# 目錄 Contents

# 04-07 處長回顧 Director's Review

## 08-11 組織 Organisation

### 行動 Operations

- 14 服務承諾 Performance Pledge
- 16 撲滅火警 Fire-fighting
- 20 特別服務 Special Services
- 24 救護服務 Ambulance Services
- 27 電子救護車出勤紀錄 e-Ambulance Journey Record
- 28 輔助醫療服務質素保證系統 Paramedic Services Quality Assurance System
- 28 調派及通訊 Mobilising and Communications
- 29 機場消防隊 Airport Fire Contingent
- 30 滅火輪 Fireboats
- 31 潛水服務 Diving Services
- 32 特種救援隊 Special Rescue Squad
- 33 坍塌搜救專隊 Urban Search and Rescue Team
- 34 先遣急救員 First Responder
- 35 通訊支援隊 Communications Support Team

# 防火工作 Fire Protection

- 38 牌照及審批 Licensing and Certification
- 41 消防安全 Fire Safety
- 43 消防安全巡查 Fire Safety Inspections
- 43 舊樓的消防安全 Fire Safety of Old Buildings
- 43 巡查工業樓宇 Industrial Buildings Inspections

### 人力資源管理 Human Resources Management

- 46 編制 Establishment
- 46 財政 Finance
- 46 招聘 Recruitment
- 47 培訓及發展 Training and Developments

消防訓練學校 Fire Services Training School

消防處救護訓練學校 Fire Services Ambulance Command Training School

西九龍救援訓練中心 West Kowloon Rescue Training Centre

管理及發展 Management and Developments

現場指揮訓練 Incident Command Training

體能訓練 Physical Training

52 專責隊伍及興趣小組 Specialist Teams and Interest Groups

火警調查組 Fire Investigation Group

壓力輔導組 Stress Counselling Team

紀律專責隊伍 Service Disciplinary Team

消防工程學興趣小組 Fire Engineering Interest Group

消防車輛車廂及工具儲物櫃設計/裝置改良興趣小組

Fire Appliances Cabin and Locker Design/ Modification Interest Group

消防車輛興趣小組 Fire Appliance Interest Group

- 54 福利 Welfare
- 54 消防處心理健康中心 Psychological Wellness Centre
- 55 員工關係 Staff Relations
- 55 體育及康樂 Sports and Recreation

# 行政及後勤支援 Administration & Logistic Support

- 58 策劃 Planning
- 59 管理 Management
- 59 資訊科技管理 Information Technology Management
- 59 工程及運輸 Workshops and Transport
- 61 車輛 Appliances
- 61 採購及物流 Procurement and Logistics
- 61 設備及個人防護裝備 Equipment and Personal Protective Clothing

#### 與時並進 To Move with the Times

- 64 顧客服務意見調查 Customer Satisfaction Survey
- 64 綜合發牌、消防安全及檢控系統 Integrated Licensing, Fire safety and Prosecution System
- 64 消防處數碼集群無線電系統 FSD Digital Trunked Radio System
- 65 調派後急救指引 Post Dispatch Advice
- 65 救護車調派分級制 Medical Priority Dispatch System
- 67 高空拯救專隊 High Angle Rescue Team
- 67 危害物質專隊 HazMat Team
- 67 消防訓練學院 Fire Services Academy

#### 與內地及海外的聯繫 Links with the Mainland and Overseas

- 70 與內地的聯繫 Liaison with the Mainland
- 72 與海外同業的聯繫 Links with Overseas Counterparts



## 融入社區 Integration into the Community

- 76 樓宇消防安全特使計劃 Building Fire Safety Envoy Scheme
- 77 消防安全大使計劃 Fire Safety Ambassador Scheme
- 77 消防安全教育巴士 Fire Safety Education Bus
- 77 幼兒消防安全教育計劃 Fire Safety Education in Kindergartens
- 78 「打鐵趁熱」宣傳活動 Hot Strike Campaign
- 78 救心先鋒計劃 Heart Saver Scheme
- 79 救護服務巡迴展覽 Ambulance Service Roving Exhibition
- 79 香港消防處義工隊 Hong Kong Fire Services Department Volunteer Team
- 79 公眾聯絡小組 Public Liaison Group
- 79 走進校園─慎用救護服務宣傳計劃 School Outreaching Scheme - Do Not Misuse Ambulance Service Publicity Programme

# 附錄 Appendices

- 80 組織圖 Organisation Chart
- 82 消防局及救護站 Fire Stations and Ambulance Depots
- 86 勳銜及嘉許 Honours and Awards
- 87 消防車輛及救護車輛 Fire Appliances and Ambulances
- 89 火警統計數字 Fire Statistics
- 91 特別服務統計數字 **Special Services Statistics**
- 92 救護召喚 Ambulance Calls
- 93 防火統計數字
  - Fire Protection Statistics