

香港特別行政區政府  
消防處



**FIRE SERVICES DEPARTMENT  
GOVERNMENT OF THE HONG KONG  
SPECIAL ADMINISTRATIVE REGION**

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2 March 2009

Ms. Miranda HON  
Clerk to the Public Accounts Committee  
Legislative Council  
Hong Kong SAR of the PRC

Dear Ms HON,

**The Director of Audit's Report on the  
results of value for money audits (Report No. 51)  
Emergency ambulance service (Chapter 4)**

Further to my letter to you dated 7 January 2009 in connection with the captioned subject, I forward herewith my response to the three outstanding questions raised by the Public Accounts Committee at its hearing on 6 January 2009, including :

- Item (j)** – Further breakdown of Appendix E by four divisions.
- Item (l)** – The estimated number and cost of additional manpower required to achieve the baseline DAA for the provision of emergency ambulance service.
- Item (o)(ii)** – The basis used in calculating the numbers of additional ambulances and manpower resources required in the 2005, 2006 and 2007 RAEs - whether such numbers were based on the 2001 consultancy report; if not, what the numbers should have been had the consultancy report been followed.

The Chinese translation of this letter and attachments together with their electronic copies will follow shortly.

Yours sincerely,

(LO Chun-hung)  
Director of Fire Services

c.c. Secretary for Security (Attn: Ms. Carol YUEN)  
Secretary for Financial Services and the Treasury (Attn: Ms. Bernadette LINN)  
Director of Electrical and Mechanical Services (Attn: Mr. SHE Siu-kuen)  
Director of Audit (Ms. Hildy CHAN)

**Internal**

Chief Ambulance Officer

**\*Note by Clerk, PAC:** *Response to item (j) and item (o)(ii) not attached.*

## **Response to Item (I) in PAC's letter dated 7.1.2009**

### **Question:**

The estimated number and cost of additional manpower required by FSD, including the manpower reserve required, in order to achieve the baseline daily ambulance availability (DAA) for the provision of the emergency ambulance service (para. 4.6 of the Audit Report refers).

### **Response:**

The "baseline" DAA is the level of ambulance availability that FSD aims to achieve, having due regard to the actual level of ambulance availability that was achieved on average over a period of time. It is only a management tool based on past statistics for the purpose of monitoring the day-to-day performance of ambulance availability. While the level of DAA may in theory have a direct bearing on Response Time Performance (RTP), the eventual RTP is subject to a number of other variable factors including the traffic, weather and road conditions, the bunching of calls at any one time, the distance between callers and ambulance resources, etc. As such, we do not consider it appropriate to use the DAA baseline to work backward and derive the estimated number and cost of additional manpower required. FSD's bids for additional manpower were principally based on the ratio of ambulances to emergency calls recommended in the consultancy report of December 2001 with the ultimate objective of achieving the RTP target.