

<i>Targets &amp; Indicators</i>
<b>Programme (1): Fire Service</b>
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<b>Fire Statistics</b>
Classification of Fires
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### **Programme (1): Fire Service**

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

#### **Targets**

	<b>Target</b>	<b>2010 (Actual)</b>	<b>2011 (Actual)</b>	<b>2012 (Actual)</b>	<b>2013 (Actual)</b>	<b>2014 (Actual)</b>	<b>2015 (Plan)</b>
total building fire calls met within graded response time (%)	92.5	94.9	93.4	93.6	93.6	93.9	<b>92.5</b>
fire calls met within graded response time of six minutes for built-up areas (%)	92.5	94.8	93.1	93.3	93.2	93.5	<b>92.5</b>
fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	96.1	95.8	95.7	96.9	96.9	<b>95.0</b>
complaints of imminent fire hazards answered within 24 hours (%)	100	100	100	100	99.9	99.9	<b>100</b>
requests for fire drills, fire safety talks, seminars, exhibitions, meetings and operational visits attended (%)	100	100	100	100	100	100	<b>100</b>

#### **Indicators**

	<b>2010 (Actual)</b>	<b>2011 (Actual)</b>	<b>2012 (Actual)</b>	<b>2013 (Actual)</b>	<b>2014 (Actual)</b>	<b>2015 (Estimate)</b>
all fire calls	40 604	34 188	37 638	36 773	36 335	<b>36 400</b>
building fire calls in built-up areas	32 094	25 869	29 919	29 210	28 834	<b>28 900</b>
building fire calls in more dispersed risk/isolated developments	3 973	3 048	3 567	3 419	3 220	<b>3 250</b>
special service calls	26 859	27 159	30 191	31 115	33 420	<b>35 400</b>
emergency ambulance calls attended by first responders	49 451	44 221	46 972	42 047	44 676	<b>45 600</b>
turnouts of fire appliances to emergency calls	139 026	129 955	147 203	152 522	155 229	<b>155 300</b>
emergency move-ups of fire appliances to provide operational coverage	51 445	47 977	55 742	56 933	60 049	<b>60 100</b>
complaints of imminent fire hazards received	4 739	5 951	5 464	6 053	7 801	<b>7 000</b>
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	1 756	2 300	2 229	3 504	6 042	<b>5 800</b>
prosecutions instituted	84	144	182	264	288	<b>290</b>
inspection of hospitals/clinics	427	397	406	407	464	<b>420</b>
lectures and advisory services given to hospitals/clinics	720	870	956	856	979	<b>880</b>
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	5 724	5 329	5 926	5 816	18 532#	<b>18 500#</b>

- # Following an internal review, the Department decided to revise the counting methods for different types of fire protection inspections since 2014 to better reflect the work of the Department. Taking the Hose Reel (HR) system as an example, if there is an HR system installed in a nine-storey building and each floor is equipped with one HR, the number of inspections will be one under the existing counting method while it will be nine inspections under the revised counting method. Hence, the number of inspections has increased significantly since 2014.

## Programme (2): Fire Protection and Prevention

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

### Targets

	Target	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (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 required details/plans in full (%)	90.0	100	100	99.8	99.8	100	95.0
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	100	100	95
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
complainants for complaints related to imminent danger advised within 12 working days of outcome of investigation (%)^	90	-	-	-	-	100	90
complaints about fire hazards not posing imminent danger investigated within ten	95.0	100	100	89.6	98.9	100	95.0

working days (%)							
complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%)	90.0	100	100	82.2	95.1	100	<b>90.0</b>
applications processed within seven working days for registration as FSI contractors (%)	100	100	100	100	100	100	<b>100</b>
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	<b>100</b>
no. of prescribed commercial premises inspected¶	50	150	150	150	150	67	<b>50</b>
no. of specified commercial buildings inspected¶	20	40	40	40	40	22	<b>20</b>
no. of composite buildings inspected¶	400	1 150	1 150	1 150	1 150	400	<b>400</b>

^ New target as from 2014.

¶ Taking into account the recommendations of the Director of Audit's Report No. 61, the Buildings Department and Fire Services Department have jointly reviewed the implementation programmes under the Fire Safety (Commercial Premises) Ordinance (Cap. 502) and the Fire Safety (Buildings) Ordinance (Cap. 572). Having regard to the capacity of the existing manpower resources, both Departments have adjusted the annual inspection targets of prescribed commercial premises, specified commercial buildings and composite buildings to a more realistic level as from 2015.

### Indicators

	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Estimate)
licences renewed/issued						
timber/dangerous goods stores	4 350	4 207	4 096	4 316	4 328	<b>4 350</b>
dangerous goods vehicles	1 872	1 879	1 857	1 824	1 837	<b>1 850</b>
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	3 865	4 032	4 566	4 673	4 751	<b>4 600</b>
prosecutions instituted						
dangerous goods and timber stores	170	140	135	170	219	<b>200</b>
fire hazards	148	181	216	180	316	<b>280</b>
building plans processed	13 824	14 010	15 977	16 433	17 698	<b>17 500</b>
inspection of FSIs and equipment	146 505	145 756	155 146	154 466	159 200Ψ	<b>159 000Ψ</b>
applications for approval of portable fire fighting equipment and FSI/equipment processed	709	480	336	829	317	<b>340</b>
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	41 678	40 615	42 573	43 205	38 459Ψ	<b>40 000Ψ</b>
inspection of fire safety in commercial premises and composite buildings	25 372	32 342	36 630	39 155	47 954‡	<b>60 300‡</b>
inspection of ventilating systems in buildings and licensed premises	10 917	10 602	10 999	10 976	33 300Ψ	<b>33 000Ψ</b>
lectures and advisory services given (other than hospitals/clinics)	51 337	53 446	53 856	54 489	85 944	<b>63 300</b>
prescribed commercial premises						
no. of fire safety directions issued	800	800	820	808	800	<b>800</b>
no. of fire safety directions complied with/discharged	858	872	850	852	850	<b>850</b>
specified commercial buildings						
no. of fire safety improvement directions issued	2 998	2 994	3 016	3 019	3 090	<b>3 000</b>
no. of fire safety improvement directions complied with/discharged	4 001	3 992	4 035	4 093	4 175	<b>4 000</b>
composite buildings						
no. of fire safety directions issued	14 032	14 745	14 916	15 179	16 019	<b>15 000</b>

no. of fire safety directions complied with / discharged	4 310	4 897	5 493	5 587	6 520	<b>5 500</b>
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Ψ Following an internal review, the Department decided to revise the counting methods for different types of fire protection inspections since 2014 to better reflect the work of the Department. Hence, the number of different types of inspections will change accordingly.

‡ Taking into account the recommendations of the Director of Audit's Report No. 61, the Department has started to conduct more inspections of the buildings newly issued with Fire Safety Improvement Directions and buildings granted with fourth or more extension of time for compliance of directions in 2014.

### Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

#### Target

	Target	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Plan)
emergency calls answered within the target response time of 12 minutes(%)	92.5	92.1	93.5	93.2	94.4	94.4	<b>92.5</b>

#### Indicators

	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Estimate)
no. of emergency calls	646 733	646 996	683 921	675 424	699 427	<b>713 400</b>
no. of hospital transfer calls	39 345	42 163	42 290	43 722	46 767	<b>48 800</b>
calls per ambulance	2 619	2 488	2 405	2 227	2 150	<b>2 049</b>
turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	743 755	739 492	778 708	769 771	804 582	<b>822 980</b>
emergency move-ups of ambulances to provide operational coverage	67 166	61 726	70 936	56 882	66 313	<b>69 100</b>

**Classification of Fires**

	2010	2011	2012	2013	2014
Public area	518	478	382	385	446
Squatter area	89	123	101	94	69
Vehicle	285	310	223	227	263
Housing estates	1 347	1 285	1 185	1 258	1 199
Factory buildings	62	123	95	100	120
Institutional buildings	250	192	191	165	172
Non-domestic buildings	371	419	420	376	404
Domestic buildings	1 562	1 460	1 438	1 351	1 371
Electric – others	50	44	70	68	53
Vegetation	819	1 335	818	810	933
Unwanted alarm	30 710	23 889	28 461	27 356	26 765
False alarm	3 108	2 944	2 995	3 208	3 206
Temporary housing area	0	0	0	0	0
Vessel	15	18	23	26	17
Others	1 418	1 568	1 236	1 349	1 317
<b>Total</b>	<b>40 604</b>	<b>34 188</b>	<b>37 638</b>	<b>36 773</b>	<b>36 335</b>

**Classification of Fires by Causes**

	2010	2011	2012	2013	2014
Sparks from welding & oxygen acetylene cutting	55	63	64	51	45
Children playing with matches	51	43	25	23	7
Over-heating of engines, motor & machinery	93	89	146	134	188
Careless disposal of joss sticks, joss paper & candles, etc.	183	229	222	126	157
Food stuff (stove overcooking)	1 794	1 672	1 697	1 607	1 597
Careless handling or disposal of cigarette ends, matches and candles, etc.	1 560	1 674	1 056	1 043	1 047
General electrical fault	807	712	770	767	799
Miscellaneous	1 396	1 951	1 476	1 745	1 771
Unknown	339	286	212	173	198
False alarm	3 108	2 944	2 995	3 208	3 206
Deliberate act / Undetermined	506	634	514	540	555
Unwanted alarm	30 710	23 889	28 461	27 356	26 765
Controlled burning	2	2	0	0	0
<b>Total</b>	<b>40 604</b>	<b>34 188</b>	<b>37 638</b>	<b>36 773</b>	<b>36 335</b>

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

Type of Premises	2010	2011	2012	2013	2014
Commercial Premises	1	3	1	0	0
Construction Site	0	2	0	0	1
Domestic Premises	0	2	1	3	0
Housing – Domestic	0	1	0	1	0
Housing – Commercial	0	0	0	0	0
Private Factory	3	1	2	1	0
Public Area – Others	0	0	0	1	0
Public Area – Hotel	0	0	1	0	0
Public Area – Restaurant	0	0	0	0	0
Squatter – Commercial/Store	7	8	6	3	5
Squatter – Factory	0	0	0	1	0
Squatter – Domestic	2	0	1	0	0
Place of Public Assembly	0	0	0	0	0
Institutional Building	0	1	1	1	0
Temporary Housing Area	0	0	0	0	0
Vessel	0	1	0	0	0
Vehicle	2	0	0	0	0
Others	1	0	0	0	0
<b>Total</b>	<b>16</b>	<b>19</b>	<b>13</b>	<b>11</b>	<b>6</b>

**Classification of Special Service**

Type	2010	2011	2012	2013	2014
Flooding of premises	10	6	1	6	6
Trapped by machinery	3	4	8	5	15
Threatening to jump	170	169	195	167	166
Falling into water	84	68	101	104	99
Falling from height	120	98	105	146	144
Hanging	101	90	100	114	105
Leakage of flammable liquid/gas	337	399	334	338	373
Traffic Accident	234	218	237	240	250
Locked in/out of premises	1 298	1 345	1 365	1 451	1 554
Trapped/shut in lift	8 120	7 922	9 486	10 813	12 209
Others	1 015	1 195	1 704	1 419	1 605
False Alarm Malicious	251	224	260	226	262
False Alarm Good Intent	10 310	10 316	11 141	10 996	11 782
Ambulance cases	4 806	5 105	5 154	5 090	4 850
<b>Total</b>	<b>26 859</b>	<b>27 159</b>	<b>30 191</b>	<b>31 115</b>	<b>33 420</b>



## Injuries and Fatalities

	2010		2011		2012		2013		2014	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	1 518	25 207	5 482	25 022	6 002	27 584	6 919	32 088	7 723	37 787
Injuries of public	276	1 850	389	1 915	302	2 249	364	2 227	295	2 233
Fatalities of public	10	746	23	751	14	837	12	857	23	835
Injuries of FS member	26	10	13	7	7	13	5	7	14	11
Fatalities of FS member	1	0	0	0	0	0	0	0	1	0
<b>Total (Fatalities + Injuries)</b>	<b>313</b>	<b>2 606</b>	<b>425</b>	<b>2 673</b>	<b>323</b>	<b>3 099</b>	<b>381</b>	<b>3 091</b>	<b>333</b>	<b>3 079</b>