

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

<b>Fire Statistics</b>
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>							
	Target	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Actual)	2017 (Plan)
total building fire calls met within graded response time (%)	92.5	93.6	93.6	93.9	94.1	94.0	92.5
fire calls met within graded response time of six minutes for built-up areas (%)	92.5	93.3	93.2	93.5	93.8	93.7	92.5
fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	95.7	96.9	96.9	97.0	96.8	95.0
complaints of imminent fire hazards answered within 24 hours (%)	100	100	99.9	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

<i>Indicators</i>						
	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Actual)	2017 (Estimate)
all fire calls	37 638	36 773	36 335	34 320	38 112	35 000
building fire calls in built-up areas	29 919	29 210	28 834	26 989	30 597	29 000
building fire calls in more dispersed risk/isolated developments	3 567	3 419	3 220	2 915	3 551	3 200
special service calls	30 191	31 115	33 420	33 683	36 593	36 600
emergency ambulance calls attended by first responders	46 972	42 047	44 676	40 022	41 863	41 900
turnouts of fire appliances to emergency calls	147 203	152 522	155 229	149 518	167 293	156 400
emergency move-ups of fire appliances to provide operational coverage	55 742	56 933	60 049	56 946	63 630	59 500
complaints of imminent fire hazards received	5 464	6 053	7 801	8 447	8 541	8 600
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	2 229	3 504	6 042	2 962	2 416	2 500
prosecutions instituted	182	264	288	248	224	240
inspection of hospitals/clinics	406	407	464	505	480	450
lectures and advisory services given to hospitals/clinics	956	856	979	961	1 061	960
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	5 926	5 816	18 532	18 241	20 193	18 500

**Programme (2): Fire Protection and Prevention**

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

<b>Targets</b>							
	<b>Target</b>	<b>2012 (Actual)</b>	<b>2013 (Actual)</b>	<b>2014 (Actual)</b>	<b>2015 (Actual)</b>	<b>2016 (Actual)</b>	<b>2017 (Plan)</b>
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	99.8	99.8	100	99	100	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	99	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	99.9	100
complainants for complaints related to imminent danger advised within 12 working days of outcome of investigation (%)	90	-	-	100	100	99.9	90.0
complaints about fire hazards not posing imminent danger investigated within ten working days (%)	95.0	89.6	98.9	100	99.9	99.9	95.0
complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%)	90.0	82.2	95.1	100	99.9	99.9	95.0
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	<b>100</b>	<b>100</b>
no. of prescribed commercial premises inspected	50	150	150	67	50	<b>38<sup>Note</sup></b>	<b>50</b>
no. of specified commercial buildings inspected	20	40	40	22	20	<b>20</b>	<b>20</b>
no. of composite buildings inspected	400	1 150	1 150	400	400	<b>300<sup>Note</sup></b>	<b>400</b>

Note: The decrease in 2016 was due to redeployment of resources for the territory-wide special joint operation against fire safety irregularities in mini-storages with the Buildings Department.

<b>Indicators</b>							
	<b>2012 (Actual)</b>	<b>2013 (Actual)</b>	<b>2014 (Actual)</b>	<b>2015 (Actual)</b>	<b>2016 (Actual)</b>	<b>2017 (Estimate)</b>	
licences renewed/issued							
timber/dangerous goods stores	4 096	4 316	4 328	4 411	<b>4 456</b>	<b>4 400</b>	
dangerous goods vehicles	1 857	1 824	1 837	1 942	<b>1 968</b>	<b>1 900</b>	
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	4 566	4 673	4 751	6 068	<b>7 393</b>	<b>7 000</b>	
prosecutions instituted							
dangerous goods and timber stores	135	170	219	235	<b>230</b>	<b>250</b>	
fire hazards	216	180	316	325	<b>376</b>	<b>360</b>	
building plans processed	15 977	16 433	17 698	18 169	<b>18 399</b>	<b>18 200</b>	
inspection of FSIs and equipment	155 146	154 466	159 200	184 507	<b>184 417</b>	<b>186 000</b>	
applications for approval of portable fire fighting equipment and FSI/equipment processed	336	829	317	192	<b>199</b>	<b>200</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	42 573	43 205	38 459	38 348	<b>40 122</b>	<b>39 000</b>	
inspection of fire safety in commercial premises and composite buildings	36 630	39 155	47 954	60 703	<b>58 009</b>	<b>60 300</b>	
inspection of ventilating systems in buildings and licensed premises	10 999	10 976	33 300	33 146	<b>33 392</b>	<b>33 300</b>	
lectures and advisory services given (other than hospitals/clinics)	53 856	54 489	85 944	120 030	<b>119 550</b>	<b>120 000</b>	
prescribed commercial premises							
no. of fire safety directions issued	820	808	800	802	<b>650<sup>Note</sup></b>	<b>800</b>	
no. of fire safety directions complied with/discharged	850	852	850	850	<b>696<sup>Note</sup></b>	<b>850</b>	
specified commercial buildings							
no. of fire safety improvement directions issued	3 016	3 019	3 090	3 017	<b>2 886</b>	<b>2 700</b>	
no. of fire safety improvement directions complied with/discharged	4 035	4 093	4 175	4 041	<b>4 115</b>	<b>3 700</b>	
composite buildings							
no. of fire safety directions issued	14 916	15 179	16 019	16 900	<b>13 823<sup>Note</sup></b>	<b>16 000</b>	
no. of fire safety directions complied with/discharged	5 493	5 587	6 520	7 474	<b>7 188<sup>Note</sup></b>	<b>7 500</b>	

Note: The decrease in 2016 was due to redeployment of resources for the territory-wide special joint operation against fire safety irregularities in mini-storages with the Buildings Department.

**Programme (3): Ambulance Service**

The key performance measures in respect of ambulance service are:

<b>Target</b>	
	<b>Target</b>
	<b>2012 (Actual)</b>
	<b>2013 (Actual)</b>
	<b>2014 (Actual)</b>
	<b>2015 (Actual)</b>
	<b>2016 (Actual)</b>
	<b>2017 (Plan)</b>
emergency calls answered within the target response time of 12 minutes (%)	92.5
	93.2
	94.4
	94.4
	95.0
	<b>95.0</b>
	<b>92.5</b>

<b>Indicators</b>	
	<b>2012 (Actual)</b>
	<b>2013 (Actual)</b>
	<b>2014 (Actual)</b>
	<b>2015 (Actual)</b>
	<b>2016 (Actual)</b>
	<b>2017 (Estimate)</b>
no. of emergency calls	683 921
	675 424
	699 427
	710 041
	<b>726 286</b>
	<b>737 200</b>
no. of hospital transfer calls	42 290
	43 722
	46 767
	46 523
	<b>45 654</b>
	<b>46 500</b>
calls per ambulance	2 405
	2 227
	2 150
	2 034
	<b>2 005</b>
	<b>2 015</b>
turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	778 708
	769 771
	804 582
	817 979
	<b>835 099</b>
	<b>848 900</b>
emergency move-ups of ambulances to provide operational coverage	70 936
	56 882
	66 313
	72 801
	<b>89 150</b>
	<b>94 400</b>

<b>Classification of Fires</b>
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	2012	2013	2014	2015	2016
Public area	382	385	446	399	403
Squatter area	101	94	69	110	104
Vehicle	223	227	263	238	271
Housing estates	1 185	1 258	1 199	1 181	1 124
Factory buildings	95	100	120	90	99
Institutional buildings	191	165	172	174	163
Non-domestic buildings	420	376	404	335	393
Domestic buildings	1 438	1 351	1 371	1 314	1 383
Electric – others	70	68	53	69	69
Vegetation	818	810	933	954	537
Unwanted alarm	28 461	27 356	26 765	24 811	28 901
False alarm	2 995	3 208	3 206	3 179	3 375
Temporary housing area	0	0	0	0	0
Vessel	23	26	17	23	21
Others	1 236	1 349	1 317	1 443	1 269
<b>Total</b>	<b>37 638</b>	<b>36 773</b>	<b>36 335</b>	<b>34 320</b>	<b>38 112</b>

**Classification of Fires by Causes**

	2012	2013	2014	2015	2016
Sparks from welding & oxygen acetylene cutting	64	51	45	58	45
Children playing with matches	25	23	7	5	10
Over-heating of engines, motor & machinery	146	134	188	126	120
Careless disposal of joss sticks, joss paper & candles, etc.	222	126	157	192	144
Food stuff (stove overcooking)	1 697	1 607	1 597	1 563	1 613
Careless handling or disposal of cigarette ends, matches and candles, etc.	1 056	1 043	1 047	947	774
General electrical fault	770	767	799	729	818
Miscellaneous	1 476	1 745	1 771	1 965	1 623
Unknown	212	173	198	235	-
False alarm	2 995	3 208	3 206	3 179	3 375
Deliberate act / Undetermined	514	540	555	509	689
Unwanted alarm	28 461	27 356	26 765	24 811	28 901
Controlled burning	0	0	0	1	-
<b>Total</b>	<b>37 638</b>	<b>36 773</b>	<b>36 335</b>	<b>34 320</b>	<b>38 112</b>

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

Type of Premises	2012	2013	2014	2015	2016
Commercial Premises	1	0	0	1	0
Construction Site	0	0	1	1	1
Domestic Premises	1	3	0	0	1
Housing – Domestic	0	1	0	0	1
Housing – Commercial	0	0	0	0	0
Private Factory	2	1	0	0	3
Public Area – Others	0	1	0	0	0
Public Area – Hotel	1	0	0	0	0
Public Area – Restaurant	0	0	0	0	0
Squatter – Commercial/Store	6	3	5	4	1
Squatter – Factory	0	1	0	0	0
Squatter – Domestic	1	0	0	1	0
Place of Public Assembly	0	0	0	0	0
Institutional Building	1	1	0	0	1
Temporary Housing Area	0	0	0	0	0
Vessel	0	0	0	1	0
Vehicle	0	0	0	0	0
Others	0	0	0	0	1
<b>Total</b>	<b>13</b>	<b>11</b>	<b>6</b>	<b>8</b>	<b>9</b>

**Classification of Special Service**

Type	2012	2013	2014	2015	2016
Flooding of premises	1	6	6	6	3
Trapped by machinery	8	5	15	15	10
Threatening to jump	195	167	166	154	139
Falling into water	101	104	99	81	93
Falling from height	105	146	144	142	123
Hanging	100	114	105	112	89
Leakage of flammable liquid/gas	334	338	373	394	343
Traffic Accident	237	240	250	208	187
Locked in/out of premises	1 365	1 451	1 554	1 462	1 371
Trapped/shut in lift	9 486	10 813	12 209	12 178	13 586
Others	1 704	1 419	1 605	1 444	1 871
False Alarm Malicious	260	226	262	176	194
False Alarm Good Intent	11 141	10 996	11 782	12 445	13 392
Ambulance cases	5 154	5 090	4 850	4 866	5 192
<b>Total</b>	<b>30 191</b>	<b>31 115</b>	<b>33 420</b>	<b>33 683</b>	<b>36 593</b>



## Injuries and Fatalities

	2012		2013		2014		2015		2016	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	6 002	27 584	6 919	32 088	7 723	37 787	9 254	34 506	9 196	36 164
Injuries of public	302	2 249	364	2 227	295	2 233	316	2 356	275	1 978
Fatalities of public	14	837	12	857	23	835	23	824	24	843
Injuries of FS member	7	13	5	7	14	11	4	14	15	17
Fatalities of FS member	0	0	0	0	1	0	0	0	2	0
<b>Total (Fatalities + Injuries)</b>	<b>323</b>	<b>3 099</b>	<b>381</b>	<b>3 091</b>	<b>333</b>	<b>3 079</b>	<b>343</b>	<b>3 194</b>	<b>316</b>	<b>2 838</b>