

<i>Targets & Indicators</i>
Programme (1): Fire Service
Programme (2): Fire Protection and Prevention
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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	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Plan)
Total building fire calls met within graded response time (%)	92.5	94.3	93.8	93.3	94.8	93.8	92.5
Fire calls met within graded response time of six minutes for built-up areas (%)	92.5	94.1	93.6	92.9	94.4	93.3	92.5
Fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	96.7	95.4	96.7	98.0	97.3	95.0
Complaints of imminent fire hazards answered within 24 hours (%)	100	100	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

	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Estimate)
All fire calls	33 934	33 463	37 606	33 632	33 891	34 000
Building fire calls in built-up areas	26 460	25 806	28 313	25 621	25 861	26 000
Building fire calls in more dispersed risk/isolated developments	2 869	2 956	3 186	3 131	3 296	3 150
Special service calls	36 326	37 815	35 284	32 358	36 176	35 000
Emergency ambulance calls attended by first responders	40 298	49 886	69 835	24 881	33 578	26 000
Turnouts of fire appliances to emergency calls	156 152	157 090	162 602	146 182	157 293	157 000
Emergency move-ups of fire appliances to provide operational coverage	59 343	60 568	64 790	49 827	55 917	61 000

Complaints about dangerous goods (other than LPG) or reports of fire hazards posing imminent danger investigated within 24 hours (%)	100	100	100	98	100	100	100
Complainants for complaints related to imminent danger advised within 12 working days of outcome of investigation (%)	95	100	100	100	100	100	95
Complaints about fire hazards not posing imminent danger investigated within ten working days (%)	95	100	99.9	100	100	100	95
Complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%)	95.0	100	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	50	50	50	50	50
No. of specified commercial buildings inspected	20	20	20	20	20	20	20
No. of composite buildings inspected	400	416	406	400	400	396	400
No. of industrial buildings inspected#	60	-	-	-	3	60	60

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	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Estimate)
Licences renewed/issued						
Timber/dangerous goods stores	4 260	4 492	4 376	4 391	4 553	4 400
Dangerous goods vehicles	2 013	2 081	2 034	1 967	2 139	2 000
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	12 539	8 777	7 738	6 141	6 694	6 100
Prosecutions instituted						
Dangerous goods and timber stores	219	181	157	87	141	190
Fire hazards	473	425	779	721	892	500
Building plans processed	20 966	22 260	23 383	19 178	20 639	24 000
Inspection of FSIs and equipment	201 716	227 296	239 780	210 036	260 275	231 500
Applications for approval of portable fire fighting equipment and FSI/equipment processed	329	209	340	530	355	350
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	39 789	40 725	40 890	30 061	38 215	39 000
Inspection of fire safety in commercial premises, composite buildings and industrial buildings §	68 778	65 003	62 247	55 975	67 110	66 320
Inspection of ventilating systems in buildings and licensed premises	32 418	33 559	33 492	32 289	33 327	33 330

Lectures and advisory services given (other than hospitals/clinics)	126 472	133 480	127 473	121 797	134 066	128 000
Prescribed commercial premises						
No. of fire safety directions issued	787	804	788	481	800	800
No. of fire safety directions complied with/ discharged	850	850	837	424	854	850
Specified commercial buildings						
No. of fire safety improvement directions issued	2 010	2 045	2 007	1 424	1 960	2 000
No. of fire safety improvement directions complied with/discharged	3 228	3 997	1 008	912	1 457	1 600
Composite buildings						
No. of fire safety directions issued	15 069	21 375	24 485	13 717	28 426	16 000
No. of fire safety directions complied with/ discharged	7 529	7 827	12 839	11 152	7 522	7 500
Industrial buildings*						
No. of fire safety directions issued	-	-	-	-	2 373	2 400
No. of fire safety directions complied with/ discharged	-	-	-	-	-	480

§ 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.

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

Target

	Target	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Plan)
Emergency calls answered within the target response time of 12 minutes (%)	92.5	95.1	94.6	93.4	94.1	92.4	92.5

Indicators

	2017 (Actual)	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Estimate)
No. of emergency calls	734 310	748 777	766 679	640 236	715 194	754 800
No. of hospital transfer calls	50 034	54 642	54 423	46 830	47 429	47 200
Calls per ambulance	2 016	2 098	2 095	1 652	1 761	1 763
Turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	850 681	877 947	905 833	759 347	848 361	891 000
Emergency move-ups of ambulances to provide operational coverage	95 219	93 269	100 168	84 142	102 868	119 500

Classification of Fires

	2017	2018	2019	2020	2021
Public area	446	514	797	340	282
Squatter area	87	97	76	72	110
Vehicle	246	266	250	223	237
Housing estates	1 137	1 163	1 105	965	942
Factory buildings	107	85	124	116	109
Institutional buildings	171	176	471	226	152
Non-domestic buildings	346	287	451	428	435
Domestic buildings	1 333	1 242	1 156	1 019	1 079
Electric – others	51	45	98	42	43
Vegetation	991	1 045	860	1 128	1 100
Unwanted alarm	23 895	23 251	25 839	23 979	24 335
False alarm	3 741	3 864	4 432	3 887	3 944
Temporary housing area	0	0	0	0	0
Vessel	17	16	23	21	30
Others	1 366	1 412	1 924	1 186	1 093
Total	33 934	33 463	37 606	33 632	33 891

Classification of Fires by Causes

	2017	2018	2019	2020	2021
Sparks from welding & oxygen acetylene cutting	49	53	50	42	43
Children playing with matches	8	6	10	4	8
Over-heating of engines, motor & machinery	192	146	105	114	117
Careless disposal of joss sticks, joss paper & candles, etc.	201	239	179	164	197
Food stuff (stove overcooking)	1 599	1 512	1 377	1 058	1 070
Careless handling or disposal of cigarette ends, matches and candles, etc.	842	776	630	631	673
General electrical fault	694	820	791	739	827
Miscellaneous	2 018	2 130	2 037	2 100	2 012
False alarm	3 741	3 864	4 432	3 887	3 944
Deliberate act / Undetermined	695	666	2 156	914	665
Unwanted alarm	23 895	23 251	25 839	23 979	24 335
Controlled burning	-	-	-	-	-
Total	33 934	33 463	37 606	33 632	33 891

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

Type of Premises	2017	2018	2019	2020	2021
Commercial Premises	0	0	0	0	1
Construction Site	0	0	2	1	0
Domestic Premises	0	1	2	2	0
Housing – Domestic	0	0	0	1	0
Housing – Commercial	0	0	0	0	0
Private Factory	1	2	0	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	2	4	2	0	1
Squatter – Factory	0	0	0	0	0
Squatter – Domestic	0	0	0	0	2
Place of Public Assembly	0	0	0	0	0
Institutional Building	0	0	0	0	0
Temporary Housing Area	0	0	0	0	0
Vessel	0	0	1	0	2
Vehicle	0	0	0	0	0
Others	0	0	0	0	0
Total	3	7	7	4	6

Classification of Special Service

Type	2017	2018	2019	2020	2021
Flooding of premises	9	13	5	1	3
Trapped by machinery	5	11	8	4	8
Threatening to jump	134	109	107	120	115
Falling into water	81	87	93	130	134
Falling from height	125	147	168	158	156
Hanging	89	93	103	97	108
Leakage of flammable liquid/gas	316	262	237	250	286
Traffic Accident	192	153	160	141	141
Locked in/out of premises	1 364	1 270	1 221	1 217	1 270
Trapped/shut in lift	13 194	13 401	13 624	10 987	12 429
Others	1 769	3 611	1 532	453	507
False Alarm Malicious	178	176	204	184	188
False Alarm Good Intent	13 661	13 326	12 507	11 858	12 552
Ambulance cases	5 209	5 156	5 315	5 117	5 627
Tree cutting	-	-	-	1 039	1 701
Mountain rescue	-	-	-	602	951
Total	36 326	37 815	35 284	32 358	36 176

Injuries and Fatalities

	2017		2018		2019		2020		2021	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	9 231	35 467	14 775	45 004	7 304	43 262	9 848	26 109	11 434	30 101
Injuries of public	330	2 035	306	1 458	286	1 832	300	1 428	306	1 800
Fatalities of public	21	820	17	856	14	860	24	927	23	927
Injuries of FS member	5	10	1	8	9	4	7	10	8	20
Fatalities of FS member	0	1	0	0	0	0	0	0	0	0
Total (Fatalities + Injuries)	356	2 866	324	2 322	309	2 696	331	2 365	337	2 747