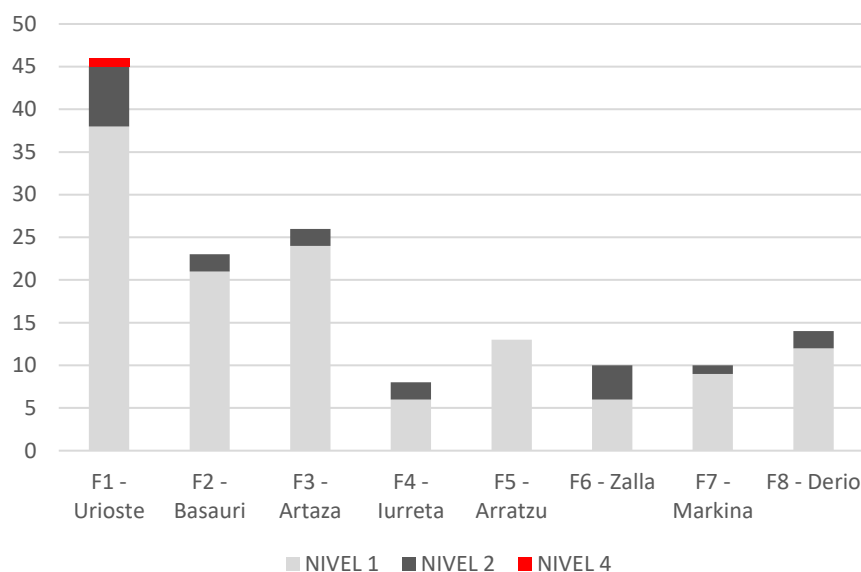


Figure 42 – Classification of other rescues and recoveries by station and level

In 2024, one level four intervention was added: external support in the Valencian Community after the DANA disaster on 29 October. Though assigned to the Urioste station as the first responder, 68 personnel from all stations and ranks took part, working in a four-shift rotation.



Intervention in Valencia after the DANA disaster

The Fire Prevention, Extinction and Rescue Service of the Bizkaia Provincial Council deployed 68 personnel, including firefighters and commanders, along with specialist rescue equipment, to areas affected by the DANA disaster from 3 November. This response followed an offer of support and a formal request from the Generalitat Valenciana to help with recovery following the heavy rainfall and flooding.

Bizkaia's team joined a joint deployment coordinated by the Basque Government. Each of the four teams included 12 firefighter-drivers, two corporals, a sergeant, a sub-inspector and an officer. The teams worked in coordination with the Valencia Provincial Consortium of Firefighters (CPBV), which led the emergency response, rotating in three- or four-day shifts.

Bizkaia's firefighters operated in Alfafar, Massanassa and Paiporta, in coordination with the Valencian emergency services and the local authorities in the area where they were deployed. Their primary responsibilities included ensuring the continuity of rescue operations, mainly participating in removing water and mud from garages and basements, searching for possible victims and inspecting building structures.

In terms of material resources, the Bizkaia Provincial Council sent specialist vehicles and equipment for rescue and water extraction. Among them, a truck crane using a container with 44 bilge pumps of different extraction flow rates with their corresponding power supply units, as well as another container crane lorry adapted to transport generator sets, battery-powered release equipment, PPE and various tools. The personnel also had two light off-road vehicles and two personnel carriers at their disposal.

5.4. Technical assistance

Technical assistance includes all the interventions in which, without there being an imminent risk to people, property or the environment, specialist technical resources are required to avoid unfavourable developments. In 2024, 2,134 situations of this type were dealt with.

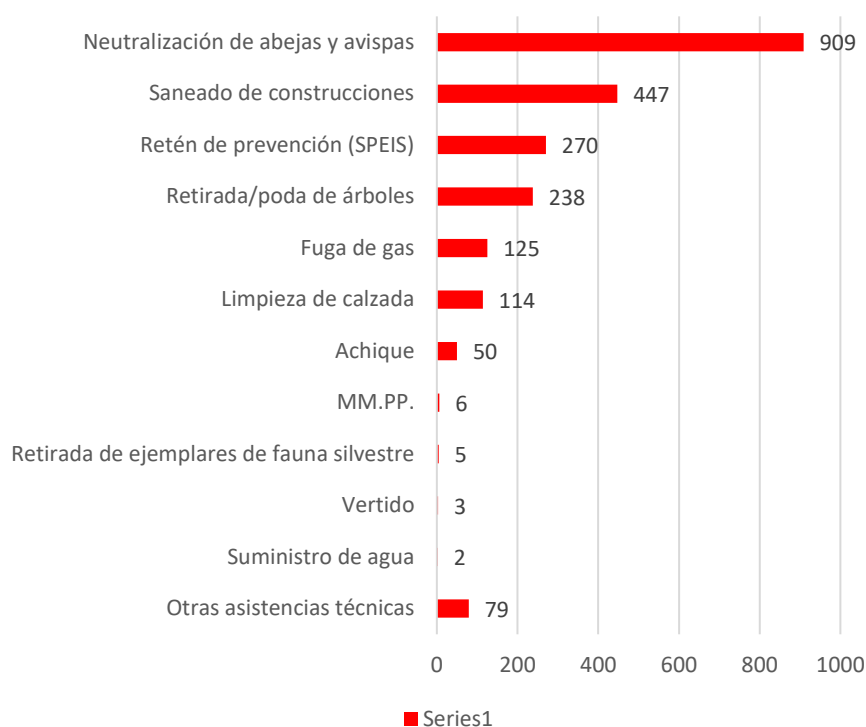


Figure 43 - Number of technical assistance interventions according to type

The most frequent call-outs in this group include call-outs to neutralise or remove bees and wasps, with 909 interventions, followed by making buildings safe (447) and prevention checkpoints (270). In addition, there were 238 tree removals, 125 gas leak interventions and 114 road cleaning operations.

5.4.1. Neutralisation of bees and wasps

Wasp and bee nest removals were the most frequent intervention type for the SPEIS, accounting for over 21% of all interventions in 2024.

These were mainly required in summer and early autumn. The peak came in July, with 245 interventions in a single month.

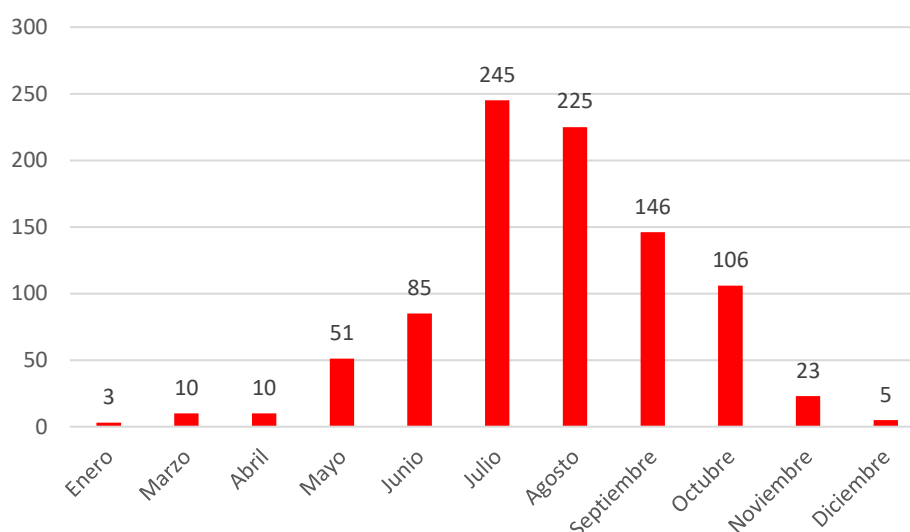


Figure 44 – Wasp/bee removal interventions by month

In terms of the distribution of call-outs by station, the relative weight differs from other types of interventions, as it is not so directly linked to population density and instead responds to other variables such as terrain, vegetation and so on. The stations at Artaza (171 interventions), Basauri (169) and Derio (155) recorded an exceptionally high number of interventions. For Derio, this number has a significant impact on the total number of interventions in the station.

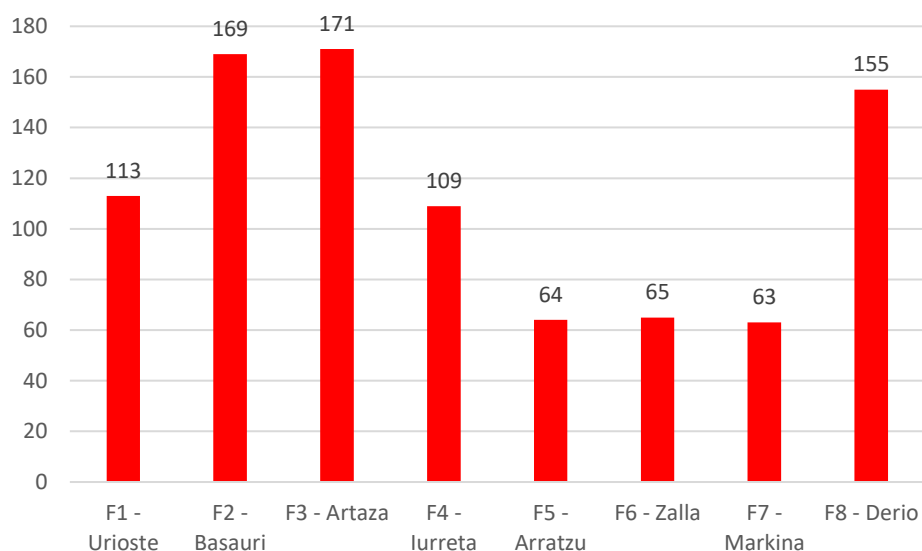


Figure 45 – Wasp/bee removal interventions by station

5.4.2. Making buildings safe

Interventions to make buildings safe are those in which it is necessary to remove or stabilise construction elements that are in a precarious situation and are at risk of falling and causing accidents. These are usually roof tiles, antennae, signs, etc. that have become unstable after spells of strong winds.

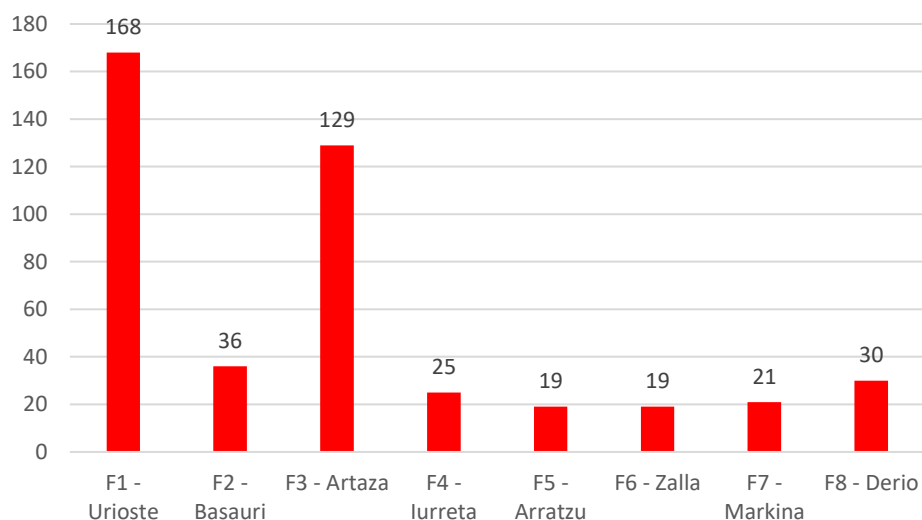


Figure 46 – Interventions to make buildings safe per station

Interventions of this type mainly occur at the stations of Urioste (168) and Artaza (129). This is due to the fact that, as well as having the most densely populated urban centres in their area of operation, the municipalities around the Abra are the most exposed to spells of strong winds.

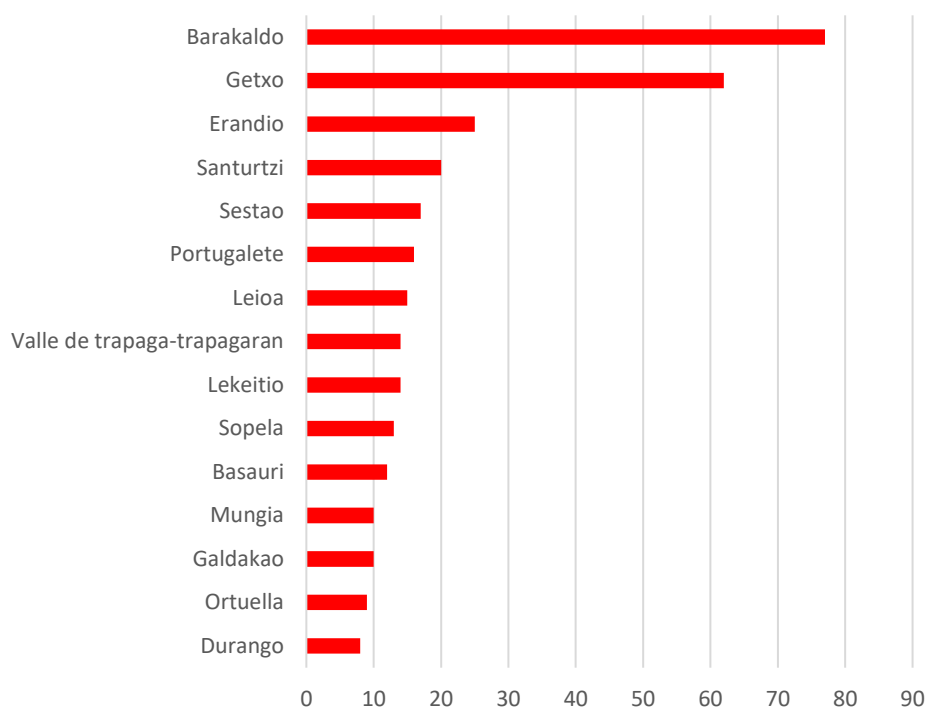


Figure 47 – Interventions to make buildings safe per municipality

5.4.3. Prevention checkpoints

Prevention checkpoints involve the preventive mobilisation of resources to places where there is a greater likelihood of an emergency situation occurring and it is therefore advisable to have intervention teams on site. There are mainly two situations in which prevention standby teams are mobilised within the SPEIS: loading and unloading of dangerous goods and fireworks displays.

Of the checkpoints attended to, the vast majority (243) correspond to roadblocks for the loading and unloading of certain dangerous goods in the port of Bilbao, due to the agreement signed between the two entities.

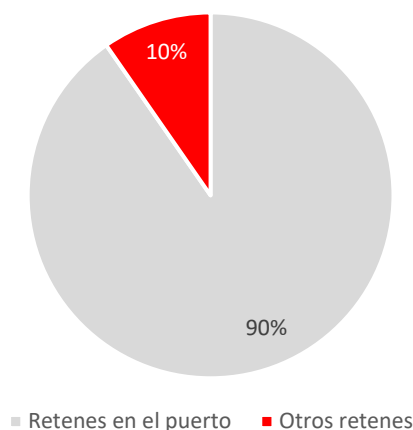


Figure 48 – Distribution of SPEIS prevention checkpoints by type

In terms of the distribution by stations, the checkpoints are mainly manned by Urioste, Basauri, and Artaza. This is due to the fact that these three stations are assigned the task of manning the prevention checkpoints at the port in alternating months.

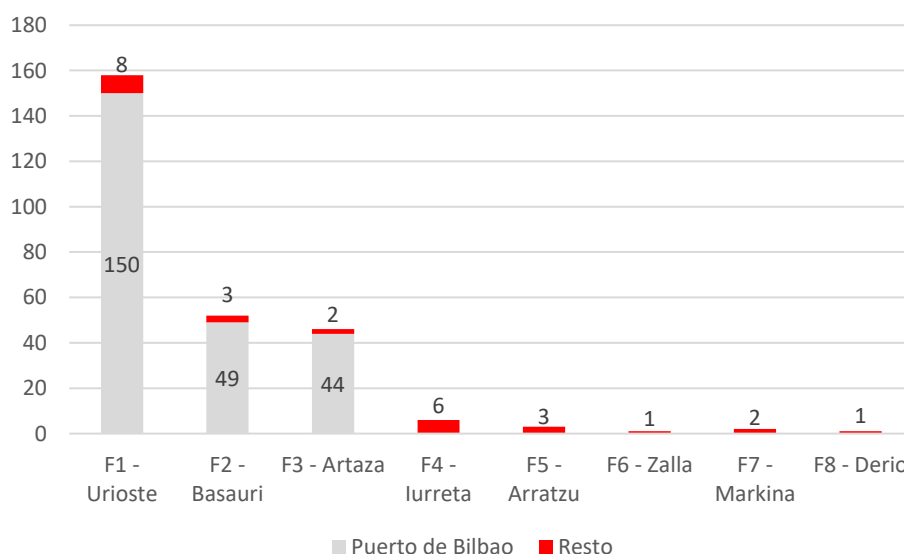


Figure 49 – Distribution by station of prevention checkpoints

5.4.4. Tree removal

During 2024, 238 interventions were carried out to remove fallen trees or those with the potential to fall that posed a risk to people or caused traffic problems.

By station, the distribution is roughly proportional to the rest of the services provided.

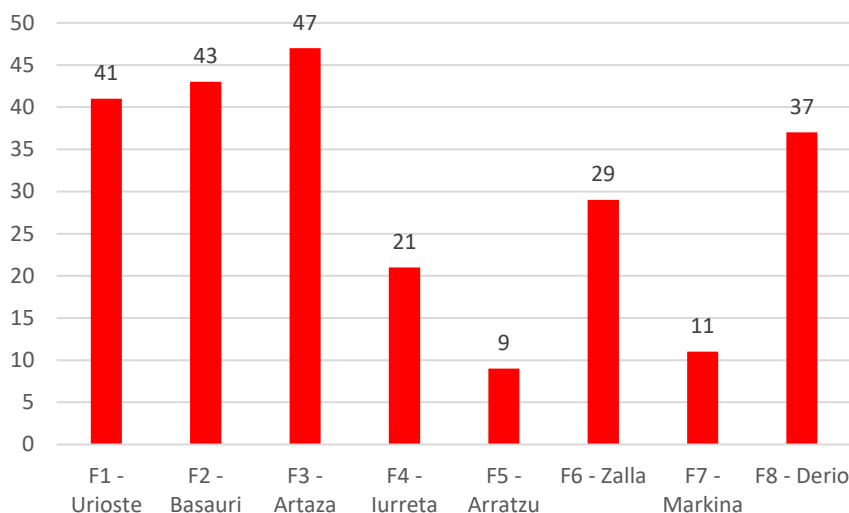


Figure 50 – Distribution of tree removal by station

In terms of monthly distribution, this type of call-out is more common in the autumn months, when there are spells of stronger winds. The intervention peaks in February and October were due to three days of strong winds that generated a large number of interventions.

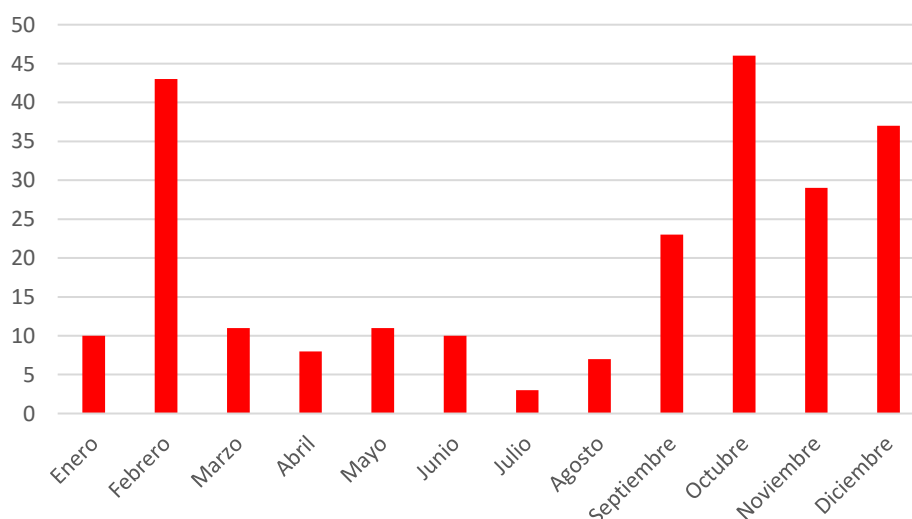


Figure 51 – Distribution of tree removal by station

5.4.5. Road clearing

The SPEIS carries out road cleaning in those situations and places where there is no competent service for it or it has to be carried out urgently and cannot be dealt with.

By station, the distribution of 114 interventions for the year was consistent with that of other services.

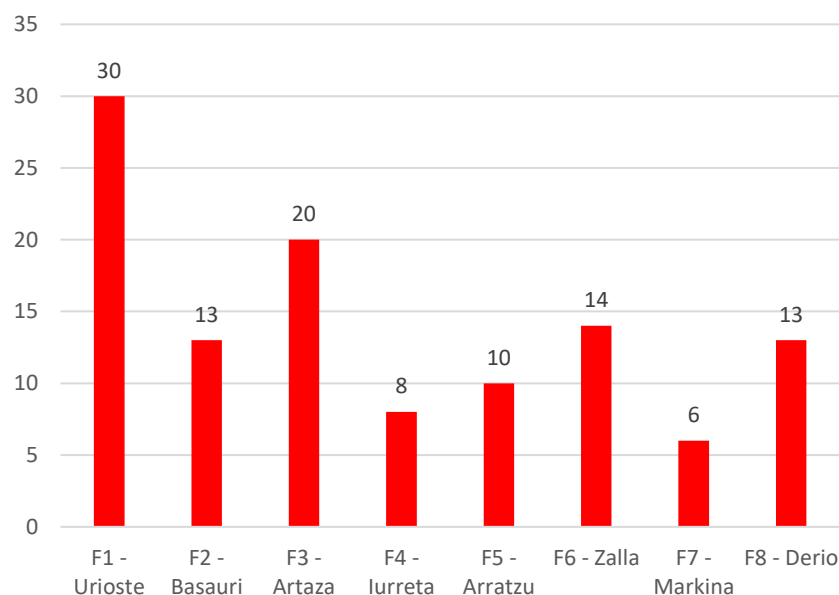


Figure 52 – Distribution of tree removal by station

5.4.6. Gas leaks

The majority of gas leak interventions (96 interventions, 77% of the total) were level one services (potential unconfirmed leak). In many of these interventions, there is no actual leak and the work consists of ruling out leaks using specific gas meters.

A further 26 interventions (20% of the total) were level two interventions (small leak) and only three interventions were classified as level three (large leak).

The level three leaks corresponded to accidental breaks in main pipelines in public areas.

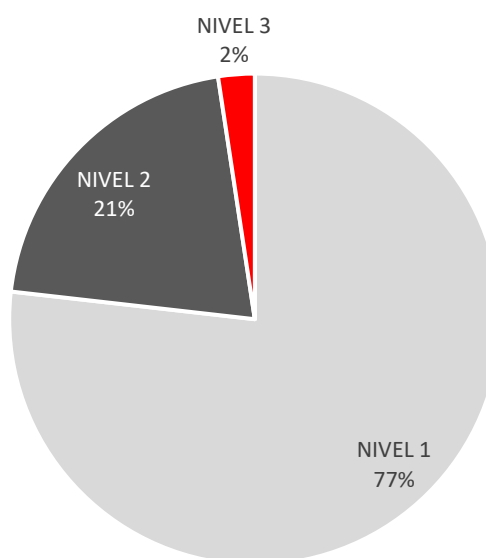


Figure 53 – Classification of structural fires by level

By station, Urioste (with 41 interventions) and Artaza (with 34) had the highest number of interventions.

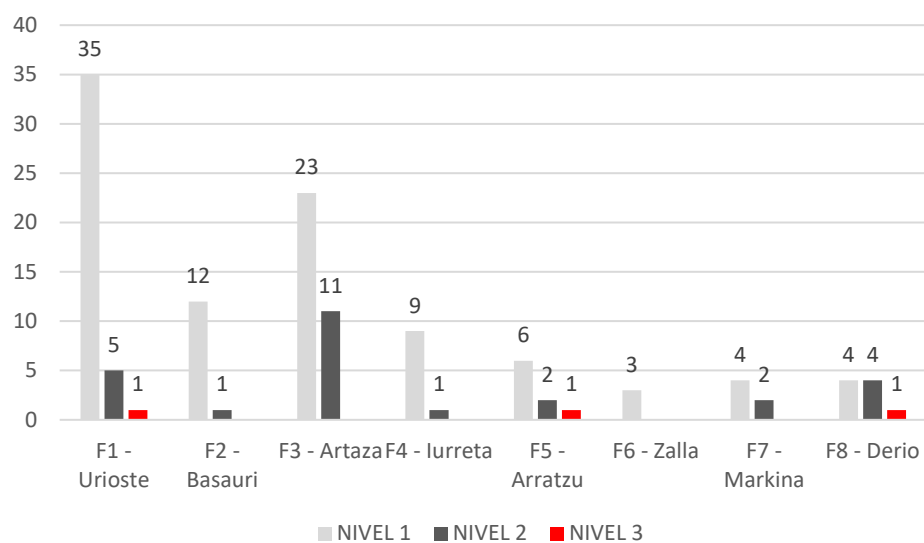


Figure 54 – Gas leak call-outs by type and station

5.4.7. Other technical assistance

During the year, 139 interventions were carried out for technical assistance other than those already analysed. These included 50 bailing operations, 14 wildlife removals, and four water supplies for emergency situations.



Bizkaia

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06

Prevention

Beyond responding to emergencies that occur on a day-to-day basis in the Historical Territory of Bizkaia, the SPEIS belonging to the DFB also works daily to prevent these emergencies from occurring and so that, if they do occur, the personal, material and environmental consequences are minimal.

This activity is carried out by the Fire Prevention Section whose function is to plan and promote actions aimed at minimising risks and increasing safety with respect to fires and other dangers in the Historical Territory of Bizkaia.

This section is made up of three technicians (one section chief inspector and two officers), who carry out technical and operational tasks, although all levels of the service participate in many preventive actions.

Prevention activity in the Bizkaia SPEIS can be classified into three different fields: operational prevention, technical prevention and public awareness.

6.1. Operational prevention

We call operational prevention the actions aimed at those affected and those who intervene so that they are aware of the existing risks and dangers and the guidelines for action in the face of foreseeable emergencies, in this way minimising their consequences.

To this end, a series of meetings have been held with personnel from various administrations, and emergency response planning has been carried out in collaboration with different institutions, with the aim of providing assistance both to external organisations and to the service itself.

Also, with regard to participation in projects at a European level, the Prevention section has participated in two proposals, which are pending approval by the European Commission. It has also participated in the EUFireStat project.

6.1.1. Operational Prevention Sheets

The Operational Prevention Sheet (FPO) is a support tool for emergency teams whose objective is to guarantee precise operational information in a clear and simplified manner to those involved in an emergency situation in places that may involve special risk or vulnerability.

The Fire Prevention Service has maintained contact with various companies, public and private organisations with special risks, to study the risk posed by their activity.

As a result of this collaboration, in the year 2024, a total of 14 FPOs have been prepared or updated that will increase the effectiveness and safety of emergency teams by reducing the consequences to people and property in possible interventions in which the Fire Service participates. Specifically, these are:

- Winoa Ibérica
- Smurfit Kappa
- Acideka (update)
- Oxinorte (update)
- Tepsa (update)
- FCC Ámbito S.A.
- Nemak
- Derio Seminary
- Max Center
- Max Ocio
- H.A. Ilarduya
- Heidelberg Materials

In addition, operational prevention files have been completed for the Gainzabala (update) and Bolumburu tunnels.

6.1.2. Reporting of incidents to other administrations

When the Prevention Section becomes aware of a case arising during a SPEIS intervention that may require the involvement or mediation of municipal social services or other public bodies, this is reported through written communication.

In 2024, a total of 49 incident notifications were submitted to various public administrations.

6.1.3. Visits to specific risk locations

In coordination with the station heads and sergeants, a total of 180 preventive visits have been made to various companies that have activities that involve risks, in order to learn about the first intervention areas of the 8 fire stations.

Technical visits by shift teams from the Prevention Section have been made to the following sensitive locations:

- Aurubis Berango S.L.U.
- Oxinorte A I E
- NEMAK Etxebarria
- Egoín
- Befesa Aluminio S.L.
- Bridgestone Basauri Warehouse
- Winoa Ibérica S.A.
- FCC AMBITO S.A.
- Repsol Butano S.A.
- Acideka
- Smurfit Kappa Nervión S.A.
- Guggenheim Museum storage facility
- Procast Guss – Fundiciones Garbi
- Basauri Prison
- Maier Gernika
- Vicrila
- Hirumet S.L.U

- Bolumburu Tunnel
- Sopelana Metro Workshops
- Ariz Metro Workshops
- Mamariga Funicular
- Tubos Reunidos Group
- H.A. Ilarduya S.L.U.
- Kooperera
- Faes Farma Derio
- Faes Farma Leioa
- Heidelberg Materials Arrigorriaga
- Bermeo Hospital
- Port of Ondarru
- Draxton
- Kide S.A.
- Derio Seminary
- H.A. Ilarduya

6.1.4. Drills

The periodic performance of drills with the activation of the emergency or self-protection plan aims to create organised and operational response habits in the emergency services through practical training.

Drills allow service personnel to become familiar with an intervention and learn about the risks and characteristics of the buildings and facilities where they are carried out.

In most cases, after the drill, a series of deficiencies are identified and the introduction of improvements is proposed both in the established procedures and in the resources and facilities.

In 2024, the Fire Service has participated and collaborated in a total of 12 drills, including:

- Gainzabala Tunnel
- Bolumburu Tunnel
- Loiu Airport
- Nemark
- Petronor
- Max Center
- Bridgestone
- Tubos Reunidos
- Egoín
- Metro Bilbao
- Boroa thermal power station
- Heidelberg Materials Arrigorriaga

Training drills were also carried out, simulating fires in the historic centres of Plentzia, Orduña and Portugalete. These drills have enabled the firefighters of the Artaza, Basauri and Urioste stations to broaden their knowledge of these areas, which are classified as special risk areas, with the aim of putting into practice important aspects for possible

interventions, such as location and access with heavy vehicles, their positioning and the use and recognition of water points, among other aspects.

6.1.5. Updating hydrant data

Access to reliable water sources is essential for resolving major fires effectively. To this end, the SPEIS uses a GIS mapping system that provides information on hydrants across various municipalities.

The BINCABB project, led by the Bilbao Bizkaia Water Consortium in collaboration with the SPEIS, will give intervention teams clarity on the minimum flow and maintenance status of hydrants, with guaranteed maximum distances.

The database is also being updated with support from the following municipalities:

- Ermua
- Abadiño
- Artzentales
- Berriatua
- Karranza
- Lanestosa
- Otxandio
- Portugalete
- Getxo
- Zamudio
- Errigoiti
- Durango
- Port Authorities

6.1.6. Meetings with other organisations

Joint meetings have been held to address prevention-related challenges:

- Loiu Airport Emergency Committee
- Nortegas
- Getxo City Council (accessibility)
- Basauri Prison
- Coordination meeting for Bermeo Bypass drill
- Coordination meeting for Bolumburu Tunnel drill
- Iurreta City Council (accessibility)

6.2. Technical prevention

The Prevention Section provides advice, resolves queries and writes technical reports for administrations, companies and, exceptionally, private technicians.

During 2024, a total of 30 advisory reports were produced based on incidents during interventions or site visits, been provided to companies, technicians, city councils, and other administrations on construction solutions, application of regulations in special situations, fire protection, etc.

Type of report	Editions
----------------	----------

Reports to companies	4
Ruins	7
Accessibility	7
Safety conditions	7
Supply	3
Urban planning	1
Visits	1

Ten additional technical queries were answered from city councils, infrastructure managers, architectural firms and others, regarding SPEIS procedures and fire safety regulations.

6.3. Citizen awareness

Recognising the importance of public education on prevention and fire response, the SPEIS of the Bizkaia Provincial Council is involved in numerous awareness-raising initiatives.

The Prevention Section plans and carries out educational, training, and informative activities aimed at different groups, companies, and institutions, with the aim of promoting the prevention of existing risks and to show the guidelines for action in the event of an emergency.

6.3.1. Visits to fire stations

In 2024, several visits were carried out by different schools and other groups to the different fire stations in the area. The visitors were able to get to know the facilities, see some of the work firefighters carry out, and receive a brief talk on prevention. In all of them, the aim was to strike a balance between fun and educational activities, in order to make the visit entertaining while ensuring that visitors acquire knowledge.

6.3.2. Prevention training sessions

In 2024, various talks on fire safety were given to different groups. The professional guidance talks for students in secondary schools have also continued and three training days have been given to the students of the CFP Tartanga LHII integrated vocational training school, with a theoretical module that includes demonstrations and a practical module to learn about the development of a fire and the use of fire extinguishers.

Furthermore, The Prevention Section has coordinated cooperation with the Arkaute Police and Emergency Academy in the training of newly recruited police officers. More specifically, they have been trained in procedures for intervention in fires, traffic accidents and situations involving dangerous materials, as well as in the use of fire extinguishers.

6.3.3. Citizen awareness campaigns

During 2024, citizen awareness campaigns that address the daily risks that citizens face have been carried out via radio, social networks, and through the distribution of brochures and posters.

Citizen education actions have been maintained through the media, mainly with various appearances in the press and on the radio.

At Christmas, a range of advice on how to avoid fires and accidents in homes linked to the traditions and celebrations of the festivities during this period was disseminated to the public through various media, with the main aims of reducing and preventing all the corresponding risks that arise. It should be emphasised that on such an important day as New Year's Eve, an appeal was made through the press for the public to make responsible use of pyrotechnics and to take extreme precautions.

Once again this year, special attention has been paid to the prevention of accidents at the bonfires of Saint John, with letters to all the town halls and the placement of posters in the planned locations.

6.3.4. Mobile prevention classroom

In 2024, the mobile classroom—designed and equipped specifically to raise fire prevention awareness among the people of Bizkaia, especially children and young people—completed its tour of all districts in the region. Stops were made in Durangaldea (Amorebieta-Etxano), Busturialdea (Gernika), Enkarterri (Güeñes) and Uribe Kosta (Sopela).

Using this portable container converted into a classroom, firefighters from Bizkaia delivered engaging and informative sessions on fire safety and self-protection through talks, practical demonstrations, workshops and games. In addition to the collapsible portable container, a fire engine is also available for each trip.

It is crucial for citizens to know how to respond to a fire. Not only to safeguard lives but also to contain the blaze and reduce damage.

Santurtzi, Igorre, Lekeitio and Derio were among the towns visited in previous years.



LA OLIVA

SGR CIUDAD REAL

BON

INTERVENCIONES
CON MMPP
INVOLUCRADAS

07

Bizkaia
Training

Bilbao
PORT

B

Bilbao
PORT

BILTZAKILEEN
SEGURTASUNA ETA
PREBENTZIOA
V. BILTZAKARRA

BOMBEROS
SANTANDER

BOMBEROS

The SPEIS has a training section made up of two officers and one inspector, which reports to the Prevention, Training and Civil Protection Section, which coordinates the training of newly recruited personnel, as well as on-the-job and career training for the people who make up the service and the activity of the different work groups and instructors.

In 2023, the SPEIS training plan was reviewed in depth and an analysis process was carried out to produce a medium- to long-term proposal to guide future annual plans. Firstly, an analysis was conducted of the training carried out during the previous ten years, training gaps recognised by staff across different ranks, lessons from incident analyses (RETEX), incorporating insights from regular and special drills carried out by shift staff. Alongside content updates, the plan addressed better integration between rank categories, a need repeatedly highlighted by staff, especially middle managers.

The training framework aligns with qualifications SEA676_2 - Fire prevention, firefighting and rescue, and SEA536_3 - Emergency civil protection management and coordination, published in RD 932/2020. These also underpin entry training provided by the Basque Academy of Police and Emergencies (AVPE).

The plan proposed in 2023 was updated and carried forward in 2024. It covers on-the-job training, station drills (a key training tool), career development, the access training and maintenance of the work groups around which the SPEIS training programme is organised.

7.1. Training of new recruits

Induction courses for SPEIS roles are delivered by internal personnel, in accordance with the established criteria and approved by the Basque Academy of Police and Emergencies (AVPE) and therefore qualifying them to work in any of the six Fire Prevention, Extinction and Rescue Services belonging to the Basque public administrations.

In 2024, a sergeant-level induction course was held with 18 candidates. The people who passed the course have been incorporated into the SPEIS job pool.

This course has involved the implementation of a new system of ongoing tutoring and the renewal of the educational and assessment approach of several modules such as structural fires, driving, tools, or rescue in difficult-to-access spaces.

In addition, the SPEIS is carrying out, in collaboration with the rest of the services in the Basque Country and the AVPE, a review and update of the syllabuses in all SPEIS categories.

7.2. On-the-job and career training

On-the-job training is aimed at improving skills and adapting to the job on a continuous basis. Given that the distribution and availability of operational personnel is limited during on-duty hours, the special calendars for firefighter/drivers include a specific timetable for

conducting these training days. For the rest of the management categories, training is scheduled to take place in the morning.

Career training is aimed at developing and refining skills and knowledge related or unrelated to the job being performed; this type of training is voluntary and may be carried out outside working hours.

In 2024, a total of 555 hours of on-the-job training was given to service personnel in the following courses in order to maintain the necessary skills to intervene effectively and safely:

COURSE	Editions	Students
Forced entry techniques (5h)	10	BC-Burus
Structural fire intervention techniques (5h)	15	BC-Burus
Interventions in new technology vehicles (5h)	10	BC-Burus
Safe driving on forest tracks (5h)	18	BC-Burus
Access, location and search in natural settings (5h)	12	BC-Burus
Update on chemical risk interventions (5h)	12	BC-Burus
Operational management and command for corporals and sergeants (5h)	3	Burus - SZ
Recognition and tactics in forced entries (5h)	3	Burus - SZ
Searches in natural and peri-urban areas (5h)	3	Burus - SZ
Recognition and tactics in new technology traffic accidents (5h)	3	SZ-OF
Intervention analysis – RETEX (5h)	6	OF-INSP
PMA3 drills (5h)	4	OF-INSP
Procedure updates (5h)	6	Commanders
SEVESO companies and port environment (5h)	2	Operators
Fire protection systems handling and evacuation	2	Operators
Procedure updates and RETEX	2	Operators

In terms of career training, various members of service staff have received the following courses:

- Group leader (command and control) at ENSOSP (École Nationale Supérieure des Officiers De Sapeurs-Pompiers de France) for sergeants.
- Emergency access for instructors.
- Search and rescue in collapsed structures (level one) at the National Civil Protection School (ENPC) for instructors.

- Search and rescue in collapsed structures (level two) at the National Civil Protection School (ENPC) for instructors.
- Vehicle gas systems for instructors.
- Applied hydraulics for interventions for instructors.
- International Trauma Life Support (ITLS) for instructors.
- Medical Response to Major Incidents (MRMI)
- SRT - Rough water and flood rescue technician
- RVW - Rough water rescue technician
- Technical director of forest fire extinction, Intermediate level (DTE-B).
- Drone pilot training and accreditation A1/A3, STS ES01–STS ES02 and radio operator.
- IRATA level one for instructors
- Training for trainers, basic level FOR1 - instructor.
- Training for trainers, advanced level FOR2 - pedagogical coordinator.

7.3. Manoeuvres

The work teams of the Bizkaia Provincial Council's fire brigade follow an exhaustive daily schedule of manoeuvres that enables them to maintain the necessary skill level for the different types of interventions they encounter. This training is usually carried out at the facilities of each station, but manoeuvres are also carried out in realistic intervention environments, with the aim of continuing to improve emergency response.

Each day, the SPEIS watch staff carry out manoeuvres following the calendar established by the service training area. During 2024, the implementation of the manoeuvre procedure continued, which involves updates to the manoeuvre catalogue, the organisation of the calendar, and the level of command in each manoeuvre.

In addition, the following guided manoeuvres have been carried out by instructors:

- Action in suicide attempts
- Forced entry
- Biohazard
- Initial medical care
- Safe use of aerial ladders

Special drills were also held in real environments, including surface water rescue (SWR) drills near several stations and fire drills in the historic centres of Portugalete, Plentzia and Orduña.

These training sessions, designed with the support of city councils, made it possible to put into practice in the field priority aspects of fire safety such as access and placement with heavy vehicles, the positioning of aerial ladders, hydraulics in complex spaces, or rescues with manual ladders, among other things. The data obtained during the manoeuvres, in addition to training, improves the information available to enable quick decision making by the managers in the event of a real emergency.

7.4. Ispaster training area

The Bizkaia Provincial Council has a training area in Ispaster, where, in addition to the courses and drills of the SPEIS itself, courses are held for emergency services, companies, nautical and fishing schools and public awareness initiatives. In 2024, 118 courses were held that 1,424 people attended.

7.5. Joint drills with the Mountains Service

In 2024, the Bizkaia Provincial Council launched a training programme for forestry patrols and the region's fire service to improve forest fire suppression operations through the use of water drops from helicopters. The goal is to ensure all technical staff are well-prepared for such emergencies, strengthening Bizkaia's capacity to respond to forest fires, which are an increasing risk due to climate change.

Weekly drills are held in both scrubland areas without tree cover and wooded areas to improve communication and team coordination when defining objectives, strategies and tactics.

Each session involves a six-person Mountains Service team, a forest fire engine from the Fire Service and commanders from both services of the Bizkaia Provincial Council.

7.6. Participation in events

The instructors of the working groups and controls have participated in various congresses and professional events during 2024:

- ENRATT (Rescue in Traffic Accidents and Trauma National Meeting)
- Occupational risk prevention sessions on working at height (Seville)
- French USAR team accreditation exercise.
- International sessions in Béjar
- Rescue days in Alcañiz

- International MRMI course
- Technical sessions on mid-mountain rescues (Gran Canaria Emergency Consortium).

7.7. RTA Meeting

A total of 90 firefighters took part on 26 and 27 February at the internal road accident rescue event at the Iurreta station held annually by the firefighters of the Bizkaia Provincial Council, the only one of its kind to have been held in the Basque Country in 2024.

Some 72 of the participants were firefighters and corporals from 12 teams across Urioste, Basauri, Artaza, Iurreta, Arratzu, Zalla and Derio stations. One team was selected to represent the SPEIS at the National Road Traffic Accident and Trauma Rescue Meeting (ENRATT) in June in A Coruña. These types of competitions are held all over the world and aim to improve the response of fire services in actual interventions.



The challenge consisted of solving a 20-minute manoeuvre against the clock in which a trapped victim has to be rescued. In these drills (which the teams are not aware of in advance, as they are assigned by draw and only revealed at the moment they are due to begin), they may come across overturned cars, vehicles stacked on top of one another or that had collided with trees. Each team features a commander, a medic and a technical crew of three or four firefighters, who must demonstrate their ability to resolve the traffic accident scenario before an external panel of judges.

The drills are evaluated and scored by judges from the Professional Association for the Rescue of Traffic Accident Victims (APRAT). They assess the commander, the technical team, and the person providing medical care received by the victim, in accordance with criteria agreed internationally by the World Rescue Organisation (WRO), a body that

emergency services from all over the world form part of and which seeks to improve rescue standards in traffic accidents.

This year, following the success of the previous edition, an invitation was extended to all fire services in the Basque Country to field one team each. Services from Bilbao, Donostia/San Sebastián and Vitoria-Gasteiz accepted the challenge, bringing the total to 15 teams competing across two days.

These events aim to improve real-world traffic accident responses and victim care by fire services. Lessons learned during training and competition help refine techniques, build new skills and improve both training and real interventions of the provincial service teams and, consequently, makes it possible to raise the response level in this type of intervention.



7.8. ORP Firefighters Congress 2024

Over three days, more than 150 fire service professionals, safety technicians and representatives from sector-related organisations and companies gathered at the Port of Bilbao to share knowledge, exchange experiences, test new equipment and streamline safety and occupational risk prevention practices.

The event, jointly organised by the Bizkaia Provincial Council, the Bilbao Port Authority and the ORP Firefighters association, was primarily aimed at promoting a culture of prevention in the field of firefighter safety and intervention, presenting new methodologies and techniques to improve safety conditions during operations.

Alongside professionals from the Bizkaia SPEIS, the congress brought together representatives from more than 30 different fire services, occupational risk prevention technicians and representatives from companies and organisations linked to the sector.

Throughout the congress, various talks and practical workshops were held on key topics such as interventions involving hazardous materials, the safe design of hydraulic installations, safety in work at height and on ladders, interventions where urban and forest land meet and the digitalisation of services. Issues related to psychosocial risks in the profession and psychological support for responders were also addressed.

The workshops followed a rotating format, allowing participants to attend multiple sessions. A round table was also held with experts from OSALAN, the National Institute for Safety and Health at Work (INSST) and the Labour Inspectorate, focusing on pollutants encountered during firefighting operations.

The congress also featured the participation of leading companies in the emergency sector, who presented their latest technological innovations to improve safety during complex interventions.

The programme also included demonstrations on the use of advanced emergency response equipment. Among them was the new multifunction robot already in service at the SPEIS.

7.9. Working groups

The service has 16 active working groups, in which operational personnel of all categories participate as instructors and collaborate in the elaboration of procedures, choice of equipment, etc.

In 2024, a specific group was created for communications centre operations (Bizkaia Prest), ensuring that themed working groups are now in place across all areas of the Emergency Directorate.

Continuing with the aim of ensuring that all staff collaborating as instructors receive the corresponding training in order to standardise teaching methods, this year another edition of the “Training for Trainers - FOR1” course was given.

Various “technification” courses have also been carried out for the instructors of the different working groups.

WORK GROUPS
Structural fires
Rescue in traffic accidents
Rescue in difficult-to-access spaces
Forest fires
Driving and vehicles
Mountain interventions
Hydropower
Chemical, biological and electrical risks
Tools and emergency access
Surface water rescue
Search and rescue in collapsed structures
Bees and wasps
Initial healthcare
Respiratory equipment
Emergency psychology
Bizkaia Prest – communications centre



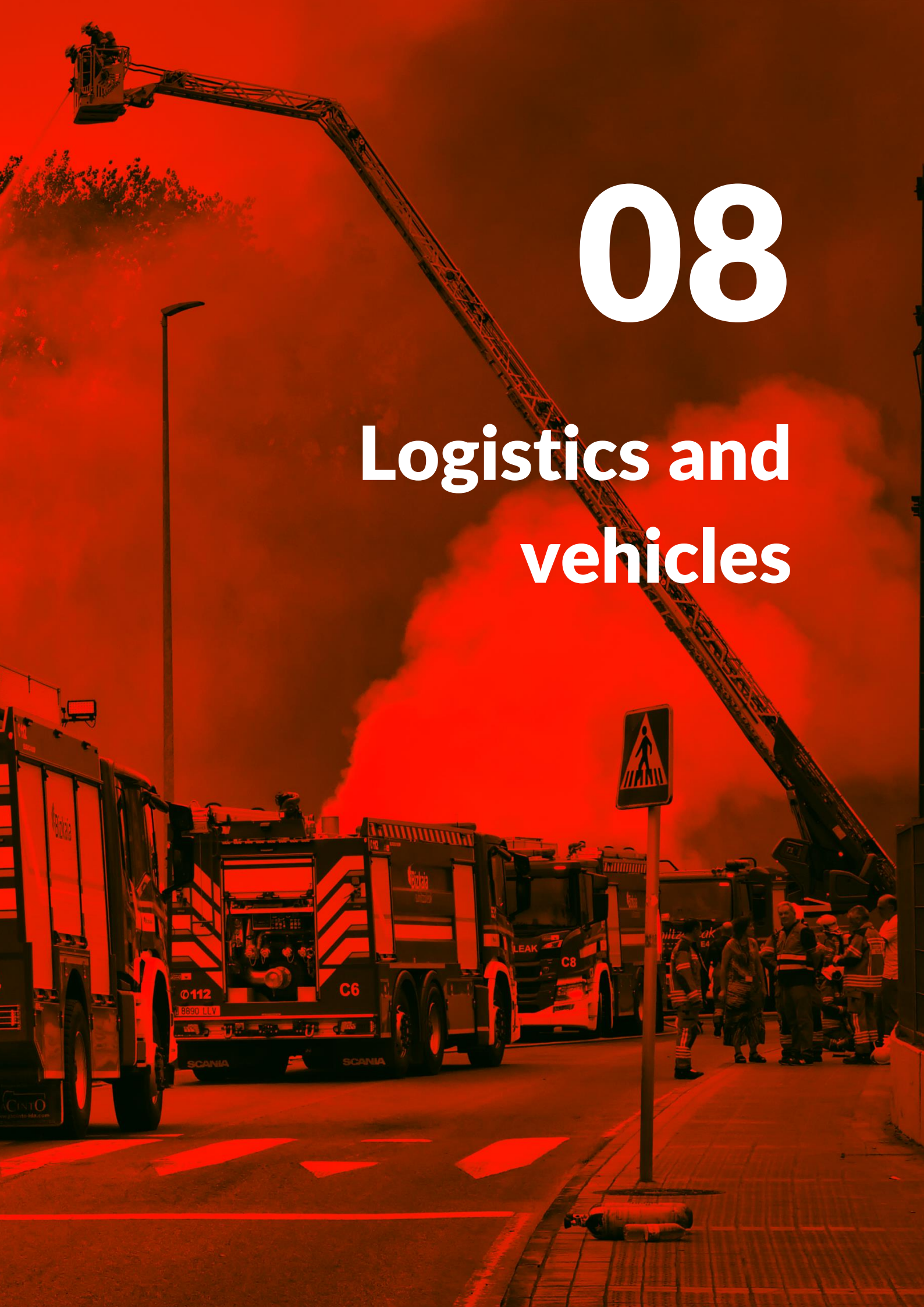
Bizkaia
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SUHILTZAILEAK
BIZKAIA

A red-tinted photograph of a fire scene. In the foreground, a Scania fire truck with the number 112 and C6 is visible. A long aerial ladder extends from the truck towards the top left. In the background, thick black smoke rises from a fire. Several firefighters in full gear are standing on the right side of the frame. A pedestrian crossing sign is visible on the right. The overall scene is dramatic and urgent.

08

Logistics and vehicles

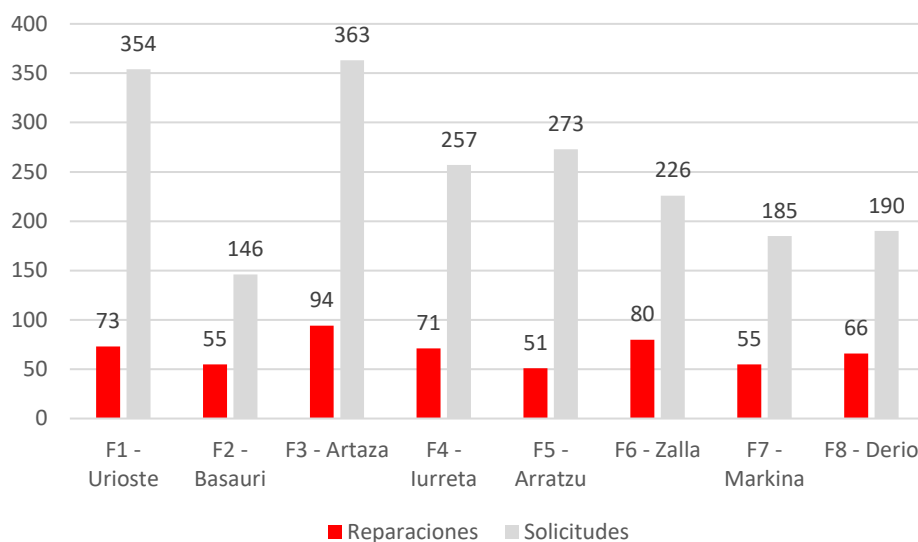
The technical-administrative section manages the logistics and vehicles units and is responsible for maintaining the material resources of the SPEIS.

8.1. Logistics unit

The logistics unit is composed of an inspector, two maintenance assistants, an administrative assistant and an external service for the maintenance of special equipment.

Logistics manages the SPEIS warehouses, acquisitions of material resources and both preventive and corrective maintenance of the different equipment (except vehicles).

2,539 requests for assistance from the stations were resolved. These included requests for consumables, clothing and lost or damaged materials, etc. (1,994 in total) and equipment repairs (545). They were distributed by station as follows:



Graph 55 - No. of requests for assistance resolved by the logistics unit (by station)

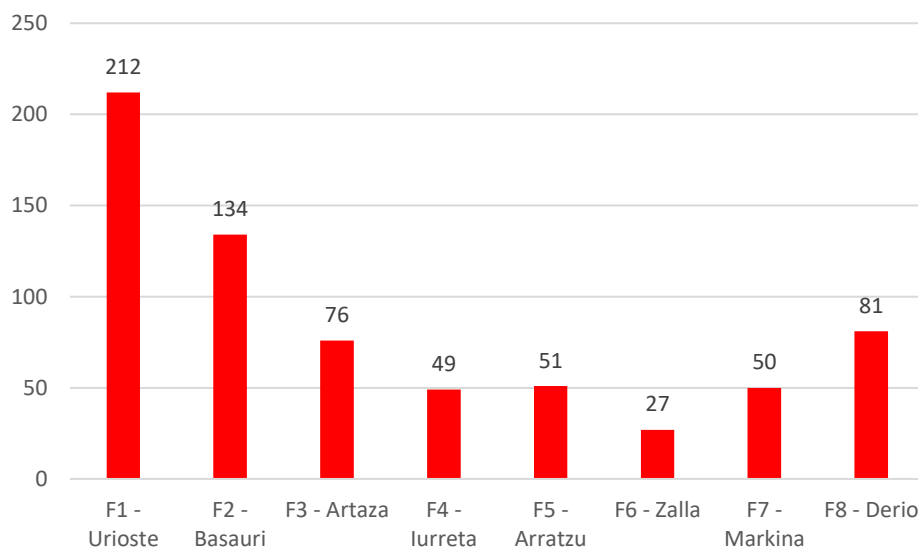
In addition, the unit is responsible for the preventive maintenance of equipment according to the work plan established by an equipment preventive maintenance procedure.

During 2024, over 1,500 preventive maintenance operations were carried out. All masks at the stations were cleaned and checked twice, as were those at the Ispaster training area (60). In total, 1,204 mask cleaning and maintenance operations were carried out. As in previous years, all harnesses and regulators at both the stations and Ispaster were cleaned and maintained: 165 cleaning and maintenance operations were performed on harnesses and 165 on regulators, along with maintenance of 15 chemical protection suits.

In addition, maintenance of other equipment such as breathing air compressors, breathing air cylinders, structural fire suits and equipment for working at height was supervised by specialist companies.

EQUIPMENT	MAINTENANCE CARRIED OUT
Masks	1204
Harnesses	165
Regulators	165
Bottles of breathable air	437
Breathable air compressors	11
Bottle filling stations	10
Level 3 chemical protective suits	15
Structural firefighting suits	391
Equipment for working at height	2128
Gas gauges	20
Calibration stations (X-Dock, Smartcheck)	3
Industrial washing machine	8

The logistics area is also responsible for cleaning firefighting suits after use in fires. In 2024, 680 suits were cleaned and checked, distributed by station as follows:



Graph 56 – No. of firefighting suits cleaned (by station)

8.2. Vehicles unit

As of 31 December 2024, the SPEIS vehicle unit manages a fleet of 105 vehicles formed by 65 heavy vehicles and 40 light vehicles, as well as 40 trailers and containers of different types, distributed between eight fire stations and five stations of volunteers and civil protection volunteers.

The area is made up of one technical engineer and two maintenance assistants, forming part of the Technical-Administrative Section.

32 changes of tyres and fixed punctures, 67 ITV (mandatory vehicle inspection) appointments and 32 programmed maintenance tasks have been managed, distributed as follows:

	BUP	BUM	BNP	BFP	AEA	FUV	GR	TT	Light	ITUR	Trailers	TOTAL
Chassis maintenance	11	2	4	5	5	6	2	9	4	4		52
Allison automatic gearbox maintenance	7		1		2	3	1					14
Magirus ladder maintenance					5							5
Ladder maintenance					10							10
Crane hook maintenance							2					2
Pump maintenance	17	2	7	9				1		6	7	49
Subtotal	35	4	12	14	22	9	5	10	4	10	7	132

A total of 486 workshop service requests were handled in 2024, an increase of 3.6% compared to the previous year, distributed as follows:

Group	Concepts	Quantity
Group 3	SPEIS vehicles. Cars, SUVs, vans, trucks, and trailers	71
Group 4.1	Trucks - Chassis and electromechanical unit	133
Group 4.2	Lorries - Bodywork	15
Group 4.3	Trucks - Automatic gearboxes (Allison)	20
Group 5.1	Aerial ladders, fire extinguishing pumps, and generators	124
Group 5.2	Cranes, container hooks, containers, platforms, and other hydraulic equipment	6
Group 7	Specialised vehicle cleaning and disinfection treatments	117
TOTAL		486

Work began on fitting roof racks to off-road vehicles at all stations, following last year's pilot on the TT4.

Work is continuing on the implementation of the IT system for the management of vehicles and their incidents, which is already operational in all stations, currently in the testing and adjustment phase.



A firefighter in a trench, illuminated by a red light source, creating a dramatic, high-contrast scene. The firefighter is wearing a helmet and a jacket with a visible logo. The background shows the rough, textured walls of the trench.

09

Procedures and investigation

The SPEIS has a procedures and investigation unit, made up of two officials and one inspector, and dependent on the Prevention, Training and Civil Protection Section, dedicated to the analysis of accidents and the preparation and implementation of the procedures that determine the guidelines for action in the SPEIS.

9.1 Procedures and protocols

During 2024, procedures have been approved, prepared by the procedures unit with the collaboration of the SPEIS working groups in which personnel from all categories participate:

POS Wildfires – Annex on helicopter use

A new annex was added to the wildfire intervention procedure to establish guidelines for the activation and use of the firefighting helicopter by both the SPEIS and the Mountains Service.

POS Use of firefighting helicopter in non-forest operations

Operational procedure setting out the activation and use of the firefighting helicopter for non-forest operations by the SPEIS.

PGP Bee and wasp interventions (update).

Operational procedure for bee and wasp removal interventions. It has been updated (version 6) with new occupational health measures, removal of temporary COVID-19 protocols and simplification of intervention levels.

PGP Post-intervention cleaning and decontamination of equipment.

Procedure setting out the actions to be taken for the prompt removal, containment, cleaning and re-commissioning of equipment contaminated in firefighting operations, along with hygiene measures for personnel.

Due to its complexity, it was implemented through a pilot project at the Arratzu and Zalla stations. Training and awareness-raising sessions were also held for commanders, shift team representatives, prevention delegates from the Provincial Council and occupational health and risk prevention staff.

Implementation across the remaining SPEIS stations will be completed during 2025.

Work was also carried out on implementing a procedure for the safe use of aerial ladders. In addition, the operational procedure for high-risk entries was updated, with all operational staff receiving training. Both procedures will be formally implemented in the first half of 2025, once 100% of teams have been trained.

At the end of the year, there were another 11 operational and service management procedures in a different phase of preparation in this area.

With the aim of having the entire system of SPEIS procedures updated in both Basque and Spanish, since 2023, all the procedures published have also been drawn up in Basque. In addition, several previous procedures that were only in Spanish have been translated over the past two years, bringing the total number of procedures published in Basque to 65%. In 2025, the objective of making the SPEIS document system completely bilingual will be achieved.

9.2 Analysis of interventions

In 2022, intervention analysis and experience feedback (RETEX) were formalised as part of operations. Since then, 57 analyses have been conducted and shared in 14 meetings with commanders, establishing the initiative as standard practice within the service.

In 2024, RETEX analyses were carried out for 14 interventions:

- TPC4 on the access road to the Port of Bilbao.
- Industrial fire in Basauri involving asbestos.
- Community garage fire in Leioa.
- Farmhouse fire with fatalities in Ajangiz.
- Use of stability sensor in emergency shoring.
- Industrial fire with hazardous materials in Iurreta.
- Accident involving high-voltage line and fires in Amorebieta.
- Industrial fire in Galdakao.
- Industrial fire in Trapagaran-Valle de Trápaga.
- Industrial fire in Arrigorriaga.
- Deployment due to the DANA disaster in Valencia.
- Level three gas leak in Barakaldo.
- Entry into a residence due to the presence of carbon monoxide.
- Level three structural fire in Basauri.

For the first time, this analysis also included a summary of workplace accidents and significant incidents.

The findings were shared and discussed throughout the year in six meetings with middle and senior managers and have been made available to all staff on the SPEIS intranet.

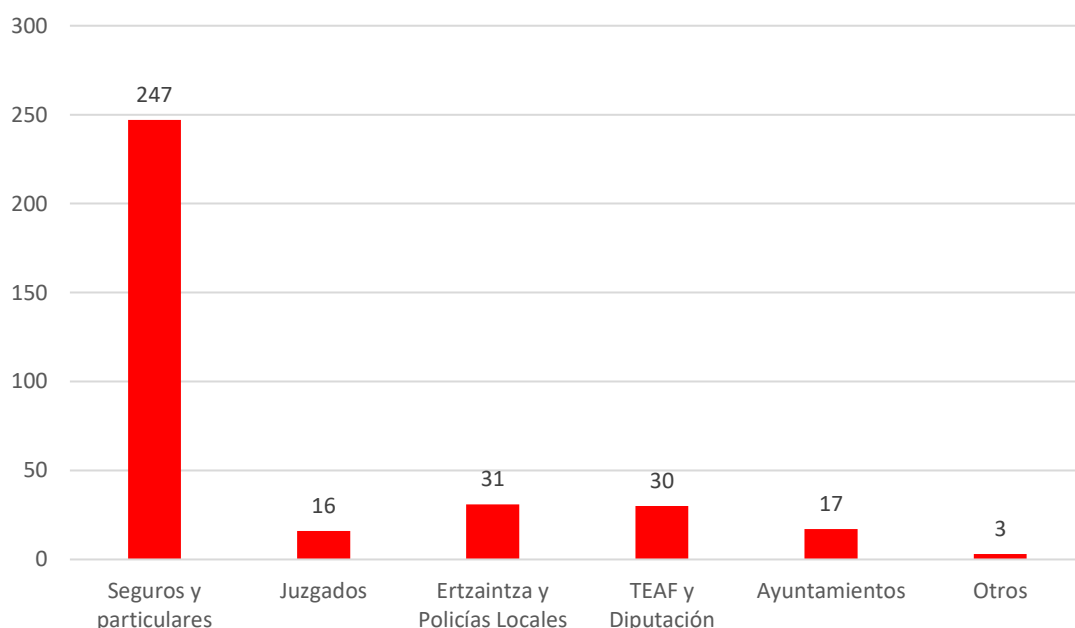
9.3. Investigation of fires

During 2024, the area's team has collaborated with agents of the Scientific Police in several investigations of fires in which they had previously intervened. This collaboration has involved providing detailed information on the interventions, joint visual inspections, and logistical support for additional inspections.

9.4. Preparation of reports

The procedures unit prepares intervention reports at the request of individuals, police, city councils, and courts, among others. In 2024, a total of 344 reports were issued, an increase of 22% compared to 2023.

Broken down by who requested them, most (247) were for private individuals and insurance companies, followed by reports for the police (31), the Provincial Council (30), city councils (17) and courts (16).



Graph 57 - Reports made in 2024, by type of petitioner

The average response time was 4.94 days, a 15% reduction compared to 5.7 days the previous year. A total of 83.4% of the requests were resolved in less than a week, and only 5.2% took more than two weeks, which is the best result to date. All these delays have been due to the fact that they were particularly complex interventions or investigations in which the necessary data was missing, which required the gathering of additional information from the personnel involved.

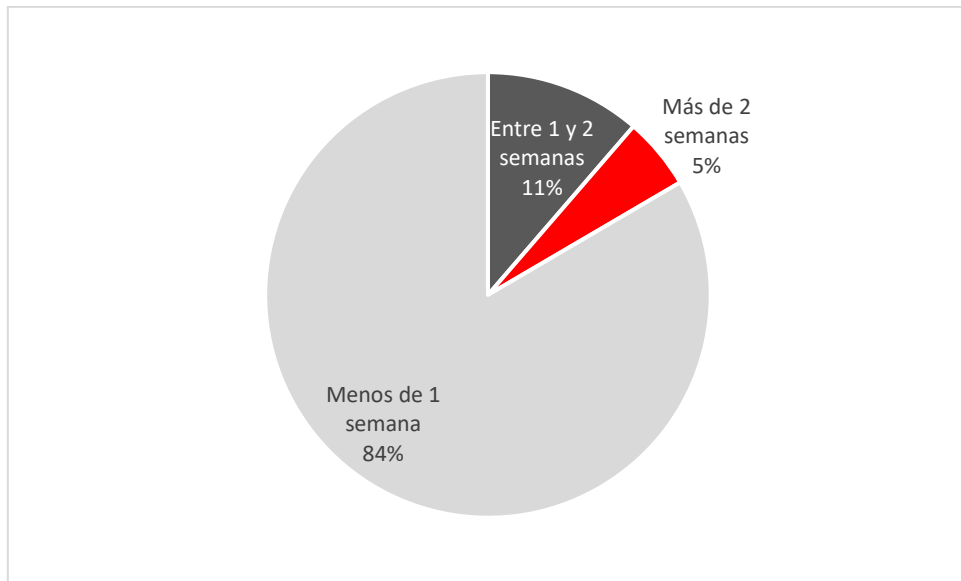


Figure 58 – Response time to requests for reports





Annexes

Annex I: Interventions by municipality

	FIRES	RESCUES	TECHNICAL ASSISTANCE	TOTAL
Abadiño	10	8	22	40
Abanto Y Ciervana	12	10	25	47
Ajangiz	3	1	1	5
Alonsotegi	6	5	8	19
Amorebieta-Etxano	24	27	31	82
Amoroto	2		6	8
Arakaldo	1	1		2
Arantzazu		2	4	6
Areatza	2	3	3	8
Arrankudiaga	3	2	6	11
Arratzu	2	2	5	9
Arrieta	1	1	8	10
Arrigorriaga	19	10	34	63
Artea	2		4	6
Artzentales	10	3	4	17
Atxondo		4	5	9
Aulesti	1	2	7	10
Bakio	3	5	14	22
Balmaseda	11	11	12	34
Barakaldo	91	105	180	376
Barrika	5	5	14	24
Basauri	39	48	79	166
Bedia	8	2	8	18
Berango	6	7	20	33
Bermeo	15	8	22	45
Berriatua	5	3	3	11
Berriz	5	6	10	21
Bilbao		5		5
Busturia	1	1	14	16
Derio	11	15	21	47
Dima	4	1	7	12
Durango	21	17	44	82
Ea		4	1	5
Elantxobe		5	3	8
Elorrio	10	10	21	41
Erandio	32	26	59	117
Ermua	4	6	14	24
Errigoiti	2		4	6
Etxebarri	15	8	19	42
Etxebarria			3	3
Forua	6	5	3	14
Fruiz		1	5	6
Galdakao	31	37	43	111
Galdames	3	4	10	17
Gamiz-Fika	3	4	3	10
Garai	1		1	2

	FIRES	RESCUES	TECHNICAL ASSISTANCE	TOTAL
Gatika	5	2	11	18
Gaategiz Arteaga	3	3	6	12
Gernika-Lumo	43	14	26	83
Getxo	83	75	183	341
Gizaburuaga		1	1	2
Gordexola	5	6	10	21
Gorliz	13	8	15	36
Gueñes	4	15	29	48
Ibarrangelu		3	5	8
Igorre	8	7	12	27
Ispaster	1	3	10	14
Iurreta	17	5	20	42
Izurtza	1	2	3	6
Karrantza Harana/Valle De	4	6	10	20
Kortezubi		1	2	3
Lanestosa			2	2
Larrabetzu	4	4	11	19
Laukiz		3	6	9
Leioa	34	37	72	143
Lekeitio	7	9	28	44
Lemoa	7	4	17	28
Lemoiz	2	2	4	8
Lezama	2	4	17	23
Loiu	6	2	29	37
Mallabia	5	1	5	11
Mañaria	1	4	3	8
Markina-Xemein	8	10	37	55
Maruri-Jatabe	2		7	9
Mendata	1		1	2
Mendexa	4	1	5	10
Meñaka		1	3	4
Morga			3	3
Mundaka	3	4	7	14
Mungia	22	15	72	109
Munitibar-Arbatzegi	5	2	3	10
Murueta	1	1	4	6
Muskiz	6	16	19	41
Muxika	2	8	12	22
Nabarniz	1	1		2
Ondarroa	9	8	13	30
Orozko	1	8	12	21
Ortuella	12	14	21	47
Otxandio		1	3	4
Plentzia	5	2	17	24
Portugalete	39	59	44	142
Port of Bilbao	3		246	249
Santurtzi	30	40	62	132
Sestao	31	40	44	115
Sondika	16	9	17	42
Sopela	4	13	35	52

	FIRES	RESCUES	TECHNICAL ASSISTANCE	TOTAL
Sopuerta	6	2	21	29
Sukarrieta	1	1	4	6
Trucios			2	2
Ubide	2		1	3
Ugao-Miraballes	7	2	4	13
Urduliz	3	2	19	24
Urduña/Orduña	5	3	3	11
Usansolo	4	2	5	11
Valle De Trapaga-Trapagaran	43	35	36	114
Zaldibar	3	5	7	15
Zalla	15	15	42	72
Zamudio	14	13	36	63
Zaratamo	6	6	6	18
Zeanuri	3	6	11	20
Zeberio		3	2	5
Zierbena	5	6	13	24
Ziortza-Bolibar		1	1	2
Burgos		1		1
Cantabria		1		1
Gipuzkoa	4	4	1	9
Total	1011	1012	2248	4271

Annex II: Services by type of incident and intervention

		WITH AN INTERVENTION	FALSE ALARM	WITHOUT AN INTERVENTION	TOTAL
FIRES					
	Structural fire	366	195	184	745
	Outdoor fire	475	92	176	743
	Forest fire	103	33	49	185
	Industrial fire	66	22	19	107
	Explosives	1			1
RESCUES					
	Aviation accident			2	2
	Traffic accident	227	44	242	513
	Surface water rescue	20		19	39
	Suicide threat	34	18	130	182
	High-risk entry	465	59	580	1104
	Search and rescue in collapsed structures	2		1	3
	Dangerous goods	6	1	5	12
	Rural and mountain search and/or rescue	114	3	58	175
	Other rescue or salvage of person/animals	150	6	91	247
TECHNICAL ASSISTANCE					
	Gas leak	125	22	36	183
	Pumping/drainage	50		23	73
	Road clearing	114	1	15	130
	Neutralisation of bees and wasps	909	16	172	1097
	Prevention checkpoint	270		37	307
	Removal of wildlife specimens	5			5
	Tree removal	238	1	56	295
	Making buildings safe	447	4	156	607
	Water supply	2			2
	Spill	3		1	4
	Other technical assistance	79		47	126
Total		4271	517	2099	6887

Annex III: Interventions by level

		LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	TOTAL
FIRES						
	Structural fire	192	122	52		366
	Outdoor fire	458	17			475
	Forest fire	88	15			103
	Industrial fire	25	33	8		66
	Explosives	1				
RESCUES						
	Traffic accident	203	23	1		227
	Surface water rescue	15	5			20
	Suicide threat	30	4			34
	High-risk entry	89	376			465
	Search and rescue in collapsed structures	1	1			2
	Dangerous goods	5		1		
	Rural and mountain search and/or rescue	102	4	8		114
	Other rescue or salvage of person/animals	129	20		1	150
TECHNICAL ASSISTANCE						
	Gas leak	96	26	3		125
	Pumping/drainage	50				50
	Road clearing	114				114
	Neutralisation of bees and wasps	909				909
	Prevention checkpoint	270				270
	Removal of wildlife specimens	5				5
	Tree removal	238				238
	Making buildings safe	447				447
	Water supply	2				2
	Spill	3				3
	Other technical assistance	79				79
	Total	3551	646	73	1	4271



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