



消防處處長
Director of Fire Services

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回顧二零零六年，消防處屢創懋績，我實在深以為傲。我更要衷心感謝本處各級人員一直全情投入，克盡厥職，表現卓越，以致我們所提供的服務日臻完善。本處在過去一年取得的驕人成就，實在全仗各級人員的努力。

I look back with pride at the substantial accomplishments of the Fire Services Department in the year of 2006, and with sincere gratitude to all members of the Department for their continuous support, high performance and dedication that have added considerable value to their services to Hong Kong. What we have achieved would not have been possible without them.

對消防處來說，二零零六年是碩果累累、豐富多姿的一年。第九屆世界消防競技大賽於二零零六年二月十八至二十五日在香港舉行，而香港是首個亞洲城市奪得大賽主辦權，負責籌辦這項雲集世界各地消防精英的國際運動盛事。大賽隨着序幕揭開後，各式各樣的活動紛紛展開。在各方友好通力合作下，大賽吸引了逾3,300名來自37個國家及地區的參賽者。由於大賽辦得有聲有色，因此贏得國際稱許，亦深得本港各界伙伴及相關人士的讚賞。大家得到世界各地的消防機構熱心支持，當然令人鼓舞，但本處人員義務無私的付出，以及本地社會賢達的鼎力襄助，更使本處感激不已。大賽雖然沒有政府撥款資助，仍能圓滿舉行，全賴各方友好熱誠支持。大賽所籌得的捐款，我們在減除所需的開支後，更把盈餘悉數捐給一些與本處秉持相近理念和使命的慈善及教育機構。大賽成績斐然，不但體現了本處人員在面對重大挑戰時所發揮的巨大潛能，亦印證了本處多年來為努力提供卓越服務而與社會廣結伙伴的重大意義。

在二零零六年，我們繼續為社會提供高效迅速的滅火、拯救和救護服務。在樓宇火警召喚和緊急救護召喚方面，我們均能夠在承諾的目標召達時間內到場處理。服務承諾得以達致，實在有賴本處人員表現超卓、全情投入，而處方亦不斷致力改善服務。第三代調派系統得以調整和提升，本處人員的工作效率亦隨而加強。第三代調派系統全面啟用後，本處24小時運作的調

2006 was a fruitful and exciting year for the Fire Services Department. It was kicked off with intensive activities going on in various quarters towards organising the 9th World Firefighters Games, an international sporting event for fire-fighters in the world that was held in Hong Kong or Asia for the first time. With the concerted efforts of all people concerned, the Games was held from 18 to 25 February 2006 and I am delighted to say that it turned out to be a great success. The Games had attracted over 3,300 participants from 37 countries and regions all over the world and won international acclaims as well as compliments from our local partners and associates. We were encouraged not only by the enthusiastic support of the international fire-fighting communities, but also by the selfless contributions of our staff as well as the generous sponsorship of local dignitaries whose personal and financial support had turned the Games into a reality notwithstanding the absence of government funding. After meeting the expenses of the Games, we donated the surplus funds to some charitable organisations and educational institutions sharing similar vision and missions. The success of the Games reflects the immense potential of our staff in the face of great challenges. It also confirms the value of the partnership that the Department has established with the community over the years in our pursuit of excellence in delivering public service.

In the year under review, we continued to provide efficient and effective fire-fighting, rescue and ambulance services to the community. We were able to respond to building fire calls and emergency ambulance calls within the target response time as pledged. This was made possible through the excellent performance and dedication of our Service members as well as the Department's continuous efforts to improve services. It was also the result of enhanced efficiency brought about by the fine-tuning and enhancement of the Third Generation Mobilising System (TGMS). With full migration to TGMS, our 24-hour Mobilising and Communications Centre has

派及通訊中心便踏入全面電腦化的時代，而當中的調派及通訊能力，更得以加強。由於本處人員與承辦商彼此努力不懈，啟用初期遇到的一些問題，很快便迎刃而解。現時此系統運作暢順，效能理想。

由於本處的救護車都是由符合輔助醫療資格的救護人員駐守，並已妥為配備輔助醫療設施，本處於二零零六年開始在救護車貼上一顆名叫「生命之星」的六角藍星，作為本處的輔助醫療服務已經達致國際水平的標記和質素的表徵。關於緊急救護服務方面，本處會繼續透過培訓及其他務實方法，致力提升救護人員的專業能力。

消防處於二零零六年為提升服務而續謀善策，其中一項是「打鐵趁熱」。顧名思義，「打鐵趁熱」是一項趁着事故仍未冷卻便隨即展開的宣傳活動。當有嚴重火警發生後，消防人員隨即會重臨現場進行宣傳，趁着附近居民對火警記憶猶新，加強他們的防火意識。

另一項新意念是二零零六年九月由消防處義工隊推出的「火後服務」。義工隊由一群關心社會的消防處軍裝及文職人員組成，為社會上有需要的人士提供有意義的服務。透過「火後服務」，他們義務為遭逢火災而又有經濟困難的受害人重建家園，讓他們在遭遇不幸時仍能體驗人間有情。這項服務不但得到火災受害人的感謝，並且得到社會廣泛認同，而政務司司長亦曾公開表揚這項服務，使大家得到更大的鼓舞。

proceeded to an era of full computerisation with enhanced mobilising and telecommunication capabilities. Through the continuous efforts of our staff and our contractor, we have resolved a number of teething problems and the System is now running smoothly and effectively.

To signify that all our ambulances were manned by ambulance personnel with paramedic qualifications and properly equipped for the purpose, we started affixing a blue hexagonal star - the 'Star of Life' - to the body of our ambulances in the year. This is a symbol of our paramedic services having reached international standard and an assurance of quality. In our delivery of emergency ambulance services, we would continue to enhance the professionalism of our ambulance personnel through training and other practical means.

The year of 2006 saw a number of new initiatives introduced to improve services. One of them was 'Hot Strike', which literally means acting while the matter is still fresh. 'Hot Strike' is a publicity campaign under which our fire personnel would revisit fire scenes right after a major fire with a view to raising awareness of fire prevention in the neighbourhood while the fire incident is still fresh in people's minds.

In another initiative introduced in September 2006, the Fire Services Volunteer Team, a group of public-spirited and capable uniformed and civilian staff of the Department, launched a meaningful service for the needy people in the community. We named it 'After-fire Service' involving our volunteers helping fire victims with financial difficulties rebuild their homes after fire, giving them love and care in times of misfortune. This initiative was warmly received not only by the fire victims themselves but also the community at large. I am also encouraged by the Chief Secretary for Administration's public compliments of this initiative.

Director's Review

第三項措施是從英國購買了兩隻火警調查犬，以便更有效尋找及確定火場的觸媒。兩隻火警調查犬及兩名由高級消防隊長擔任的領犬員，均經過特別挑選，並曾於英國接受一系列訓練。兩個火警調查犬隊已經成立，並已投入服務。

除了上述措施之外，消防處亦致力提高救護服務的效率和水平，並於二零零六年十一月推出一套試驗計劃，以應付新界區日增的服務需求。試驗計劃內的兩部快速應變急救車，由救護主任負責駕駛。他們的職責是擔任臨床支援主任，並會在附近沒有救護車可供調派的時候，出動處理緊急救護召喚。如有需要，他們也會出動指揮大型的救護行動。推出快速應變急救車計劃後，救護服務的前線管理已有所改善，使服務質素更有保證。

在新設施方面，為配合服務需求而設計及興建的新裝置在二零零六年進展良好。兩間分別位於旺角及葵涌的新救護站，以及一間位於九龍塘的新消防局已於年內啟用。此外，設有先進滅火及救援訓練設施的西九龍救援訓練中心，亦已於二零零六年十一月投入服務，前線消防人員的救援及滅火技巧因而得以加強，從而進一步改善消防處的服務質素。除了上述設施之外，消防處已於二零零六年六月獲得立法會財務委員會批准撥款，在昂船洲興建潛水訓練中心。工程項目已於二零零六年十一月展開，預計可於二零零九年竣工。

A third measure to improve services in the year was the procurement of two fire investigation dogs from the United Kingdom to help identify and ascertain the presence of accelerant at fire scenes more effectively. Our fire investigation dogs and their handlers, two Senior Station Officers specifically selected for the job, had undergone a series of training in UK. They were formed into two fire investigation teams and put into operation lately.

Apart from the foregoing, we also sought to enhance the efficiency and standards of our ambulance services by introducing a trial scheme under which two Rapid Response Vehicles (RRV), each manned by an Ambulance Officer, were put into operation in November 2006 to meet the increasing service demands in the New Territories Regions. The Ambulance Officers manning the RRVs performed the role of a clinical support officer who would also respond to emergency ambulance calls when no nearby ambulance was available. They would also take command of large-scale operations as required. With the introduction of the RRV Scheme, the frontline management of our ambulance services has improved and service quality is better assured.

In terms of new facilities, we had made good progress in 2006 in the planning and construction of new installations to meet service demands. We had commissioned two new ambulance depots in the year, one in Mong Kok and another in Kwai Chung in addition to a new fire station in Kowloon Tong. Furthermore, the West Kowloon Rescue Training Centre which is equipped with advance fire-fighting and rescue training facilities was put into operation in November 2006. With these additions, our frontline fire personnel are better able to strengthen their skills in rescue and fire-fighting readily and this would in turn bring improvements to service quality. Apart from the foregoing facilities, we had also secured funds from the Finance Committee of the Legislative Council in June 2006 for the construction of a Diving Training Centre on Stonecutters Island in the near future. The project has already commenced since November 2006 and is expected to be completed by 2009.

消防處在二零零六年繼續為屬員提供有系統的本港及海外訓練，藉此提升他們的專業技能。此外，消防處委託香港中文大學為部門所有軍裝人員制定一套資歷架構，鼓勵屬員終身學習，自我提升。消防處亦已分別委託香港科技大學及香港中文大學設計「性格測驗」和「能力傾向測試」，並計劃在日後的招募過程中引入兩種測試，藉此協助挑選更適合消防服務的人才。

一直以來，消防處廣受市民支持，服務深受社會認同及稱許。回顧過去，消防處服務卓越，實在全賴各級人員的努力，不論是軍裝抑或文職人員，他們都克盡厥職，力求發揮最佳表現。展望將來，消防處會繼續力臻至善，並透過有效運用現有資源、尋求新的撥款、重整工作程序、重訂職責及提升效率，為市民提供更佳的服務。同時，消防處亦會致力加強管理層與員工之間的溝通，以公正公開的態度，處理員工的訴求，以及照顧他們的福利。此外，管理層亦會盡力減輕員工的工作壓力，例如採用電腦系統提高效率、提供所需訓練、改善裝備，以及更換舊式車輛、呼吸器、保護裝備及衣服。我深信，消防處必定可以全力以赴，使香港成為一個更宜於安居樂業的好地方。

In 2006 we continued to enhance the professional capabilities of our staff through structured training both locally and overseas. In addition, we had commissioned the Chinese University of Hong Kong to help us establish a Qualifications Framework for all uniformed grades in the Department which would eventually lead to a framework for personal enhancement with good career incentives for our staff to pursue life-long learning. We had also commissioned the Hong Kong University of Science and Technology to develop a Personality Test and separately engaged the Chinese University of Hong Kong to develop a Selection Aptitude Test. Both tests would enable us to recruit the right people for fire services and be put to good use in our future recruitment exercises.

Over the years, the Fire Services Department has earned the popular support of the community. Our services are widely recognised and well appreciated by the public. Looking back, we owe much of our success to the exemplary performance and dedication of our staff, uniformed and civilian alike. Looking ahead, we will continue to strive for excellence and add value to our services through efficient use of existing resources, seeking new funds, re-engineering work processes, re-prioritising our tasks and trying every means to enhance our efficiency. At the same time, greater efforts will be devoted to improving the management's communication with staff, addressing their needs and looking after their well being in a fair and open manner. Moreover, the management will spare no effort making their jobs easier, such as commissioning computer systems to enhance efficiency, providing them the necessary training, upgrading their equipment, replacing old emergency vehicles, breathing apparatus, protective gears and clothing. It is my belief that there is much we could do together to make Hong Kong a better place in which to live and work.