



行動

Operations





服務承諾

本處處理樓宇火警召喚的規定召達時間，樓宇密集地區為六分鐘，樓宇分散及偏遠地區則為九至23分鐘。至於緊急救護服務，目標召達時間為12分鐘。本處承諾在整體召喚中有92.5%能夠在上述召達時間內獲得處理。

在二零一一年，有93.4%的樓宇火警召喚及93.5%的緊急救護召喚，能在上述規定/目標召達時間內獲得處理。

年內，有關即時火警危險的投訴，全部可以在24小時內獲得處理。

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 service, the target response time is 12 minutes. The Department pledges to achieve the above times in 92.5% of all calls.

In 2011, 93.4% of building fire calls and 93.5% of emergency ambulance calls were responded to within the graded/target response times.

During the year, all complaints of imminent fire hazards were handled within 24 hours.



1 明報圖片
Ming Pao photo



撲滅火警

Fire-fighting





2



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1-2 星島日報圖片
Sing Tao Daily photos

3 蘋果日報圖片
Apple Daily photo



3

撲滅火警

本處接獲的火警召喚由二零一零年的40 604宗，下降至二零一一年的34 188宗。年內，火警造成23人不幸喪生、402人受傷，獲救人數為5 482人，另有13名消防人員在行動中受傷。

市民不小心處理或棄置煙蒂、火柴和蠟燭，是釀成火警的主要原因，二零一一年由上述原因而引起的火警共有1 674宗。其次是涉及煮食和電力故障的疏忽或意外所釀成的火警。

現將二零一一年較矚目的火警撮述如下：

十一月三十日，旺角花園街192至194號對開的小販排檔及鄰近樓宇發生四級火警，有九人喪生，34人受傷。大火產生高熱及濃煙，令300多名消防人員的滅火及救援行動進度受阻。火警發生期間，約有300名受影響住戶自行逃生或獲救。大火最終在八個半小時後被撲滅。

六月十五日，馬頭圍道111至113號一幢唐樓發生三級火警，四人不幸喪生，包括兩名小童，最終有47人由消防員救出。

年內，共有六宗涉及回收場的三級火警。一月十三日，元朗公庵路一間鐵皮構築物發生火警。四月二十四日，元朗屏廈路一間鐵皮構築物起火，裡面貯存的大量回收物料(包括廢棄電器和雜物)嚴重焚毀。六月十三日，元朗公庵路一個回收場發生火警。九月二日，天水圍石步路一個儲存廢棄電器、廢紙和雜物的回收場起火。九月十五日，天水圍洪水橋一個回收場發生火警，大量塑膠回收物料、機器、雜物和空膠桶嚴重焚毀。十一月二日，屯門龍鼓上灘一個回收場起火，大量塑膠回收物料和雜物嚴重焚毀。

Fire-fighting

The number of fire calls decreased from 40 604 in 2010 to 34 188 in 2011. During this year, fire claimed 23 lives and injured 402 persons while 5 482 people were rescued. Thirteen firemen were injured in the course of duties.

Careless handling or disposal of cigarette ends, matches and candles contributed to the major causes of fires, totaling 1 674 cases in 2011. This was followed by carelessness or accidents involving the preparation of foodstuff and electrical faults.

Some notable fires in 2011 are summarised as follows:

On November 30, nine people were killed and 34 persons injured in a No.4 Alarm fire at the hawker stalls outside 192-194 Fa Yuen Street, Mong Kok and the buildings in the vicinity. The intensive heat and heavy smoke generated from the fire retarded the progress of both fire-fighting and rescue operations conducted by more than 300 Fire Services personnel. During the fire, about 300 affected residents were self-evacuated or rescued. The fire was eventually put out after eight and a half hours.

On June 15, four persons including two children were killed in a No.3 Alarm fire occurred at a tenement building at 111 – 113 Ma Tau Wai Road. Forty-seven persons were ultimately rescued by the Fire Services personnel.

There were six No. 3 alarm fires involving recycling storage sites during the year. On January 13, a fire occurred at a tin-sheeted structure at Kung Um Road, Yuen Long. On April 24, a large quantity of recyclable materials comprising scrapped electrical appliances and miscellaneous articles stored inside a tin-sheeted structure was severely damaged in a fire at Ping Ha Road, Yuen Long. On June 13, a fire occurred at a recycling storage site at Kung Um Road, Yuen Long. On September 2, a fire broke out at a recycling storage site for scrapped electrical appliances, used papers and miscellaneous articles at Shek Po Road, Tin Shui Wai. On September 15, a fire broke out at a recycling storage site at Hung Shui Kiu, Tin Shui Wai, where a large quantity of recyclable plastic materials, machineries, miscellaneous articles and empty plastic drums were severely damaged. On November 2, a large quantity of plastic recyclable materials and miscellaneous articles were severely damaged in a recycling storage site in Lung Kwu Sheung Tan, Tuen Mun.

六月十六日深夜，灣仔謝斐道380號一個建築地盤發生四級火警。火場有大量建築物料，火勢由頂樓沿外牆的棚架和尼龍網迅速向下五層蔓延。超過150名消防人員到場撲救，火警最終在五個半小時後被撲滅。

十一月四日，佐敦白加士街107號一幢大廈內的髮廊發生火警，消防員把一人帶到安全地點，另救出三名燒傷者。

At midnight on June 16, a No.4 alarm fire occurred in a construction site at 380 Jaffe Road in Wan Chai involving a large quantity of construction materials. Fire rapidly spread from top floor level to the immediate five floors below along external scaffolding and nylon nets. More than 150 Fire Services personnel turned out to the scene for tackling the fire. The fire was eventually put out after five and a half hours.

On November 4, a fire broke out in a hair and beauty salon of a building at 107 Parkes Street, Jordan. During the fire, one person was led to place of safety and three persons sustained burn injury were rescued.



元朗一廢料回收場發生三級火警 (蘋果日報圖片)
A No. 3 Alarm fire at a recycling storage site in Yuen Long (Apple Daily photo)

特別服務

Special Services



星島日報圖片
Sing Tao Daily photos



1

- 1 蘋果日報圖片
Apple Daily photo
- 2 星島日報圖片
Sing Tao Daily photo



2



特別服務

特別服務召喚涉及多類事故，例如交通意外、有人被困升降機內、被鎖屋內及反鎖屋外、氣體泄漏、工業意外、房屋及牆壁倒塌、水浸、山泥傾瀉，以及有人企圖從高處跳下等。

二零一一年，本處共接獲27 159宗特別服務召喚，當中共錄得751人喪生，1 922人受傷。在各類特別服務召喚事故中，被困升降機內的個案仍佔大多數，共有7 922宗，其次分別為被鎖屋內或反鎖屋外的個案，共有1 345宗，以及易燃液體或氣體泄漏的個案，共有399宗。

現將二零一一年較矚目的事故撮述如下：

六月九日，屯門建群街3號一幢工業大廈一幅40米乘40米的簷篷從一樓外牆塌掉到行人路上。一名成年男子被發現在瓦礫之下傷勢嚴重，他獲救後由救護車送院。在受影響的工業大廈內有60人由消防員疏散至安全的地方。

九月二十九日，在發出三號強風訊號期間，一艘載有運沙船的半潛躉船於柴灣杏花邨第49座附近的海濱長廊對開海面漂浮，繼而撞向油庫碼頭。其後，大浪和強風更導致躉船在海濱長廊外約十米的位置擱淺。57名住客被帶到安全的地方，另有20名居民於消防人員到達前已自行疏散。

十月二十一日，一艘載有140名乘客及五名船員的客輪，在駛離長洲碼頭前往中環時撞向長洲避風塘內的繫船墩。事故中有75名乘客受傷，並有不同程度的傷勢，而肇事客輪船身亦受損。所有受傷乘客及船員接受初步治療後，由其他船隻及政府飛行服務隊直升機送往港島區的醫院作進一步治療。

除執行本地救援行動外，消防處亦參與海外支援工作。日本福島於三月十一日發生事故後，本處派出八名屬員隨保安局支援隊伍前赴東京，協助滯留當地的香港居民返港。

Special Services

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

A total of 27 159 special service calls were received in 2011, with 751 fatalities and 1 922 injuries recorded. Shut-in-lift cases still topped the list of incidents with 7 922 calls, followed by 1 345 cases of locked-in or out of premises and 399 cases of leakage of inflammable liquid or gas.

Some notable incidents during the year are summarised as follows:

On June 9, a 40m x 40m canopy of an industrial building at 3 Kin Kwan Street, Tuen Mun collapsed from the first level external wall onto the pavement. A severely injured male adult was found trapped underneath the debris, and was extricated and sent to hospital by ambulance. Sixty persons were evacuated from the affected building to place of safety by Fire Services personnel.

On September 29, a semi-submersible barge, with a construction vessel on board, drifted and crashed onto a jetty of an oil depot at sea coast off the promenade near Block 49, Heng Fa Chuen, Chai Wan, when a Local Storm Signal No. 3 was hoisted. The barge subsequently went aground by strong wave and wind about 10m off the promenade thereat. Fifty-seven occupants were led to the place of safety while another 20 residents evacuated by themselves prior to the arrival of Fire Services personnel.

On October 21, a passenger vessel with 140 passengers and five crew members struck a mooring dolphin inside the Cheung Chau Typhoon Shelter when departing from Cheung Chau Ferry Pier for Central. As a result, 75 passengers sustained various degrees of injuries and the hull of the vessel concerned was damaged. Having received initial medical treatment, all the injured passengers and crew members were conveyed by other vessels and Government Flying Service helicopters to hospitals on Hong Kong Island for further treatment.

Apart from local rescue operations, the Department sent eight members to join the Support Team of the Security Bureau to Tokyo after the Fukushima incident in Japan on March 11 to assist Hong Kong residents stranded there to return to Hong Kong.



- 1 消防人員游繩拯救一名企圖跳樓男子 (蘋果日報圖片)
A fireman abseils down to stop a man from jumping from height (Apple Daily photo)
- 2 消防人員在屯門一幢工業大廈簷篷倒塌的現場拯救一名被困男子 (蘋果日報圖片)
A man trapped by a collapsed concrete canopy of an industrial building in Tuen Mun is rescued by firemen (Apple Daily photo)



救護服務

Ambulance Services





救護服務

截至二零一一年年底，救護總區共有2 733名救護主任及救護員，配備302部救護車、36部急救醫療電單車、四部流動傷者治療車及三部快速應變急救車。救護總區在年內處理了690 114宗召喚，平均每天1 891宗，共處理620 228名傷病者，平均每天處理1 699名。

計劃於二零零九年、二零一零年及二零一一年更換及添置的252部新市鎮救護車，已經投入服務。二零一一年年底，救護車的平均車齡約為2.4年。

Ambulance Services

At the end of 2011, the Ambulance Command comprised 2 733 ambulance officers and ambulancemen. It operated a fleet of 302 ambulances, 36 emergency medical assistant motorcycles, four mobile casualty treatment centres and three rapid response vehicles. During the year, the Command responded to 690 114 calls, representing an average of 1 891 calls per day. A total of 620 228 patients, or a daily average of 1 699 were served.

A total of 252 new town ambulances planned for replacement and replenishment in 2009, 2010 and 2011 were put into service. The average age of the ambulance fleet is about 2.4 years at the end of 2011.



在緊急救護車及急救醫療電單車當值的救護人員，全部均具備輔助醫療資格。車上亦備有自動心臟去顫器，以及應付糖尿病、休克、心臟病、氣促、抽搐和過量服食藥物等情況的指定藥品。二零一一年八月起，所有救護人員均已接受訓練，能夠按照二零一零年美國心臟協會心肺復甦法及緊急心血管護理指引執行經改良的心肺復甦法及自動心臟去顫器程序。

電子救護車出勤紀錄

電子救護車出勤紀錄系統是一套電腦系統，以電子方式記錄傷病者的資料，以取代一向手寫的救護車出勤紀錄。這個系統提供數碼平台，以便備存重要的傷病者資料，隨後可經輔助醫療服務質素保證系統分析有關資料。

All emergency ambulances and emergency medical assistant motorcycles are fully manned at paramedic level and equipped with Automated External Defibrillators and selected drugs for illnesses such as diabetes, shock, cardiac attack, shortness of breath, seizure and drug overdose. Starting from August 2011, all ambulance personnel had been trained to implement the revised Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillation (AED) Protocol in accordance with 2010 American Heart Association Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care.

e-Ambulance Journey Record

An electronic Ambulance Journey Record (e-AJR) System is a computerised system designed for documenting patients' data through electronic means with a view to substituting traditional hand writing ambulance journey record. The e-AJR system provides a digital platform for capturing important patient data for subsequent analysis by the Paramedic Services Quality Assurance System (PSQAS).



救護人員在救護車內輸入出勤紀錄資料
An ambulance officer inputs journey record data inside an ambulance

輔助醫療服務質素保證系統

輔助醫療服務質素保證系統是專為輔助醫療人員進行質素保證工作而設的電腦輔助評估工具。該系統會按既定規則及邏輯來運算前線救護人員輸入的所有電子救護車出勤記錄資料，從而確定有關人員是否已遵守相關程序。該系統可客觀地評估輔助醫療人員的臨床表現，從而確定有關人員的培訓需要。蒐集全面的數據後，系統可就用藥、年齡分布、心動停止數據、主要不適的分析等方面編製有參考價值的趨勢報告，以便進行持續的改善培訓計劃和資源管理，以及規劃長遠策略。

調派及通訊

消防通訊中心全日24小時均有人員當值，負責調派所有滅火及救護資源，以及接受公眾投訴，包括有關火警危險及危險品的投訴。遇有重大事故，消防通訊中心亦為政府其他部門及公用事業機構提供緊急協調服務。

Paramedic Services Quality Assurance System

The Paramedic Services Quality Assurance System is a computer-aided assessment tool tailor-made for the quality assurance activities of paramedic ambulance service. All electronic Ambulance Journey Records completed by frontline ambulance personnel are computed by the system for the determination of protocol compliance based on the pre-set rules and logics. Clinical performance of the paramedics can be assessed objectively and training needs be identified. With the collection of comprehensive data, valuable trend reports on drug consumption, age profile, cardiac arrest data, chief complaint analysis etc can be generated by the system for the on-going training improvement, continuous resources management and long term strategic planning.

Mobilising and Communications

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



消防通訊中心
Fire Services Communications Centre



機場消防隊
Airport Fire Contingent

機場消防隊

機場消防隊共有235名人員，主要工作是為香港國際機場提供救援及滅火服務。機場消防隊由兩間消防局及兩間海上救援分局組成，設於機場平台的策略性位置，共配備14部消防車、兩部救護車、兩艘指揮船及八艘快艇。一部新重型泡車（搶救22）將於二零一二年投入服務，該泡車每分鐘可噴射7 000公升泡沫，用以替換一部已退役的消防車輛。二零一一年，機場消防隊處理了106宗與航機有關的事故及1 076個救護服務召喚。

Airport Fire Contingent

The primary role of the 235 staffed Contingent is to provide rescue and fire-fighting services for the 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. Replacing a retired appliance, a new Crash Fire Tender (Rescue 22) with a foam discharge rate of 7 000 L/min will be put into commission in 2012. During the year of 2011, the Contingent responded to 106 incidents involving aircraft and 1076 ambulance calls.

滅火輪

港島總區轄下的海務及離島區共有八艘滅火輪、一艘潛水支援船、兩艘潛水支援快艇和一艘載客輪。鑑於公眾對海上事故的優質拯救服務需求日增，本處已於二零一一年展開計劃，更換已老化的七號滅火輪。新滅火輪具有更佳性能，可高速航行，並具備處理化學、生物、輻射及核子事故的能力。更換計劃可望於二零一四年十二月完成。

Fireboats

The Marine and Off-shore Islands Division of Hong Kong Command operates a fleet comprising eight fireboats, a diving support vessel, two diving speedboats and a personnel carrier. To cope with the higher demand for quality service of the public in maritime rescue services and incidents, replacement program of the aged Fireboat 7 has been kicked off in 2011. The new fireboat is a high speed vessel with enhanced features on chemical, biological, radioactive and nuclear (CBRN) handling capability. It is anticipated that the replacement project would be completed in December 2014.





星島日報圖片
Sing Tao Daily photo

潛水服務

潛水組約由150名潛水員組成，分為七隊，專責香港水域內的搜索及救援行動。潛水員配備壓縮空氣潛水裝備及水底爆破工具，能在水深達42公尺之處執行任務。潛水員除了在海中執行緊急任務，亦須在水塘、沉箱、池塘及污水渠等加壓環境中工作。二零一一年，消防處潛水人員一共出動了653次。

位於昂船洲的消防處潛水基地設有各種先進的專業及訓練設施，以提升潛水員的搜救技能。此外，基地亦為前線消防及救護人員提供急流拯救訓練。二零一一年，共有952名屬員完成有關訓練。



Diving Services

The Diving Unit comprises about 150 divers in seven diving teams, responsible for all aquatic search and rescue operations within Hong Kong waters to a maximum depth of 42 metres using compressed air diving equipment and underwater break-in tools. The divers will respond to emergencies at sea and other compressed atmospheres such as reservoirs, caissons, ponds and sewers. In 2011, they turned out to 653 emergencies.

The FSD Diving Base on Stonecutters Island is equipped with a range of advanced professional and training facilities to enhance the search and rescue skills of Service divers. It also provides swift water rescue training for frontline fire and ambulance personnel. In 2011, a total of 952 members completed the training.

特種救援隊

特種救援隊由920名消防和救護人員組成，配備重型切割及爆破工具、電子搜索儀器和強力的承重支撐系統，以加強進行大型救援行動的能力。



Special Rescue Squad

The Special Rescue Squad (SRS), comprising 920 fire and ambulance services members, is equipped with heavy-duty cutting and breaking machines, electronic searching devices and powerful load-bearing supporting system to enhance its capabilities in handling major rescue operations.

1 - 2 高空拯救示範
A high angle rescue demonstration





1

- 1 位於上水的坍塌搜救專隊訓練場
Training ground of the USAR Team in Sheung Shui
- 2 坍塌搜救隊的搜救犬
A search dog of the USAR Team



2

坍塌搜救專隊

部門又從特種救援隊中挑選約125名消防和救護人員，組成坍塌搜救專隊。專隊的成員受過專門訓練，包括進階搜救技巧及先進設備的運用，他們的主要職責，是在本港或外地發生構築物坍塌、山泥傾瀉或其他重大事故時，搜救被困或埋在瓦礫下的人。

為提高坍塌搜救專隊的行動效率，消防處斥資約500萬元，在新界上水設立坍塌搜救專隊訓練場。場內提供逼真的訓練環境，讓救援人員熟習在不同情況下的坍塌搜救專門技術。訓練場在二零一一年九月正式啟用，場內設有各種專業輔助設備，讓搜救隊員能進行安全和持續的訓練。



Urban Search and Rescue Team

The Urban Search and Rescue (USAR) Team consists of some 125 members of fire and ambulance personnel who were selected from the Special Rescue Squad. USAR members received specialised training including advanced search and rescue techniques and the use of sophisticated equipment. Their main duty is to carry out search and rescue of victims trapped/buried underneath the rubble after structural collapse, landslide or other major incidents occurred locally or overseas.

With a view to enhancing operational efficiency of the USAR Team, the Department had constructed a Training Ground for USAR Team in Sheung Shui, New Territories, at a cost of approximately \$5 million. The Training Ground provides a realistic training environment for members of the rescue team. They can familiarise themselves with the specialised urban search and rescue skills under different circumstances. The Training Ground was put into commission in September 2011. With the aid of professional facilities, USAR members can receive safe and continuous training.

先遣急救員

先遣急救員計劃旨在由受過訓練的前線消防人員，在救護人員到場前為傷病者進行基本急救。部門已全面推行進階救護學訓練計劃，以訓練全體前線消防人員成為先遣急救員。截至二零一一年年底，已有4 055名屬員合資格成為先遣急救員。

二零一一年，先遣急救員一共出動44 221次，處理傷病者32 599名，令28名已沒有呼吸或脈搏的傷病者獲救。



First Responder

The First Responder Programme aims at providing basic life support to casualties and patients by trained frontline fire personnel before the arrival of ambulance crew. The Advanced Ambulance Aid Training Programme is in full swing to prepare all frontline fire-fighters to perform as first responders. As at the end of 2011, a total of 4 055 members were qualified as first responders.

In 2011, first responders turned out to 44 221 cases and handled 32 599 casualties and patients. The lives of 28 people who had no breathing or pulse were saved.



前線消防人員提供先遣急救服務
Frontline fire personnel provide
first responder service

通訊支援隊

為提升消防人員在發生嚴重事故時於火場的通訊能力，部門於二零一零年就無線電通訊程序及分配手提無線電通話機的事宜進行檢討，並於二零一一年成立通訊支援隊，以提升在火場的無線電通訊效能。支援隊的工作包括：於火場提供額外的手提無線電通話機及備用電池；避免錯過重要的行動訊息；分擔現場總指揮官監察無線電通訊的工作；以及在接獲指示後或情況所需時，於現場進行拍攝及傳送影像。

除了海務區及機場消防隊外，各行動區域共有12間消防局獲指定成立通訊支援隊。有關的指定消防局分別為：九龍總區的九龍灣消防局、順利消防局、尖東消防局及石硤尾消防局；港島防火總區的寶馬山消防局、旭龢消防局及沙灣消防局；以及新界防火總區的小瀝源消防局、葵涌消防局、虎地消防局、粉嶺消防局及赤蠟角消防局。通訊支援隊由指定消防局的油壓升降台／泵車及流動指揮車的隊員組成。如接獲涉及三級或以上火警的樓宇火警召喚，或在現場總指揮官的要求下，該隊伍便會出動。



Communications Support Team

With a view to enhancing fire ground communication at major incidents, the Department conducted a review in 2010 on radio communication procedures and allocation of handheld radios. A Communications Support Team (CST) was set up in 2011 to enhance the effectiveness of radio communication at fire ground with tasks consisted of providing additional handheld radios and spare batteries at fire ground; avoiding important operational messages being overlooked; easing the burden of Incident Commander in monitoring the radio communication; and carrying out the duties of video capturing and transmission from the scene as and when directed or situation requires.

A total of 12 fire stations from all the operational divisions, except Marine Division and Airport Fire Contingent, are designated as Communications Support Station to form the CST. The designated fire stations concerned are Kowloon Bay Fire Station, Shun Lee Fire Station, Tsim Tung Fire Station and Shek Kip Mei Fire Station of Kowloon Fire Command; Braemar Hill Fire Station, Kotewall Fire Station and Sandy Bay Fire Station of Hong Kong Fire Command and; Siu Lek Yuen Fire Station, Kwai Chung Fire Station, Fu Tei Fire Station, Fanling Fire Station and Chek Lap Kok Fire Station of the New Territories Fire Command. A CST comprising crews of a Hydraulic Platform (HP)/Major Pump (MP) from a designated Communication Support Station and a Mobile Command Unit (MCU) will be despatched in case of building fire call of No.3 Alarm or above, or upon request by Incident Commander.



通訊支援隊提升在火場的無線電通訊效能
The Communications Support Team enhances the effectiveness of radio communication at fire ground