

<i>Targets & Indicators</i>
Programme (1): Fire Service
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Fire Statistics
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Programme (1): Fire Service

The key performance measures in respect of the provision of fire service are:

Targets

	Target	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Plan)
total building fire calls met within graded response time (%)	92.5	94.3	94.7	95.6	94.9	93.4	92.5
fire calls met within graded response time of six minutes for built-up areas (%)	92.5	94.1	94.6	95.5	94.8	93.1	92.5
fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	96.1	96.0	96.3	96.1	95.8	95.0
complaints of imminent fire hazards answered within 24 hours (%)	100	100	100	100	100	100	100
requests for fire drills, fire safety talks, seminars, exhibitions, meetings and operational visits attended (%)	100	100	100	100	100	100	100

Indicators

	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Estimate)
all fire calls	31 638	35 513	35 771	40 604	34 188	34 000
building fire calls in built-up areas	23 837	26 856	27 244	32 094	25 869	25 500
building fire calls in more dispersed risk/isolated developments	2 601	2 866	3 388	3 973	3 048	3 000
special service calls	22 083	24 398	25 069	26 859	27 159	27 500
emergency ambulance calls attended by first responders	38 917	40 719	43 619	49 451	44 221	45 000
turnouts of fire appliances to emergency calls	115 184	124 602	125 852	139 026	129 955	130 000
emergency move-ups of fire appliances to provide operational coverage	35 135	43 741	46 251	51 445	47 977	48 000
complaints of imminent fire hazards received	4 345	4 462	4 712	4 739	5 951	5 000
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	732	1 037	1 152	1 756	2 300	2 000
prosecutions instituted	46	41	69	84	144	140
inspection of hospitals/clinics	373	392	387	427	397	400
lectures and advisory services given to hospitals/clinics	617	608	692	720	870	850
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	4 076	4 987	5 265	5 724	5 329	5 500

Programme (2): Fire Protection and Prevention

The key performance measures in respect of fire protection and prevention are:

Targets

	Target	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Plan)
safety requirements issued within 28 working days for storage/manufacture of Category 2 (other than LPG) to Category 10 dangerous goods and/or for storage of timber following receipt of application and the required details/plans in full (%)	100	100	100	100	100	100	100
safety requirements issued within six working days for vehicles used for conveyance of Category 2 (other than LPG) or Category 5 dangerous goods following receipt of application (%)	100	100	100	100	100	100	100
licences issued within six working days for storage/manufacture of Category 2 (other than LPG) to Category 10 dangerous goods and/or storage of timber upon confirmation of full compliance with safety requirements (%)	100	100	100	100	100	100	100
licences issued within six working days for vehicles used for conveyance of Category 2 (other than LPG) or Category 5 dangerous goods upon confirmation of full compliance with safety requirements (%)	100	100	100	100	100	100	100
fire safety requirements issued within 20 working days for the licensing/ registration of schools, child care centres, food premises, places of public entertainment, karaoke establishments, and drug dependent persons treatment and rehabilitation centres following receipt of application and the required details/plans in full (%)	90	100	100	100	100	100	95
Fire Services Certificates issued within seven working days upon confirmation of full compliance with fire safety requirements for all licence/registration applications (%)	90	100	100	100	100	100	95
complaints about dangerous goods (other than LPG) or reports of fire hazards posing imminent danger investigated within 24 hours (%)	100	100	100	100	100	100	100
complaints about fire hazards not posing imminent danger investigated within ten working days (%)	100	100	100	100	100	100	100
complainants advised within 27 working days of outcome of investigation (%)	100	100	100	100	100	100	100
applications processed within seven working days for registration as FSI contractors (%)	100	100	100	100	100	100	100
letters of approval issued within 14 working days to applicants for registration as FSI contractors upon completion of all formalities (%)	100	100	100	100	100	100	100

no. of prescribed commercial premises inspected	150	150	150	150	150	150	150
no. of specified commercial buildings inspected	40	100	31	40	40	40	40
no. of composite buildings inspected	1 150 ^ξ	905	842	1 001	1 150	1 150	1 150

^ξ The target was revised from 1 000 to 1 150 as from 2010 to speed up the improvement programme under the Fire Safety (Buildings) Ordinance (Cap. 572).

Indicators

	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Estimate)
licences renewed/issued						
timber/dangerous goods stores	4 203	4 363	4 311	4 350	4 207	4 200
dangerous goods vehicles	1 786	1 738	1 724	1 872	1 879	1 900
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	2 264	4 951	3 968	3 865	4 032	4 000
prosecutions instituted						
dangerous goods and timber stores	419	281	204	170	140	140
fire hazards	109	92	81	148	181	190
building plans processed	12 683	12 277	13 519	13 824	14 010	14 000
inspection of FSI's and equipment	86 813	102 730	145 750	146 505	145 756	146 000
applications for approval of portable fire fighting equipment and FSI/equipment processed	361	395	553	709	480	500
inspection of fire safety in schools, child care centres, food premises, places of public entertainment, karaoke establishments and drug dependent persons treatment and rehabilitation centres	35 376	36 208	39 178	41 678	40 615	40 000
inspection of fire safety in commercial premises and composite buildings	15 228	17 792	20 846	25 372	32 342	37 000
inspection of ventilating systems in buildings and licensed premises	6 215	7 043	10 137	10 917	10 602	11 000
lectures and advisory services given (other than hospitals/clinics)	29 568	38 072	46 390	51 337	53 446	53 500
prescribed commercial premises						
no. of fire safety directions issued	804	802	800	800	800	800
no. of fire safety directions complied with/discharged	923	747	808	858	872	850
specified commercial buildings						
no. of fire safety improvement directions issued	4 705	3 010	2 998	2 998	2 994	3 000
no. of fire safety improvement directions complied with/discharged	4 929	4 051	3 997	4 001	3 992	4 000
composite buildings						
no. of buildings issued with advisory letters	354	---	---	---	---	---
no. of advisory letters issued	11 557	---	---	---	---	---
no. of fire safety directions issued	6 442	12 560	13 690	14 032	14 745	15 000
no. of fire safety directions complied with / discharged	---	525	4 420	4 310	4 897	5 500

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

Target

	Target	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Plan)
emergency calls answered within the target response time of 12 minutes(%)	92.5	92.8	92.2	92.0	92.1	93.5	92.5

Indicators

	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Estimate)
no. of emergency calls	573 657	600 828	617 265	646 733	646 996	668 000
no. of hospital transfer calls	36 916	41 695	40 845	39 345	42 163	43 600
calls per ambulance	2 367	2 490	2 551	2 619	2 488	2 356
turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	667 505	700 029	715 844	743 755	739 492	760 600
emergency move-ups of ambulances to provide operational coverage	66 619	61 975	59 523	67 166	61 726	62 000

Classification of Fires

	2007	2008	2009	2010	2011
Public area	338	467	425	518	478
Squatter areas	96	109	123	89	123
Vehicle	378	340	293	285	310
Housing estates	1 613	1 589	1 341	1 347	1 285
Factory buildings	116	124	122	62	123
Institutional buildings	195	202	190	250	192
Non-domestic buildings	443	434	464	371	419
Domestic buildings	1 621	1,601	1 588	1 562	1 460
Electric-others	90	92	81	50	44
Vegetation	1 230	1 501	1 294	819	1 335
Unwanted alarm	20 717	24 007	25 405	30 710	23 889
False alarm	3 119	3 296	2 922	3 108	2 944
Temporary housing area	0	0	0	0	0
Vessel	22	17	24	15	18
Others	1 660	1 734	1 499	1 418	1 568
Total	31 638	35 513	35 771	40 604	34 188

Classification of Fires by Causes

	2007	2008	2009	2010	2011
Sparks from welding & oxygen acetylene cutting	92	82	55	55	63
Children playing with matches	120	117	68	51	43
Over-heating of engines, motor & machinery	124	92	84	93	89
Careless disposal of joss sticks, joss paper & candles, etc.	285	220	259	183	229
Food stuff (stove overcooking)	1 941	1 863	1 738	1 794	1 672
Careless handling or disposal of cigarette ends, matches and candles, etc.	2 002	2 327	2 010	1 560	1 674
General electrical fault	781	795	763	807	712
Miscellaneous	1 489	1 707	1 535	1 313	1 908
Unknown	423	517	405	312	277
False alarm	3 119	3 296	2 922	3 108	2 944
Deliberate act / Undetermined	525	476	522	616	686
Unwanted alarm	20 717	24 007	25 405	30 710	23 889
Control burning	20	14	5	2	2
Total	31 638	35 513	35 771	40 604	34 188

Occupancy where major fire occurred (No. 3 Alarm and above)

Type of Premises	2007	2008	2009	2010	2011
Commercial Premises	0	3	1	1	3
Construction Site	0	0	0	0	2
Domestic Premises	1	2	0	0	2
Housing – Domestic	0	2	0	0	1
Housing – Commercial	2	0	0	0	0
Private Factory	3	2	2	3	1
Public Area-Others	0	0	0	0	0
Public Area-Hotel	0	0	0	0	0
Public Area – Restaurant	0	0	0	0	0
Squatter - Commercial/Store	2	4	3	7	8
Squatter – Factory	0	0	0	0	0
Squatter – Domestic	0	3	1	2	0
Place of Public Assembly	0	1	0	0	0
Institutional Building	0	1	1	0	1
Temporary Housing Area	0	0	0	0	0
Vessel	0	0	1	0	1
Vehicle	0	0	0	2	0
Others	0	0	1	1	0
Total	8	18	10	16	19

Classification of Special Service

Type	2007	2008	2009	2010	2011
Flooding of premises	1	21	3	10	6
Trapped by machinery	16	5	7	3	4
Threatening to jump	209	201	176	170	169
Falling into water	80	79	84	84	68
Falling from height	165	158	142	120	98
Hanging	97	112	91	101	90
Leakage of flammable liquid/gas	511	524	408	337	399
Traffic Accident	201	234	199	234	218
Locked in/out of premises	1 167	1 291	1 488	1 298	1 345
Trapped/shut in lift	6 150	7 237	7 212	8 120	7 922
Others	665	1 214	1 296	1 015	1 195
False Alarm Malicious	394	317	287	251	224
False Alarm Good Intent	8 233	8 792	9 178	10 310	10 316
Ambulance cases	4 194	4 213	4 538	4 806	5 105
Total	22 083	24 398	25 069	26 859	27 159

Injuries and Fatalities

	2007		2008		2009		2010		2011	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	2 835	20 366	3 241	23 633	2 901	22 851	1 518	25 207	5 482	25 022
Injuries of public	327	1 669	371	1 981	271	1 793	276	1 850	389	1 915
Fatalities of public	16	717	8	773	10	815	10	746	23	751
Injuries of FS member	21	13	26	5	16	9	26	10	13	7
Fatalities of FS member	1	0	2	0	0	0	1	0	0	0
Total (Fatalities + Injuries)	365	2 399	407	2 759	297	2 617	313	2 606	425	2 673