



香港消防年報
Hong Kong Fire Services
Review 2004 & 2005



處長回顧



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Director's Review

「.....消防處人員憑著強烈的使命感，自強不息，精益求精，全力拯救性命及服務市民
是這支精英部隊的最可貴資產。」

“.....so many Service members are self-driven to better their job by the sense of mission to save life and to serve. Their commitment will be the most valuable asset of this elite brigade in the years to come.”

由於政府財政緊絀，本處過往兩年的資源管理受到嚴峻挑戰。作為緊急服務部門，每天的工作都是關乎安危生死，服務水平根本絕無妥協的空間。我們只可透過重組架構和重整工序，縮減開支及增加成本效益，作為紓解的方法。因此，本處即使為配合服務需求而增設新工作單位，亦只是透過內部調配以解決人手問題。我們亦審慎檢討各類車輛所需的隨車人手，務求找出最具成本效益的服務模式。為使資源得到更有效的運用，兩個防火總區已予重組，而前線消防員亦須肩負額外的防火職務。透過削減津貼及部門開支，本處亦得以節省整體支出。

過往兩年種種削減開支的措施，並未使我們在提供更佳服務方面受到障礙。例如傷病者的院前護理服務，由於全面推行輔助醫療救護服務，以及推出先遣急救員計劃，已大大提升。此外，前線消防人員透過防火巡查，對所駐守地區樓宇的設計及消防裝置情況有更具體的了解，以致行動效率亦因而提高。在多類牌照申請方面，本處亦採納一系列與發牌當局及業界代表共同制訂的改善措施，從而加快處理時間。

我們亦沒有在部署行動裝備方面鬆懈；本處深諳「工欲善其事，必先利其器」的道理，因此在過往兩年均因應新需求，以及為前線人員提供更佳保護，購置新消防車輛及裝備。這包括一輛專為應付隧道火警由無線電

Government's budgetary constraints continued to pose a serious challenge over the past two years to our resources management. There is no room for an emergency service provider like us to compromise on the service standards because life-and-death matters are what we are dealing with everyday. The alternative was to trim expenditure and enhance cost-effectiveness through re-organising and re-engineering our tasks. We have kept new units operational through internal re-deployment of staff. We have critically revisited the manning scale of various appliances to identify the most cost-effective mode of service delivery. To achieve better use of resources, the two Fire Protection Commands were restructured and frontline operational firemen assigned extra fire protection duties. Efficiency savings were also achieved through a reduction in allowances and departmental expenses.

Cost-cutting has not impeded us from providing even better services to the public in the past two years. Pre-hospital care to the sick and injured was improved by the full implementation of paramedic ambulance services and the launch of the First Responder programme. Operational efficiency was enhanced as frontline fire personnel had acquired better information of the layout and fire service installations of buildings in their districts through fire protection inspections. Processing of various types of licence applications was speeded up by adopting the improvement measures jointly worked out with the licensing authority and trade representatives.

Neither has operational preparedness been compromised. New fire-fighting appliances and equipment were procured to meet new needs and to better protect front-line staff. These include a radio-controlled fire-fighting supporting unit for tunnel fires, jackless snorkels with a piercing nozzle to

操控的滅火支援車；為配合在香港國際機場升降的超級珍寶客機 A380 而購置的刺針式無積升降台；以及為加強海上滅火和拯救能力而購置的高性能滅火輪「卓越號」。本處亦舉辦了不同的滅火、拯救及風險管理訓練課程，以提高行動效率。

在調派及通訊方面，本處在二零零五年六月踏入新里程，全面採用第三代調派系統。由於有關的人員不畏勞苦，奮力掌握新系統的電腦技術，並且積極適應新的工作模式，因此在新系統首期實施四個月所出現的問題，大都得以解決。

在執法及立法方面，《二零零三年消防（修訂）條例》和《消防（消除火警危險）規例》確實能有效打擊非法加油活動。在二零零四及二零零五年，與新法例有關的檢控個案數字，約為二零零三年的 16 倍。由於《消防安全（建築物）條例》有待實施，本處在二零零四年四月採用了該條例的應變方案，與屋宇署一同巡查舊式綜合用途樓宇和住宅樓宇，以加強消防安全，並就將來的新標準向業主及佔用人提供意見。

在推動市民參與防火活動方面，本處得到理想的進展。消防安全大使計劃自數年前推行以來深受歡迎，現時已有逾 65,000 名來自社會各界的志願人士受訓成為消防安全大使。為進一步推廣該計劃，本處自二零零五年年

prepare for the use of the super jumbo Airbus A380 at Hong Kong International Airport and a new high-performance fireboat, the *Excellence*, to strengthen maritime fire-fighting and rescue capabilities. Operation efficiency was also enhanced through the various training programmes on fire-fighting and rescue and risk management.

In communications and mobilising, the full commissioning of the Third Generation Mobilising System in June 2005 represented a milestone. Thanks to the unrelenting efforts of all involved to master the computer techniques and to adapt to the new work mode, most of the teething problems that surfaced during the four-month first-phase operation were overcome.

In law enforcement and enactment, the Fire Services (Amendment) Ordinance 2003 and the Fire Services (Fire Hazard Abatement) Regulations have proven effective in combating illegal refuelling activities. Both in 2004 and 2005, the number of prosecution cases related to the new legislation was about 16 times the figure of 2003. Pending the implementation of the Fire Safety (Buildings) Ordinance, the fallback option of the Ordinance which requires inspections of old composite and domestic buildings was adopted in April 2004. Joint inspections were conducted with the Buildings Department with a view to enhancing fire safety and advising owners and occupiers concerned on the improved standards to be required.

We have had a rewarding experience in involving the community in the fire protection and prevention programme. The Fire Safety Ambassador Scheme launched a few years ago continues to be popular with a current enrolment of over 65,000 volunteers from various sectors of the community. To add impetus to the Scheme, local community

初，委任社區領袖成為各區消防安全大使會的名譽會長。

本處人員由於協德同心、群策群力，因此屢創佳績。市民大多十分欣賞我們所提供的優質服務。二零零五年，本處在公務員事務局舉辦的公務員優質服務獎勵計劃中，連續第三度勇奪「最佳公眾形象獎」金獎。

展望未來，《第九屆世界消防競技大賽》將於二零零六年二月在香港舉行。香港是首個舉辦這項消防盛事的亞洲城市。本處好應一盡地主之誼，誠摯款待來自世界各地的消防同寅，並協助推廣香港作為亞洲世界都會。

關於公眾服務方面，由於本港人口日漸老化，本處預計緊急救護服務需求將會持續上升。為更加有效運用資源，處理有真正需要的緊急個案，本處已委託顧問，研究實施救護車調派分級制是否可行。由保安局領導的督導委員會，會仔細審定研究的建議，決定日後去向。保安局、醫院管理局、醫療輔助隊及本處亦正商討，把部分急切轉院服務交由醫療輔助隊負責，使本處救護人員更集中處理緊急服務。

leaders were appointed as Honorary Presidents for the Fire Safety Ambassador Clubs set up in local districts starting from early 2005.

So all our combined efforts have come to fruition. The quality services provided by us are well appreciated by the public at large. In 2005, the Department has, for the third consecutive year, obtained the Gold Award for the "Best Public Image" in the Civil Service Outstanding Service Award contest organised by the Civil Service Bureau.

Looking ahead, 2006 will be an important one for the Department as we are going to be the first Asian city to host the World Firefighters Games which will be held in February. This will be an excellent opportunity for us to extend our hospitality to friends of the world's fire service community and to help promote Hong Kong as the Asian world city.

For public service, we expect the demand for emergency ambulance services to rise in view of the growing population of the elderly. To better utilise our resources to deal with genuine emergency cases, a feasibility study on a priority dispatch system was commissioned. A Steering Committee led by the Security Bureau will scrutinise the recommendations of the study and decide on the way forward. The Security Bureau, Hospital Authority, Auxiliary Medical Service (AMS) and the Department are also discussing plans to pass on part of the urgent transfer service between hospitals to the AMS, so that our ambulance personnel can concentrate more on emergency services.

在消防行動方面，本處會繼續檢討目前的行動模式，務求採取更快捷有效的方法以提供現有服務。至於防火工作，本處正就「第三方驗證計劃」的各個範疇進行研究。在該計劃下，持牌處所的消防安全規定以及消防設備的驗收和認證工作，將會交由專業的第三方負責，以期加快審批程序。本處亦會加強內部訓練以及消防科學的應用，務求提升消防人員的專業發展。

回顧過去兩年，消防處的成績實在使我深以為傲。各項新計劃和措施，全賴各級人員克盡厥職，才得以順利推行。我曾出席多個聚會和座談會，親自與屬員會面，向他們講解新措施所引起關注的問題，並鼓勵他們培養「以少營多」的工作文化。透過這個渠道，部門政策和發展的透明度，確實得到提高，使管職雙方在攜手面對挑戰時，得到更大的互信和了解。

儘管處身於種種的困難之中，消防處人員憑着強烈的使命感，自強不息，精益求精，全力拯救性命及服務市民，實在令人欣慰。他們對工作全情投入、竭盡所能的積極態度，是這支精英部隊的最可貴資產。

For fire operations, the Department will continue reviewing the present mode of operations with a view to introducing more efficient and effective means to deliver the present services. For fire protection, we are also examining the various aspects of a Third Party Certification Scheme, under which the fire safety requirements of licensed premises and fire service installation testing and certification will be taken up by a professional third party in a bid to speed up the certification procedure. To enhance the professional development of fire-fighters, internal training on and application of fire science will be strengthened.

I look back with pride over the Department's achievements in the past two years. None of the new initiatives and projects could have been implemented smoothly without the hard work of all the staff. I have met many of them face-to-face during numerous gatherings and forums to address their concerns related to those new initiatives. I also took the opportunity to instigate a "do more with less" culture at work. These efforts have proven that enhancing the transparency of departmental policies and developments can help promote mutual trust and understanding between management and staff in meeting the challenges together.

It is heart-warming to know that during these difficult times so many Service members are self-driven to better their job by the sense of mission to save life and to serve. Their commitment will be the most valuable asset of this elite brigade in the years to come.