

服务承诺

消防处处理楼宇火警召唤的规定召达时间,楼宇密集地区为六分钟,楼宇分散及偏远地区则为九至23分钟。至于紧急救护服务,目标召达时间为12分钟。消防处承诺在整体召唤中有92.5% 能够在上述时间内获到场处理。

二零零四年94.1%的楼宇火警召唤及91.1%的紧急救护召唤,以及二零零五年89.2%的楼宇火警召唤及89.6%的紧急救护召唤,在所属召唤类别的目标召达时间内获到场处理。零五年三月第三代调派系统开始分期投入服务,系统的初期运作问题是导致该年召达表现下滑的部分因由;而整体紧急召唤数字上升亦是原因之一。

上述两年内有关即时火警危险的投诉,全部可以在 24 小时内获得处理。

扑灭火警

消防处接到的火警召唤由二零零四年的35,092宗,上升至二零零五年的37,741宗。期间火警造成24人死亡、768人受伤,获救人数为7,214人。行动中共有50名消防人员受伤。

市民处理或弃置烟头、火柴和蜡烛时疏忽大意,仍是酿成火警的主要原因;在二零零四及零五年分别有3,467和2,247宗火警因此而引起。酿成火警的另一个重要因素,是市民煮食和用电时疏忽大意或发生意外。

Performance Pledge

The graded response times for calls to fires in buildings are six minutes for the built-up areas and nine to 23 minutes for areas of dispersed risks and isolated developments. For emergency ambulance services, the target response time is 12 minutes. The Department pledged to achieve these times in 92.5% of all calls.

In 2004, 94.1% of building fire calls and 91.1% of emergency ambulance calls were responded to within the respective response times. Correspondingly, 89.2% of building fire calls and 89.6% of emergency ambulance calls were responded to within the respective response times in 2005. The drop of response times in 2005 was due partly to the teething problems with the Third Generation Mobilising System which started its phased commissioning in March; and the increased number of emergency calls.

For both years, all complaints of imminent fire hazards were answered within 24 hours.

Fire-fighting

The number of fire calls rose from 35,092 in 2004 to 37,741 in 2005. During the period under review, fires claimed 24 lives and 768 injuries while 7,214 people were rescued. A total of 50 operational firemen were injured in the line of duty.

Careless handling or disposal of cigarette ends, matches and candles still contributed to the major causes of fires, totalling 3,467 and 2,247 cases in 2004 and 2005 respectively. This was followed by carelessness or accidents involving the preparation of foodstuff and electrical faults.



▼ 元朗一场火警烧毁多间铁皮屋 (苹果日报图片) Fire destroys a range of tin-sheeted structures in Yuen Long (Apple Daily photo)

▼ 元朗露天货仓发生火警 (图片版权属东方日报所有) Fire at an open-air warehouse in Yuen Long (Oriental Daily News photo, all rights reserved)



二零零四及零五年间较瞩目的火警包括:

二零零四年八月二十九日,葵涌嘉定路1至11号一幢11层高工业大厦七楼一个货仓发生三级火警,由于货仓内贮存树脂及塑胶粒等物品,燃烧时产生有毒气体,积水亦变成腐蚀性液体,导致33名消防人员受伤。

Some notable fires during the period are summarised as follows:

 A No. 3 Alarm fire occurred at a warehouse on the seventh floor of an 11-storey industrial building at 1-11 Ka Ting Road, Kwai Chung on 29 August 2004. The burning resin and plastic particles inside the store generated toxic gases and corrosive liquids. A total of 33 firemen suffered from different degrees of chemical burns.

- 二零零四年十一月二十六日大屿山一宗山 火焚烧逾44小时,烧毁520公顷林木。 超过320名消防员及120名民安队队员参 与扑救,飞行服务队派出五架直升机投掷 水弹。
- 另一宗严重山火在二零零四年十二月四日 发生于八仙岭郊野公园,经过40多小时 扑救,终于在十二月六日把火扑灭,大火 烧毁约105公顷林木。
- 二零零五年一月十一日,一家三口死于黄 大仙下村龙兴楼 16 楼一个单位发生的一 宗火警中。由于单位内堆满大量家俬、电 器用品及衣物,令火势加剧,浓烟密布。 消防员将约 40 名住客疏散到安全地方。 该宗火警引起社会大众对罔顾家居防火的 关注。

- A hill fire raged for some 44 hours near Discovery Bay on Lantau Island on 26 November 2004 and destroyed 520 hectares of vegetation. More than 320 firemen and 120 members of the Civil Aid Service took part in the battle with the fire. Five helicopters were used to drop water bombs.
- Another large scale hill fire broke out at Pat Sin Leng Country Park on 4 December 2004. It lasted for more than 40 hours and was finally put out on 6 December. About 105 hectares of vegetation were destroyed in the fire.
- Three people from the same family were killed in a fire occurring in a domestic flat on the 16th floor, Lung Hing House, Lower Wong Tai Sin Estate on 11 January 2005. The storage of a large quantity of furniture, electrical appliances and clothes fuelled the fire and generated heavy smoke. About 40 people were led to places of safety by firemen. The fire aroused public concern over the ignorance of household fire safety.



▲ 大屿山山火燃烧逾44小时 (图片版权属太阳报所有) Hill fire rages over 44 hours on Lantau Island (The Sun photo, all rights reserved)

▼消防员在新蒲岗三级火警中救出被困者 (苹果日报图片)

People are evacuated from a No.3 Alarm fire scene in San Po Kong (Apple Daily photo)



- 二零零五年八月二十二日,一艘运载大量烟火的趸船在西环货物起卸区发生大火,并引起爆炸,消防员在船上救出三名受伤工人,并在船舱内发现一具尸体。
- 在二零零五年十月二日,一名装修工人死 于将军澳宝林村宝仁楼五楼一宗住宅单位 火警中;火势猛烈相信与屋内存放大量易 燃物品有关。

 A fire and explosion broke out on a cargo barge transporting a large quantity of fireworks at the seafront of Western District Public Cargo Working Area on Hong Kong Island on 22 August 2005. Three injured workers were rescued from the barge by firemen. A dead body was found inside the cargo hold.

 A renovation worker was killed in a fire occurred in a domestic flat on the fifth floor of Po Yan House in Po Lam Estate, Tseung Kwan O, on 2 October 2005. The

large quantity of inflammable substances stored in the unit was believed to have fuelled the fire.



→ 消防人员调查宝林村一单位的火警 Fire investigation at a flat in Po Lam Estate

▼ 灭火轮灌救起火的趸船 Fireboat douses a blazing barge



二零零五年十月二十六日,西九龙海辉道「一号银海」建筑工地发生四级火警,第一座与第二座天台及顶楼起火,大量建筑物料猛烈燃烧,火屑更烧着两幢36层高建筑物外墙的尼龙安全网及竹棚,由于火场没有电梯及照明,令救火工作极为困难,消防员花了八小时才将火势控制。

特别服务

特别服务召唤所涉及的事故种类繁多,例如 交通意外、被困升降机内、被锁屋内/反锁 屋外、气体泄漏、工业意外、房屋及墙壁倒 塌、水淹、山体滑坡、企图从高处跳下等。

二零零四及零五年,本处共接获 40,872 宗特别服务召唤,在涉及的事故中,共录得 1,426 人死亡, 3,874 人受伤。在各类特别服务召唤事故中,被困升降机内的个案仍占大多数,共有11,791宗,其次分别为被锁屋内或反锁屋外的个案,共有 2,523 宗,以及 易燃液体或气体泄漏的个案,共有 761 宗。

二零零四及零五年间较瞩目的特别服务召唤 包括:

- 二零零四年七月七日,一名消防队目在筲 箕湾道360A天悦筲箕湾广场地库试图拯 救一名堕入沙井的工人时不幸殉职。该名 工人被救起后证实不治,事件中另有六名 消防员受伤。
- 二零零四年十月二十二日发生一宗严重交通意外,两部公共小巴与一辆的士在北角英皇道相撞,导致两死17伤,消防员从车厢内救出伤者,并由救护车送院治疗。

• A No.4 Alarm fire occurred at the construction site of One Silver Sea at 18 Hoi Fai Road, West Kowloon on 26 October 2005. A large quantity of construction materials caught fire on the roof and top floor of Tower 1 and Tower 2. The burning debris ignited the nylon safety netting and bamboo scaffolding surrounding the 36storey buildings. The lack of illumination and elevators posed difficulties in the fire-fighting operation. Firemen took about eight hours to suppress the fire.

Special Services

Special service calls cover a wide range of incidents, such as traffic accidents, people trapped-in-lifts, locked-in and locked-out of premises, gas leakages, industrial accidents, house and wall collapses, flooding, landslides and attempts to jump from a height.

A total of 40,872 special service calls were received for the two years under review, with 1,426 fatalities and 3,874 injuries recorded. Trapped or shut-in-lift cases still topped the list of incidents with 11,791 calls, followed by 2,523 cases of locked-in or out of premises and 761 cases of leakage of inflammable liquid or gas.

Some notable incidents during the period are summarised as follows:

- A Senior Fireman was killed while trying to rescue a
 worker in a manhole at the basement of Smiling Shau
 Kei Wan Plaza at 360A Shau Kei Wan Road on 7 July
 2004. The worker died and six other firemen were injured
 in the incident.
- Two men were killed and 17 injured in a serious traffic accident on 22 October 2004 when two public light buses and a taxi collided at King's Road in North Point. The casualties were removed from the vehicles by firemen and conveyed to hospital by ambulances.



▲ 救生气垫亦会用于企图跳楼事件 Rescue cushion also being used as a landing for those who attempt to jump from a height

- 另外一宗交通意外发生于二零零四年十一月九日,共有41人受伤,事件中一架双层巴士、一部旅游巴及两架私家车在沙田大埔公路相撞,旅游巴司机被困在车厢内,由消防员救出,伤者由救护车送院。
- 二零零五年二月十七日,一艘双体客轮与 一艘货船在汲水门海道附近相撞,超过 100名乘客及船员受伤,消防员登船救出 伤者,由救护车把他们送院治疗。
- A traffic accident involving a double-decker bus, a coach and two private vehicles occurred at Tai Po Road in Sha Tin on 9 November 2004. The driver of the coach was trapped inside the vehicle and later extricated by firemen. A total of 41 injured people were taken to hospital by ambulances.

▲消防员游绳拯救企图自杀女子 (图片版权属东方日报所有)

Fireman abseils down to save a woman in an attempted suicide (Oriental Daily News photo, all rights reserved)

On 17 February 2005, more than 100 passengers and crew members were injured in a vessel collision in which a catamaran collided with a cargo vessel near Kap Shui Mun Fairway. Firemen conducted rescue operation on board the vessels. All the injured were conveyed to hospital by ambulances for further treatment.



◀ 消防员拯救企图跳楼的女子 (苹果日报图片) Woman saved from an attempt to jump from a height (Apple Daily photo)

· 香港消防年报 Hong Kong Fire Services Review 2004 & 2005



▲消防员穿上保护袍调查化学品泄漏(苹果日报图片)
Firemen in protection suits investigating a chemical leakage (Apple Daily photo)



▲消防员拯救被洪水围困居民 (图片版权属东方日报所有)
Trapped people rescued from flood waters
(Oriental Daily News photo, all rights reserved)

- 二零零五年六月十一日,一架私人直升机 在西贡粮船湾北丫起飞时,离地不久随即 堕下附近的草地上,机上三人受伤,其中 一名伤者被困机舱内由消防员救出。
- ▼消防人员从直升机残骸中救出伤者 (图片版权属东方日报所有) Injured people being extricated from the wreckage of a helicopter
- A private helicopter crashed onto the grassland at Pak A, Leung Shuen Wan, Sai Kung shortly after taking off on 11 June 2005. Three people were injured. One of them was trapped inside the wreckage and later extricated by firemen.



- 二零零五年十一月二十五日,消防处联同 多个政府部门在大潭郊野公园展开大规模 搜索,寻找一名失踪的11岁男童,经过 22小时的搜索,终于在郊野公园一处山 边寻回男童。
- 世界贸易组织「香港部长级会议」二零零五年十二月十三至十八日在湾仔香港会议展览中心举行,期间约5,000名大部分来自南韩的示威人士进行连串的示威及游行,在会议最后两天,示威人士更试图冲近会场,消防处在该区派驻120名消防人员执行灭火任务,并调动超过30部救护车运送约100名伤者到医院治疗。
- On 25 November 2005, an extensive land search at Tai
 Tam Country Park was jointly conducted by the Fire
 Services and various Government departments for a
 missing 11-year-old boy. After a 22-hour search, the boy
 was recovered at a hillside of the country park.
- The World Trade Organisation Sixth Ministerial Conference was held from 13 to 18 December 2005 in the Hong Kong Convention and Exhibition Centre in Wan Chai. Some 5,000 protestors, mainly from South Korea, staged various demonstrations and processions during the period. During the disturbances on the last two days when protestors tried to storm into the venue, about 120 firemen were deployed to perform fire-fighting duties and more than 30 ambulances were used to convey some 100 casualties.



◀消防人员于世贸部长级 会议期间候命 Firemen stand by outside the WTO Ministerial Conference venue

救护服务

截至二零零五年年底,救护总区共有2,316 名主任级人员及救护员,配备 258 部救护 车、35部救护电单车及四部流动伤者治疗 车。二零零四至零五年,救护总区处理了 1,159,783宗召唤,平均每天处理1,587宗。 其中,二零零五年三月十六日一天内,处理 了 1,920 宗召唤,是这两年间的最高记录。 救护总区在这两年内共处理 1,046,234 名伤 病者,平均每天处理 1,431 名。

自二零零五年三月起,救护车已全面配备辅 助医疗救护服务设施,并由符合辅助医疗资 格的救护人员驻守。所有紧急救护车和救护 电单车现时均配备自动心脏去纤震器,以及 备有应付糖尿病、心脏病、气促和过量服食 药物等疾病的指定药品。

▼救护员在交通意外现场抢救伤者(苹果日报图片) Traffic accident casualties being treated at the scene (Apple Daily photo)

Ambulance Services

The Ambulance Command has 2,316 officers and ambulancemen. It operates a fleet of 258 ambulances, 35 ambulance-aid motorcycles and four mobile casualty treatment centres at the end of 2005. The Command responded to 1,159,783 calls during the period under review, representing an average of 1,587 calls per day, with the highest record of 1,920 calls on 16 March 2005. A total of 1,046,234 patients, or a daily average of 1,431 were served.

Its fleet of ambulances has been fully equipped and manned at paramedic ambulance service level since March 2005. All emergency ambulances and ambulance-aid motorcycles are now equipped with automatic defibrillators and selected drugs for illnesses such as diabetes, heart attack, shortness of breath and drug overdose.



▲救护服务推广日 Ambulance Service Promotion Day



■ 辅助医疗救护服务为伤病者 提供优质院前护理 Paramedic ambulance service provides premium pre-hospital care for the public

具有二级急救医疗助理资格的救护员,会定期接受覆核认证课程,确保他们的水平得以维持。

消防处救护总区训练学校的扩建工程已于二 零零四年底竣工,有助纾缓训练设施不足的 问题。新扩建的大楼内设有用作训练二级急 救医疗助理的额外设施,例如病人模拟器、 模拟房间、录影室和教室。

为增加可动用的救护车,以应付下午至晚上的召唤高峰期,已有23个指定救护站实施中更当值。此外,救护总区亦编有一支共12辆救护车、以两名救护员为一组的「急切召唤专责车队」,专门为须急切治疗的病人提供转院服务,以腾出人手应付紧急救护服务。

独立顾问已于二零零五年三月至九月就实施 救护车调派分级制,把救护召唤分类和分级 的可行性进行研究。由保安局领导的督导委 员会将审议研究的建议,并展开一连串的公 众谘询,以便厘定日后的取向。

Staff with Emergency Medical Assistant II (EMA II) qualification are arranged to attend re-certification courses periodically in order to maintain their standard.

The completion of the extension block of the Fire Services Ambulance Command Training School at the end of 2004 helped ease the shortage of training facilities. In the new extension building, additional facilities for EMA II training such as patient simulators, simulation rooms, video-recording room and lecture rooms are provided.

To increase the availability of serving ambulances during the peak hours from afternoon to evening, 23 selected depots have adopted a staggered shift system. The Command also operates an urgent care fleet of 12 ambulances manned by two-man crew for the transfer of patients between hospitals for urgent medical treatment so as to release more manpower for dealing with emergency ambulance calls.

A feasibility study on the implementation of a Medical Priority Dispatch System to categorise and prioritise response to ambulance calls was undertaken by an independent consultant between March and September 2005. A steering group led by the Security Bureau will scrutinise the recommendations of the study and carry out a series of public consultations to determine the way forward.

先遣急救员计划于二零零三年九月推出试行,计划在二零零五年十月已扩展至76间消防局、机场消防队的两个行动单位和一艘指挥船,以及海务区的四艘灭火轮。截至二零零五年年底,共1,441名消防人员接受先遣急救员的训练,当中包括116名队长和1,325名员佐级人员。

为改善服务,消防处不时检讨先遣急救员所处理意外个案的性质。截至二零零五年年底,他们处理了19,303宗个案共19,026名伤病者,大部分个案属心脏病或呼吸问题。自二零零五年十一月,出动率高的指定消防局,会增加一部消防车设有先遣急救员,以纾缓日增的工作量和提升效率。

调派及通讯

消防通讯中心24小时均有人员当值,负责调派所有灭火及救护资源,以及接收公众投诉,包括有关火警危险及危险品的投诉。遇有重大事故,消防通讯中心亦为政府其他部门及公用事业机构提供紧急协调服务。



◀ 先遣急救员在交通意外中暂充褓姆
(图片版权属东方日报所有)

First Responder acts as a baby sitter in the second of the se

First Responder acts as a baby sitter in a traffic accident (Oriental Daily News photo, all rights reserved)

Since its pioneer launch in September

2003, the First Responder Programme has been extended to 76 fire stations as well as two operational units and a command boat of the Airport Fire Contingent and four fireboats of the Marine Division in October 2005. Up to the end of 2005, a total of 1,441 first responders including 116 Officers and 1,325 Other Ranks

were trained.

To improve the service, the nature of incidents attended by first responders was reviewed from time to time. Up to the end of 2005, first responders attended 19,303 cases and handled 19,026 casualties mainly suffering from cardiac diseases and breathing problems. Selected stations with high turnout rate started to run an additional first responder appliance in November 2005 to ease the increasing workload and to enhance efficiency.

Mobilising and Communications

The Fire Services Communications Centre, manned round the clock, is responsible for mobilising all fire-fighting and ambulance resources and to receive complaints

including those about fire hazards and dangerous goods. It also acts as an emergency co-ordinator for other Government departments and public utilities in major incidents.

◄ 消防通讯中心
Fire Services Communications Centre

第三代调派系统是一套结合先进电讯及电脑 技术的调派系统,在新界行动总区经过四个 月的第一期操作后,中心于二零零五年六月 二十六日全面使用这个系统。由于新系统可 提升识别、定位和资源调派等各方面的功 能,预期灭火和拯救行动会因而得到改善。 这是一个弹性和可扩充的开放式设计系统, 使消防处得以应付至二零一三年紧急服务召 唤的预期增长。

机场消防队

机场消防队主要工作是为香港国际机场提供救援及灭火服务。机场消防队由两间消防局及两间海上救援分局组成,设于机场平台的策略性位置,共配备14部消防车、两部救护车、两艘指挥船及八艘快艇。二零零四年,机场消防队处理了122宗航空事故及1,077宗救护召唤;二零零五年则处理了105宗航空事故及1,081宗救护召唤。

On 26 June 2005, the centre fully migrated to a sophisticated telecommunication and computer integrated mobilising system – the Third Generation Mobilising System – after four months' phase one operation in the New Territories Command. By enhancing the identification, location and mobilisation of resources, the new system is expected to improve the efficiency of fire-fighting and rescue operations. Its flexible and expandable open system design will enable the Department to cope with the projected growth of emergency calls up to 2013.

Airport Fire Contingent

The primary role of the Contingent is to provide rescue and fire-fighting services for Hong Kong International Airport. The Contingent, which comprises two fire stations and two rescue berths at strategic locations on the airport platform, is equipped with 14 fire appliances, two ambulances, two command boats and eight speed boats. In 2004, the Contingent responded to 122 incidents involving aircraft and 1,077 ambulance calls; and in 2005, 105 incidents and 1,081 ambulance calls.

▼机场消防队 Airport Fire Contingent





▲灭火轮「卓越号」 Fireboat Excellence

灭火轮

港岛总区辖下的海务及离岛区共有七艘灭火轮、一艘潜水支援船、两艘潜水支援快艇和一艘载客轮。此外,高性能的灭火轮「卓越号」已于二零零五年四月下水,取代六号灭火轮。部门的海上灭火和拯救能力,亦因此得以进一步加强。

潜水服务

潜水组共有五部潜水装备供应车、一艘潜水支援船,以及两艘潜水支援快艇。潜水组约有潜水员 150 名,他们分成七队,专责香港水域内的搜索及救援行动;他们用压缩空气潜水装备及水底爆破工具在水深至42米的范围内执行任务。其中五队人员派驻全港策略性地点,他们担任主要灭火职务之外,亦肩负在海里及其他水渠执环境,例如水塘、沉箱、池塘及污水渠执

Fireboats

The Marine and Off-shore Islands Division of the Hong Kong Command operates a fleet of seven fireboats, a diving support vessel, two diving support speedboats and a personnel carrier. A high-performance fireboat, the *Excellence*, was commissioned in April 2005 to replace Fireboat 6 to further enhance the Department's maritime fire-fighting and rescue capabilities.

Diving Services

The Diving Unit has a fleet of five diving tenders, one diving support vessel and two diving support speedboats. It comprises about 150 active divers in seven diving teams, responsible for all aquatic rescues and dive search and rescue operations within Hong Kong waters down to the maximum depth of 42 metres using compressed air diving equipment and underwater break-in tools. Five teams are deployed at strategic locations throughout Hong Kong. In addition to their primary fire-fighting duties, divers will respond to emergencies at sea and other environments such



▲ 潜水员负责水中搜救工作 Diving teams are tasked for maritime search and rescue

行紧急任务。至于另外两队人员,则派驻机场消防队,他们不仅负责空难拯救和灭火职务,亦在水上迫降事故时,提供潜水拯救服务。如获处长特别授权,潜水人员或会奉召往香港以外水域,执行海上搜救行动。二零零四及零五年,消防处潜水人员分别出动了591及495次。

潜水组亦负责操作位于昂船洲的加压室。加 压室设有三个压力舱,为减压病者、气体中 毒者,以及可用高压氧疗法治疗的慢性病患 者提供治疗。过去两年,加压室共操作了 173次,为27名伤病者提供治疗。

新下水的「卓越号」灭火轮装备有潜水员吊笼和甲板减压室。吊笼可以把潜水员下降至50米水深的半潜环境,为他们提供工作平台进行水底爆破和拯救行动,并提供一个安全的

as reservoirs, caissons, ponds and sewers. The remaining two teams are posted at the Airport Fire Contingent to provide dive rescue service in aircraft ditching incidents, in addition to their aircraft rescue and fire-fighting duties. With the specific authorisation of the Director, divers may be summoned to conduct maritime search and rescue operations outside Hong Kong waters. Service divers were turned out to 591 and 495 emergencies in 2004 and 2005 respectively.

The Unit also operates a three-compartment compression chamber in Ngong Shuen Chau for treating patients suffering from decompression illness, gas poisoning and other chronic diseases that are responsive to hyperbaric oxygen treatment. For the past two years, 173 chamber operations were carried out for 27 patients.

The newly launched fireboat *Excellence* has a wet diving bell and a deck decompression chamber. The wet diving bell can lower divers to a depth of 50 metres inside a semi-submerged environment, providing a work platform for

地方让他们进行水中减压。设有两个减压舱 的甲板减压室,可使潜水员在符合健康和安 全规定的情况下,进行减压潜水。当水中减 压不安全或不可行时,减压室可以用作水面 减压;减压室亦可为患有减压病的潜水员进 行治疗。「精英号」灭火轮则装备有可运载 的减压室。

潜水员会不断提升他们的水中拯救技术。在 过去两年,他们除了接受一般潜水拯救训练 外,亦在海滩和泳池救生及急流拯救方面接 受训练。 underwater break-in and rescue operations. It also provides a safe haven for divers to perform in-water decompression. The two-compartment deck decompression chamber enables divers to perform decompression dives, in compliance with health and safety requirements. The chamber will be used for surface decompression when inwater decompression is unsafe and impracticable, and also for treatment of decompression illness stricken divers. Fireboat *Elite* is equipped with a transportable decompression chamber.

Divers continuously improve their aquatic rescue skills. They have been given training on beach and pool lifesaving and swift water rescue in the past two years, on top of normal rescue diving training.

▼ 潜水支援船 Diving support vessel

