

<i>Targets &amp; Indicators</i>
<b>Programme (1): Fire Service</b>
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<b>Fire Statistics</b>
Classification of Fires
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### **Programme (1): Fire Service**

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

#### **Targets**

	<b>Target</b>	<b>2019 (Actual)</b>	<b>2020 (Actual)</b>	<b>2021 (Actual)</b>	<b>2022 (Actual)</b>	<b>2023 (Actual)</b>	<b>2024 (Plan)</b>
Total building fire calls met within graded response time (%)	92.5	93.3	94.8	93.8	94.9	93.8	<b>92.5</b>
Fire calls met within graded response time of six minutes for built-up areas (%)	92.5	92.9	94.4	93.3	94.5	93.6	<b>92.5</b>
Fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	96.7	98.0	97.3	97.9	95.8	<b>94.5</b>
Complaints of imminent fire hazards answered within 24 hours (%)	100	100	100	100	100	100	<b>100</b>
Requests for fire drills, fire safety talks, seminars, exhibitions, meetings and operational visits attended (%)	100	100	100	100	100	100	<b>100</b>

#### **Indicators**

	<b>2019 (Actual)</b>	<b>2020 (Actual)</b>	<b>2021 (Actual)</b>	<b>2022 (Actual)</b>	<b>2023 (Actual)</b>	<b>2024 (Estimate)</b>
All fire calls	37 606	33 632	33 891	34 775	36 103	<b>37 000</b>
Building fire calls in built-up areas	28 313	25 621	25 861	27 368	28 843	<b>29 000</b>
Building fire calls in more dispersed risk/isolated developments	3 186	3 131	3 296	3 743	3 654	<b>3 800</b>
Special service calls	35 284	32 358	36 176	35 314	40 763	<b>41 000</b>
Emergency ambulance calls attended by first responders	69 835	24 881	33 578	54 443	43 012	<b>45 000</b>
Turnouts of fire appliances to emergency calls	162 602	146 182	157 293	161 743	172 607	<b>175 000</b>
Emergency move-ups of fire appliances to provide operational coverage	64 790	49 827	55 917	60 044	61 071	<b>62 000</b>

Complaints of imminent fire hazards received	8 679	9 393	9 965	9 804	11 080	<b>10 500</b>
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	2 365	3 909	4 908	3 232	3 673	<b>3 500</b>
Prosecutions instituted	364	290	275	249	319	<b>290</b>
Inspection of hospitals/clinics	460	99	307	257	257	<b>240</b>
Lectures and advisory services given to hospitals/clinics	1 085	312	519	509	477	<b>500</b>
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	19 794	6 540	11 558	10 000	10 405	<b>10 000</b>

## Programme (2): Fire Protection and Prevention

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

### Targets

	Target	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (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 (%) $\delta$	100	100	100	100	100	-	-
Safety requirements issued within 28 working days for storage/manufacture of Class 2 to Class 9 dangerous goods and/or for storage of timber following receipt of application and the required details/plans in full (%) $\beta$	100	-	-	-	100	100	<b>100</b>
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 (%) $\delta$	100	100	100	100	100	-	-
Safety requirements issued within six working days for vehicles used for conveyance of Class 2 or Class 3/3A dangerous goods following receipt of application (%) $\#$	100	-	-	-	100	100	<b>100</b>
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 (%) $\delta$	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	<b>100</b>

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 (%) <sup>δ</sup>	100	100	100	100	100	-	-
Licences issued within six working days for vehicles used for conveyance of Class 2 or Class 3/3A dangerous goods upon confirmation of full compliance with safety requirements (%) <sup>¶</sup>	100	-	-	-	100	100	<b>100</b>
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 <sup>Ψ</sup>	100	100	100	100	100	<b>100</b>
Fire Services Certificates issued within seven working days upon confirmation of full compliance with fire safety requirements for all licence/registration applications (%)	100 <sup>Ψ</sup>	100	100	100	100	100	<b>100</b>
Complaints about dangerous goods or reports of fire hazards posing imminent danger investigated within 24 hours (%) <sup>ω</sup>	100	98	100	100	100	100	<b>100</b>
Complainants for complaints related to imminent danger advised within 12 working days of outcome of investigation (%)	100 <sup>Ψ</sup>	100	100	100	100	100	<b>100</b>
Complaints about fire hazards not posing imminent danger investigated within ten working days (%)	100 <sup>Ψ</sup>	100	100	100	100	100	<b>100</b>
Complainants for complaints not related to imminent danger advised within 27 working days of outcome of investigation (%)	100 <sup>Ψ</sup>	100	99.9	100	100	100	<b>100</b>
Applications processed within seven working days for registration as FSI contractors (%)	100	100	100	100	100	100	<b>100</b>
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	<b>100</b>
No. of prescribed commercial premises inspected	50	50	50	50	50	50	<b>50</b>
No. of specified commercial buildings inspected	20	20	20	20	20	20	<b>20</b>
No. of composite buildings and domestic buildings inspected <sup>ϕ</sup>	400	400	400	396	406	402	<b>400</b>
No. of industrial buildings inspected*	60	-	3	60	60	60	<b>60</b>

<sup>δ</sup> Target to be removed as from 2023.

- β New target as from 2022. The new target replaced 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”. The description is further revised from “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” as from 2024. The latest revision is to align with the amended Dangerous Goods Ordinance (Cap. 295) (DGO).
- # New target as from 2022. The new target replaced 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”. The description is further revised from “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” as from 2024. The latest revision is to align with the amended DGO.
- ∧ New target as from 2022. The new target replaced 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”. The description is further revised from “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” as from 2024. The latest revision is to align with the amended DGO.
- ¶ New target as from 2022. The new target replaced 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”. The description is further revised from “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” as from 2024. The latest revision is to align with the amended DGO.
- Ψ The target is revised from 95 per cent to 100 per cent as from 2023.
- ω Revised description of the previous target “complaints about dangerous goods (other than LPG) or reports of fire hazards posing imminent danger investigated within 24 hours” as from 2024. The revision is to align with the amended DGO.
- ◇ Revised description of the previous target “no. of composite buildings inspected” as from 2024. Inspection of domestic buildings, which are subject to the Fire Safety (Buildings) Ordinance (Cap. 572) (FS(B)O), will commence in 2024.
- \* 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**

	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (Estimate)
Licences renewed/issued						
Timber/dangerous goods stores	4 376	4 391	4 553	4 289	4 291	<b>4 400</b>
Dangerous goods vehicles	2 034	1 967	2 139	1 777	1 855	<b>2 000</b>
Inspection of timber/dangerous goods storesΦ	-	-	-	-	-	<b>11 000</b>
Enforcement inspection related to dangerous goodsΔ	-	-	-	-	-	<b>4 000</b>
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)	7 738	6 141	6 694	4 900	5 402	<b>5 300</b>
Prosecutions instituted						
Dangerous goods and timber stores	157	87	141	219	204	<b>240</b>
Fire hazards	779	721	892	1 299	948	<b>850</b>
Building plans processed	23 383	19 178	20 639	19 862	19 309	<b>20 000</b>
Inspection of FSIs and equipment	239 780	210 036	260 275	282 138	282 842	<b>259 050</b>
Applications for approval of portable fire fighting equipment and FSI/equipment processed	340	530	355	717	390	<b>350</b>
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	40 890	30 061	38 215	44 665	47 813	<b>44 000</b>
Inspection of fire safety in commercial premises, composite buildings, domestic buildings and industrial buildingsΘ	62 247	55 975	67 110	58 944	67 994	<b>68 000</b>
Inspection of ventilating systems in buildings and licensed premises	33 492	32 289	33 327	33 838	33 994	<b>33 300</b>
Lectures and advisory services given (other than hospitals/clinics)	127 473	121 797	134 066	128 210	132 818	<b>128 000</b>
Prescribed commercial premises						
No. of fire safety directions issued	788	481	800	761	1 399	<b>1 600</b>
No. of fire safety directions complied with/ discharged	837	424	854	825	801	<b>1 200</b>
Specified commercial buildings						
No. of fire safety improvement directions issued	2 007	1 424	1 960	1 932	1 656	<b>1 200</b>
No. of fire safety improvement directions complied with/discharged	1 008	912	1 457	1 395	1 671	<b>1 000</b>
Composite buildings and domestic building‡						
No. of fire safety directions issued	24 485	13 717	28 426	18 699	18 738	<b>16 000</b>
No. of fire safety directions complied with/ discharged	12 839	11 152	7 522	7 265	7 494	<b>7 500</b>
Industrial buildings*						
No. of fire safety directions issued	-	-	2 373	3 807	5 252	<b>3 000</b>
No. of fire safety directions complied with/ discharged	-	-	-	835	1 146	<b>900</b>

- Φ New indicator as from 2024 to better reflect the work involved in processing applications for timber/dangerous goods stores under the amended DGO.
- Δ New indicator as from 2024 to better reflect the work involved in fire safety inspections and enforcement operations relating to dangerous goods.
- Θ Revised description of the previous indicator “inspection of fire safety in commercial premises, composite buildings and industrial buildings” as from 2024. Inspection of domestic buildings, which are subject to FS(B)O, will commence in 2024.
- ‡ Revised description of the previous indicators “composite buildings – no. of fire safety directions issued” and “composite buildings – no. of fire safety directions complied with/ discharged” as from 2024. Inspection of domestic buildings, which are subject to FS(B)O, will commence in 2024.
- \* 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	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (Plan)
Emergency calls answered within the target response time of 12 minutes (%)	92.5	93.4	94.1	92.4	88.0	94.3	92.5

#### Indicators

	2019 (Actual)	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (Estimate)
No. of emergency calls	766 679	640 236	715 194	703 113	775 625	784 200
No. of hospital transfer calls	54 423	46 830	47 429	30 639	39 425	39 400
Calls per ambulance	2 095	1 652	1 761	1 613	1 727	1 741
Turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	905 833	759 347	848 361	811 534	898 468	911 700
Emergency move-ups of ambulances to provide operational coverage	100 168	84 142	102 868	118 294	122 888	129 900

**Classification of Fires**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Public area	797	340	282	237	293
Squatter area	76	72	110	98	102
Vehicle	250	223	237	206	222
Housing estates	1 105	965	942	904	939
Factory buildings	124	116	109	100	109
Institutional buildings	471	226	152	156	186
Non-domestic buildings	451	428	435	447	504
Domestic buildings	1 156	1 019	1 079	1 107	1 136
Electric – others	98	42	43	43	41
Vegetation	860	1 128	1 100	653	664
Unwanted alarm	25 839	23 979	24 335	26 533	27 787
False alarm	4 432	3 887	3 944	3 423	3 248
Temporary housing area	0	0	0	0	0
Vessel	23	21	30	27	24
Others	1 924	1 186	1 093	841	848
<b>Total</b>	<b>37 606</b>	<b>33 632</b>	<b>33 891</b>	<b>34 775</b>	<b>36 103</b>

**Classification of Fires by Causes**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Sparks from welding & oxygen acetylene cutting	50	42	43	46	38
Children playing with matches	10	4	8	2	3
Over-heating of engines, motor & machinery	105	114	117	105	122
Careless disposal of joss sticks, joss paper & candles, etc.	179	164	197	182	206
Food stuff (stove overcooking)	1 377	1 058	1 070	1 013	1 006
Careless handling or disposal of cigarette ends, matches and candles, etc.	630	631	673	541	537
General electrical fault	791	739	827	846	1 000
Miscellaneous	2 037	2 100	2 012	1 535	1 622
False alarm	4 432	3 887	3 944	3 423	3 248
Deliberate fires / Undetermined	2 156	914	665	549	534
Unwanted alarm	25 839	23 979	24 335	26 533	27 787
Controlled burning	-	-	-	-	-
<b>Total</b>	<b>37 606</b>	<b>33 632</b>	<b>33 891</b>	<b>34 775</b>	<b>36 103</b>



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

Type of Premises	2019	2020	2021	2022	2023
Commercial Premises	0	0	1	0	0
Construction Site	2	1	0	0	2
Domestic Premises	2	2	0	1	2
Housing – Domestic	0	1	0	0	0
Housing – Commercial	0	0	0	0	0
Private Factory	0	0	0	0	3
Public Area – Others	0	0	0	1	0
Public Area – Hotel	0	0	0	0	0
Public Area – Restaurant	0	0	0	0	0
Squatter – Commercial/Store	2	0	1	3	2
Squatter – Factory	0	0	0	0	0
Squatter – Domestic	0	0	2	0	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	1	0	2	0	0
Vehicle	0	0	0	0	0
Others	0	0	0	0	0
<b>Total</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>9</b>

### Classification of Special Service

Type	2019	2020	2021	2022	2023
Flooding of premises	5	1	3	0	24
Trapped by machinery	8	4	8	8	11
Threatening to jump	107	120	115	120	152
Falling into water	93	130	134	116	134
Falling from height	168	158	156	207	203
Hanging	103	97	108	88	97
Leakage of flammable liquid/gas	237	250	286	320	307
Traffic Accident	160	141	141	182	333
Locked in/out of premises	1 221	1 217	1 270	1 489	1 643
Trapped/shut in lift	13 624	10 987	12 429	12 250	13 480
Others	1 532	453	507	505	1 130
False Alarm Malicious	204	184	188	142	124
False Alarm Good Intent	12 507	11 858	12 552	12 040	13 980
Ambulance cases	5 315	5 117	5 627	5 439	6 027
Tree cutting	-	1 039	1 701	1 394	2 423
Mountain rescue	-	602	951	1 014	695
Total	35 284	32 358	36 176	35 314	40 763

## Injuries and Fatalities

	2019		2020		2021		2022		2023	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	7 304	43 262	9 848	26 109	11 434	30 101	12 894	31 235	15 358	34 722
Injuries of public	286	1 832	300	1 428	306	1 800	282	1 997	361	2 673
Fatalities of public	14	860	24	927	23	927	28	1 035	31	1 094
Injuries of FS member	9	4	7	10	8	20	5	14	14	14
Fatalities of FS member	0	0	0	0	0	0	0	0	0	0
<b>Total (Fatalities + Injuries)</b>	<b>309</b>	<b>2 696</b>	<b>331</b>	<b>2 365</b>	<b>337</b>	<b>2 747</b>	<b>315</b>	<b>3 046</b>	<b>406</b>	<b>3 781</b>

