

<i>Targets & Indicators</i>
Programme (1): Fire Service
Programme (2): Fire Protection and Prevention
Programme (3): Ambulance Service

Fire Statistics
Classification of Fires
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Programme (1): Fire Service

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

Targets

	Target	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Plan)
total building fire calls met within graded response time (%)	92.5	93.4	93.6	93.6	93.9	94.1	92.5
fire calls met within graded response time of six minutes for built-up areas (%)	92.5	93.1	93.3	93.2	93.5	93.8	92.5
fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	95.8	95.7	96.9	96.9	97.0	95.0
complaints of imminent fire hazards answered within 24 hours (%)	100	100	100	99.9	99.9	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

	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Estimate)
all fire calls	34 188	37 638	36 773	36 335	34 320	34 300
building fire calls in built-up areas	25 869	29 919	29 210	28 834	26 989	27 000
building fire calls in more dispersed risk/isolated developments	3 048	3 567	3 419	3 220	2 915	2 900
special service calls	27 159	30 191	31 115	33 420	33 683	35 000
emergency ambulance calls attended by first responders	44 221	46 972	42 047	44 676	40 022	40 000
turnouts of fire appliances to emergency calls	129 955	147 203	152 522	155 229	149 518	149 500
emergency move-ups of fire appliances to provide operational coverage	47 977	55 742	56 933	60 049	56 946	56 900
complaints of imminent fire hazards received	5 951	5 464	6 053	7 801	8 447	9 000
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	2 300	2 229	3 504	6 042	2 962	3 000
prosecutions instituted	144	182	264	288	248	240
inspection of hospitals/clinics	397	406	407	464	505	440
lectures and advisory services given to hospitals/clinics	870	956	856	979	961	920
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	5 329	5 926	5 816	18 532	18 241	18 500

Programme (2): Fire Protection and Prevention

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

Targets

	Target	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (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	99.8	99.8	100	99	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	99	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	-	-	-	100	100	90
complaints about fire hazards not posing imminent danger investigated within ten working days (%)	95.0	100	89.6	98.9	100	99.9	95.0
complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%)	90.0	100	82.2	95.1	100	99.9	90.0
applications processed within seven	100	100	100	100	100	100	100

working days for registration as FSI contractors (%)							
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	50	150	150	150	67	50	50
no. of specified commercial buildings inspected	20	40	40	40	22	20	20
no. of composite buildings inspected	400	1 150	1 150	1 150	400	400	400

Indicators

	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Estimate)
licences renewed/issued						
timber/dangerous goods stores	4 207	4 096	4 316	4 328	4 411	4 400
dangerous goods vehicles	1 879	1 857	1 824	1 837	1 942	1 850
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	4 032	4 566	4 673	4 751	6 068	5 500
prosecutions instituted						
dangerous goods and timber stores	140	135	170	219	235	250
fire hazards	181	216	180	316	325	320
building plans processed	14 010	15 977	16 433	17 698	18 169	18 000
inspection of FSIs and equipment	145 756	155 146	154 466	159 200	184 507	186 000
applications for approval of portable fire fighting equipment and FSI/equipment processed	480	336	829	317	192	250
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	40 615	42 573	43 205	38 459	38 348	38 000
inspection of fire safety in commercial premises and composite buildings	32 342	36 630	39 155	47 954	60 703	60 300
inspection of ventilating systems in buildings and licensed premises	10 602	10 999	10 976	33 300	33 146	33 300
lectures and advisory services given (other than hospitals/clinics)	53 446	53 856	54 489	85 944	120 030	120 000
prescribed commercial premises						
no. of fire safety directions issued	800	820	808	800	802	800
no. of fire safety directions complied with/discharged	872	850	852	850	850	850
specified commercial buildings						
no. of fire safety improvement directions issued	2 994	3 016	3 019	3 090	3 017	3 000
no. of fire safety improvement directions complied with/discharged	3 992	4 035	4 093	4 175	4 041	4 100
composite buildings						
no. of fire safety directions issued	14 745	14 916	15 179	16 019	16 900	16 000
no. of fire safety directions complied with/discharged	4 897	5 493	5 587	6 520	7 474	7 500

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

Target

	Target	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Plan)
emergency calls answered within the target response time of 12 minutes (%)	92.5	93.5	93.2	94.4	94.4	95.0	92.5

Indicators

	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Estimate)
no. of emergency calls	646 996	683 921	675 424	699 427	710 041	727 100
no. of hospital transfer calls	42 163	42 290	43 722	46 767	46 523	47 700
calls per ambulance	2 488	2 405	2 227	2 150	2 034	2 012
turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	739 492	778 708	769 771	804 582	817 979	839 500
emergency move-ups of ambulances to provide operational coverage	61 726	70 936	56 882	66 313	72 801	75 900

Classification of Fires

	2011	2012	2013	2014	2015
Public area	478	382	385	446	399
Squatter area	123	101	94	69	110
Vehicle	310	223	227	263	238
Housing estates	1 285	1 185	1 258	1 199	1 181
Factory buildings	123	95	100	120	90
Institutional buildings	192	191	165	172	174
Non-domestic buildings	419	420	376	404	335
Domestic buildings	1 460	1 438	1 351	1 371	1 314
Electric – others	44	70	68	53	69
Vegetation	1 335	818	810	933	954
Unwanted alarm	23 889	28 461	27 356	26 765	24 811
False alarm	2 944	2 995	3 208	3 206	3 179
Temporary housing area	0	0	0	0	0
Vessel	18	23	26	17	23
Others	1 568	1 236	1 349	1 317	1 443
Total	34 188	37 638	36 773	36 335	34 320

Classification of Fires by Causes

	2011	2012	2013	2014	2015
Sparks from welding & oxygen acetylene cutting	63	64	51	45	58
Children playing with matches	43	25	23	7	5
Over-heating of engines, motor & machinery	89	146	134	188	126
Careless disposal of joss sticks, joss paper & candles, etc.	229	222	126	157	192
Food stuff (stove overcooking)	1 672	1 697	1 607	1 597	1 563
Careless handling or disposal of cigarette ends, matches and candles, etc.	1 674	1 056	1 043	1 047	947
General electrical fault	712	770	767	799	729
Miscellaneous	1 951	1 476	1 745	1 771	1 965
Unknown	286	212	173	198	235
False alarm	2 944	2 995	3 208	3 206	3 179
Deliberate act / Undetermined	634	514	540	555	509
Unwanted alarm	23 889	28 461	27 356	26 765	24 811
Controlled burning	2	0	0	0	1
Total	34 188	37 638	36 773	36 335	34 320

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

Type of Premises	2011	2012	2013	2014	2015
Commercial Premises	3	1	0	0	1
Construction Site	2	0	0	1	1
Domestic Premises	2	1	3	0	0
Housing – Domestic	1	0	1	0	0
Housing – Commercial	0	0	0	0	0
Private Factory	1	2	1	0	0
Public Area – Others	0	0	1	0	0
Public Area – Hotel	0	1	0	0	0
Public Area – Restaurant	0	0	0	0	0
Squatter – Commercial/Store	8	6	3	5	4
Squatter – Factory	0	0	1	0	0
Squatter – Domestic	0	1	0	0	1
Place of Public Assembly	0	0	0	0	0
Institutional Building	1	1	1	0	0
Temporary Housing Area	0	0	0	0	0
Vessel	1	0	0	0	1
Vehicle	0	0	0	0	0
Others	0	0	0	0	0
Total	19	13	11	6	8

Classification of Special Service

Type	2011	2012	2013	2014	2015
Flooding of premises	6	1	6	6	6
Trapped by machinery	4	8	5	15	15
Threatening to jump	169	195	167	166	154
Falling into water	68	101	104	99	81
Falling from height	98	105	146	144	142
Hanging	90	100	114	105	112
Leakage of flammable liquid/gas	399	334	338	373	394
Traffic Accident	218	237	240	250	208
Locked in/out of premises	1 345	1 365	1 451	1 554	1 462
Trapped/shut in lift	7 922	9 486	10 813	12 209	12 178
Others	1 195	1 704	1 419	1 605	1 444
False Alarm Malicious	224	260	226	262	176
False Alarm Good Intent	10 316	11 141	10 996	11 782	12 445
Ambulance cases	5 105	5 154	5 090	4 850	4 866
Total	27 159	30 191	31 115	33 420	33 683

Injuries and Fatalities

	2011		2012		2013		2014		2015	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	5 482	25 022	6 002	27 584	6 919	32 088	7 723	37 787	9 254	34 506
Injuries of public	389	1 915	302	2 249	364	2 227	295	2 233	316	2 356
Fatalities of public	23	751	14	837	12	857	23	835	23	824
Injuries of FS member	13	7	7	13	5	7	14	11	4	14
Fatalities of FS member	0	0	0	0	0	0	1	0	0	0
Total (Fatalities + Injuries)	425	2 673	323	3 099	381	3 091	333	3 079	343	3 194