

<i>Targets & Indicators</i>
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Programme (1): Fire Service

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

Targets

	Target	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Plan)
Total building fire calls met within graded response time (%)	92.5	93.8	93.3	94.8	93.8	94.9	92.5
Fire calls met within graded response time of six minutes for built-up areas (%)	92.5	93.6	92.9	94.4	93.3	94.5	92.5
Fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	95.4	96.7	98.0	97.3	97.9	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

	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Estimate)
All fire calls	33 463	37 606	33 632	33 891	34 775	34 000
Building fire calls in built-up areas	25 806	28 313	25 621	25 861	27 368	26 000
Building fire calls in more dispersed risk/isolated developments	2 956	3 186	3 131	3 296	3 743	3 600
Special service calls	37 815	35 284	32 358	36 176	35 314	35 000
Emergency ambulance calls attended by first responders	49 886	69 835	24 881	33 578	54 443	54 000
Turnouts of fire appliances to emergency calls	157 090	162 602	146 182	157 293	161 743	157 000
Emergency move-ups of fire appliances to provide operational coverage	60 568	64 790	49 827	55 917	60 044	61 000

Complaints of imminent fire hazards received	8 670	8 679	9 393	9 965	9 804	9 800
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	2 290	2 365	3 909	4 908	3 232	3 300
Prosecutions instituted	315	364	290	275	249	230
Inspection of hospitals/clinics	467	460	99	307	257	240
Lectures and advisory services given to hospitals/clinics	1 016	1 085	312	519	509	500
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	19 936	19 794	6 540	11 558	10 000	10 000

Programme (2): Fire Protection and Prevention

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

Targets

	Target	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (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 (%) δ	100	100	100	100	100	100	-
Safety requirements issued within 28 working days for storage/manufacture of Class 2 (other than LPG) to Class 9 dangerous goods and/or for storage of timber following receipt of application and the required details/plans in full (%) β	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 (%) δ	100	100	100	100	100	100	-
Safety requirements issued within six working days for vehicles used for conveyance of Class 2 (other than LPG) or Class 3/3A dangerous goods following receipt of application (%) $\#$	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 (%) δ	100	100	100	100	100	100	-
Licences issued within six working days for storage/manufacture of Class 2 (other than LPG) to Class 9 dangerous goods and/or storage of timber upon confirmation of full compliance with safety requirements (%) \wedge	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 (%) ^δ	100	100	100	100	100	100	-
Licences issued within six working days for vehicles used for conveyance of Class 2 (other than LPG) or Class 3/3A dangerous goods upon confirmation of full compliance with safety requirements (%) [¶]	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 (%)	100 ^Ψ	100	100	100	100	100	100
Fire Services Certificates issued within seven working days upon confirmation of full compliance with fire safety requirements for all licence/registration applications (%)	100 ^Ψ	100	100	100	100	100	100
Complaints about dangerous goods (other than LPG) or reports of fire hazards posing imminent danger investigated within 24 hours (%)	100	100	98	100	100	100	100
Complainants for complaints related to imminent danger advised within 12 working days of outcome of investigation (%)	100 ^Ψ	100	100	100	100	100	100
Complaints about fire hazards not posing imminent danger investigated within ten working days (%)	100 ^Ψ	99.9	100	100	100	100	100
Complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%)	100 ^Ψ	99.9	100	99.9	100	100	100
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	406	400	400	396	406	400
No. of industrial buildings inspected [#]	60	-	-	3	60	60	60

^δ Target to be removed as from 2023.

β New target as from 2022. The new target replaces the target “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” upon the commencement of the amended Dangerous Goods Ordinance (Cap. 295) on 31 March 2022.

New target as from 2022. The new target replaces the target “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” upon the commencement of the amended Dangerous Goods Ordinance on 31 March 2022.

^ New target as from 2022. The new target replaces the target “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” upon the commencement of the amended Dangerous Goods Ordinance on 31 March 2022.

¶ New target as from 2022. The new target replaces the target “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” upon the commencement of the amended Dangerous Goods Ordinance on 31 March 2022.

ψ The target is revised from 95 per cent to 100 per cent as from 2023.

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	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Estimate)
Licences renewed/issued						
Timber/dangerous goods stores	4 492	4 376	4 391	4 553	4 289	4 600
Dangerous goods vehicles	2 081	2 034	1 967	2 139	1 777	2 000
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	8 777	7 738	6 141	6 694	4 900	5 300
Prosecutions instituted						
Dangerous goods and timber stores	181	157	87	141	219	200
Fire hazards	425	779	721	892	1 299	800
Building plans processed	22 260	23 383	19 178	20 639	19 862	23 350
Inspection of FSIs and equipment	227 296	239 780	210 036	260 275	282 138	230 150
Applications for approval of portable fire fighting equipment and FSI/equipment processed	209	340	530	355	717	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	40 725	40 890	30 061	38 215	44 665	40 000
Inspection of fire safety in commercial premises, composite buildings and industrial buildings §	65 003	62 247	55 975	67 110	58 944	66 500
Inspection of ventilating systems in buildings and licensed premises	33 559	33 492	32 289	33 327	33 838	33 330

Lectures and advisory services given (other than hospitals/clinics)	133 480	127 473	121 797	134 066	128 210	128 000
Prescribed commercial premises						
No. of fire safety directions issued	804	788	481	800	761	800
No. of fire safety directions complied with/ discharged	850	837	424	854	825	800
Specified commercial buildings						
No. of fire safety improvement directions issued	2 045	2 007	1 424	1 960	1 932	2 000
No. of fire safety improvement directions complied with/discharged	3 997	1 008	912	1 457	1 395	1 600
Composite buildings						
No. of fire safety directions issued	21 375	24 485	13 717	28 426	18 699	16 000
No. of fire safety directions complied with/ discharged	7 827	12 839	11 152	7 522	7 265	7 500
Industrial buildings*						
No. of fire safety directions issued	-	-	-	2 373	3 807	3 000
No. of fire safety directions complied with/ discharged	-	-	-	-	835	800

§ 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	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Plan)
Emergency calls answered within the target response time of 12 minutes (%)	92.5	94.6	93.4	94.1	92.4	88.0	92.5

Indicators	2018 (Actual)	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Estimate)
No. of emergency calls	748 777	766 679	640 236	715 194	703 113	716 500
No. of hospital transfer calls	54 642	54 423	46 830	47 429	30 639	31 900
Calls per ambulance	2 098	2 095	1 652	1 761	1 613	1 585
Turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	877 947	905 833	759 347	848 361	811 534	832 600
Emergency move-ups of ambulances to provide operational coverage	93 269	100 168	84 142	102 868	118 294	128 100

Classification of Fires

	2018	2019	2020	2021	2022
Public area	514	797	340	282	237
Squatter area	97	76	72	110	98
Vehicle	266	250	223	237	206
Housing estates	1 163	1 105	965	942	904
Factory buildings	85	124	116	109	100
Institutional buildings	176	471	226	152	156
Non-domestic buildings	287	451	428	435	447
Domestic buildings	1 242	1 156	1 019	1 079	1 107
Electric – others	45	98	42	43	43
Vegetation	1 045	860	1 128	1 100	653
Unwanted alarm	23 251	25 839	23 979	24 335	26 533
False alarm	3 864	4 432	3 887	3 944	3 423
Temporary housing area	0	0	0	0	0
Vessel	16	23	21	30	27
Others	1 412	1 924	1 186	1 093	841
Total	33 463	37 606	33 632	33 891	34 775

Classification of Fires by Causes

	2018	2019	2020	2021	2022
Sparks from welding & oxygen acetylene cutting	53	50	42	43	46
Children playing with matches	6	10	4	8	2
Over-heating of engines, motor & machinery	146	105	114	117	105
Careless disposal of joss sticks, joss paper & candles, etc.	239	179	164	197	182
Food stuff (stove overcooking)	1 512	1 377	1 058	1 070	1 013
Careless handling or disposal of cigarette ends, matches and candles, etc.	776	630	631	673	541
General electrical fault	820	791	739	827	846
Miscellaneous	2 130	2 037	2 100	2 012	1 535
False alarm	3 864	4 432	3 887	3 944	3 423
Deliberate fires / Undetermined	666	2 156	914	665	549
Unwanted alarm	23 251	25 839	23 979	24 335	26 533
Controlled burning	-	-	-	-	-
Total	33 463	37 606	33 632	33 891	34 775

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

Type of Premises	2018	2019	2020	2021	2022
Commercial Premises	0	0	0	1	0
Construction Site	0	2	1	0	0
Domestic Premises	1	2	2	0	1
Housing – Domestic	0	0	1	0	0
Housing – Commercial	0	0	0	0	0
Private Factory	2	0	0	0	0
Public Area – Others	0	0	0	0	1
Public Area – Hotel	0	0	0	0	0
Public Area – Restaurant	0	0	0	0	0
Squatter – Commercial/Store	4	2	0	1	3
Squatter – Factory	0	0	0	0	0
Squatter – Domestic	0	0	0	2	0
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	1	0	2	0
Vehicle	0	0	0	0	0
Others	0	0	0	0	0
Total	7	7	4	6	5

Classification of Special Service

Type	2018	2019	2020	2021	2022
Flooding of premises	13	5	1	3	0
Trapped by machinery	11	8	4	8	8
Threatening to jump	109	107	120	115	120
Falling into water	87	93	130	134	116
Falling from height	147	168	158	156	207
Hanging	93	103	97	108	88
Leakage of flammable liquid/gas	262	237	250	286	320
Traffic Accident	153	160	141	141	182
Locked in/out of premises	1 270	1 221	1 217	1 270	1 489
Trapped/shut in lift	13 401	13 624	10 987	12 429	12 250
Others	3 611	1 532	453	507	505
False Alarm Malicious	176	204	184	188	142
False Alarm Good Intent	13 326	12 507	11 858	12 552	12 040
Ambulance cases	5 156	5 315	5 117	5 627	5 439
Tree cutting	-	-	1 039	1 701	1 394
Mountain rescue	-	-	602	951	1 014
Total	37 815	35 284	32 358	36 176	35 314

Injuries and Fatalities

	2018		2019		2020		2021		2022	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	14 775	45 004	7 304	43 262	9 848	26 109	11 434	30 101	12 894	31 235
Injuries of public	306	1 458	286	1 832	300	1 428	306	1 800	282	1 997
Fatalities of public	17	856	14	860	24	927	23	927	28	1 035
Injuries of FS member	1	8	9	4	7	10	8	20	5	14
Fatalities of FS member	0	0	0	0	0	0	0	0	0	0
Total (Fatalities + Injuries)	324	2 322	309	2 696	331	2 365	337	2 747	315	3 046

