

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

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

Targets

	Target	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (Actual)	2025 (Plan)
Total building fire calls met within graded response time (%)	92.5	94.8	93.8	94.9	93.8	95.6	92.5
Fire calls met within graded response time of six minutes for built-up areas (%)	92.5	94.4	93.3	94.5	93.6	95.3	92.5
Fire calls met within graded response time of nine to 23 minutes for more dispersed risk/isolated developments (%)	94.5	98.0	97.3	97.9	95.8	97.8	94.5
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

	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (Actual)	2025 (Estimate)
All fire calls	33 632	33 891	34 775	36 103	37 828	39 000
Building fire calls in built-up areas	25 621	25 861	27 368	28 843	30 377	31 000
Building fire calls in more dispersed risk/isolated developments	3 131	3 296	3 743	3 654	3 956	4 200
Special service calls	32 358	36 176	35 314	40 763	39 320	40 000
Emergency ambulance calls attended by first responders	24 881	33 578	54 443	43 012	40 352	41 000
Turnouts of fire appliances to emergency calls	146 182	157 293	161 743	172 607	177 595	179 000
Emergency move-ups of fire appliances to provide operational coverage	49 827	55 917	60 044	61 071	63 977	65 000

Complaints of imminent fire hazards received	9 393	9 965	9 804	11 080	16 640	13 000
Fire Hazard Abatement Notices issued in respect of floating obstructions to means of escape (MOE) and locked exits	3 909	4 908	3 232	3 673	8 050	6 700
Prosecutions instituted	290	275	249	319	668	340
Inspection of hospitals/clinics	99	307	257	257	253	210
Lectures and advisory services given to hospitals/clinics	312	519	509	477	508	370
Inspection of fire service installation (FSI) to verify the accuracy of maintenance certificates	6 540	11 558	10 000	10 405	10 548	10 000

Programme (2): Fire Protection and Prevention

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

Targets

	Target	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (Actual)	2025 (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	-	-	-
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 (%)β	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 (%)δ	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	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	-	-	-
Licences issued within six working days for storage/manufacture of Class 2 to Class 9 dangerous goods and/or storage of timber upon confirmation of full compliance with safety requirements (%)^	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 (%) ^δ	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 (%) [¶]	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 (%)	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 or reports of fire hazards posing imminent danger investigated within 24 hours (%) ^ω	100	100	100	100	100	99.9	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	100	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	100	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 and domestic buildings inspected ^ϕ	400	400	396	406	402	400	400
No. of industrial buildings inspected	60	3	60	60	60	60	60

^δ Target removed as from 2023.

- β Revised description of the previous target “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 revision was to align with the amended Dangerous Goods Ordinance (Cap. 295) (DGO).
- # Revised description of the previous target “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 revision was to align with the amended DGO.
- ^ Revised description of the previous target “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 revision was to align with the amended DGO.
- ¶ Revised description of the previous target “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 revision was to align with the amended DGO.
- Ψ The target was 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 was 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), commenced in 2024.

Indicators		2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (Actual)	2025 (Estimate)
Licences renewed/issued							
Timber/dangerous goods stores		4 391	4 553	4 289	4 291	4 616	4 400
Dangerous goods vehicles		1 967	2 139	1 777	1 855	1 830	1 850
Inspection of timber/dangerous goods storesΦ		-	-	-	-	11 160	11 000
Enforcement inspection related to dangerous goodsΔ		-	-	-	-	5 222	4 000
Fire Hazard Abatement Notices issued (other than floating obstructions to MOE and locked exits)		6 141	6 694	4 900	5 402	9 725	7 300
Prosecutions instituted							
Dangerous goods and timber stores		87	141	219	204	268	240
Fire hazards		721	892	1 299	948	4 031	3 150
Building plans processed		19 178	20 639	19 862	19 309	18 274	18 000
Inspection of FSIs and equipment		210 036	260 275	282 138	282 842	285 428	273 840
Applications for approval of portable fire fighting equipment and FSI/equipment processed		530	355	717	390	599	390
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		30 061	38 215	44 665	47 813	44 815	44 000
Inspection of fire safety in commercial premises, composite buildings, domestic buildings and industrial buildingsΘ		55 975	67 110	58 944	67 994	78 567	71 500
Inspection of ventilating systems in buildings and licensed premises		32 289	33 327	33 838	33 994	35 208	35 000
Lectures and advisory services given (other than hospitals/clinics)		121 797	134 066	128 210	132 818	141 057	138 000
Prescribed commercial premises							
No. of fire safety directions issued		481	800	761	1 399	1 525	2 300
No. of fire safety directions complied with/ discharged		424	854	825	801	1 201	1 600
Specified commercial buildings							
No. of fire safety improvement directions issued		1 424	1 960	1 932	1 656	1 136	500
No. of fire safety improvement directions complied with/discharged		912	1 457	1 395	1 671	1 013	900
Composite buildings and domestic building‡							
No. of fire safety directions issued		13 717	28 426	18 699	18 738	35 691	8 000^δ
No. of fire safety directions complied with/ discharged		11 152	7 522	7 265	7 494	7 520	7 800
Industrial buildings							
No. of fire safety directions issued		-	2 373	3 807	5 252	4 265	4 000
No. of fire safety directions complied with/ discharged		-	-	835	1 146	2 804	3 000

- 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, commenced 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, commenced in 2024.
- δ Following an internal review, the Department decided to streamline the arrangement of issuing fire safety directions starting from 2025, under which one fire safety direction would be sent to each target building without owners’ corporation to cover all individual owners therein instead of sending one fire safety direction to each of them. Hence, the number of fire safety directions issued is estimated to be lower in 2025.

Programme (3): Ambulance Service

The key performance measures in respect of ambulance service are:

Target

	Target	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (Actual)	2025 (Plan)
Emergency calls answered within the target response time of 12 minutes (%)	92.5	94.1	92.4	88.0	94.2	96.1	92.5

Indicators

	2020 (Actual)	2021 (Actual)	2022 (Actual)	2023 (Actual)	2024 (Actual)	2025 (Estimate)
No. of emergency calls	640 236	715 194	703 113	775 625	784 243	792 900
No. of hospital transfer calls	46 830	47 429	30 639	39 425	38 567	38 600
Calls per ambulance	1 652	1 761	1 613	1 727	1 740	1 618
Turnouts of ambulances, ambulance motor cycles and Rapid Response Vehicles to calls	759 347	848 361	811 534	898 468	908 464	919 100
Emergency move-ups of ambulances to provide operational coverage	84 142	102 868	118 294	122 888	108 935	113 200

Classification of Fires

	2020	2021	2022	2023	2024
Public area	340	282	237	293	331
Squatter area	72	110	98	102	96
Vehicle	223	237	206	222	220
Housing estates	965	942	904	939	942
Factory buildings	116	109	100	109	122
Institutional buildings	226	152	156	186	185
Non-domestic buildings	428	435	447	504	458
Domestic buildings	1 019	1 079	1 107	1 136	1 311
Electric – others	42	43	43	41	29
Vegetation	1 128	1 100	653	664	662
Unwanted alarm	23 979	24 335	26 533	27 787	29 357
False alarm	3 887	3 944	3 423	3 248	3 249
Temporary housing area	0	0	0	0	0
Vessel	21	30	27	24	30
Others	1 186	1 093	841	848	836
Total	33 632	33 891	34 775	36 103	37 828

Classification of Fires by Causes

	2020	2021	2022	2023	2024
Sparks from welding & oxygen acetylene cutting	42	43	46	38	57
Children playing with matches	4	8	2	3	2
Over-heating of engines, motor & machinery	114	117	105	122	166
Careless disposal of joss sticks, joss paper & candles, etc.	164	197	182	206	211
Food stuff (stove overcooking)	1 058	1 070	1 013	1 006	1 058
Careless handling or disposal of cigarette ends, matches and candles, etc.	631	673	541	537	523
General electrical fault	739	827	846	1 000	1 014
Miscellaneous	2 100	2 012	1 535	1 622	1 673
False alarm	3 887	3 944	3 423	3 248	3 249
Deliberate fires / Undetermined	914	665	549	534	518
Unwanted alarm	23 979	24 335	26 533	27 787	29 357
Controlled burning	-	-	-	-	-
Total	33 632	33 891	34 775	36 103	37 828

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

Type of Premises	2020	2021	2022	2023	2024
Commercial Premises	0	1	0	0	0
Construction Site	1	0	0	2	1
Domestic Premises	2	0	1	2	1
Housing – Domestic	1	0	0	0	0
Housing – Commercial	0	0	0	0	0
Private Factory	0	0	0	3	0
Public Area – Others	0	0	1	0	1
Public Area – Hotel	0	0	0	0	0
Public Area – Restaurant	0	0	0	0	0
Squatter – Commercial/Store	0	1	3	2	2
Squatter – Factory	0	0	0	0	0
Squatter – Domestic	0	2	0	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	0	2	0	0	0
Vehicle	0	0	0	0	0
Others	0	0	0	0	0
Total	4	6	5	9	5

Classification of Special Service					
Type	2020	2021	2022	2023	2024
Flooding of premises	1	3	0	24	2
Trapped by machinery	4	8	8	11	17
Threatening to jump	120	115	120	152	149
Falling into water	130	134	116	134	132
Falling from height	158	156	207	203	183
Hanging	97	108	88	97	97
Leakage of flammable liquid/gas	250	286	320	307	312
Traffic Accident	141	141	182	333	407
Locked in/out of premises	1 217	1 270	1 489	1 643	1 681
Trapped/shut in lift	10 987	12 429	12 250	13 480	14 870
Others	453	507	505	1 130	635
False Alarm Malicious	184	188	142	124	106
False Alarm Good Intent	11 858	12 552	12 040	13 980	12 835
Ambulance cases	5 117	5 627	5 439	6 027	5 849
Tree cutting	1 039	1 701	1 394	2 423	1 457
Mountain rescue	602	951	1 014	695	588
Total	32 358	36 176	35 314	40 763	39 320

Injuries and Fatalities

	2020		2021		2022		2023		2024	
	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service	Fire	Special Service
No. of Rescue	9 848	26 109	11 434	30 101	12 894	31 235	15 358	34 722	14 701	36 650
Injuries of public	300	1 428	306	1 800	282	1 997	361	2 673	444	2 467
Fatalities of public	24	927	23	927	28	1 035	31	1 094	33	1 075
Injuries of FS member	7	10	8	20	5	14	14	14	5	10
Fatalities of FS member	0	0	0	0	0	0	0	0	0	1
Total (Fatalities + Injuries)	331	2 365	337	2 747	315	3 046	406	3 781	482	3 553