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新消防局和救护站

二零一七年，本处继续加强行动能力，以配合社会发展。除了引入更先进的消防和救护车辆外，还筹划兴建新的消防局和救护站。目前，本处正全力兴建位于港珠澳大桥香港口岸人工岛上的消防局暨救护站，以及莲塘／香园围口岸消防局和救护设施，以应付预期会在不久将来急增的紧急服务需求。

部门宿舍

本处一直致力照顾属员的住宿需要。为纾缓宿舍短缺问题，本处现正积极规划在新建消防局和救护站的上盖或毗邻地方兴建部门宿舍。其中，在将军澳百胜角毗邻消防及救护学院的土地，以及在柴湾新业街与小西湾道交界重置的柴湾救护站上盖兴建消防处纪律部队宿舍的规划工作正如火如荼。

资讯系统策略研究

本处于二零一七年一月完成资讯系统策略研究，全面检讨现有资讯科技系统，以制订配合服务目标和市民需求的短、中、长期策略计划。该研究就资讯科技策略应用和基础设施拟定了详细计划。本处会按优次适时采纳并落实有关的资讯科技项目和基础设施建议。

首阶段计划为改善部门电脑系统的资讯科技和网络基础设施，以提升网络性能，加强资讯保安，工作包括：

（一）　建立部门中央安全数据储存库，以加强内部数据和档案使用的安全；

（二）　优化部门的网络设备，以提升现时各区办事处的网络性能；以及

（三）　建立部门数据中心基础设施，并设立第二个数据中心，以维护和确保应用程式和系统可随时供部门人员使用。

上述三个项目的拨款申请已获批准，资讯科技管理组会尽快开展跟进工作。

❶ - ❺ 消防处的专门行动单位及队伍透过专业训练和先进装备，提升部门在灭火救援行动中的效率及前线人员安全。
Equipped with professional skills and advanced equipment, the specialised operation units and teams of the FSD enhance the Department's efficiency and front-line personnel's safety in firefighting and rescue operations.

New Fire Stations and Ambulance Depots

In 2017, the Department continued to strengthen its operational capabilities to cater for the development of the community. Apart from introducing more advanced fire appliances and ambulances, the Department also planned to build new fire stations and ambulance depots. To this end, both the fire station-cum-ambulance depot on the artificial island for the Hong Kong-Zhuhai-Macao Bridge Hong Kong Port and the fire station with ambulance facilities at Liantang/Heung Yuen Wai Boundary Control Point are currently under active construction in order to meet the anticipated surge in emergency service demand in the near future.

Departmental Quarters

The Department endeavours to cater for members' need for accommodation. To address the shortage of quarters, the Department is now actively planning for the construction of departmental quarters atop newly built fire stations and ambulance depots or in the adjacent areas. For instance, the planning process of both the provision of disciplined services quarters for the FSD at Pak Shing Kok, Tseung Kwan O near the Fire and Ambulance Services Academy and atop the reprovisioned Chai Wan Ambulance Depot at the junction of Sun Yip Street and Siu Sai Wan Road, Chai Wan are actively underway.

Information Systems Strategy Study

The Department completed an information systems strategy study in January 2017 for a holistic review on existing information technology (IT) systems for developing the short, medium and long-term strategic plans to fulfil service objectives as well as public demands. The study draws up a detailed programme of strategic IT applications and IT infrastructure. The Department will prioritise and adopt for implementation the recommended IT projects and infrastructure in due course.

The initial stage is on improving the IT and network infrastructure of departmental computer systems to enhance network performance and strengthen information security, including the following:

1. Establishment of a departmental central security data repository to enhance the security of internal data and file usage;

2. Optimisation of the network equipment of the Department to improve the network performance of the existing district offices; and

3. Establishment of a departmental data centre infrastructure and set-up of a second data centre to maintain and ensure the availability of applications and systems within the Department.

Funding applications for the three items have been approved. The ITMU will carry out its follow-up work as soon as possible.

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更换第三代调派系统

第三代调派系统的延长使用年限将于二零二二年届满。因应顾问研究的建议，加上预期紧急服务需求将持续增加，本处计划开发新的第四代调派系统，以取代现有系统。

本处于二零一七年四月一日成立内部专责项目小组 — 第四代调派系统组，负责管理和监督整个项目的推行工作。立法会财务委员会已于二零一七年六月批准拨款建议。

第四代调派系统由24个子系统组成，主要提升范畴如下：

(一)加强在运作和地理上抵御冲击的能力
在运作和地理上抵御冲击方面，新的调派及通讯系统将更切合紧急事故管理的国际标准。拟议的第四代调派系统会设有两个同时运作的消防通讯中心，分别位于两个不同地点，各自负责处理不同地区的事故；

(二)更有效处理复杂事故，提升调派资源效率
为加强对消防通讯中心调派员和现场行动人员处理事故的支援，拟议的第四代调派系统可通过电子方式，实时监察和追踪与事故相关任务及被调配作处理事故的资源。此外，新系统可即时传送信息予消防通讯中心调派员、现场行动人员和部门管理人员，并辅以多媒体资料，例如地理资讯及从公众或其他渠道取得的事故现场录像，方便综览有关行动。除了识别固网电话来电者的位置外，新系统亦会加入识别流动电话来电者位置的功能，以便迅速回应来自没有重要地标偏远地点的紧急召唤；以及

(三)掌握更多有助改善未来服务的数据
拟议系统能分析过往及实时收集的事故和行动数据，让本处更确切掌握未来的紧急服务需求。此外，系统就各项调派及通讯数据(包括接听召唤、事故应变、资源覆盖范围等)所作的分析，亦有助本处不时检视策略，并在有需要时通过重新调配资源等措施，针对有需要的范畴迅速应变。

Replacement of the Third Generation Mobilising System

The Third Generation Mobilising System will reach the end of its extended serviceable life in 2022. Having regard to the consultancy study's recommendations and anticipated upward trend on the demand for emergency services, the Department plans to develop a new mobilising system, the Fourth Generation Mobilising System (4GMS), to replace the existing one.

A dedicated in-house project team, namely the 4GMS Unit, was established on 1 April, 2017 for managing and overseeing the implementation of the whole project. Subsequently, the funding proposal was approved by the Finance Committee of the Legislative Council in June 2017.

The 4GMS will consist of 24 sub-systems with the following major enhancements:

1. **Improved operational and geographical resilience**
   The operational and geographical resilience of the new mobilising and communications system will better meet the international standards on emergency management. Under the proposed 4GMS, two active Fire Services Communications Centres (FSCCs) will be established in two geographically separated sites for handling incidents in different regions;

2. **Better handling of complex incidents and more efficient mobilisation of resources**
   To enhance support for the FSCC operators and on-scene operational personnel in handling incidents, the proposed 4GMS can provide an electronic means for real-time monitoring and tracking of incident-related tasks as well as resources allocated to the incidents. Moreover, the new system will allow instantaneous transmission of information to the FSCC operators, on-scene operational personnel as well as the departmental management, providing a comprehensive overview of the operations, supplemented with multimedia data, such as geographic information and videos capturing the incident scenes received from the public or through other means. In addition to identifying the location of a fixed-line caller, the new system will include the function of identifying a mobile phone caller's location so that emergency calls initiated in a remote place without significant landmark can be responded to speedily; and

3. **Better data for future service improvement**
   The proposed system will be able to provide analysis of historical and real-time incident and operational data collected by the system over time. Such analysis will enable the Department to gain better insights into the future demand for its emergency services. Furthermore, analysis of mobilising and communications data including call-taking, incident response, resource coverage etc, will enable the Department to review its strategy from time to time and react promptly to areas in need, such as through redeployment of resources, as and when necessary.

❶ 拟议的第四代调派系统可加强对消防通讯中心调派员和现场行动人员的支援，能更有效处理复杂事故，提升调派资源效率。
The proposed 4GMS can enhance support for the FSCC operators as well as on-scene operational personnel in handling complex incidents and facilitate efficient mobilisation of resources.

调派后指引

本处自二零一一年起，就六类救护服务召唤向来电者提供调派后指引，以期在救护车到达前协助稳定伤病者的情况。二零一七年，本处共为4,769宗救护服务召唤提供调派后指引。

为加强紧急救护服务，本处现正开发载有国际认可指引的电脑系统，以协助消防通讯中心人员为逾30类伤病情况(包括创伤、不省人事、心搏停止等)提供全面的调派后指引。指引可协助来电者按伤病者的情况，进行心肺复苏法及／或使用自动心脏除颤器。来电者听取指引其间，救护车已在前赴现场途中。同时，电脑系统会向救护车队员传送伤病者的资料，以便他们为护理伤病者作好准备。消防通讯中心人员将受训成为紧急医疗调派员，以符合提供调派维生指引的资格。本处亦会成立质素改善组，确保调派后指引的服务令人满意。

本处已于二零一七年三月批出合约开发调派后指引电脑系统，预期系统可于二零一八年年中投入服务。

牌照及审批总区的新专队

私营骨灰安置所专责队伍
《私营骨灰安置所条例》于二零一七年六月三十日生效，私营骨灰安置所发牌委员会随之成立，并由同年十二月三十日起接受私营骨灰安置所提交申请。为配合当局实施私营骨灰安置所发牌制度，本处于二零一七年七月三十一日设立私营骨灰安置所专责队伍，专责协助发牌委员会的工作。

危险品巡查专队
为加强对危险品的执法行动，更好保障公众安全，危险品巡查专队于二零一七年开始全面运作。随着专队成立，本处采取积极的情报主导策略，加强执行《危险品条例》。在新行动模式下，本处透过预先策划行动，及早有效打击所发现的非法燃油转注活动及过量贮存危险品行为。本处年内共进行5,325次巡查和52次预先策划的行动，并截查873部车辆。

❶ - ❷ 消防通讯中心人员可透过新电脑系统，为逾30类伤病情况提供全面的调派后指引。
The new computer system enables operators in the FSCC to provide comprehensive post-dispatch advice for over 30 types of ambulance calls.

❸ 私营骨灰安置所专责队伍负责制订私营骨灰安置所的消防安全要求，并进行验收工作。
The Private Columbaria Task Force sets fire safety standards of private columbarium and conducts acceptance inspections.

❹ 危险品巡查专队检查趸船有否进行非法燃油转注活动或过量贮存危险品。
The Dangerous Goods Enforcement Team inspects a barge for illicit fuelling activities and over-storage of dangerous goods.

Post-dispatch Advice

The Department has been providing post-dispatch advice (PDA) to callers for six types of ambulance calls since 2011 to help stabilising patients' conditions prior to ambulance arrival. In 2017, the Department provided PDA for 4,769 ambulance calls.

With a view to enhancing emergency ambulance services, the Department is developing a computer system that incorporates a set of internationally accredited protocols to assist operators in the FSCC to provide comprehensive PDA for over 30 types of ambulance calls, including trauma, loss of consciousness, cardiac arrest, etc. When the situation warrants, callers will be guided to conduct cardiopulmonary resuscitation and/or use the automatic external defibrillator. While the caller is receiving PDA, an ambulance is already on the way. At the same time, the computer system will send relevant patient information to the ambulance crew for better preparation of treatment. To qualify for providing dispatch life support, the FSCC personnel will be trained to become emergency medical dispatchers and a Quality Improvement Unit will be set up to ensure the satisfactory delivery of PDA.

The implementation of the new computer system to provide PDA service commenced in March 2017. The system is expected to be in service in mid-2018.

New Task Force and Enforcement Team in the Licensing and Certification Command

Private Columbaria Task Force
Following the enactment of the Private Columbaria Ordinance on 30 June, 2017, the Private Columbaria Licensing Board was set up and started to accept applications from private columbaria on 30 December, 2017. To cope with the implementation of the licensing scheme of private columbaria, a dedicated office – Private Columbaria Task Force – was established to assist the Board on 31 July, 2017.

Dangerous Goods Enforcement Team
For the purpose of strengthening enforcement actions over dangerous goods to better ensure public safety, the Dangerous Goods Enforcement Team was put into full operation in 2017. With the setup of the team, enforcement of the Dangerous Goods Ordinance has been strengthened by adopting an active intelligence-driven approach. The new operation mode enables planned operations to any discovered illicit fuelling activities and over-storage of dangerous goods at an incipient stage effectively. In 2017, a total of 5,325 inspections and 52 planned operations were carried out, and 873 vehicles were stopped and searched.