

| <i>Targets & Indicators</i> |
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| 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 | 2014 (Actual) | 2015 (Actual) | 2016 (Actual) | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|--|---------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------|
| Total building fire calls met within graded response time (%) | 92.5 | 93.9 | 94.1 | 94.0 | 94.3 | 93.8 | 92.5 |
| Fire calls met within graded response time of six minutes for built-up areas (%) | 92.5 | 93.5 | 93.8 | 93.7 | 94.1 | 93.6 | 92.5 |
| Fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%) | 94.5 | 96.9 | 97.0 | 96.8 | 96.7 | 95.4 | 95.0 |
| Complaints of imminent fire hazards answered within 24 hours (%) | 100 | 99.9 | 99.9 | 99.9 | 100 | 100 | 100 |
| Requests for fire drills, fire safety talks, seminars, exhibitions, meetings and operational visits attended (%) | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Indicators

| | 2014 (Actual) | 2015 (Actual) | 2016 (Actual) | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| All fire calls | 36 335 | 34 320 | 38 112 | 33 934 | 33 463 | 34 000 |
| Building fire calls in built-up areas | 28 834 | 26 989 | 30 597 | 26 460 | 25 806 | 26 000 |
| Building fire calls in more dispersed risk/isolated developments | 3 220 | 2 915 | 3 551 | 2 869 | 2 956 | 3 000 |
| Special service calls | 33 420 | 33 683 | 36 593 | 36 326 | 37 815 | 37 800 |
| Emergency ambulance calls attended by first responders | 44 676 | 40 022 | 41 863 | 40 298 | 49 886 | 50 000 |
| Turnouts of fire appliances to emergency calls | 155 229 | 149 518 | 167 293 | 156 152 | 157 090 | 157 000 |
| Emergency move-ups of fire appliances to provide operational coverage | 60 049 | 56 946 | 63 630 | 59 343 | 60 568 | 61 000 |
| Complaints of imminent fire hazards received | 7 801 | 8 447 | 8 541 | 8 384 | 8 670 | 8 700 |
| Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits | 6 042 | 2 962 | 2 416 | 2 511 | 2 290 | 2 500 |

| | | | | | | |
|--|--------|--------|--------|--------|--------|---------------|
| Prosecutions instituted | 288 | 248 | 224 | 258 | 315 | 300 |
| Inspection of hospitals/clinics | 464 | 505 | 480 | 465 | 467 | 470 |
| Lectures and advisory services given to hospitals/clinics | 979 | 961 | 1 061 | 1 018 | 1 016 | 1 000 |
| Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates | 18 532 | 18 241 | 20 193 | 18 561 | 19 936 | 19 000 |

Programme (2): Fire Protection and Prevention

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

Targets

| | Target | 2014 (Actual) | 2015 (Actual) | 2016 (Actual) | 2017 (Actual) | 2018 (Actual) | 2019 (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 | 100 | 100 | 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 | 99 | 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 | 99.9 | 100 | 100 | 100 |
| Complainants for complaints related to imminent danger advised within 12 working days of outcome of investigation (%) | 90 | 100 | 100 | 99.9 | 100 | 100 | 95 |

| | | | | | | | |
|--|------|-----|------|---------------------|-----|------|-------------|
| Complaints about fire hazards not posing imminent danger investigated within ten working days (%) | 95.0 | 100 | 99.9 | 99.9 | 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 | 99.9 | 99.9 | 100 | 99.9 | 95.0 |
| 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 | 50 | 67 | 50 | 38 ^{Note} | 50 | 50 | 50 |
| No. of specified commercial buildings inspected | 20 | 22 | 20 | 20 | 20 | 20 | 20 |
| No. of composite buildings inspected | 400 | 400 | 400 | 300 ^{Note} | 416 | 406 | 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

| | 2014 (Actual) | 2015 (Actual) | 2016 (Actual) | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|---|------------------|------------------|---------------------|------------------|------------------|--------------------|
| Licences renewed/issued | | | | | | |
| Timber/dangerous goods stores | 4 328 | 4 411 | 4 456 | 4 260 | 4 492 | 4 400 |
| Dangerous goods vehicles | 1 837 | 1 942 | 1 968 | 2 013 | 2 081 | 2 000 |
| Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits) | 4 751 | 6 068 | 7 393 | 12 539 | 8 777 | 8 000 |
| Prosecutions instituted | | | | | | |
| Dangerous goods and timber stores | 219 | 235 | 230 | 219 | 181 | 230 |
| Fire hazards | 316 | 325 | 376 | 473 | 425 | 400 |
| Building plans processed | 17 698 | 18 169 | 18 399 | 20 966 | 22 260 | 24 000 |
| Inspection of FSIs and equipment | 159 200 | 184 507 | 184 417 | 201 716 | 227 296 | 230 000 |
| Applications for approval of portable fire fighting equipment and FSI/equipment processed | 317 | 192 | 199 | 329 | 209 | 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 | 38 459 | 38 348 | 40 122 | 39 789 | 40 725 | 39 000 |
| Inspection of fire safety in commercial premises and composite buildings | 47 954 | 60 703 | 58 009 | 68 778 | 65 003 | 62 000 |
| Inspection of ventilating systems in buildings and licensed premises | 33 300 | 33 146 | 33 392 | 32 418 | 33 559 | 33 300 |
| Lectures and advisory services given (other than hospitals/clinics) | 85 944 | 120 030 | 119 550 | 126 472 | 133 480 | 127 400 |
| Prescribed commercial premises | | | | | | |
| No. of fire safety directions issued | 800 | 802 | 650 ^{Note} | 787 | 804 | 800 |
| No. of fire safety directions complied with/ discharged | 850 | 850 | 696 ^{Note} | 850 | 850 | 850 |
| Specified commercial buildings | | | | | | |
| No. of fire safety improvement directions issued | 3 090 | 3 017 | 2 886 | 2 010 | 2 045 | 2 000 |
| No. of fire safety improvement directions complied with/discharged | 4 175 | 4 041 | 4 115 | 3 228 | 3 997 | 3 500 |

| | | | | | | |
|---|--------|--------|------------------------|--------|--------|---------------|
| Composite buildings | | | | | | |
| No. of fire safety directions issued | 16 019 | 16 900 | 13 823 ^{Note} | 15 069 | 21 375 | 16 000 |
| No. of fire safety directions complied with/ discharged | 6 520 | 7 474 | 7 188 ^{Note} | 7 529 | 7 827 | 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:

Target

| | Target | 2014 (Actual) | 2015 (Actual) | 2016 (Actual) | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|--|--------|------------------|------------------|------------------|------------------|------------------|----------------|
| Emergency calls answered within the target response time of 12 minutes (%) | 92.5 | 94.4 | 95.0 | 95.0 | 95.1 | 94.6 | 92.5 |

Indicators

| | 2014 (Actual) | 2015 (Actual) | 2016 (Actual) | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|---|------------------|------------------|------------------|------------------|------------------|--------------------|
| No. of emergency calls | 699 427 | 710 041 | 726 286 | 734 310 | 748 777 | 761 500 |
| No. of hospital transfer calls | 46 767 | 46 523 | 45 654 | 50 034 | 54 642 | 56 800 |
| Calls per ambulance | 2 150 | 2 034 | 2 005 | 2 016 | 2 098 | 2 088 |
| Turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls | 804 582 | 817 979 | 835 099 | 850 681 | 877 947 | 898 100 |
| Emergency move-ups of ambulances to provide operational coverage | 66 313 | 72 801 | 89 150 | 95 219 | 93 269 | 101 600 |

Classification of Fires

| | 2014 | 2015 | 2016 | 2017 | 2018 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Public area | 446 | 399 | 403 | 446 | 514 |
| Squatter area | 69 | 110 | 104 | 87 | 97 |
| Vehicle | 263 | 238 | 271 | 246 | 266 |
| Housing estates | 1 199 | 1 181 | 1 124 | 1 137 | 1 163 |
| Factory buildings | 120 | 90 | 99 | 107 | 85 |
| Institutional buildings | 172 | 174 | 163 | 171 | 176 |
| Non-domestic buildings | 404 | 335 | 393 | 346 | 287 |
| Domestic buildings | 1 371 | 1 314 | 1 383 | 1 333 | 1 242 |
| Electric – others | 53 | 69 | 69 | 51 | 45 |
| Vegetation | 933 | 954 | 537 | 991 | 1 045 |
| Unwanted alarm | 26 765 | 24 811 | 28 901 | 23 895 | 23 251 |
| False alarm | 3 206 | 3 179 | 3 375 | 3 741 | 3 864 |
| Temporary housing area | 0 | 0 | 0 | 0 | 0 |
| Vessel | 17 | 23 | 21 | 17 | 16 |
| Others | 1 317 | 1 443 | 1 269 | 1 366 | 1 412 |
| Total | 36 335 | 34 320 | 38 112 | 33 934 | 33 463 |

Classification of Fires by Causes

| | 2014 | 2015 | 2016 | 2017 | 2018 |
|--|---------------|---------------|---------------|---------------|---------------|
| Sparks from welding & oxygen acetylene cutting | 45 | 58 | 45 | 49 | 53 |
| Children playing with matches | 7 | 5 | 10 | 8 | 6 |
| Over-heating of engines, motor & machinery | 188 | 126 | 120 | 192 | 146 |
| Careless disposal of joss sticks, joss paper & candles, etc. | 157 | 192 | 144 | 201 | 239 |
| Food stuff (stove overcooking) | 1 597 | 1 563 | 1 613 | 1 599 | 1 512 |
| Careless handling or disposal of cigarette ends, matches and candles, etc. | 1 047 | 947 | 774 | 842 | 776 |
| General electrical fault | 799 | 729 | 818 | 694 | 820 |
| Miscellaneous | 1 771 | 1 965 | 1 623 | 2 018 | 2 130 |
| Unknown | 198 | 235 | - | - | - |
| False alarm | 3 206 | 3 179 | 3 375 | 3 741 | 3 864 |
| Deliberate act / Undetermined | 555 | 509 | 689 | 695 | 666 |
| Unwanted alarm | 26 765 | 24 811 | 28 901 | 23 895 | 23 251 |
| Controlled burning | 0 | 1 | - | - | - |
| Total | 36 335 | 34 320 | 38 112 | 33 934 | 33 463 |

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

| Type of Premises | 2014 | 2015 | 2016 | 2017 | 2018 |
|-----------------------------|----------|----------|----------|----------|----------|
| Commercial Premises | 0 | 1 | 0 | 0 | 0 |
| Construction Site | 1 | 1 | 1 | 0 | 0 |
| Domestic Premises | 0 | 0 | 1 | 0 | 1 |
| Housing – Domestic | 0 | 0 | 1 | 0 | 0 |
| Housing – Commercial | 0 | 0 | 0 | 0 | 0 |
| Private Factory | 0 | 0 | 3 | 1 | 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 | 5 | 4 | 1 | 2 | 4 |
| Squatter – Factory | 0 | 0 | 0 | 0 | 0 |
| Squatter – Domestic | 0 | 1 | 0 | 0 | 0 |
| Place of Public Assembly | 0 | 0 | 0 | 0 | 0 |
| Institutional Building | 0 | 0 | 1 | 0 | 0 |
| Temporary Housing Area | 0 | 0 | 0 | 0 | 0 |
| Vessel | 0 | 1 | 0 | 0 | 0 |
| Vehicle | 0 | 0 | 0 | 0 | 0 |
| Others | 0 | 0 | 1 | 0 | 0 |
| Total | 6 | 8 | 9 | 3 | 7 |

Classification of Special Service

| Type | 2014 | 2015 | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|
| Flooding of premises | 6 | 6 | 3 | 9 | 13 |
| Trapped by machinery | 15 | 15 | 10 | 5 | 11 |
| Threatening to jump | 166 | 154 | 139 | 134 | 109 |
| Falling into water | 99 | 81 | 93 | 81 | 87 |
| Falling from height | 144 | 142 | 123 | 125 | 147 |
| Hanging | 105 | 112 | 89 | 89 | 93 |
| Leakage of flammable liquid/gas | 373 | 394 | 343 | 316 | 262 |
| Traffic Accident | 250 | 208 | 187 | 192 | 153 |
| Locked in/out of premises | 1 554 | 1 462 | 1 371 | 1 364 | 1 270 |
| Trapped/shut in lift | 12 209 | 12 178 | 13 586 | 13 194 | 13 401 |
| Others | 1 605 | 1 444 | 1 871 | 1 769 | 3 611 |
| False Alarm Malicious | 262 | 176 | 194 | 178 | 176 |
| False Alarm Good Intent | 11 782 | 12 445 | 13 392 | 13 661 | 13 326 |
| Ambulance cases | 4 850 | 4 866 | 5 192 | 5 209 | 5 156 |
| Total | 33 420 | 33 683 | 36 593 | 36 326 | 37 815 |

Injuries and Fatalities

| | 2014 | | 2015 | | 2016 | | 2017 | | 2018 | |
|--|------------|-----------------|------------|-----------------|------------|-----------------|------------|-----------------|------------|-----------------|
| | Fire | Special Service | Fire | Special Service | Fire | Special Service | Fire | Special Service | Fire | Special Service |
| No. of Rescue | 7 723 | 37 787 | 9 254 | 34 506 | 9 196 | 36 164 | 9 231 | 35 467 | 14 775 | 45 004 |
| Injuries of public | 295 | 2 233 | 316 | 2 356 | 275 | 1 978 | 330 | 2 035 | 306 | 1 458 |
| Fatalities of public | 23 | 835 | 23 | 824 | 24 | 843 | 21 | 820 | 17 | 856 |
| Injuries of FS member | 14 | 11 | 4 | 14 | 15 | 17 | 5 | 10 | 1 | 8 |
| Fatalities of FS member | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 |
| Total (Fatalities + Injuries) | 333 | 3 079 | 343 | 3 194 | 316 | 2 838 | 356 | 2 866 | 324 | 2 322 |