

# 處長回顧 Director's Review



儘管二零一二年充滿著挑戰和考驗，但消防處仍能在多個工作範疇取得長足發展，再次顯示我們堅定不移、竭誠護民的專業精神。

*2012 was a challenging and demanding year for us, but also a year of achievements in various areas of our work. Once again, we demonstrated our professionalism and firm commitment in serving and protecting the Hong Kong community.*



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本報闡述了香港消防處全體人員同心協力為香港市民提供的高效率和高質素服務。縱使本處在二零一二年面對不少困難和挑戰，但仍能在多個工作範疇取得長足發展，再次顯示我們這支緊急服務隊伍一向堅定不移、竭誠護民的專業精神。為應付香港社會急速發展帶來的服務需求，本處的緊急服務團隊不斷提升實力，能夠帶領這支幹勁十足的隊伍，我深感榮幸。

我們繼續為市民提供高效率和高成效的消防和救護服務。在二零一二年，樓宇火警召喚中有93.6%能在規定召達時間內到場處理，至於緊急救護召喚，則有93.2%能在目標召達時間內到場處理，兩者都較服務承諾的92.5%為高。

為應付社會急速發展帶來的服務需求，本處致力提升行動能力。隨着科技不斷發展和物流業務迅速增長，危害物質的使用及運載量亦日益增加。為了進一步提升消防人員處理各類涉及危害物質事故的能力，消防處於年內成立危害物質專隊，並分別在上環、沙田、荔景及尖沙咀消防局設立分隊。

優質培訓對發展屬員的專業能力至為重要，而新的訓練設施，將能進一步提升專業培訓工作。在將軍澳百勝角興建新消防訓練學校的撥款申請，已於二零一二年獲立法會財務委員會批准，建校工程亦已於八月展開，預計於二零一五年十月竣工。新校舍將設有室外和室內模擬訓練設施，為學員提供最佳的滅火和救援技巧訓練，以應付複雜和大型的緊急事故。

This annual review records the concerted effort and dedication of all the staff members of the Fire Services Department in providing the people of Hong Kong with highly efficient and quality services. Regardless of the many difficulties and challenges we faced in 2012, the Department has managed to make significant advances in various areas of its work. Once again, we demonstrated that we are a professional emergency force which is firmly committed to serving and protecting the Hong Kong community. I take great pride in leading such a dynamic emergency force which is gearing up to meet the needs of Hong Kong's rapidly developing society.

We have continued to provide Hong Kong people highly efficient and effective fire and ambulance services. In 2012, 93.6 per cent of building fire calls were handled within the graded response time and 93.2 per cent of all emergency ambulance calls were handled within the target response time, well above our performance pledge of 92.5 per cent.

The Department has worked hard to enhance its operational abilities to meet the needs of Hong Kong's rapidly developing society. With technological advancement and rapid growth of the logistics industry, the use and conveyance of hazardous materials (HazMat) have become more frequent. To reinforce the capabilities of our fire personnel in handling various types of HazMat, the HazMat Team was set up during the year. HazMat Sub-teams were also formed at Sheung Wan, Sha Tin, Lai King and Tsim Sha Tsui Fire Stations.

Quality training is essential to our professional capabilities, and this will be further enhanced through the provision of new training facilities. The funding proposal for the construction of the new Fire Services Training School at Pak Shing Kok, Tseung Kwan O, was passed by the Finance Committee of the Legislative Council in 2012. The construction works commenced in August and it is expected to be completed in October 2015. There will be outdoor and indoor simulation training facilities for various complex and large-scale emergency scenarios to better equip fire services trainees with firefighting and rescue techniques.

位於南風道一號的新香港仔消防局暨救護站已於九月投入服務。重置後的香港仔消防局大幅改善舊香港仔消防局的擠逼情況，新局既能提高運作效率，亦可應付區內日益增加的服務需求。

市民對消防安全的要求日益提高，消防處亦不斷加強防火工作。公眾的消防安全意識至為重要，而本處已通過不同渠道予以推廣。

防火工作方面，消防處於年內共進行276 800次防火巡查，較二零一一年增加4.9%。巡查範圍包括樓宇消防裝置及設備、逃生通道、通風系統、危險品，以及持牌場所等，以確保消防安全。我們對持牌場所共進行了42 573次巡查，發出1 044張「消除火警危險通知書」及檢控了59宗個案。

樓宇消防安全特使計劃由二零零八年起推出，目的是密切監察舊式樓宇的消防安全。計劃成績令人鼓舞，由二零零八年至二零一二年年底，本處共訓練了2 753位樓宇消防安全特使，為1 483座大廈監察消防安全。參與樓宇消防安全特使計劃的人士包括地區防火委員會委員、物業管理公司職員、樓宇的業主及住客，他們受訓後協助消防處在所屬大廈宣傳防火信息、舉行火警演習、巡查及舉報火警隱患，以及確保每年對大廈消防設備進行維修保養。

我們在年內亦繼續舉辦不同類型的防火宣傳活動，包括電視節目《全城防火總動員》，以提高公眾的消防安全意識及宣揚防止山火信息。

消防處與香港電台繼二零一零年合作拍攝電視劇集《火速救兵》取得理想成績後，於二零一二年再次合作，拍攝《火速救兵II》，讓市民提高防火意識、注意樓宇消防管理、明白救護服務和傷病者的需要，以及避免濫用救護車服務。劇集播出後獲得各界好評，並廣受市民歡迎。

二零一一年，消防處與香港電台第一台聯合製作半小時的廣播節目《消防周記》，節目深受聽眾歡迎。雙方在二零一二年五月再度合力製作新一輯共52集的《消防周記II》，務求將更多有關消防和救護的資訊帶到社會各階層。



Commissioned in September, the re-provisioned Aberdeen Fire Station-cum-Ambulance Depot at 1 Nam Fung Road has greatly improved the overcrowded conditions of the old station. The new station will not only improve operational efficiency, but also meet the increasing service demand in the district.

The Department has further strengthened its work in promoting fire protection to meet increasing public expectations on fire safety. Public awareness of fire safety is also paramount, and this has been enhanced through various means.

As regards fire protection, we conducted a total of 276 800 inspections during the year, representing an increase of 4.9 per cent as compared to the figure in 2011. The inspections were conducted to ensure fire safety in relation to fire service installations, means of escape, ventilation systems, dangerous goods and licensed premises. A total of 42 573 inspections of licensed premises were carried out with 1 044 Fire Hazard Abatement Notices issued and 59 prosecutions instituted.

The Building Fire Safety Envoy Scheme, which has been launched since 2008 to closely monitor fire safety of old buildings, has achieved encouraging results. From 2008 to the end of 2012, a total of 2 753 Building Fire Safety Envoys were trained by the Department to monitor fire safety of 1 483 buildings. Upon completion of the training, the envoys, included members from the District Fire Safety Committees, property management staff and owners and occupants of buildings, helped disseminate fire safety messages, organise fire drills, inspect and report fire hazards or irregularities in their buildings and ensure that the fire service installations of their buildings are properly checked every year.

During the year, we continued to organise various activities to promote fire prevention, including the TV show for the 2012 Fire Prevention Campaign to foster public awareness of fire safety and hill fire prevention.

In view of the encouraging results of the TV drama series "Elite Brigade", which was jointly produced by the Department and Radio Television Hong Kong in 2010, the two Departments joined hands again in 2012 to produce "Elite Brigade II" to promote public awareness of fire protection and building fire safety management, public appreciation of the ambulance service and the needs of patients, and the message of "Do Not Misuse Ambulance Service". The series was highly acclaimed and well received by the public.

In 2011, the Department collaborated with RTHK Radio 1 to produce a weekly half-hour radio programme in "Happy Daily". This programme won the hearts of its audience. The two Departments collaborated again in May, 2012, to produce a new 52-episode series to disseminate more information regarding fire and ambulance services to the community at large.

我們深信，自小培養正確的消防安全觀念，往往能夠根深蒂固。消防處自二零一一年起推出的「幼兒消防安全教育計劃」進展順利，並由二零一二年九月開始推廣至全港以英語為主要教學語言的幼稚園。

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，進一步降至二零一二年年底的約2.15年。此外，二零一三年將有54輛新救護車投入服務。

為了進一步提升服務及加強宣傳救護信息，一輛輔助醫療裝備車及一輛救護信息宣傳車已分別於二零一二年九月和十二月正式投入服務。

「救心先鋒」計劃自二零零六年起推行，深受社會各界支持。我們已為多個機構的職員提供「自動心臟去顫器」訓練。截至二零一二年年底，已有7 330名合資格使用心臟去顫器的人士獲委任為「救心先鋒」。



消防處由二零一一年五月一日起，為涉及流血、手腳骨折脫臼及燒傷的救護召喚提供簡單的調派後急救指引，市民對服務深感滿意。為進一步提升緊急救護服務，消防處由二零一二年六月一日起新增處理抽搐及中暑的急救指引，並由二零一三年一月一日起新增低溫症急救指引。

為提醒市民切勿濫用救護服務，消防處在年內於各區舉辦慎用救護服務巡迴展覽，並到各中小學舉辦救護知識講座，把正確使用救護服務的信息推廣至社區層面。為配合二零一二年救護信息宣傳日而製作的電視節目「救護精英愛心SHOW 2012」已於九月二十三日播出。該節目向市民宣傳「切勿濫用救護服務」及「請讓路予救護車」的信息，吸引約94萬人收看。

本處不時檢討消防及救護服務，確保服務能夠配合香港的發展需要。鑑於啟德郵輪碼頭首個泊位將於二零一三年六月啟用，附近的商住項目亦會相繼落成，消防處現正於九龍灣祥業街興建一間附設救護設施的消防局，工程將於二零一三年六月完成，屆時將可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帶來的緊急服務需求，消防處已計劃在大橋人工島上設置消防局暨救護站。此外，上水彩順街救護站的建造工程亦已展開，落成後將能提升新界北區的緊急救護服務質素。

We believe that correct fire safety concept instilled into the minds of children will have a long lasting effect. The Fire Safety Education in Kindergarten Programme has been running smoothly since its launch in 2011 and was extended to cover all kindergartens using English as the primary medium of instruction since September, 2012.

On ambulance services, the average age of the ambulance fleet was further lowered from 4.7 years at the end of 2009 to about 2.15 years at the end of 2012. Furthermore, 54 new ambulances will commence operation in 2013.

To further enhance our standard of service and dissemination of messages in relation to ambulance services, a Paramedic Equipment Tender and an Ambulance Service Publicity Vehicle were put into service in September and December, 2012, respectively.

The Department has launched the Heart Saver Scheme since 2006. With strong support from various sectors of the community, we have provided training on the use of public access defibrillators to staff of a number of organisations. As at the end of 2012, 7 330 persons who were qualified to use public access defibrillators were appointed as Heart Savers.

The public in general are satisfied with the provision of simple post-dispatch advice (PDA) by the Department for ambulance calls involving bleeding, fracture or dislocation of limbs and burns since May 1, 2011. To further enhance emergency ambulance services, PDA for convulsions and heat exposure was added to the advice since June 1, 2012, and PDA for hypothermia was also included since January 1, 2013.

To remind the public not to misuse the emergency ambulance service, we organised roving exhibitions in various districts and talks on ambulance aid knowledge in primary and secondary schools during the year, with an aim to promote the message of using the ambulance services properly at community level. The "Ambulance Elites' Caring Show 2012", a TV programme produced under the Ambulance Service Campaign 2012, was broadcast on September 23 to deliver the message of "Do Not Misuse Emergency Ambulance Service" and "Give Way to Ambulances". The show attracted some 0.94 million viewers.

We evaluate the demand for fire and ambulance services from time to time to ensure that they are keeping up with the development of Hong Kong. Having regard to the commissioning of the first berth of the cruise terminal at Kai Tak in June, 2013, and the commercial and residential developments in the area, a fire station with ambulance facilities at Cheung Yip Street, Kowloon Bay, is under construction for completion in June, 2013, and the new station will 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. The construction of a new ambulance depot at Choi Shun Street, Sheung Shui, has commenced as well. The new depot will enhance the performance of emergency ambulance services in the North District of the New Territories.