

处长回顾

DIRECTOR'S REVIEW

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With strong teamwork and determination, we have overcome many difficulties in fulfilling our mission. We will strive to strengthen our operational efficiency in the years ahead to meet the needs of Hong Kong's rapidly developing society.

消防处处长
黎文轩

Director of Fire Services
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我很荣幸向大家汇报这份《香港消防处年报》。本年报阐述消防处在二零一四年的各项工作，务求为市民提供高水准的紧急服务。消防处至今已成立146年，随着香港社会日益发展，本处所面临的挑战亦不断增加。我们羣策羣力，坚毅不挠，为履行本处的使命克服种种困难。我们日后仍会竭力提升行动效率，以配合香港社会急速发展的需要。

在二零一四年，消防处达成目标，为市民提供高效率、高成效和适时的紧急服务。在去年的楼宇火警召唤当中，有93.9%能在规定的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到场处理，两者都较服务承诺所订的92.5%为高。

随着科技日益进步及相关国际标准提升，同时为了加强保护执勤人员，本处在二零零八年已计划更换消防头盔。相关的采购程序现已完成，新的消防头盔会在二零一五年年初分发予消防员。新的消防头盔配备护目镜和面罩、三点式系带设计，两旁配备电筒支架，可提升灵活性和行动效率。

除了引入更先进的消防车和救护车外，本处亦筹划兴建新的消防局和救护站。上水彩顺街新救护站的兴建工程已在二零一三年一月展开，工程预计在二零一五年第一季完成。另外，本处亦已计划在港珠澳大桥人工岛上设置消防局暨救护站，以应付港珠澳大桥落成后带来的紧急服务需求。

It is my great pleasure to present to you this Annual Review which summarises the concerted efforts of the Fire Services Department (FSD) in 2014 in fulfilling its mission to provide the top-notch emergency services. The year also marked the 146th anniversary of the establishment of the FSD. As the community continues to develop, the Department is facing increasing challenges. With strong teamwork and determination, we have overcome many difficulties in fulfilling our mission. We will strive to strengthen our operational efficiency in the years ahead to meet the needs of Hong Kong's rapidly developing society.

The Department accomplished its tasks of providing efficient, effective and timely emergency services in 2014. During the year, 93.9% of building fire calls were handled within the graded response time while 94.4% of all emergency ambulance calls were handled within the target response time, well above our performance pledge of 92.5%.

To keep in pace with the advancement of technology and the upgraded relevant international standards as well as to enhance the protection for personnel at work, the Department planned in 2008 for the replacement of fire helmets. The relevant procurement procedures have been completed. Firefighters will be provided with the new fire helmets in early 2015. With a built-in ocular visor and facial shield, a three-point chin strap and flashlight support on both sides, the new fire helmet can enhance flexibility and operational efficiency.

Apart from introducing more advanced fire appliances and ambulances, we have also planned to build new fire stations and ambulance depots. The construction works of a new ambulance depot on Choi Shun Street, Sheung Shui, commenced in January 2013, and the project is expected to be completed in the first quarter of 2015. 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 completion of the bridge.

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指引。此服务可让伤病者在救护人员到达前得到适当的即时护理，并可减低伤病者情况恶化的机会。

在二零一四年，消防处向9,613名救护服务召唤者提供调派后指引。我们已计划开发电脑系统，以便为伤病者提供更全面和适切的调派后指引。这将有助稳定伤病者的情况，并提升本处的紧急救护服务。

全面的训练设施对我们的专业技能至为重要。新设于将军澳百胜角的消防及救护学院，自二零一二年动土后，工程进度良好，预计可在二零一五年第四季竣工。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，消防及救护学院能提供更多机会，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。

消防处自二零一三年十月五日起，全面试行消防组负责行动职务人员缩减工时计划，至今已踏入第二年。计划试行以来，有赖各属员本着互谅互让的精神予以配合，携手努力令计划达到预期效果。由于试行顺利，部门会向相关政策局提出申请，要求尽快批准把消防组负责行动职务人员的规定工作时数正式调低至每周51小时。

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 proper immediate treatment prior to the arrival of the ambulance crew and reduces the risk of deterioration in their conditions.

In 2014, the Department provided the PDA for 9,613 ambulance service callers. We have planned to develop a PDA computer system which will enable us to provide patients with more comprehensive and appropriate advice. This will help stabilise the conditions of patients, thus enhancing our emergency ambulance services.

Comprehensive training facilities are essential to our professional capabilities. The construction works of the Fire and Ambulance Services Academy at Pak Shing Kok, Tseung Kwan O, commenced in 2012, have been progressing satisfactorily, and the project is expected to be completed in the fourth quarter of 2015. The new premises will be well equipped to accommodate about 530 fire and ambulance trainees for residential training at the same time. As fire and ambulance personnel are required to work closely in handling emergencies, the Academy will provide trainees with more opportunities to receive training together, thereby enhancing their ability to co-ordinate and respond to disasters.

Since the full implementation on October 5, 2013, the trial scheme in the Department for the reduction in the hours of work for operational staff of Fire Stream has entered its second year. Thanks to the support and concerted efforts of Fire Services members in the spirit of mutual understanding and compromise, the scheme has achieved the expected results. As the trial scheme has run smoothly, the Department will seek approval of relevant bureaux for the reduction in the conditioned working hours of operational staff in the Fire Stream to 51 hours per week as soon as possible.

因应市民对消防安全的期望不断提高，本处继续加强防火宣传工作。我们在二零一四年共进行了322,425次防火巡查，较二零一三年的290,094次增加了11%。消防装置的维修保养一直备受市民大众关注。在二零一四年，我们就消防装置共进行了184,047次巡查，合共发出2,427张「消除火警危险通知书」，并就19宗个案提出检控。

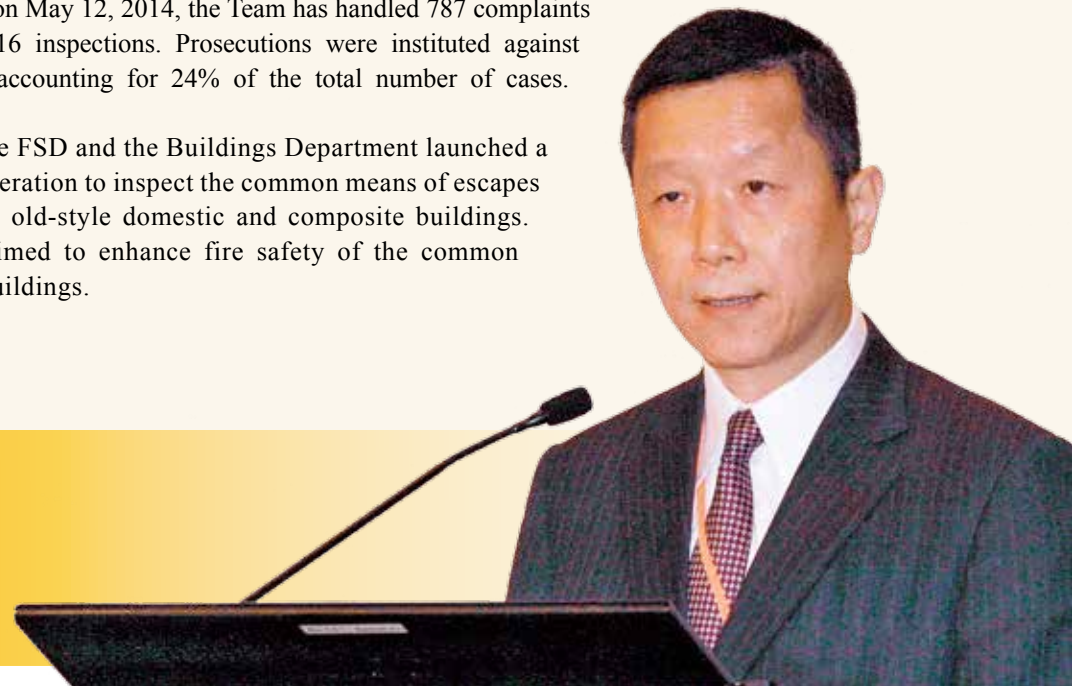
为加强处理有迫切火警危险的投诉的效率及提高其机动性，消防处于二零一四年五月由两个防火总区内部调配人手，成立一队24小时候命的防火执法专队。专队由二零一四年五月十二日成立至今，共处理787宗投诉个案及作出916次巡查，并就当中190宗个案提出检控，约占所有个案的24%。

消防处与屋宇署于二零一三年四月展开为期一年的联合行动，巡查6,515幢旧式住宅楼宇和商住楼宇的公用逃生途径。这次行动的目的，是加强这些楼宇的公用逃生途径的消防安全。

The Department continued to strengthen its efforts in promoting fire protection to meet increasing public expectations on fire safety. We conducted a total of 322,425 inspections in 2014, representing an increase of 11% as against 290,094 inspections in 2013. There has been public concern about the repair and maintenance of fire service installations. In 2014, we conducted a total of 184,047 inspections on such installations, issued 2,427 Fire Hazard Abatement Notices (FHAN) and instituted 19 prosecutions.

To enhance our efficiency and tactical effectiveness in handling complaints on fire hazards posing imminent danger, the FSD set up a 24-hour standby Fire Protection Enforcement Team in May 2014 through internal deployment in the two Fire Protection Commands. Since its establishment on May 12, 2014, the Team has handled 787 complaints and conducted 916 inspections. Prosecutions were instituted against 190 complaints, accounting for 24% of the total number of cases.

In April 2013, the FSD and the Buildings Department launched a one-year joint operation to inspect the common means of escapes (MoEs) in 6,515 old-style domestic and composite buildings. The operation aimed to enhance fire safety of the common MoEs in these buildings.



消防处于二零一四年三月下旬已经完成6,515幢目标楼宇的巡查工作。目前巡查专队正继续跟进在联合巡查中发现有关消防安全的违例事项，当中包括在逃生通道放置物品造成阻塞、梯间违例铁闸、防烟门损坏、楼宇消防装置损坏或欠缺每年检查等火警危险。在巡查行动中，本处人员同时向居民派发宣传单张，以提高他们的消防安全意识。

在二零一四年，该巡查专队共发出2,763张「消除火警危险通知书」、1,427封警告信，以及就两个个案提出直接检控。

在宣传方面，我们继续在各社区和校园进行有关救护服务的宣传工作。本处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，宣传慎用救护资源。「救心先锋」计划推行至今，深受社会各界支持。我们已为多个机构的职员，提供自动心脏去颤器训练。截至二零一四年年底，已有7,445名合资格使用心脏去颤器的人士获委任为「救心先锋」。

由二零零八年至二零一四年十二月三十一日，本处共训练了4,956名楼宇消防安全特使，为2,812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，以及楼宇的业主及住客。他们接受楼宇消防安全特使训练后，可协助消防处在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。

The FSD completed the inspections of the 6,515 target buildings in late March 2014. The inspection task force is following up on the fire safety irregularities found in the joint inspections, which include fire hazards such as obstruction of MoEs by objects, illegal metal gates in stairways, damaged smoke stop doors, damage to fire service installations or a lack of annual inspections of the installations, etc. During the operation, FSD personnel also distributed publicity leaflets to residents to promote their awareness of fire safety.

In 2014, the inspection task force issued a total of 2,763 FHANs and 1,427 warning letters, and instituted two direct prosecutions.

On publicity front, we continue with our efforts to conduct publicity on ambulance services in communities and schools. The Department 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, and to deliver the message of the proper use of ambulance resources. The Heart Saver Scheme has received strong support from various sectors of the community since its implementation. We have provided training on the use of public access defibrillators to staff of a number of organisations. By the end of 2014, a total of 7,445 persons who are qualified to use public access defibrillators have been appointed as Heart Savers.

From 2008 to December 31, 2014, a total of 4,956 Building Fire Safety Envoys were trained by the Department to monitor the fire safety of 2,812 buildings. Participants of the scheme included property management staff, members of owners' corporations or management committee members and owners and occupants of buildings. Upon completion of the Building Fire Safety Envoy Scheme training, they can help disseminate fire safety messages, organise fire drills, report fire hazards in their buildings and ensure that the fire service installations of their buildings are properly inspected every year.

去年，我们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。当中包括电台广播节目《开心日报》中的环节《消防周记》，以及于各港铁车站、电车车站及巴士站张贴有关消防安全及救护资讯的海报。此外，我们亦于去年推出「消防处流动应用程式」，以崭新方式向市民推广消防安全信息。我们更成立了本处的官方YouTube频道，以加强于互联网上的宣传工作。

展望新的一年，我们会继续积极推行消防安全教育及宣传工作，并加强属员训练，进一步提升属员的专业水平。我们会不时检讨现有工具和装备，并积极物色更优质的产品，以期引入更有效率、更安全及更高质素的装备。

During the year, we continued to organise various promotional and educational activities on fire prevention to heighten public awareness, including an episode in radio programme “Happy Daily” and putting up posters containing fire safety and ambulance information at MTR stations and tram and bus stops. In addition, the “HKFSD Mobile Application” was launched last year to promote fire safety to the public in a brand new way. We have also set up an official YouTube channel to raise publicity on the Internet.

Looking ahead, we will continue to step up our fire safety education and publicity efforts, strengthen the training of Fire Services members and take their professional level up a notch. We will review the existing tools and equipment from time to time and will actively look for products of higher quality with a view to bringing in equipment that is more efficient, safer and of a higher standard.

