

# 處長回顧 Director's Review



過去一年，本處面對多項挑戰，但全體人員依然竭誠盡職，在滅火救援、防火、救護、調派及通訊各個範疇上，繼續秉持專業實幹的態度，無懼困難險阻，全力以赴，守護香港。

*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.*

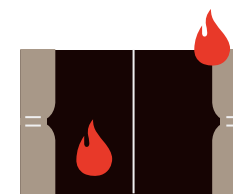
消防處處長  
Director of Fire Services

李建日  
Li Kin-yat, Daryl



33,463

火警召喚  
Fire calls



二零一八年適逢消防處成立 150 周年，我們非常感謝社會各界一直以來的支持，與我們一同見證消防處跨越一個半世紀，邁進新里程。

過去一年，本處面對多項挑戰，但全體人員依然竭誠盡職，在滅火救援、防火、救護、調派及通訊各個範疇上，繼續秉持專業實幹的態度，無懼困難險阻，全力以赴，守護香港。

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.

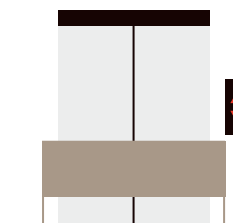
Over the past year, the department was faced with various challenges. Despite the headwinds, all our colleagues showed great devotion to duty and maintained a high degree of professionalism on all fronts, including firefighting and rescue, fire protection, ambulance services, and mobilising and communications,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

## 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

特別服務召喚  
Special service calls



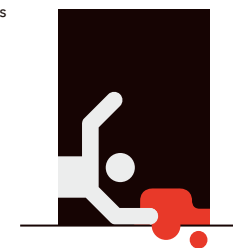
二零一八年，本處接獲的火警召喚共有 33,463 宗，與二零一七年相比，下跌 1.4%；當中三級或以上的火警有七宗，比二零一七年的三宗增加四宗。

年內，本處共接獲 28,762 宗樓宇火警召喚，較二零一七年下跌 1.9%，其中 93.8% 能夠在規定召達時間內到場處理，較服務承諾的既定目標，即 92.5%，高出約 1.3 個百分點。

特別服務召喚方面，本處在二零一八年共接獲 37,815 宗，較二零一七年上升 4.1%。其中較矚目的有數宗傷亡嚴重的交通事故，包括

804,685

救護召喚  
Ambulance calls



二月在大埔公路發生的巴士翻側車禍、十一月在青衣發生的旅遊巴意外，以及十二月在北角發生的校巴事故。另一方面，香港在二零一八年先後受到六個熱帶氣旋吹襲，其中超強颱風「山竹」造成的災情尤其嚴重。雖然面對極端惡劣的天氣，但本處的消防及救護人員依然堅毅不撓，為民解困，在調派及通訊組和其他後勤單位的同事緊密支援下，同心協力在風暴中保護市民的生命財產。在「山竹」肆虐期間，本處總共處理了 622 宗塌樹及 401 宗被困升降機的個案；風暴過後，由部門及各工會同事組成的義工隊更利用休班時間幫助有需要的市民，清理「山竹」造成的破壞。他們無私的奉獻，深受市民讚賞。

在先遣急救方面，本處在二零一八年共提供 49,886 次服務，救助了 32,307 名傷病者；當中 37 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

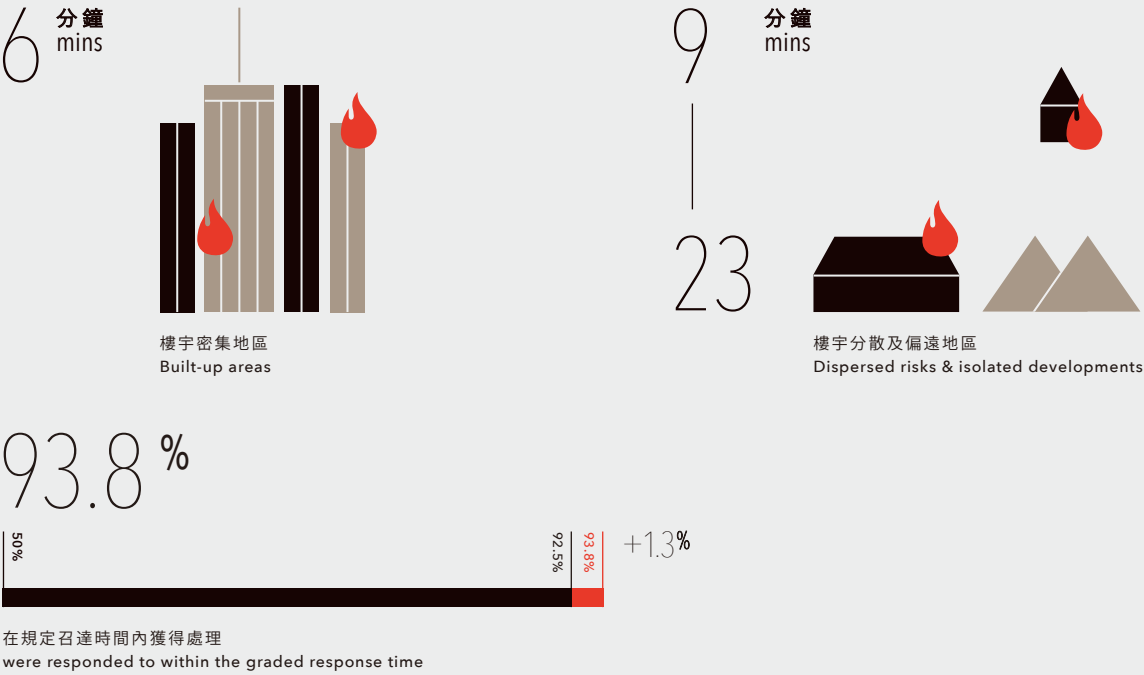
本處防火規管工作的範疇十分廣泛，與民生息息相關。為了確保消防安全規管工作的效率，本處不斷積極優化各項相關工作的安排及程序，並竭力堅守消防安全這重要關口，絕不妥協。

a. 處長隨香港紀律部隊文化交流團訪京，在人民大會堂拜會國務院副總理韓正。

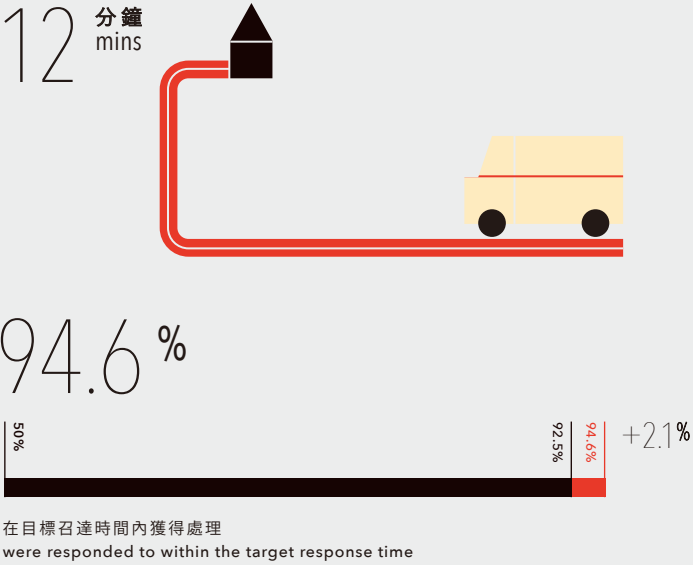
On a visit to Beijing, the Director, together with other members of the Hong Kong Disciplined Services Cultural Exchange Delegation, pays a courtesy call on the Vice Premier of the State Council, Mr Han Zheng, at the Great Hall of the People.



1 處理樓宇火警召喚規定召達時間  
Graded response time for building fire calls



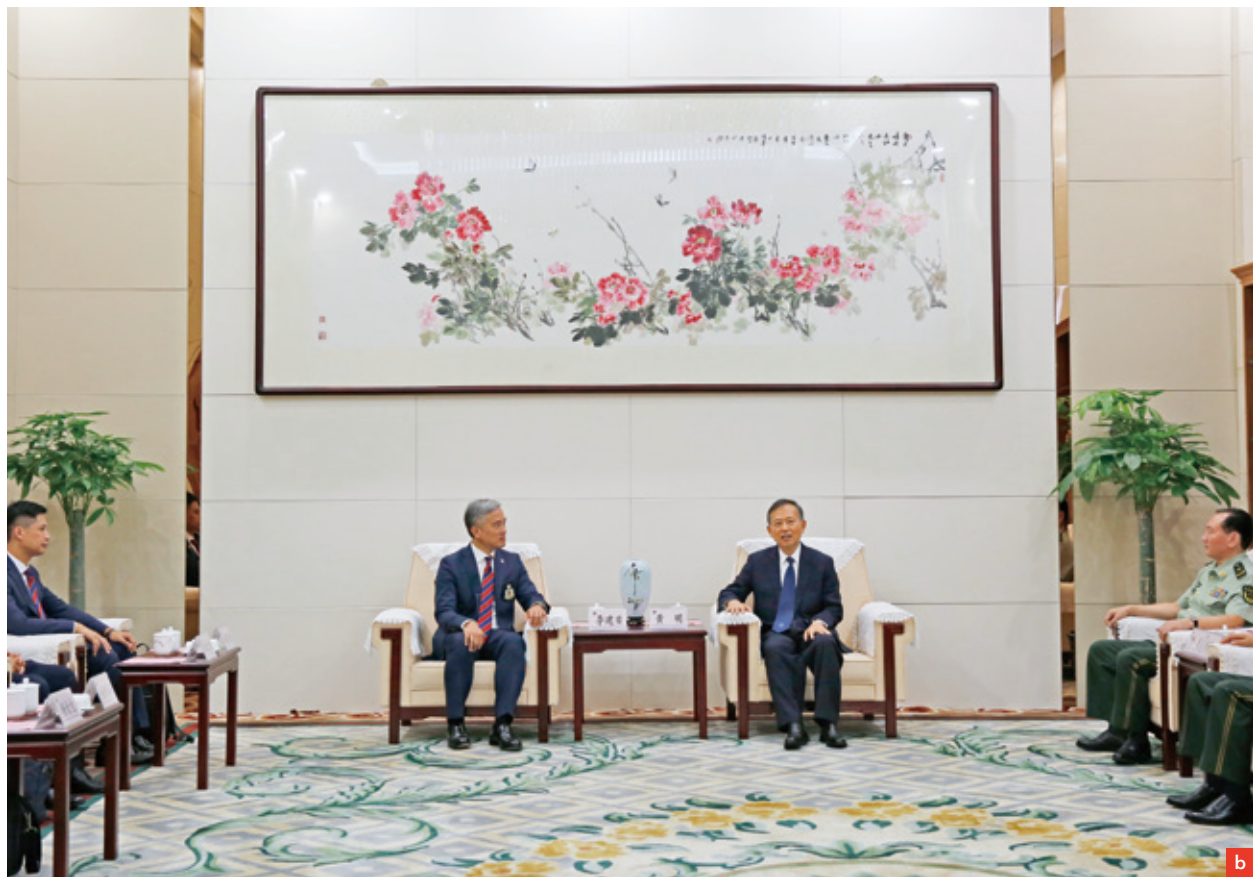
2 緊急救護召喚目標召達時間  
Target response time of emergency ambulance calls



3 巡查  
Inspections







b. 處長 (左中) 率領代表團在北京拜會應急管理部黨組書記兼消防救援總監黃明 (右中)，以及應急管理部消防救援局副局長瓊色 (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，本處共進行了 409,105 次消防安全巡查，其中就建築物消防裝置及設備的維修保養，本處共進行了 227,296 次巡查，發出了 3,497 張「消除火警危險通知書」，並就當中 89 宗個案提出檢控。至於危險品管制方面，打擊非法燃油轉注特遣隊在二零一八年共進行了 941 次巡查和 96 次突擊行動，又曾處理 142 宗投訴個案，合共檢獲超過 24 萬公升非法燃油，並就當中 132 宗個案提出檢控。

年內，本處繼續致力以靈活務實的方針幫助舊式商業，或綜合及住用用途樓宇業主及／或佔用人提升樓宇防火保障水平。為回應公眾對舊式工業大廈火警風險的關注，政府建議訂立新法例，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，以及火警警報系統等。有關的《條例草案》已於二零一八年十二月提交立法會作二讀。

為進一步配合香港國際機場三跑道系統的基建發展，新建設課轄下的機場擴建工程小組已重組為機場擴建工程課，專責審核機場三跑道系統工程計劃的建築圖則，制訂適用於有關處所及能夠應付相關風險的防火規定，以及檢查相關的消防裝置。

### 救護服務

二零一八年，本處接獲的救護召喚總數達 804,685 宗，較二零一七 year 上升 2.3%，其中緊急救護召喚佔 748,777 宗，較二零一七年上升 2%，當中 94.6% 能夠在 12 分鐘目標召達時間內獲得處理，較服務承諾的 92.5% 高出 2.1 個百分點。

為了確保救護資源足夠，本處繼續加強相關的管理工作，通過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。我們除

消防處各方面的工作  
能夠得到社會廣泛認同，  
全賴部門同事竭誠盡心履行  
「救災扶危、為民解困」  
的神聖使命。

*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.

在日更和夜更分別增加救護車數目外，亦根據服務需求，適當增加短日更救護車的安排，以應付不同時段的召喚需求。此外，本處在二零一八年成立第五隊特別支援隊，負責在發生大型事故時或舉行大型公眾活動期間執行專責任務，並在平日人手需求較高的時段候命出動，從而提升緊急救護服務的效率，以及因應行動或服務需要作出彈性的策略安排。

另外，為提升緊急救護服務的質素和效率，本處於二零一八年十月正式推行全新的調派後指引服務，讓消防通訊中心人員在電腦系統的輔助下，能在救護人員抵達現場前為求助市民提供適切的調派後指引，協助他們按指引處理及穩定傷病者的情況。截至二零一八年年底，本處已向 133,632 名緊急救護服務召喚者提供調派後指引。

### 其他重點工作項目

市民身體力行關注消防安全，提升防火意識，防患未然，是最能保障安全的方法。為進一步加強公眾教育和宣傳的工作，本處在二零一八年十月成立社區應急準備課，整合及增加消防和救護人手，負責宣傳和教育工作，致力加強公眾全方位的應急準備意識，務求所有市民都「識滅火、識自救、識逃生」。我們認為向學生推行應急教育是最有效的，所以本處除了在幼稚園、小學和中學繼續推行相關計劃外，亦會開始把計劃的範圍擴展到專上學院。

本處官方 Facebook 專頁在二零一八年十一月正式啟用，讓市民能夠隨時接收和分享應急準備和教育資訊，使香港成為更安全的城市。此外，本處亦會繼續由深受網民歡迎的虛擬人物「任何仁」，以輕鬆的手法向市民傳遞「任何人都可以救人」，以及「『敢』就救到人」的信息。

本處十分重視對少數族裔社群的支援工作，會繼續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，希望他們協助將消防安全信息帶入其族裔社群。截至二零一八年年底，全港共有 713 名少數族裔樓宇消防安全特使。為協助有志投考消防處職位的少數族裔人士，本處除與那些有較多少數族裔學生就讀的學校及少數族裔團體加強合作，合辦更多就業講座，亦因應他們的語文水平，在招聘考核和基本訓練時作出適當的安排，協助他們通過相關測試。另外，全港有接近 38 萬外籍家庭傭工，他們除了是受僱家庭的好幫手外，一旦發生突發事故，也往往可以變身為應急先鋒，協助甚至拯救僱主的家人。因此，本處與不同機構組織合作，為外籍家庭傭工舉辦安全教育訓練課程，提升他們的家居防火意識及應對突發事故的能力。

在滅火救援設施方面，隨着港珠澳大橋和廣深港高鐵香港段等大型跨境基建項目相繼落成通車，港珠澳大橋消防局暨救護站已在二零一八年六月十四日啟用；而專門為配合高鐵運作而購置的軌路兩用車，亦於八鄉消防局正式投入服務。

### 來年工作計劃

二零一八年，本處合共聘請了 627 名消防和救護職系人員，其中 91 名為主任級，536 名為員佐級。由於消防隊長職系出現招聘困難，本處自二零一八年九月起，開始全年招募消防隊長職系人員，希望以更具彈性的招募方式，適時填補職位空缺。我們預計在二零一九年會招聘約 819 名消防和救護職系人員，其中 176 名為主任級，643 名為員佐級。

本處開發第四代調派系統的工作已全面展開。該系統設有兩個同時運作的通訊中心，能確保調派工作無



c. 消防處獲頒申訴專員嘉許獎的公營機構獎。

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. 處長（前排左四）率領代表團訪問新加坡，與新加坡民防部隊總監葉偉德（前排右三）就社區應急準備和緊急救援服務進行交流。

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.

間斷進行。除文字和對話外，新系統更支援實時圖片和影像的傳送，以便同事更全面掌握事故現場的實際情況。另外，本處亦會研究引入識別流動電話來電者位置的功能，並相應提升地理資訊系統和新增的實時交通資訊，以便更準確識別事故地點及追蹤資源調配，搜尋最快捷的應召路線，以助消防和救護車輛更迅速抵達事故現場。新系統預計可於二零二三年第一季投入服務。

為配合《行政長官2018年施政報告》就建立智慧城市所提出的方針，本處會積極研究應用大數據技術，整合和分析行動資料，從而提升策略規劃和資源部署的成效。部門亦會積極探討利用科技提升不同緊急服務的效率和加強消防系統規管的可能性。

在推行「註冊消防工程师計劃」方面，本處已就計劃實施細節諮詢業界，業界大致表示支持。我們正參考有關建議擬訂新規例，期望可於二零一九年提交立法會審議。

### 結語

消防處各方面的工作能夠得到社會廣泛認同，全賴部門同事竭誠盡心履行「救災扶危、為民解困」的神聖使命。二零一八年是消防處踏入150周年的重要里程，展望未來，我們部門上下會繼續在挑戰中砥礪前行，與時並進。



### 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.





二零一八年是消防處  
踏入 150 周年的重要里程，  
展望未來，部門上下會  
繼續在挑戰中砥礪前行，  
與時並進。

*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. 處長（左六）與獲行政長官頒授  
勳銜及嘉獎的屬員合照。

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

f. 處長主持《火速救兵 IV》啟播禮。  
主禮嘉賓（左起）：副處長梁偉雄、  
廣播處長梁家榮、處長李建日及署  
理副廣播處長張健華。

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. ■