

處長回顧 Director's Review

消防處潛水基地 Fire Services Department Diving Base

我們會抱着「與時並進，為民解困」的宗旨，克服種種挑戰，竭盡所能為市民提供更優質的服務。

"We advance with the times to serve better" is our motto. We will keep rising to challenges with the aim of further enhancing the quality of our services.

消防處處長

盧振雄

Director of Fire Services

**Lo Chun-hung,
Gregory**

我很榮幸向大家提交二零零九年香港消防處年報。雖然年內充滿挑戰，但當中不乏令人振奮之事。我希望在此與大家分享我們的工作成果。

年內我們承往開來，在提供緊急服務方面續求精進。憑藉我們這支精英部隊所有人員盡忠職守，全力以赴，我們付出的努力取得豐碩的成果。消防處在公務員事務局主辦的「二零零九公務員優質服務獎勵計劃」中，勇奪五個獎項。當中，除了連續五屆獲得由立法會議員、區議員以及廣大市民投票選出的「最佳公眾形象獎」金獎外，我們兩度榮獲「部門精進服務獎」冠軍。獲得這個獎項的主要原因，是我們不但努力不懈改善服務質素，亦同時致力開拓服務範疇。此外，我們亦聯同其他部門獲得三項「部門合作獎」。

It is my honour and privilege to present to you the Fire Services Department Review 2009. The year 2009 was exciting and I am extremely proud to share with you the achievements that we have made.

In the year, we continued our quest to pursue service excellence, and with the dedication and commitment of all members of our elite brigade, our efforts paid off. We scooped a total of five awards in the 2009 Civil Service Outstanding Service Award Scheme organised by the Civil Service Bureau. For the fifth time in a row, the Hong Kong Fire Services Department has been voted winner of the Gold Award of the *Best Public Image Award* by legislative and district councillors as well as members of the public. In addition, we have won, for the second time, the championship in the *Service Enhancement Award*. This Award was presented to us for our unfailing efforts to improve the quality of our services while at the same time looking to expand our service areas. The other three Awards were collected in conjunction with other Departments in the *Best Partnership Awards*.

另一方面，我們勇奪二零零九年由香港優質顧客服務協會舉辦的「優質顧客服務大獎」金獎，這項大獎旨在激勵公營及私營機構員工，表揚他們傑出的表現，以及在機構當中推廣以客為本的服務文化。

消防處榮獲上述獎項，我當然雀躍萬分，亦深深感受到這些獎項是屬於每一位屬員的，是全體人員奮厲苦幹的成果，亦代表社會各界對我們的認同。然而，我們絕對不會因而自滿。反之，我們會以「擁抱轉變，迎接未來」的態度，克服種種挑戰，竭盡所能為市民提供更優質的服務。

為加強行動方面的能力，我們不斷物色先進的新設備，評估新技術，以及更新並且提升前線消防及救護人員所使用的設備和裝置。我很高興在此向大家匯報這方面的進展。

我們現正逐步更換現有的呼吸器。新呼吸器設有按照人體工程學設計的背板，讓消防人員活動身體時更靈活。此外，新呼吸器亦配備無線電子個人監測系統，使消防人員的安全得以大大提升。我們預計新呼吸器將於二零一零年年初全面使用。此外，我們已取得撥款，將模擬制式集束無線電系統更換為數碼制式系統，從而提升話音質素，並加強通訊功能。預計新的無線電系統可於二零一一年年中啟用。

為加強前線人員的行動準備能力，我們一向十分重視訓練。在潛水方面，位於昂船洲的潛水基地已於五月落成並投入服務，為潛水人員提供更先進的專業及訓練設施。

本處在十一月成立坍塌搜救專隊，以期進一步加強部門在處理樓宇及各類構築物倒塌等重大事故以至自然災害方面的能力及效率。隊員均從本處的特種救援隊中精挑細選，並須接受進階及專門訓練。隊員亦會準備隨時奉召參與國際救援行動。我們下一步的計劃是準備在來年成立核生化部隊，並為隊員提供處理危險物品，以及應付核生化及輻射事故的專業訓練。

We also won the Gold Award in the *Customer Services Excellence Award Scheme*. The scheme was organised by the Hong Kong Association for Customer Services Excellence to motivate staff, recognise outstanding performance and to promote a customer service culture among public and private corporations.

I am elated and felt strongly that these Awards belong to each and every member of the Service. It is a public recognition of our hard work. We shall not be complacent but will keep rising to challenges and changing social and community aspirations with the aim of further enhancing the quality of our services.

To strengthen operational abilities, we have never ceased to search for advanced and new equipment, to evaluate new technology and to update and enhance the equipment and installations used by frontline fire and ambulance personnel. I am happy to report the progress that had been made.

We are in the process of replacing the existing breathing apparatus with a set that includes an ergonomically designed backplate to enable easier body movement and a wireless electronic personal monitoring system that will greatly enhance fire-fighters' safety. The new set will be put in general use in early 2010. We have also secured funds to replace the analogue trunked radio system with a digital one to enhance the voice quality and communication capabilities. The new radio system is expected to be commissioned in mid-2011.

To prepare frontline personnel for operational readiness, we have placed great emphasis also on training. The diving base on Stonecutters Island has been put into use since its completion in May to provide more advanced professional and training facilities for divers.

In November, we set up the Urban Search and Rescue Team to further enhance the brigade's abilities and efficiency in major incidents involving collapse of buildings and other structures as well as natural disasters. Members of the Team were carefully selected from the Special Rescue Squad to undergo advanced and specialised training. They are also prepared for international response. Our next step is to set up the Hazmat Task Force in the coming year to provide specialised training for personnel in the handling of hazardous materials as well as chemical, biological, radiological and nuclear incidents.

此外，我們擬於二零一零年年初為前線人員提供多項進階訓練，例如管道搜救、進階救護學，以及特種救援基礎訓練，包括高空、公路、急流及攀山拯救。

在防火方面，我們致力結合社會各界力量，促進消防安全文化，以期消除火警危險。此外，本處去年就消除目標舊式綜合用途樓宇火警隱患而實施的「四管齊下」策略，暢順有效。在新策略下防火宣傳得以加強，而一支特遣執法隊亦已成立，以加強巡查及採取執法行動。同時，當區消防局人員及樓宇消防安全特使會緊密巡查，確保曾經出現違規事項的大廈不再違規。此外，我們現正建造一輛新的消防安全教育巴士，利用車上的模擬火警實況，教導市民遇上火警時應如何逃生。

在緊急救護服務方面，透過全面更換高齡救護車計劃，我們的救護車隊將會年輕化，在年底前，救護車的平均車齡已由八點四年下降至四點七年。我們在七月進行了公眾諮詢，以收集各界對香港推行「救護車調派分級制」的意見。諮詢在十一月結束，初步分析顯示，大部分市民均支持按傷病者緩急程度調派救護車的原則。我們現正與保安局研究收集所得的意見，從而制定方案，實施有關計劃。由十一月開始，我們已分階段實施電子救護車出勤紀錄；而電腦輔助「質素保證系統」亦會於二零一零年推行，以期提升輔助醫療救護服務的質素。

展望將來，我深信憑着消防處全體人員秉持一貫「精誠卓越，為民解困」的專業精神，縱使面對種種不同的挑戰與困難，都能繼續提供優質的滅火、救援、防火及救護服務，協助市民在港安居樂業。

On the other hand, we are preparing to launch a series of enhanced competence training programmes such as conduit search and rescue, advanced ambulance aid and basic special rescue squad training including high angle, road traffic accident, swift waters and mountain rescue for our frontline members in early 2010.

In fire protection, our objective is to promote a fire safety culture in collaboration with community members from all walks of life to eliminate fire hazards. The four-pronged approach adopted last year has been running smoothly to thoroughly abate fire hazards in targetted old composite buildings. In this regard, fire prevention publicity has been stepped up, a Special Enforcement Unit was also set up to fortify inspections and law enforcement actions, while local fire station personnel and Building Fire Safety Envoys would conduct frequent checks to ensure that irregularities in these buildings will not recur. A new fire safety education bus with simulating fire situations is being fabricated to educate members of the public how to escape in the event of a fire.

On emergency ambulance services, our ambulance fleet were being rejuvenated through an intensive replacement programme, reducing its average age from 8.4 to 4.7 years by the end of the year. We conducted a public consultation exercise in July to gauge public views on implementation of the Medical Priority Dispatch Scheme in Hong Kong. The exercise ended in November and initial analyses of the views revealed that majority of the public support the principles of prioritising response to ambulance calls according to the degree of urgency. We are examining with the Security Bureau the views collected in order to formulate a proposal for implementation of the Scheme. Since November, we have also been implementing an Electronic Ambulance Journey Record System by phases. A computer-aided Quality Assurance System to enhance the quality of our paramedic ambulance service will also be launched in 2010.

Looking ahead, I am confident that with the unswerving professionalism of our service members, who have adhered to the principle of serving the community with dedication and professional excellence, we are going to continue to provide quality fire-fighting, rescue, fire prevention and ambulance services to the community, despite all kinds of challenges and difficulties, so as to keep Hong Kong a safe place to live and work.