



回顧二零一九年，消防處經歷了許多挑戰，尤其是下半年本港發生連串社會事件，各區持續出現示威、遊行及集會活動，更經常出現暴力衝突、堵路、縱火等情況，不單嚴重阻礙本處的職務，甚至大大影響我們其他日常的滅火救援及緊急救護服務，而前線同事在這些聚眾活動現場執勤，更遇到不少前所未見的困難。儘管情勢嚴峻，工作量和壓力大增，各級同事仍保持沉着，緊守崗位，在滅火救援、防火、救護、調派及通訊各個範疇上衷誠合作，竭盡所能保障市民的安全。

滅火救援工作

消防處在二零一九年接獲的火警召喚共有 37,606 宗，與二零一八年相比上升 12.4%；當中三級或以上的火警有七宗，與二零一八年相同。

年內，本處共接獲 31,499 宗樓宇火警召喚，較二零一八年上升 9.5%，其中 93.3% 能夠在規定召達時間內到場處理，較服務承諾的既定目標，即 92.5%，高出約 0.8 個百分點。

特別服務召喚方面，二零一九年共有 35,284 宗，較二零一八年下跌 6.7%。其中較矚目的包括三月和九月的港鐵列車相撞及出軌事故，以及十二月釀成六死 39 傷的嚴重巴士車禍。在三月的港鐵中環站列車相撞事故中，本處的坍塌搜救專隊需要克服現場環境狹窄、光線不足及列車隨時翻側等困難，協助港鐵人員盡快全面恢復列車服務。

Looking back at 2019, the Fire Services Department (FSD) went through multiple challenges, most notably the ongoing social disturbances that took place in Hong Kong in the second half of the year. Continued demonstrations, processions and public meetings in various districts, coupled with, among other things, violent clashes, road blockages and instances of arson, severely hampered the performance of our duties. These challenges also affected seriously the department's other day-to-day firefighting and emergency ambulance services. Our frontline personnel also encountered unprecedented difficulties when carrying out duties at the scene of these public order events (POEs). Despite the acute situation and the substantially increased workload and pressure, colleagues of all ranks in the department maintained their composure and remained steadfast in working hand in hand with one another on all fronts, including firefighting and rescue, fire protection, ambulance services and mobilising and communications, doing their utmost to safeguard the public.

Firefighting and Rescue Services

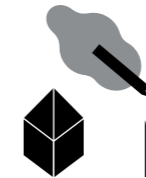
In 2019, the department received a total of 37,606 fire calls, representing an increase of 12.4% as against 2018. Among the calls, there were seven No. 3 or above alarm fires, the same as in 2018.

消防處處長
Director of Fire Services
李建日
Li Kin-yat, Daryl

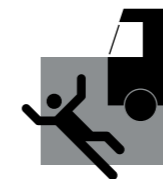
37,606
火警召喚
Fire calls



35,284
特別服務召喚
Special service calls



822,150
救護召喚
Ambulance calls



回顧二零一九年，消防處經歷了許多挑戰。儘管情勢嚴峻，工作量和壓力大增，各級同事仍保持沉着，緊守崗位，在滅火救援、防火、救護、調派及通訊各個範疇上衷誠合作，竭盡所能保障市民的安全。

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防火規管工作

隨着社會不斷發展，確保消防安全是任何先進社會必須重視的工作。隨着有關發展迅速多變及樓宇不斷老化，消防安全的規管工作越見複雜和繁重。為確保消防安全及提高規管工作的效率，本處積極優化各項相關工作的安排及程序，包括樓宇圖則的審批和消防裝置及設備的驗收、不同持牌處所的消防安全要求、巡查和執法、危險品和消防裝置及設備的規管，以及防火宣傳和防災教育等，銳意加強香港整體的消防安全及應急準備，防患於未然。

本處於二零一九年共進行了 423,184 次防火巡查，其中針對建築物消防裝置及設備維修保養情況的共有 239,780 次，發出「消除火警危險通知書」共 2,764 張，而須提出檢控的個案則有 343 宗。至於危險品管制方面，年內，本處的打擊非法燃油轉注特遣隊進行了 1,105 次巡查和 109 次突擊行動，另曾處理 116 宗投訴個案，合共檢獲超過 21 萬公升非法燃油，並就當中 111 宗個案提出檢控。

為改善舊式工業大廈的火警風險，政府正擬訂《消防安全（工業建築物）條例草案》，規定一九八七年前落成的工業大廈必須設有特定的消防裝置及設備。立法會法案委員會現已完成相關的審議工作，未來會繼續進行餘下的立法程序。

本處繼續積極配合香港的基建發展，為確保消防安全把關。其中香園圍口岸項目的消防裝置及設備驗收工作已

二零一九年是消防處提供救護服務 100 周年，回顧過去，本處的救護服務一直與時並進，力臻完善。目前，救護服務已不再單單是提供基本急救，而是發展成熟的院前輔助醫療。

The year 2019 marked the 100th anniversary of the FSD's ambulance service. In the past century, our ambulance service has advanced with the times and strived to scale greater heights. The ambulance service has grown beyond the provision of basic first aid treatment and has developed into a sophisticated pre-hospital paramedical service provider.

於二零一九年十二月完成。另外，機場擴建工程課已完成香港國際機場一號客運大樓擴建部分的消防裝置及設備驗收工作，而該大樓亦已於同年十一月底投入服務。本處現正處理機場三跑道系統餘下項目的圖則及性能化設計建議書。此外，鐵路發展課亦正積極處理沙田至中環線（沙中線）車站落成後的驗收工作。

救護服務

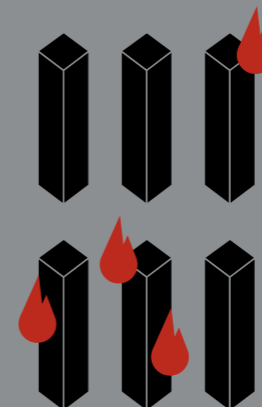
救護服務方面，二零一九年召喚數字雖然持續增加，但整體服務水平仍令人滿意。全年的救護召喚總數達到 822,150 宗，與二零一八年相比，升幅為 2.2%，其中緊急救護召喚佔 766,679 宗，較二零一八年上升 2.4%，當中 93.4% 能夠在 12 分鐘的目標召達時間內到達事故現場，較服務承諾的 92.5% 高出 0.9 個百分點。

二零一九年是消防處提供救護服務 100 周年，回顧過去，本處的救護服務一直與時並進，在服務水平、專業培訓、人手設備等各方面都力臻完善。目前，救護服務已不再單單是提供基本急救，而是發展成熟的院前輔助醫療，目前我們的救護人員已可對傷病者施行 16 種醫療程序及使用 19 種藥物，使院前緊急救護服務的質素大大提升。二零一九年十月起，本處所有救護車都增設了自動心外壓機，除可增強心外壓的效率外，亦能騰出人手以進行其他重要的急救程序，以提升心臟驟停病人的存活率。

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

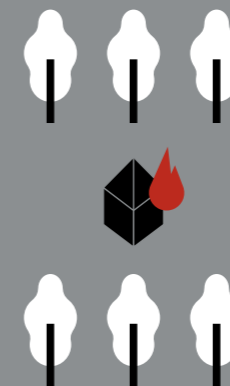
6 分鐘
mins

樓宇密集地區
Built-up areas



9-23 分鐘
mins

樓宇分散及偏遠地區
Dispersed risks and isolated developments



93.3%

在規定召達時間內獲得處理
were responded to within
the graded response time

2019 年表現
Performance in 2019

服務承諾目標
Performance pledge



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

12 分鐘
mins

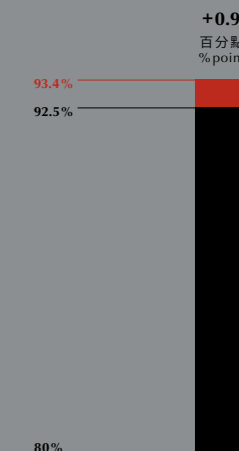


93.4%

在目標召達時間內獲得處理
were responded to within
the targeted response time

2019 年表現
Performance in 2019

服務承諾目標
Performance pledge

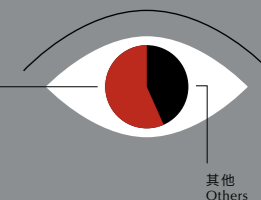


3 巡查 Inspections

423,184 次
times

防火巡查
Fire safety inspections

239,780 次
times
建築物消防裝置及設備的
維修保養巡查
Inspections of fire service
installations and equipment
in buildings



其他
Others



a.

- a. 處長(右五)與獲行政長官頒授勳銜及嘉獎的屬員合照。

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

- b. 處長(左二)率團參與「2019年粵港澳大灣區消防救援隊伍水域洪澇災害跨區域救援實戰」演練,與應急管理部消防救援局副局長魏捍東(右三)、廣東省消防救援總隊總隊長張明燦(左三)及政治委員吳瑞山(右二)在現場聽取相關的介紹。

The Director (second left) leads a delegation to participate in the 2019 Guangdong-Hong Kong-Macao Greater Bay Area Cross-Regional Rescue Drill against Extreme Rainfalls and Floods in the Waters for Fire and Rescue Teams, and is briefed at the drill alongside the Deputy Director of the Fire and Rescue Department of the Ministry of Emergency Management, Mr Wei Handong (third right), the Commander of the Guangdong Fire and Rescue Department, Mr Zhang Mingcan (third left), and the political commissar of the Guangdong Fire and Rescue Department, Mr Wu Ruishan (second right).



b.

During the year, there were a total of 31,499 building fire calls, representing an increase of 9.5% as against 2018. Among these building fire calls, 93.3% were responded to within the graded response time, which was about 0.8 percentage point higher than our performance pledge of 92.5%.

As regards special service calls, a total of 35,284 calls were received in 2019, representing a decrease of 6.7% as against 2018. Among the more notable cases were the collision and derailment incidents of MTR trains in March and September respectively, as well as a serious bus crash in December which resulted in six deaths and 39 injuries. During the collision incident of MTR trains at Central Station in March, the Urban Search and Rescue Team had to overcome various difficulties, such as the narrow operating environment, poor lighting and the risk that the trains could flip at any moment. That was, in order to allow the staff of MTR Corporation Limited to restore all train services to normal as soon as possible.

Fire Protection Regulatory Work

Amid the continuous development of the society, it is important for any advanced society to give top priority to fire safety. In fact, regulatory work on fire safety has become increasingly complicated and strenuous, given the rapid and

ever-evolving developments and rising problems of ageing buildings. As a means to ensure fire safety and enhance the efficiency of such work, the department has made vigorous efforts to optimise various arrangements and procedures, including, among others, vetting of building plans, acceptance inspections of fire service installations (FSIs) and equipment; fire safety requirements, inspections and law enforcement on different licensed premises; regulation of dangerous goods and FSIs; as well as promotion on fire prevention and public education on disaster prevention. In this connection, the department is determined to step up its efforts in enhancing the fire safety and emergency preparedness in Hong Kong from a holistic perspective in a bid to nip hazards in the bud.

In 2019, the department conducted a total of 423,184 fire safety inspections. Among these, a total of 239,780 inspections of FSIs in buildings were conducted to ensure their proper maintenance, resulting in a total of 2,764 Fire Hazard Abatement Notices issued and 343 prosecutions instituted. Regarding the control of dangerous goods, our Anti-illicit Fuelling Activities Task Force carried out a total of 1,105 inspections and 109 surprise operations and handled 116 complaints, while seizing a total of over 210,000 litres of illicit fuel and instituting prosecution in 111 cases.

To reduce the fire risks of old-style industrial buildings, the Government is drawing up the Fire Safety (Industrial Buildings) Bill to make it mandatory for pre-1987 industrial buildings to install specific FSIs. The relevant Bills Committee of the Legislative Council has completed deliberations on the Bill and will proceed with the remaining legislative procedures.

As a gatekeeper for the fire safety of Hong Kong, the department has continued to carry out its work proactively to ensure fire safety compliance in infrastructure developments. The acceptance inspection of FSIs in the Heung Yuen Wai Boundary Control Point project was completed in December 2019. On top of this, the Airport Expansion Project Division completed the acceptance inspection of FSIs at the expanded Terminal 1 of Hong Kong International Airport, which was then put into service in late November 2019. Currently, the department is processing the outstanding building plans and performance-based design proposals under the three-runway system project. Meanwhile, the Railway Development Strategy Division is actively engaged in the inspection and acceptance work following the completion of the Shatin to Central Link stations.



c. 處長(右)陪同政務司司長張建宗(中)到訪沙田消防局。

The Director (right) accompanies the Chief Secretary for Administration, Mr. Matthew Cheung Kin-chung (centre), during a visit to Sha Tin Fire Station.

處長回顧

Director's Review

調派後指引服務

為進一步提升消防處為傷病者提供的緊急救護服務水平，本處於二零一八年十月正式推出全新的調派後指引服務，讓消防通訊中心人員在救護人員抵達現場前，可以借助電腦系統向求助市民提供適用於 32 種傷病情況的急救指引，以協助他們處理及穩定傷病者的情況。截至二零一九年年底，本處已向 744,196 名緊急救護召喚者（佔總數的 91%）提供調派後指引，當中涉及多宗危急個案。

社會事件及聚眾活動

由二零一九年年中持續至今的社會事件，對消防處的工作構成巨大挑戰。截至二零一九年年底，本處共接獲 1,929 宗與聚眾活動有關的火警召喚及 1,940 宗緊急救護召喚。以單日計，火警召喚最多達 252 宗，緊急救護召喚則最多達 148 宗。雖然本處已作出一連串部署，但在聚眾活動期間，全港多區道路被堵塞，部分更為快閃形式的堵路，嚴重影響本處的緊急服務。

針對不同地區的聚眾活動，本處從多方面進行風險評估並制定應急預案，包括預先調配消防車、救護車和額外人手，在相關策略性位置戒備，同時設立總部協調及支援中心統籌各項安排。本處亦在前線分區設立多個「前線指揮中心」及「救護行動支援中心」，與消防通訊中心保持緊密聯絡，實時監察現場情況；又主動調派前線人員趕赴有消防救護服務需要的事故現場，務求在最短時間內為市民提供最適切的緊急服務。

由於示威者在大型聚眾活動中開始使用危害物質，例如用汽油彈縱火及淋潑腐蝕性液體等，本處遂配合警方的行動部署，調派消防車輛支援前線警務人員。此外，本處亦加強巡查油站、五金店及化工原料店等售賣電油及危險品的地點，以確定有否貯存過量危險品等違反《危險品條例》的情況。二零一九年，本處共檢獲約 61 公升懷疑第三類危險品（腐蝕性物質）、約 83 公升懷疑第四類危險品（有毒物質）及約 940 公升懷疑第五類危險品（包括電油）。

應急知識教育

二零一九年，本處繼續推行「消防安全大使計劃」和「樓宇消防安全特使計劃」，並於九月將「愛心校園—心肺復甦法訓練計劃」推廣至小學。同時，本處也大力推廣「擊活人心—自動心臟除顫器課程」，又以影片於網上宣傳相關信息。二零一九年，超過 15,280 名市民曾參加這項課程。

鑑於市民經常出外旅遊，其間可能會遇上一些較少在本港出現的災害或突發情況，本處於二零一九年十月推出《應急避險外遊手冊》，介紹應對不同極端天氣、恐怖襲擊等自然災害和緊急事故的方法。

另一方面，消防處亦十分重視對少數族裔社群的支援工作，務求促進社區共融。二零一九年，本處成立了「少數族裔青少年發展團隊」，向少數族裔人士加強宣傳投考

Ambulance Service

Despite the continued increase in the number of ambulance calls in 2019, the overall level of service was satisfactory. The total number of ambulance calls received in 2019 reached 822,150, representing an increase of 2.2% as against 2018. Of them, 766,679 were emergency calls, representing an increase of 2.4% as against 2018. Among the emergency calls, 93.4% were responded to within the target response time of 12 minutes, which was 0.9 percentage point higher than our performance pledge of 92.5%.

The year 2019 marked the 100th anniversary of the FSD's ambulance service. In the past century, our ambulance service has advanced with the times and strived to scale greater heights in terms of service quality and professional training, as well as manpower and equipment. The ambulance service has grown beyond the provision of basic first aid treatment and has developed into a sophisticated pre-hospital paramedical service provider. Nowadays, our ambulance personnel are qualified to administer 16 medical protocols and 19 medications to patients, hence significantly enhancing the quality of pre-hospital emergency ambulance service. Since October 2019, all of the department's ambulances have been equipped with automatic chest compression machines (ACCMs). ACCMs can improve the efficiency of chest compression. With the use of the machine, our ambulance personnel can also be released to administer other important emergency medical protocols, which in turn will increase the survival rate of patients with cardiac arrests.

Post-dispatch Advice Service

To further enhance the quality of emergency ambulance services provided to patients, the department introduced a new system for provision of post-dispatch advice (PDA) in October 2018. It enables personnel of the Fire Services Communications Centre (FSCC) to provide callers with appropriate first-aid advice applicable for 32 types of injuries and sicknesses with the aid of the computer system prior to the arrival of an ambulance crew so that the callers can handle patients and help stabilise their conditions. As at end of 2019, the department provided PDA for 744,196 emergency ambulance service callers (91% of the total), with many of the calls being critical in nature.

Social Disturbances and Public Order Events

The ongoing social disturbances seen since the middle of 2019 have presented great challenges to the department. As at end of 2019, the department received a total of 1,929 fire calls and 1,940 emergency ambulance calls in relation to POEs. As many as 252 fire calls were received

on a single day, while emergency ambulance calls tallied 148. Despite the deployment plans we put in place to address the POEs, the provision of our emergency services was significantly hampered by the road blockages, with some of them staged in a flash-mob style, across the territory during the POEs.

In view of the POEs staged in various districts, the department conducted multi-faceted risk assessments and formulated contingency plans. Early deployment was also made, so that fire appliances, ambulances and additional manpower would be deployed to stand by at strategic locations. A Headquarters Command Co-ordination and Support Centre was set up to co-ordinate relevant arrangements, which was underpinned by a number of Forward Command Posts and Ambulance Operation Support Bases established in frontline districts to maintain close liaison with the FSCC for real-time monitoring. On top of these, the department took the initiative to deploy frontline members to scenes of incidents where fire and ambulance services would be needed, so as to provide members of the public with the most suitable emergency services in the shortest possible time.

As hazardous materials were found to be used by protesters in large-scale POEs, such as setting fires with petrol bombs and throwing corrosive fluid, the department began to collaborate with the Police in their operational deployment by dispatching fire appliances to render support to frontline police officers. The department also stepped up inspections of premises selling petrol and dangerous goods, such as petrol filling stations, shops selling metal wares and those selling chemical materials, to check whether there were any breaches of the Dangerous Goods Ordinance such as over-storage of dangerous goods. In 2019, about 61 litres of suspected Category 3 dangerous goods (corrosive substances), about 83 litres of suspected Category 4 dangerous goods (poisonous substances) and about 940 litres of suspected Category 5 dangerous goods (including petrol) were seized.

Emergency Preparedness Education

In 2019, the department continued with the Fire Safety Ambassador Scheme and the Building Fire Safety Envoy Scheme. The department extended the Cardiopulmonary Resuscitation Training Programme in Campus further to primary schools in September. In parallel, we stepped up the publicity of the "Press to shock – Save a life" Automated External Defibrillator Course by way of online video to promote the relevant message. Over 15,280 members of the public participated in the course in 2019.

消防處職位的信息；同時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。截至二零一九年年底，全港共有 778 名少數族裔樓宇消防安全特使。

其他重點工作項目

在滅火救援設施方面，為確保本處能在香園圍口岸提供高效的緊急服務，香園圍消防局已於二零一九年九月三十日正式投入服務。

本處於二零一九年繼續推行「風險為本樓宇消防安全巡察計劃」，按樓宇的風險高低安排巡察，高風險者每年巡察一至兩次。這項計劃在二零一九年九月已推展至所有消防局，巡察範圍涵蓋全港所有樓宇。

來年工作計劃

二零一九年，本處合共增聘了 551 名消防和救護職系人員，當中 73 名為主任級，478 名為員佐級。鑑於消防隊長職系有招聘困難，本處將繼續進行全年招募，挑選合適人才適時填補職位空缺，確保服務不受影響。在二零二零年，我們預計招聘約 860 名消防和救護職系人員，其中 165 名為主任級，695 名為員佐級，以填補職位空缺。

消防處開發第四代調派系統的標書已於二零一九年八月批出，為期 48 個月的設計及建構工程亦已展開。系統建成後，本處將有兩個同時運作的通訊中心，確保調派工作無間斷進行。新系統能有效提升調派效率，協助同事更全面掌握事故現場的實際情況。我們預計第四代調派系統可於二零二三年投入服務。

本處亦積極研究運用新科技優化緊急服務和加強消防系統的規管。在緊急服務方面，本處與醫院管理局合作引入更先進的維生儀器「十二導程心電圖分析儀」，以優化對疑似心肌梗塞的病人施行的急救及治理程序；另外，我們亦會購置滅火機械人，加強前線人員滅火救援的安全和效率。本處會繼續與科研機構合作，積極探討利用科技提升緊急服務的效率和效率。此外，本處亦積極與消防設備業界溝通，鼓勵他們採用配備智能科技的消防設備，以加強消防系統的規管。為了確保緊急救護服務及輔助醫療的持續發展，本處正全面檢討輔助醫療的訓練機制。我們會聯合醫院管理局，專業醫學團體及學術機構，目標是發展一套更能配合香港需要及持續發展的輔助醫療系統。

總結

過去一年，消防處屬員竭誠盡心履行「救災扶危，為民解困」的任務，在滅火救援、防火規管、救護、應急準備教育、調派及通訊各個範疇上繼續發揮專業精神，精益求精，令我們順利闖越重重難關，維持高質高效的服務。

展望二零二零年，本處的工作仍會相當繁重和艱巨，尤其是社會事件至今尚未止息，2019 冠狀病毒病亦正在香港肆虐，具有高傳染性的病毒對一直站在抗疫工作最前線的消防及救護人員構成重大的壓力。作為一支一直以無私、無畏、無懼的態度致力守護了香港超過一個半世紀的專業消防及救護部隊，消防處上下必定會團結一致，克盡職守，繼續努力履行「救災扶危、為民解困」這個重要使命。



d.

d. 處長於「粵港澳大灣區消防協作機制研討會」上發表演說。

The Director addresses the Symposium for Co-operation Mechanisms of Fire Services in Guangdong-Hong Kong-Macao Greater Bay Area.



e.

As frequent travellers, Hong Kong people may encounter disasters or emergencies during travel, which are less likely to occur in Hong Kong. In view of this, the department put together a booklet entitled "Safety Tips for Travellers" in October 2019 to ramp up Hong Kong people's response capabilities in different circumstances by highlighting contingency measures for natural disasters and emergencies such as extreme weather conditions and terrorist attacks.

The FSD also attaches great importance to providing support for ethnic minority communities as a means to promote community integration. To this end, the department established the Ethnic Minority Youth Development Team in 2019 to intensify promotional efforts aimed at encouraging members of ethnic minorities to join the FSD. This apart, we continued to recruit Building Fire Safety Envoys in areas with a higher ratio of ethnic minority people. As at end of 2019, a total of 778 members of ethnic minorities were recruited as Building Fire Safety Envoys across the territory.

Other Major Initiatives

Regarding firefighting and rescue facilities, the Heung Yuen Wai Fire Station commenced operation on September 30, 2019. This put the department in a position where it can provide efficient emergency services at the Heung Yuen Wai Boundary Control Point.

As in the past, the department continued to implement the Risk-based Building Fire Safety Visit Programme in 2019. Under the programme, buildings are inspected on a frequency contingent on their level of risk, with those of a high risk being subject to inspection once or twice a year. Since September 2019, the programme has been rolled out to all fire stations, meaning that all buildings in Hong Kong are subject to inspections.

e. 社區應急準備課於立法會舉辦心肺復甦法及自動心臟除顫器教育講座，處長（後排左七）出席支持並與議員合照。

The Director (seventh left, back row) attends an educational lecture on CPR and AED at the Legislative Council, which is organised by the Community Emergency Preparedness Division, to show his support and share a photo moment with the Councillors.



- f. 行政長官林鄭月娥主持「晴天行動2.0」啟動儀式。處長(右三)及其他主辦單位的代表一同擔任主禮嘉賓。
 Chief Executive Mrs. Carrie Lam officiates at the Kick-off Ceremony for Safer Living 2.0, with the Director (third right) and representatives of other organisers as guests of honour.

f.

2019冠狀病毒病正在香港肆虐，對一直站在抗疫工作最前線的消防及救護人員構成重大的壓力。消防處上下必定會團結一致，克盡職守，繼續努力履行「救災扶危，為民解困」這個重要使命。

The COVID-19 virus continues to threaten Hong Kong, putting our fire and ambulance streams personnel under immense pressure as they have been standing at the forefront in fighting the virus. All members in the department will stand united, remain committed to our duties and keep up the efforts to fulfil the prime mission of "Serving with courage, passion and commitment".

Hospital Authority to introduce the 12-Lead Electrocardiogram Monitor, an advanced life-supporting piece of equipment which is deployed to optimise the first aid and treatment procedures for patients with suspected myocardial infarction. The department will also procure modern firefighting robots to enhance the safety and efficiency of our frontline staff in firefighting and rescue operations. We will continue our collaboration with research institutions to actively explore ways to enhance the efficiency and safety level of our emergency services with the aid of technologies. In order to strengthen the regulatory work of FSIs, the department has been communicating particularly with the FSI trade and encourages the adoption of intelligent technologies on FSIs. Meanwhile, to ensure the sustainable development of emergency ambulance services and paramedical service, the department is conducting an overall review of the paramedic training mechanism. In collaboration with the Hospital Authority, professional medical bodies and academic institutions, we aim to develop a sustainable paramedic training mechanism which can cope better with the needs of Hong Kong.

Conclusion

Over the past year, the FSD members dedicated themselves wholeheartedly to fulfilling the mission of "Serving with courage, passion and commitment". Thanks to their sustained efforts to uphold professionalism and pursue excellence in firefighting and rescue, fire protection and regulatory work, ambulance service, emergency preparedness education, as well as mobilising and communications, the department succeeded in overcoming all forms of difficulties, while maintaining the delivery of quality and efficient services.

Looking ahead, the work of the department will remain heavy and arduous in 2020, especially as the social disturbances have yet to be fully settled and the highly contagious COVID-19 virus continues to threaten Hong Kong, putting our fire and ambulance streams personnel under immense pressure as they have been standing at the forefront in fighting the virus. As a professional fire and ambulance brigade which has served and safeguarded Hong Kong in a selfless and undaunted manner for more than a century and a half, all members in the department will stand united, remain committed to our duties and keep up the efforts to fulfil the prime mission of "Serving with courage, passion and commitment".

Plans for the Year Ahead

In 2019, the department recruited a total of 551 fire and ambulance personnel, including 73 officers and 478 rank-and-file staff. Due to recruitment difficulties for the Station Officer grade, the department will continue the year-round recruitment exercises for filling vacancies with suitable candidates in a timely manner with a view to ensuring that our services are not adversely affected. It is estimated that some 860 fire and ambulance personnel, including 165 officers and 695 rank-and-file staff, will be recruited to fill vacancies in 2020.

The tender for the development of the department's Fourth Generation Mobilising System (4GMS) was awarded in August 2019 and the 48-month-long design and development project is well underway. Upon the completion of the system, the FSD will have two active communications centres to ensure uninterrupted mobilisation of resources. The new system, which is scheduled to be commissioned in 2023, can enhance mobilisation efficiency and make it possible for us to have a better grasp of the situation at the incident scene.

The department has been actively exploring ways to use new technologies to enhance the provision of emergency services and strengthen the regulatory control of fire service installations. As regards emergency services, we have collaborated with the