

<i>Targets & Indicators</i>
Programme (1): Fire Service
Programme (2): Fire Protection and Prevention
Programme (3): Ambulance Service

Fire Statistics
Classification of Fires
Classification of Fires by Causes
Occupancy where major fire occurred (No. 3 Alarm and above)
Classification of Special Service
Injuries and Fatalities

Programme (1): Fire Service

The key performance measures in respect of the provision of fire service are:

<i>Targets</i>							
	Targets	2005	2006	2007	2008	2009	2010
		(Actual)	(Actual)	(Actual)	(Actual)	(Actual)	(Plan)
total buildings fire calls met within graded response time (%)	92.5	89.2	93.9	94.3	94.7	95.6	92.5
fire calls met within graded response time of six minutes for built-up areas (%)	92.0	88.5	93.6	94.1	94.6	95.5	92.5
fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	95.0	96.7	96.1	96.0	96.3	95.0
complaints of imminent fire hazards answered within 24 hours (%)	100	100	100	100	100	100	100
requests for fire drills, fire safety talks, seminars, exhibitions, meetings and operational visits attended (%)	100	100	100	100	100	100	100

<i>Indicators</i>						
	2005	2006	2007	2008	2009	2010
	(Actual)	(Actual)	(Actual)	(Actual)	(Actual)	(Estimate)
all fire calls	37 741	33 268	31 638	35 513	35 771	36 000
building fire calls in built-up areas	28 880	25 556	23 837	26 856	27 244	27 500
building fire calls in more dispersed risk/isolated developments	3 249	2 615	2 601	2 866	3 388	3 400
special service calls	20 813	21 383	22 083	24 398	25 069	25 500
emergency ambulance calls attended by first responders	13 751	25 223	38 917	40 719	43 619	44 000
turnouts of fire appliances to emergency calls	124 047	121 655	115 184	124 602	125 852	127 000
emergency move-ups of fire appliances to provide operational coverage	22 079	23 353	35 135	43 741	46 251	47 000
complaints of imminent fire hazards received	4 619	4 411	4 345	4 462	4 712	4 700
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape and locked exits	571	449	732	1 037	1 152	1 100
prosecutions instituted	54	45	46	41	69	70
inspection of hospitals/clinics	344	346	373	392	387	380
lectures and advisory services given to hospitals/clinics	423	464	617	608	692	700
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	3 187	4 190	4 076	4 987	5 265	5 000

Programme (2): Fire Protection and Prevention

The key performance measures in respect of fire protection and prevention are:

<i>Targets</i>							
	Targets	2005 (Actual)	2006 (Actual)	2007 (Actual)	2008 (Actual)	2009 (Actual)	2010 (Plan)
safety requirements issued within 28 working days for storage/manufacture of Category 2 (other than LPG) to Category 10 dangerous goods and/or for storage of timber following receipt of application and the required details/plans in full (%)	100	100	100	100	100	100	100
safety requirements issued within six working days for vehicles used for conveyance of Category 2 (other than LPG) or Category 5 dangerous goods following receipt of application (%)	100	100	100	100	100	100	100
licences issued within six working days for storage/manufacture of Category 2 (other than LPG) to Category 10 dangerous goods and/or storage of timber upon confirmation of full compliance with safety requirements (%)	100	100	100	100	100	100	100
licences issued within six working days for vehicles used for conveyance of Category 2 (other than LPG) or Category 5 dangerous goods upon confirmation of full compliance with safety requirements (%)	100	100	100	100	100	100	100
fire safety requirements issued within 20 working days for the licensing/ registration of schools, child care centres, food premises, places of public entertainment, karaoke establishments, and drug dependent persons treatment and rehabilitation centres following receipt of application and the	90	---	---	100	100	100	90

required details/plans in full (%)							
Fire Services Certificates issued within seven working days upon confirmation of full compliance with fire safety requirements for all licence/registration applications (%)	90	---	---	100	100	100	90
complaints about dangerous goods (other than LPG) or reports of fire hazards posing imminent danger investigated within 24 hours (%)	100	100	100	100	100	100	100
complaints about fire hazards not posing imminent danger investigated within ten working days (%)	100	100	100	100	100	100	100
complainants advised within 27 working days of outcome of investigation (%)	100	100	100	100	100	100	100
applications processed within seven working days for registration as FSI contractors (%)	100	100	100	100	100	100	100
letters of approval issued within 14 working days to applicants for registration as FSI contractors upon completion of all formalities (%)	100	100	100	100	100	100	100
no. of prescribed commercial premises inspected ▲	150	216	141	150	150	150	150
no. of specified commercial buildings inspected #	40*	159	141	100	31	40	40*
no. of composite buildings inspected	1 150	907	908	905	842	1 001	1 150†

*	In 2010, inspection will be conducted on 40 buildings newly identified as specified commercial buildings.
†	The planned figure was 840 in 2008. To speed up the improvement programme under the Fire Safety (Buildings) Ordinance, the planned figure for 2009 was revised to 1 000 and further revised upwards to 1 150 for 2010.

<i>Indicators</i>						
	2005	2006	2007	2008	2009	2010
	(Actual)	(Actual)	(Actual)	(Actual)	(Actual)	(Estimate)
Licences renewed / issued						
timber/dangerous goods stores	4 298	4 340	4 203	4 363	4 311	4 300
dangerous goods vehicles	1 578	1 767	1 786	1 738	1 724	1 700
Fire Hazard Abatement Notices issued (other than floating obstructions to means of escape and locked exits)	2 648	2 039	2 264	4 951	3 968	4 000
prosecutions instituted						
dangerous goods and timber stores	351	313	419	281	204	200
fire hazards	185	128	109	92	81	100
building plans processed	12 488	12 488	12 683	12 277	13 519	13 500
inspection of FSIs and equipment	81 730	82 807	86 813	102 730	145 750	135 000
applications for approval of portable fire fighting equipment processed	838	775	361	395	553	550
inspection of fire safety in schools, child care centres, food premises, places of public entertainment, karaoke establishments and drug dependent persons treatment and rehabilitation centres	34 332	33 613	35 376	36 208	39 178	39 000
inspection of fire safety in commercial premises and composite buildings	13 832	14 418	15 228	17 792	20 846	23 000
inspection of ventilating systems in buildings and licensed premises&	5 788	6 051	6 215	7 043	10 137	10 000
lectures and advisory services given (other than hospitals/clinics)	26 363	27 764	29 568	38 072	46 390	46 000
prescribed commercial premises ▲						

no. of fire safety direction issued	950	823	804	802	800	800
no. of fire safety direction complied with / discharged	912	924	923	747	808	800
specified commercial buildings #						
no. of fire safety improvement directions issued	5 801	4 766	4 705	3 010	2 998	3 000
no. of fire safety improvement directions complied with / discharged	9 341	7 473	4 929	4 051	3 997	4 000
composite buildings						
no. of composite buildings issued with advisory letters	900	900	354	---	---	---
no. of advisory letters issued	12 897	9 546	11 557	---	---	---
no. of fire safety direction issued	---	---	6 442	12 560	13 690	14 000
no. of fire safety direction complied with / discharged	---	---	---	525	4 420	4 800

▲	<p>Since the implementation of the Fire Safety(Commerical Premises) Ordinance in May 1997 and up to 31 December 2009, 2 296 commercial premises have been jointly inspected with the Buildings Department (BD) and 1 741 premises were subsequently identified as prescribed commercial premises (PCPs). During the same period, a total of 10 928 fire safety directions (FSDns) were issued by the FSD of which 9 518 FSDns were complied with/discharged and 1 091 PCPs have completed the improvement works or the relevant FSDns have been discharged.</p>
#	<p>Since the implementation of the Fire Safety (Commercial Premises) (Amendment) Ordinance in June 1998 and up to 31 December 2008, 1 572 commercial buildings have been jointly inspected with the BD and 1 431 buildings were subsequently identified as specified commercial buildings (SCBs). During the same period, a total of 56 348 fire safety improvement directions (FSIDns) were issued by the FSD of which 45 637 FSIDns were complied with/discharged and 777 SCBs have completed the improvement works or the relevant FSIDns have been discharged.</p>

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

<i>Target</i>							
	Targets	2005	2006	2007	2008	2009	2010
		(Actual)	(Actual)	(Actual)	(Actual)	(Actual)	(Plan)
emergency calls answered within the target response time of 12 minutes(%)	92.5	89.6	92.7	92.8	92.2	92.0	92.5

<i>Indicators</i>						
	2005	2006	2007	2008	2009	2010
	(Actual)	(Actual)	(Actual)	(Actual)	(Actual)	(Estimate)
no. of emergency calls	549 866	539 903	573 657	600 828	617 265	635 000
no. of hospital transfer calls ^{&}	34 175	34 771	36 916	41 695	40 845	42 000
calls per ambulance	2 290	2 227	2 367	2 490	2 551	2 624
turnouts of ambulances and ambulance motor cycles to calls	---	627 979	667 505	700 029	715 844	735 000
emergency move-ups of ambulances to provide operational coverage	---	45 630	66 619	61 975	59 523	61 500

[&]

Formerly known as "urgent calls". The change in terminology was made with effect from January 2010 to better reflect the nature of these calls.

Classification of Fire

	2005	2006	2007	2008	2009
Public area	413	347	338	467	425
Squatter areas	47	87	96	109	123
Vehicle	414	438	378	340	293
Housing estates	1 526	1 667	1 613	1 589	1 341
Factory buildings	149	157	116	124	122
Institutional buildings	191	181	195	202	190
Non-domestic buildings	472	435	443	434	464
Domestic buildings	1 827	1 744	1 621	1 601	1 588
Electric-others	94	79	90	92	81
Vegetation	1 664	1 232	1 230	1 501	1 294
Unwanted alarm	25 766	21 846	20 717	24 007	25 405
False alarm	3 492	3 302	3 119	3 296	2 922
Temporary housing area	0	0	0	0	0
Vessel	37	34	22	17	24
Others	1 649	1 719	1 660	1 734	1 499
Total	37 741	33 268	31 638	35 513	35 771

Classification of Fires by Causes

	2005	2006	2007	2008	2009
Sparks from welding & oxygen acetylene cutting	70	75	92	82	55
Children playing with matches	103	132	120	117	66
Over-heating of engines, motor & machinery	122	126	124	92	84
Careless disposal of joss sticks, joss paper & candles etc.	351	330	285	220	259
Food stuff (stove overcooking)	2 113	2 187	1 941	1 863	1 738
Careless handling or disposal of cigarette ends, matches and candles etc.	2 246	1 889	2 002	2 326	2 010
General electric fault	888	759	780	795	763
Miscellaneous	1 599	1 605	1 438	1 494	1 435
Unknown	352	340	377	411	355
False alarm	3 492	3 302	3 119	3 296	2 922
Deliberate act* / Undetermined* / Suspicious circumstances#	580	641	623	796	674
Unwanted alarm	25 766	21 846	20 717	24 007	25 405
Control burning	57	36	20	14	5
Total	37 741	33 268	31 638	35 513	35 771

* New Classification w.e.f. 1.6.2004

No longer used w.e.f 1.6.2004

Occupancy where major fire occurred (No. 3 Alarm and above)

Type of Premises	2005	2006	2007	2008	2009
Commercial Premises	1	0	0	3	1
Construction Site	1	1	0	0	0
Domestic Premises	2	7	1	2	0
Housing - Domestic	0	0	0	2	0
Housing - Commercial	0	0	2	0	0
Private Factory	1	4	3	2	2
Public Area-Others	0	0	0	0	0
Public Area-Hotel	0	0	0	0	0
Public Area - Restaurant	0	0	0	0	0
Squatter - Commercial/Store	1	0	2	4	3
Squatter - Factory	0	1	0	0	0
Squatter - Domestic	0	0	0	3	1
Place of Public Assembly	0	0	0	1	0
Institutional Building	0	0	0	1	1
Temporary Housing Area	0	0	0	0	0
Vessel	0	1	0	0	1
Vehicle	0	0	0	0	0

Others	0	0	0	0	1
Total	6	14	8	18	10

Classification of Special Service

Type	2005	2006	2007	2008	2009
Flooding of premises	10	5	1	21	3
Trapped by machinery	10	9	16	5	7
Threatening to jump	197	204	209	201	176
Falling into water	91	106	80	79	84
Falling from height	150	159	165	158	142
Hanging	96	81	97	112	91
Leakage of flammable liquid/gas	369	488	511	524	408
Traffic Accident	254	230	201	234	199
Locked in/out of premises	1 231	1 149	1 167	1 291	1 488
Trapped/shut in lift	6 175	5 916	6 150	7 237	7 212
Others	677	735	655	1 214	1 296
False Alarm Malicious	433	461	394	317	287
False Alarm Good Intent	7 614	7 946	8 233	8 792	9 178
Ambulance cases	3 506	3 894	4 194	4 213	4 538
Total	20 813	21 383	22 083	24 398	25 069

Injuries and Fatalities

	2005		2006		2007		2008		2009	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	3 834	20 962	2 107	19 187	2 835	20 366	3 241	23 633	2 901	22 851
Injuries of public	363	1 895	380	1 592	327	1 669	371	1 981	271	1 793
Fatalities of public	15	710	14	675	16	717	8	773	10	815
Injuries of FS member	4	7	3	6	21	13	26	5	16	9
Fatalities of FS member	0	0	0	0	1	0	2	0	0	0
Total (Fatalities + Injuries)	382	2 612	397	2 273	365	2 399	407	2 759	297	2 617