

处长回顾 Director's Review



过去一年，本处面对多项挑战，但全体人员依然竭诚尽职，在灭火救援、防火、救护、调派及通讯各个范畴上，继续秉持专业实干的态度，无惧困难险阻，全力以赴，守护香港。

Over the past year, the department was faced with various challenges. Despite the headwinds, all our colleagues showed great devotion to duty and maintained a high degree of professionalism on all fronts, including firefighting and rescue, fire protection, ambulance services, and mobilising and communications, giving our best to protect Hong Kong.

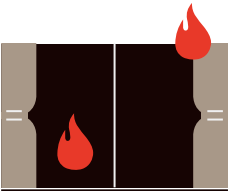
消防处处长
Director of Fire Services

李建日
Li Kin-yat, Daryl



33,463

火警召唤
Fire calls



二零一八年适逢消防处成立 150 周年，我们非常感谢社会各界一殛以来的支持，与我们一同见证消防处跨越一个半世纪，迈进新里程。

过去一年，本处面对多项挑战，但全体人员依然竭诚尽职，在灭火救援、防火、救护、调派及通讯各个范畴上，继续秉持专业实干的态度，无惧困难险阻，全力以赴，守护香港。

The year 2018 marked the 150th anniversary of the Fire Services Department. We are most grateful for the support of the community, which afford us a window to look back on the department's growth and development in the past century and a half, at a time when it embarks on a new era.

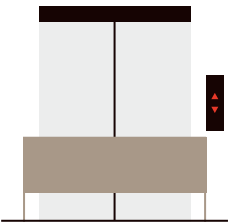
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Firefighting and Rescue Services

In 2018, the department received a total of 33,463 fire calls, representing a decrease of 1.4% as against 2017. The number of no. 3 or above alarm fires was seven, an increase of four cases as against the three cases in 2017.

37,815

特别服务召唤
Special service calls



二零一八年，本处接获的火警召唤共有 33,463 宗，与二零一七年相比，下跌 1.4%；当中三级或以上的火警有七宗，比二零一七年的三宗增加四宗。

年内，本处共接获 28,762 宗楼宇火警召唤，较二零一七年下跌 1.9%，其中 93.8% 能够在规定召达时间内到场处理，较服务承诺的既定目标，即 92.5%，高出约 1.3 个百分点。

特别服务召唤方面，本处在二零一八年共接获 37,815 宗，较二零一七年上升 4.1%。其中较瞩目的有数宗伤亡严重的交通事故，包括

804,685

救护召唤
Ambulance calls



二月在大埔公路发生的巴士翻侧 车祸、十一月在青衣发生的旅游巴意外，以及十二月在北角发生的校巴事故。另一方面，香港在二零一八年先后受到六个热带气旋吹袭，其中超强台风「山竹」造成的灾情尤其严重。虽然面对极端恶劣的天气，但本处的消防及救护人员依然坚毅不挠，为民解困，在调派及通讯组和其他后勤单位的同事紧密支援下，同心协力在风暴中保护市民的生命财产。在「山竹」肆虐期间，本处总共处理了622宗塌树及401宗被困升降机的个案；风暴过后，由部门及各工会同事组成的义工队更利用休班时间帮助有需要的市民，清理「山竹」造成的破坏。他们无私的奉献，深受市民赞赏。

在先遣急救方面，本处在二零一八年共提供49,886次服务，救助了32,307名伤病者；当中37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

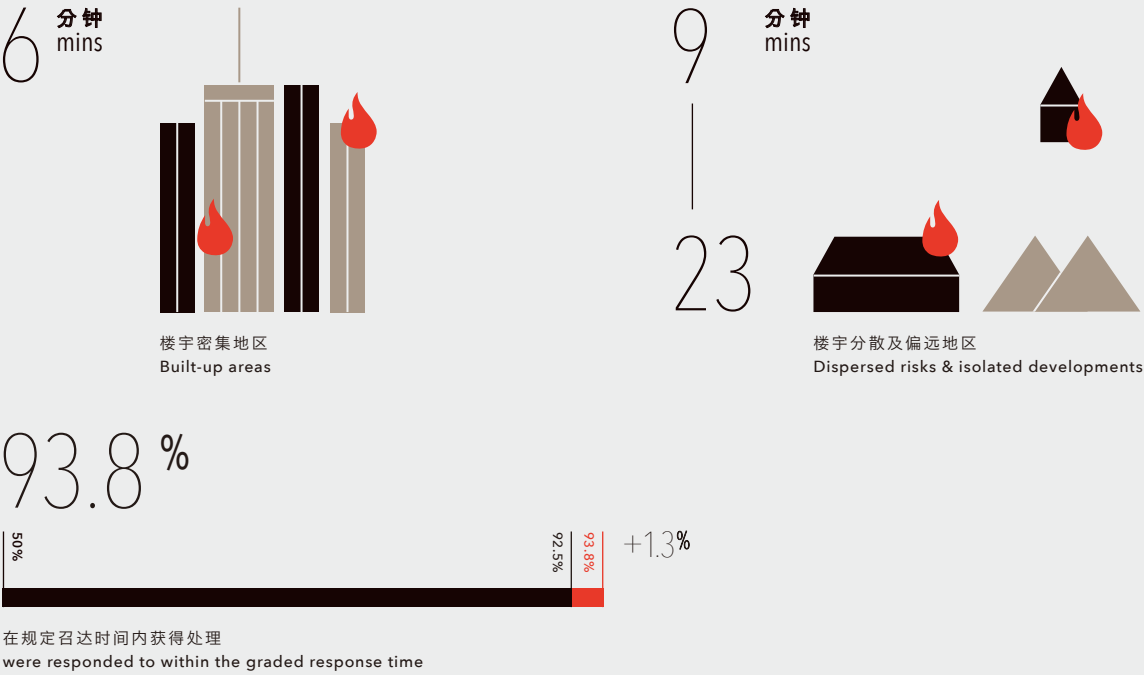
本处防火规管工作的范畴十分广泛，与民生息息相关。为了确保消防安全规管工作的效率，本处不断积极优化各项相关工作的安排及程序，并竭力坚守消防安全这重要关口，绝不妥协。

a. 处长随香港纪律部队文化交流团访京，在人民大会堂拜会国务院副总理韩正。

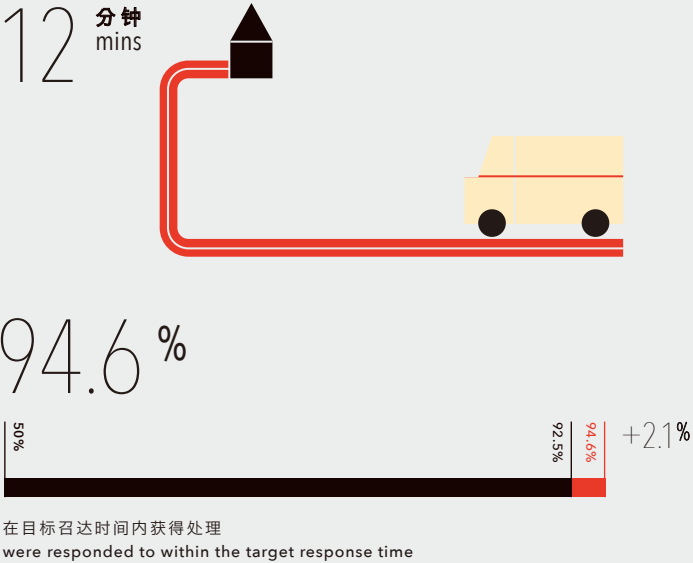
On a visit to Beijing, the Director, together with other members of the Hong Kong Disciplined Services Cultural Exchange Delegation, pays a courtesy call on the Vice Premier of the State Council, Mr Han Zheng, at the Great Hall of the People.



1 处理楼宇火警召唤规定召达时间
Graded response time for building fire calls



2 紧急救护召唤目标召达时间
Target response time of emergency ambulance calls



3 巡查
Inspections



■ 服务承诺目标 Performance pledge
■ 2018 表现 Performance in 2018



b. 处长（左中）率领代表团在北京拜会应急管理部党组书记兼消防救援总监黄明（右中），以及应急管理部消防救援局副局长琼色（右）。
The Director (centre left) leads a delegation to Beijing and pays a courtesy call on the Party Secretary of the Ministry of Emergency Management and the Head of Fire and Rescue, Mr Huang Ming (centre right), as well as the Deputy Director of the ministry's Fire and Rescue Bureau, Mr Qiong Se (right).

二零一八年，本处共进行了 409,105 次消防安全巡查，其中就建筑物消防装置及设备的维修保养，本处共进行了 227,296 次巡查，发出了 3,497 张「消除火警危险通知书」，并就当中 89 宗个案提出检控。至于危险品管制方面，打击非法燃油转注特遣队在二零一八年共进行了 941 次巡查和 96 次突击行动，又曾处理 142 宗投诉个案，合共检获超过 24 万公升非法燃油，并就当中 132 宗个案提出检控。

年内，本处继续致力以灵活务实的方针帮助旧式商业，或综合及住用用途楼宇业主及 / 或占用人提升楼宇防火保障水平。为回应公众对旧式工业大厦火警风险的关注，政府建议订立新法例，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，以及火警警报系统等。有关的《条例草案》已于二零一八年十二月提交立法会作二读。

为进一步配合香港国际机场三跑道系统的基建发展，新建设课辖下的机场扩建工程小组已重组为机场扩建工程课，专责审核机场三跑道系统工程计划的建筑图则，制订适用于有关处所及能够应付相关风险的防火规定，以及检查相关的消防装置。

救护服务

二零一八年，本处接获的救护召唤总数达 804,685 宗，较二零一七年上升 2.3%，其中紧急救护召唤占 748,777 宗，较二零一七年上升 2%，当中 94.6% 能够在 12 分钟目标召达时间内获得处理，较服务承诺的 92.5% 高出 2.1 个百分点。为了确保救护资源足够，本处继续加强相关的管理工作，通过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车辆数目。我们除在日更和夜更分别增加救护车数目外，亦根据服务需求，适当增加

消防处各方面的工作
能够得到社会广泛认同，
全赖部门同事竭诚尽心履行
「救灾扶危、为民解困」
的神圣使命。

*The various aspects of
our work have been widely
recognised by the
community, thanks to
the wholehearted
dedication of our personnel
to fulfilling our mission
of "Serving with courage,
passion and commitment".*

During the year, there was a total of 28,762 building fire calls, representing a decrease of 1.9% as against 2017. Among them, 93.8% were handled within the graded response time, which was about 1.3 percentage points higher than our performance pledge of 92.5%.

On the special service call front, a total of 37,815 calls were received in 2018, representing an increase of 4.1% as against 2017. Among the more notable cases were a few traffic accidents resulting in multiple casualties, including an accident in February in which a bus overturned on Tai Po Road, one in November involving a coach in Tsing Yi, and another in December involving a school bus in North Point. In 2018, Hong Kong was struck by six tropical cyclones, among which Super Typhoon Mangkhut inflicted the most devastating damage to the territory. In the face of the inclement weather, the department's fire and ambulance personnel demonstrated remarkable determination to save those in distress by working with the Mobilising and Communications Group and other logistic support units to protect the public's life and property. In particular, during the passage of Mangkhut, the department handled a total of 662 tree failure cases and 401 shut-in-lift cases. After the storm, a team of volunteers formed by the department and all its staff unions and associations used their off-duty time to offer assistance unremittingly to the public in need by

helping them to clear up the aftermath of Mangkhut. Their selfless dedication was much appreciated by the public.

In 2018, first responders attended to a total of 49,886 cases and provided services to 32,307 patients. Of them, 37 who had stopped breathing or had no pulse were resuscitated.

Fire Protection

The fire protection and regulatory work of the department covers a wide range of areas closely associated with people's livelihood. As a means to ensure the efficiency of such work, we have all along been making untiring efforts to optimise various relevant arrangements and procedures, while firmly committed to keeping Hong Kong entirely safe from fire risks at all costs.

In 2018, the department conducted a total of 409,105 fire safety inspections. Among them, a total of 227,296 inspections of fire service installations (FSIs) and equipment in buildings were conducted to ensure their proper maintenance, resulting in 3,497 Fire Hazard Abatement Notices issued and 89 prosecutions instituted. Regarding the control of dangerous goods, the Anti-illicit Fuelling Activities Task Force carried out a total of 941 inspections and 96 surprise inspections and handled 142 complaints, while seizing a total of over 240,000 litres of illicit fuel and instituting prosecution in 132 cases in 2018.

短日更救护车的安排，以应付不同时段的召唤需求。此外，本处在二零一八年成立第五队特别支援队，负责在发生大型事故时或举行大型公众活动期间执行专责任务，并在平日人手需求较高的时段候命出勤，从而提升紧急救护服务的效率，以及因应行动或服务需要作出弹性的策略安排。

另外，为提升紧急救护服务的质素和效率，本处于二零一八年十月正式推行全新的调派后指引服务，让消防通讯中心人员在电脑系统的辅助下，能在救护人员抵达现场前为求助市民提供适切的调派后指引，协助他们按指引处理及稳定伤病者的情况。截至二零一八年年底，本处已向 133,632 名紧急救护服务召唤者提供调派后指引。

其他重点工作项目

市民身体力行关注消防安全，提升防火意识，防患未然，是最能保障安全的方法。为进一步加强公众教育和宣传的工作，本处在二零一八年十月成立社区应急准备课，整合及增加消防和救护人手，负责宣传和教育工作，致力加强公众全方位的应急准备意识，务求所有市民都「识灭火、识自救、识逃生」。我们认为向学生推行应急教育是最有效的，所以本处除了在幼稚园、小学和中学继续推行相关计划外，亦会开始把计划的范围扩展到专上学院。

本处官方 Facebook 专页在二零一八年十一月正式启用，让市民能够随时接收和分享应急准备和教育资讯，使香港成为更安全的城市。此外，本处亦会继续由深受网民欢迎的虚拟人物「任何仁」，以轻松的手法向市民传递「任何人都可以救人」，以及「『敢』就救到人」的信息。

本处十分重视对少数族裔社群的支

援工作，会继续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，希望他们协助将消防安全信息带入其族裔社群。截至二零一八年年底，全港共有 713 名少数族裔楼宇消防安全特使。为协助有志投考消防处职位的少数族裔人士，本处除与那些有较多少数族裔学生就读的学校及少数族裔团体加强合作，合办更多就业讲座，亦因应他们的语文水平，在招聘考核和基本训练时作出适当的安排，协助他们通过相关测试。另外，全港有接近 38 万外籍家庭佣工，他们除了是受雇家庭的好帮手外，一旦发生突发事件，也往往可以变身成应急先锋，协助甚至拯救雇主的家人。因此，本处与不同机构组织合作，为外籍家庭佣工举办安全教育训练课程，提升他们的家居防火意识及应对突发事件的能力。

在灭火救援设施方面，随着港珠澳大桥和广深港高铁香港段等大型跨境基建项目相继落成通车，港珠澳大桥消防局暨救护站已在二零一八年六月十四日启用；而专门为配合高铁运作而购置的轨路两用车，亦于 八乡消防局正式投入服务。

来年工作计划

二零一八年，本处合共聘请了 627 名消防和救护职系人员，其中 91 名为主任级，536 名为员佐级。由于消防队长职系出现招聘困难，本处自二零一八年九月起，开始全年招募消防队长职系人员，希望以更具弹性的招募方式，适时填补职位空缺。我们预计在二零一九年会招聘约 819 名消防和救护职系人员，其中 176 名为主任级，643 名为员佐级。

本处开发第四代调派系统的工作已全面展开。该系统设有两个同时运作的通讯中心，能确保调派工作不间断进行。除文字和对话外，新系统更



c. 消防处获颁申诉专员嘉许奖的公营机构奖。

The Fire Services Department is presented the Ombudsman's Awards for Public Organisations.

During the year, we sustained our efforts in a flexible and pragmatic manner to assist owners and/or occupiers of old-style commercial or composite and domestic buildings in enhancing the fire safety of these buildings. In response to the public's concerns over the fire risks of old-style industrial buildings, the Government proposed a new piece of legislation to make it mandatory for owners and occupiers of pre-1987 industrial buildings to install, among others, specific FSI's and equipment as well as a fire alarm system. The bill concerned was introduced into the Legislative Council for a second reading in December 2018.

The Airport Expansion Projects team under the New Projects Division of the department was restructured to become the Airport Expansion Project Division, as a means to strengthen alignment with the infrastructure development of the three-runway system at Hong Kong International Airport. The division is responsible for vetting building plans of the three-runway system project at the airport, formulating fire protection requirements that can meet the needs of the premises concerned and cope with relevant risks, as well as inspecting relevant FSI's.

Ambulance Service

The total number of ambulance calls received in 2018 was 804,685, representing an increase of 2.3% as against 2017. Of them, 748,777 were emergency calls, representing an increase of 2% as against 2017. Among the emergency calls, 94.6% were responded to within the target response time of 12 minutes, which

was 2.1 percentage points higher than our performance pledge of 92.5%.

To ensure sufficient resources for the provision of ambulance services, we have made sustained efforts in strengthening the management of ambulance resources and successfully increased the daily number of ambulances available for mobilisation by 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, we also deployed more ambulances on short day shifts according to the service needs, so as to cope with the demand for ambulance services at different periods of time. In addition, we set up the fifth Special Support Unit in 2018. Members of the unit are tasked to perform special duties during major incidents or large-scale public events and provide standby services 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.

To enhance the quality and efficiency of emergency ambulance services, we introduced a new system for provision of post-dispatch advice (PDA) in October 2018. It enables personnel of the Fire Services Communications Centre to provide callers with appropriate PDA prior to the arrival of ambulance crew with the aid of the computer system, so that the callers can handle patients according to the PDA and help stabilise their conditions. As at end of 2018, 133,632 emergency ambulance service callers were provided with PDA.

d. 处长 (前排左四) 率领代表团访问新加坡, 与新加坡民防部队总监叶伟德 (前排右三) 就社区应急准备和紧急救援服务进行交流。
The Director (fourth left, front row) leads a delegation to Singapore and meets the Commissioner of the Singapore Civil Defence Force, Mr Eric Yap Wee-teck (third right, front row), to exchange views on community emergency preparedness and emergency services.



支援实时图片和影像的传送, 以便同事更全面掌握事故现场的实际情况。另外, 本处亦会研究引入识别流动电话来电者位置的功能, 并相应提升地理资讯系统和新增的实时交通资讯, 以便更准确识别事故地点及追踪资源调配, 搜寻最快捷的应召路线, 以助消防和救护车辆更迅速抵达事故现场。新系统预计可于二零二三年第一季投入服务。

为配合《行政长官2018年施政报告》就建立智慧城市所提出的方针, 本处会积极研究应用大数据技术, 整合和分析行动资料, 从而提升策略规划和资源部署的成效。部门亦会积极探讨利用科技提升不同紧急服务的效率和加强消防系统规管的可能性。

在推行「注册消防工程师计划」方面, 本处已就计划实施细节谘询业界, 业界大致表示支持。我们正参考有关建议拟订新规例, 期望可于二零一九年提交立法会审议。

结语

消防处各方面的工作能够得到社会广泛认同, 全赖部门同事竭诚尽心履行「救灾扶危、为民解困」的神圣使命。二零一八年是消防处踏入150周年的重要里程, 展望未来, 我们部门上下会继续在挑战中砥砺前行, 与时俱进。

Other Major Initiatives

The best way to ensure public safety is for members of the public to be mindful of fire safety, increase their own fire protection awareness and adopt preventive measures. In order to further the public education and publicity work, we established the Community Emergency Preparedness Division in October 2018 to integrate and increase the manpower of the fire stream and ambulance stream for the handling of publicity and public education activities, with a view to enhancing public awareness of emergency preparedness in a holistic manner and imparting knowledge to the public on extinguishment and prevention of fire, self-help and helping others as well as escape and evacuation. It is our view that education on emergency preparedness is most effective in schools. We will continue to roll out the relevant projects at kindergartens, primary and secondary schools. Plans are also underway to extend the projects to post-secondary institutions.

Our official Facebook Page was launched in November 2018. We disseminate messages on emergency preparedness and educational information through the page, allowing the public to view and share them at any time, and in turn making Hong Kong an even safer city. We will also make the most of "Anyone", a virtual character which has been well received by netizens, to publicise the messages in a light-hearted manner that Anyone Can Save Lives and Dare to Do, Save a Life.

We attach great importance to providing support for ethnic minority communities and will continue to recruit Building Fire Safety Envoys in areas

with a higher ratio of ethnic minority people in the hope that they could help disseminate fire safety messages in their communities. As at end of 2018, a total of 713 members of ethnic minorities were recruited as Building Fire Safety Envoys across the territory. To cater for members of ethnic minorities who are interested in joining the department, we also enhanced collaboration with schools with a relatively high enrolment of ethnic minority students and ethnic minority organisations in holding career talks. In light of their language proficiency, the department also made appropriate arrangements to help them pass the recruitment exercises and foundation training courses. Moreover, there are nearly 380,000 foreign domestic helpers in Hong Kong providing substantial support to their host families. More importantly, they can assist or even help rescue members of their host families as first responders in the event of emergencies. In this regard, we collaborated with various organisations to conduct fire safety education programmes for foreign domestic helpers, with a view to raising their awareness of household fire safety and emergency response capability.

Regarding firefighting and rescue facilities, subsequent to the completion of the large-scale cross boundary infrastructure projects such as the Hong Kong-Zhuhai-Macao Bridge and the Hong Kong section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link (XRL) during the year, the Hong Kong-Zhuhai-Macao Bridge Fire Station cum Ambulance Depot commenced operation on June 14, 2018. Rail-road Fire Appliances acquired to cater specifically for the XRL operation were also put into service in Pat Heung Fire Station.



二零一八年是消防处
踏入 150 周年的重要里程，
展望未来，部门上下会
继赓在挑战中砥砺前行，
与时并进。

*The year 2018 marked
the 150th anniversary
of the department, all of us
in the department will keep
abreast with the times
and press ahead.*



e. 处长（左六）与获行政长官颁授
勋衔及嘉奖的属员合照。

The Director (sixth left) with
members who have received
honours and awards from the
Chief Executive.

f. 处长主持《火速救兵 IV》启播礼。
主礼嘉賓（左起）：副处长梁伟
雄、广播处长梁家荣、处长李建日
及署理副广播处长张健华。

The Director officiates at the
launching ceremony of "Elite
Brigade IV". The officiating
officials are (from left): Deputy
Director Leung Wai-hung,
Director of Broadcasting Leung
Ka-wing, Director Li Kin-yat
and Acting Deputy Director of
Broadcasting Cheung Kin-wah.

Plans for the Year Ahead

In 2018, the department recruited a total of 627 fire and ambulance personnel, including 91 officers and 536 rank-and-file staff. Due to recruitment difficulties for the Station Officer grade, we have commenced year-round recruitment exercises for such officers since September 2018 in the hope that through greater flexibility in recruitment, vacancies can be filled in a timely manner. It is estimated that some 819 fire and ambulance personnel, including 176 officers and 643 rank-and-file staff, will be recruited to fill vacancies in 2019.

The development of the department's Fourth Generation Mobilising System is well underway. Two active Fire Services Communications Centres will be established for this system to ensure uninterrupted mobilisation of resources. Apart from text messages and conversations, the new system will also support the transmission of real-time photos and videos to provide a better grasp of the situation at the incident scene. Separately, we will 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 the first quarter of 2023.

To tie in with the measures relating to Smart City outlined in the Chief Executive's 2018 Policy Address, we will actively explore the application of big data technology for the integration and analysis of our operational data in order to raise the effectiveness of strategic planning and resources deployment. We will also actively study the feasibility of bolstering the efficiency of our emergency services as well as the regulation of FSIs with the aid of technology.

Regarding the implementation of the Registered Fire Engineer Scheme, we consulted the industry on the relevant implementation details and learned that members of the trade were generally in support of the scheme. We are now drawing up the new regulation by making reference to the views from the industry. We aim to introduce the new regulation to the Legislative Council for scrutiny in 2019.

Conclusion

The various aspects of our work have been widely recognised by the community, thanks to the wholehearted dedication of our personnel to fulfilling our mission of "Serving with courage, passion and commitment". The year 2018 marked the 150th anniversary of the department, which is an important milestone for us. Looking ahead, all of us in the department will keep abreast with the times and press on amid challenges. ■