

处长回顾 Director's Review



“我们群策群力，紧守岗位，无惧各种挑战，致力在灭火、救援、防火、救护、调派及通讯等多个工作范畴上，为香港市民提供优质服务。”

With the concerted efforts of all our staff, we are undaunted by challenges and have discharged our duties wholeheartedly to provide top-notch services to members of the public on all fronts including firefighting, rescue, fire prevention, ambulance service as well as mobilising and communications. ”

消防处处长

黎文轩

Director of Fire Services

LAI Man-hin, David

我很荣幸向大家汇报这份《香港消防处二零一五年年报》。过去一年，消防处继续面对各种挑战。我感谢全体同事齐心协力、克尽己职，履行「救灾扶危、为民解困」的使命，致力在灭火、救援、防火、救护、调派及通讯等多个工作范畴上，为香港市民提供优质服务。

在二零一五年，消防处致力提供高效率、高成效和适时的紧急服务。在去年的楼宇火警召唤当中，有94.12%能在规定的召达时间内到场处理；至于紧急救护召唤，则有95%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。

有赖各同事群策群力，紧守岗位，无惧各种挑战，本处在公务员事务局主办的「2015年公务员优质服务奖励计划」中共夺得10个奖项，包括四个金奖。本处更连续八届获颁「最佳公众形象奖」。此外，在香港优质服务协会主办的「优质服务顾客服务大奖2015」中，本处在多间大型商业机构及其他政府部门中脱颖而出，荣获卓越大奖金奖。

防火工作

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。我们在二零一五年共进行了370,614次防火巡查，较二零一四年的322,425次增加了48,189次，增幅为15%。

消防装置的维修保养一直备受市民大众关注。为确保楼宇消防装置得到适当的维修保养，我们去年就楼宇消防装置共进行了202,748次巡查，发出2,906张「消除火警危险通知书」，并就41宗个案提出检控。我们亦对持牌处所进行了38,348次巡查，发出1,416张「消除火警危险通知书」，并就149宗个案提出检控。

It is my pleasure to present to you the 2015 Annual Review. During the year, the Fire Services Department (FSD) continued to face challenges of all sorts. Thanks to all our staff who had worked together to fulfil their missions to protect the community and to provide top-notch services to members of the public on all fronts including firefighting, rescue, fire prevention, ambulance service as well as mobilising and communications.

The Department is committed to providing efficient, effective and timely emergency services in 2015. During the year, 94.12% of building fire calls were handled within the graded response time, while 95% of all emergency ambulance calls were handled within the target response time, well above our performance pledge of 92.5%.

With the concerted efforts of all our staff, who are undaunted by challenges and have discharged their duties wholeheartedly, the Department obtained a total of 10 awards in the 2015 Civil Service Outstanding Service Award Scheme organised by the Civil Service Bureau, of which four were Gold awards. The FSD also won the Best Public Image Award for the eighth consecutive year. Besides, the Department scooped the Gold Award of the HKACE Customer Service Excellence Award 2015 Grand Award, beating a few major commercial organisations and other government departments.

Fire Protection

The Department continued to strengthen its efforts to promote fire protection in order to meet rising public expectations on fire safety. In 2015, we conducted a total of 370,614 inspections, representing an increase of 48,189 inspections or 15% from 322,425 inspections in 2014.

To address public concern about the repair and maintenance of fire service installations (FSIs), we conducted a total of 202,748 inspections of building FSIs in 2015 to ensure they are properly maintained, issued 2,906 Fire Hazard Abatement Notices (FHAN) and instituted 41 prosecutions. We also conducted 38,348 inspections at licensed premises, issued 1,416 FHANs and instituted 149 prosecutions.



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自黄大仙车房爆炸事故发生后，本处针对全港3,000多间车房合共进行了4,653次巡查，并就11宗过量贮存危险品及一宗使用未经批准的贮槽贮存油渣个案提出检控。

消防处的巡查专队在二零一五年继续就6,515幢旧式住用和商住楼宇的消防安全巡查，跟进涉及火警危险的违例事项，包括阻塞逃生途径、梯间违例安装铁闸、防烟门损坏及楼宇消防装置损坏或欠缺年检等。年内，巡查专队共发出1,065张「消除火警危险通知书」及5,159封警告信。

由二零零八年至二零一五年年底，消防处共训练了6,028名楼宇消防安全特使，为3,610幢大厦监察消防安全。他们接受训练后，可以协助本处在他们所属的大厦宣传防火讯息，筹办火警演习、举报火警隐患，以及确保大厦消防装置每年均有维修保养。

为提高市民大众的防火意识，我们继续举办防火教育活动。除了在电台节目《消防周记》环节及于各港铁车站、电车站和巴士站张贴有关消防安全及救护资讯的海报之外，本处去年再与香港电台联合制作全新辑共五集的《火速救兵III》，向广大市民传达消防安全及救护服务的讯息。剧集已分别在电视台及网上播放，约有450万人次观看。

After the explosion incident in a vehicle repair workshop in Wong Tai Sin, the Department conducted a total of 4,653 inspections in more than 3,000 vehicle repair workshops throughout Hong Kong, and instituted 11 prosecutions for over-storage of dangerous goods and one prosecution was instituted for the use of unapproved tanks for storing diesel oil.

In 2015, our inspection task force continued to follow up on cases involving fire hazards subsequent to the fire safety inspections of 6,515 old-style domestic and composite buildings. Such fire hazards included obstruction to means of escape, illegal installation of metal gates in stairways, damaged smoke stop doors, and damage or lack of annual inspection of FSIs. The inspection task force issued a total of 1,065 FHANs and 5,159 warning letters in 2015.

From 2008 till the end of 2015, a total of 6,028 Building Fire Safety Envoys were trained by the Department to monitor the fire safety of 3,610 buildings. Upon completion of the training, the 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 maintained every year.

To heighten public fire safety awareness, we continued to organise educational activities on fire prevention. Apart from the "Happy Daily" radio programme's episodes on fire services and posters put up at MTR stations, tram and bus stops to disseminate fire safety and ambulance information, the Department once again collaborated with Radio Television Hong Kong to produce an all-new five-episode series of "Elite Brigade III" to convey fire safety and ambulance service messages to the public. The series was broadcast on television and the Internet and attracted some 4.5 million viewers in total.



救护服务

消防处自二零一一年起，就六种伤病情况的救护召唤提供简单的调派后指引服务，让伤病者在救护人员到达前得到适当的护理，藉此减低伤病者情况进一步恶化的机会。在二零一五年，本处共向8,327名召唤者提供调派后指引服务。

本处现正开发一套电脑系统，以协助消防通讯中心的操作员有系统地取得伤病者的状况及资料，并透过该电脑系统进行分析，使操作员能准确地提供详尽和适切的调派后指引，帮助稳定伤病者的情况。有关项目的拨款已于较早前获立法会财务委员会批准。部门已经开展计划，预计系统可于二零一七年十二月投入服务。本处亦会尽量缩短推行有关计划所需的准备时间。

为提升行动效率以配合社会发展，本处会适时筹划兴建新的消防局及救护站。上水救护站已于二零一五年四月投入服务，大大改善新界北区紧急救护服务的行动效率，为市民提供优质的救护服务。

二零一五年其他重点工作项目

为配合港珠澳大桥香港口岸的发展，本处将于该口岸兴建消防局暨救护站，预计于二零一七年年尾落成。本处亦计划在莲塘/香园围口岸兴建消防局及救护设施，预计于二零一八年第三季竣工。

Ambulance Service

The Department has been providing simple post-dispatch advice (PDA) for ambulance service callers in respect of six types of injuries or sickness since 2011. Such service provides patients with proper treatment prior to the arrival of the ambulance crew so as to reduce the risk of deterioration in their conditions. In 2015, the Department provided PDA for 8,327 ambulance service callers.

The Department is now developing a PDA computer system which assists operators of the Fire Services Communications Centre to obtain details of patients' conditions and relevant information systematically. The analysis of such data by the computer system will enable the operators to provide more comprehensive and appropriate advice to help stabilise the patients' conditions. With the funding approved earlier by the Finance Committee, the Department has started the project and the system is scheduled for operation in December 2017. The Department will also seek to minimise the lead time for implementation of the project.

We endeavour to step up our operational efficiency to cater for development of the community by planning for new fire stations and ambulance depots in a timely manner. The Sheung Shui Ambulance Depot, which significantly enhanced the operational efficiency of emergency ambulance service in the North New Territories and provided quality ambulance service to the residents, commenced its operation in April 2015.

Other Major Initiatives in 2015

To cater for the development of the Hong Kong-Zhuhai-Macao Bridge Hong Kong Boundary Crossing Facilities (HKBCF), the Department will construct a fire station-cum-ambulance depot at HKBCF. The facilities are scheduled for completion by the end of 2017. There is also a plan to construct a fire station with ambulance facilities at the Liantang/Heung Yuen Wai Boundary Control Point, which is scheduled for completion by the third quarter of 2018.

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为配合香港未来的铁路项目发展及相关的紧急服务需要，消防处在二零一三年获得拨款，购置了「轨路两用消防车」及「闭路式呼吸器」。有关设备有助前线人员在铁路管道及隧道进行灭火及救援工作。另外，屯门至赤鱮角连接路的隧道钻挖工程首次采用了混合气及饱和潜水模式的技术，为此，本处于去年成立潜水特救队，并安排前线人员往海外接受特别潜水呼吸器训练，以应付在该加压工地发生的意外或紧急事故。除此之外，本处亦购置了有高度机动性及甚为安全的「海上救援电单车」，以加强本处的海上救援能力，特别是在沙滩、石滩等浅水区域的拯救和搜索能力。

消防及救护学院的建筑工程已于二零一五年顺利完成，相关的设施亦陆续投入运作。新学院位于将军澳百胜角，占地158,000平方米，提供526个培训宿位，为新入职和现职消防及救护属员提供培训。新学院设有多项先进的模拟事故现场训练设施，为属员提供涉及铁路、隧道、船只、飞机和燃料库等事故的训练，以及高空拯救、坍塌搜救、室内烟火特性方面的专业训练，藉以加强属员应付大型事故的能力。另外，学院亦让消防和救护学员有更多一同操练的机会，提高他们在紧急事故中的应变及协调能力。

消防处已推行一个更专门及制度化的质素保证机制，以制订清晰一致的服务质素标准及审核准则。本处于去年增设一个副消防总长的常额职位，负责策划及监督消防及救护职系的质素保证机制和认证机制的发展及推行工作，并且担任消防及救护学院院长。

为确保有效打击非法燃油转注活动，以及令市民更加关注此类活动带来的风险，本处于二零一五年一月成立「打击非法燃油转注特遣队」。特遣队的主要职责是搜集情报及进行巡查。在二零一五年，特遣队合共进行98次突击行动，处理203宗投诉个案及进行1,128次巡查，并就当中120宗个案提出检控，共检获逾十万公升涉案燃油。

To tie in with the future railway development of Hong Kong and to cater for the needs for emergency services that may arise, the Department acquired the Rail-Road Fire Appliance and Closed-circuit Breathing Apparatus with funding sought in 2013. The equipment can assist frontline personnel in their firefighting and rescue operations in railway conduits and tunnels. Besides, the Trimix and saturation-mode techniques have first been adopted for the tunnel boring works of the Tuen Mun - Chek Lap Kok Link project, and a Special Rescue Team was set up last year. Frontline personnel have been arranged to receive overseas training on how to operate special underwater breathing apparatus when handling any accidents or emergency at such pressurised sites. The Department also acquired Rescue Jet Bikes with high mobility and a high level of safety to strengthen our marine rescue capability, in particular our rescue and search capabilities in shallow water areas like sandy beaches and rocky beaches.

With the completion of construction works of the Fire and Ambulance Services Academy (FASA) in 2015, associated facilities have commenced operation in phases. Situated at Pak Shing Kok, Tseung Kwan O, FASA has an area of 158,000 square metres and provides 526 residential training places for newly recruited and serving fire and ambulance personnel. The Academy is equipped with a wide range of advanced simulated training facilities, providing FSD members with diversified training on the handling of incidents involving railway, tunnel, vessel, aircraft and fuel storage, as well as specialised training on high-angle rescue, urban search and rescue and compartment fire behaviour, so as to strengthen their capacity in dealing with large-scale incidents. The Academy also enables fire and ambulance personnel to have more opportunities to be trained together, thereby enhancing their co-ordination and ability to respond to emergencies.

The Department has put in place a more specialised and institutionalised quality assurance mechanism to set out clear and consistent service quality standards and inspection criteria. A permanent Deputy Chief Fire Officer post was created last year to oversee the planning and monitoring of the development and implementation of the quality assurance and accreditation mechanisms of both the fire stream and ambulance stream. The post holder is also the Commandant of FASA.

To ensure an effective combat of illegal transfer of fuel and to raise public awareness of the danger of such activities, the Department set up the Anti-illicit Fuelling Activities Task Force in January 2015. The Task Force is mainly responsible for both gathering intelligence and conducting inspections. It has made a total of 98 surprise inspections and has handled 203 complaints in 2015. The Task Force has also conducted 1,128 inspections and instituted prosecution in 120 cases, seizing more than 100,000 litres of fuel.



来年工作计划

在推行「注册消防工程师计划」方面，我们会加紧筹划相关法例和附属法例的草拟和修订工作，以便于二零一六年提交立法会审议。

自二零一三年十月开始，消防处分阶段在各消防行动单位全面试行缩减工时计划。有关计划在二零一五年进度良好。该计划能够符合三项先决条件，即无需额外财政资源、不涉及额外人手，以及维持为市民提供的服务水平。本处已向相关决策局提交有关建议，期望能尽快获得批准，将负责行动职务的消防职系人员的规定工作时数下调至每周51小时。

展望未来，本处面临的挑战仍会不断增加，但我深信部门全体上下会继续发挥专业精神，坚毅不挠、尽心竭力为市民提供优质的灭火、救援、防火及救护服务。

Plans for the Year Ahead

In regard to the implementation of the Registered Fire Engineer Scheme, we will step up planning for the drafting and amendment of the relevant legislation and subsidiary legislation so that they can be submitted to the Legislative Council for deliberation in 2016.

The trial scheme for reducing the conditioned working hours has been implemented at all operational units in the fire stream in phases since October 2013. Good progress has been seen in 2015, and the scheme has been able to meet the three pre-requisites, namely cost-neutrality, no additional manpower and maintaining the same level of service to the public. The Department has submitted its proposal to the relevant policy bureau in the hope that approval for reduction of the conditioned working hours of operational personnel in the fire stream to 51 hours per week will be granted at an earlier date.

Looking ahead, I am confident that the Department will continue to serve the community with dedication and unswerving professionalism, to provide quality firefighting, rescue, fire prevention and ambulance service to the public, despite increasing challenges.