



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



处长回顾



消防处处长 郭晶强
Director of Fire Services
Kwok Jing-keung

Director's Review

「.....消防处人员凭著强烈的使命感，自强不息，
精益求精，全力拯救性命及服务市民
是这支精英部队的最可贵资产。」

“.....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.”

由于政府财政紧绌，本处过往两年的资源管理受到严峻挑战。作为紧急服务部门，每天的工作都是关乎安危生死，服务水平根本绝无妥协的空间。我们只可透过重组架构和重整工序，缩减开支及增加成本效益，作为纾解的方法。因此，本处即使为配合服务需求而增设新工作单位，亦只是透过内部调配以解决人手问题。我们亦审慎检讨各类车辆所需的随车人手，务求找出最具成本效益的服务模式。为使资源得到更有效的运用，两个防火总区已予重组，而前线消防员亦须肩负额外的防火职务。通过削减津贴及部门开支，本处亦得以节省整体支出。

过往两年种种削减开支的措施，并未使我们在提供更佳服务方面受到障碍。例如伤病者的院前护理服务，由于全面推行辅助医疗救护服务，以及推出先遣急救员计划，已大大提升。此外，前线消防人员通过防火巡查，对所驻守地区楼宇的设计及消防装置情况有更具体的了解，以致行动效率亦因而提高。在多类牌照申请方面，本处亦采纳一系列与发牌当局及业界代表共同制订的改善措施，从而加快处理时间。

我们亦没有在部署行动装备方面松懈；本处深谙「工欲善其事，必先利其器」的道理，因此在过往两年均因应新需求，以及为前线人员提供更佳保护，购置新消防车辆及装备。这包括一辆专为应付隧道火警由无线电

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

操控的灭火支援车；为配合在香港国际机场升降的超级珍宝客机 A380 而购置的刺针式无积升降台；以及为加强海上灭火和拯救能力而购置的高性能灭火轮「卓越号」。本处亦举办了不同的灭火、拯救及风险管理训练课程，以提高行动效率。

在调派及通讯方面，本处在二零零五年六月踏入新里程，全面采用第三代调派系统。由于有关的人员不畏劳苦，奋力掌握新系统的电脑技术，并且积极适应新的工作模式，因此在新系统首期实施四个月所出现的问题，大都得以解决。

在执法及立法方面，《二零零三年消防（修订）条例》和《消防（消除火警危险）规例》确实能有效打击非法加油活动。在二零零四及二零零五年，与新法例有关的检控个案数字，约为二零零三年的 16 倍。由于《消防安全（建筑物）条例》有待实施，本处在二零零四年四月采用了该条例的应变方案，与屋宇署一同巡查旧式综合用途楼宇和住宅楼宇，以加强消防安全，并就将来的新标准向业主及占用人提供意见。

在推动市民参与防火活动方面，本处得到理想的进展。消防安全大使计划自数年前推行以来深受欢迎，现时已有逾 65,000 名来自社会各界的志愿人士受训成为消防安全大使。为进一步推广该计划，本处自二零零五年年

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，委任社区领袖成为各区消防安全大使会的名誉会长。

本处人员由于协德同心、群策群力，因此屡创佳绩。市民大多十分欣赏我们所提供的优质服务。二零零五年，本处在公务员事务局举办的公务员优质服务奖励计划中，连续第三度勇夺「最佳公众形象奖」金奖。

展望未来，《第九届世界消防竞技大赛》将于二零零六年二月在香港举行。香港是首个举办这项消防盛事的亚洲城市。本处好应一尽地主之谊，诚挚款待来自世界各地的消防同寅，并协助推广香港作为亚洲世界都会。

关于公众服务方面，由于本港人口日渐老化，本处预计紧急救护服务需求将会持续上升。为更加有效运用资源，处理有真正需要的紧急个案，本处已委托顾问，研究实施救护车调派分级制是否可行。由保安局领导的督导委员会，会仔细审定研究的建议，决定日后去向。保安局、医院管理局、医疗辅助队及本处亦正商讨，把部分急切转院服务交由医疗辅助队负责，使本处救护人员更集中处理紧急服务。

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.

在消防行动方面，本处会继续检讨目前的行动模式，务求采取更快捷有效的方法以提供现有服务。至于防火工作，本处正就「第三方验证计划」的各个范畴进行研究。在该计划下，持牌处所的消防安全规定以及消防设备的验收和认证工作，将会交由专业的第三方负责，以期加快审批程序。本处亦会加强内部训练以及消防科学的应用，务求提升消防人员的专业发展。

回顾过去两年，消防处的成绩实在使我深以为傲。各项新计划和措施，全赖各级人员克尽厥职，才得以顺利推行。我曾出席多个聚会和座谈会，亲自与属员会面，向他们讲解新措施所引起关注的问题，并鼓励他们培养「以少营多」的工作文化。通过这个渠道，部门政策和发展的透明度，确实得到提高，使管职双方在携手面对挑战时，得到更大的互信和了解。

尽管处身于种种的困难之中，消防处人员凭着强烈的使命感，自强不息，精益求精，全力拯救性命及服务市民，实在令人欣慰。他们对工作全情投入、竭尽所能的积极态度，是这支精英部队的最可贵资产。

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.