

<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	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Plan)
total building fire calls met within graded response time (%)	92.5	95.6	94.9	93.4	93.6	93.6	92.5
fire calls met within graded response time of six minutes for built-up areas (%)	92.5	95.5	94.8	93.1	93.3	93.2	92.5
fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	96.3	96.1	95.8	95.7	96.9	95.0
complaints of imminent fire hazards answered within 24 hours (%)	100	100	100	100	100	99.9	100
requests for fire drills, fire safety talks, seminars, exhibitions, meetings and operational visits attended (%)	100	100	100	100	100	100	100

Indicators

	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Estimate)
all fire calls	35 771	40 604	34 188	37 638	36 773	36 800
building fire calls in built-up areas	27 244	32 094	25 869	29 919	29 210	29 300
building fire calls in more dispersed risk/isolated developments	3 388	3 973	3 048	3 567	3 419	3 500
special service calls	25 069	26 859	27 159	30 191	31 115	32 700
emergency ambulance calls attended by first responders	43 619	49 451	44 221	46 972	42 047	42 100
turnouts of fire appliances to emergency calls	125 852	139 026	129 955	147 203	152 522	152 600
emergency move-ups of fire appliances to provide operational coverage	46 251	51 445	47 977	55 742	56 933	57 000
complaints of imminent fire hazards received	4 712	4 739	5 951	5 464	6 053	6 100
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	1 152	1 756	2 300	2 229	3 504	3 500
prosecutions instituted	69	84	144	182	264	270
inspection of hospitals/clinics	387	427	397	406	407	410
lectures and advisory services given to hospitals/clinics	692	720	870	956	856	860
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	5 265	5 724	5 329	5 926	5 816	5 800

Programme (2): Fire Protection and Prevention

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

Targets

	Target	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (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	99.8	99.8	95.0
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
complainants for complaints related to imminent danger advised within 12 working days of outcome of investigation (%)#	90	-	-	-	-	-	90
complaints about fire hazards not posing imminent danger investigated within ten working days (%)	95.0 ^Λ	100	100	100	89.6 [¶]	98.9	95.0
complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%)Θ	90.0 ^Λ	100	100	100	82.2 [¶]	95.1	90.0
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	40	40	40	40	40	40
no. of composite buildings inspected	1 150	1 001	1 150	1 150	1 150	1 150	1 150

New target as from 2014.

^ The targets from 2014 are revised from 100 per cent to 95 per cent and 90 per cent respectively having regard to the observations in the Director of Audit's Report No. 61 and FSD's sample check results in 2012 and 2013. FSD will strive to meet and exceed the target and will review the targets in future.

¶ Before November 2013, FSD adopted a passive reporting mechanism which was found to be not sufficiently accurate. FSD has taken further sample checks on complaint cases of 2012 and the achievements were 89.6 per cent and 82.2 per cent respectively.

⊖ Revised description of previous target "complainants advised within 27 working days of outcome of investigation" as from 2014.

Indicators

	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Estimate)
licences renewed/issued						
timber/dangerous goods stores	4 311	4 350	4 207	4 096	4 316	4 200
dangerous goods vehicles	1 724	1 872	1 879	1 857	1 824	1 900
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	3 968	3 865	4 032	4 566	4 673	4 600
prosecutions instituted						
dangerous goods and timber stores	204	170	140	135	170	170
fire hazards	81	148	181	216	180	190
building plans processed	13 519	13 824	14 010	15 977	16 433	17 000
inspection of FSIs and equipment	145 750	146 505	145 756	155 146	154 466	154 000
applications for approval of portable fire fighting equipment and FSI/equipment processed	553	709	480	336	829	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	39 178	41 678	40 615	42 573	43 205	42 500
inspection of fire safety in commercial premises and composite buildings	20 846	25 372	32 342	36 630	39 155	39 500
inspection of ventilating systems in buildings and licensed premises	10 137	10 917	10 602	10 999	10 976	11 000
lectures and advisory services given (other than hospitals/clinics)	46 390	51 337	53 446	53 856	54 489	54 500
prescribed commercial premises						
no. of fire safety directions issued	800	800	800	820	808	800
no. of fire safety directions complied with/discharged	808	858	872	850	852	850
specified commercial buildings						
no. of fire safety improvement directions issued	2 998	2 998	2 994	3 016	3 019	3 000
no. of fire safety improvement directions complied with/discharged	3 997	4 001	3 992	4 035	4 093	4 000
composite buildings						
no. of fire safety directions issued	13 690	14 032	14 745	14 916	15 179	15 000
no. of fire safety directions complied with / discharged	4 420	4 310	4 897	5 493	5 587	5 500

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

Target

	Target	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Plan)
emergency calls answered within the target response time of 12 minutes(%)	92.5	92.0	92.1	93.5	93.2	94.4	92.5

Indicators

	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Estimate)
no. of emergency calls	617 265	646 733	646 996	683 921	675 424	691 000
no. of hospital transfer calls	40 845	39 345	42 163	42 290	43 722	44 500
calls per ambulance	2 551	2 619	2 488	2 405	2 227	2 200
turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	715 844	743 755	739 492	778 708	769 771	784 400
emergency move-ups of ambulances to provide operational coverage	59 523	67 166	61 726	70 936	56 882	56 300

Classification of Fires

	2009	2010	2011	2012	2013
Public area	425	518	478	382	385
Squatter area	123	89	123	101	94
Vehicle	293	285	310	223	227
Housing estates	1 341	1 347	1 285	1 185	1 258
Factory buildings	122	62	123	95	100
Institutional buildings	190	250	192	191	165
Non-domestic buildings	464	371	419	420	376
Domestic buildings	1 588	1 562	1 460	1 438	1 351
Electric – others	81	50	44	70	68
Vegetation	1 294	819	1 335	818	810
Unwanted alarm	25 405	30 710	23 889	28 461	27 356
False alarm	2 922	3 108	2 944	2 995	3 208
Temporary housing area	0	0	0	0	0
Vessel	24	15	18	23	26
Others	1 499	1 418	1 568	1 236	1 349
Total	35 771	40 604	34 188	37 638	36 773

Classification of Fires by Causes

	2009	2010	2011	2012	2013
Sparks from welding & oxygen acetylene cutting	55	55	63	64	51
Children playing with matches	68	51	43	25	23
Over-heating of engines, motor & machinery	84	93	89	146	134
Careless disposal of joss sticks, joss paper & candles, etc.	259	183	229	222	126
Food stuff (stove overcooking)	1 738	1 794	1 672	1 697	1 607
Careless handling or disposal of cigarette ends, matches and candles, etc.	2 010	1 560	1 674	1 056	1 043
General electrical fault	763	807	712	770	767
Miscellaneous	1 558	1 396	1 951	1 476	1 745
Unknown	406	339	286	212	173
False alarm	2 922	3 108	2 944	2 995	3 208
Deliberate act / Undetermined	498	506	634	514	540
Unwanted alarm	25 405	30 710	23 889	28 461	27 356
Controlled burning	5	2	2	0	0
Total	35 771	40 604	34 188	37 638	36 773

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

Type of Premises	2009	2010	2011	2012	2013
Commercial Premises	1	1	3	1	0
Construction Site	0	0	2	0	0
Domestic Premises	0	0	2	1	3
Housing – Domestic	0	0	1	0	1
Housing – Commercial	0	0	0	0	0
Private Factory	2	3	1	2	1
Public Area – Others	0	0	0	0	1
Public Area – Hotel	0	0	0	1	0
Public Area – Restaurant	0	0	0	0	0
Squatter – Commercial/Store	3	7	8	6	3
Squatter – Factory	0	0	0	0	1
Squatter – Domestic	1	2	0	1	0
Place of Public Assembly	0	0	0	0	0
Institutional Building	1	0	1	1	1
Temporary Housing Area	0	0	0	0	0
Vessel	1	0	1	0	0
Vehicle	0	2	0	0	0
Others	1	1	0	0	0
Total	10	16	19	13	11

Classification of Special Service

Type	2009	2010	2011	2012	2013
Flooding of premises	3	10	6	1	6
Trapped by machinery	7	3	4	8	5
Threatening to jump	176	170	169	195	167
Falling into water	84	84	68	101	104
Falling from height	142	120	98	105	146
Hanging	91	101	90	100	114
Leakage of flammable liquid/gas	408	337	399	334	338
Traffic Accident	199	234	218	237	240
Locked in/out of premises	1 488	1 298	1 345	1 365	1 451
Trapped/shut in lift	7 212	8 120	7 922	9 486	10 813
Others	1 296	1 015	1 195	1 704	1 419
False Alarm Malicious	287	251	224	260	226
False Alarm Good Intent	9 178	10 310	10 316	11 141	10 996
Ambulance cases	4 538	4 806	5 105	5 154	5 090
Total	25 069	26 859	27 159	30 191	31 115

Injuries and Fatalities

	2009		2010		2011		2012		2013	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	2 901	22 851	1 518	25 207	5 482	25 022	6 002	27 584	6 919	32 088
Injuries of public	271	1 793	276	1 850	389	1 915	302	2 249	364	2 227
Fatalities of public	10	815	10	746	23	751	14	837	12	857
Injuries of FS member	16	9	26	10	13	7	7	13	5	7
Fatalities of FS member	0	0	1	0	0	0	0	0	0	0
Total (Fatalities + Injuries)	297	2 617	313	2 606	425	2 673	323	3 099	381	3 091