

<i>Targets & Indicators</i>
Programme (1): Fire Service
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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	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Plan)
Total building fire calls met within graded response time (%)	92.5	94.0	94.3	93.8	93.3	94.8	92.5
Fire calls met within graded response time of six minutes for built-up areas (%)	92.5	93.7	94.1	93.6	92.9	94.4	92.5
Fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	96.8	96.7	95.4	96.7	98.0	95.0
Complaints of imminent fire hazards answered within 24 hours (%)	100	99.9	100	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

	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Estimate)
All fire calls	38 112	33 934	33 463	37 606	33 632	34 000
Building fire calls in built-up areas	30 597	26 460	25 806	28 313	25 621	26 000
Building fire calls in more dispersed risk/isolated developments	3 551	2 869	2 956	3 186	3 131	3 000
Special service calls	36 593	36 326	37 815	35 284	32 358	35 000
Emergency ambulance calls attended by first responders	41 863	40 298	49 886	69 835	24 881	24 000
Turnouts of fire appliances to emergency calls	167 293	156 152	157 090	162 602	146 182	157 000
Emergency move-ups of fire appliances to provide operational coverage	63 630	59 343	60 568	64 790	49 827	61 000
Complaints of imminent fire hazards received	8 541	8 384	8 670	8 679	9 393	8 700
Fire Hazard Abatement Notices issued in respect of floating obstructions to	2 416	2 511	2 290	2 365	3 909	3 000

means of escape (MOE) and locked exits						
Prosecutions instituted	224	258	315	364	290	180
Inspection of hospitals/clinics	480	465	467	460	99	240
Lectures and advisory services given to hospitals/clinics	1 061	1 018	1 016	1 085	312	500
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	20 193	18 561	19 936	19 794	6 540	8 500

Programme (2): Fire Protection and Prevention

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

Targets

	Target	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (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 (%)	95	100	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 (%)	95	100	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	99.9	100	100	98	100	100
Complainants for complaints related to imminent danger advised within 12	95	99.9	100	100	100	100	95

working days of outcome of investigation (%)							
Complaints about fire hazards not posing imminent danger investigated within ten working days (%)	95	99.9	100	99.9	100	100	95
Complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%)	95.0	99.9	100	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	38 ^{Note}	50	50	50	50	50
No. of specified commercial buildings inspected	20	20	20	20	20	20	20
No. of composite buildings inspected	400	300 ^{Note}	416	406	400	400	400
No. of industrial buildings inspected#	60	-	-	-	-	3	60

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.

The number of industrial buildings inspected is a new target as from 2021 pursuant to the commencement of the Fire Safety (Industrial Buildings) Ordinance (Cap. 636) (FS(IB)O) in June 2020.

Indicators

	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Estimate)
Licences renewed/issued						
Timber/dangerous goods stores	4 456	4 260	4 492	4 376	4 391	4 400
Dangerous goods vehicles	1 968	2 013	2 081	2 034	1 967	2 000
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	7 393	12 539	8 777	7 738	6 141	6 300
Prosecutions instituted						
Dangerous goods and timber stores	230	219	181	157	87	190
Fire hazards	376	473	425	779	721	450
Building plans processed	18 399	20 966	22 260	23 383	19 178	24 000
Inspection of FSIs and equipment	184 417	201 716	227 296	239 780	210 036	230 000
Applications for approval of portable fire fighting equipment and FSI/equipment processed	199	329	209	340	530	230
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	40 122	39 789	40 725	40 890	30 061	39 000
Inspection of fire safety in commercial premises, composite buildings and industrial buildings §	58 009	68 778	65 003	62 247	55 975	66 320
Inspection of ventilating systems in buildings and licensed premises	33 392	32 418	33 559	33 492	32 289	33 330
Lectures and advisory services given (other than hospitals/clinics)	119 550	126 472	133 480	127 473	121 797	128 000
Prescribed commercial premises						
No. of fire safety directions issued	650 ^{Note}	787	804	788	481	800
No. of fire safety directions complied with/ discharged	696 ^{Note}	850	850	837	424	850

Specified commercial buildings						
No. of fire safety improvement directions issued	2 886	2 010	2 045	2 007	1 424	2 000
No. of fire safety improvement directions complied with/discharged	4 115	3 228	3 997	1 008	912	1 600
Composite buildings						
No. of fire safety directions issued	13 823 ^{Note}	15 069	21 375	24 485	13 717	16 000
No. of fire safety directions complied with/ discharged	7 188 ^{Note}	7 529	7 827	12 839	11 152	7 500
Industrial buildings*						
No. of fire safety directions issued	-	-	-	-	-	850
No. of fire safety directions complied with/ discharged	-	-	-	-	-	-Δ

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.

§ The inspection of fire safety in industrial buildings is added as from 2020 pursuant to the commencement of FS(IB)O in June 2020.

* The number of fire safety directions issued and the number of fire safety directions complied with/discharged are new indicators as from 2021 pursuant to the commencement of FS(IB)O in June 2020.

Δ With reference to the operational experience in implementing FS(IB)O in 2021, the estimation on the number of fire safety directions complied with/discharged will be made starting from 2022.

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

Target

	Target	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Plan)
Emergency calls answered within the target response time of 12 minutes (%)	92.5	95.0	95.1	94.6	93.4	94.1	92.5

Indicators

	2016 (Actual)	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Estimate)
No. of emergency calls	726 286	734 310	748 777	766 679	640 236	697 500
No. of hospital transfer calls	45 654	50 034	54 642	54 423	46 830	47 700
Calls per ambulance	2 005	2 016	2 098	2 095	1 652	1 721
Turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	835 099	850 681	877 947	905 833	759 347	819 100
Emergency move-ups of ambulances to provide operational coverage	89 150	95 219	93 269	100 168	84 142	103 600

Classification of Fires

	2016	2017	2018	2019	2020
Public area	403	446	514	797	340
Squatter area	104	87	97	76	72
Vehicle	271	246	266	250	223
Housing estates	1 124	1 137	1 163	1 105	965
Factory buildings	99	107	85	124	116
Institutional buildings	163	171	176	471	226
Non-domestic buildings	393	346	287	451	428
Domestic buildings	1 383	1 333	1 242	1 156	1 019
Electric – others	69	51	45	98	42
Vegetation	537	991	1 045	860	1 128
Unwanted alarm	28 901	23 895	23 251	25 839	23 979
False alarm	3 375	3 741	3 864	4 432	3 887
Temporary housing area	0	0	0	0	0
Vessel	21	17	16	23	21
Others	1 269	1 366	1 412	1 924	1 186
Total	38 112	33 934	33 463	37 606	33 632

Classification of Fires by Causes

	2016	2017	2018	2019	2020
Sparks from welding & oxygen acetylene cutting	45	49	53	50	42
Children playing with matches	10	8	6	10	4
Over-heating of engines, motor & machinery	120	192	146	105	114
Careless disposal of joss sticks, joss paper & candles, etc.	144	201	239	179	164
Food stuff (stove overcooking)	1 613	1 599	1 512	1 377	1 058
Careless handling or disposal of cigarette ends, matches and candles, etc.	774	842	776	630	631
General electrical fault	818	694	820	791	739
Miscellaneous	1 623	2 018	2 130	2 037	2 100
False alarm	3 375	3 741	3 864	4 432	3 887
Deliberate fires/ Undetermined	689	695	666	2 156	914
Unwanted alarm	28 901	23 895	23 251	25 839	23 979
Controlled burning	-	-	-	-	-
Total	38 112	33 934	33 463	37 606	33 632

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

Type of Premises	2016	2017	2018	2019	2020
Commercial Premises	0	0	0	0	0
Construction Site	1	0	0	2	1
Domestic Premises	1	0	1	2	2
Housing – Domestic	1	0	0	0	1
Housing – Commercial	0	0	0	0	0
Private Factory	3	1	2	0	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	1	2	4	2	0
Squatter – Factory	0	0	0	0	0
Squatter – Domestic	0	0	0	0	0
Place of Public Assembly	0	0	0	0	0
Institutional Building	1	0	0	0	0
Temporary Housing Area	0	0	0	0	0
Vessel	0	0	0	1	0
Vehicle	0	0	0	0	0
Others	1	0	0	0	0
Total	9	3	7	7	4

Classification of Special Service
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Type	2016	2017	2018	2019	2020
Flooding of premises	3	9	13	5	1
Trapped by machinery	10	5	11	8	4
Threatening to jump	139	134	109	107	120
Falling into water	93	81	87	93	130
Falling from height	123	125	147	168	158
Hanging	89	89	93	103	97
Leakage of flammable liquid/gas	343	316	262	237	250
Traffic Accident	187	192	153	160	141
Locked in/out of premises	1 371	1 364	1 270	1 221	1 217
Trapped/shut in lift	13 586	13 194	13 401	13 624	10 987
Others	1 871	1 769	3 611	1 532	453
False Alarm Malicious	194	178	176	204	184
False Alarm Good Intent	13 392	13 661	13 326	12 507	11 858
Ambulance cases	5 192	5 209	5 156	5 315	5 117
Tree cutting	-	-	-	-	1 039
Mountain rescue	-	-	-	-	60
Total	36 593	36 326	37 815	35 284	32 358

Injuries and Fatalities										
	2016		2017		2018		2019		2020	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	9 196	36 164	9 231	35 467	14 775	45 004	7 304	43 262	9 848	26 109
Injuries of public	275	1 978	330	2 035	306	1 458	286	1 832	300	1 428
Fatalities of public	24	843	21	820	17	856	14	860	24	927
Injuries of FS member	15	17	5	10	1	8	9	4	7	10
Fatalities of FS member	2	0	0	1	0	0	0	0	0	0
Total (Fatalities + Injuries)	316	2 838	356	2 866	324	2 322	309	2 696	331	2 365