



危害物質專隊進行消洗演練
A decontamination drill by the HazMat Team

與時並進

*To Move with
the Times*



電子救護車出勤紀錄系統
Electronic Ambulance Journey Record System



顧客服務意見調查

為加強向市民提供的服務質素，本處會就滅火及救援服務進行顧客服務意見調查。有關調查已經完成，絕大部分回應的市民對本處滅火及救援服務的整體表現感到滿意。為了進一步加強本處的服務，我們已制訂一套行動計劃，以推行調查顧問提出的建議。

綜合發牌、 消防安全及檢控系統

為提升各單位在分享防火資訊方面的成效，部門已開始推行電腦化的「綜合發牌、消防安全及檢控系統」，以處理有關持牌處所的申請個案。該系統由二零一一年六月開始進行測試，並於年底分階段投入服務，推行該系統後，有關發牌、消防安全及檢控個案的綜合資料可透過電子平台傳遞，各相關單位亦可自該系統取得有關個案的最新資料，從而加快處理進度。該系統提供流動工作平台，讓本處人員進行實地工作時，可隨時查閱個案資料及將資料直接輸入手提電腦，毋須重複輸入資料，因而可節省時間。該系統亦具備處理電子表格的功能，為市民提供多一種遞交申請表格的途徑，並可提升處理申請的效率。

消防處數碼集群無線電系統

二零一一年，部門將模擬制式集群無線電系統更換為數碼集群無線電系統。新系統以陸地集群無線電標準為基礎，在新系統下，不同製造商的产品可互相兼容，日後提升和發展系統時亦更具彈性。陸地集群無線電系統採用先進的數碼無線電通訊技術，處理能力更強大，並可節省包括頻道等資源。除了可更有效使用無線電頻譜外，新系統亦可提供更多語音頻道，配合新系統而安裝在車輛上的轉發器和手提轉發器，令事故現場的室內無線電通訊更可靠，覆蓋面更廣。



數碼集群無線電系統的手提轉發器
Portable repeater under the DTRS

Customer Satisfaction Survey

A customer satisfaction survey on fire-fighting and rescue services with a view to enhancing the quality of our services to the public has been completed. An overwhelming majority of the respondents who were members of public were satisfied with the overall performance of the firefighting and rescue services. To further enhance our services, we have drawn up a set of action plans to implement the recommendations proposed by the survey consultant.

Integrated Licensing, Fire Safety and Prosecution System

To enhance the effectiveness of sharing fire protection information among various units, the Department has proceeded to take forward a computerised “Integrated Licensing, Fire Safety and Prosecution System” (LIFIPS) for handling applications relating to licensed premises. System testing of the LIFIPS has been carried out since June 2011 and the new system is expected to be put into operation by phases at the end of 2011. With the implementation of the LIFIPS, integrated case-related data in respect of licensing, fire safety and prosecution will be transmitted by means of an electronic platform, through which units concerned can access the most up-to-date information of a particular case, thereby expediting the processing of applications. The LIFIPS features a mobile working platform for FSD personnel to check case-related data and input data directly into their portable computers anytime during fieldwork, saving the time spent on repeated data entry. The LIFIPS can also process e-submission, thus providing the public with an additional means to submit application and enhancing effectiveness in processing applications.

FSD Digital Trunked Radio System (FSD DTRS)

The Analogue Trunked Radio System of FSD is replaced by a Digital Trunked Radio System (DTRS) in 2011. The new DTRS is built on the Terrestrial Trunked Radio (TETRA) standard, which enables interoperability among products by different manufacturers and allows greater flexibility in further enhancement and development. The TETRA system employs an advanced digital radio communication technology with better processing power and economical use of resources including frequency channels. It makes more efficient use of the radio spectrum and has the capacity to provide more voice channels. Vehicle and portable repeaters under the new digital system will enhance both the reliability and the coverage of indoor radio communication at scenes of incidents.

調派後急救指引

由二零一一年五月起，消防處就三類較易識別的損傷，即流血、骨折脫臼及燒傷，向召喚救護服務的市民提供簡單的調派後急救指引。本處會在調派救護車後，向服務召喚者提供指引（如以水沖洗燒傷部位來降溫）和節省救援時間的建議，以便能盡快為傷者提供救護服務。

接受調派後急救指引的市民，普遍對這項服務感到滿意，並認同政府應繼續向救護服務召喚者提供這些指引。有見及此，本處計劃擴大服務範圍。

救護車調派分級制

公眾普遍支持救護車調派分級制的原則，即按照召喚的緊急程度，訂定調派救護車的先後次序。部門已成立專責小組探討推行救護車調派分級制的可行性。

Post Dispatch Advice

Since May 2011, the Department has been providing simple Post Dispatch Advice (PDA) for calls of three easily identified injuries including bleeding; bone fractures and dislocation to limbs; and burns, after dispatching the ambulance to the scene. The PDA includes simple first-aid advice such as cooling thermal burn wounds with running water and time-saving advice to facilitate the provision of prompt medical assistance.

Recipients in general are satisfied with the provision of PDA and supported that the Government should continue to provide PDA to callers. In view of the public's general support, the Department planned to extend the provision of PDA.

Medical Priority Dispatch System

The public in general support the principles that ambulance response should be prioritised in accordance with the degree of urgency of the calls. A dedicated team is set up to look into the feasibility of its implementation.



消防通訊中心人員向救護車召喚者提供調派後急救指引
Fire Services Communications Centre officer provides post dispatch first-aid advice to emergency ambulance services callers





1

1 高空拯救專隊
High Angle Rescue Team

2 危害物質專隊
HazMat Team



2

高空拯救專隊

高空拯救專隊於二零一一年八月成立。42名合資格加入特種救援隊的成員受訓後，獲派駐兩間指定的消防局，即薄扶林消防局及田心消防局。所有隊員均已接受為期五周的進階訓練，負責在各種高空拯救行動中，執行須使用繩索及專門裝備的救援工作。

高空拯救專隊的主要職務是在特殊的高角度位置執行高空拯救行動，例如發生在纜車、塔式起重機、橋塔、建築地盤棚架及高樓大廈吊船的事故。

危害物質專隊

隨著過去數十年間工業急速增長和科技持續發展，危害物質的使用日益增加，市民對優質及全面的緊急服務的需求亦相應殷切。為使香港成為一個更安居樂業的城市，本處有需要成立危害物質專隊，並訓練足夠的危害物質應急人員應付所需。

本處已有超過500名前線人員接受全面的訓練，並掌握處理危害物質事故的專門技能。危害物質專隊將於二零一二年三月全面投入服務。

消防訓練學院

八鄉消防訓練學校是培育專業消防及救援人員的搖籃，使他們將來能夠服務社會。該校亦見證了本處在過去數十年的發展。隨着緊急服務的技術日益進步，以及消防及救護服務的標準不斷提升，部門正積極計劃於將軍澳百勝角的新址，興建一所佔地超過十公頃的消防訓練學院。新的學院將設有多項先進的獨立訓練設施，作特定的消防及救護服務訓練用途。

消防訓練學院可望於二零一五年落成。

High Angle Rescue Team

The High Angle Rescue Team was formed in August 2011. Forty-two members with Special Rescue Squad qualification were trained up and posted at two selected stations, namely Pok Fu Lam Fire Station and Tin Sum Fire Station. All the members have undergone a five-week advanced training to perform rescues involving the use of ropes and specialised equipment for various high angle rescue operations.

The main duty of the team is to carry out rescue operations at high angle locations with special features such as cable cars, tower cranes, bridge towers, construction sites scaffoldings and suspended working platforms of high rise buildings.

HazMat Team

The rapid industrial growth and on-going scientific development in past decades had increased the use of hazardous materials (HazMat) and brought about the demand for a high quality and comprehensive emergency service. To make Hong Kong a better and safer place to live and work, there is a need to develop a HazMat Team and train-up sufficient HazMat specialists in the Department.

Over 500 frontline members had received extensive training and acquired the specialist skills in handling HazMat incidents. The Team will be put in full commission in March 2012.

Fire Services Academy

The Fire Services Training School at Pat Heung is a cradle nurturing career firefighting and rescue personnel to serve the community. It witnessed the development of the Department over the past decades. With technological advancement in emergency responses and ever increasing standard of fire and ambulance services, the Department is actively planning for a Fire Services Academy at a new site situated at Pak Shing Kok, Tseung Kwan O, with an area over 10 hectares. The new academy will be integrated with a wide array of independent state-of-the-art training facilities for specific training objectives in both fire and ambulance services.

The construction of the Fire Services Academy is expected to be completed in 2015.