



消防處處長
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對於消防處而言，去年從多方面來看，都是豐盛的一年。屬員奮勵苦幹、專心致志，竭誠提供優質服務，以配合不斷變化的公眾需求，回應社會發展所帶來的各種挑戰，並且取得令人欣喜鼓舞的成績。

To the Fire Services Department, the year under review was a rewarding one by many measures. The efforts and dedications of our Service members in providing quality services to meet changing public demands and the challenges brought about by new developments in society have yielded results that are both encouraging and gratifying.

二零零七年，我們在樓宇火警召喚和緊急救護召喚方面，再度達致在目標召達時間內到場處理的服務承諾。我們堅守使命，在火警或其他災害中保障市民的生命財產，並為傷病者提供快捷有效的緊急救護服務，然後迅速將他們送院治理。

我們不單在服務質素方面再上層樓，亦能夠積極拓展工作範疇，過去幾年所開展，而且在去年全面推行的新計劃和服務，計有：「快速應變急救車」、「火警調查犬」、「打鐵趁熱」、「火後服務」，以及「救心先鋒」。這些新計劃和服務深得社會接受，並且有幸得到公眾稱許。

我很高興在此匯報，由於屬員克盡厥職，奮力為民，本處在二零零七年公務員優質服務獎勵計劃中總共奪得九個獎項，包括三項冠軍，分別是「精進服務獎」、「部門合作獎」和「最佳公眾形象獎」；而當中的「最佳公眾形象獎」金獎，更是我們三度蟬聯。此外，本處亦獲得香港社會服務聯會頒授二零零六至零七年度的「同心展關懷」資格，表揚我們在鼓勵義務工作方面的出色表現。

雖然歷任處長已為本處奠下良好基礎，但我們絕不能因此自滿。反之，我們必須積極面對轉變，與時並進，掌握市民訴求的變化以及社會發展所帶來的挑戰。我們必須秉持這種理念，才可以再闢高峰，續創懋績，承傳消防處重視效率、講求專業、廉潔正直，精益求精的固有文化。

We have succeeded again in 2007 to meet the performance pledges of responding to building fire calls and emergency ambulance calls within the target response time. We are committed to the mission of protecting the life and property of people in this city from fire or other calamities and to render effective and efficient emergency ambulance services to the sick and the injured and to convey them to hospital swiftly.

We have also been able to expand our work areas at the same time as enhancing the quality of our service. New programmes and services started over the past few years and put into full operation in the year included the Rapid Response Vehicles (RRV) Scheme, the Fire Investigation Dog, the Hot Strike Publicity Campaign, the Post-fire Service Volunteer Scheme and the Heart Saver Scheme. These new programmes and services were widely accepted by society and received the public recognition that they deserved.

I am proud to report that for these endeavours and good work, we scooped a total of nine awards in the Civil Service Outstanding Service Award Scheme 2007. We were champions in the following awards: Service Enhancement Award, Partnership Award and the Best Public Image Award. In particular, we won the Best Public Image Award for four consecutive years. We were also awarded the title of Caring Organisation by the Hong Kong Council of Social Service in 2006-2007 in recognition of the Department's exemplary performance in encouraging volunteer services.

While our predecessors have laid solid groundwork for us, there is no room for complacency. Instead we need to embrace change, to stay abreast of the changes in public demands as well as the challenges brought about by new developments in society. Only with these in mind can we continue to scale new heights and make new progress and to continue with the Department's culture that upholds the value of efficiency, professionalism, integrity and continuous improvement.

在未來一年，本處會推行一系列的短期至中期措施，進一步提升我們的專業和行動準備能力。

在消防行動方面，我們計劃更換現有的呼吸器，以符合新的國際安全標準。本處會加強屬員在重型搜救方面的培訓和裝備，並會就滅火及救援服務，進行一項顧客滿意程度調查，務求為公眾提供更適切的服務。此外，我們亦會在每個消防總區成立一組火警調查人員，以提高這項工作的成效。

在防火工作方面，我們會加強《消防安全（建築物）條例》的執法行動，為舊式綜合用途樓宇的居民，提供更佳的生命財產保障。我們也會加緊巡查消防設備及通風系統，以及加強對註冊消防裝置承辦商及註冊專門承辦商（通風系統工程類別）的監察。我們亦會透過「精明規管」計劃，進一步改善本處的發牌服務，並就採用「第三方參與消防安全審批」以提供及檢核消防安全措施一事，徵詢業界的意見。

在救護服務方面，由於「快速應變急救車試驗計劃」進展良好，本處將會長久落實及擴展該項計劃，以加強輔助醫療救護服務。在來年，我們會根據顧問的建議，繼續跟進「輔助醫療服務質素保證系統」和「救護車調派分級制」的工作。此外，本處亦會探討提升救護人員輔助醫療服務水平的需要及可行性。

In the year ahead, we will be implementing a series of short to medium-term measures with the objective of further enhancing our professionalism and operational readiness.

On fire operations, we have plans to replace the existing breathing apparatus to align with new international safety standards. We will endeavour to strengthen Service members' training as well as their equipment for Urban Search and Rescue. A customer satisfaction survey will be conducted for the fire fighting and rescue services with a view to providing more suitable and enhanced services to the public. Last but not least, we are going to establish a pool of fire investigators in each Fire Command to strengthen the effectiveness of our work in this aspect.

On fire prevention work, we are going to strengthen the enforcement of the Fire Safety (Buildings) Ordinance to offer greater protection of the life and property of residents in old composite buildings. We will step up inspections of fire service installations / ventilating systems and monitoring the performance of Registered Fire Service Installation Contractors and Registered Specialist Contractors (Ventilation Category). We will further enhance the Department's licensing services through the Be the Smart Regulator Programme and consult the trades on the use of Third Party Certification for the provision and checking of fire safety measures.

On ambulance services, in view of the good progress made in the trial RRV scheme, we are going to formalise and expand its operation so as to enhance the delivery of paramedic ambulance service. In the year ahead, we will also endeavour to take forward the consultants' recommendations on the Paramedic Service Quality Assurance System as well as on the Medical Priority Dispatch System. We will also explore the need and feasibility of upgrading the competence of ambulance personnel in terms of paramedic service.

服務質素和工作表現的提升，與屬員的培訓息息相關。因此，本處十分重視員工培訓。部門將開辦特為屬員設計的內部培訓課程，發展他們的專業、指揮及管理能力。本處也會繼續安排不同職級的屬員，前往海外接受各類培訓。

我們一直與內地消防隊伍進行專業交流，並且建立了緊密的聯繫，以致多項訪問、研討及其他雙方受惠的活動得以順利開展。另一方面，我們亦透過積極參與甚至舉辦國際會議，以及訪問和交流計劃，與海外同業保持聯繫。

多年以來，消防處以「精英部隊，卓越服務」贏得外界稱許。憑着屬員繼往開來，竭誠服務，積極發揮專業精神，我深信在未來的歲月裏，我們這支精英部隊，必定可以為市民提供卓越服務。

The upgrading of service quality and performance standard is closely related to the provision of training to Service members. Hence, we attach great importance to staff training. We will introduce tailor-made in-house training courses for staff development in terms of professional, command and management abilities. In addition, we will continue to send members of different ranks overseas to receive various kinds of training.

We have continued our professional exchange with our counterparts in the Mainland. We have also established closer links with them so that visit programmes, interactions and activities that benefit both parties flourish. We have also maintained our links overseas through active participation and in organising international conferences, visits and exchange programmes.

The Fire Services Department has gained a reputation for the excellence of its performance over the years. With the continued dedication and professionalism of Service members, I am confident that we will remain the Elite Brigade in the years to come.