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Panel on Security

**Information note prepared by the Legislative Council Secretariat
for the meeting on 14 March 2017**

Mobilising and Communications System of the Fire Services Department

According to the Administration, the Third Generation Mobilising System ("TGMS") is a telecommunication and computer integrated mobilising system adopted by the Fire Services Department ("FSD") for the mobilisation of fire-fighting and ambulance resources to the incident scenes.

2. The Finance Committee ("FC") approved funding of \$718.6 million in May 2000 for FSD to procure TGMS for replacing the Second Generation Mobilising System ("SGMS") to enhance the identification, location and mobilisation of fire-fighting and ambulance resources with a view to meeting the targets of graded response time. FSD launched TGMS in March 2005.¹

3. In the light of the delay in the commissioning of TGMS in 2005 instead of 2003, the Audit Commission ("Audit") conducted a review of FSD's work on the procurement and maintenance of fire services equipment, including TGMS, and the findings are set out in the Director of Audit's Report No. 67. In its Report, the Audit has recommended that, among others, the Director of Fire Services should:

- (a) explore the technical feasibility of providing mobile phone location identification function in the next generation of the mobilising system to facilitate speedy and accurate identification of incident addresses reported by mobile phone callers; and
- (b) consider setting a target time for answering emergency calls in the design of the next generation of the mobilising system.

The Director of Fire Services agrees with the above recommendations and responds that:

¹ According to the Administration's paper to FC for funding approval, TGMS would commission in 2003.

- (a) FSD will approach the mobile operators to explore the technical feasibility and consult the Office of the Communications Authority on the personal data privacy issue of providing mobile phone location identification function in the next generation of the mobilising system; and
- (b) FSD will also consider setting a target time for answering emergency calls in the design of the next generation of the mobilising system in accordance with the recommendations of the consultancy study for replacement/upgrade of TGMS.²

4. When the Panel on Security discussed the Administration's proposal to procure TCMS at its meeting on 6 April 2000, members were advised that TGMS had a design serviceable life of 10 years and extendable to 15 years. Members were also advised that there was no system under SGMS to identify the accurate incident address. However, the Calling Line Identification System under TGMS could retrieve the calling party's address promptly and shorten the processing time for incident address confirmation and searching and minimise mis-reception of incident address. In addition, TGMS could identify, locate and recommend nearest resources location information for efficient resources deployment, incident tasking and mobilisation.

5. To prepare for the replacement/upgrade of TGMS, FSD decided in 2015 to extend the use of TGMS to April 2022. The Administration will brief the Panel on its proposal to replace TGMS of FSD at the meeting on 14 March 2017.

Council Business Division 2
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² In 2014, FSD commissioned a consultancy study to prepare for the replacement/upgrade of TGMS.