

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

Fire Statistics
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Programme (1): Fire Service

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

Targets

	Target	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Plan)
Total building fire calls met within graded response time (%)	92.5	94.1	94.0	94.3	93.8	93.3	92.5
Fire calls met within graded response time of six minutes for built-up areas (%)	92.5	93.8	93.7	94.1	93.6	92.9	92.5
Fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	97.0	96.8	96.7	95.4	96.7	95.0
Complaints of imminent fire hazards answered within 24 hours (%)	100	99.9	99.9	100	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

	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Estimate)
All fire calls	34 320	38 112	33 934	33 463	37 606	34 000
Building fire calls in built-up areas	26 989	30 597	26 460	25 806	28 313	26 000
Building fire calls in more dispersed risk/isolated developments	2 915	3 551	2 869	2 956	3 186	3 000
Special service calls	33 683	36 593	36 326	37 815	35 284	35 000
Emergency ambulance calls attended by first responders	40 022	41 863	40 298	49 886	69 835	40 000
Turnouts of fire appliances to emergency calls	149 518	167 293	156 152	157 090	162 602	157 000
Emergency move-ups of fire appliances to provide operational coverage	56 946	63 630	59 343	60 568	64 790	61 000
Complaints of imminent fire hazards received	8 447	8 541	8 384	8 670	8 679	8 700
Fire Hazard Abatement Notices issued in respect of floating obstructions to	2 962	2 416	2 511	2 290	2 365	2 500

means of escape (MOE) and locked exits						
Prosecutions instituted	248	224	258	315	364	350
Inspection of hospitals/clinics	505	480	465	467	460	470
Lectures and advisory services given to hospitals/clinics	961	1 061	1 018	1 016	1 085	1 000
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	18 241	20 193	18 561	19 936	19 794	19 000

Programme (2): Fire Protection and Prevention

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

Targets

	Target	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (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	99	100	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	99	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	99.9	100	100	98	100
Complainants for complaints related to imminent danger advised within 12	90	100	99.9	100	100	100	95

working days of outcome of investigation (%)							
Complaints about fire hazards not posing imminent danger investigated within ten working days (%)	95.0	99.9	99.9	100	99.9	100	95.0
Complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%)	90.0	99.9	99.9	100	99.9	100	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	50	38	50	50	50	50
No. of specified commercial buildings inspected	20	20	20	20	20	20	20
No. of composite buildings inspected	400	400	300	416	406	400	400

Indicators

	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Estimate)
Licences renewed/issued						
Timber/dangerous goods stores	4 411	4 456	4 260	4 492	4 376	4 400
Dangerous goods vehicles	1 942	1 968	2 013	2 081	2 034	2 000
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	6 068	7 393	12 539	8 777	7 738	8 000
Prosecutions instituted						
Dangerous goods and timber stores	235	230	219	181	157	210
Fire hazards	325	376	473	425	779	450
Building plans processed	18 169	18 399	20 966	22 260	23 383	24 000
Inspection of FSIs and equipment	184 507	184 417	201 716	227 296	239 780	230 000
Applications for approval of portable fire fighting equipment and FSI/equipment processed	192	199	329	209	340	220
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	38 348	40 122	39 789	40 725	40 890	39 000
Inspection of fire safety in commercial premises and composite buildings	60 703	58 009	68 778	65 003	62 247	62 000
Inspection of ventilating systems in buildings and licensed premises	33 146	33 392	32 418	33 559	33 492	33 300
Lectures and advisory services given (other than hospitals/clinics)	120 030	119 550	126 472	133 480	127 473	127 400
Prescribed commercial premises						
No. of fire safety directions issued	802	650	787	804	788	800
No. of fire safety directions complied with/ discharged	850	696	850	850	837	850
Specified commercial buildings						
No. of fire safety improvement directions issued	3 017	2 886	2 010	2 045	2 007	2 000
No. of fire safety improvement directions complied with/discharged	4 041	4 115	3 228	3 997	1 008	2 000
Composite buildings						

No. of fire safety directions issued	16 900	13 823	15 069	21 375	24 485	16 000
No. of fire safety directions complied with/ discharged	7 474	7 188	7 529	7 827	12 839	7 500

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

Target

	Target	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Plan)
Emergency calls answered within the target response time of 12 minutes (%)	92.5	95.0	95.0	95.1	94.6	93.4	92.5

Indicators

	2015 (Actual)	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Estimate)
No. of emergency calls	710 041	726 286	734 310	748 777	766 679	781 200
No. of hospital transfer calls	46 523	45 654	50 034	54 642	54 423	56 600
Calls per ambulance	2 034	2 005	2 016	2 098	2 095	2 014
Turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	817 979	835 099	850 681	877 947	905 833	927 100
Emergency move-ups of ambulances to provide operational coverage	72 801	89 150	95 219	93 269	100 168	108 500

Classification of Fires

	2015	2016	2017	2018	2019
Public area	399	403	446	514	797
Squatter area	110	104	87	97	76
Vehicle	238	271	246	266	250
Housing estates	1 181	1 124	1 137	1 163	1 105
Factory buildings	90	99	107	85	124
Institutional buildings	174	163	171	176	471
Non-domestic buildings	335	393	346	287	451
Domestic buildings	1 314	1 383	1 333	1 242	1 156
Electric – others	69	69	51	45	98
Vegetation	954	537	991	1 045	860
Unwanted alarm	24 811	28 901	23 895	23 251	25 839
False alarm	3 179	3 375	3 741	3 864	4 432
Temporary housing area	0	0	0	0	0
Vessel	23	21	17	16	23
Others	1 443	1 269	1 366	1 412	1 924
Total	34 320	38 112	33 934	33 463	37 606

Classification of Fires by Causes

	2015	2016	2017	2018	2019
Sparks from welding & oxygen acetylene cutting	58	45	49	53	50
Children playing with matches	5	10	8	6	10
Over-heating of engines, motor & machinery	126	120	192	146	105
Careless disposal of joss sticks, joss paper & candles, etc.	192	144	201	239	179
Food stuff (stove overcooking)	1 563	1 613	1 599	1 512	1 377
Careless handling or disposal of cigarette ends, matches and candles, etc.	947	774	842	776	630
General electrical fault	729	818	694	820	791
Miscellaneous	1 965	1 623	2 018	2 130	2 037
Unknow	235	-	-	-	-
False alarm	3 179	3 375	3 741	3 864	4 432
Deliberate fires/ Undetermined	509	689	695	666	2 156
Unwanted alarm	24 811	28 901	23 895	23 251	25 839
Controlled burning	1	-	-	-	-
Total	34 320	38 112	33 934	33 463	37 606

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

Type of Premises	2015	2016	2017	2018	2019
Commercial Premises	1	0	0	0	0
Construction Site	1	1	0	0	2
Domestic Premises	0	1	0	1	2
Housing – Domestic	0	1	0	0	0
Housing – Commercial	0	0	0	0	0
Private Factory	0	3	1	2	0
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	4	1	2	4	2
Squatter – Factory	0	0	0	0	0
Squatter – Domestic	1	0	0	0	0
Place of Public Assembly	0	0	0	0	0
Institutional Building	0	1	0	0	0
Temporary Housing Area	0	0	0	0	0
Vessel	1	0	0	0	1
Vehicle	0	0	0	0	0
Others	0	1	0	0	0
Total	8	9	3	7	7

Classification of Special Service
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Type	2015	2016	2017	2018	2019
Flooding of premises	6	3	9	13	5
Trapped by machinery	15	10	5	11	8
Threatening to jump	154	139	134	109	107
Falling into water	81	93	81	87	93
Falling from height	142	123	125	147	168
Hanging	112	89	89	93	103
Leakage of flammable liquid/gas	394	343	316	262	237
Traffic Accident	208	187	192	153	160
Locked in/out of premises	1 462	1 371	1 364	1 270	1 221
Trapped/shut in lift	12 178	13 586	13 194	13 401	13 624
Others	1 444	1 871	1 769	3 611	1 532
False Alarm Malicious	176	194	178	176	204
False Alarm Good Intent	12 445	13 392	13 661	13 326	12 507
Ambulance cases	4 866	5 192	5 209	5 156	5 315
Total	33 683	36 593	36 326	37 815	35 284

Injuries and Fatalities

	2015		2016		2017		2018		2019	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	9 254	34 506	9 196	36 164	9 231	35 467	14 775	45 004	7 304	43 262
Injuries of public	316	2 356	275	1 978	330	2 035	306	1 458	286	1 832
Fatalities of public	23	824	24	843	21	820	17	856	14	860
Injuries of FS member	4	14	15	17	5	10	1	8	9	4
Fatalities of FS member	0	0	2	0	0	1	0	0	0	0
Total (Fatalities + Injuries)	343	3 194	316	2 838	356	2 866	324	2 322	309	2 696