

# 處長回顧 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.*

消防處處長

陳楚鑫

Director of Fire Services

Chan Chor-kam, Andy

本年報闡述消防處於二零一三年在各項工作上如何追求卓越，致力履行使命，守護香港市民免受火警及其他災難傷害。縱使年內本處面對重重困難，有賴全體人員竭誠盡職、專業幹練，部門在過去一年繼續提供優質的滅火、救援、救護及防火服務。我們衷心感謝市民的支持和認同，他們給予的支持推動我們不斷淬礪奮發、提升實力，以應付未來種種挑戰和考驗。

年內，本處人員盡心竭力為香港市民提供高效率、高成效和適時的緊急服務。二零一三年，樓宇火警中有 93.6% 能在規定召達時間內到場處理，至於緊急救護召喚，則有 94.4% 能在目標召達時間內處理，兩者都較服務承諾的 92.5% 為高。

為應付香港社會急速發展帶來的緊急服務需求，本處一直致力提升行動能力。就此，本處籌劃興建新的消防局及救護站。啟德消防局已於二零一三年七月投入服務，以配合啟德郵輪碼頭啟用及附近地區的商住項目發展。上水彩順街新救護站的興建工程亦已展開，工程預計於二零一五年第一季完成。本處亦計劃在港珠澳大橋人工島上興建消防局暨救護站，以應付港珠澳大橋落成後帶來的緊急服務需求。

先進和全面的訓練設施對提升本處人員專業技能至為重要。正在興建的新消防訓練學校位於將軍澳百勝角，建校工程进度理想，預計於二零一五年十月竣工。新校舍設施完備，將可同時容納約 530 名消防及救護學員接受留宿訓練。由於消防及救護人員處理緊急事故時必須緊密合作，新消防訓練學校能提供更多機會，讓他們一同進行操練，藉以提高他們在災難事故中的協調及應變能力。

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.

為加強消防人員在火警現場應付高溫及濃煙的能力，本處最新購置的滅火訓練車已於二零一三年十二月正式投入使用，並會輪流派駐不同總區。該車是一輛設備齊全的流動訓練車，車上配備先進設施及模擬火位，提供高溫及濃煙密布的環境，以助進行滅火訓練。

因應市民對消防安全的期望不斷提高，本處在年內繼續加強消防安全宣傳工作。本處已加強巡查、消防安全教育及宣傳工作，以提升公眾的防火意識。

消防處在二零一三年內共進行 290 094 次防火巡查，較二零一二年增加 4.8%。巡查範圍包括消防裝置及設備、逃生通道、通風系統、危險品，以及持牌處所等，以確保消防安全。年內，我們對持牌處所共進行 43 205 次巡查，發出 1 214 張「消除火警危險通知書」及檢控了 104 宗個案。二零一三年，我們對消防裝置及設備進行了 160 282 次巡查，並發出 2 313 張「消除火警危險通知書」及檢控了九宗個案。

消防處亦推行新措施提高舊式樓宇的消防安全標準。二零一三年四月，消防處與屋宇署展開為期一年的聯合行動，巡查約 6 500 幢舊式商住樓宇和住用樓宇的逃生途徑。有關行動的目的，是加強這些舊式住用和商住樓宇的逃生途徑的消防安全。截至二零一三年十二月底，消防處已巡查 5 310 幢舊式住用樓宇及商住樓宇，共發出 680 張「消除火警危險通知書」及直接提出 14 宗檢控。在巡查行動中，本處人員同時派發宣傳單張，以提高居民對消防安全的意識。

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，我們亦同樣重視向市民宣傳及灌輸消防安全的知識。由二零零八年至二零一三年十二月三十一日，消防處共訓練了 4 006 名樓宇消防安全特使，為 2 234 座大廈監察消防安全。參與該計劃的人士包括物業管理公司職員、大廈業主立案法團成員或大廈管理委員會委員、樓宇的業主及住客。樓宇消防安全特使接受訓練之後，可以協助消防處在他們所屬的大廈宣傳防火信息、籌辦火警演習、舉報火警隱患，以及確保大廈消防設備每年均妥為檢查。

二零一三年，我們亦繼續舉辦不同類型的防火宣傳及教育活動，藉此提高市民大眾的防火意識。當中包括電視節目「2013 防火推廣日開展禮」、每周 30 分鐘的廣播節目《消防周記》及舉辦綜合節目「開心仲夏消防日」。此外，我們亦在全港幼稚園推行「幼兒消防安全教育計劃」及舉辦「中學校際防火宣傳短劇比賽暨幼兒消防兒歌歌唱比賽」。有關活動除了提供防火信息外，亦希望透過學生將消防安全知識帶給家人及朋友。

在救護服務方面，消防處自二零一一年起，就六類傷病情況的救護召喚提供簡單的調派後急救指引。此服務可讓傷病者在救護人員到達前得到即時護理，並可減低傷病者情況惡化的機會。為了進一步提升服務質素，消防處計劃購買和開發一套功能更全面的調派後急救指引電腦系統，為救護召喚者提供更廣泛的調派後急救指引。

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，本處繼續在各社區和校園進行有關救護服務的宣傳工作，除了透過救護信息宣傳車在各區舉辦巡迴展覽，教育市民和學生正確使用救護服務之外，亦再度與電視台合作，製作綜藝節目「救護精英愛心 Show 2013」，宣傳慎用救護資源。

「救心先鋒」計劃自二零零六年起推行至今，深受社會各界支持。我們已為多個機構的職員，提供了「自動心臟去顫器」訓練。截至二零一三年年底，已有 7 378 名合資格使用心臟去顫器的人士獲委任為「救心先鋒」。

我們繼續全力以赴，為公眾提供優質服務，消防處的工作深受公眾認同，我們感到非常欣慰。消防處在「2013 年公務員優質服務獎勵計劃」共獲得八個獎項，並連續七屆獲頒「最佳公眾形象獎」金獎。此外，消防處在香港優質顧客服務協會舉辦的「優質顧客服務大獎」中，以專業救援技術和優質服務，再次獲頒卓越大獎金獎。我們會繼續力求精進，發揮更高的專業水平，竭為市民提供更完善的緊急服務。

保護市民是消防處的使命，對此我們一向堅定不移。來年，我們會繼續積極推行消防安全教育及宣傳工作，並加強對屬員的訓練。我們亦會檢視現有工具和裝備，引入更有效、更安全和更高質素的新產品。

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.





消防處於 2013 年公務員優質服務獎勵計劃中共奪得八個獎項  
FSD snatches a total of eight awards in the Civil Service Outstanding Service Award Scheme 2013