

处长回顾

Director's Review



有賴全體人員竭誠盡職、專業幹練，本處於二零一三年繼續提供優質的滅火、救援、救護及防火服務。市民給予的支持和認同，推動我們不斷淬礪奮發、提升實力，以應付未來的種種挑戰和考驗。

Leveraging the commitment and professionalism of our staff members, the Department continued to deliver quality services in firefighting, rescue, ambulance services and fire protection in 2013. We are grateful for the public's unfailing support and recognition, and will spare no effort in equipping ourselves to further meet the challenges in the years ahead.

消防处处长

陈楚鏞

Director of Fire Services

Chan Chor-kam, Andy

本年报阐述消防处于二零一三年在各项工作上如何追求卓越，致力履行使命，守护香港市民免受火警及其他灾难伤害。纵使年内本处面对重重困难，有赖全体人员竭诚尽职、专业干练，部门在过去一年继续提供优质的灭火、救援、救护及防火服务。我们衷心感谢市民的支持和认同，他们给予的支持推动我们不断淬砺奋发、提升实力，以应付未来种种挑战和考验。

年内，本处人员尽心竭力为香港市民提供高效率、高成效和适时的紧急服务。二零一三年，楼宇火警中有 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 94.4% 能在目标召达时间内处理，两者都较服务承诺的 92.5% 为高。

为应付香港社会急速发展带来的紧急服务需求，本处一直致力提升行动能力。就此，本处筹划兴建新的消防局及救护站。启德消防局已于二零一三年七月投入服务，以配合启德邮轮码头启用及附近地区的商住项目发展。上水彩顺街新救护站的兴建工程亦已展开，工程预计于二零一五年第一季完成。本处亦计划在港珠澳大桥人工岛上兴建消防局暨救护站，以应付港珠澳大桥落成后带来的紧急服务需求。

先进和全面的训练设施对提升本处人员专业技能至为重要。正在兴建的新消防训练学校位于将军澳百胜角，建校工程进度理想，预计于二零一五年十月竣工。新校舍设施完备，将可同时容纳约 530 名消防及救护学员接受留宿训练。由于消防及救护人员处理紧急事故时必须紧密合作，新消防训练学校能提供更多机会，让他们一同进行操练，借以提高他们在灾难事故中的协调及应变能力。

This annual review summarises the endeavours of the Fire Services Department in 2013 to pursue excellence in fulfilling its mission to protect Hong Kong citizens from fire and other calamities. Leveraging the commitment and professionalism of our staff members, the Department continued to deliver quality services in firefighting, rescue, ambulance services and fire protection during the year, despite considerable difficulties. We are grateful for the public's unfailing support and recognition, and will spare no effort in equipping ourselves to further meet the challenges in the years ahead.

Our dedication can be seen in the efficient, effective and timely emergency services we provided for Hong Kong people during the year. In 2013, 93.6 per cent of building fire calls were handled within the graded response time and 94.4 per cent of emergency ambulance calls were handled within the target response time, well above our performance pledge of 92.5 per cent.

We have always been committed to strengthening our operational capabilities to keep up with the requirement for emergency services in Hong Kong's rapidly developing society. To this end, new fire stations and ambulance depots are planned. Kai Tak Fire Station was put into service in July 2013 to tie in with the commissioning of the cruise terminal at Kai Tak and commercial and residential developments in the vicinity. A new ambulance depot at Choi Shun Street, Sheung Shui, is under construction and is expected to be completed in the first quarter of 2015. The Department also plans to construct a fire station-cum-ambulance depot on the artificial island of the Hong Kong-Zhuhai-Macao Bridge to meet the need for emergency services on completion of the bridge.

The provision of sophisticated and comprehensive training facilities is essential in enhancing the professional abilities of our staff. Construction works for the new Fire Services Training School at Pak Shing Kok, Tseung Kwan O, have been progressing satisfactorily and the project is expected to be completed in October 2015. The new premises will be equipped to accommodate about 530 fire and ambulance trainees under residential training at the same time. As fire and ambulance personnel are required to work closely in handling emergencies, the new training school will provide trainees with more opportunities to receive training together, thereby enhancing their ability to co-ordinate and respond to disasters.

为加强消防人员在火警现场应付高温和浓烟的能力，本处最新购置的灭火训练车已于二零一三年十二月正式投入使用，并会轮流派驻不同总区。该车是一辆设备齐全的流动训练车，车上配备先进设施及模拟火位，提供高温及浓烟密布的环境，以助进行灭火训练。

因应市民对消防安全的期望不断提高，本处在年内继续加强消防安全宣传工作。本处已加强巡查、消防安全教育及宣传工作，以提升公众的防火意识。

消防处在二零一三年内共进行 290 094 次防火巡查，较二零一二年增加 4.8%。巡查范围包括消防装置及设备、逃生通道、通风系统、危险品，以及持牌处所等，以确保消防安全。年内，我们对持牌处所共进行 43 205 次巡查，发出 1 214 张「消除火警危险通知书」及检控了 104 宗个案。二零一三年，我们对消防装置及设备进行了 160 282 次巡查，并发出 2 313 张「消除火警危险通知书」及检控了九宗个案。

消防处亦推行新措施提高旧式楼宇的消防安全标准。二零一三年四月，消防处与屋宇署展开为期一年的联合行动，巡查约 6 500 幢旧式商住楼宇和住用楼宇的逃生途径。有关行动的目的，是加强这些旧式住用和商住楼宇的逃生途径的消防安全。截至二零一三年十二月底，消防处已巡查 5 310 幢旧式住用楼宇及商住楼宇，共发出 680 张「消除火警危险通知书」及直接提出 14 宗检控。在巡查行动中，本处人员同时派发宣传单张，以提高居民对消防安全的意识。

To boost the capabilities of fire personnel in tackling intense heat and heavy smoke at fire scenes, a newly purchased firefighting training unit was put into service in December 2013, and will be deployed to different Commands in turn. Designed as a mobile and self-contained training unit, it is equipped with advanced facilities and simulated fire points for firefighting training in a high-temperature and smoke-filled environment.

During the year, the Department continued to strengthen its work in promoting fire safety to meet increasing public expectation on fire safety. Inspections, fire safety education and publicity have been stepped up to heighten public awareness.

We conducted a total of 290 094 fire safety inspections in 2013, representing an increase of 4.8 per cent as compared to 2012. The inspections were conducted to ensure fire safety in relation to fire service installations (FSIs), means of escape, ventilation systems, dangerous goods and licensed premises. A total of 43 205 inspections of licensed premises were carried out during the year, with 1 214 Fire Hazard Abatement Notices (FHANs) issued and 104 prosecutions instituted. There were 160 282 inspections on FSIs in 2013, resulting in the issuance of 2 313 FHANs and nine prosecutions.

New initiatives were taken to enhance level of fire safety of old buildings. In April 2013, the Department launched a one-year joint operation with the Buildings Department to inspect the means of escape (MoE) in about 6 500 old-style domestic and composite buildings. The operation aimed to enhance fire safety of the MoE in these buildings. As at the end of December 2013, the Department had inspected 5 310 old-style domestic and composite buildings, issued a total of 680 FHANs and instigated 14 direct prosecutions. During the operation, publicity leaflets were distributed to promote awareness of fire safety among residents.

巡查工作固然重要，我们亦同样重视向市民宣传及灌输消防安全知识。由二零零八年至二零一三年十二月三十一日，消防处共训练了 4 006 名楼宇消防安全特使，为 2 234 座大厦监察消防安全。参与该计划的人士包括物业管理公司职员、大厦业主立案法团成员或大厦管理委员会委员、楼宇的业主及住客。楼宇消防安全特使接受训练之后，可以协助消防处在他们所属的大厦宣传防火信息、筹办火警演习、举报火警隐患，以及确保大厦消防设备每年均妥为检查。

二零一三年，我们亦继续举办不同类型的防火宣传及教育活动，借此提高市民大众的防火意识。当中包括电视节目「2013 防火推广日开展礼」、每周 30 分钟的广播节目《消防周记》及举办综合节目「开心仲夏消防日」。此外，我们亦在全港幼稚园推行「幼儿消防安全教育计划」及举办「中学校际防火宣传短剧比赛暨幼儿消防儿歌歌唱比赛」。有关活动除了提供防火信息外，亦希望透过学生将消防安全知识带给家人及朋友。

在救护服务方面，消防处自二零一一年起，就六类伤病情况的救护召唤提供简单的调派后急救指引。此服务可让伤病者在救护人员到达前得到即时护理，并可减低伤病者情况恶化的机会。为了进一步提升服务质素，消防处计划购买和开发一套功能更全面的调派后急救指引电脑系统，为救护召唤者提供更广泛的调派后急救指引。

While inspections play an important role, we place equal emphasis on publicity and public education in promoting fire safety. From 2008 to December 31, 2013, a total of 4 006 Building Fire Safety Envoys were trained by the Department to monitor the fire safety of 2 234 buildings. Participants in the scheme included property management staff, members of owners' corporations or management committee members and owners and occupants of buildings. On completion of training, Building Fire Safety Envoys can help disseminate fire safety messages, organise fire drills, report fire hazards in their buildings and ensure that the FSIs of their buildings are properly checked every year.

In 2013, we continued to organise various promotional and educational activities on fire prevention to heighten public awareness, including a TV show on the 2013 Fire Prevention Campaign, a weekly 30-minute radio programme in "Happy Daily", and a variety show named "Happy Daily Special - Fire Services Mid Summer Carnival". We also launched the "Fire Safety Education in Kindergartens Programme" across the territory, organised an inter-school fire prevention short drama competition for secondary school students and a singing competition for kindergarten students. In addition to giving advice on fire prevention, it was hoped that the students would share their fire safety knowledge with their families and friends.

Regarding ambulance services, the Department has provided simple post-dispatch advice (PDA) for ambulance service callers concerning six types of injuries/sicknesses since 2011. The service provides patients with immediate treatment prior to the arrival of the ambulance crew and reduces the chance of deterioration in their condition. To further enhance the quality of the service, we are planning to procure and develop a PDA computer system with more comprehensive functions, so as to provide a wider range of PDA for ambulance service callers.



二零一三年，本处继续在各社区和校园进行有关救护服务的宣传工作，除了透过救护信息宣传车在各区举办巡回展览，教育市民和学生正确使用救护服务之外，亦再度与电视台合作，制作综艺节目「救护精英爱心 Show 2013」，宣传慎用救护资源。

「救心先锋」计划自二零零六年起推行至今，深受社会各界支持。我们已为多个机构的职员，提供了「自动心脏去颤器」训练。截至二零一三年年底，已有 7 378 名合格使用心脏去颤器的人士获委任为「救心先锋」。

我们继续全力以赴，为公众提供优质服务，消防处的工作深受公众认同，我们感到非常欣慰。消防处在「2013 年公务员优质服务奖励计划」共获得八个奖项，并连续七届获颁「最佳公众形象奖」金奖。此外，消防处在香港优质顾客服务协会举办的「优质顾客服务大奖」中，以专业救援技术和优质服务，再次获颁卓越大奖金奖。我们会继续力求精进，发挥更高的专业水平，竭力为市民提供更完善的紧急服务。

保护市民是消防处的使命，对此我们一向坚定不移。来年，我们会继续积极推行消防安全教育及宣传工作，并加强对属员的训练。我们亦会检视现有工具和装备，引入更有效、更安全和更高质素的新产品。

Ongoing efforts were made in 2013 to sustain our ambulance service-related publicity work in the community and schools. We organised roving exhibitions by deploying the Ambulance Service Publicity Vehicle to various districts to educate members of the public and schoolchildren on the proper use of the ambulance services. We also produced a TV programme, the "Ambulance Elites' Caring Show 2013", to deliver the message of proper use of ambulance resources.

The Department launched the Heart Saver Scheme in 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 2013, 7 378 persons who were qualified to use public access defibrillators had been appointed as Heart Savers.

We have continued to make all-out efforts in providing quality services to the community and we are delighted to know that our work has been recognised by the public. In the Civil Service Outstanding Service Award Scheme 2013, the Department won a total of eight awards, including the gold prize of the Best Public Image Award, which was awarded to the Department for the seventh year in a row. In addition, the Department again won the Gold Award of the Grand Award in the Customer Service Excellence Award organised by the Hong Kong Association for Customer Service Excellence for its professional rescue techniques and quality service. We will continue to strive for excellence with professionalism in delivering better emergency services.

We have always been firmly committed to serving Hong Kong people. In the year ahead, we will continue to step up our fire safety education and publicity efforts as well as strengthening the training of our staff. We will also review our tools and equipment with a view to bringing in new products that are more efficient, safer and of a higher standard.



消防处于 2013 年公务员优质服务奖励计划中共夺得八个奖项
FSD snatches a total of eight awards in the Civil Service Outstanding Service Award Scheme 2013