# To Move with 與時 並進 Times

## 新消防局和救護站

二零一七年，本處繼續加強行動能力，以配合社會發展。除了引入更先進的消防和救護車輛外，還籌劃興建新的消防局和救護站。目前，本處正全力興建位於港珠澳大橋香港口岸人工島上的消防局暨救護站，以及蓮塘／香園圍口岸消防局和救護設施，以應付預期會在不久將來急增的緊急服務需求。

## 部門宿舍

本處一直致力照顧屬員的住宿需要。為紓緩宿舍短缺問題，本處現正積極規劃在新建消防局和救護站的上蓋或毗鄰地方興建部門宿舍。其中，在將軍澳百勝角毗鄰消防及救護學院的土地，以及在柴灣新業街與小西灣道交界重置的柴灣救護站上蓋興建消防處紀律部隊宿舍的規劃工作正如火如荼。

## 資訊系統策略研究

本處於二零一七年一月完成資訊系統策略研究，全面檢討現有資訊科技系統，以制訂配合服務目標和市民需求的短、中、長期策略計劃。該研究就資訊科技策略應用和基礎設施擬定了詳細計劃。本處會按優次適時採納並落實有關的資訊科技項目和基礎設施建議。

首階段計劃為改善部門電腦系統的資訊科技和網絡基礎設施，以提升網絡性能，加強資訊保安，工作包括：

（一） 建立部門中央安全數據儲存庫，以加強內部數據和檔案使用的安全；

（二） 優化部門的網絡設備，以提升現時各區辦事處的網絡性能；以及

（三） 建立部門數據中心基礎設施，並設立第二個數據中心，以維護和確保應用程式和系統可隨時供部門人員使用。

上述三個項目的撥款申請已獲批准，資訊科技管理組會盡快開展跟進工作。

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**1** - **5** 消防處的專門行動單位及隊伍透過專業訓練和先進裝備，提升部門在滅火救援行動中的效率及前線人員安全。
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.
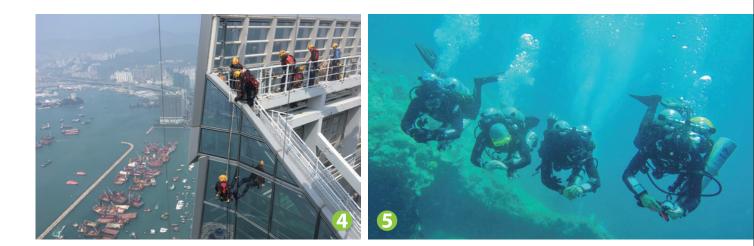
## Information Systems Strategy Study

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.

# 更換第三代調派系統

第三代調派系統的延長使用年限將於二零二二年屆滿。因應顧問研究的建議，加上預期緊急服務需求將持續增加，本處計劃開發新的第四代調派系統，以取代現有系統。

本處於二零一七年四月一日成立內部專責項目小組 — 第四代調派系統組，負責管理和監督整個項目的推行工作。立法會財務委員會已於二零一七年六月批准撥款建議。

第四代調派系統由24個子系統組成，主要提升範疇如下：

**(一) 加強在運作和地理上抵禦衝擊的能力**
在運作和地理上抵禦衝擊方面，新的調派及通訊系統將更切合緊急事故管理的國際標準。擬議的第四代調派系統會設有兩個同時運作的消防通訊中心，分別位於兩個不同地點，各自負責處理不同地區的事故；

**(二) 更有效處理複雜事故，提升調派資源效率**
為加強對消防通訊中心調派員和現場行動人員處理事故的支援，擬議的第四代調派系統可通過電子方式，實時監察和追踪與事故相關任務及被調配作處理事故的資源。此外，新系統可即時傳送信息予消防通訊中心調派員、現場行動人員和部門管理人員，並輔以多媒體資料，例如地理資訊及從公眾或其他渠道取得的事故現場錄像，方便綜覽有關行動。除了識別固網電話來電者的位置外，新系統亦會加入識別流動電話來電者位置的功能，以便迅速回應來自沒有重要地標偏遠地點的緊急召喚；以及

**(三) 掌握更多有助改善未來服務的數據**
擬議系統能分析過往及實時收集的事故和行動數據，讓本處更確切掌握未來的緊急服務需求。此外，系統就各項調派及通訊數據(包括接聽召喚、事故應變、資源覆蓋範圍等)所作的分析，亦有助本處不時檢視策略，並在有需要時通過重新調配資源等措施，針對有需要的範疇迅速應變。

# 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 擬議的第四代調派系統可加強對消防通訊中心調派員和現場行動人員的支援，能更有效處理複雜事故，提升調派資源效率。
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.

## 調派後指引

本處自二零一一年起，就六類救護服務召喚向來電者提供調派後指引，以期在救護車到達前協助穩定傷病者的情況。二零一七年，本處共為 4,769 宗救護服務召喚提供調派後指引。

為加強緊急救護服務，本處現正開發載有國際認可指引的電腦系統，以協助消防通訊中心人員為逾 30 類傷病情況(包括創傷、不省人事、心搏停止等)提供全面的調派後指引。指引可協助來電者按傷病者的情況，進行心肺復甦法及／或使用自動心臟除顫器。來電者聽取指引其間，救護車已在前赴現場途中。同時，電腦系統會向救護車隊員傳送傷病者的資料，以便他們為護理傷病者作好準備。消防通訊中心人員將受訓成為緊急醫療調派員，以符合提供調派維生指引的資格。本處亦會成立質素改善組，確保調派後指引的服務令人滿意。

本處已於二零一七年三月批出合約開發調派後指引電腦系統，預期系統可於二零一八年年中投入服務。

## 牌照及審批總區的新專隊

### 私營骨灰安置所專責隊伍

《私營骨灰安置所條例》於二零一七年六月三十日生效，私營骨灰安置所發牌委員會隨之成立，並由同年十二月三十日起接受私營骨灰安置所提交申請。為配合當局實施私營骨灰安置所發牌制度，本處於二零一七年七月三十一日設立私營骨灰安置所專責隊伍，專責協助發牌委員會的工作。

### 危險品巡查專隊

為加強對危險品的執法行動，更好保障公眾安全，危險品巡查專隊於二零一七年開始全面運作。隨着專隊成立，本處採取積極的情報主導策略，加強執行《危險品條例》。在新行動模式下，本處透過預先策劃行動，及早有效打擊所發現的非法燃油轉注活動及過量貯存危險品行為。本處年內共進行 5,325 次巡查和 52 次預先策劃的行動，並截查 873 部車輛。

❶ - ❷ 消防通訊中心人員可透過新電腦系統，為逾 30 類傷病情況提供全面的調派後指引。
The new computer system enables operators in the FSCC to provide comprehensive post-dispatch advice for over 30 types of ambulance calls.

❸ 私營骨灰安置所專責隊伍負責制訂私營骨灰安置所的消防安全要求，並進行驗收工作。
The Private Columbaria Task Force sets fire safety standards of private columbarium and conducts acceptance inspections.

❹ 危險品巡查專隊檢查躉船有否進行非法燃油轉注活動或過量貯存危險品。
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.