

<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	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Plan)
total building fire calls met within graded response time (%)	92.5	94.7	95.6	94.9	93.4	93.6	92.5
fire calls met within graded response time of six minutes for built-up areas (%)	92.5	94.6	95.5	94.8	93.1	93.3	92.5
fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	96.0	96.3	96.1	95.8	95.7	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

	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Estimate)
all fire calls	35 513	35 771	40 604	34 188	37 638	37 700
building fire calls in built-up areas	26 856	27 244	32 094	25 869	29 919	30 000
building fire calls in more dispersed risk/isolated developments	2 866	3 388	3 973	3 048	3 567	3 600
special service calls	24 398	25 069	26 859	27 159	30 191	32 200
emergency ambulance calls attended by first responders	40 719	43 619	49 451	44 221	46 972	47 000
turnouts of fire appliances to emergency calls	124 602	125 852	139 026	129 955	147 203	147 300
emergency move-ups of fire appliances to provide operational coverage	43 741	46 251	51 445	47 977	55 742	55 800
complaints of imminent fire hazards received	4 462	4 712	4 739	5 951	5 464	5 700
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	1 037	1 152	1 756	2 300	2 229	2 300
prosecutions instituted	41	69	84	144	182	180
inspection of hospitals/clinics	392	387	427	397	406	400
lectures and advisory services given to hospitals/clinics	608	692	720	870	956	850
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	4 987	5 265	5 724	5 329	5 926	5 700

Programme (2): Fire Protection and Prevention

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

Targets

	Target	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (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 (%)	90.0	100	100	100	100	99.8	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	31	40	40	40	40	40
no. of composite buildings inspected	1 150	842	1 001	1 150	1 150	1 150	1 150

Indicators

	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Estimate)
licences renewed/issued						
timber/dangerous goods stores	4 363	4 311	4 350	4 207	4 096	4 200
dangerous goods vehicles	1 738	1 724	1 872	1 879	1 857	1 900
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	4 951	3 968	3 865	4 032	4 566	4 200
prosecutions instituted						
dangerous goods and timber stores	281	204	170	140	135	140
fire hazards	92	81	148	181	216	200
building plans processed	12 277	13 519	13 824	14 010	15 977	15 000
inspection of FSIs and equipment	102 730	145 750	146 505	145 756	155 146	154 000
applications for approval of portable fire fighting equipment and FSI/equipment processed	395	553	709	480	336	340
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	36 208	39 178	41 678	40 615	42 573	42 500
inspection of fire safety in commercial premises and composite buildings	17 792	20 846	25 372	32 342	36 630	37 000
inspection of ventilating systems in buildings and licensed premises	7 043	10 137	10 917	10 602	10 999	11 000
lectures and advisory services given (other than hospitals/clinics)	38 072	46 390	51 337	53 446	53 856	54 000
prescribed commercial premises						
no. of fire safety directions issued	802	800	800	800	820	800
no. of fire safety directions complied with/discharged	747	808	858	872	850	850
specified commercial buildings						
no. of fire safety improvement directions issued	3 010	2 998	2 998	2 994	3 016	3 000
no. of fire safety improvement directions complied with/discharged	4 051	3 997	4 001	3 992	4 035	4 000
composite buildings						
no. of fire safety directions issued	12 560	13 690	14 032	14 745	14 916	15 000
no. of fire safety directions complied with / discharged	525	4 420	4 310	4 897	5 493	5 500

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

Target

	Target	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Plan)
emergency calls answered within the target response time of 12 minutes(%)	92.5	92.2	92.0	92.1	93.5	93.2	92.5

Indicators

	2008 (Actual)	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Estimate)
no. of emergency calls	600 828	617 265	646 733	646 996	683 921	707 000
no. of hospital transfer calls	41 695	40 845	39 345	42 163	42 290	43 000
calls per ambulance	2 490	2 551	2 619	2 488	2 405	2 400
turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	700 029	715 844	743 755	739 492	778 708	801 400
emergency move-ups of ambulances to provide operational coverage	61 975	59 523	67 166	61 726	70 936	74 000

Classification of Fires

	2008	2009	2010	2011	2012
Public area	467	425	518	478	382
Squatter area	109	123	89	123	101
Vehicle	340	293	285	310	223
Housing estates	1 589	1 341	1 347	1 285	1 185
Factory buildings	124	122	62	123	95
Institutional buildings	202	190	250	192	191
Non-domestic buildings	434	464	371	419	420
Domestic buildings	1 601	1 588	1 562	1 460	1 438
Electric – others	92	81	50	44	70
Vegetation	1 501	1 294	819	1 335	818
Unwanted alarm	24 007	25 405	30 710	23 889	28 461
False alarm	3 296	2 922	3 108	2 944	2 995
Temporary housing area	0	0	0	0	0
Vessel	17	24	15	18	23
Others	1 734	1 499	1 418	1 568	1 236
Total	35 513	35 771	40 604	34 188	37 638

Classification of Fires by Causes

	2008	2009	2010	2011	2012
Sparks from welding & oxygen acetylene cutting	82	55	55	63	64
Children playing with matches	117	68	51	43	25
Over-heating of engines, motor & machinery	92	84	93	89	146
Careless disposal of joss sticks, joss paper & candles, etc.	220	259	183	229	222
Food stuff (stove overcooking)	1 863	1 738	1 794	1 672	1 697
Careless handling or disposal of cigarette ends, matches and candles, etc.	2 327	2 010	1 560	1 674	1 056
General electrical fault	795	763	807	712	770
Miscellaneous	1 707	1 535	1 313	1 908	1 476
Unknown	517	405	312	277	212
False alarm	3 296	2 922	3 108	2 944	2 995
Deliberate act / Undetermined	476	522	616	686	514
Unwanted alarm	24 007	25 405	30 710	23 889	28 461
Controlled burning	14	5	2	2	0
Total	35 513	35 771	40 604	34 188	37 638

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

Type of Premises	2008	2009	2010	2011	2012
Commercial Premises	3	1	1	3	1
Construction Site	0	0	0	2	0
Domestic Premises	2	0	0	2	1
Housing – Domestic	2	0	0	1	0
Housing – Commercial	0	0	0	0	0
Private Factory	2	2	3	1	2
Public Area – Others	0	0	0	0	0
Public Area – Hotel	0	0	0	0	1
Public Area – Restaurant	0	0	0	0	0
Squatter – Commercial/Store	4	3	7	8	6
Squatter – Factory	0	0	0	0	0
Squatter – Domestic	3	1	2	0	1
Place of Public Assembly	1	0	0	0	0
Institutional Building	1	1	0	1	1
Temporary Housing Area	0	0	0	0	0
Vessel	0	1	0	1	0
Vehicle	0	0	2	0	0
Others	0	1	1	0	0
Total	18	10	16	19	13

Classification of Special Service

Type	2008	2009	2010	2011	2012
Flooding of premises	21	3	10	6	1
Trapped by machinery	5	7	3	4	8
Threatening to jump	201	176	170	169	195
Falling into water	79	84	84	68	101
Falling from height	158	142	120	98	105
Hanging	112	91	101	90	100
Leakage of flammable liquid/gas	524	408	337	399	334
Traffic Accident	234	199	234	218	237
Locked in/out of premises	1 291	1 488	1 298	1 345	1365
Trapped/shut in lift	7 237	7 212	8 120	7 922	9 486
Others	1 214	1 296	1 015	1 195	1 704
False Alarm Malicious	317	287	251	224	260
False Alarm Good Intent	8 792	9 178	10 310	10 316	11 141
Ambulance cases	4 213	4 538	4 806	5 105	5 154
Total	24 398	25 069	26 859	27 159	30 191

Injuries and Fatalities

	2008		2009		2010		2011		2012	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	3 241	23 633	2 901	22 851	1 518	25 207	5 482	25 022	6 002	27 584
Injuries of public	371	1 981	271	1 793	276	1 850	389	1 915	302	2 249
Fatalities of public	8	773	10	815	10	746	23	751	14	837
Injuries of FS member	26	5	16	9	26	10	13	7	7	13
Fatalities of FS member	2	0	0	0	1	0	0	0	0	0
Total (Fatalities + Injuries)	407	2 759	297	2 617	313	2 606	425	2 673	323	3 099