

| <i>Targets & Indicators</i> |
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Programme (1): Fire Service

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

Targets

| | Target | 2011 (Actual) | 2012 (Actual) | 2013 (Actual) | 2014 (Actual) | 2015 (Actual) | 2016 (Plan) |
|--|---------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------|
| total building fire calls met within graded response time (%) | 92.5 | 93.4 | 93.6 | 93.6 | 93.9 | 94.1 | 92.5 |
| fire calls met within graded response time of six minutes for built-up areas (%) | 92.5 | 93.1 | 93.3 | 93.2 | 93.5 | 93.8 | 92.5 |
| fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%) | 94.5 | 95.8 | 95.7 | 96.9 | 96.9 | 97.0 | 95.0 |
| complaints of imminent fire hazards answered within 24 hours (%) | 100 | 100 | 100 | 99.9 | 99.9 | 99.9 | 100 |
| requests for fire drills, fire safety talks, seminars, exhibitions, meetings and operational visits attended (%) | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Indicators

| | 2011 (Actual) | 2012 (Actual) | 2013 (Actual) | 2014 (Actual) | 2015 (Actual) | 2016 (Estimate) |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| all fire calls | 34 188 | 37 638 | 36 773 | 36 335 | 34 320 | 34 300 |
| building fire calls in built-up areas | 25 869 | 29 919 | 29 210 | 28 834 | 26 989 | 27 000 |
| building fire calls in more dispersed risk/isolated developments | 3 048 | 3 567 | 3 419 | 3 220 | 2 915 | 2 900 |
| special service calls | 27 159 | 30 191 | 31 115 | 33 420 | 33 683 | 35 000 |
| emergency ambulance calls attended by first responders | 44 221 | 46 972 | 42 047 | 44 676 | 40 022 | 40 000 |
| turnouts of fire appliances to emergency calls | 129 955 | 147 203 | 152 522 | 155 229 | 149 518 | 149 500 |
| emergency move-ups of fire appliances to provide operational coverage | 47 977 | 55 742 | 56 933 | 60 049 | 56 946 | 56 900 |
| complaints of imminent fire hazards received | 5 951 | 5 464 | 6 053 | 7 801 | 8 447 | 9 000 |
| Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits | 2 300 | 2 229 | 3 504 | 6 042 | 2 962 | 3 000 |
| prosecutions instituted | 144 | 182 | 264 | 288 | 248 | 240 |
| inspection of hospitals/clinics | 397 | 406 | 407 | 464 | 505 | 440 |
| lectures and advisory services given to hospitals/clinics | 870 | 956 | 856 | 979 | 961 | 920 |
| Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates | 5 329 | 5 926 | 5 816 | 18 532 | 18 241 | 18 500 |

Programme (2): Fire Protection and Prevention

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

Targets

| | Target | 2011 (Actual) | 2012 (Actual) | 2013 (Actual) | 2014 (Actual) | 2015 (Actual) | 2016 (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 | 100 | 99.8 | 99.8 | 100 | 99 | 95 |
| 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 | 99 | 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 | 100 | 90 |
| complaints about fire hazards not posing imminent danger investigated within ten working days (%) | 95.0 | 100 | 89.6 | 98.9 | 100 | 99.9 | 95.0 |
| complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%) | 90.0 | 100 | 82.2 | 95.1 | 100 | 99.9 | 90.0 |
| applications processed within seven | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

| | | | | | | | |
|--|-----|-------|-------|-------|-----|-----|------------|
| working days for registration as FSI contractors (%) | | | | | | | |
| 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 | 50 | 150 | 150 | 150 | 67 | 50 | 50 |
| no. of specified commercial buildings inspected | 20 | 40 | 40 | 40 | 22 | 20 | 20 |
| no. of composite buildings inspected | 400 | 1 150 | 1 150 | 1 150 | 400 | 400 | 400 |

Indicators

| | 2011 (Actual) | 2012 (Actual) | 2013 (Actual) | 2014 (Actual) | 2015 (Actual) | 2016 (Estimate) |
|---|------------------|------------------|------------------|------------------|------------------|--------------------|
| licences renewed/issued | | | | | | |
| timber/dangerous goods stores | 4 207 | 4 096 | 4 316 | 4 328 | 4 411 | 4 400 |
| dangerous goods vehicles | 1 879 | 1 857 | 1 824 | 1 837 | 1 942 | 1 850 |
| Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits) | 4 032 | 4 566 | 4 673 | 4 751 | 6 068 | 5 500 |
| prosecutions instituted | | | | | | |
| dangerous goods and timber stores | 140 | 135 | 170 | 219 | 235 | 250 |
| fire hazards | 181 | 216 | 180 | 316 | 325 | 320 |
| building plans processed | 14 010 | 15 977 | 16 433 | 17 698 | 18 169 | 18 000 |
| inspection of FSIs and equipment | 145 756 | 155 146 | 154 466 | 159 200 | 184 507 | 186 000 |
| applications for approval of portable fire fighting equipment and FSI/equipment processed | 480 | 336 | 829 | 317 | 192 | 250 |
| 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 | 40 615 | 42 573 | 43 205 | 38 459 | 38 348 | 38 000 |
| inspection of fire safety in commercial premises and composite buildings | 32 342 | 36 630 | 39 155 | 47 954 | 60 703 | 60 300 |
| inspection of ventilating systems in buildings and licensed premises | 10 602 | 10 999 | 10 976 | 33 300 | 33 146 | 33 300 |
| lectures and advisory services given (other than hospitals/clinics) | 53 446 | 53 856 | 54 489 | 85 944 | 120 030 | 120 000 |
| prescribed commercial premises | | | | | | |
| no. of fire safety directions issued | 800 | 820 | 808 | 800 | 802 | 800 |
| no. of fire safety directions complied with/discharged | 872 | 850 | 852 | 850 | 850 | 850 |
| specified commercial buildings | | | | | | |
| no. of fire safety improvement directions issued | 2 994 | 3 016 | 3 019 | 3 090 | 3 017 | 3 000 |
| no. of fire safety improvement directions complied with/discharged | 3 992 | 4 035 | 4 093 | 4 175 | 4 041 | 4 100 |
| composite buildings | | | | | | |
| no. of fire safety directions issued | 14 745 | 14 916 | 15 179 | 16 019 | 16 900 | 16 000 |
| no. of fire safety directions complied with/discharged | 4 897 | 5 493 | 5 587 | 6 520 | 7 474 | 7 500 |

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

Target

| | Target | 2011 (Actual) | 2012 (Actual) | 2013 (Actual) | 2014 (Actual) | 2015 (Actual) | 2016 (Plan) |
|--|--------|------------------|------------------|------------------|------------------|------------------|----------------|
| emergency calls answered within the target response time of 12 minutes (%) | 92.5 | 93.5 | 93.2 | 94.4 | 94.4 | 95.0 | 92.5 |

Indicators

| | 2011 (Actual) | 2012 (Actual) | 2013 (Actual) | 2014 (Actual) | 2015 (Actual) | 2016 (Estimate) |
|---|------------------|------------------|------------------|------------------|------------------|--------------------|
| no. of emergency calls | 646 996 | 683 921 | 675 424 | 699 427 | 710 041 | 727 100 |
| no. of hospital transfer calls | 42 163 | 42 290 | 43 722 | 46 767 | 46 523 | 47 700 |
| calls per ambulance | 2 488 | 2 405 | 2 227 | 2 150 | 2 034 | 2 012 |
| turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls | 739 492 | 778 708 | 769 771 | 804 582 | 817 979 | 839 500 |
| emergency move-ups of ambulances to provide operational coverage | 61 726 | 70 936 | 56 882 | 66 313 | 72 801 | 75 900 |

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|--------------------------------|
| Classification of Fires |
|--------------------------------|

| | 2011 | 2012 | 2013 | 2014 | 2015 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Public area | 478 | 382 | 385 | 446 | 399 |
| Squatter area | 123 | 101 | 94 | 69 | 110 |
| Vehicle | 310 | 223 | 227 | 263 | 238 |
| Housing estates | 1 285 | 1 185 | 1 258 | 1 199 | 1 181 |
| Factory buildings | 123 | 95 | 100 | 120 | 90 |
| Institutional buildings | 192 | 191 | 165 | 172 | 174 |
| Non-domestic buildings | 419 | 420 | 376 | 404 | 335 |
| Domestic buildings | 1 460 | 1 438 | 1 351 | 1 371 | 1 314 |
| Electric – others | 44 | 70 | 68 | 53 | 69 |
| Vegetation | 1 335 | 818 | 810 | 933 | 954 |
| Unwanted alarm | 23 889 | 28 461 | 27 356 | 26 765 | 24 811 |
| False alarm | 2 944 | 2 995 | 3 208 | 3 206 | 3 179 |
| Temporary housing area | 0 | 0 | 0 | 0 | 0 |
| Vessel | 18 | 23 | 26 | 17 | 23 |
| Others | 1 568 | 1 236 | 1 349 | 1 317 | 1 443 |
| Total | 34 188 | 37 638 | 36 773 | 36 335 | 34 320 |

Classification of Fires by Causes

| | 2011 | 2012 | 2013 | 2014 | 2015 |
|--|---------------|---------------|---------------|---------------|---------------|
| Sparks from welding & oxygen acetylene cutting | 63 | 64 | 51 | 45 | 58 |
| Children playing with matches | 43 | 25 | 23 | 7 | 5 |
| Over-heating of engines, motor & machinery | 89 | 146 | 134 | 188 | 126 |
| Careless disposal of joss sticks, joss paper & candles, etc. | 229 | 222 | 126 | 157 | 192 |
| Food stuff (stove overcooking) | 1 672 | 1 697 | 1 607 | 1 597 | 1 563 |
| Careless handling or disposal of cigarette ends, matches and candles, etc. | 1 674 | 1 056 | 1 043 | 1 047 | 947 |
| General electrical fault | 712 | 770 | 767 | 799 | 729 |
| Miscellaneous | 1 951 | 1 476 | 1 745 | 1 771 | 1 965 |
| Unknown | 286 | 212 | 173 | 198 | 235 |
| False alarm | 2 944 | 2 995 | 3 208 | 3 206 | 3 179 |
| Deliberate act / Undetermined | 634 | 514 | 540 | 555 | 509 |
| Unwanted alarm | 23 889 | 28 461 | 27 356 | 26 765 | 24 811 |
| Controlled burning | 2 | 0 | 0 | 0 | 1 |
| Total | 34 188 | 37 638 | 36 773 | 36 335 | 34 320 |

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

| Type of Premises | 2011 | 2012 | 2013 | 2014 | 2015 |
|-----------------------------|-----------|-----------|-----------|----------|----------|
| Commercial Premises | 3 | 1 | 0 | 0 | 1 |
| Construction Site | 2 | 0 | 0 | 1 | 1 |
| Domestic Premises | 2 | 1 | 3 | 0 | 0 |
| Housing – Domestic | 1 | 0 | 1 | 0 | 0 |
| Housing – Commercial | 0 | 0 | 0 | 0 | 0 |
| Private Factory | 1 | 2 | 1 | 0 | 0 |
| Public Area – Others | 0 | 0 | 1 | 0 | 0 |
| Public Area – Hotel | 0 | 1 | 0 | 0 | 0 |
| Public Area – Restaurant | 0 | 0 | 0 | 0 | 0 |
| Squatter – Commercial/Store | 8 | 6 | 3 | 5 | 4 |
| Squatter – Factory | 0 | 0 | 1 | 0 | 0 |
| Squatter – Domestic | 0 | 1 | 0 | 0 | 1 |
| Place of Public Assembly | 0 | 0 | 0 | 0 | 0 |
| Institutional Building | 1 | 1 | 1 | 0 | 0 |
| Temporary Housing Area | 0 | 0 | 0 | 0 | 0 |
| Vessel | 1 | 0 | 0 | 0 | 1 |
| Vehicle | 0 | 0 | 0 | 0 | 0 |
| Others | 0 | 0 | 0 | 0 | 0 |
| Total | 19 | 13 | 11 | 6 | 8 |

Classification of Special Service

| Type | 2011 | 2012 | 2013 | 2014 | 2015 |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|
| Flooding of premises | 6 | 1 | 6 | 6 | 6 |
| Trapped by machinery | 4 | 8 | 5 | 15 | 15 |
| Threatening to jump | 169 | 195 | 167 | 166 | 154 |
| Falling into water | 68 | 101 | 104 | 99 | 81 |
| Falling from height | 98 | 105 | 146 | 144 | 142 |
| Hanging | 90 | 100 | 114 | 105 | 112 |
| Leakage of flammable liquid/gas | 399 | 334 | 338 | 373 | 394 |
| Traffic Accident | 218 | 237 | 240 | 250 | 208 |
| Locked in/out of premises | 1 345 | 1 365 | 1 451 | 1 554 | 1 462 |
| Trapped/shut in lift | 7 922 | 9 486 | 10 813 | 12 209 | 12 178 |
| Others | 1 195 | 1 704 | 1 419 | 1 605 | 1 444 |
| False Alarm Malicious | 224 | 260 | 226 | 262 | 176 |
| False Alarm Good Intent | 10 316 | 11 141 | 10 996 | 11 782 | 12 445 |
| Ambulance cases | 5 105 | 5 154 | 5 090 | 4 850 | 4 866 |
| Total | 27 159 | 30 191 | 31 115 | 33 420 | 33 683 |

Injuries and Fatalities

| | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
|--|------------|-----------------|------------|-----------------|------------|-----------------|------------|-----------------|------------|-----------------|
| | Fire | Special Service | Fire | Special Service | Fire | Special Service | Fire | Special Service | Fire | Special Service |
| No. of Rescue | 5 482 | 25 022 | 6 002 | 27 584 | 6 919 | 32 088 | 7 723 | 37 787 | 9 254 | 34 506 |
| Injuries of public | 389 | 1 915 | 302 | 2 249 | 364 | 2 227 | 295 | 2 233 | 316 | 2 356 |
| Fatalities of public | 23 | 751 | 14 | 837 | 12 | 857 | 23 | 835 | 23 | 824 |
| Injuries of FS member | 13 | 7 | 7 | 13 | 5 | 7 | 14 | 11 | 4 | 14 |
| Fatalities of FS member | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Total (Fatalities + Injuries) | 425 | 2 673 | 323 | 3 099 | 381 | 3 091 | 333 | 3 079 | 343 | 3 194 |