

# 處長回顧

## DIRECTOR'S REVIEW

“ 我們羣策羣力，堅毅不撓，為履行本處的使命克服種種困難。我們日後仍會竭力提升行動效率，以配合香港社會急速發展的需要。

With strong teamwork and determination, we have overcome many difficulties in fulfilling our mission. We will strive to strengthen our operational efficiency in the years ahead to meet the needs of Hong Kong's rapidly developing society. ”

消防處處長  
**黎文軒**

Director of Fire Services  
**Lai Man-hin, David**



我很榮幸向大家匯報這份《香港消防處年報》。本年報闡述消防處在二零一四年的各項工作，務求為市民提供高水準的緊急服務。消防處至今已成立146年，隨着香港社會日益發展，本處所面對的挑戰亦不斷增加。我們羣策羣力，堅毅不撓，為履行本處的使命克服種種困難。我們日後仍會竭力提升行動效率，以配合香港社會急速發展的需要。

在二零一四年，消防處達成目標，為市民提供高效率、高成效和適時的緊急服務。在去年的樓宇火警召喚當中，有93.9%能在規定的召達時間內到場處理，至於緊急救護召喚，則有94.4%能在目標召達時間內到場處理，兩者都較服務承諾所訂的92.5%為高。

隨着科技日益進步及相關國際標準提升，同時為了加強保護執勤人員，本處在二零零八年已計劃更換消防頭盔。相關的採購程序現已完成，新的消防頭盔會在二零一五年年初分發予消防員。新的消防頭盔配備護目鏡和面罩、三點式繫帶設計，兩旁配備電筒支架，可提升靈活性和行動效率。

除了引入更先進的消防車和救護車外，本處亦籌劃興建新的消防局和救護站。上水彩順街新救護站的興建工程已在二零一三年一月展開，工程預計在二零一五年第一季完成。另外，本處亦已計劃在港珠澳大橋人工島上設置消防局暨救護站，以應付港珠澳大橋落成後帶來的緊急服務需求。

It is my great pleasure to present to you this Annual Review which summarises the concerted efforts of the Fire Services Department (FSD) in 2014 in fulfilling its mission to provide the top-notch emergency services. The year also marked the 146th anniversary of the establishment of the FSD. As the community continues to develop, the Department is facing increasing challenges. With strong teamwork and determination, we have overcome many difficulties in fulfilling our mission. We will strive to strengthen our operational efficiency in the years ahead to meet the needs of Hong Kong's rapidly developing society.

The Department accomplished its tasks of providing efficient, effective and timely emergency services in 2014. During the year, 93.9% of building fire calls were handled within the graded response time while 94.4% of all emergency ambulance calls were handled within the target response time, well above our performance pledge of 92.5%.

To keep in pace with the advancement of technology and the upgraded relevant international standards as well as to enhance the protection for personnel at work, the Department planned in 2008 for the replacement of fire helmets. The relevant procurement procedures have been completed. Firefighters will be provided with the new fire helmets in early 2015. With a built-in ocular visor and facial shield, a three-point chin strap and flashlight support on both sides, the new fire helmet can enhance flexibility and operational efficiency.

Apart from introducing more advanced fire appliances and ambulances, we have also planned to build new fire stations and ambulance depots. The construction works of a new ambulance depot on Choi Shun Street, Sheung Shui, commenced in January 2013, and the project is expected to be completed in the first quarter of 2015. 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 completion of the bridge.

消防處自二零一一年起，就六類傷病情況的救護召喚提供簡單的調派後指引。此服務可讓傷病者在救護人員到達前得到適當的即時護理，並可減低傷病者情況惡化的機會。

在二零一四年，消防處向9,613名救護服務召喚者提供調派後指引。我們已計劃開發電腦系統，以便為傷病者提供更全面和適切的調派後指引。這將有助穩定傷病者的情況，並提升本處的緊急救護服務。

全面的訓練設施對我們的專業技能至為重要。新設於將軍澳百勝角的消防及救護學院，自二零一二年動土後，工程進度良好，預計可在二零一五年第四季竣工。新校舍設施完備，將可同時容納約530名消防及救護學員接受留宿訓練。由於消防及救護人員處理緊急事故時必須緊密合作，消防及救護學院能提供更多機會，讓他們一同進行操練，藉以提高他們在災難事故中的協調及應變能力。

消防處自二零一三年十月五日起，全面試行消防組負責行動職務人員縮減工時計劃，至今已踏入第二年。計劃試行以來，有賴各屬員本着互諒互讓的精神予以配合，攜手努力令計劃達到預期效果。由於試行順利，部門會向相關政策局提出申請，要求盡快批准把消防組負責行動職務人員的規定工作時數正式調低至每周51小時。

The Department has provided simple post-dispatch advice (PDA) for ambulance service callers concerning six types of injuries/sicknesses since 2011. The service provides patients with proper immediate treatment prior to the arrival of the ambulance crew and reduces the risk of deterioration in their conditions.

In 2014, the Department provided the PDA for 9,613 ambulance service callers. We have planned to develop a PDA computer system which will enable us to provide patients with more comprehensive and appropriate advice. This will help stabilise the conditions of patients, thus enhancing our emergency ambulance services.

Comprehensive training facilities are essential to our professional capabilities. The construction works of the Fire and Ambulance Services Academy at Pak Shing Kok, Tseung Kwan O, commenced in 2012, have been progressing satisfactorily, and the project is expected to be completed in the fourth quarter of 2015. The new premises will be well equipped to accommodate about 530 fire and ambulance trainees for residential training at the same time. As fire and ambulance personnel are required to work closely in handling emergencies, the Academy will provide trainees with more opportunities to receive training together, thereby enhancing their ability to co-ordinate and respond to disasters.

Since the full implementation on October 5, 2013, the trial scheme in the Department for the reduction in the hours of work for operational staff of Fire Stream has entered its second year. Thanks to the support and concerted efforts of Fire Services members in the spirit of mutual understanding and compromise, the scheme has achieved the expected results. As the trial scheme has run smoothly, the Department will seek approval of relevant bureaux for the reduction in the conditioned working hours of operational staff in the Fire Stream to 51 hours per week as soon as possible.

因應市民對消防安全的期望不斷提高，本處繼續加強防火宣傳工作。我們在二零一四年共進行了322,425次防火巡查，較二零一三年的290,094次增加了11%。消防裝置的維修保養一直備受市民大眾關注。在二零一四年，我們就消防裝置共進行了184,047次巡查，合共發出2,427張「消除火警危險通知書」，並就19宗個案提出檢控。

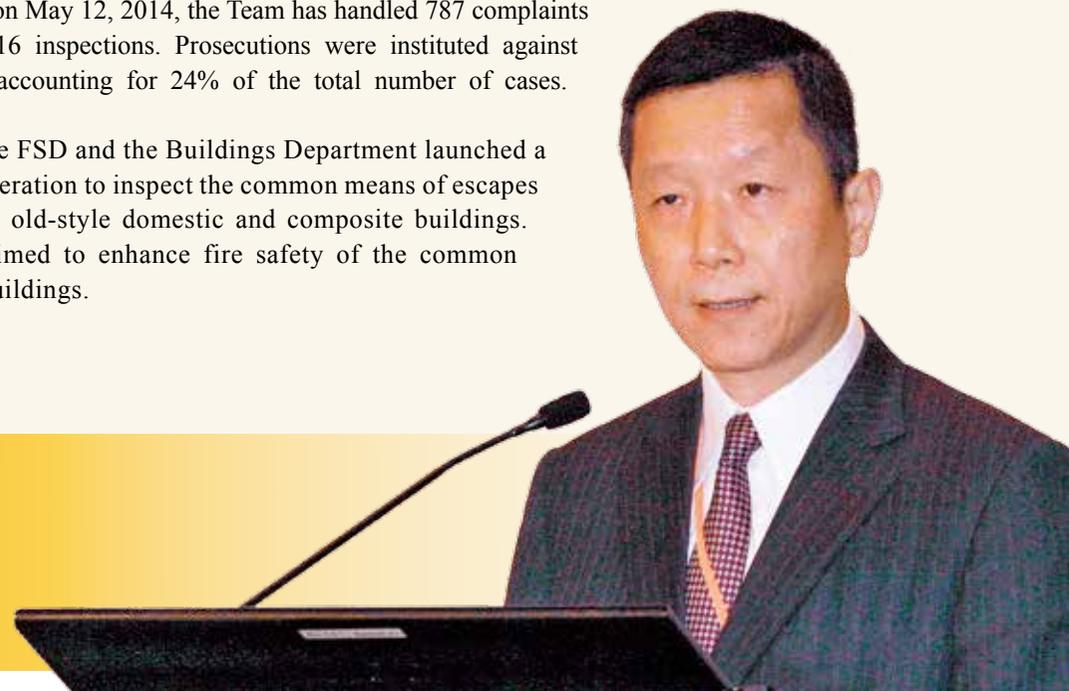
為加強處理有迫切火警危險的投訴的效率及提高其機動性，消防處於二零一四年五月由兩個防火總區內部調配人手，成立一隊24小時候命的防火執法專隊。專隊由二零一四年五月十二日成立至今，共處理787宗投訴個案及作出916次巡查，並就當中190宗個案提出檢控，約佔所有個案的24%。

消防處與屋宇署於二零一三年四月展開為期一年的聯合行動，巡查6,515幢舊式住宅樓宇和商住樓宇的公用逃生途徑。這次行動的目的，是加強這些樓宇的公用逃生途徑的消防安全。

The Department continued to strengthen its efforts in promoting fire protection to meet increasing public expectations on fire safety. We conducted a total of 322,425 inspections in 2014, representing an increase of 11% as against 290,094 inspections in 2013. There has been public concern about the repair and maintenance of fire service installations. In 2014, we conducted a total of 184,047 inspections on such installations, issued 2,427 Fire Hazard Abatement Notices (FHAN) and instituted 19 prosecutions.

To enhance our efficiency and tactical effectiveness in handling complaints on fire hazards posing imminent danger, the FSD set up a 24-hour standby Fire Protection Enforcement Team in May 2014 through internal deployment in the two Fire Protection Commands. Since its establishment on May 12, 2014, the Team has handled 787 complaints and conducted 916 inspections. Prosecutions were instituted against 190 complaints, accounting for 24% of the total number of cases.

In April 2013, the FSD and the Buildings Department launched a one-year joint operation to inspect the common means of escapes (MoEs) in 6,515 old-style domestic and composite buildings. The operation aimed to enhance fire safety of the common MoEs in these buildings.



消防處於二零一四年三月下旬已經完成6,515幢目標樓宇的巡查工作。目前巡查專隊正繼續跟進在聯合巡查中發現有關消防安全的違例事項，當中包括在逃生通道放置物品造成阻塞、梯間違例鐵閘、防煙門損壞、樓宇消防裝置損壞或欠缺每年檢查等火警危險。在巡查行動中，本處人員同時向居民派發宣傳單張，以提高他們的消防安全意識。

在二零一四年，該巡查專隊共發出2,763張「消除火警危險通知書」、1,427封警告信，以及就兩個個案提出直接檢控。

在宣傳方面，我們繼續在各社區和校園進行有關救護服務的宣傳工作。本處透過救護信息宣傳車在各區舉辦巡迴展覽，教育市民和學生正確使用救護服務，宣傳慎用救護資源。「救心先鋒」計劃推行至今，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。截至二零一四年年底，已有7,445名合資格使用心臟去顫器的人士獲委任為「救心先鋒」。

由二零零八年至二零一四年十二月三十一日，本處共訓練了4,956名樓宇消防安全特使，為2,812座大廈監察消防安全。參與該計劃的人士包括物業管理公司職員、大廈業主立案法團成員或大廈管理委員會委員，以及樓宇的業主及住客。他們接受樓宇消防安全特使訓練後，可協助消防處在所屬的大廈宣傳防火信息、籌辦火警演習、舉報火警隱患，以及確保大廈消防設備每年均妥為檢查。

The FSD completed the inspections of the 6,515 target buildings in late March 2014. The inspection task force is following up on the fire safety irregularities found in the joint inspections, which include fire hazards such as obstruction of MoEs by objects, illegal metal gates in stairways, damaged smoke stop doors, damage to fire service installations or a lack of annual inspections of the installations, etc. During the operation, FSD personnel also distributed publicity leaflets to residents to promote their awareness of fire safety.

In 2014, the inspection task force issued a total of 2,763 FHANs and 1,427 warning letters, and instituted two direct prosecutions.

On publicity front, we continue with our efforts to conduct publicity on ambulance services in communities and schools. The Department organised roving exhibitions by deploying the Ambulance Service Publicity Vehicle to various districts to educate members of the public and schoolchildren on the proper use of the ambulance services, and to deliver the message of the proper use of ambulance resources. The Heart Saver Scheme has received strong support from various sectors of the community since its implementation. We have provided training on the use of public access defibrillators to staff of a number of organisations. By the end of 2014, a total of 7,445 persons who are qualified to use public access defibrillators have been appointed as Heart Savers.

From 2008 to December 31, 2014, a total of 4,956 Building Fire Safety Envoys were trained by the Department to monitor the fire safety of 2,812 buildings. Participants of the scheme included property management staff, members of owners' corporations or management committee members and owners and occupants of buildings. Upon completion of the Building Fire Safety Envoy Scheme training, they can help disseminate fire safety messages, organise fire drills, report fire hazards in their buildings and ensure that the fire service installations of their buildings are properly inspected every year.

去年，我們繼續舉辦不同類型的防火宣傳及教育活動，藉此提高市民大眾的防火意識。當中包括電台廣播節目《開心日報》中的環節《消防周記》，以及於各港鐵車站、電車站及巴士站張貼有關消防安全及救護資訊的海報。此外，我們亦於去年推出「消防處流動應用程式」，以嶄新方式向市民推廣消防安全信息。我們更成立了本處的官方YouTube頻道，以加強於互聯網上的宣傳工作。

展望新的一年，我們會繼續積極推行消防安全教育及宣傳工作，並加強屬員訓練，進一步提升屬員的專業水平。我們會不時檢討現有工具和裝備，並積極物色更優質的產品，以期引入更有效率、更安全及更高質素的裝備。

During the year, we continued to organise various promotional and educational activities on fire prevention to heighten public awareness, including an episode in radio programme “Happy Daily” and putting up posters containing fire safety and ambulance information at MTR stations and tram and bus stops. In addition, the “HKFSD Mobile Application” was launched last year to promote fire safety to the public in a brand new way. We have also set up an official YouTube channel to raise publicity on the Internet.

Looking ahead, we will continue to step up our fire safety education and publicity efforts, strengthen the training of Fire Services members and take their professional level up a notch. We will review the existing tools and equipment from time to time and will actively look for products of higher quality with a view to bringing in equipment that is more efficient, safer and of a higher standard.

