

处长回顾 Director's Review




尽管二零一二年充满著挑战和考验，但消防处仍能在多个工作范畴取得长足发展，再次显示我们坚定不移、竭诚护民的专业精神。

2012 was a challenging and demanding year for us, but also a year of achievements in various areas of our work. Once again, we demonstrated our professionalism and firm commitment in serving and protecting the Hong Kong community.

消防处处长
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本年报阐述了香港消防处全体人员同心协力为香港市民提供的高效率和高质素服务。纵使本处在二零一二年面对不少困难和挑战，但仍能在多个工作范畴取得长足发展，再次显示我们这支紧急服务队伍一向坚定不移、竭诚护民的专业精神。为应付香港社会急速发展带来的服务需求，本处的紧急服务团队不断提升实力，能够带领这支干劲十足队伍，我深感荣幸。

我们继续为市民提供高效率和高成效的消防和救护服务。在二零一二年，楼宇火警召唤中有93.6%能在规定召达时间内到场处理，至于紧急救护召唤，则有93.2%能在目标召达时间内到场处理，两者都较服务承诺的92.5%为高。

为应付社会急速发展带来的服务需求，本处致力提升行动能力。随着科技不断发展和物流业务迅速增长，危险物质的使用及运载量亦日益增加。为了进一步提升消防人员处理各类涉及危险物质事故的能力，消防处于年内成立危险物质专队，并分别在上环、沙田、荔景及尖沙咀消防局设立分队。

优质培训对发展属员的专业能力至为重要，而新的训练设施，将能进一步提升专业培训工作。在将军澳百胜角兴建新消防训练学校的拨款申请，已于二零一二年获立法会财务委员会批准，建校工程亦已于八月展开，预计于二零一五年十月竣工。新校舍将设有室外和室内模拟训练设施，为学员提供最佳的灭火和救援技巧训练，以应付复杂和大型的紧急事故。

This annual review records the concerted effort and dedication of all the staff members of the Fire Services Department in providing the people of Hong Kong with highly efficient and quality services. Regardless of the many difficulties and challenges we faced in 2012, the Department has managed to make significant advances in various areas of its work. Once again, we demonstrated that we are a professional emergency force which is firmly committed to serving and protecting the Hong Kong community. I take great pride in leading such a dynamic emergency force which is gearing up to meet the needs of Hong Kong's rapidly developing society.

We have continued to provide Hong Kong people highly efficient and effective fire and ambulance services. In 2012, 93.6 per cent of building fire calls were handled within the graded response time and 93.2 per cent of all emergency ambulance calls were handled within the target response time, well above our performance pledge of 92.5 per cent.

The Department has worked hard to enhance its operational abilities to meet the needs of Hong Kong's rapidly developing society. With technological advancement and rapid growth of the logistics industry, the use and conveyance of hazardous materials (HazMat) have become more frequent. To reinforce the capabilities of our fire personnel in handling various types of HazMat, the HazMat Team was set up during the year. HazMat Sub-teams were also formed at Sheung Wan, Sha Tin, Lai King and Tsim Sha Tsui Fire Stations.

Quality training is essential to our professional capabilities, and this will be further enhanced through the provision of new training facilities. The funding proposal for the construction of the new Fire Services Training School at Pak Shing Kok, Tseung Kwan O, was passed by the Finance Committee of the Legislative Council in 2012. The construction works commenced in August and it is expected to be completed in October 2015. There will be outdoor and indoor simulation training facilities for various complex and large-scale emergency scenarios to better equip fire services trainees with firefighting and rescue techniques.

位于南风道一号的新香港仔消防局暨救护站已于九月投入服务。重置后的香港仔消防局大幅改善旧香港仔消防局的挤逼情况，新局既能提高运作效率，亦可应付区内日益增加的服务需求。

市民对消防安全的要求日益提高，消防处亦不断加强防火工作。公众的消防安全意识至为重要，而本处已通过不同渠道予以推广。

防火工作方面，消防处于年内共进行276 800次防火巡查，较二零一一年增加4.9%。巡查范围包括楼宇消防装置及设备、逃生通道、通风系统、危险品，以及持牌场所等，以确保消防安全。我们对持牌场所共进行了42 573次巡查，发出1 044张「消除火警危险通知书」及检控了59宗个案。

楼宇消防安全特使计划由二零零八年推出，目的是密切监察旧式楼宇的消防安全。计划成绩令人鼓舞，由二零零八年至二零一二年年底，本处共训练了2 753位楼宇消防安全特使，为1 483座大厦监察消防安全。参与楼宇消防安全特使计划的人士包括地区防火委员会委员、物业管理公司职员、楼宇的业主及住客，他们受训后协助消防处在所属大厦宣传防火信息、举行火警演习、巡查及举报火警隐患，以及确保每年对大厦消防设备进行维修保养。

我们在年内亦继续举办不同类型的防火宣传活动，包括电视节目《全城防火总动员》，以提高公众的消防安全意识及宣扬防止山火信息。

消防处与香港电台继二零一零年合作拍摄电视剧集《火速救兵》取得理想成绩后，于二零一二年再次合作，拍摄《火速救兵II》，让市民提高防火意识、注意楼宇消防管理、明白救护服务和伤病者的需要，以及避免滥用救护车服务。剧集播出后获得各界好评，并广受市民欢迎。

二零一一年，消防处与香港电台第一台联合制作半小时的广播节目《消防周记》，节目深受听众欢迎。双方在二零一二年五月再度合力制作新一辑共52集的《消防周记II》，务求将更多有关消防和救护的资讯带到社会各阶层。



Commissioned in September, the re-provisioned Aberdeen Fire Station-cum-Ambulance Depot at 1 Nam Fung Road has greatly improved the overcrowded conditions of the old station. The new station will not only improve operational efficiency, but also meet the increasing service demand in the district.

The Department has further strengthened its work in promoting fire protection to meet increasing public expectations on fire safety. Public awareness of fire safety is also paramount, and this has been enhanced through various means.

As regards fire protection, we conducted a total of 276 800 inspections during the year, representing an increase of 4.9 per cent as compared to the figure in 2011. The inspections were conducted to ensure fire safety in relation to fire service installations, means of escape, ventilation systems, dangerous goods and licensed premises. A total of 42 573 inspections of licensed premises were carried out with 1 044 Fire Hazard Abatement Notices issued and 59 prosecutions instituted.

The Building Fire Safety Envoy Scheme, which has been launched since 2008 to closely monitor fire safety of old buildings, has achieved encouraging results. From 2008 to the end of 2012, a total of 2 753 Building Fire Safety Envoys were trained by the Department to monitor fire safety of 1 483 buildings. Upon completion of the training, the envoys, included members from the District Fire Safety Committees, property management staff and owners and occupants of buildings, helped disseminate fire safety messages, organise fire drills, inspect and report fire hazards or irregularities in their buildings and ensure that the fire service installations of their buildings are properly checked every year.

During the year, we continued to organise various activities to promote fire prevention, including the TV show for the 2012 Fire Prevention Campaign to foster public awareness of fire safety and hill fire prevention.

In view of the encouraging results of the TV drama series "Elite Brigade", which was jointly produced by the Department and Radio Television Hong Kong in 2010, the two Departments joined hands again in 2012 to produce "Elite Brigade II" to promote public awareness of fire protection and building fire safety management, public appreciation of the ambulance service and the needs of patients, and the message of "Do Not Misuse Ambulance Service". The series was highly acclaimed and well received by the public.

In 2011, the Department collaborated with RTHK Radio 1 to produce a weekly half-hour radio programme in "Happy Daily". This programme won the hearts of its audience. The two Departments collaborated again in May, 2012, to produce a new 52-episode series to disseminate more information regarding fire and ambulance services to the community at large.

我们深信，自小培养正确的消防安全观念，往往能够根深蒂固。消防处自二零一一年起推出的「幼儿消防安全教育计划」进展顺利，并由二零一二年九月开始推广至全港以英语为主要教学语言的幼稚园。

在救护服务方面，救护车的平均车龄已由二零零九年底的4.7年，进一步降至二零一二年年底的约2.15年。此外，二零一三年将有54辆新救护车投入服务。

为了进一步提升服务及加强宣传救护信息，一辆辅助医疗装备车及一辆救护信息宣传车已分别于二零一二年九月和十二月正式投入服务。

「救心先锋」计划自二零零六年起推行，深受社会各界支持。我们已为多个机构的职员提供「自动心脏去颤器」训练。截至二零一二年年底，已有7 330名合格使用心脏去颤器的人士获委任为「救心先锋」。



消防处由二零一一年五月一日起，为涉及流血、手脚骨折脱臼及烧伤的救护召唤提供简单的调派后急救指引，市民对服务深感满意。为进一步提升紧急救护服务，消防处由二零一二年六月一日起新增处理抽搐及中暑的急救指引，并由二零一三年一月一日起新增低温症急救指引。

为提醒市民切勿滥用救护服务，消防处在年内于各区举办慎用救护服务巡回展览，并到各中小学举办救护知识讲座，把正确使用救护服务的信息推广至社区层面。为配合二零一二年救护信息宣传日而制作的电视节目「救护精英爱心SHOW 2012」已于九月二十三日播出。该节目向市民宣传「切勿滥用救护服务」及「请让路予救护车」的信息，吸引约94万人收看。

本处不时检讨消防及救护服务，确保服务能够配合香港的发展需要。鉴于启德邮轮码头首个泊位将于二零一三年六月启用，附近的商住项目亦会相继落成，消防处现正于九龙湾祥业街兴建一间附设救护设施的消防局，工程将于二零一三年六月完成，届时将可为该区提供充足的紧急服务。另外，为应付港珠澳大桥落成后带来的紧急服务需求，消防处已计划在大桥人工岛上设置消防局暨救护站。此外，上水彩顺街救护站的建造工程亦已展开，落成后将能提升新界北区的紧急救护服务素质。

We believe that correct fire safety concept instilled into the minds of children will have a long lasting effect. The Fire Safety Education in Kindergarten Programme has been running smoothly since its launch in 2011 and was extended to cover all kindergartens using English as the primary medium of instruction since September, 2012.

On ambulance services, the average age of the ambulance fleet was further lowered from 4.7 years at the end of 2009 to about 2.15 years at the end of 2012. Furthermore, 54 new ambulances will commence operation in 2013.

To further enhance our standard of service and dissemination of messages in relation to ambulance services, a Paramedic Equipment Tender and an Ambulance Service Publicity Vehicle were put into service in September and December, 2012, respectively.

The Department has launched the Heart Saver Scheme since 2006. With strong support from various sectors of the community, we have provided training on the use of public access defibrillators to staff of a number of organisations. As at the end of 2012, 7 330 persons who were qualified to use public access defibrillators were appointed as Heart Savers.

The public in general are satisfied with the provision of simple post-dispatch advice (PDA) by the Department for ambulance calls involving bleeding, fracture or dislocation of limbs and burns since May 1, 2011. To further enhance emergency ambulance services, PDA for convulsions and heat exposure was added to the advice since June 1, 2012, and PDA for hypothermia was also included since January 1, 2013.

To remind the public not to misuse the emergency ambulance service, we organised roving exhibitions in various districts and talks on ambulance aid knowledge in primary and secondary schools during the year, with an aim to promote the message of using the ambulance services properly at community level. The "Ambulance Elites' Caring Show 2012", a TV programme produced under the Ambulance Service Campaign 2012, was broadcast on September 23 to deliver the message of "Do Not Misuse Emergency Ambulance Service" and "Give Way to Ambulances". The show attracted some 0.94 million viewers.

We evaluate the demand for fire and ambulance services from time to time to ensure that they are keeping up with the development of Hong Kong. Having regard to the commissioning of the first berth of the cruise terminal at Kai Tak in June, 2013, and the commercial and residential developments in the area, a fire station with ambulance facilities at Cheung Yip Street, Kowloon Bay, is under construction for completion in June, 2013, and the new station will provide adequate emergency service coverage for the area. The Department has also planned to construct a fire station-cum-ambulance depot on the artificial island of the Hong Kong-Zhuhai-Macao Bridge to meet the emergency service demand upon the completion of the bridge. The construction of a new ambulance depot at Choi Shun Street, Sheung Shui, has commenced as well. The new depot will enhance the performance of emergency ambulance services in the North District of the New Territories.