

# Management Reports 2012

Barcelona Fire Service

# BCN



Ajuntament de  
Barcelona





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# Intervention Services

## 1. INTERVENTION SERVICES

### RESCUES

In 2012, 3,904 rescue operations were carried out, accounting for 26.46% of all the interventions. Of these rescues, one was carried out outside the municipal boundaries. In 2011, 3,588 rescue operations were carried out, accounting for 24.69% of actions.

Of all these rescues, 265 were not urgent.

62.55% of the actions were carried out to aid and rescue individuals, amounting to 2,442 operations. 30.66% were rescues from lifts (1,197 operations). The rest corresponded to the recoveries of 46 corpses and 219 rescues or capture of live animals.

Of the total rescue operations, medical care was provided in 1,786 cases and our medical teams carried out 775 transfers to hospitals.

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The distribution of rescues over a week showed Monday as the day with the least activity (12.60%), while Saturday was the day when more call-out services were required, amounting to 16.47% of all rescues.

Rescue services in Barcelona city, surpassed the Service Charter's commitment by more than 6 points (arriving within 10 minutes for 90% of emergencies), as this was achieved in 96.77% of cases while in 2011 the figure was 96.96%. In 78.71% of emergency rescues, within the boundaries of Barcelona, rescue services arrived in less than 5 minutes (74.28% in 2011).

## EXTINGUISHMENT OF FIRES AND EXPLOSIONS

In 2012, we carried out 3,605 fire or explosion interventions, a figure that represents 24.44% of total services (2.98% more than in 2011). In absolute terms, in 2012 we carried out 486 more fire or explosion services than in the previous year.

The number of fires shows an increase over previous years. This rise is due to the increase of fires on the street, while the number of fires in buildings remains unchanged. Of all of these interventions, 5 were performed outside the municipal boundaries.

Of the 3,605 interventions, 1,874 were started on public streets, a number higher than the 1,663 recorded in 2011. Interventions to extinguish fires were carried out on 1,470 buildings, 1,083 of which originated in homes and represents 30.04% of all fire interventions (slightly above the 2011 percentage of 30.01%).

There were 79 forest fire interventions compared to 39 in 2011, an increase of 103%. This kind of intervention accounted for 2.19% of fire services and represented an increase over the previous year (1.25%).

An analysis of fire service call-outs in relation to the days of the week shows the following information: Monday (at 11.71%) was the day with the least activity, while Thursdays (at 16.37 %) and Sundays (at 15.67%) were the days requiring more fire services.

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**Fire service distribution:**

43.19% of fire services were carried out during the day.

56.81% of fire services were carried out during the night, between 8 pm and 8 am.

In 97.06% of cases, fire services arrived on the scene in less than 10 minutes compared to 97.53% in 2011. The Service Charter's commitment is to arrive in less than 10 minutes for 90% of cases. For 79.67% of fires, the fire services arrived in less than 5 minutes (80.22% in 2011).

In 2012, the average arrival time, with regard to emergency services (fires/explosions and emergency rescues) was 3 minutes and 40 seconds, compared to 3 minutes and 52 seconds in 2011.



## TECHNICAL ASSISTANCE

Firefighters perform a large number of very varied services for the public of a “non-urgent” nature which are classified as “technical assistance”.

In 2012, 3,204 technical assistance operations services were carried out (less than the 3,554 carried out in 2011) and which represents 21.72% of all operations.

In 62.58% of the cases, technical assistance was provided during the day and in 37.42% during the night.

## KNOWLEDGE OF THE ENVIRONMENT AND MONITORING SERVICES: OPERATIONAL PREVENTION

Under the generic name of “operational prevention”, we assess every action to acquire better knowledge of our operational environment. This includes road networks and entry points, as well as buildings and special elements. We also include environment monitoring services and activities as preventive measures. Both of these activities lead to better efficiency and increased safety for us.

In 2012 we carried out 2,180 environmental knowledge and monitoring services, which represents 14.78% of all services (2.74% more than in 2011). In absolute terms, in 2012 we carried out 430 more environmental knowledge and monitoring services than in the previous year.

Of these services and monitoring activities, 91.51% were carried out during the day and 8.49% were carried out at night.

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# 2

## Exceptional services

## 2. EXCEPTIONAL SERVICE CALL-OUTS

### A fire at a height of 150m

This past 10th of December, 21 firefighters were called out to the Collserola tower to douse a fire on its upper floors. The fire was caused by the wiring in the upper part of the building, above the public lookout deck and also affected the outside of the tower. Upon arrival, the SPEIS fire crew observed fire on the outside of the tower and went up to the 13th floor, the last floor that was accessible by conventional means. From this point, at a height of 130 meters, the fire crew was able to see the fire inside which was affecting the cables inside the cylindrical core of the tower.

#### Difficulties of the operation

Two firefighters with a 25 mm hose equipped with ERA (an assisted breathing apparatus), which due to lack of space they could not carry on their backs, climbed a vertical access ladder placed inside the cylindrical core to a height of 25 meters above the 13th floor. At the same time, the tower's technicians were requested to switch off the voltage, but not the lighting. Once the fire inside was extinguished, the crew were relieved and a new crew of two firefighters, also equipped with ERA, went up again. When an access that connected the cylindrical core with the outside was located, they proceeded to extinguish the section of the fire affecting the exterior of the tower, situated about 5 metres above.

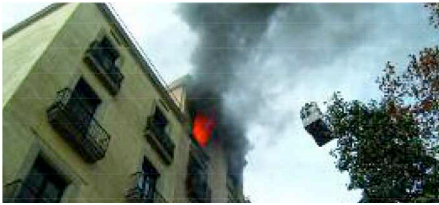
The operation was highly complicated due to the characteristics of the access to the area that was on fire. In addition, inside the tower there was no safety system in the case of a fall, so the firefighters had to make use of improvised rope-work. Regarding the tower, the main damage was to the RF signal cables.



### Collaboration on an accident in the Zona Franca

Firefighters went to street number 6 in the Zona Franca of Prat del Llobregat, at the request of the municipal police, to help the Fire Brigade of the Generalitat in the rescue of a vehicle that had fallen onto the railway tracks, a four metre drop below this point. The car in question had completely overturned and a freight train had rammed into it at low speed, carrying it along for about 30 metres. The three occupants of the car escaped injury and walked away from the accident. During the incident which occurred on the 24th of October, the SPEIS gave their support to free the car from the front of the train and return it to the road.





## Fire without victims on Las Ramblas

On the 21st of December the Guardia Urbana requested the intervention of the SPEIS to put out a fire on the fourth floor of a building on Las Ramblas. Upon arrival, the Fire Brigade discovered that the building had already been evacuated. The service used two 25 mm hoses to tackle the fire, both on the façade as well as its interior. Once they gained access to the burnt down home, they were able to confirm that there were no victims.



## Fire Brigade creates excitement on the Ronda

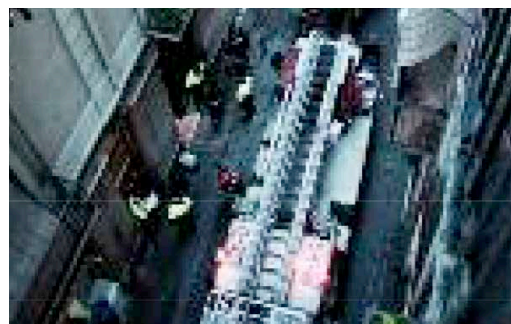
A crowd of onlookers gathered to watch the SPEIS, with the help of a crane, right a lorry. The accident occurred on the Ronda Litoral in the direction of Llobregat when the lorry lost its left rear wheel. When we arrived, the SEM (Emergency Medical Service) was already attending to the driver. To set the lorry back on its wheels on the road, two slings and crane boom were used. The Guardia Urbana took charge of its removal.

## 10 flats and two premises affected by a fire on the calle Botella

On the 7th of February, when the Fire Brigade arrived at the building on the calle Botella where the fire had started, they detected a high plume of smoke rising from the central section of the building. Once they gained access to the inner courtyard, they discovered that there were outbreaks of fire on the balconies of virtually all the flats.

### Seven residents attended to.

To extinguish the fires, three 25 mm fire hoses were used. The police detected eight neighbours who had taken refuge on the roof as a precaution, and a corporal was sent up to attend to them until it was safe for them to be evacuated. Between the Fire Brigade's Medical Service and the SEM, seven people were treated for smoke inhalation, three of whom had to be taken to hospital. After extinguishing the fire, the firefighters checked every floor. No structural damage to the building was perceived, but 10 of the 11 flats of the building had been affected. As for the premises on the ground floor, one was not affected but an internal courtyard was as embers and debris from the fire had fallen into it. With regard to the other premises, a music bar, the soundproofed concert room at the back of the premises was affected. When the firefighters arrived, they found the room full of smoke which came from behind the soundproofing panels which had to be removed to locate and extinguish the hotspot.



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## Operations by fire station: number of call-outs\* and day/night percentage

Station	Total	% of the total	Day	% of the station	Night	% of the station
Vall d'Hebron	2,035	11.41%	1,210	59.46%	825	40.54%
Llevant	3,441	19.29%	1,993	57.92%	1,448	42.08%
Eixample	5,064	28.39%	2,975	58.75%	2,089	41.25%
Zona Franca	709	3.97%	504	71.09%	205	28.91%
Sant Andreu	3,316	18.59%	2,064	62.24%	1,252	37.76%
Vallvidrera	282	1.58%	257	91.13%	25	8.87%
Montjuïc	2,993	16.78%	1,974	65.95%	1,019	34.05%
<b>Total call-outs</b>	<b>17,840</b>	<b>100%</b>	<b>10,977</b>	<b>61.53%</b>	<b>6,863</b>	<b>38.47%</b>

\*A single service can require call-outs from various stations.

## Intervention services

Type	Call-outs
Fire and explosion	3,605
Rescue (includes 1,786 medical emergencies)	3,904
Technical assistance	3,204
Operational prevention*	2,180
No action	1,859
<b>Total</b>	<b>14,752</b>

\* Monitoring services, drills, etc.



## Prevention services

Type	Call-outs
Technical assessment	2,737
Reports on activities, project plans and events	909
Prevention inspections	378
Emergency assessment plans	53
Attendance of mock situations	50
<b>Total</b>	<b>4,127</b>

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## FIRES AND EXPLOSIONS

### Number of fires according to the time of day

Time range	Call-outs
from 00.00 to 04.00	752
from 04.00 to 08.00	438
from 08.00 to 12.00	357
from 12.00 to 16.00	594
from 16.00 to 20.00	606
from 20.00 to 00.00	858
<b>Total</b>	<b>3,605</b>

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### Response time

Response time	Call-outs	Accumulated	% accumulated
from 0 to 5 minutes	2,872	2,872	79.67%
from 5 to 10 minutes	627	3,499	97.06%
more than 10 minutes	106		
<b>Total</b>	<b>3,605</b>		

### Duration of the extinguishment

Response time	Call-outs	Accumulated	% accumulated
from 0 to 15 minutes	597	597	16.56%
from 15 to 30 minutes	1,486	2,083	57.78%
from 30 to 45 minutes	790	2,873	79.69%
more than 45 minutes	732		
<b>Total</b>	<b>3,605</b>		

## Places where the fires occurred

Place	Subtotal		Total	
	Call-outs	%	Call-outs	%
<b>Building</b>			<b>1,470</b>	<b>40.78%</b>
Home	1,083	30.04%		
Public residential	29	0.80%		
Administrative centre	43	1.19%		
Health centres	10	0.28%		
Bar, restaurant and meeting place	99	2.75%		
Teaching centre	18	0.50%		
Shopping mall	130	3.61%		
Garage and car park	58	1.61%		
<b>Public street</b>			<b>1,874</b>	<b>51.98%</b>
Vehicle	159	4.41%		
Wheelie bin	962	26.69%		
Others	753	20.89%		
<b>Various</b>			<b>261</b>	<b>7.24%</b>
Construction site	31	0.86%		
Industry and warehouse	57	1.58%		
Railway installation	14	0.39%		
Empty plot	72	2.00%		
Forest area	79	2.19%		
Beach, jetty, the sea, river and lake	8	0.22%		
<b>Total</b>			<b>3,605</b>	<b>100%</b>

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## Number of call-outs by fire or explosion by neighbourhood

Neighbourhood	Call-outs	%
Ciutat Vella	334	9.28%
Eixample	722	20.06%
Sants-Montjuïc	447	12.42%
Les Corts	131	3.64%
Sarrià-Sant Gervasi	224	6.22%
Gràcia	232	6.44%
Horta-Guinardó	256	7.11%
Nou Barris	364	10.11%
Sant Andreu	281	7.81%
Sant Martí	609	16.92%
<b>Total</b>	<b>3,600</b>	

\* 5 call-outs were carried out beyond the municipal boundaries

## RESCUES

### Number of rescues per time of day

Time range	Call-outs
from 00.00 to 04.00	397
from 04.00 to 08.00	328
from 08.00 to 12.00	723
from 12.00 to 16.00	833
from 16.00 to 20.00	799
from 20.00 to 00.00	824
<b>Total</b>	<b>3,904</b>

60.32% of rescues took place during the day, while 39.68% took place at night, figures which, in 2011 were 61.76% and 38.24% respectively.

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### Response time to the place of rescue

Response time	Call-outs	Accumulated	% Accumulated
From 0 to 5 minutes	3,073	3,073	78.71%
From 5 to 10 minutes	705	3,778	96.77%
More than 10 minutes	126		
<b>Total</b>	<b>3,904</b>		

### Breakdown of rescues

Type of rescue	Call-outs	%
Aid and rescue of people	2,442	62.55%
Rescue from lifts	1,197	30.66%
Recovery of corpses	46	1.18%
Rescue and capture of live animals	219	5.61%
<b>Total</b>	<b>3,904</b>	

In 2012, 265 non-urgent rescues were carried out (recovery of corpses and live animals).

## Number of rescue call-outs by neighbourhood

Neighbourhood	Call-outs	%
Ciutat Vella	388	9.94%
Eixample	863	22.11%
Sants-Montjuïc	465	11.91%
Les Corts	169	4.33%
Sarrià-Sant Gervasi	331	8.48%
Gràcia	253	6.48%
Horta-Guinardó	321	8.22%
Nou Barris	371	9.51%
Sant Andreu	274	7.02%
Sant Martí	468	11.99%
<b>Total</b>	<b>3,903</b>	

\*1 call-out was carried out beyond the municipal boundaries

## TECHNICAL ASSISTANCE

### Number of technical assistance call-outs by time of day

Time range	Call-outs
from 00.00 to 04.00	337
from 04.00 to 08.00	262
from 08.00 to 12.00	583
from 12.00 to 16.00	719
from 16.00 to 20.00	703
from 20.00 to 00.00	600
<b>Total</b>	<b>3,204</b>

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### Type of technical assistance

Type	Call-outs	%
Disconnection of alarm	137	4.28%
Construction check	390	12.17%
Construction clean-up	348	10.86%
Support scaffolding	14	0.44%
Vehicle removal	71	2.22%
Collaboration with institutions	154	4.81%
Electricity or light supply	119	3.71%
Floods or water leak	931	29.06%
Consolidation, removal of objects and trees	523	16.32%
Stairway call-outs	12	0.37%
Product recognition	262	8.18%
Gas leak	209	6.52%
Liquid spills	23	0.72%
Road cleaning	11	0.34%
<b>Total</b>	<b>3,204</b>	

## Number of technical assistance call-outs by neighbourhood

Neighbourhood	Call-outs	%
Ciutat Vella	423	13.22%
Eixample	607	18.97%
Sants-Montjuïc	461	14.41%
Les Corts	155	4.84%
Sarrià-Sant Gervasi	325	10.16%
Gràcia	233	7.28%
Horta-Guinardó	261	8.16%
Nou Barris	199	6.22%
Sant Andreu	184	5.75%
Sant Martí	352	11.00%
<b>Total</b>	<b>3,200</b>	

\*4 call-outs were carried out beyond the municipal boundaries



## Places where technical assistance was carried out

Place	Subtotal		Total	
	Number	%	Number	%
<b>Building</b>			<b>2,268</b>	<b>70.79%</b>
Home	1,850	57.74%		
Public residential	42	1.31%		
Administrative centre	59	1.84%		
Health centres	7	0.22%		
Bar, restaurant and meeting place	72	2.25%		
Teaching centre	57	1.78%		
Shopping mall	121	3.78%		
Garage and car park	60	1.87%		
<b>Public street</b>			<b>805</b>	<b>25.12%</b>
<b>Various</b>			<b>131</b>	<b>4.09%</b>
Building site	29	0.91%		
Industry and warehouse	37	1.15%		
Railway installation	5	0.16%		
Empty plot	25	0.78%		
Forest area	11	0.34%		
Beach, jetty, the sea, river and lake	24	0.75%		
<b>Total</b>			<b>3,204</b>	<b>100%</b>

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**We work  
to prevent**

### 3. WE WORK TO PREVENT

#### ACTIONS DEVELOPED

The Civil Protection and Prevention Division, has developed three lines of work within the organisation of the Prevention, Firefighting and Rescue Service (SPEIS) of Barcelona's City Council.

On the one hand, it has implemented a regulatory framework for fire safety in buildings, installations, infrastructure and urban planning (**regulations**). On the other hand, it has implemented real preventive action, aimed at the public as users of these buildings, installations and infrastructure (**prevention**) and finally, has implemented the development of municipal competences for civil security (**civil protection**).

Thus, the annual activity report with a brief description of each of these areas is presented, and is accompanied by its main indicators.

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## REGULATIONS

This refers to the application of guidelines which establish fire-safety conditions regarding buildings, installations, infrastructure and town planning.

This action is comprised of personalised technical assessments and the evaluation of architecture and engineering projects, with the aim of adopting comprehensive fire safety from both projected and end-user standpoints. This action is complemented by appropriate inspections.

Moreover, since July 2012, technicians in this area of regulations have been actively involved in the well-known Irregular Settlement Plan, a project of Barcelona's City Council. It consists in conducting fire safety and structural inspections, as well as checking the living conditions in certain buildings and sites of the city. In total, 25 operations were carried out in 2012 on all irregular settlements in the neighbourhood of Sant Martí.

## PREVENTION

This area should be part of the action of people as users of buildings, installations and infrastructure with fire risks, both as regards their situation at their origin or as the cause of accidents and emergencies, as well as being potential victims who may suffer their effects.

This preventive action, actually involves the development and dissemination of advice regarding practices of safety in environments of risk, such as the home, the workplace, leisure places, etc., self-protection slogans as well as the teaching of safety practices for specific collectives such as schools, the elderly, communities, neighbourhood associations, etc.. All this encompasses the creation of what could generically be called prevention education and the culture of self-protection.

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## Services and actions in the areas of regulation and prevention developed in 2012:

<b>Assessments</b>	<b>2,737</b>
Appointments	817
Phone consultations	1,920

<b>Reports on projects, activities and events</b>	<b>909</b>
Reports on Project Plans	484
Projects reported during the Talk on the Environment	304
Reports on events: Concerts, <i>correfocs</i> (fire-runs), firework displays, pyrotechnics, etc.	121

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<b>Prevention inspections</b>	<b>378</b>
Pyrotechnical projects and bonfire inspections	106
Initial supervised checks during the Talk on the Environment	224
Inspections ordered by the Operations Division of the Municipal Administration (neighbourhoods, operations departments, Irregular Settlement Plan, etc.) and by the Administration of the Generalitat	48

<b>Emergency assessment plans</b>	<b>53</b>
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<b>Attendance of mock situations</b>	<b>50</b>
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<b>Teaching prevention</b>	<b>2,034</b>
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Number of people from different collectives: Schools, retirement homes, community and neighbourhood associations, etc., which have taken part in programmes on teaching prevention.



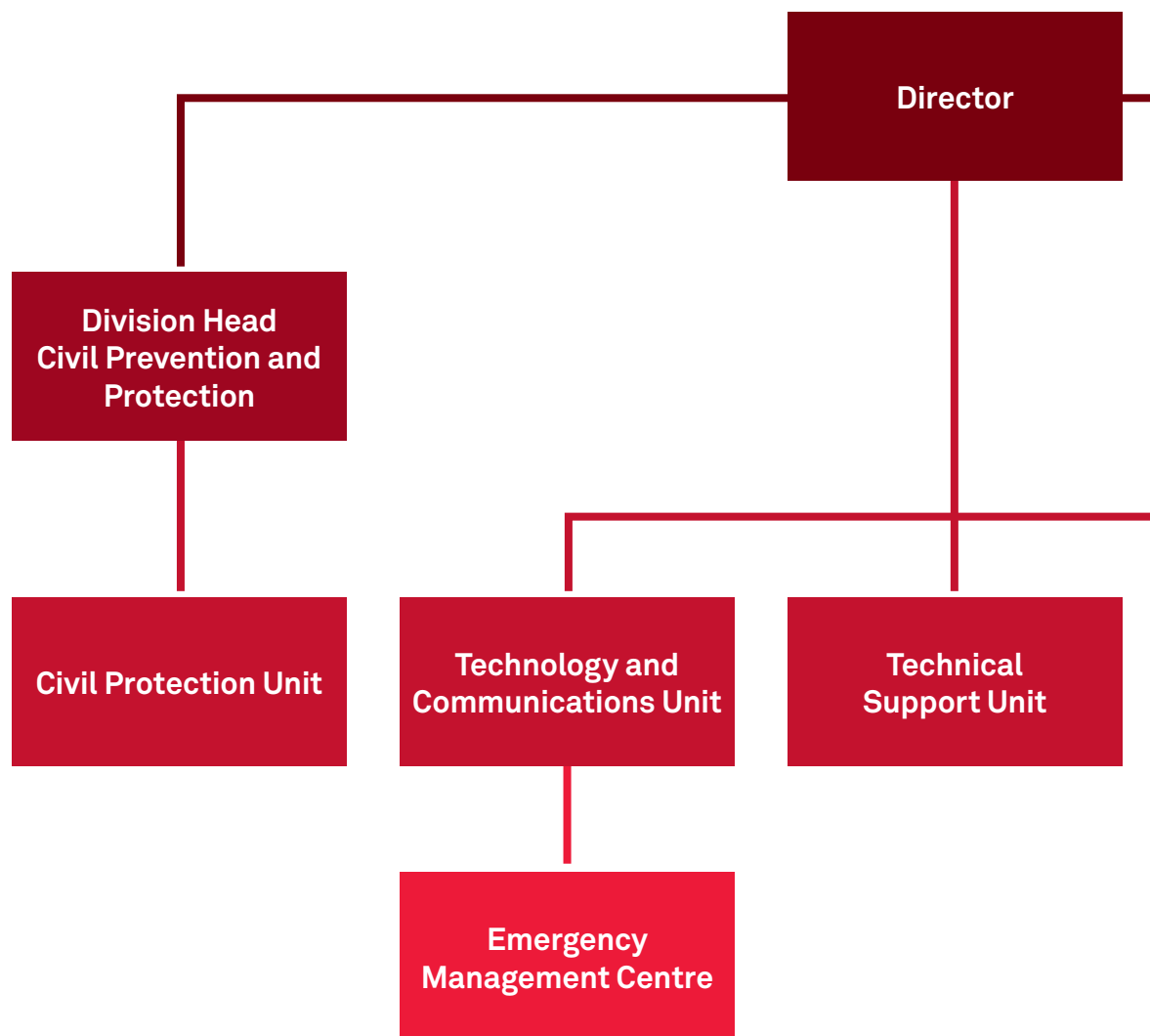


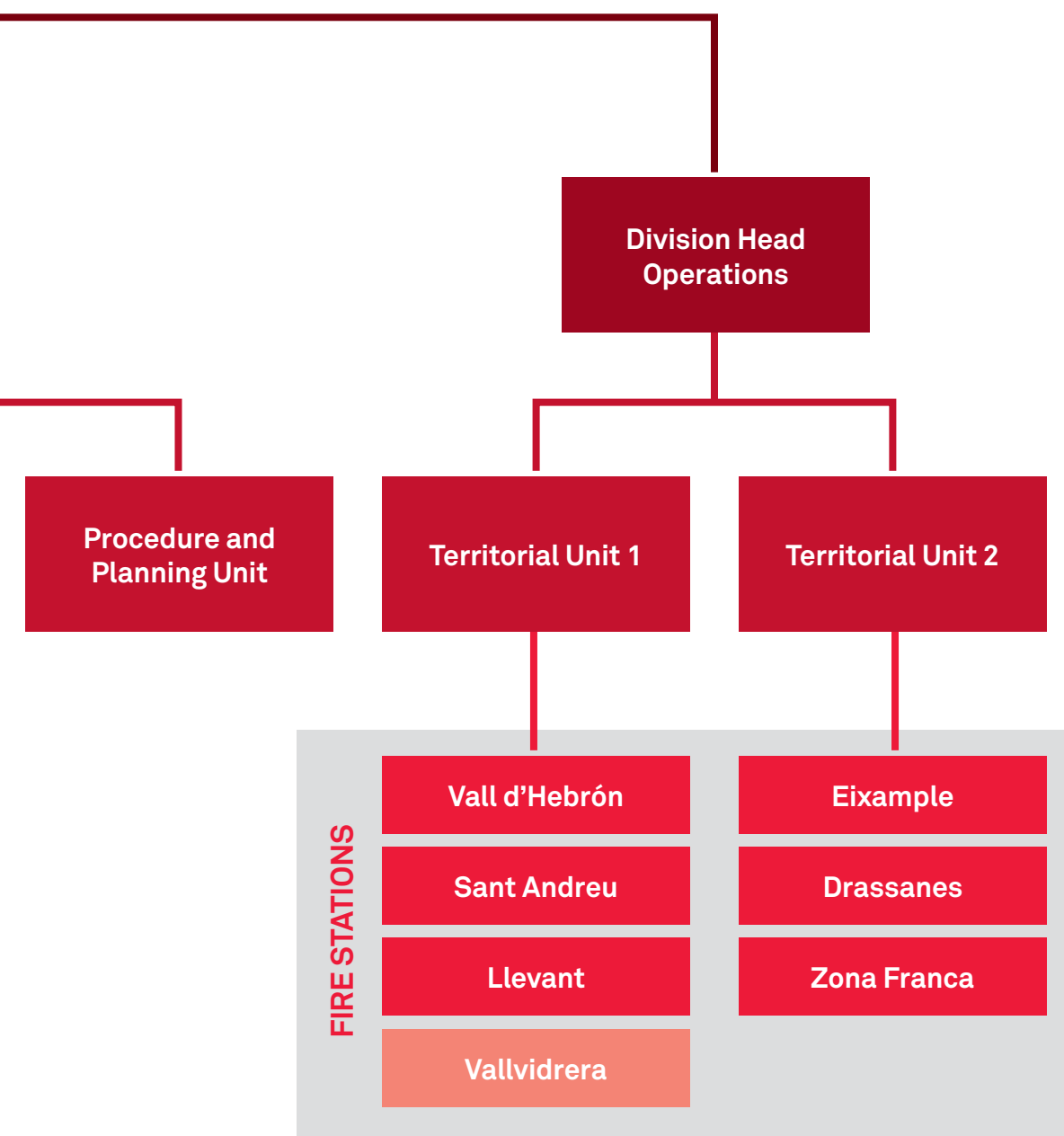
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**Our  
people**

## 4. THE PEOPLE

### Organisational chart





## SPEIS personnel

Personnel	
Operative personnel	661
Non-operative personnel	15
<b>Total SPEIS personnel</b>	<b>676</b>

## Distribution according to professional classification

Operative personnel	
High-level technicians	6
Mid-level technicians	18
Mid-level medical technicians	16
NCOs	17
Sergeants	29
Corporals	72
Firefighters	503
<b>Total</b>	<b>661</b>

## Distribution according to professional classification

Non-operative personnel	
High-level technicians	3
Mid-level technicians	1
Managers	1
Auxiliary technicians	1
Administrators	5
Auxiliary administrators	3
Guard	1
<b>Total</b>	<b>15</b>

## Distribution according to organisational structure

	Total	Operative personnel	Non-operative personnel
Upper Management	18	17	1
Operations Division	636	631	5
Civil Prevention and Protection Division	18	9	9
Others*	4	4	
<b>Total Personnel</b>	<b>676</b>	<b>661</b>	<b>15</b>

\* There are 4 operative professionals who work for the Department of Logistics and Infrastructure and for the Department of Human Resources Services of the Financial Management and Control of Resources Division.

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## Distribution by gender

	Men	%	Women	%
Operative personnel	647	97.88	14	2.12
Non-operative personnel	8	53.33	7	46.67
<b>Total (676)</b>	<b>655</b>	<b>96.89</b>	<b>21</b>	<b>3.11</b>

## Distribution by age

Age	Operative	%	Non-operative	%
Between 25-29	31	4.69		0.00
Between 30-34	132	19.97		0.00
Between 35-39	141	21.33		0.00
Between 40-44	19	2.87	2	13.34
Between 45-49	52	7.87	1	6.66
Between 50-54	80	12.11	5	33.33
Between 55-59	196	29.65	5	33.33
60 and over	10	1.51	2	13.34
<b>Total</b>	<b>661</b>	<b>100.00</b>	<b>15</b>	<b>100.00</b>
<b>Average age</b>		<b>44.76</b>		<b>54.29</b>

During the last quarter of the year the selection process of 27 firefighters began via an official public examination and will end during the first quarter of next year.

## Training

SPEIS training is based on three core concepts:

### 1- TRAINING FOR NEW FIREFIGHTERS

The 30 trainee firefighters (29 male firefighters and one female firefighter) took part in the 2010 public examination, and underwent work experience in the Firefighting Service last July. Once they passed the selection process, they spent 9 months receiving training in different areas: 4 months at Firefighting School, Civil Prevention and Protection at the Institute for Public Safety, and 5 months at the Barcelona Fire Brigade; a total of 715 hours.

### 2- OPERATIVE TRAINING FOR FIREFIGHTERS AND CORPORALS

776 people attended a total of 14 courses, which means an average of 2 activities per worker.

### 3- OPERATIVE TRAINING FOR OFFICIALS

This training is aimed at every category: firefighters, corporals, sergeants, NCOs, SPEIS technicians, head on-call firefighters, unit and division heads. The total number of those attending, including the new firefighters, was 792. This figure means that the SPEIS officials carried out more than two training activities.

## Occupational Hazard Prevention Plan

### Health and Safety Committee Meetings (CSS)

In 2012, 13 CSS meetings were convened of which 6 were ordinary and 7 were regarding various Committees such as clothing, vehicles and procedures. The main topics were related to monitoring the planning of preventive actions at stations, provision of PPE and personal equipment (gloves for protection from mechanical hazards, dielectric gloves, rain suits, new trousers ...), the purchase of new vehicles (Compact fire engines, ambulances ...), and new materials (tools for changing hydraulics to a coaxial system, thermal camera, air bags ...), etc..

### Assessment of occupational hazards/Preventive activity plan (PAP)

In January 2012, the second review phase regarding the planning of the preventive activity plan was carried out in order to have updated plans which were agreed to for all the stations and which were updated throughout the year. To this end, meetings were held with station heads, the CSS, as well as follow-up visits regarding said planning for all Fire Stations, including Vallvidrera and Llacuna.

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**Budget**

## 5. BUDGET

The SPEIS 2012 budget is integrated in the SPEIS 13501 General Services budget programme. This programme was given credit amounting to € 41,160,573.89 and is structured as follows:

Chapter I:	€36,542,377.14
Chapter II:	€3,716,095.75
Chapter IV:	€902,101

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Regarding the total PSM management budget (some €236.178 million in 2012) the 2012 SPEIS budget represents 17.43% (1.07% less than the amount managed in 2011).

## Investment for 2012

<b>Equipment</b>	<b>€738,601.00</b>
Self-contained breathing equipment	
Tanks for self-contained breathing equipment	
Materials for operations, manual tools and TNT tools	
Helmets for forest firefighting and rescue	
Gloves for protection from mechanical hazards	
Rain suits and belts	
<b>IT applications</b>	<b>€115,000.00</b>
Embedded PCs– BT power	
Thermal cameras	
COOPER	
HACER	
DATA WAREHOUSE	
MYCELIUM	
GPS repeaters x SPEIS stations	
<b>Building and other work</b>	<b>€501,000.00</b>
Repairs to the Vall d'Hebron façade	
Infrastructure connection project for the low voltage grid (Sant Andreu station)	
Modification and transfer of the new Montjuïc warehouse	
Repair work at the Zona Franca Fire station	

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