

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



處長回顧 Director's Review

全賴部門同事同心同德，堅守崗位，我們得以不負市民期望，一一克服各種考驗，繼續履行「救災扶危，為民解困」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".

消防處處長

李建日

Director of Fire Services

Li Kin-yat, Daryl

二零一七年對消防處來說，是充滿挑戰的一年。全賴部門同事同心同德，堅守崗位，我們得以不負市民期望，一一克服各種考驗，繼續履行「救災扶危，為民解困」的使命，在滅火、救援、防火、救護、調派及通訊等範疇上竭盡所能，為市民提供最優質卓越的消防和救護服務。

本處在公務員事務局主辦的「二零一七年公務員優質服務獎勵計劃」中，勇奪八個獎項，包括連續九屆榮獲的「最佳公眾形象獎」金獎和另外三個金獎。

滅火救援工作

本處在二零一七年接獲的火警召喚共有33,934宗，與二零一六年相比，下跌11%；當中三級或以上的火警有三宗，比二零一六年的九宗減少六宗。

二零一七年，本處共接獲29,329宗樓宇火警召喚，較二零一六年下跌14.1%，其中94.3%能夠在規定召達時間內到場處理，較服務承諾的既定目標92.5%高出約1.8個百分點。

至於特別服務召喚，本處共接獲36,326宗。當中較矚目的事故有三月馬鞍山吊手岩兩名行山人士迷路被困；八月超強颱風「天鴿」和強烈熱帶風暴「帕卡」接連吹襲香港，釀成連串水浸和強風引致的嚴重事故；

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%
樓宇火警召喚
Building fire calls



95.1%
緊急救護召喚
Emergency ambulance calls



399,373
防火巡查
Fire safety inspections



220,277
巡查消防裝置及設備
Inspections of FSIs
and equipment

在規定／目標召達時間內獲得處理
were responded to within the
graded/target response time



以及九月一輛雙層巴士在九龍長沙灣道與欽州街交界失事撞向建築物，導致多人傷亡。馬鞍山吊手岩的攀山拯救行動歷時超過20小時，任務尤為艱巨。在該次行動中，英勇無懼的消防總隊目邱少明不幸殉職，部門上下對失去這位赤誠盡職、公爾忘私的戰友哀傷不已。悲慟之餘，我們亦十分感謝社會各界高度讚揚捨身救人的邱總隊目和關切慰問其遺屬。我們必定會秉承邱總隊目捨己為公的精神，繼續克盡職守，竭力保護市民的生命財產。

在二零一七年，本處共提供40,298次先遣急救服務，救助27,678名傷病者；當中36名原已停止呼吸和沒有脈搏的傷病者，經先遣急救員搶救後，恢復了呼吸和脈搏。

防火工作

隨着社會不斷進步，市民對消防安全的要求日益提高。本處人員一直努力不懈，銳意加強發牌、執法、防火和消防安全等範疇的工作，務求防患於未然。

本處於二零一七年一共進行了399,373次防火巡查，較二零一六年的373,266次增加26,107次，增幅為7%。巡查範圍涵蓋建築物的消防裝置及設備、逃生途徑和通風系統；危險品貯存量；持牌處所等。其中巡查持牌處所達39,789次，發出1,390張「消除火警危險通知書」，並就當中144宗個案提出檢控。

二零一六年發生淘大工業村迷你倉大火後，本處已巡查901間迷你倉，共涉及295幢建築物。截至二零一七年十二月三十一日，本處在799間迷你倉發現2,825項火警危險，並向其負責人發出「消除火警危險通知書」，要求於限期內消除有關火警危險，而當中的1,026項火警危險已被消除。檢控方面，截至同年年底，三間迷你倉的負責人因未能在指定限期內按本處要求消除處所內的火警危險，而被法庭判處罰款；其中一間迷你倉遭法庭飭令於限期內消除有關火警危險。本處和其他相關部門曾多次與業界代表和接獲「消除火警危險通知書」或法定命令的人士會面，解釋迷你倉的火警危險和所需跟進行動。本處留意到相關迷你倉營運者正積極採取行動配合，例如聘請認可人士籌劃和進行消防安全改善工程。本處會繼續密切留意情況，並檢控沒有積極跟進「消除火警危險通知書」要求的營運者。

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)

為回應淘大工業村迷你倉大火發生後市民對消防安全的關注，本處在二零一七年主動巡查全港工業建築物。我們現正擬訂新法例，規定一九八七年前落成的工業建築物須提供特定的消防裝置及設備，例如自動噴灑系統、緊急照明系統、消防栓和喉轆系統、火警警報系統等；建築方面亦須符合屋宇署要求，包括提供足夠的逃生途徑、消防和救援進出途徑、耐火結構等。

二零一七年，本處就建築物消防裝置及設備的維修保養一共進行了220,277次巡查，發出2,566張「消除火警危險通知書」，並就當中69宗個案提出檢控。

我們早前推出適用於三層或以下舊式綜合用途建築物的「折衷式喉轆系統(直接供水類型)先導計劃」，免除安裝消防水缸和水泵等裝置的規定。在水務署積極配合下，我們亦已為四至六層或不高於20米的舊式綜合用途建築物推行「第二階段折衷式喉轆系統計劃」，務求在無損基本消防安全的前提下，進一步協助有關人士遵辦相關改善消防安全規定。我們亦在二零一七年開展了適用於七層或以上或高於20米的舊式綜合用途建築物的「第三階段折衷式消防栓及喉轆系統計劃」，靈活運用現有天台食水缸或食水上水系統的水源作消防用途。這個三階段計劃，可為業主解決很多以往難以克服的技術困難，從而提升樓宇的消防安全水平。

在推動消防安全教育方面，本處繼續走入社區，通過「消防安全大使計劃」和「樓宇消防安全特使計劃」，深化在社區推廣防火信息和監察樓宇消防安全的工作。截至二零一七年年底，消防安全大使的人數已達160,023人。本處人員連同18區的消防安全大使在全港舉行不同活動，向市民大眾傳遞防火信息，效果顯著。此外，消防安全特使人數亦達8,205人，他們除了在所屬大廈宣傳防火信息，籌辦火警演習和舉報火警隱患之外，亦協助確保大廈消防裝置及設備每年均進行維修保養。

本處在二零一七年再度與香港電台合作，開展《火速救兵》第四輯的籌備工作，通過劇集向公眾傳遞消防安全和救護信息。新一輯劇集預計在二零一八年十月播出。

至於危險品管制方面，本處打擊非法燃油轉注特遣隊於二零一七年共進行1,256次巡查和122次突擊行動，以及處理180宗投訴個案，合共檢獲超過49萬公升非法燃油，並就當中103宗個案提出檢控。本處會繼續搜集非法燃油轉注活動的情報，並進行巡查，以杜絕這種不法行為。另外，我們亦特別設立一支危險品巡查專隊，專責打擊危險品相關的非法活動，包括到汽車修理工場、農曆年宵市場等地方巡查，確保有關活動符合《危險品條例》的規定。



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

救護服務

二零一七年，本處共接獲786,310宗救護召喚，較二零一六年的773,322宗增加12,988宗，增幅為1.7%；其中緊急救護召喚有734,310宗，與二零一六年的726,286宗相比，增幅為1.1%。

因應市民對緊急救護服務的需求日趨殷切，本處通過加強分析調派數據和靈活調配資源，增加每日可供調派的救護車輛數目；由年中開始，除在日更和夜更分別增加救護車數目外，亦繼續增派短日更救護車的安排，以應付不同時段的召喚需求。此外，本處在二零一七年成立第四隊特別支援隊；隊員除負責在發生大型事故時或大型公眾活動期間執行專責任務，亦會在日常人手需求較高的時段候命出動，以提升緊急救護服務的效率，並因應行動或服務需要作出靈活的策略安排。

宣傳教育方面，本處亦進一步推展社區教育計劃，提升公眾對心肺復甦法和自動心臟除顫法的認識，並加強相關訓練，藉以提高心臟停頓病人的存活機會。我們除了推行「救心先鋒」計劃和提供自動心臟除顫器訓練，讓更多市民掌握心肺復甦法和使用自動心臟除顫器的技術，亦在二零一七年四月開展「愛心校園心肺復甦法訓練計劃」，教導學生和老師相關知識；截至二零一七年年底，本處已舉辦67次相關訓練課程，共有3,407名師生參與。另外，本處亦在二零一七年八月開展「擊活人心」— 公眾人士使用除顫器課程，讓市民對自動心臟除顫器有更多認識；截至二零一七年年底，本處已舉辦18次相關課程，共有463名市民參與。

其他重點工作項目

為配合社會發展，本處不時檢討全港各區對消防和救護服務的需求，並根據個別地區的火災風險、交通網絡等因素，規劃新消防局和救護站，包括即將落成的港珠澳大橋消防局暨救護站、蓮塘香園圍口岸消防局和救護設施，以應付緊急服務的需求。

人力資源管理方面，本處自二零一三年三月中開始分階段試行縮減消防組行動職務人員的每周規定工作時數。由於試行成效理想，符合「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」這三項先決條件，因此自二零一七年七月十八日起，相關人員的規定工作時數已正式由每周54小時縮減至51小時。

鑑於前線人員在執行任務時面對的危險種類不斷增加和越見複雜，危險性亦越來越大，本處遂於二零一七年成立事故安全隊。該隊的日常工作包括制定和推行有系統的質素保證機制，以確保滅火救援的服務質素；優化日常訓練計劃；以及改良行動指引。同年，本處亦將事故及消防安全支援隊改組為特勤支援隊。當發生三級或以上火警，或需要大量人手處理重大事故時，特勤支援隊便會出動協助。本處又在二零一七年成立危害物質事故支援隊，為前線人員提供技術支援和建議，以進一步提升他們在處理涉及危害物質事故時的安全和專業能力。

為預防船火發生，本處每年都會在漁船停泊高峰期（包括休漁期、農曆新年、天后寶誕、春秋二祭等期間），加強在各主要避風塘內的防火宣傳和教育工作。在支援少數族裔社群方面，本處除了繼續以各種途徑接觸不同族裔人士，提升他們的防火意識之外，亦特意在一些少數族裔人口比例較高的地區，招募他們成為樓宇消防安全特使，希望借助他們的影響力，將消防安全信息帶入各少數族裔社群。截至二零一七年年底，全港共有474名少數族裔樓宇消防安全特使。此外，因應香港現時有不少家庭僱用外籍家庭傭工，本處亦與相關組織合作，為外籍家庭傭工舉辦防火安全講座，以提升他們的家居防火意識。為協助有志投考消防處職位的少數族裔人士，本處與較多少數族裔學生就讀的學校和少數族裔團體加強合作，舉辦就業指導講座，讓他們更清楚了解消防處不同職位的要求。

消防及救護學院於二零一六年年初正式啓用，二零一七年全面運作，除了大大提高本處整體的專業培訓能力外，亦提供平台利便與鄰近地區的消防和救護同業交流切磋。二零一七年，消防及救護學院舉辦逾120種訓練課程和專業交流項目，總參與人次超過12,000人，遠超以往八鄉消防訓練中心的參與人次。

本處在二零一七年十月舉行首個「消防處紀念日」，向歷來在行動中英勇捐軀的同袍致以崇高的敬意，並藉此感謝消防處各職系的前輩多年來無私奉獻，默默耕耘，為本處的專業服務和持續發展奠下穩固基石。紀念日亦寓意薪火相傳，勉勵各屬員向前輩學習，繼承他們無懼困險、堅剛勇毅的專業精神。

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



來年工作計劃

人力資源方面，我們在二零一七年合共聘請了 649 名消防和救護職系人員，包括 139 名主任級和 510 名員佐級人員。在二零一八年，我們預計會招聘約 647 名消防和救護職系人員，包括 104 名主任級和 543 名員佐級人員，以填補職位空缺。

本處現時使用的第三代調派系統，運作已超過十年，預計這套系統的服務年期將於二零二二年屆滿。本處已着手開發第四代調派系統，增加系統操作的可靠程度，加強處理緊急召喚和調派資源的效率，從而提升部門的應變能力。第四代調派系統設有兩個同步運作的通訊中心，能確保調派工作無間斷進行。除文字和對話外，新系統更支援實時圖片和影像傳送，以便更全面掌握事故現場的實際情況。本處亦會研究引入識別流動電話來電者位置功能，並配合經優化的地理資訊系統和新增的實時交通資訊，務求更準確識別事故地點、追蹤資源調配和搜尋最快捷的行車路線，以助消防和救護車輛更迅速抵達事故現場。新系統預計可於二零二二年投入服務。

本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，減低傷病情況惡化的機會。本處現正開發一套全面的調派後指引電腦系統，讓調派員可在接獲救護召喚後有系統地取得傷病者情況的資料，並通過電腦系統分析向召喚者準確提供詳盡適切的調

派後指引，使召喚者可在救護人員到達前按指引處理傷病者，穩定其傷病情況。新服務預計可在二零一八年第二季正式推出。屆時調派後指引服務便能擴展至三十多種傷病情況。

為進一步提升市民對心肺復甦法和自動心臟除顫器的認識和相關應變能力，本處會加強推展自二零一七年年中開始推行的「擊活人心」— 公眾人士使用除顫器課程和「愛心校園心肺復甦法訓練計劃」，向不同階層的市民，包括全港中學和專上學院學生，講解盡早施行心肺復甦法和自動心臟除顫法的重要性，並向他們介紹心肺復甦法的基本知識和示範自動心臟除顫器的使用程序，以加強市民處理心動停止病人的應變能力。

鑑於舊式工業建築物的消防安全亟需改善，本處正積極草擬有關法例。保安局已於二零一七年四月十一日就立法建議徵詢立法會保安事務委員會的意見。我們計劃在二零一八年內把有關條例草案提交立法會審議。

在推行「註冊消防工程师計劃」方面，有關條例草案已獲立法會通過並刊憲。我們正積極籌備新一輪業界諮詢，聽取業界對計劃具體細節的意見，本處會盡快推展「註冊消防工程师計劃」，務求方便營商和善用市場上的專業人力資源。

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.

組織 Organisation



助理處長(總部)

楊恩健

Assistant Director
(Headquarters)

**Yeung Yan-kin,
Andy**

助理處長(港島)

江炳林

Assistant Director
(Hong Kong)

**Kong Ping-lam,
Francis**

助理處長(牌照及審批)

梁冠康

Assistant Director
(Licensing & Certification)

**Leung Kwun-hong,
Jeffrey**

助理處長(九龍)

羅紹衡

Assistant Director
(Kowloon)

**Lo Siu-hang,
Shane**

消防處處長

李建日

Director of Fire Services

**Li Kin-yat,
Daryl**



助理處長(消防安全)

曾永鴻

Assistant Director
(Fire Safety)

**Tsang Wing-hung,
Terrance**

署理助理處長(行政)

李麗萍

Assistant Director
(Administration) (Ag)

**Li Lai-ping,
Amy**

消防處副處長

梁偉雄

Deputy Director of
Fire Services

**Leung Wai-hung,
Joseph**

助理處長(新界)

邱偉強

Assistant Director
(New Territories)

**Yau Wai-keung,
Kent**

助理處長(救護)

陳兆君

Assistant Director
(Ambulance)

Chan Shiu-kwan

組織

消防處的主要職責包括撲滅火警；執行海陸救援工作；就防火事宜向市民提供意見；以及為傷病者提供緊急救護服務。

消防處由消防處處長統領，共分為三個行動總區、兩個防火總區，以及救護總區、總部總區和行政科。

滅火、救援及其他緊急服務由涵蓋港島（包括離島及海務）、九龍和新界的三個行動總區負責，各由一名助理處長掌管。

兩個防火總區為牌照及審批總區和消防安全總區，各由一名助理處長掌管。牌照及審批總區監管發牌和執法工作；消防安全總區則處理防火和消防安全事宜。

救護總區由助理處長（救護）掌管，負責管控所有救護資源，確保為市民提供快捷有效的輔助醫療救護服務。

總部總區由一名助理處長掌管，為處長提供規劃及管理方面的支援，並為其他總區提供政策及後勤支援。總部總區負責消防通訊中心、消防及救護學院和西九龍救援訓練中心的運作，並監督有關招聘、訓練及考試、職業安全健康、採購及後勤支援、資訊科技管理、工程及運輸、福利，以及資訊發放和宣傳的事宜。

行政科由文職人員組成，助理處長（行政）執掌，負責人力資源管理、招聘及晉升事宜、一般部門行政、財務管理、內部審核、外判工作、員工關係及翻譯服務。

Organisation

The primary roles of the Fire Services Department (FSD) are to fight fires, to carry out rescue operations on land and at sea, to advise the public on fire protection and to provide emergency ambulance service for the sick and the injured.

The Department is under the overall direction of the Director of Fire Services. It is comprised of three operational Commands, two fire protection Commands, the Ambulance Command, the Headquarters Command and the Administration Division.

Firefighting, rescue and other emergency services are carried out by the three operational Commands covering Hong Kong (including off-shore islands and marine), Kowloon and the New Territories, each headed by an Assistant Director.

The two fire protection Commands are the Licensing and Certification Command and the Fire Safety Command. They are each headed by an Assistant Director. The Licensing and Certification Command oversees licensing and enforcement work; and the Fire Safety Command deals with fire protection and fire safety matters.

The Ambulance Command, led by the Assistant Director (Ambulance), is responsible for the management and control of all ambulance resources to ensure an efficient and effective delivery of paramedic ambulance service to the community.

The Headquarters Command is headed by an Assistant Director to provide planning and management support to the Director as well as policy and logistical support to other Commands. It is responsible for the operation of the Fire Services Communications Centre, the Fire and Ambulance Services Academy and the West Kowloon Rescue Training Centre. It also oversees issues related to recruitment, training and examination, occupational safety and health, procurement and logistical support, information technology management, workshops and transport, welfare, as well as information and publicity matters.

The Administration Division is headed by the Assistant Director (Administration) and staffed by civilian grade members. Its responsibilities cover human resources management, recruitment and promotion, general departmental administration, financial management, internal audit, outsourcing, staff relations and translation services.



香港消防處
Hong Kong
Fire Services Department

港島總區
Hong Kong Command

九龍總區
Kowloon Command

新界總區
New Territories Command

救護總區
Ambulance Command

牌照及審批總區
Licensing & Certification
Command

消防安全總區
Fire Safety Command

總部總區
Headquarters Command

行政科
Administration Division