

行動 OPERATIONS



服務承諾 PERFORMANCE PLEDGE

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，樓宇分散和偏遠地區則為九至23分鐘。本處承諾致力達至目標，務求樓宇密集地區92.5%的樓宇火警召喚及樓宇分散和偏遠地區94.5%的樓宇火警召喚，能在規定召達時間內獲到場處理。

至於緊急救護服務，目標召達時間為12分鐘。本處承諾致力達至目標，務求在整體緊急救護召喚中，有92.5%能在目標召達時間內獲到場處理。

二零二二年，94.9%的樓宇火警召喚和88%的緊急救護召喚，在規定／目標召達時間內獲到場處理。

年內，100%的迫切火警危險投訴均在24小時內獲得處理。

The graded response time for calls regarding fires in buildings is six minutes for built-up areas and nine to 23 minutes for areas of dispersed risks and isolated developments. The department pledges to achieve the target of 92.5% for building fire calls in built-up areas and 94.5% for dispersed risks and isolated developments.

For emergency ambulance service, the target response time is 12 minutes and the department pledges to achieve the target of 92.5% of all emergency ambulance calls.

In 2022, 94.9% of building fire calls and 88% of emergency ambulance calls were responded to within the graded/target response time.

During the year, 100% of complaints of imminent fire hazards were handled within 24 hours.

01



香港01圖片 HK01 photo

02



星島日報圖片 Sing Tao Daily photo

01 將軍澳寶琳北路一輛電動車起火，消防人員使用化學泡沫灌救。
A electric vehicle catches fire on Po Lam Road North, Tseung Kwan O. The fire personnel use chemical foam to fight the blaze.

02 大埔吐露港公路發生交通意外，涉及一輛小巴及一輛工程車，救護人員迅速把傷者送院。
A traffic accident involving a mini bus and an engineering vehicle occurs on Tolo Highway, Tai Po. The ambulance personnel rush the injured to hospital.



撲滅火警 FIREFIGHTING

二零二二年，本處接獲的火警召喚由二零二一年的33,891宗增加至34,775宗。年內，火警造成28人喪生和287人受傷，獲救脫險的有12,894人。傷者中有五人是執行職務時受傷的消防人員。

同年接獲的34,775宗火警召喚中，有五宗涉及三級或以上的火警。煮食時發生意外是釀成火警的主要原因，此類火警共有1,013宗。因電力故障而釀成的火警有846宗；不小心處理或棄置燃着的物品（例如煙蒂、火柴和蠟燭）而釀成的火警則有541宗。另外，因縱火而釀成的火警共有414宗。至於警鐘誤鳴（主要由自動警報系統失靈引致）則佔火警召喚總數約76.3%。

The number of fire calls increased from 33,891 in 2021 to 34,775 in 2022. During the year, fires claimed 28 lives and injured 287 persons while 12,894 persons were rescued. Among the injured were five fire personnel who sustained injuries in the line of duties.

Of the 34,775 fire calls received in 2022, five involved no. 3 alarm or above fires. Accidents during cooking were the major causes of fires, totalling 1,013 cases. General electrical fault contributed to 846 fires, while careless handling or disposal of lighted materials, such as cigarette ends, matches and candles led to 541 fires. Also, there were 414 deliberate fires. Unwanted alarms, triggered mainly by faulty automatic alarm systems, contributed to about 76.3% of the total number of fire calls.

矚目火警概述 NOTABLE FIRES



荃灣海角街一個建築地盤發生三級火警，冒出大量濃煙。
A no. 3 alarm fire breaks out at a construction site on Hoi Kok Street, Tsuen Wan. Masses of dense smoke rolls out.



元朗一條連接宏樂街和擴業街的電纜橋發生一級火警，火勢猛烈。
A no. 1 alarm fire breaks out at a cable bridge linking Wang Lok Street and Kwong Yip Street, Yuen Long. The bridge burns fiercely.



秀茂坪安達臣道一幢住宅發生三級火警，消防處出動284名消防及救護人員參與滅火救援。
A no. 3 alarm fire occurs at a residential building on Anderson Road, Sau Mau Ping. The FSD deploys 284 fire and ambulance personnel for the firefighting and rescue operation.

香港01圖片 HK01 photo

四月二十八日
April 28

荃灣海角街一個建築地盤內的兩層高鋼製貨櫃發生三級火警，消防處在行動中出動四條滅火喉、三隊煙帽隊、60輛消防車、九輛救護車，以及合共290名消防及救護人員。火警導致兩人受傷，皆送院治理。

A no. 3 alarm fire broke out at a double-storey steel-framed container on a construction site on Hoi Kok Street, Tsuen Wan. The FSD deployed four jets, three breathing apparatus teams, 60 fire appliances, nine ambulances and a total of 290 fire and ambulance personnel for the operation. Two persons were injured and conveyed to hospital for medical treatment.

六月二十一日
June 21

元朗一條連接宏樂街和擴業街的電纜橋發生一級火警，隨後倒塌。橋內載有多組高壓電纜，火警導致附近地區電力中斷。消防處動用兩條滅火喉、一支座地中攻喉筆及兩隊煙帽隊灌救，而在滅火行動中，亦首次出動滅火機械人。

A no. 1 alarm fire broke out at a cable bridge linking Wang Lok Street and Kwong Yip Street, Yuen Long. The bridge, subsequently collapsed, carried multiple high-voltage cables which led to power outage in nearby districts. The FSD deployed two jets, one ground monitor and two breathing apparatus teams to tackle the fire. The firefighting robot was also mobilised in the firefighting operation for the first time.

七月八日
July 8

秀茂坪安達臣道一幢住宅發生三級火警，消防處在滅火行動中出動四條滅火喉、四隊煙帽隊、126輛消防車、五輛救護車及284名消防及救護人員，此外亦出動無人機系統監察行動過程。火警中共有18人自行疏散，無人受傷。

A no. 3 alarm fire occurred at a residential building on Anderson Road, Sau Mau Ping. The FSD deployed four jets, four breathing apparatus teams, 126 fire appliances, five ambulances and 284 fire and ambulance personnel to fight the blaze. The unmanned aircraft system was also mobilised to monitor the operation. A total of 18 persons self-evacuated and no one was injured.

八月三日
August 3

粉嶺軍地北村一個貨倉發生三級火警，消防處動用四條滅火喉、一支座地中攻喉筆、一台滅火機械人和四隊煙帽隊灌救。事故中合共出動了250名消防及救護人員、65輛消防車、七輛救護車，以及無人機系統。一人在火警中死亡，消防人員協助疏散共五人。

A no. 3 alarm fire broke out at a warehouse in Kwan Tei North Tsuen, Fanling. The FSD deployed four jets, one ground monitor, one firefighting robot and four breathing apparatus teams to tackle the fire. A total of 250 fire and ambulance personnel, 65 fire appliances, seven ambulances and the unmanned aircraft system were also mobilised. One person died in the fire and five persons were evacuated.

九月七日
September 7

西貢鹿尾村一間車房發生三級火警，消防處動用四條滅火喉及四隊煙帽隊灌救。事故中共出動144名消防及救護人員、44輛消防車、七輛救護車，以及無人機系統。火警中約有30人自行疏散到安全地方。

A no. 3 alarm fire occurred at a garage in Luk Mei Tsuen, Sai Kung. The FSD used four jets and deployed four breathing apparatus teams to fight the blaze. A total of 144 fire and ambulance personnel, 44 fire appliances, seven ambulances and the unmanned aircraft system were mobilised. About 30 persons self-evacuated to safety.

九月八日
September 8

葵涌葵泰路一個貨倉發生三級火警，消防處在滅火行動中出動68輛消防車、五輛救護車、四條滅火喉及四隊煙帽隊，以及合共225名消防及救護人員。火警中有兩人自行疏散，其中一人受傷送院。

A no. 3 alarm fire broke out at a warehouse on Kwai Tai Road, Kwai Chung. The FSD deployed 68 fire appliances, five ambulances, four jets, four breathing apparatus teams and a total of 225 fire and ambulance personnel to fight the blaze. Among the two persons self-evacuated, one was injured and conveyed to hospital.

01 西貢鹿尾村一間車房發生三級火警，消防處動用四條滅火喉及四隊煙帽隊灌救。

A no. 3 alarm fire breaks out at a garage in Luk Mei Tsuen, Sai Kung. The FSD mobilises four jets and four breathing apparatus teams to fight the blaze.

02 葵涌葵泰路一個貨倉發生三級火警，消防人員開喉灌救。

A no. 3 alarm fire breaks out at a warehouse on Kwai Tai Road, Kwai Chung. The fire personnel use jets to fight the blaze.

01



02



香港01圖片 HK01 photo



特別服務 SPECIAL SERVICES

本處為多類事故提供救援服務，例如交通意外、攀山拯救、船舶失事、有人被困升降機或被鎖室內、氣體洩漏、樓房倒塌、水浸、山泥傾瀉、工業意外和有人企圖從高處跳下等。

二零二二年，本處共接獲 35,314 宗特別服務召喚，當中涉及 1,035 人喪生，2,011 人受傷。在各類需要本處協助的特別服務個案中，被困升降機事故仍佔大多數，有 12,250 宗；其他如鋸樹、被鎖室內及攀山拯救事故，分別有 1,394、1,489 及 1,014 宗。

The department provides a wide range of rescue services for various incidents such as traffic accidents, mountain rescue, shipwrecks, persons trapped/shut in lifts or locked in premises, gas leakages, house collapses, flooding, landslides, industrial accidents and persons attempting to jump from heights.

A total of 35,314 special service calls were received in 2022, involving 1,035 fatalities and 2,011 injuries. Among the special service cases that required assistance from the FSD, trapped/shut in lift incidents still made up the majority at 12,250 cases, whereas incidents such as tree cutting, locked in premises and mountain rescue accounted for 1,394, 1,489 and 1,014 respectively.

矚目特別服務事故概述 NOTABLE SPECIAL SERVICE INCIDENTS



九龍灣一個危險品倉庫發生化學物品洩漏事故，危害物質事故支援隊到場協助救援。
A chemical leakage incident occurs at a dangerous goods warehouse in Kowloon Bay. The HazMat Support Unit arrives at scene to assist in the rescue.

六月二十日
June 20

一名男子在大嶼山昂坪行山時失蹤，消防處在行動中出動了53輛消防車、13輛救護車、259名消防及救護人員(包括攀山拯救專隊、高空拯救專隊及搜救犬隊)，以及無人機系統。經過歷時四日的搜索，最後在鳳凰山懸崖下找到該名男子的屍體。

A man went missing during hiking at Ngong Ping, Lantau. The FSD deployed 53 fire appliances, 13 ambulances and 259 fire and ambulance personnel, including the Mountain Search and Rescue Team, the High Angle Rescue Team and the Search and Rescue Dog Team. The unmanned aircraft system was also mobilised. The body of the man was eventually located under a cliff of Lantau Peak after a four-day search.

七月十三日
July 13

一名男子在石澳土地灣一海灘對開約100米處遇溺，消防處在行動中出動了兩艘消防船、兩艘快艇、一艘潛水支援船、一艘潛水支援快艇、兩輛潛水裝備供應車、六輛消防車、三輛救護車，以及60名消防及救護人員，並借助水下遙控機械人，於水底找到該名男子。他由消防處潛水員救起，其後證實死亡。

A man was drowned in the sea about 100 metres off a beach at To Tei Wan, Shek O. The FSD deployed two fireboats, two speedboats, one diving support vessel, one diving support speedboat, two diving tenders, six fire appliances and three ambulances as well as 60 fire and ambulance personnel. The man was eventually located under water by using the underwater remotely operated vehicle. He was rescued by FSD divers and later certified dead.

八月十六日
August 16

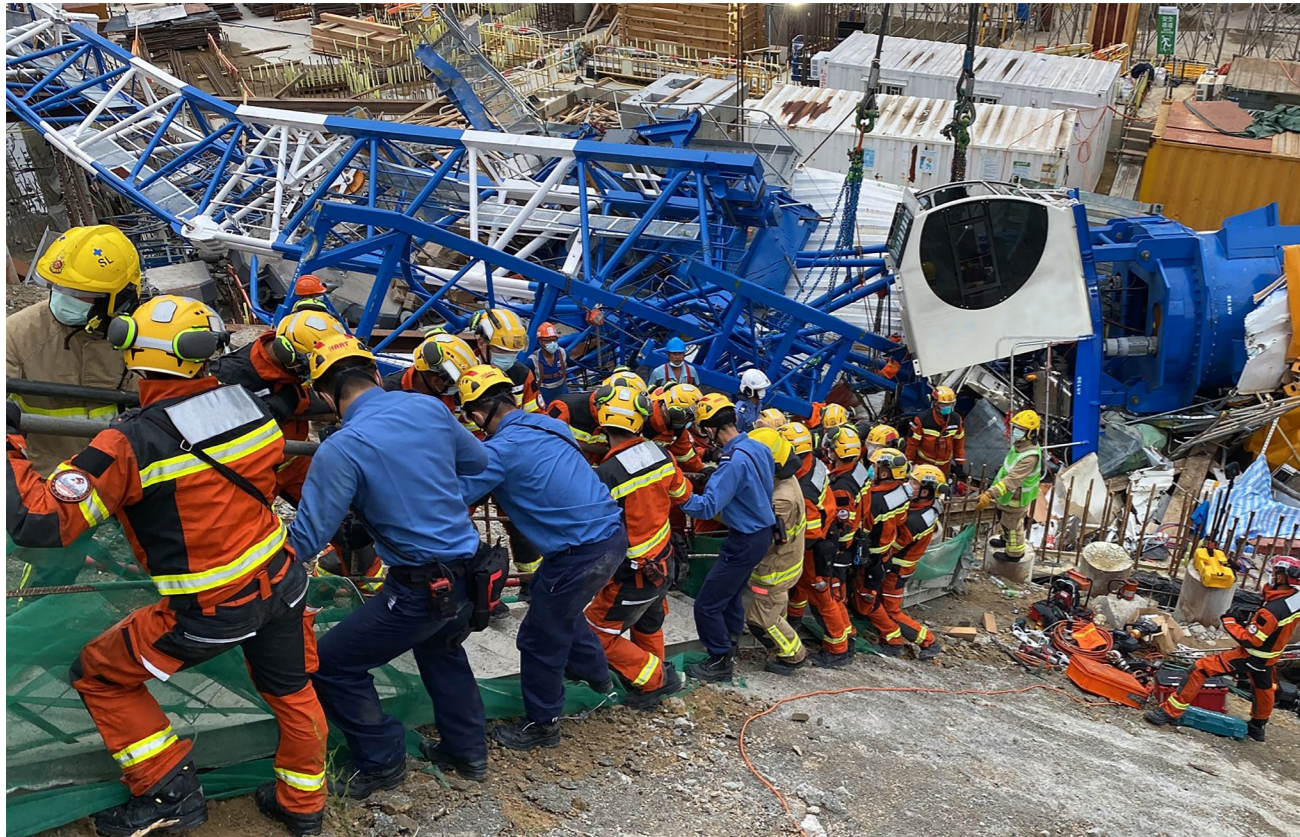
九龍灣一個危險品倉庫發生懷疑乙酸洩漏事故，消防處在行動中出動了25輛消防車、兩輛救護車，以及87名消防及救護人員，包括危害物質事故支援隊。消防人員共將八人帶到安全地方。

A suspected acetic acid leakage incident occurred at a dangerous goods warehouse in Kowloon Bay. The FSD mobilised 25 fire appliances, two ambulances as well as 87 fire and ambulance personnel including the HazMat Support Unit. A total of eight persons were led to safety by the fire personnel.

01 秀茂坪安達臣道一個建築地盤內一座天秤倒塌，壓毀五個金屬貨櫃，意外造成三人死亡。
A tower crane in a construction site on Anderson Road, Sau Mau Ping collapses and lands on five metal containers, causing three deaths.

02 港鐵油麻地站發生列車事故，兩對車門移位。
A train incident occurs at MTR Yau Ma Tei Station in which two pairs of train doors are dislocated.

01



九月七日
September 7

秀茂坪安達臣道一個建築地盤內一座天秤倒塌，壓毀五個金屬貨櫃，導致多人被困。消防處在行動中出動了43輛消防車、17輛救護車，以及222名消防及救護人員，包括高空拯救專隊、坍塌搜救專隊及搜救犬隊。事故造成三人死亡，六人受傷。

A tower crane in a construction site on Anderson Road, Sau Mau Ping collapsed and landed on five metal containers with multiple persons trapped. The FSD deployed 43 fire appliances, 17 ambulances as well as 222 fire and ambulance personnel, including the High Angle and Rescue Team, the Urban Search and Rescue Team and the Search and Rescue Dog Team. Three persons died in the incident and another six were injured.

十一月十三日
November 13

港鐵油麻地站發生列車事故，兩對車門移位，卡在列車與月台幕門之間。消防處在行動中出動了10輛消防車、八輛救護車及65名消防及救護人員，共疏散150人到安全地方，另有600人自行疏散。事故中有一人受傷，另有一人感到不適。

A train incident occurred at MTR Yau Ma Tei Station in which two pairs of train doors were dislocated and stuck between the train and the platform screen doors. The FSD deployed 10 fire appliances, eight ambulances and 65 fire and ambulance personnel. A total of 150 persons were evacuated to safety and another 600 self-evacuated. One person was injured and another felt unwell.

02



十二月五日
December 5

港鐵康城站與將軍澳站之間的隧道發生列車事故，兩卡車廂移位。消防處在行動中出動了30輛消防車和救護車，以及105名消防及救護人員。消防人員共將700人帶到安全地方，另有800人自行疏散，其中兩人受傷並送院治理。

A train incident occurred in the tunnel between MTR LOHAS Park Station and MTR Tseung Kwan O Station in which two carriages were displaced. The FSD mobilised 30 fire appliances and ambulances and 105 fire and ambulance personnel. A total of 700 persons were led to safety by the fire personnel and another 800 self-evacuated. Two persons were injured and conveyed to hospital for treatment.

香港01圖片 HK01 photo

消防處流動傷者治療車
FIRE SERVICES DEPARTMENT
CASUALTY TREATMENT CENTRE



AMBULANCE 救護

救護服務
AMBULANCE
SERVICE



二零二二年 In 2022

救護總區處理的召喚
Calls responded by Ambulance Command

740,129 宗
calls

救助傷病者
Total number of patients

648,442 人
persons

所有緊急救護車、急救醫療電單車和快速應變急救車的當值人員均提供輔助醫療救護服務。輔助醫療主管除操作自動心臟除顫器等復甦設備外，亦會運用不同藥物治療傷病者的不適或減輕其痛苦，例如糖尿病急症、過敏反應、低血容量性休克、大量出血、興奮性譫妄綜合症、心源性胸痛、氣促、抽搐和服藥過量等情況。

本處於二零二二年十一月推出「大量傷者事故檢傷分流系統」，協助救護人員在大型事故中整合傷者資料，以便調配救護資源。醫院急症室亦可透過該系統掌握最新的傷者數字，為接收傷者做好準備。

此外，本處在二零二二年九月推行新的救護車消毒流程，令救護車消毒工作更加精準和高效快捷，同時減輕前線人員的負擔。新消毒流程使用特定的消毒劑和工具，可提升前線人員的職業安全和健康水平，並加快救護車流轉。

平均每天召喚
Average calls per day

2,028 宗
calls

平均每天救助人數
Daily average of patients handled

1,777 人
persons

All emergency ambulances, Emergency Medical Assistant Motorcycles and Rapid Response Vehicles are manned to provide paramedic ambulance services. Apart from operating resuscitation equipment such as automated external defibrillators (AED), paramedic supervisors can also administer different drugs to treat patients' illnesses or alleviate their suffering such as diabetic emergencies, anaphylaxis, hypovolemic shock, massive bleeding, excited delirium syndrome, cardiac chest pain, shortness of breath, seizure and drug overdose.

The department launched the "Patient Tagging System for Multiple Casualties Incidents" (PTS-MCI) in November 2022. The system facilitates ambulance personnel in consolidating information on the casualties and thus allocating ambulance resources in major incidents. The accident and emergency departments of hospitals could also grasp the latest figures of the casualties through the PTS-MCI to make advance preparation for receiving casualties.

Moreover, a new ambulance disinfection protocol was launched in September 2022 to further improve ambulance disinfection accuracy, efficacy, efficiency as well as reducing the burden of the frontline personnel. With the designated disinfectants and equipment, the new protocol can enhance the occupational safety and health of frontline personnel and boost up the availability of ambulances.

消防處救護車隊 FSD Ambulance fleet

截至二零二二年年底
As at the end of 2022

市鎮救護車
Town ambulances
457 輛
vehicles

輔助醫療裝備車
Paramedic Equipment Tenders
2 輛
vehicles

急救醫療電單車
Emergency Medical Assistant Motorcycles
41 輛
vehicles

流動傷者治療車
Mobile Casualty Treatment Centres
4 輛
vehicles

快速應變急救車
Rapid Response Vehicles
4 輛
vehicles

小型救護車
Mini Ambulances
4 輛
vehicles



01



02



01 消防處推出「大量傷者事故檢傷分流系統」，有助救護人員在大型事故中整合傷者資料，靈活調配救護資源。
The department launches the "Patient Tagging System for Multiple Casualties Incidents" which facilitates ambulance personnel in consolidating information on the casualties and thus allocating ambulance resources flexibly in major incidents.

02 助理處長(救護) 吳孝銘(左) 向成功拯救生命的市民頒授嘉許狀。
Assistant Director (Ambulance), Ng Hau-ming, Terence (left), presents a commendation certificate to a citizen who has saved life.

03



星島日報圖片 Sing Tao Daily photo

04



香港 01 圖片 HK01 photo

03 八月二十一日，黃大仙彩虹道一輛雙層巴士失控駛上行人路，造成12人受傷。
On August 21, a double-deck bus loses control and drives onto the pavement on Choi Hung Road, Wong Tai Sin, injuring 12 persons.

04 十二月二十九日，銅鑼灣高士威道一輛雙層巴士撞向行人天橋，造成10人受傷。
On December 29, a double-deck bus crashes into a footbridge on Causeway Road, Causeway Bay, injuring 10 persons.

對抗 2019 冠狀病毒病 FIGHTING AGAINST COVID-19



二零二二年年初，2019冠狀病毒病第五波疫情肆虐香港。消防處竭盡所能，靈活制變，積極應對，在各方面協力抗疫。這段期間儘管情況艱難，前線人員依然克盡職守處理感染個案，全力以赴守護市民。

本處一直密切留意疫情發展，持續評估疫情對本處服務的潛在影響和對屬員構成的健康風險。

In early 2022, the fifth wave of the COVID-19 epidemic raged across Hong Kong. The FSD made every effort to fight the epidemic on all fronts by using a proactive and dynamic approach. FSD personnel on the frontline remained steadfast to their duties during these difficult times, and went all out to handle infection cases in order to safeguard the community against the virus.

The department monitored the situation closely and conducted ongoing assessments of the potential impact on its services and the health risks posed to its members.

處理 2019 冠狀病毒病個案 Handling of COVID-19 cases

在第五波疫情期間，市民對救護服務的需求急增，消防處接獲的召喚個案曾創下每日超過 2,700 宗的記錄，當中過半數與疫情有關。救護人手更出現歷來最嚴重的短缺情況，曾一度有 866 名救護人員因染疫或接受檢疫而未能執勤，約佔救護總人數的四分之一。此外，救護車每次處理一宗與 2019 冠狀病毒病相關的個案後，都必須進行徹底消毒和清潔。在這些特殊情況下，可供調派的救護車數量及召達時間都受到嚴重影響。

消防處制定了多項緊急應變策略及措施，以應對這些挑戰。例如為解決人手短缺問題，本處安排同事逾時工作，並聘用已退休的救護人員作支援，又抽調非前線救護人員和先遣急救員到救護車執勤。此外，本處亦安排部分消防人員受訓，使他們能於休班期間駕駛救護車，以助紓緩人手嚴重不足的壓力。

救護車每次處理一宗與 2019 冠狀病毒病相關的個案後，都必須進行徹底消毒和清潔。
After handling of each COVID-19 related case, the ambulance has to be thoroughly disinfected and cleaned.



During the fifth wave of the epidemic, the demand for ambulance services increased drastically to a record high, with over 2,700 cases received per day, and more than half of them were epidemic related. Besides, the shortage of manpower in the ambulance services once reached an all-time high, with 866 ambulance personnel not available to perform their duties due to COVID-19 infection or quarantine. This accounted for about a quarter of the total number of ambulance personnel. In addition, after handling of each COVID-19 related case, the ambulance had to be thoroughly disinfected and cleaned. Under such special circumstances, the number of ambulances available for dispatch and the response time were severely affected.

The FSD formulated a series of emergency strategies and measures to tackle these challenges. For example, on manpower shortage, the FSD scheduled staff for overtime work, employed retired ambulance personnel to help out and mobilised non-frontline ambulance personnel and first responders to take up ambulance duties. Besides, training was given to a number of fire personnel so that they could drive ambulances whilst off-duty to help ease the heavy demand for manpower.

特別支援隊

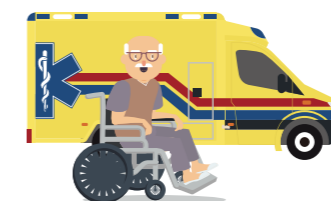
救護總區的特別支援隊（支援隊）在抗疫前線肩負多項重任，例如協助衛生部門把懷疑或確診患者轉送往醫院或社區治療設施。本處與衛生署衛生防護中心通力合作，當接獲載送 2019 冠狀病毒病患者的非緊急個案時，便會調派救護車及支援車輛（例如租用旅遊巴士）到場。另外，進入香港水域的船隻如有船員確診，又或檢疫酒店的訪港旅客染疫，支援隊亦會協助將這些患者送往指定的社區隔離設施。

為防安老院舍出現感染個案後引致疫症在院內爆發，當局有必要盡快將感染院友及其密切接觸者從院舍撤離，分別轉移到指定的檢疫中心及暫託中心。因應涉及人數眾多，消防處與香港聖約翰救護機構、醫療輔助隊和醫院管理局（醫管局）成立專責小組，並由支援隊擔當統籌者，以便收到社會福利署提出的要求時，可以採取緊急行動，將院友撤離及之後送返安老院舍。

另外，本處又調配不同資源，包括抬床運送及載客兩用車、轉院救護車車隊及非緊急救護運送服務車輛，盡量增加運載量。

滅火輪的運送工作

第五波疫情期間，大量居於離島的患者、密切接觸者及肢體傷殘的長者需要送往醫院或社區隔離設施／社區治療設施。海務及潛水區派出滅火輪將他們先送到市區的碼頭，再由救護車或抗疫車輛分別送到醫院和社區隔離設施／社區治療設施。



二零二二年
In 2022

將院友撤離及送返安老院舍的行動
Operations evacuating residents from and returning to RCHEs

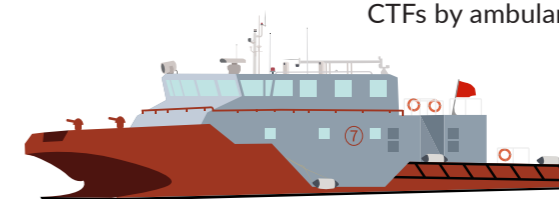
4,134 次
times

10,696 名院友
residents

滅火輪進行的撤離和運送行動
Operations involving evacuation and transportation carried out by fireboats

169 次
times

371 人
persons



Special Support Unit

The Special Support Unit (SSU) of the Ambulance Command played various important roles at the forefront of the fight against the epidemic. For example, it assisted the health authorities in transferring suspected or confirmed patients to hospitals or the community treatment facilities (CTFs). The department dispatched ambulances and support vehicles such as hired coaches to respond to non-emergency conveyance cases related to COVID-19, in full co-operation with the Centre for Health Protection (CHP) of the Department of Health (DH). The SSU also assisted in conveying infected crew members of vessels entering the Hong Kong waters and infected inbound travellers from quarantine hotels to designated community isolation facilities (CIFs).

In order to prevent an outbreak in residential care homes for the elderly (RCHEs) after infection cases occur, it is necessary to evacuate the infected residents and their close contacts from the RCHEs to designated quarantine centres (QCs) and holding centres as soon as possible. In view of the large number of residents to be conveyed, a task force composed of the FSD, the Hong Kong St. John Ambulance, the Auxiliary Medical Service and the Hospital Authority (HA) was set up, with the SSU as the coordinator, for carrying out urgent operations to evacuate the residents from and later convey them back to the RCHEs upon receipt of such requests from the Social Welfare Department.

Besides, the department deployed various resources including the multi-stretcher personnel carrier, hospital transfer fleet and non-emergency ambulance transfer service vehicles to maximise the conveying capacity.

Conveyance by fireboats

During the fifth wave of the epidemic, a large number of patients, close contacts and elderly individuals with physical disabilities living on outlying islands needed to be transferred to hospitals or the CIFs/CTFs. They were conveyed first by fireboats deployed by the Marine and Diving Division to piers in the urban area and then to hospitals and the CIFs/CTFs by ambulances or anti-epidemic vehicles.

快速應變隊

Rapid Response Teams (RRTs)

消防處人員參與執行快速應變隊的職務

FSD personnel enrolled to perform RRT duties

10,220 人次
persons

檢疫中心及社區設施

Quarantine Centres and Community Facilities

檢疫、隔離及治療設施的需求隨着疫情迅速擴散而急增，政府於是設立多間檢疫中心、社區隔離設施及社區治療設施。為確保這些檢疫中心及社區隔離設施的消防安全，消防處派遣快速應變隊到這些中心和設施24小時候命，隨時提供滅火及救援服務，並定時進行消防安全巡查。本處亦根據風險評估制定應變計劃，以應對於這些設施發生的緊急事故。

此外，為應付設立社區隔離設施和社區治療設施的急切需要，牌照及審批總區與消防安全總區就危險品的貯存與消防裝置及設備的安裝事宜，積極安排與建築署、醫管局及項目顧問公司等各個政府部門及機構舉行會議，並提供專業意見。為加快各項目的整體規劃及落成進度，本處優先處理就項目提交的申請或文件。此外，上述兩個總區分別成立專責小組，處理有關圖則審核、消防裝置及設備的認可測試和檢查，以及危險品牌照的事宜。

The rapid spread of COVID-19 led to a surge in the demand for quarantine, isolation and treatment facilities, resulting in the construction of various QCs, CIFs and CTFs. To ensure the fire safety of the QCs and CIFs, a number of Rapid Response Teams (RRTs) were put on standby on site round-the-clock to engage in firefighting and rescue operations where necessary, in addition to conducting regular fire safety inspections. The department also formulated contingency plans to deal with emergencies on site based on risk assessment.

Furthermore, to address the pressing need for the CIFs and CTFs, the Licensing and Certification Command and the Fire Safety Command actively arranged meetings and provided expert advice to various government departments and organisations, such as the Architectural Services Department, HA and project consultants, on projects regarding the storage of dangerous goods as well as provision of fire service installations and equipment (FSIs). The department accorded priority to applications or submissions relating to the projects to expedite their overall planning and completion. Two dedicated teams from the two commands were also set up to handle matters concerning vetting of plans, acceptance tests and inspections of FSIs, as well as dangerous goods licences.

快速應變隊成員到一間社區隔離設施進行例行消防安全巡查。
Members from a Rapid Response Team conduct regular fire safety inspection at a community isolation facility.



支援政府抗疫工作

Support for Government's anti-epidemic work

強制檢疫

為支援衛生防護中心成立的家居檢疫小組的運作，本處自二零二零年七月起總共借調五名救護主任至衛生署，協助該專責小組的工作。本處徵集超過2,170名屬員在休班時間協助政府到不同樓宇／處所，對接受強制檢疫的人士進行突擊檢查。

處長指揮室

消防處於二零二二年二月初啟動處長指揮室，協助安排把非緊急確診者由住所或過境口岸送到社區隔離設施／社區治療設施。由於運送服務需求龐大，本處透過運輸署安排數以百計的旅遊巴士及的士組成抗疫車隊，以應付所需。

此外，本處在二零二二年三月初主動推出新機制，方便市民透過電郵、WhatsApp 熱線及微信帳號，申請直接入住社區隔離設施。

Compulsory quarantine

A total of five ambulance officers had been seconded to the DH since July 2020 to support the operation of the Home Quarantine Taskforce established under the CHP. Over 2,170 FSD personnel were enlisted to assist the government during their off-duty hours in conducting spot checks on persons under compulsory quarantine at various buildings/premises.

Director's Command Post

The FSD activated a Director's Command Post (DCP) in early February 2022 to help arrange the conveyance of non-emergency COVID-19 patients from their residences or cross-boundary ports to the CIFs/CTFs. Hundreds of coaches and taxis were engaged through the Transport Department (TD) to form an anti-epidemic fleet to cater the huge demand for such conveyance service.

Besides, the FSD proactively launched a new mechanism for the public to apply for direct admission to CIFs via email, WhatsApp hotline and WeChat accounts in early March 2022.

抗疫車隊

Anti-epidemic fleet

經由車隊送到社區隔離設施／社區治療設施的患者

Patients conveyed to CIFs/CTFs by FSD anti-epidemic fleet

200,870 人
persons



消防處啟動處長指揮室，協助安排把非緊急確診者送往社區隔離設施／社區治療設施。

The FSD activates a Director's Command Post to help arrange the conveyance of non-emergency patients to the community isolation facilities/community treatment facilities.

於指明受限區域執行限制與檢測宣告

二零二二年一月，本處派出約80名休班屬員，協助當局在葵涌邨的指明受限區域進行圍封強檢行動，24小時執行人群控制及出入管理的工作。

Restriction-testing Declarations in Specified Restricted Areas

About 80 off-duty FSD members assisted in “restriction-testing declaration” operations at specified restricted areas in Kwai Chung Estate by performing round-the-clock crowd control and guarding duties in January 2022.

義工服務

本處超過300名屬員積極義務參與相關政府部門和機構的抗疫工作，協助包裝及派發抗疫物資給市民，尤其是長者。

Volunteer Services

More than 300 FSD volunteers provided active support to the anti-epidemic work of relevant government departments and organisations by helping to pack and distribute anti-epidemic supplies to the public, especially the elderly.



01 消防處透過運輸署安排數以百計的旅遊巴士及的士組成抗疫車隊，以應付龐大的運送服務需求。
Hundreds of coaches and taxis are engaged through the Transport Department to form an anti-epidemic fleet to cater the huge demand for conveyance service.

02 消防處屬員積極義務參與抗疫工作，協助包裝及派發抗疫物資給市民。
FSD volunteers provide active support to the anti-epidemic work by helping to pack and distribute anti-epidemic supplies to the public.

對前線屬員的支援

Support to frontline members

資訊發布

消防處除了不斷檢視部門的防疫措施，亦適時提供有關疫情最新發展的資訊，並迅速擬備相關的重要通告和行動指引，例如「消防處人員感染／懷疑感染2019冠狀病毒病或曾與確診者／初步確診者／密切接觸者接觸後的處理程序及相關指引」，分發予所有單位。

防護裝備及消毒設施

由於本處在抗疫前線提供緊急服務，為應付日常運作所需，本處與政府物流服務署保持緊密聯繫，以確保能優先獲分配充足數量的外科口罩、面罩、即棄頭套及保護衣等物資。

另外，本處繼續搜購個人防護裝備，例如N95即棄醫用防護口罩1870+，以保障前線人員。

為加強保障消防處人員的健康，本處分別在何文田、薄扶林和藍田救護站，以及東涌和竹篙灣消防局暨救護站安裝消毒設施，又在超過60個出現確診或懷疑確診個案的消防處處所進行緊急消毒，防止病毒在工作場所擴散。

鑑於消毒需求急增，本處在部分醫院的鄰近體育館增設消毒站，並調派由救護學員／消防學員及外判清潔承辦商組成的專責消毒隊，到這些特設消毒站為救護車消毒。站內亦有設施供救護車人員進行自身消毒及沖身。

Information dissemination

In addition to conducting continuous review of departmental anti-epidemic measures, the FSD also provided timely updates on the development of the epidemic. Relevant important notices and operational guidelines such as the “Guidelines for Handling FSD member with Infection/Suspected infection of COVID-19 or Having Contact with Confirmed Patients/Preliminarily Confirmed Patients/Close Contacts” were prepared and disseminated to all units promptly.

Protective equipment and disinfection facilities

The FSD provided frontline emergency services in the fight against COVID-19. In order to meet daily operational needs, it maintained a close liaison with the Government Logistics Department to ensure priority and sufficiency in terms of the supply of surgical masks, face shields, disposable caps and gowns, and so on.

Moreover, the FSD continued to source personal protective equipment (PPE), such as Health Care Particulate Respirator and Surgical Mask 1870+, N95, for the protection of its frontline personnel.

To strengthen the health protection for FSD personnel, disinfection facilities were installed in Ho Man Tin, Pok Fu Lam and Lam Tin Ambulance Depots as well as Tung Chung and Penny's Bay Fire Station-cum-Ambulance Depots. Urgent disinfection measures were taken in over 60 FSD premises where confirmed or suspected COVID-19 cases had been identified to minimise the risk of the virus spreading at workplace.

In view of the sudden surging demand for disinfection, extra disinfection points were set up at sport centres near some hospitals. Designated disinfection teams formed by Recruit Ambulancemen/Firemen and outsourced cleaning contractors were deployed to these special disinfection points to disinfect the ambulances. Self-disinfection and shower facilities were also provided for the ambulance crew at the disinfection points.

自二零二二年十月起，所有市鎮救護車（小型救護車、救護吉普車及輕型救護車除外）已加裝高效能空氣粒子過濾系統。該系統不但改善傷病者車廂內的通風，亦可更有效保障前線人員，使他們不至感染由飛沫或空氣傳播的疾病。

福利支援

本處福利組十分關顧須在檢疫中心接受強制檢疫或送院治療的屬員，為他們提供24小時支援，另為所有受影響屬員安排福利探訪或支援。

防疫抗疫基金

由二零二零年開始，政府透過防疫抗疫基金（基金）推出一系列措施，以提升防疫抗疫能力。為配合這些措施，本處隨即在基金的第一輪創造職位計劃下開設了逾300個有時限的非公務員合約職位，當中涵蓋資訊科技、行政、文書和工人職位。政府其後分別在二零二一年二月及二零二二年二月推出第二及第三輪創造職位計劃，本處在這兩輪計劃下延長了部分有時限非公務員合約職位的開設期限，又新增了一些職位。在第三輪創造職位計劃下，本處開設了逾700個有時限的非公務員合約職位，以支援處長指揮室的抗疫工作。

Starting from October 2022, all town ambulances, excluding Mini Ambulances, Cross Country Ambulances and Light Ambulance, have been installed with the High Efficiency Particulate Air (HEPA) filtration system. The HEPA filtration system not only improves the ventilation inside the patient compartment but also provides better protection for frontline members against droplets or airborne transmitted diseases effectively.

Welfare support

The Welfare Section took good care of FSD personnel required to undergo compulsory quarantine at the QCs or admitted to hospital for treatment by rendering them round-the-clock assistance. The section also arranged welfare visits to, or support sessions for, all affected members.

Anti-epidemic Fund

Since 2020, the government had launched a series of initiatives under the Anti-epidemic Fund (AEF) to enhance anti-epidemic capability. In support of the initiatives, the FSD promptly created over 300 time-limited non-civil service contract (NCSC) positions, covering information technology, executive, clerical and workman services under the first phase of job creation scheme (JCS 1.0). Some of the time-limited NCSC positions were extended and some new positions were created under the second and third round of JCS (JCS 2.0 and JCS 3.0) launched in February 2021 and February 2022 respectively. Under JCS 3.0, over 700 time-limited NCSC positions were created to provide support to the DCP in combating the epidemic.



消防處在鄰近部分醫院的體育館增設消毒站，並供應熱食及熱飲，讓前線人員補充體力。Extra disinfection points are set up at sport centres near some hospitals with hot food and drinks provided for frontline personnel to restore energy.



調派及專門行動單位／隊伍
MOBILISING & SPECIALISED
OPERATION UNITS/TEAMS



調派及通訊 MOBILISING AND COMMUNICATIONS

二零二二年提供的調派後指引
Post-dispatch advice provided in 2022

600,181 宗
calls

消防通訊中心配備第三代調派系統，全日24小時均有人員當值，負責調派滅火和救護資源，為市民適時提供消防和救護服務。中心亦接收有關火警危險和危險品的投訴，並在大型緊急事故或重大災難中，擔當其他政府部門和公用事業機構之間的緊急協調工作。

The Fire Services Communications Centre (FSCC), manned round-the-clock and equipped with the Third Generation Mobilising System, is responsible for mobilising firefighting and ambulance resources to provide timely fire and ambulance services to the community. The centre also receives complaints about fire hazards and dangerous goods and acts as an emergency co-ordinator for other government departments and public utilities during large-scale emergencies or major calamities.

調派後指引

調派後指引是消防通訊中心人員為就收到的緊急救護服務召喚調派救護車後，向召喚者提供的急救指引。中心所有人員均已受訓成為緊急醫療調派員，他們借助電腦系統，能夠可就身體創傷、不省人事、及心臟驟停等30多種傷病情況，即時提供全面而適切的急救指引。

電腦系統亦能自動把傷病者的資料傳送到奉召出動的救護車或消防車，讓車上人員在抵達現場前可作更好的準備。

Post-dispatch advice

Post-dispatch advice (PDA) is a first aid advice provided to callers for emergency ambulance service (EAS) by FSCC personnel after dispatching ambulances. All FSCC personnel are trained emergency medical dispatchers. With the aid of a computer system, they are able to offer immediate, comprehensive and appropriate first aid advice on more than 30 types of injuries and sicknesses, including physical trauma, loss of consciousness and cardiac arrest.

The computer system can also automatically send the information about the patient to the responding ambulance/fire appliance to facilitate the crew on board to make better preparations before getting to the scene.



機場消防隊 AIRPORT FIRE CONTINGENT



潛水組 DIVING UNIT



滅火輪組 FIREBOAT SECTION

煙火特遣隊
COMPARTMENT FIRE
SPECIALISTS



危害物質專隊
HAZMAT TEAM



坍塌搜救專隊
URBAN SEARCH AND
RESCUE TEAM



疫情控制及應變專隊
OUTBREAK CONTROL AND
RESPONSE TEAM



攀山拯救專隊
MOUNTAIN SEARCH AND
RESCUE TEAM



高空拯救專隊
HIGH ANGLE RESCUE TEAM



事故安全隊
INCIDENT SAFETY TEAM



特勤支援隊
TACTICAL SUPPORT UNIT



先遣急救員
FIRST RESPONDERS



特別支援隊
SPECIAL SUPPORT UNIT





火警調查犬組
FIRE INVESTIGATION DOG UNIT



搜救犬隊
SEARCH AND RESCUE DOG TEAM



火警調查組
FIRE INVESTIGATION GROUP



消防工程訓練專隊
FIRE ENGINEERING TRAINING
SPECIALIST TEAM