

DEDICATION

無畏無懼

INITIATIVE

誠信

嚴守紀律

專業

TRUSTWORTHINESS

SINCERITY

團結一心

ELITE

DETERMINATION

同理心



处长回顾 Director's Review

全赖部门同事同心同德，坚守岗位，我们得以不负市民期望，一一克服各种考验，继续履行「救灾扶危，为民解困」的使命。

Thanks to my colleagues, who stay united and steadfast in performing their duties, we have lived up to the public's expectations by overcoming one hurdle after another, and have continued to fulfill our mission of "Serving with courage, passion and commitment".

消防处处长

李建日

Director of Fire Services

Li Kin-yat, Daryl

二零一七年对消防处来说，是充满挑战的一年。全赖部门同事同心同德，坚守岗位，我们得以不负市民期望，一一克服各种考验，继续履行「救灾扶危，为民解困」的使命，在灭火、救援、防火、救护、调派及通讯等范畴上竭尽所能，为市民提供最优质卓越的消防和救护服务。

本处在公务员事务局主办的「二零一七年公务员优质服务奖励计划」中，勇夺八个奖项，包括连续九届荣获的「最佳公众形象奖」金奖和另外三个金奖。

灭火救援工作

本处在二零一七年接获的火警召唤共有33,934宗，与二零一六年相比，下跌11%；当中三级或以上的火警有三宗，比二零一六年的九宗减少六宗。

二零一七年，本处共接获29,329宗楼宇火警召唤，较二零一六年下跌14.1%，其中94.3%能够在规定召达时间内到场处理，较服务承诺的既定目标92.5%高出约1.8个百分点。

至于特别服务召唤，本处共接获36,326宗。当中较瞩目的事故有三月马鞍山吊手岩两名行山人士迷路被困；八月超强台风「天鸽」和强烈热带风暴「帕卡」接连吹袭香港，酿成连串水浸和强风引致的严重事故；

2017 marked a challenging year for the Fire Services Department. Thanks to my colleagues, who stay united and steadfast in performing their duties, we have lived up to the public's expectations by overcoming one hurdle after another, and have continued to fulfill our mission of "Serving with courage, passion and commitment". We have strived to provide the community with top-notch services on all fronts, including firefighting, rescue, fire prevention, ambulance service, and mobilising and communications.

The Department obtained a total of eight awards in the 2017 Civil Service Outstanding Service Award Scheme organised by the Civil Service Bureau, of which four were gold awards. The Department won, among the awards, the gold prize of the Best Public Image Award for nine times in a row.

Firefighting and Rescue Services

In 2017, the Department received a total of 33,934 fire calls, representing a decrease of 11% as against 2016. The number of no. 3 or above alarm fires was three, a decrease of six cases as against the nine cases in 2016.

During the year, there were a total of 29,329 building fire calls, representing a decrease of 14.1% as against 2016. Among these building fire calls, 94.3% were handled within the graded response time, which was about 1.8 percentage points higher than our performance pledge of 92.5%.

On the special service call front, a total of 36,326 calls were received. Among the more notable cases were an incident in Tiu Shau Ngam, Ma On Shan, in March, in which two hikers lost their way and were stranded; a series of major incidents caused by flooding and strong wind brought about by super typhoon Hato and severe tropical storm Pakhar,



94.3%

楼宇火警召唤
Building fire calls



95.1%

紧急救护召唤
Emergency ambulance calls



399,373

防火巡查
Fire safety inspections



220,277

巡查消防装置及设备
Inspections of FSIs
and equipment

在规定／目标召达时间内获得处理
were responded to within the
graded/target response time



以及九月一辆双层巴士在九龙长沙湾道与钦州街交界失事撞向建筑物，导致多人伤亡。马鞍山吊手岩的攀山拯救行动历时超过20小时，任务尤为艰巨。在该次行动中，英勇无惧的消防总队目邱少明不幸殉职，部门上下对失去这位赤诚尽职、公尔忘私的战友哀伤不已。悲恸之余，我们亦十分感谢社会各界高度赞扬舍身救人的邱总队目和关切慰问其遗属。我们必定会秉承邱总队目舍己为公的精神，继续克尽职守，竭力保护市民的生命财产。

在二零一七年，本处共提供40,298次先遣急救服务，救助27,678名伤病者；当中36名原已停止呼吸和没有脉搏的伤病者，经先遣急救员抢救后，恢复了呼吸和脉搏。

防火工作

随着社会不断进步，市民对消防安全的要求日益提高。本处人员一直努力不懈，锐意加强发牌、执法、防火和消防安全等范畴的工作，务求防患于未然。

本处于二零一七年一共进行了399,373次防火巡查，较二零一六年的373,266次增加26,107次，增幅为7%。巡查范围涵盖建筑物的消防装置及设备、逃生途径和通风系统；危险品贮存量；持牌处所等。其中巡查持牌处所达39,789次，发出1,390张「消除火警危险通知书」，并就当中144宗个案提出检控。

二零一六年发生淘大工业村迷你仓大火后，本处已巡查901间迷你仓，共涉及295幢建筑物。截至二零一七年十二月三十一日，本处在799间迷你仓发现2,825项火警危险，并向其负责人发出「消除火警危险通知书」，要求于限期内消除有关火警危险，而当中的1,026项火警危险已被消除。检控方面，截至同年年底，三间迷你仓的负责人因未能在指定限期内按本处要求消除处所内的火警危险，而被法庭处罚款；其中一间迷你仓遭法庭判令于限期内消除有关火警危险。本处和其他相关部门曾多次与业界代表和接获「消除火警危险通知书」或法定命令的人士会面，解释迷你仓的火警危险和所需跟进行动。本处留意到相关迷你仓营运者正积极采取行动配合，例如聘请认可人士筹划和进行消防安全改善工程。本处会继续密切留意情况，并检控没有积极跟进「消除火警危险通知书」要求的营运者。

which struck Hong Kong in succession in August; and a traffic accident in which a double-decker bus crashed into a building at the junction of Cheung Sha Wan Road and Yen Chow Street in Kowloon in September, resulting in multiple casualties. The more than 20-hour mountain search-and-rescue operation at Tiu Shau Ngam, Ma On Shan, proved to be particularly strenuous and difficult, and we lost our fearless and gallant Principal Fireman Yau Siu-ming in the operation. We are all profoundly grieved at the loss of such a devoted and selfless comrade-in-arms. While deeply saddened by his passing, we are most grateful for the great tribute paid by the general public to Principal Fireman Yau's sacrifice as well as their warm regards to his family. We are determined to carry on his selfless legacy, continue to commit to our mission and endeavour to protect life and property.

In 2017, first responders attended to a total of 40,298 cases and provided service to 27,678 patients. Of them, 36 who had stopped breathing or had no pulse were resuscitated.

Fire Protection

Social progress has raised people's expectations on fire safety. To meet public demand, members of the Department are committed to making continuous efforts on all fronts, including licensing, law enforcement, fire prevention and fire safety, to eliminate potential fire hazards.

In 2017, the Department conducted a total of 399,373 fire safety inspections on, among others, fire service installations and equipment (FSIs), means of escape and ventilation systems in buildings; storage quantity of dangerous goods; and licensed premises, representing an increase of 26,107 inspections or 7% as against 373,266 inspections in 2016. Among them, 39,789 inspections of licensed premises were carried out, resulting in 1,390 Fire Hazard Abatement Notices (FHANs) issued and 144 prosecutions instituted.

In the wake of the mini-storage fire at Amoycan Industrial Centre in 2016, the Department has inspected 901 mini-storage facilities in 295 buildings. As at December 31, 2017, the Department has identified 2,825 fire hazards in 799 mini-storage facilities and served FHANs requiring the responsible persons to abate the fire hazards within a

specified period. Among the fire hazards identified, 1,026 of which were found abated. As regards prosecution, as at the end of 2017, the operators of three mini-storage centres were convicted and fined for failing to comply with the requirements of the Department to abate fire hazards within a specified period. One of the mini-storage centres was ordered by the court to abate the fire hazards within a specified period. The Department and other relevant Departments met on various occasions with representatives of the trade and individuals who have received FHANs or statutory orders, and explained to them the fire hazards found in the mini-storage facilities and the necessary follow-up actions to be taken. The Department notices that the operators of the mini-storage facilities concerned are now taking positive actions to comply with the requirements, such as hiring authorised persons to plan and carry out fire safety improvement works. The Department will continue to closely monitor the situation and institute prosecutions against operators who have not taken proactive follow-up actions in compliance with the requirements set out in the FHANs.

In response to heightened public concerns about fire safety subsequent to the mini-storage fire at the Amoycan Industrial Centre, the Department has conducted proactive inspections of industrial buildings across the territory in 2017. We are currently preparing a new piece of legislation to make it mandatory for pre-1987 industrial buildings to install specific FSIs, such as an automatic sprinkler system, emergency lighting, a fire hydrant and hose reel system and a fire alarm system. The buildings should also comply with the requirements of the Buildings Department, including, among others, the provision of adequate means of escape, means of access for firefighting and rescue, and fire-resisting construction.

In 2017, we conducted a total of 220,277 inspections of building FSIs to ensure their proper maintenance, issued 2,566 FHANs and instituted 69 prosecutions.

Earlier on, we launched the Pilot Scheme on Improvised Hose Reel System (Direct-feed Type) for old-style composite buildings of three storeys or below, dispensing with the requirement to set up installations such as fire service water tanks and pumps. With the active support of the Water Supplies Department, we also implemented the Improvised Hose Reel System Scheme (Phase Two)

为回应淘大工业村迷你仓大火发生后市民对消防安全的关注，本处在二零一七年主动巡查全港工业建筑物。我们现正拟订新法例，规定一九八七年前落成的工业建筑物须提供特定的消防装置及设备，例如自动喷洒系统、紧急照明系统、消防栓和喉轆系统、火警警报系统等；建筑方面亦须符合屋宇署要求，包括提供足够的逃生途径、消防和救援进出途径、耐火结构等。

二零一七年，本处就建筑物消防装置及设备的维修保养一共进行了220,277次巡查，发出2,566张「消除火警危险通知书」，并就当中69宗个案提出检控。

我们早前推出适用于三层或以下旧式综合用途建筑物的「折衷式喉轆系统(直接供水类型)先导计划」，免除安装消防水缸和水泵等装置的规定。在水务署积极配合下，我们亦已为四至六层或不高于20米的旧式综合用途建筑物推行「第二阶段折衷式喉轆系统计划」，务求在无损基本消防安全的前提下，进一步协助有关人士遵办相关改善消防安全规定。我们亦在二零一七年开展了适用于七层或以上或高于20米的旧式综合用途建筑物的「第三阶段折衷式消防栓及喉轆系统计划」，灵活运用现有天台食水缸或食水上水系统的水源作消防用途。这个三阶段计划，可为业主解决很多以往难以克服的技术困难，从而提升楼宇的消防安全水平。

在推动消防安全教育方面，本处继续走入社区，通过「消防安全大使计划」和「楼宇消防安全特使计划」，深化在社区推广防火信息和监察楼宇消防安全的工作。截至二零一七年年底，消防安全大使的人数已达160,023人。本处人员连同18区的消防安全大使在全港举行不同活动，向市民大众传递防火信息，效果显著。此外，消防安全特使人数亦达8,205人，他们除了在所属大厦宣传防火信息，筹办火警演习和举报火警隐患之外，亦协助确保大厦消防装置及设备每年均进行维修保养。

本处在二零一七年再度与香港电台合作，开展《火速救兵》第四辑的筹备工作，通过剧集向公众传递消防安全和救护信息。新一辑剧集预计在二零一八年十月播出。

至于危险品管制方面，本处打击非法燃油转注特遣队于二零一七年共进行1,256次巡查和122次突击行动，以及处理180宗投诉个案，合共检获超过49万公升非法燃油，并就当中103宗个案提出检控。本处会继续搜集非法燃油转注活动的情报，并进行巡查，以杜绝这种不法行为。另外，我们亦特别设立一支危险品巡查专队，专责打击危险品相关的非法活动，包括到汽车维修工场、农历元宵市场等地方巡查，确保有关活动符合《危险品条例》的规定。



for old-style composite buildings of four to six storeys or not more than 20 metres in height with a view to further assisting relevant individuals in complying with the fire safety improvement requirements without compromising basic fire safety. In 2017, we launched the Improvised Fire Hydrant and Hose Reel System Scheme (Phase Three) for old-style composite buildings of seven storeys or above or over 20 metres in height, allowing building owners to use water supply from the existing fresh water roof tank or that from the upfeed water pipe of the fresh water supply system for fire service purposes in a flexible manner. The three-phase scheme can help building owners solve the technical difficulties they had encountered and bring the fire safety of these buildings to a higher standard.

As for the promotion of fire safety education, the Department has continued to reach out to the community through the Fire Safety Ambassador Scheme and the Building Fire Safety Envoy Scheme in a bid to further promote fire protection messages and to enhance the monitoring of building fire safety. By the end of 2017, the number of Fire Safety Ambassadors reached 160,023. Various activities have been organised in collaboration with Fire Safety Ambassadors from 18 districts across the territory to disseminate fire protection messages, and remarkable results have been achieved. Building Fire Safety Envoys, reaching 8,205 in number, help promote fire safety messages, organise fire drills and report fire hazards in their respective buildings, and help ensure that building FSIs are properly maintained every year.

In 2017, the Department once again entered into co-operation with the Radio Television Hong Kong to carry out preparatory work for a drama, “Elite Brigade IV”, in a bid to disseminate messages on fire safety and ambulance service to the public. The drama is scheduled to go on air in October 2018.

Regarding the control of dangerous goods, our Anti-illicit Fuelling Activities Task Force carried out a total of 1,256 inspections and 122 surprise inspections, and handled 180 complaints, while seizing a total of over 490,000 litres of illicit fuel and instituting prosecution in 103 cases in 2017. To eradicate such illegal activities, the Department will continue to gather intelligence and conduct inspections on activities relating to illicit transfer of fuel. In addition, we have set up a Dangerous Goods Enforcement Team

dedicated to the combat of illegal activities relating to dangerous goods. The team conducts inspections at premises including vehicle repair workshops and Lunar New Year Fairs, with a view to ensuring their compliance with the requirements under the Dangerous Goods Ordinance.

Ambulance Service

In 2017, there were a total of 786,310 ambulance calls, representing an increase of 1.7% (or 12,988 calls) as against 773,322 calls in 2016. Of them, 734,310 were emergency calls, representing an increase of 1.1% as against 726,286 calls in 2016.

To meet the growing demand for emergency ambulance service, the Department has successfully increased the daily number of ambulances available for mobilisation by way of enhancing the analysis of the deployment data and flexibly deploying resources. Apart from increasing the number of ambulances in each day shift and night shift, the Department has continued to deploy more ambulances on short day shifts since mid-2017 so as to cope with the demand for ambulance service at different periods of time. In addition, the Department set up the fourth special support unit in 2017. Members of the unit are tasked to perform special duties during major incidents or large-scale public events and provide standby service during daily peak periods when manpower is in greater demand in order to enhance the operational efficiency of the emergency ambulance service and facilitate flexible strategic arrangements according to operational or service needs.

On the publicity and education front, the Department has taken further forward the community education programme to foster the public's knowledge on cardiopulmonary resuscitation (CPR) and automatic external defibrillation, and to enhance relevant training with a view to increasing the survival rate of patients suffering from cardiac arrest. Besides implementing the Heart Saver Scheme and providing Automatic External Defibrillator (AED) training to equip more members of the public with CPR skills and to teach them how to use AEDs, we also launched the Cardiopulmonary Resuscitation Training Programme in Campus in April 2017 to extend such training to students and teachers. By

救护服务

二零一七年，本处共接获786,310宗救护召唤，较二零一六年的773,322宗增加12,988宗，增幅为1.7%；其中紧急救护召唤有734,310宗，与二零一六年的726,286宗相比，增幅为1.1%。

因应市民对紧急救护服务的需求日趋殷切，本处通过加强分析调派数据和灵活调配资源，增加每日可供调派的救护车数目；由年中开始，除在日更和夜更分别增加救护车数目外，亦继续增派短日更救护车的安排，以应付不同时段的召唤需求。此外，本处在二零一七年成立第四队特别支援队；队员除负责在发生大型事故时或大型公众活动期间执行专责任务，亦会在日常人手需求较高的时段候命出勤，以提升紧急救护服务的效率，并因应行动或服务需要作出灵活的策略安排。

宣传教育方面，本处亦进一步推展社区教育计划，提升公众对心肺复苏法和自动心脏除颤法的认识，并加强相关训练，藉以提高心脏停顿病人的存活机会。我们除了推行「救心先锋」计划和提供自动心脏除颤器训练，让更多市民掌握心肺复苏法和使用自动心脏除颤器的技术，亦在二零一七年四月开展「爱心校园心肺复苏法训练计划」，教导学生和老师相关知识；截至二零一七年年底，本处已举办67次相关训练课程，共有3,407名师生参与。另外，本处亦在二零一七年八月开展「击活人心」——公众人士使用除颤器课程，让市民对自动心脏除颤器有更多认识；截至二零一七年年底，本处已举办18次相关课程，共有463名市民参与。

其他重点工作项目

为配合社会发展，本处不时检讨全港各区对消防和救护服务的需求，并根据个别地区的火灾风险、交通网络等因素，规划新消防局和救护站，包括即将落成的港珠澳大桥消防局暨救护站、莲塘香园围口岸消防局和救护设施，以应付紧急服务的需求。

人力资源管理方面，本处自二零一三年三月中开始分阶段试行缩减消防组行动职务人员的每周规定工作时数。由于试行成效理想，符合「无需额外财政资源」、「不涉及额外人手」，以及「维持为市民提供的服务水平」这三项先决条件，因此自二零一七年七月十八日起，相关人员的规定工作时数已正式由每周54小时缩减至51小时。

鉴于前线人员在执行任务时面对的危险种类不断增加和越见复杂，危险性亦越来越大，本处遂于二零一七年成立事故安全队。该队的日常工作包括制定和推行有系统的质素保证机制，以确保灭火救援的服务质素；优化日常训练计划；以及改良行动指引。同年，本处亦将事故及消防安全支援队改组为特勤支援队。当发生三级或以上火警，或需要大量人手处理重大事故时，特勤支援队便会出勤协助。本处又在二零一七年成立有害物质事故支援队，为前线人员提供技术支援和建议，以进一步提升他们在处理涉及有害物质事故时的安全和专业能力。

为预防船火发生，本处每年都会在渔船停泊高峰期（包括休渔期、农历新年、天后宝诞、春秋二祭等期间），加强在各主要避风塘内的防火宣传和教育工作。在支援少数族裔社群方面，本处除了继续以各种途径接触不同族裔人士，提升他们的防火意识之外，亦特意在一些少数族裔人口比例较高的地区，招募他们成为楼宇消防安全特使，希望借助他们的影响力，将消防安全信息带入各少数族裔社群。截至二零一七年年底，全港共有474名少数族裔楼宇消防安全特使。此外，因应香港现时有不少家庭雇用外籍家庭佣工，本处亦与相关组织合作，为外籍家庭佣工举办防火安全讲座，以提升他们的家居防火意识。为协助有志投考消防处职位的少数族裔人士，本处与较多少数族裔学生就读的学校和少数族裔团体加强合作，举办就业指导讲座，让他们更清楚了解消防处不同职位的要求。

消防及救护学院于二零一六年年年初正式启用，二零一七年全面运作，除了大大提高本处整体的专业培训能力外，亦提供平台利便与邻近地区的消防和救护同业交流切磋。二零一七年，消防及救护学院举办逾120种训练课程和专业交流项目，总参与人次超过12,000人，远超以往八乡消防训练中心的参与人次。

本处在二零一七年十月举行首个「消防处纪念日」，向历来在行动中英勇捐躯的同袍致以崇高的敬意，并藉此感谢消防处各职系的前辈多年来无私奉献，默默耕耘，为本处的专业服务和持续发展奠定稳固基石。纪念日亦寓意薪火相传，勉励各属员向前辈学习，继承他们无惧困险、坚刚勇毅的专业精神。

the end of 2017, we had delivered a total of 67 training courses with participation of 3,407 students and teachers. In August 2017, we launched the “Press to shock – Save a life” Public Access Defibrillation Course, a programme designed to strengthen Hong Kong people’s knowledge on AEDs. We have organised a total of 18 courses with participation of 463 members of the public as at the end of 2017.

Other Major Initiatives

To keep pace with social development, the Department reviews from time to time the demand for fire and ambulance services in various districts across the territory, and takes into account factors such as fire risks and the transport network in individual districts in its planning of new fire stations and ambulance depots. It is against this background that the Hong Kong-Zhuhai-Macao Bridge Fire Station cum Ambulance Depot as well as the fire station with ambulance facilities at the Liantang/Heung Yuen Wai Boundary Control Point, for instance, have been planned and will soon be completed to meet the demand for emergency services.

In respect of human resources management, the Department started to reduce the weekly conditioned working hours of operational personnel in the Fire Stream in phases on a trial basis in mid-March 2013. Since July 18, 2017, we have officially reduced the weekly conditioned working hours of the relevant personnel from 54 hours to 51 hours as favourable results were achieved during the trial period in terms of the fulfilment of the three prerequisites of cost-neutrality, non-additional manpower and maintaining the same level of service to the public.

The Department established the Incident Safety Team in 2017 having regard to the increasing variety and complexity of dangerous situations and thus the heightening danger our front-line personnel encounter during operations. The team is also responsible for the routine duties of developing and implementing a systematic quality assurance mechanism for firefighting and rescue services, optimising routine training programmes and fine-tuning operational guidelines. The Incident and Fire Safety Support Unit was reorganised into the Tactical Support Unit in 2017. The Tactical Support Unit attends to and renders assistance in the event of no. 3 or above alarm fires or in major incidents when manpower is in greater demand. Furthermore, a HazMat Support

Unit was set up in 2017 to provide technical support and recommendations to front-line personnel with a view to further enhancing their safety and professional capability in handling hazmat incidents.

To prevent vessel fires, the Department steps up fire safety publicity and educational efforts at major typhoon shelters every year during the peak seasons, including the fishing moratorium, the Lunar New Year, the Tin Hau Festival, and Spring and Autumn Ancestral Offerings Ceremonies. On providing support for the ethnic minority communities, along with its ongoing efforts to raise their fire safety awareness by reaching out to different ethnic minorities through various means, the Department has been recruiting Building Fire Safety Envoys in areas with a higher ratio of ethnic minority population in the hope of enlisting their help to disseminate fire safety messages to their communities. As at the end of 2017, a total of 474 members of ethnic minorities were recruited as Building Fire Safety Envoys across the territory. Given the high number of families employing foreign domestic helpers in Hong Kong nowadays, the Department also organises fire safety talks for foreign domestic helpers in collaboration with relevant organisations with a view to raising their awareness of household fire safety. To cater for members of ethnic minorities who are interested in joining the Department, we have enhanced collaboration with schools with a relatively high enrolment of ethnic minority students and ethnic minority organisations in holding career talks to help them better understand the requirements of individual posts in the Department.

Opened in early 2016 and fully commissioned in 2017, the Fire and Ambulance Services Academy not only has significantly enhanced the Department’s overall professional training capability, but also serves as a platform for mutual exchanges between the Department and its fire and ambulance counterparts in neighbouring areas. In 2017, the Academy organised over 120 kinds of training and professional exchange programmes attracting more than 12,000 participants in total, which far surpassed the attendance previously attained by the Pat Heung Fire Services Training Centre.

In October 2017, the Department held the first-ever Fire Services Remembrance Day to pay tribute to members who lost their lives in the line of duty, and to express gratitude to all former members for their dedication and contribution over



来年工作计划

人力资源方面，我们在二零一七年合共聘请了649名消防和救护职系人员，包括139名主任级和510名员佐级人员。在二零一八年，我们预计会招聘约647名消防和救护职系人员，包括104名主任级和543名员佐级人员，以填补职位空缺。

本处现时使用的第三代调派系统，运作已超过十年，预计这套系统的服务年期将于二零二二年届满。本处已着手开发第四代调派系统，增加系统操作的可靠程度，加强处理紧急召唤和调派资源的效率，从而提升部门的应变能力。第四代调派系统设有两个同步运作的通讯中心，能确保调派工作无间断进行。除文字和对话外，新系统更支援实时图片和影像传送，以便更全面掌握事故现场的实际情况。本处亦会研究引入识别流动电话来电者位置功能，并配合经优化的地理资讯系统和新增的实时交通资讯，务求更准确识别事故地点、追踪资源调配和搜寻最快捷的行车路线，以助消防和救护车辆更迅速抵达事故现场。新系统预计可于二零二二年投入服务。

本处自二零一一年起就六种伤病情况的救护召唤提供简单的调派后指引服务，让伤病者在救护人员到达前得到适当的护理，减低伤病情况恶化的机会。本处现正开发一套全面的调派后指引电脑系统，让调派员可在接获救护召唤后有系统地取得伤病者情况的资料，并通过电脑系统分析向召唤者准确提供详尽适切的调

派后指引，使召唤者可在救护人员到达前按指引处理伤病者，稳定其伤病情况。新服务预计可在二零一八年第二季正式推出。届时调派后指引服务便能扩展至三十多种伤病情况。

为进一步提升市民对心肺复苏法和自动心脏除颤器的认识和相关应变能力，本处会加强推展自二零一七年年中开始推行的「击活人心」——公众人士使用除颤器课程和「爱心校园心肺复苏法训练计划」，向不同阶层的市民，包括全港中学和专上学院学生，讲解尽早施行心肺复苏法和自动心脏除颤法的重要性，并向他们介绍心肺复苏法的基本知识和示范自动心脏除颤器的使用程序，以加强市民处理心动停止病人的应变能力。

鉴于旧式工业建筑物的消防安全亟需改善，本处正积极草拟有关法例。保安局已于二零一七年四月十一日就立法建议徵询立法会保安事务委员会的意见。我们计划在二零一八年内把有关条例草案提交立法会审议。

在推行「注册消防工程师计划」方面，有关条例草案已获立法会通过并刊宪。我们正积极筹备新一轮业界谘询，听取业界对计划具体细节的意见，本处会尽快推展「注册消防工程师计划」，务求方便营商和善用市场上的专业人力资源。

the years, which laid a solid foundation for the professional service and sustainable development of the Department. The Remembrance Day also signifies the passing on of the finest traditions to the next generation – encouraging members to learn from their predecessors and carry on with their gallantry, perseverance and professionalism.

Plans for the Year Ahead

As to human resources, a total of 649 fire and ambulance personnel were recruited in 2017, including 139 officers and 510 rank-and-file staff. It is estimated that some 647 fire and ambulance personnel, including 104 officers and 543 rank-and-file staff, will be recruited to fill vacancies in 2018.

The Third Generation Mobilising System currently in use has been operating for more than 10 years and is expected to reach its serviceable life in 2022. The Department has begun to develop the Fourth Generation Mobilising System (4GMS) to enhance the system's operational reliability and its efficiency in handling emergency calls and mobilising resources, thereby bringing the Department's response capability to a higher standard. Two active Fire Services Communications Centres will be established for the 4GMS to ensure uninterrupted mobilisation of resources. Apart from text messages and conversations, the new system will also support the transfer of real-time photos and videos to provide a better grasp of the situation at the incident scene. The Department will also explore the feasibility of including a function that identifies a mobile phone caller's location. This new function, along with an enhanced geographic information system and the newly introduced real-time traffic information system, will enable a more accurate identification of the location of an incident, precise tracking of resources deployment and identification of the fastest route to an incident scene, all of which will allow fire appliances and ambulances to arrive on the scene more promptly. The new system is expected to be commissioned in 2022.

The Department has been offering simple post-dispatch advice (PDA) to ambulance service callers in respect of six types of injuries/sickness since 2011. The service provides patients with proper treatment prior to the arrival of the

ambulance crew so as to reduce the risk of deterioration in conditions. The Department is developing a comprehensive PDA computer system to assist operators in systematically obtaining information on patients' conditions upon receipt of ambulance calls and, through analysis by the computer system, accurately providing detailed and appropriate PDA to the callers, so that the callers can handle the patients according to the PDA prior to the arrival of the ambulance crew and help stabilise the patients' conditions. It is anticipated that the new PDA service will be introduced in the second quarter of 2018, with its scope to be expanded to cover more than 30 types of injuries/sickness.

To further enhance the public's knowledge on CPR and AEDs as well as their response capability, the Department will take further forward the "Press to shock – Save a life" Public Access Defibrillation course and the Cardiopulmonary Resuscitation Training Programme in Campus launched in mid-2017. Through the two initiatives, the Department will inform people from different sectors, including local secondary and tertiary students, of the importance of prompt application of CPR and defibrillation, and provide them with the basic knowledge of CPR and demonstrations of using AEDs, thereby strengthening the public's response capability in handling cardiac arrest.

In response to the need to improve the fire safety of old-style industrial buildings, the Department is actively working on the drafting of relevant legislation. The Security Bureau sought the views of the Panel on Security of the Legislative Council (LegCo) on the legislative proposal on April 11, 2017. We plan to introduce the relevant bill to the LegCo in 2018.

Regarding the implementation of the Registered Fire Engineer Scheme, the relevant bill has been passed by the LegCo and gazetted. We are now actively preparing a new round of industry consultation to seek the industry's views on the specific details of the scheme. The Department will implement the scheme as soon as possible to facilitate business operation and to optimise the use of professional human resources in the market.