

處長回顧 Director's Review



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With the concerted efforts of all our staff, we are undaunted by challenges and have discharged our duties wholeheartedly to provide top-notch services to members of the public on all fronts including firefighting, rescue, fire prevention, ambulance service as well as mobilising and communications.”

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《香港消防處二零一五年年報》。過去一年，消防處繼續面對各種挑戰。我感謝全體同事齊心協力、克盡己職，履行「救災扶危、為民解困」的使命，致力在滅火、救援、防火、救護、調派及通訊等多個工作範疇上，為香港市民提供優質服務。

在二零一五年，消防處致力提供高效率、高成效和適時的緊急服務。在去年的樓宇火警召喚當中，有94.12%能在規定的召達時間內到場處理；至於緊急救護召喚，則有95%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。

有賴各同事羣策羣力，緊守崗位，無懼各種挑戰，本處在公務員事務局主辦的「2015年公務員優質服務獎勵計劃」中共奪得10個獎項，包括四個金獎。本處更連續八屆獲頒「最佳公眾形象獎」。此外，在香港優質顧客服務協會主辦的「優質顧客服務大獎2015」中，本處在多間大型商業機構及其他政府部門中脫穎而出，榮獲卓越大獎金獎。

防火工作

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。我們在二零一五年共進行了370,614次防火巡查，較二零一四年的322,425次增加了48,189次，增幅為15%。

消防裝置的維修保養一直備受市民大眾關注。為確保樓宇消防裝置得到適當的維修保養，我們去年就樓宇消防裝置共進行了202,748次巡查，發出2,906張「消除火警危險通知書」，並就41宗個案提出檢控。我們亦對持牌處所進行了38,348次巡查，發出1,416張「消除火警危險通知書」，並就149宗個案提出檢控。

It is my pleasure to present to you the 2015 Annual Review. During the year, the Fire Services Department (FSD) continued to face challenges of all sorts. Thanks to all our staff who had worked together to fulfil their missions to protect the community and to provide top-notch services to members of the public on all fronts including firefighting, rescue, fire prevention, ambulance service as well as mobilising and communications.

The Department is committed to providing efficient, effective and timely emergency services in 2015. During the year, 94.12% of building fire calls were handled within the graded response time, while 95% of all emergency ambulance calls were handled within the target response time, well above our performance pledge of 92.5%.

With the concerted efforts of all our staff, who are undaunted by challenges and have discharged their duties wholeheartedly, the Department obtained a total of 10 awards in the 2015 Civil Service Outstanding Service Award Scheme organised by the Civil Service Bureau, of which four were Gold awards. The FSD also won the Best Public Image Award for the eighth consecutive year. Besides, the Department scooped the Gold Award of the HKACE Customer Service Excellence Award 2015 Grand Award, beating a few major commercial organisations and other government departments.

Fire Protection

The Department continued to strengthen its efforts to promote fire protection in order to meet rising public expectations on fire safety. In 2015, we conducted a total of 370,614 inspections, representing an increase of 48,189 inspections or 15% from 322,425 inspections in 2014.

To address public concern about the repair and maintenance of fire service installations (FSIs), we conducted a total of 202,748 inspections of building FSIs in 2015 to ensure they are properly maintained, issued 2,906 Fire Hazard Abatement Notices (FHAN) and instituted 41 prosecutions. We also conducted 38,348 inspections at licensed premises, issued 1,416 FHANs and instituted 149 prosecutions.



處長回顧 DIRECTOR'S REVIEW

自黃大仙車房爆炸事故發生後，本處針對全港3,000多間車房合共進行了4,653次巡查，並就11宗過量貯存危險品及一宗使用未經批准的貯槽貯存油渣個案提出檢控。

消防處的巡查專隊在二零一五年繼續就6,515幢舊式住用和商住樓宇的消防安全巡查，跟進涉及火警危險的違例事項，包括阻塞逃生途徑、梯間違例安裝鐵閘、防煙門損壞及樓宇消防裝置損壞或欠缺年檢等。年內，巡查專隊共發出1,065張「消除火警危險通知書」及5,159封警告信。

由二零零八年至二零一五年年底，消防處共訓練了6,028名樓宇消防安全特使，為3,610幢大廈監察消防安全。他們接受訓練後，可以協助本處在他們所屬的大廈宣傳防火訊息、籌辦火警演習、舉報火警隱患，以及確保大廈消防裝置每年均有維修保養。

為提高市民大眾的防火意識，我們繼續舉辦防火教育活動。除了在電台節目《消防周記》環節及於各港鐵車站、電車站和巴士站張貼有關消防安全及救護資訊的海報之外，本處去年再與香港電台聯合製作全新一輯共五集的《火速救兵III》，向廣大市民傳達消防安全及救護服務的訊息。劇集已分別在電視台及網上播放，約有450萬人次觀看。

After the explosion incident in a vehicle repair workshop in Wong Tai Sin, the Department conducted a total of 4,653 inspections in more than 3,000 vehicle repair workshops throughout Hong Kong, and instituted 11 prosecutions for over-storage of dangerous goods and one prosecution was instituted for the use of unapproved tanks for storing diesel oil.

In 2015, our inspection task force continued to follow up on cases involving fire hazards subsequent to the fire safety inspections of 6,515 old-style domestic and composite buildings. Such fire hazards included obstruction to means of escape, illegal installation of metal gates in stairways, damaged smoke stop doors, and damage or lack of annual inspection of FSIs. The inspection task force issued a total of 1,065 FHANs and 5,159 warning letters in 2015.

From 2008 till the end of 2015, a total of 6,028 Building Fire Safety Envoys were trained by the Department to monitor the fire safety of 3,610 buildings. Upon completion of the training, the envoys can help disseminate fire safety messages, organise fire drills, report fire hazards in their buildings and ensure that the FSIs of their buildings are properly maintained every year.

To heighten public fire safety awareness, we continued to organise educational activities on fire prevention. Apart from the "Happy Daily" radio programme's episodes on fire services and posters put up at MTR stations, tram and bus stops to disseminate fire safety and ambulance information, the Department once again collaborated with Radio Television Hong Kong to produce an all-new five-episode series of "Elite Brigade III" to convey fire safety and ambulance service messages to the public. The series was broadcast on television and the Internet and attracted some 4.5 million viewers in total.



救護服務

消防處自二零一一年起，就六種傷病情況的救護召喚提供簡單的調派後指引服務，讓傷病者在救護人員到達前得到適當的護理，藉此減低傷病者情況進一步惡化的機會。在二零一五年，本處共向8,327名召喚者提供調派後指引服務。

本處現正開發一套電腦系統，以協助消防通訊中心的操作員有系統地取得傷病者的狀況及資料，並透過該電腦系統進行分析，使操作員能準確地提供詳盡和適切的調派後指引，幫助穩定傷病者的情況。有關項目的撥款已於較早前獲立法會財務委員會批准。部門已經開展計劃，預計系統可於二零一七年十二月投入服務。本處亦會盡量縮短推行有關計劃所需的準備時間。

為提升行動效率以配合社會發展，本處會適時籌劃興建新的消防局及救護站。上水救護站已於二零一五年四月投入服務，大大改善新界北區緊急救護服務的行動效率，為市民提供優質的救護服務。

二零一五年其他重點工作項目

為配合港珠澳大橋香港口岸的發展，本處將於該口岸興建消防局暨救護站，預計於二零一七年年尾落成。本處亦計劃在蓮塘/ 香園圍口岸興建消防局及救護設施，預計於二零一八年第三季竣工。

Ambulance Service

The Department has been providing simple post-dispatch advice (PDA) for ambulance service callers in respect of six types of injuries or sickness since 2011. Such service provides patients with proper treatment prior to the arrival of the ambulance crew so as to reduce the risk of deterioration in their conditions. In 2015, the Department provided PDA for 8,327 ambulance service callers.

The Department is now developing a PDA computer system which assists operators of the Fire Services Communications Centre to obtain details of patients' conditions and relevant information systematically. The analysis of such data by the computer system will enable the operators to provide more comprehensive and appropriate advice to help stabilise the patients' conditions. With the funding approved earlier by the Finance Committee, the Department has started the project and the system is scheduled for operation in December 2017. The Department will also seek to minimise the lead time for implementation of the project.

We endeavour to step up our operational efficiency to cater for development of the community by planning for new fire stations and ambulance depots in a timely manner. The Sheung Shui Ambulance Depot, which significantly enhanced the operational efficiency of emergency ambulance service in the North New Territories and provided quality ambulance service to the residents, commenced its operation in April 2015.

Other Major Initiatives in 2015

To cater for the development of the Hong Kong-Zhuhai-Macao Bridge Hong Kong Boundary Crossing Facilities (HKBCF), the Department will construct a fire station-cum-ambulance depot at HKBCF. The facilities are scheduled for completion by the end of 2017. There is also a plan to construct a fire station with ambulance facilities at the Liantang/Heung Yuen Wai Boundary Control Point, which is scheduled for completion by the third quarter of 2018.

為配合香港未來的鐵路項目發展及相關的緊急服務需要，消防處在二零一三年獲得撥款，購置了「軌路兩用消防車」及「閉路式呼吸器」。有關設備有助前線人員在鐵路管道及隧道進行滅火及救援工作。另外，屯門至赤鱗角連接路的隧道鑽挖工程首次採用了混合氣及飽和潛水模式的技術，為此，本處於去年成立潛水特救隊，並安排前線人員往海外接受特別潛水呼吸器訓練，以應付在該加壓工地發生的意外或緊急事故。除此之外，本處亦購置了有高度機動性及甚為安全的「海上救援電單車」，以加強本處的海上救援能力，特別是在沙灘、石灘等淺水區域的拯救和搜索能力。

消防及救護學院的建築工程已於二零一五年順利完成，相關的設施亦陸續投入運作。新學院位於將軍澳百勝角，佔地158,000平方米，提供526個培訓宿位，為新入職和現職消防及救護屬員提供培訓。新學院設有多項先進的模擬事故現場訓練設施，為屬員提供涉及鐵路、隧道、船隻、飛機和燃料庫等事故的訓練，以及高空拯救、坍塌搜救、室內煙火特性方面的專業訓練，藉以加強屬員應付大型事故的能力。另外，學院亦讓消防和救護學員有更多一同操練的機會，提高他們在緊急事故中的應變及協調能力。

消防處已推行一個更專門及制度化的質素保證機制，以制訂清晰一致的服務質素標準及審核準則。本處於去年增設一個副消防總長的常額職位，負責策劃及監督消防及救護職系的質素保證機制和認證機制的發展及推行工作，並且擔任消防及救護學院院長。

為確保有效打擊非法燃油轉注活動，以及令市民更加關注此類活動帶來的風險，本處於二零一五年一月成立「打擊非法燃油轉注特遣隊」。特遣隊的主要職責是搜集情報及進行巡查。在二零一五年，特遣隊合共進行98次突擊行動，處理203宗投訴個案及進行1,128次巡查，並就當中120宗個案提出檢控，共檢獲逾十萬公升涉案燃油。

To tie in with the future railway development of Hong Kong and to cater for the needs for emergency services that may arise, the Department acquired the Rail-Road Fire Appliance and Closed-circuit Breathing Apparatus with funding sought in 2013. The equipment can assist frontline personnel in their firefighting and rescue operations in railway conduits and tunnels. Besides, the Trimix and saturation-mode techniques have first been adopted for the tunnel boring works of the Tuen Mun - Chek Lap Kok Link project, and a Special Rescue Team was set up last year. Frontline personnel have been arranged to receive overseas training on how to operate special underwater breathing apparatus when handling any accidents or emergency at such pressurised sites. The Department also acquired Rescue Jet Bikes with high mobility and a high level of safety to strengthen our marine rescue capability, in particular our rescue and search capabilities in shallow water areas like sandy beaches and rocky beaches.

With the completion of construction works of the Fire and Ambulance Services Academy (FASA) in 2015, associated facilities have commenced operation in phases. Situated at Pak Shing Kok, Tseung Kwan O, FASA has an area of 158,000 square metres and provides 526 residential training places for newly recruited and serving fire and ambulance personnel. The Academy is equipped with a wide range of advanced simulated training facilities, providing FSD members with diversified training on the handling of incidents involving railway, tunnel, vessel, aircraft and fuel storage, as well as specialised training on high-angle rescue, urban search and rescue and compartment fire behaviour, so as to strengthen their capacity in dealing with large-scale incidents. The Academy also enables fire and ambulance personnel to have more opportunities to be trained together, thereby enhancing their co-ordination and ability to respond to emergencies.

The Department has put in place a more specialised and institutionalised quality assurance mechanism to set out clear and consistent service quality standards and inspection criteria. A permanent Deputy Chief Fire Officer post was created last year to oversee the planning and monitoring of the development and implementation of the quality assurance and accreditation mechanisms of both the fire stream and ambulance stream. The post holder is also the Commandant of FASA.

To ensure an effective combat of illegal transfer of fuel and to raise public awareness of the danger of such activities, the Department set up the Anti-illicit Fuelling Activities Task Force in January 2015. The Task Force is mainly responsible for both gathering intelligence and conducting inspections. It has made a total of 98 surprise inspections and has handled 203 complaints in 2015. The Task Force has also conducted 1,128 inspections and instituted prosecution in 120 cases, seizing more than 100,000 litres of fuel.



來年工作計劃

在推行「註冊消防工程师計劃」方面，我們會加緊籌劃相關法例和附屬法例的草擬和修訂工作，以便於二零一六年提交立法會審議。

自二零一三年十月開始，消防處分階段在各消防行動單位全面試行縮減工時計劃。有關計劃在二零一五年進度良好。該計劃能夠符合三項先決條件，即無需額外財政資源、不涉及額外人手，以及維持為市民提供的服務水平。本處已向相關決策局提交有關建議，期望能盡快獲得批准，將負責行動職務的消防職系人員的規定工作時數下調至每周51小時。

展望將來，本處面對的挑戰仍會不斷增加，但我深信部門全體上下會繼續發揮專業精神，堅毅不撓、盡心竭力為市民提供優質的滅火、救援、防火及救護服務。

Plans for the Year Ahead

In regard to the implementation of the Registered Fire Engineer Scheme, we will step up planning for the drafting and amendment of the relevant legislation and subsidiary legislation so that they can be submitted to the Legislative Council for deliberation in 2016.

The trial scheme for reducing the conditioned working hours has been implemented at all operational units in the fire stream in phases since October 2013. Good progress has been seen in 2015, and the scheme has been able to meet the three pre-requisites, namely cost-neutrality, no additional manpower and maintaining the same level of service to the public. The Department has submitted its proposal to the relevant policy bureau in the hope that approval for reduction of the conditioned working hours of operational personnel in the fire stream to 51 hours per week will be granted at an earlier date.

Looking ahead, I am confident that the Department will continue to serve the community with dedication and unswerving professionalism, to provide quality firefighting, rescue, fire prevention and ambulance service to the public, despite increasing challenges.