

## 行動事宜

## Operations

### 服務承諾

消防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。二零零二至零三年，消防處承諾 92.5% 的整體召喚，均能在上述時間內獲到場處理。

二零零二年 93.94% 的樓宇火警召喚及 91.76% 的緊急救護召喚，以及二零零三年 94.2% 的樓宇火警召喚及 93.2% 的緊急救護召喚，均能在所屬召喚類別的目標召達時間內獲到場處理。

上述兩年內有關即時火警危險的投訴，全部均能在 24 小時內獲得處理。

### 撲滅火警

消防處接到的火警召喚由二零零二年的 41,204 宗降至二零零三年的 37,774 宗。火警造成 50 人死亡、949 人受傷，獲救人數為 5,888 人。行動中共有 46 名消防人員受傷。

市民處理或棄置煙頭、火柴和蠟燭時疏忽大意，是釀成火警的主要原因；在二零零二及零三年分別有 2,976 和 3,160 宗火警因此而引起。釀成火警的另一個重要因素是市民煮食和用電時疏忽大意或發生意外。

### 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. During the period under review, the Department pledged to achieve these times in 92.5% of all calls.

In 2002, 93.94% of building fire calls and 91.76% of emergency ambulance calls were responded to within the respective response times. Correspondingly, 94.2% of building fire calls and 93.2% of emergency ambulance calls were responded to within the respective response times in 2003.

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

### Fire-fighting

The number of fire calls fell from 41,204 in 2002 to 37,774 in 2003. During the period under review, fires claimed 50 lives and 949 injuries while 5,888 people were rescued. A total of 46 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 2,976 and 3,160 cases in 2002 and 2003 respectively. This was followed by carelessness or accidents involving the preparation of foodstuff and electrical faults.

二零零二及零三年間較矚目的火警包括：

- 二零零二年六月三日，觀塘月華街 20 號一幢商住大廈十樓一個住宅單位發生三級火警，由於單位擺存大批傢俬及電器令火勢加劇，火場溫度極高，濃煙密布。一名住客躲避在單位外，緊抱水渠，消防員從樓上游繩而下將她救出；其他 80 名住客亦在消防員帶領下疏散到安全地方。

Some notable fires during the period are summarised as follows:

- A No. 3 Alarm fire occurred in a domestic unit on the 10th floor of a composite building at 20 Yuet Wah Street, Kwun Tong on 3 June 2002. A large quantity of furniture and electrical appliances fuelled the fire and generated intensive heat and smoke during the fire. A resident who was stranded on the drainage pipe outside the unit was rescued by a fireman abseiling from an upper floor. Eighty other residents were led to places of safety by firemen.



觀塘一宗三級火險象環生 (蘋果日報圖片)

*A resident saved in the nick of time from a blazing Kwun Tong flat (Apple Daily photo)*



消防員鑿穿中環一幢密不透風的樓宇外牆以降溫散熱  
(蘋果日報圖片)

*In a No. 3 Alarm fire in an enclosed building in Central, firemen drill holes to let out heat and smoke (Apple Daily photo)*

- 二零零二年九月十五日一幢位於中環利源東街22至24號的五層高戰前樓宇發生三級火警。樓宇懷疑曾經改建，由於所有窗戶均以磚密封，著火人造皮革散發的濃煙無法疏散，灌救行動嚴重受阻；消防員須在外牆、天台及毗鄰樓宇的隔壁鑽洞加快疏氣。
- 二零零二年九月十九日，北角英皇道新都城大廈二樓一間裝修中的酒樓發生三級火警，嚴重燒毀。消防員將大廈內450名居民疏散至安全地方，兩名消防員在救火時受傷。
- 二零零二年十月三十日，黃大仙翠竹花園一大廈的15樓E座發生氣體爆炸，造成三級火警，事件中三名在肇事單位及鄰近單位的住客死亡，18名消防員受傷，有些傷勢比較嚴重，調查後顯示氣體洩漏由人為造成。
- A No. 3 Alarm fire occurred at a five-storey pre-war building with suspected alterations at 22 - 24 Li Yuen Street East, Central on 15 September 2002. The fire-fighting operation was seriously obstructed by the fully bricked-up windows which had made the dispersal of smoke generated by the burning synthetic leather goods virtually impossible. In order to ventilate, several openings were made on the external walls, the roof top and a separation wall with the adjacent building.
- A restaurant under renovation on the second floor of Metropole Building in North Point was damaged by a No. 3 Alarm fire on 19 September 2002. A total of 450 people from various floors were evacuated to places of safety. Two firemen sustained injuries when putting out the fire.
- A gas explosion resulting in a No. 3 Alarm fire occurred at Flat E on the 15th floor of a domestic building in Tsui Chuk Garden, Wong Tai Sin on 30 October 2002. As a result of the explosion and fire, three residents of the affected unit and nearby units were killed and 18 firemen sustained various degree of injuries and burns. The gas leakage was found to be a deliberate act.

- 二零零三年四月二十五日葵涌一個正在進行裝修工程的空置凍倉發生三級火警，消防員花了約兩小時才將火勢控制，火警相信由易燃物體造成。消防員救出36名被困人士及裝修工人，帶領他們到安全地方，火警導致兩人喪生，11人受傷。
- 二零零三年五月十日，葵涌一幢工業大廈發生的三級火警中，兩名工人死亡，由於火場存放大批半完成塑膠製品及危險物品，消防員花了約兩小時撲滅火警。兩名消防員在行動中受傷，28人獲救出至安全地方。
- 二零零三年十二月二十七日，長沙灣一幢工業大廈七樓一個單位發生火警，導致一人喪生，十人受傷，火警起因有可疑。
- A No. 3 Alarm fire broke out in a vacant cold store under renovation in Kwai Chung on 25 April 2003. Firemen took about two hours to put the fire under control. Inflammable substances were believed to be involved. A total of 36 occupants and workers were rescued and led to places of safety. Two men died and 11 people were injured in the fire.
- Two workers were killed in a No. 3 Alarm fire occurred at an industrial building in Kwai Chung on 10 May 2003. Due to the large storage of semi-finished plastic products and dangerous goods, it took about two hours to suppress the fire. Two firemen were injured in the operation and 28 people were rescued and led to places of safety.
- A fire broke out inside a unit on the seventh floor of a factory estate in Cheung Sha Wan on 27 December 2003. The fire, which claimed one life and injured 10 people, was found to have been started under suspicious circumstances.



北角一幢商住大廈發生三級火  
(蘋果日報圖片)

A No. 3 Alarm fire at a composite  
building in North Point  
(Apple Daily photo)

## 特別服務

特別服務召喚所涉及的事務種類繁多，例如交通意外、被困升降機內、被鎖屋內 / 反鎖屋外、氣體洩漏、工業意外、房屋及牆壁倒塌、水浸、山泥傾瀉、企圖從高處跳下等。

二零零二及零三年，本處共接獲 40,331 宗特別服務召喚，在涉及的事務中，共錄得 1,460 人死亡，3,875 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 11,204 宗，其次分別為被鎖屋內或反鎖屋外的個案，共有 2,304 宗，以及易燃液體或氣體洩漏的個案，共有 841 宗。

## 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 40,331 special service calls were received for the two years under review, with 1,460 fatalities and 3,875 injuries recorded. Trapped or shut-in-lift cases still topped the list of incidents with 11,204 calls, followed by 2,304 cases of locked-in or out of premises and 841 cases of leakage of inflammable liquid or gas.



消防員在模擬氣體襲擊演習中穿上防化衣將「傷者」救出 (圖片由東方日報提供；版權屬東方日報所有)

Firemen in chemical protection suits rescue a 'casualty' in an exercise simulating a gas attack  
(The photo is supplied by The Oriental Daily News;  
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消防員穿上「普班」防火衣參與拯救演習  
Firemen don 'Proban' fire tunics in a rescue exercise





消防員游繩拯救一名企圖跳樓女子(蘋果日報圖片)  
Firemen abseil down to stop a woman from jumping  
(Apple Daily photo)



消防員正調查一宗渠蓋彈起的意外(圖片由太陽報提供; 版權屬太陽報所有)  
Firemen investigating what caused a manhole cover to fly off (The photo is supplied by The Sun; © The Sun, all rights reserved)



消防員救出被困貨車司機(蘋果日報圖片)  
Trapped lorry driver  
extricated from the wreck  
(Apple Daily photo)



一間維修中的酒店棚架倒塌，救護員在場治理受傷工人 (新報圖片)

*Ambulancemen treating workers who fell from a scaffolding of a hotel under renovation (Hong Kong Daily News photo)*

二零零二及零三年間較矚目的特別服務召喚包括：

- 二零零二年十二月九日尖沙咀東部一間酒店的外牆棚架倒塌，多名工人從棚架墮下，有些工人被困於棚架內。在救援行動中消防處共動員八部消防車和九部救護車，救出17名工人，其中一人在送院後證實不治。
- 二零零三年五月四日衛生署要求協助，從一艘馬來西亞註冊貨船移送十名出現「沙士」病徵的船員上岸到醫院接受治療。除消防車輛外，消防處並派出滅火輪「精英號」和五部救護車支援及協助洗消。

Some notable incidents during the period are summarised as follows:

- On 9 December 2002, several workers fell from a collapsed scaffolding on the exterior wall of a hotel in Tsim Sha Tsui East. Some of them were stranded. A total of eight fire appliances and nine ambulances were turned out. One of the 17 rescued workers was certified dead upon arrival at hospital.
- The Department of Health asked for help on 4 May 2003 to transfer 10 crewmen with SARS symptoms from a Malaysia registered chemical tanker to shore for medical treatment. In addition to fire appliances, Fireboat *Elite* and five ambulance crews were turned out for providing logistical support and decontamination.

消防處人員把貨輪上十名懷疑感染非典型肺炎的船員送院治療  
*Ten tanker crewmen who are suspected SARS victims being transferred to hospital*



- 二零零三年五月五日，連場暴雨導致新界北部多個地區水浸，一名男子在打鼓嶺蓮麻坑路附近的田地上被洪水圍困，兩名警員施援時亦同樣受困。消防處、警務處及政府飛行服務隊進行聯合搜救行動，在該處附近及沿深圳河一帶搜索。兩名施援的警務人員其中一名不幸遭洪水沖走，被尋獲送院後証實死亡。
- 二零零三年七月十日發生一宗交通事故，一輛雙層巴士在屯門公路跌下掉在汀九村一個斜坡上，大批乘客被困在毀爛的車廂內或壓在車底。消防處在警方及民安隊的協助下展開拯救行動，事件中，巴士司機及 20 名乘客死亡，另外 22 名乘客受傷。
- Floodwaters swept through various parts of the northern New Territories after the relentless rain on 5 May 2003. Two police officers who were trying to rescue a man stranded in a flooded field near Lin Ma Hang Road, Ta Kwu Ling were also trapped in the water. Extensive search was carried out by the Fire Services, Police and Government Flying Service in the vicinity and along Shenzhen River. One of the police officers was swept by the flood current. He was later found but was certified dead on arrival at hospital.
- A traffic accident occurred on 10 July 2003 in which a double-decker bus fell from Tuen Mun Road and on to a hill slope of Ting Kau Village with a large number of passengers trapped inside or underneath the wreckage. Rescue operation was conducted with the assistance of the Police and Civil Aid Service. In the incident, the bus driver and 20 passengers were killed, and another 22 passengers were injured.



二零零三年屯門公路巴士意外  
(圖片由東方日報提供；版權屬東方日報所有)  
The tragic bus accident on Tuen Mun Road in 2003  
(The photo is supplied by The Oriental Daily News;  
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- 二零零三年八月二十六日，政府飛行服務隊一架直升機在飛往長洲接載一名長洲醫院的病人時，途中失去聯絡。消防處展開大規模的海、陸搜索行動，其後在大嶼山鳳凰山伯公坳的山坡上尋獲直升機殘骸，機師及機員在事件中喪生。
- 二零零三年九月二十六日，消防處、政府飛行服務隊及警務處聯合行動，在山頂展開大規模的水、陸搜索，尋找一名失蹤的兩歲孩童，搜索範圍廣達一平方公里。經過四小時的搜索，消防員終於在夏力道與盧吉道交界處附近的山邊尋回孩童。
- Extensive land and sea search was carried out on 26 August 2003 for a Government Flying Service helicopter which had lost contact while proceeding to pick up a patient from Cheung Chau Hospital. Wreckage of the helicopter was subsequently found scattering over a wide area on the hill slope at Pak Kung Au of the Lantau Peak. The pilot and crewman were both killed in this incident.
- On 26 September 2003, an extensive land and water search covering an area of about 1,000 m x 1,000 m at the Peak area was jointly conducted by the Fire Services, Government Flying Service and the Police for a missing two-year old child. After a four-hour search, the child was recovered by firemen at the hillside near the junction of Harlech Road and Lugard Road.

## 救護服務

截至二零零三年年底，救護總區共有 2,322 名主任級人員及救護員，配備 242 部救護車、35 部救護電單車及三部流動傷者治療車。二零零二至零三年，救護總區處理了 1,087,231 宗召喚，平均每天處理 1,489 宗。其中，二零零二年二月四日一天內，處理了 1,830 宗召喚，是這兩年間的最高記錄。救護總區在這兩年內共處理 985,480 名傷病者，平均每天處理 1,350 名。

救護員在隧道內治理車禍傷者 (蘋果日報圖片)  
Ambulancemen treating a traffic accident victim inside a tunnel  
(Apple Daily photo)

## Ambulance Services

The Ambulance Command comprised 2,322 officers and ambulancemen, operating a fleet of 242 ambulances, 35 ambulance-aid motorcycles and three mobile casualty treatment centres at the end of 2003. The Command responded to 1,087,231 calls during the period under review, representing an average of 1,489 calls per day, with the highest record of 1,830 calls on 4 February 2002. A total of 985,480 patients, or a daily average of 1,350, were served.



救護員穿上新工作服  
*Ambulancemen's new working dress*



消防處致力為市民拓展輔助醫療救護服務。目前，所有救護車均配備自動心臟去纖震器及背椎制動器。截至零三年年底，由具有二級急救醫療助理資格的救護員駐守的救護車，日更有165部，夜更有84部。31部當值的救護電單車，現已全部提升至二級急救醫療服務水平。

輔助醫療救護服務將於二零零五年首季全面推行，為此消防處特別成立了一支專責訓練急救醫療助理的隊伍，並增加人手，讓人員可暫時離開工作崗位受訓。另一方面，該處並在位於馬鞍山的消防處救護總區訓練學校進行臨時改動工程，以提供更多訓練設施。學員基本訓練亦已轉移到消防訓練學校進行，以便騰出地方進行輔助醫療救護服務訓練。

The Department is committed to developing paramedic ambulance services for the public. All ambulances are now equipped with automatic defibrillators and spinal immobilisation devices. By the end of 2003, 165 of them are manned by ambulancemen with Emergency Medical Assistant (EMA) II qualification during day shifts and 84 during night shifts. All 31 ambulance-aid motorcycles on run were upgraded to EMA II level.

For the full implementation of paramedic ambulance service by the first quarter of 2005, the Department appointed a team dedicated for the training of EMAs and increased manpower to release trainees from duties. Temporary alterations to the Fire Services Ambulance Command Training School at Ma On Shan were carried out to provide more training facilities. The initial training of recruits was also transferred to the Fire Services Training School to make room for paramedic training.



在一抗災圖片展上向訪港總理  
温家寶送贈圖片集  
*Presentation of a photo album  
to visiting Premier Wen Jiabao at a  
'SARS Heroes' photo exhibition*

消防處根據二零零一年高茂管理顧問研究報告的建議，實施中更當值試驗計劃，並於二零零三年四月，在17個選定的救護站，正式實行中更當值制度。此外，消防處亦於零三年四月成立了一支以兩位救護員為一組的「急切召喚專責車隊」，專門為須緊急治療的病人提供轉院服務，以騰出人手應付緊急救護服務。

二零零三年非典型肺炎爆發，消防處的行動應變能力備受考驗。疫症爆發後，消防處立即成立特別小組，為前線人員購置足夠和合適的防護衣物及用具。疫病流行期間，救護人員時刻發揮專業精神，盡心竭力執行職務。他們一共處理了7,175宗確定或疑似個案，其中兩名人員相信是因執勤受到感染。

Based on the recommendations of a Crow Maunsell consultancy study in 2001, the Department introduced a staggered shift system in 17 selected depots in April 2003 after trials. An 'urgent care' fleet of 12 ambulances manned by two-man crews was also set up in April 2003 for the transferrals of patients between hospitals for urgent medical treatment to release more manpower for emergency ambulance attendance.

In 2003, the SARS outbreak put the Department's operational preparedness to test. A special team was immediately set up after the outbreak to secure adequate and appropriate supply of protective gear for frontline staff. During the crisis, ambulance personnel continued to display professionalism and commitment to work at all times. They handled a total of 7,175 confirmed or suspected cases of SARS. Two crew members were believed to have infected with SARS at work.

保安局局長李少光探訪本處  
*A visit by the Secretary for Security, Mr. Ambrose S K Lee*



先遣急救員試驗計劃於二零零三年九月推行，目的是進一步提高傷病者送院前的存活率。先遣急救員是一批曾受特殊訓練的前線消防人員，他們在救護員到場前，為傷病者施行基本維生術。截至二零零三年年底，共有247人受訓成為先遣急救員。他們處理了406宗個案共329名傷病者，大部分個案屬心臟停頓或呼吸問題。截至零三年年底，有先遣急救員駐守的消防局已增至13間。消防處會再逐步擴展該計劃的覆蓋範圍，務求到了二零零四年年底，把有先遣急救員駐守的消防局增至64間。

### 調派及通訊

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

消防通訊中心  
*The Fire Services Communication Centre*

A pilot First Responder programme was introduced in September 2003 aiming to further increase the pre-hospital survival rate of casualties and patients. First Responders are frontline fire-fighters who are trained to provide basic life support to casualties and patients before the arrival of an ambulance crew. Up to the end of 2003, 247 First Responders were trained. They attended to 406 cases and 329 casualties who were mainly suffering from cardiac arrests and breathing problems. The deployment of First Responders was extended to 13 fire stations at the end of 2003. The programme will be further expanded in phases to 64 fire stations by the end of 2004.

### Mobilising and Communication

The Fire Services Communication 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.



### 新消防通訊中心 *The new Fire Services Communication Centre*



為了應付未來十年緊急服務召喚的預期增長，二零零一年三月消防處簽訂合約，發展一套價值 4.45 億元的第三代調派系統，以取代目前的第二代調派系統。新系統會進一步提升調派及通訊的效能及效率。系統將分階段轉換，有關程序預計於二零零四年第二季展開。

### 機場消防隊

機場消防隊由 295 人組成，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。二零零二至零三年，機場消防隊處理了 209 宗航空事故及 1,870 宗救護服務召喚。

### 機場消防隊車隊

*A fleet of Airport Fire Contingent appliances*



To meet the projected growth of emergency calls over the next decade, a \$445 million Third Generation Mobilising System (TGMS) has been under development since March 2001 to replace the current Second Generation Mobilising System. The new system will further enhance the capability and efficiency in mobilisation and communication. Cutover of the system will be in phases, which is expected to start by the second quarter of 2004.

### Airport Fire Contingent

The primary role of the 295 strong 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 the years under review, the Contingent responded to 209 incidents involving aircraft and 1,870 ambulance calls.



香港仔避風塘防火演習  
A drill at the Aberdeen Typhoon Shelter



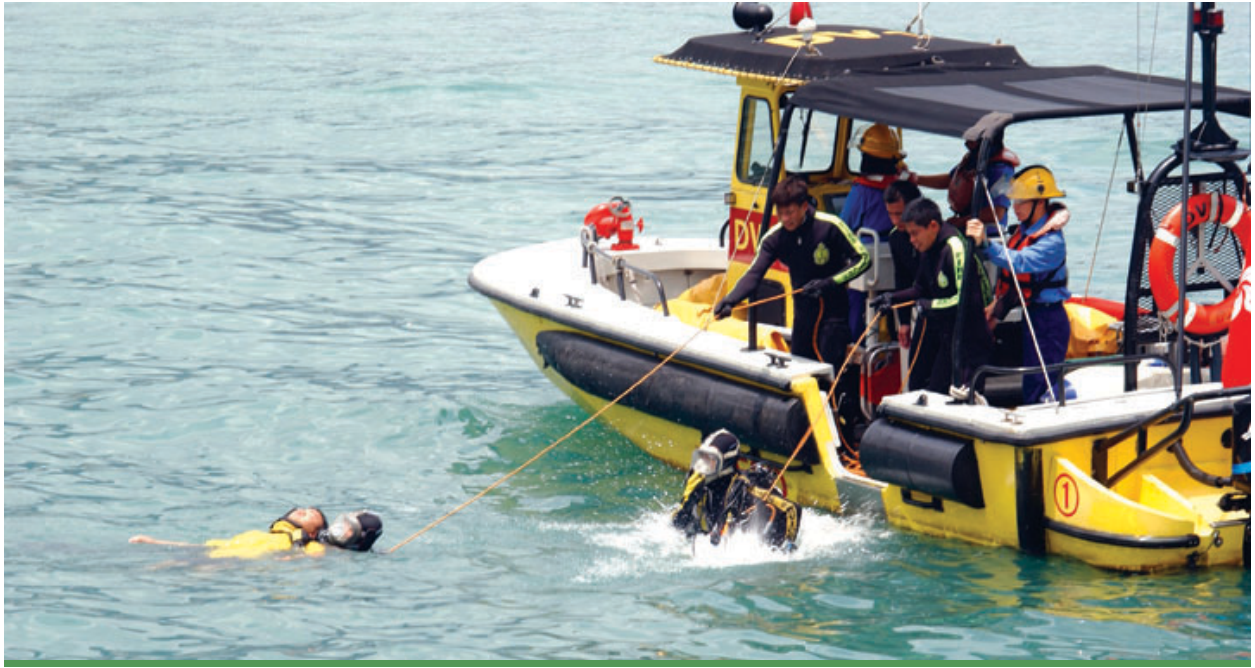
「精英」號滅火輪為消防處新旗艦  
Fire Services new flagship Elite

## 滅火輪

港島總區轄下的海務及離島區共有七艘滅火輪以及一艘載客輪。一艘新滅火輪現正建造中，造價為 7 千零 75 萬元，預計在二零零四年下旬下水，取代六號滅火輪，以繼續把船隊現代化。零二至零三兩年間，滅火輪一共處理了 112 宗火警及 495 宗特別服務事故。

## Fireboats

The Marine and Off-shore Islands Division under the Hong Kong Command operates a fleet of seven fireboats and a personnel carrier. To continue to modernise the fireboat fleet, an amount of \$70.75 million has been earmarked to replace Fireboat 6. The new fireboat is now under construction and is expected to be on run by late 2004. For the two-year period, fireboats responded to 112 fire and 495 special service incidents.



潛水員進行海上拯救訓練  
*Divers undergoing search and rescue training*

## 潛水服務

潛水組共有五部潛水裝備供應車、一艘潛水支援船，以及兩艘潛水支援快艇。該組約有現役潛水員150名，他們分成七隊，專責香港水域內的搜索及救援行動；他們可利用壓縮空氣潛水裝備及水底爆破工具在水深最高達42米的範圍內執行任務。其中五隊人員派駐全港策略性地點，他們不僅擔任行動消防人員的主要職務，而且亦受訓在海底及其他水底環境，例如水塘、沉箱、池塘及污水渠執行緊急任務。至於另外兩隊人員，則派駐機場消防隊，在水上迫降事故及其他空難發生時，提供快捷的潛水拯救服務。如獲處長特別授權，潛水人員或會被派往香港以外水域，執行海上搜救行動。過去兩年，消防處潛水人員一共出動了1,150次。

## 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 teams responsible for maritime search and rescue within Hong Kong waters down to the maximum depth of 42 metres using compressed air diving equipment and underwater breaking-in tools. Five teams are deployed at strategic points throughout Hong Kong. In addition to their primary duties as operational firemen, divers are trained to deal with emergencies at sea and other underwater environments such as reservoirs, caissons, ponds and sewers. The other two teams are posted to the Airport Fire Contingent to render rapid diving rescue in aircraft ditching incidents as well as other aviation emergencies. With the specific authorisation of the Director, divers may be tasked to perform maritime search and rescue operations outside Hong Kong waters. Service divers turned out 1,150 times in the past two years.

潛水組亦負責操作位於昂船洲的加壓室。加壓室設有三個壓力艙，為減壓病者、氣體中毒者，以及可用高壓氧療法治療的慢性病患者提供治療。過去兩年，加壓室共操作了759次，為67名傷病者提供治療。

潛水組在過去兩年除了改良深海潛水及水底爆破的技術外，亦加強了救生及急流拯救技術方面的訓練。

The unit also operates a three-compartment compression chamber in Ngong Shuen Chau to treat patients suffering from decompression illness, gas poisoning and other chronic diseases that are responsive to hyperbaric oxygen treatment. For the past two years, 759 chamber operations were carried out for 67 patients.

Apart from improving skills in deep-sea diving and underwater breaking-in, enhancement training on life saving and swift water rescue were also introduced in the past two years.



新潛水支援船下水  
*Launching the new diving support vessel*