



消防處處長  
**陳楚鑫**

Director of Fire Services  
**Chan Chor-kam, Andy**

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在二零一一年，縱使消防處在工作上遇到不少困難和挑戰，但是我們堅定不移地為市民提供高效率及優質的服務。這份香港消防處年報載述了本處在這年內的工作。我自十月接任消防處處長，能夠帶領這支優秀的緊急服務隊伍，我深感榮幸。

我們為市民提供優質服務所付出的努力，得到社會大眾廣泛認同。消防處在二零一一年公務員優質服務獎勵計劃共獲得六個獎項，包括兩個金獎、兩個銀獎、一個優異獎和一個特別嘉許。消防處更連續六度奪得「部門最佳公眾形象獎」金獎。能夠取得佳績，實在很感謝社會人士的支持。

This annual review records the Department's determination in upholding its highly efficient and quality services, despite the many difficulties and challenges in the execution of its work in 2011. I took great pride in leading such an outstanding emergency force since assuming the post of the Director of Fire Services in October.

Our efforts in providing quality service have been widely recognised by the community at large. In the Civil Service Outstanding Service Award Scheme 2011, the Department won a total of six awards, including two Gold Awards, two Silver Awards, a Merit Award and a Special Citation. The Department has again won the Gold Award for "Best Public Image Award" for the sixth time in a row. We are grateful to the public for their unfailing support.

二零一一年內的樓宇火警召喚中，93.14%是可以在六分鐘召達時間內到場處理，至於年內的緊急救護召喚，則有93.5%能夠在12分鐘的召達時間內到場處理，兩者都較既定服務承諾的92.5%為高，我為此感到高興。

為提升行動能力，本處一向視採購先進裝備為其中一項需優先處理的工作。在這方面，全新的數碼無線電通訊系統將於二零一二年二月開始全面使用，藉以提升通訊效能。消防處亦已於二零一一年六月一日正式成立通訊支援隊，以提升行動效率，確保前線消防人員在火場的安全。

除加強通訊外，本處已開始推行名為「綜合發牌、消防安全及檢控系統」的電腦化計劃，以提升各單位在分享防火資訊方面的效率。該系統亦具備處理電子表格的功能，為遞交申請表格的市民提供多一種渠道，並能夠更有效處理申請。我們預期新系統將於二零一二年年初分階段運作。

此外，本處已在二零一一年四月一日開始採用具有更高抗火性能的新抗火衣。

本處深明緊急服務隊伍要保持高水準，專業訓練十分重要。因此，本處為消防人員提供多種訓練，不斷提升他們的專業技能和應付新挑戰的能力。舉例來說，香港建築物的高度不斷增加，本處有見及此，在二零一一年八月成立高空拯救專隊，專門應付各種複雜的高空拯救工作。

此外，位於上水的坍塌搜救專隊訓練場及坍塌搜救車已於二零一一年九月啟用。該訓練場為救援人員提供逼真的訓練環境，讓他們在不同情況下熟習坍塌搜救的專門技術。

消防及救護人員的體能及心理質素，無疑是提供高質素服務的先決條件。本處已就屬員執行職務時所需具備的體能要求完成有關報告，並決定優化「周年體能測驗」的現行安排。本處會逐步全面落实報告就「周年體能測驗」建議的新標準，以配合行動需要。

I am also delighted that 93.14 per cent of building fire calls and 93.5 per cent of all emergency ambulance calls in 2011 were handled within the response time of six minutes and 12 minutes respectively, well above our performance pledge of 92.5 per cent.

The Department accords high priorities to procuring advanced equipment to enhance our operational abilities. In this respect, a new digital radio communication system that enhances communication efficacy will fully commission in February 2012. The Department has also set up a Communications Support Team on June 1, 2011, to enhance operation efficiency and ensure the safety of frontline fire personnel at the fire scene.

Apart from enhancing communications, the Department has also proceeded to take forward a computerised Integrated Licensing, Fire Safety and Prosecution System (LIFIPS) to enhance the effectiveness of sharing fire protection information among various units. The LIFIPS can also process e-submission, thus providing the public with an additional means to submit applications and enhancing effectiveness in processing applications. The new system is expected to be put into operation by phases in early 2012.

The new golden fire tunic with better fire resistance was put into use commencing April 1, 2011.

The importance of professional training for a high-standard emergency force is well recognised by the Department. Various kinds of training were provided for fire personnel to further enhance their professional skills and capability in meeting new challenges. Among them was the establishment of a High Angle Rescue Team in August, 2011, specialising in handling complicated high angle rescue to cater for buildings which keep scaling new heights in Hong Kong.

The Training Ground for Urban Search and Rescue Team (USAR) in Sheung Shui and USAR Tender were commissioned in September, 2011. The training ground provides a realistic training environment for rescue personnel and helps them familiarise themselves with specialised urban search and rescue skills under different circumstances.

Physical and mental fitness of fire services and ambulance personnel are undoubted prerequisites for quality service. The Department has completed a report on the physical fitness required for staff members to discharge their duties and decided to refine the existing arrangement of the annual Physical Fitness Assessment (PFA). To meet operational needs, the new annual PFA standards recommended in the report will be gradually adopted for full implementation.



本處已於二零一一年八月聘請一名臨床心理學家，協助情緒受困擾的員工面對逆境，提升員工的心理知識，以及促進員工的心理健康及工作適應能力。

在宣傳活動方面，本處於二零一零年年底與香港電台合作拍攝的單元劇《火速救兵》深受市民大眾歡迎，由於好評如潮，本處再次與香港電台合力製作《火速救兵II》，並從真實個案取材，向觀眾推廣消防及救護知識。《火速救兵II》共分五集，每集一小時，該劇將於二零一二年二月及三月播出。

消防安全教育巴士由二零一一年三月起投入服務，到全港各區為公眾及機構舉辦火警逃生及消防安全教育活動，而教育巴士亦深受中、小學歡迎。

本處相信，消防安全教育應從幼兒開始。有見及此，本處由年內起在全港幼稚園推行「幼兒消防安全教育計劃」，為學生提供消防安全教學活動。

在救護服務方面，救護車的平均車齡已由二零零九年年底的4.7年，進一步降至二零一一年年底的2.4年左右。此外，二零一二年將有70輛新救護車投入服務。

分析顯示，在發生事故時，市民往往因慌亂而忘記處理傷病者的方法。因此，消防處由二零一一年五月起向為流血、骨折脫臼及燒傷等三類傷者召喚救護車的市民提供簡單的調派後急救指引。本處又以電話訪問曾經接受調派後指引的召喚者，在877位受訪者中，大部分認同調派後指引服務能提供支援。

本處另一項計劃是將現有的香港仔消防局重置到南風道，成為一所新的消防局暨救護站，有關工作將於二零一二年年中完成。因應啟德郵輪碼頭鄰近地區的商業及住宅發展，本處計劃於九龍灣祥業街設置一所附有救護設施的消防局，為該區提供充足的緊急服務。另外，為應付港珠澳大橋落成後出現的緊急服務需求，消防處亦計劃在大橋人工島上設置消防局暨救護站。



The Department appointed a clinical psychologist in August, 2011, to assist emotionally disturbed staff members in facing adversity; strengthen the psychological knowledge among staff and enhance their psychological well-being and working adaptability.

On publicity campaigns, the Fire Services TV drama series produced in collaboration with the Radio Television Hong Kong in late 2010 had been well received by all walks of life. Capitalising on the great success, the Department continues to work with RTHK in producing a sequel to the TV drama series to present viewers with real cases and to promote knowledge of fire and ambulance services. The sequel, comprising five one-hour episodes, will be broadcast in February and March, 2012.

The Fire Safety Education Bus, which has been in service since March 2011, toured around the territory for conducting education activities on fire evacuation and fire safety for the public and organisations. The Bus was particularly popular among primary and secondary schools.

The Department believes that fire safety education should start with children and the Department launched the Fire Safety Education in kindergartens in Hong Kong in the beginning of the year to organise fire safety education activities.

As regards ambulance services, the average age of the ambulance fleet was further lowered from 4.7 years at the end of 2009 to about 2.4 years at the end of 2011. In addition, 70 new ambulances will commence operation in 2012.

Analysis shows that people tend to be panic-stricken in the event of an emergency and will forget how to handle the patients/injured. In view of this, the Department has provided simple post-dispatch advice to callers since May, 2011, for three types of emergency ambulance calls, namely bleeding, fracture or dislocation and burn. According to a telephone survey of callers who had received post-dispatch advice, a majority of the 877 respondents recognised the support provided by the service.

Among our initiatives, the existing Aberdeen Fire Station will be reprovisioned to Nam Fung Road as a fire station-cum-ambulance depot which will be completed in the middle of 2012. Having regard to the commercial and residential developments in the vicinity of the Cruise Terminal at Kai Tak, the Department has planned to construct a fire station with ambulance facilities at Cheung Yip Street, Kowloon Bay, in order to provide adequate emergency service coverage for the area. The Department has also planned to construct a fire station-cum-ambulance depot on the artificial island of the Hong Kong-Zhuhai-Macao Bridge to meet the emergency service demand upon the completion of the bridge.