

<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:

Targets	Target	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Plan)
total building fire calls met within graded response time (%)	92.5	93.6	93.9	94.1	94.0	94.3	92.5
fire calls met within graded response time of six minutes for built-up areas (%)	92.5	93.2	93.5	93.8	93.7	94.1	92.5
fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	96.9	96.9	97.0	96.8	96.7	95.0
complaints of imminent fire hazards answered within 24 hours (%)	100	99.9	99.9	99.9	99.9	100	100
requests for fire drills, fire safety talks, seminars, exhibitions, meetings and operational visits attended (%)	100	100	100	100	100	100	100

Indicators	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Estimate)
all fire calls	36 773	36 335	34 320	38 112	33 934	34 000
building fire calls in built-up areas	29 210	28 834	26 989	30 597	26 460	26 500
building fire calls in more dispersed risk/isolated developments	3 419	3 220	2 915	3 551	2 869	2 900
special service calls	31 115	33 420	33 683	36 593	36 326	36 300
emergency ambulance calls attended by first responders	42 047	44 676	40 022	41 863	40 298	40 000
turnouts of fire appliances to emergency calls	152 522	155 229	149 518	167 293	156 152	156 200
emergency move-ups of fire appliances to provide operational coverage	56 933	60 049	56 946	63 630	59 343	59 300
complaints of imminent fire hazards received	6 053	7 801	8 447	8 541	8 384	8 400
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	3 504	6 042	2 962	2 416	2 511	2 500
prosecutions instituted	264	288	248	224	258	250
inspection of hospitals/clinics	407	464	505	480	465	460
lectures and advisory services given to hospitals/clinics	856	979	961	1 061	1 018	1 000
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	5 816	18 532	18 241	20 193	18 561	19 000

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	67	50	38^{Note}	50	50
no. of specified commercial buildings inspected	20	40	22	20	20	20	20
no. of composite buildings inspected	400	1 150	400	400	300^{Note}	416	400

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.

Indicators	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Plan)
licences renewed/issued						
timber/dangerous goods stores	4 316	4 328	4 411	4 456	4 260	4 400
dangerous goods vehicles	1 824	1 837	1 942	1 968	2 013	1 950
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	4 673	4 751	6 068	7 393	12 539	8 000
prosecutions instituted						
dangerous goods and timber stores	170	219	235	230	219	250
fire hazards	180	316	325	376	473	400
building plans processed	16 433	17 698	18 169	18 399	20 966	22 000
inspection of FSIs and equipment	154 466	159 200	184 507	184 417	201 716	200 000
applications for approval of portable fire fighting equipment and FSI/equipment processed	829	317	192	199	329	200
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	43 205	38 459	38 348	40 122	39 789	39 000
inspection of fire safety in commercial premises and composite buildings	39 155	47 954	60 703	58 009	68 778	62 000
inspection of ventilating systems in buildings and licensed premises	10 976	33 300	33 146	33 392	32 418	33 300
lectures and advisory services given (other than hospitals/clinics)	54 489	85 944	120 030	119 550	126 472	123 900
prescribed commercial premises						
no. of fire safety directions issued	808	800	802	650^{Note}	787	800
no. of fire safety directions complied with/discharged	852	850	850	696^{Note}	850	850
specified commercial buildings						
no. of fire safety improvement directions issued	3 019	3 090	3 017	2 886	2 010	2 000
no. of fire safety improvement directions complied with/discharged	4 093	4 175	4 041	4 115	3 228	3 500
composite buildings						
no. of fire safety directions issued	15 179	16 019	16 900	13 823^{Note}	15 069	16 000
no. of fire safety directions complied with/discharged	5 587	6 520	7 474	7 188^{Note}	7 529	7 500

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:

<i>Target</i>							
	Target	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Plan)
emergency calls answered within the target response time of 12 minutes (%)	92.5	94.4	94.4	95.0	95.0	95.1	92.5

<i>Indicators</i>							
	2012 (Actual)	2013 (Actual)	2014 (Actual)	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Estimate)
no. of emergency calls	683 921	675 424	699 427	710 041	726 286	734 310	744 600
no. of hospital transfer calls	42 290	43 722	46 767	46 523	45 654	50 034	51 700
calls per ambulance	2 405	2 227	2 150	2 034	2 005	2 016	2 079
turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	778 708	769 771	804 582	817 979	835 099	850 681	867 700
emergency move-ups of ambulances to provide operational coverage	70 936	56 882	66 313	72 801	89 150	95 219	101 000

Classification of Fires

	2013	2014	2015	2016	2017
Public area	385	446	399	403	446
Squatter area	94	69	110	104	87
Vehicle	227	263	238	271	246
Housing estates	1 258	1 199	1 181	1 124	1 137
Factory buildings	100	120	90	99	107
Institutional buildings	165	172	174	163	171
Non-domestic buildings	376	404	335	393	346
Domestic buildings	1 351	1 371	1 314	1 383	1 333
Electric – others	68	53	69	69	51
Vegetation	810	933	954	537	991
Unwanted alarm	27 356	26 765	24 811	28 901	23 895
False alarm	3 208	3 206	3 179	3 375	3 741
Temporary housing area	0	0	0	0	0
Vessel	26	17	23	21	17
Others	1 349	1 317	1 443	1 269	1 366
Total	36 773	36 335	34 320	38 112	33 934

Classification of Fires by Causes

	2013	2014	2015	2016	2017
Sparks from welding & oxygen acetylene cutting	51	45	58	45	49
Children playing with matches	23	7	5	10	8
Over-heating of engines, motor & machinery	134	188	126	120	192
Careless disposal of joss sticks, joss paper & candles, etc.	126	157	192	144	201
Food stuff (stove overcooking)	1 607	1 597	1 563	1 613	1 599
Careless handling or disposal of cigarette ends, matches and candles, etc.	1 043	1 047	947	774	842
General electrical fault	767	799	729	818	694
Miscellaneous	1 745	1 771	1 965	1 623	2 018
Unknown	173	198	235	-	-
False alarm	3 208	3 206	3 179	3 375	3 741
Deliberate act / Undetermined	540	555	509	689	695
Unwanted alarm	27 356	26 765	24 811	28 901	23 895
Controlled burning	0	0	1	-	-
Total	36 773	36 335	34 320	38 112	33 934

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

Type of Premises	2013	2014	2015	2016	2017
Commercial Premises	0	0	1	0	0
Construction Site	0	1	1	1	0
Domestic Premises	3	0	0	1	0
Housing – Domestic	1	0	0	1	0
Housing – Commercial	0	0	0	0	0
Private Factory	1	0	0	3	1
Public Area – Others	1	0	0	0	0
Public Area – Hotel	0	0	0	0	0
Public Area – Restaurant	0	0	0	0	0
Squatter – Commercial/Store	3	5	4	1	2
Squatter – Factory	1	0	0	0	0
Squatter – Domestic	0	0	1	0	0
Place of Public Assembly	0	0	0	0	0
Institutional Building	1	0	0	1	0
Temporary Housing Area	0	0	0	0	0
Vessel	0	0	1	0	0
Vehicle	0	0	0	0	0
Others	0	0	0	1	0
Total	11	6	8	9	3

Classification of Special Service

Type	2013	2014	2015	2016	2017
Flooding of premises	6	6	6	3	9
Trapped by machinery	5	15	15	10	5
Threatening to jump	167	166	154	139	134
Falling into water	104	99	81	93	81
Falling from height	146	144	142	123	125
Hanging	114	105	112	89	89
Leakage of flammable liquid/gas	338	373	394	343	316
Traffic Accident	240	250	208	187	192
Locked in/out of premises	1 451	1 554	1 462	1 371	1 364
Trapped/shut in lift	10 813	12 209	12 178	13 586	13 194
Others	1 419	1 605	1 444	1 871	1 769
False Alarm Malicious	226	262	176	194	178
False Alarm Good Intent	10 996	11 782	12 445	13 392	13 661
Ambulance cases	5 090	4 850	4 866	5 192	5 209
Total	31 115	33 420	33 683	36 593	36 326

Injuries and Fatalities

	2013		2014		2015		2016		2017	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	6 919	32 088	7 723	37 787	9 254	34 506	9 196	36 164	9 231	35 467
Injuries of public	364	2 227	295	2 233	316	2 356	275	1 978	330	2 035
Fatalities of public	12	857	23	835	23	824	24	843	21	820
Injuries of FS member	5	7	14	11	4	14	15	17	5	10
Fatalities of FS member	0	0	1	0	0	0	2	0	0	1
Total (Fatalities + Injuries)	381	3 091	333	3 079	343	3 194	316	2 838	356	2 866