



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%能夠在上述時間內獲得處理。

二零零九年，95.6%的樓宇火警召喚及91.9%的緊急救護召喚，在上述目標召達時間內獲得處理。

期內，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 services, the target response time is 12 minutes. The Department pledged to achieve these times in 92.5% of all calls.

In 2009, 95.6% of building fire calls and 91.9% of emergency ambulance calls were responded to within the respective response times.

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



撲滅火警 Fire-fighting



- 1 星島日報圖片
Sing Tao Daily photo
- 2 蘋果日報圖片
Apple Daily photo
- 3 明報圖片
Ming Pao photo
- 4 星島日報圖片
Sing Tao Daily photo

撲滅火警

二零零九年，本處接到的火警召喚共有 35 771 宗，當中有 10 宗為三級或以上之火警。期間火警造成 10 人死亡、287 人受傷，獲救人數為 2 901。共 16 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，二零零九年由上述原因而引起的火警有 2 010 宗。涉及煮食和電力故障的疏忽或意外亦是釀成火警的另一個主因。

現將二零零九年較矚目的火警撮述如下：

■ 一月七日，流浮山鞦韆井圍一回收場發生三級火警。由於現場堆積大量塑膠及木製物料，令火勢加劇，並產生大量濃煙，消防員經過七小時才將大火撲滅。

■ 一月十日，流浮山深灣路山邊發生另一宗火警，火勢蔓延至附近的回收場，並且升為三級火警。由於現場堆積大量易燃物品，而且火場面積大，消防處共動用 22 條消防喉灌救，而直升機亦奉召投擲水彈。大火最終在八小時後撲滅。

■ 七月六日，彌敦道 99 號一幢 16 層高綜合用途樓宇內，一間無牌賓館發生三級火警，消防員將約 50 名市民疏散到安全地方。火警造成一名男子死亡、八人受傷，並引起公眾關注無牌賓館的消防安全。

■ 十月二日，荔枝角九華徑舊村發生三級火警，一排鐵皮木屋嚴重焚毀，在灌救期間多次發生石油氣瓶爆炸。消防員將約 150 名居民疏散到安全地方。

Fire-fighting

The Department responded to 35 771 fire calls in 2009, of which 10 were classified as No.3 or above Alarm fires. The fires claimed 10 lives and injured 287 persons while 2 901 people were rescued. A total of 16 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, totalling 2 010 cases in 2009. This was followed by carelessness or accidents involving the preparation of foodstuff and electrical faults.

Some notable fires in 2009 are summarised as follows:

■ A No. 3 Alarm fire occurred at a recycle plant at Mong Tseng Wai in Lau Fau Shan on January 7. The storage of a large quantity of plastic and wooden material fuelled the fire and generated heavy smoke. It took seven hours to suppress the fire.

■ On January 10, another fire broke out at a hillside at Deep Bay Road in Lau Fau Shan and spread to the nearby recycling plants. The fire was upgraded to No.3 Alarm. Due to the storage of a large quantity of inflammable material and the vast area, a total of 22 jets were deployed to tackle the fire. Helicopters were also summoned to drop water bombs. The fire was eventually put out after eight hours.

■ On July 6, a No.3 Alarm fire occurred at an illegal guesthouse situated in a 16-storey composite building at 99 Nathan Road. About 50 people were led to the places of safety by firemen. A man was killed and eight people were injured. The fire aroused public concern over the fire safety of illegal guesthouses.

■ A range of wooden and tin-sheeted huts was severely damaged in a No. 3 Alarm fire at Kau Wa Keng Old Village in Lai Chi Kok on October 2. A series of explosions involving liquefied-petroleum gas cylinders also occurred during the course of fire-fighting. About 150 people were led to the places of safety by firemen.



1 彌敦道一無牌賓館發生三級火警 (明報圖片)
A No.3 Alarm fire at an illegal guesthouse at Nathan Road (Ming Pao photo)

2 流浮山一回收廠發生三級大火 (星島日報圖片)
A No.3 Alarm fire at a recycle plant in Lau Fau Shan (Sing Tao Daily photo)

3 九華徑村三級火中一排鐵皮木屋嚴重焚毀 (星島日報圖片)
A range of wooden and tin-sheeted huts was severely destroyed in a No.3 Alarm fire at Kau Wa Keng Old Village (Sing Tao Daily photo)



特別服務 Special Services



- ① 明報圖片
Ming Pao photo
- ② 明報圖片
Ming Pao photo
- ③ 星島日報圖片
Sing Tao Daily photo
- ④ 明報圖片
Ming Pao photo
- ⑤ 星島日報圖片
Sing Tao Daily photo
- ⑥ 星島日報圖片
Sing Tao Daily photo
- ⑦ 星島日報圖片
Sing Tao Daily photo
- ⑧ 明報圖片
Ming Pao 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、被鎖屋內或反鎖屋外、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。

二零零九年，本處共接獲 25 069 宗特別服務召喚，在涉及的事務中，共錄得 815 人死亡，1 802 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 7 212 宗，其次分別為被鎖屋內或反鎖屋外的個案，共有 1 448 宗，以及易燃液體或氣體洩漏的個案，共有 408 宗。

現將二零零九年較矚目的特別服務召喚撮述如下：

■ 消防員在一連串涉及大量傷亡的嚴重交通意外中出動救援。一月二十三日，落馬洲發生一宗涉及貨車與的士的致命交通意外，的士內六人死亡。七月二十五日，元朗發生交通意外，一部公共小巴撞向貨櫃車，造成四死 13 傷。八月二十八日，一部旅遊巴士在北大嶼山公路翻側，意外造成三死 22 傷。十一月九日，一部雙層巴士在將軍澳翻側，意外造成一死 35 傷。

■ 五月一日，一架私人小型直升機撞向一部停泊於九龍城露天停車場的旅遊巴士，機師、其八歲兒子及巴士司機受輕傷。直升機原定在意外現場一百米外的香港飛行總會降落。

■ 九月十三日，西九龍環球貿易廣場工地發生嚴重工業意外，造成六名工人死亡。載有該六名工人連同建築廢料的臨時工作平台突然塌毀，並從 30 樓升降機槽直墮至 10 樓。由於升降機槽處於密閉空間，而且出入口狹窄，因此救援行動極為艱巨。消防員經過六小時才完成救援行動。

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 25 069 special service calls were received during the year, with 815 fatalities and 1 802 injuries recorded. Shut-in-lift cases still topped the list of incidents with 7 212 calls, followed by 1 448 cases of locked-in or out of premises and 408 cases of leakage of inflammable liquid or gas.

Some notable incidents during the year are summarised as follows:

■ Firemen were turned out for rescue operations in a series of serious traffic accidents involving mass casualties. On January 23, a fatal traffic accident occurred in Lok Ma Chau involving a goods vehicle and a taxi. Six persons inside the taxi were killed. On July 25, four persons were killed and 13 injured in a traffic accident in which a public light bus rammed into a container truck in Yuen Long. On August 28, a coach overturned at North Lantau Highway. Twenty-five casualties including three fatalities were involved. On November 9, a double-decker bus side-turned in Tseung Kwan O. The accident claimed a life and left 35 people injured.

■ On May 1, a private light helicopter crashed onto a parked tour bus at an open parking space in Kowloon City. The pilot, his eight-year-old son and the bus driver sustained slight injuries. The helicopter was scheduled to land at the Hong Kong Aviation Club which is about 100 metres from the scene.

■ A serious industrial accident occurred on September 13 in which six workers were killed in the construction site of International Commerce Centre (ICC) in West Kowloon. A temporary platform carrying the six workers and construction wastes in a lift shaft on 30th floor collapsed and plunged onto 10th floor. The confined space in the lift shaft and narrow entrance made the rescue operation extremely difficult. It took six hours to complete the rescue operation.



1 消防人員游繩拯救一名企圖跳樓女子
(蘋果日報圖片)
A fireman abseils down to stop a woman from jumping (Apple Daily photo)



2 一輛雙層巴士在將軍澳翻側(東方日報圖片)
A double-deck bus side-turned in Tseung Kwan O (Oriental Daily photo)



3 一架小型直昇機下降時撞向停泊的旅遊巴士(星島日報圖片)
A light helicopter has crashed into a parked coach while landing (Sing Tao Daily photo)



救護服務 Ambulance Services



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

救護服務

截至二零零九年底，救護總區共有2 550名主任級人員及救護員，配備256部救護車、35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659 289宗召喚，平均每天1 806宗，共處理590 452名傷病者，平均每天處理1 618名。

政府已撥款2.4億元分批更換196部高齡救護車。首113部新救護車已於二零零九年投入服務，而其餘83部會於二零一零年可供應用。當196部新車悉數投入服務之後，救護車的平均車齡將會低於兩年。

本處所有緊急救護車及急救醫療電單車已全面配備輔助醫療救護服務設施，並由符合輔助醫療資格的救護人員當值。車上設備包括自動心臟去顫器，以及備有應付糖尿病、休克、心臟病、氣促、癲癇症和過量服食藥物等疾病的指定藥品。

Ambulance Services

At the end of 2009, the Ambulance Command comprised 2 550 ambulance officers and ambulancemen. It operated a fleet of 256 ambulance, 35 emergency medical assistant motorcycles, four mobile casualty treatment centres and three rapid response vehicles. During the year, the Command responded to 659 289 calls, representing an average of 1 806 calls per day. A total of 590 452 patients, or a daily average of 1 618 were served.

The Government allocated \$240 million for replacing a total of 196 aged ambulances in batches. Of these new vehicles, the first 113 were put into service in 2009, with the remaining 83 becoming available in 2010. After all the 196 ambulances are put into service, the ambulance fleet will be under the average age of two years.

Its fleet of emergency ambulances and emergency medical assistant motorcycles is fully manned at paramedic level and equipped with automated defibrillators and selected drugs for illnesses such as diabetes, shock, heart attack, shortness of breath, seizure and drug overdose.

快速應變急救車計劃是為了加強救護主任在前線的管理，每部快速應變急救車均由一名救護主任負責執勤，其主要職責是擔當臨床支援主任，以確保救護服務的質素。此外，當可供調派的救護車預計未能在10分鐘內抵達事故現場時，快速應變急救車會出動處理緊急救護召喚。如有需要，快速應變急救車也會出動處理及指揮大規模的救護行動。

二零零九年救護訊息宣傳日首次由電視台製作並在無綫電視翡翠台播出，向市民宣揚「切勿濫用救護車」訊息，有超過160萬名觀眾收看。為了宣傳有關訊息，救護總區在全港各區懸掛橫幅及張貼宣傳海報，並在學校舉辦救護服務教育講座，以及聯同醫療輔助隊、醫院管理局及香港聖約翰救傷隊於各區舉辦「慎用救護服務巡迴展覽」。

The Rapid Response Vehicles (RRV) Programme aims to strengthen ambulance officers' frontline management. The three vehicles are each operated by an ambulance officer who mainly takes up the role of a Clinical Support Officer to ensure the quality of ambulance service. Moreover, when it is expected that no ambulance can arrive at the scene of incident within 10 minutes, they will attend to such emergency ambulance calls. They will also handle and take command of large-scale ambulance operations.

The Ambulance Service Campaign 2009, first-ever in form of a TV programme, was broadcast by TVB Jade to deliver the message of "Do Not Misuse Ambulance" to more than 1.6 million viewers. The same message was also carried by banners and posters displayed throughout Hong Kong and conveyed to the general public by means of school talks and Ambulance Service Roving Exhibition organised in collaboration with the Auxiliary Medical Services, Hospital Authority and Hong Kong St. John Ambulance Brigade.



明報圖片
Ming Pao photo



二零零九年救護訊息宣傳日首次在電視台播出
The Ambulance Service Campaign 2009 is broadcast in form of a TV programme for the first time



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。

通訊中心採用了第三代調派系統，透過已予增強的資源辨別、定位和調動的能力，提高滅火和拯救行動的效率。

政府已計劃在香港推行救護車調派分級制，根據傷病者的緊急程度，把緊急救護服務的召喚分級和訂定調派救護車的優先次序。

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。二零零九年，機場消防隊處理了91宗航空事故及1 177宗救護服務召喚。

滅火輪

港島總區轄下的海務及離島區共有七艘滅火輪、一艘潛水支援船、兩艘潛水支援快艇和一艘載客輪。年內，新的四號滅火輪及一艘載客輪已投入服務，以提升部門的海上滅火及救援能力。

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.

The Third Generation Mobilising System (TGMS) installed in the Centre has improved the efficiency of fire-fighting and rescue operations by enhancing the identification, location accuracy and mobilisation of Fire Services resources.

The Government has planned to implement a Medical Priority Dispatch System in Hong Kong to categorise and prioritise response to emergency ambulance calls in accordance with the degree of urgency.

Airport Fire Contingent

The primary role of the 235 strong 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. In 2009, the Contingent responded to 91 incidents involving aircraft and 1 177 ambulance calls.

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. During the year, the new Fireboat 4 and a personnel carrier were put into commission to enhance the Department's maritime fire-fighting and rescue capabilities.



- ① 消防通訊中心
Fire Services Communications Centre
- ② 機場消防隊滅火操練
A drill by Airport Fire Contingent



潛水服務

潛水組有潛水員約 150 名，分為七隊，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 42 米內執行任務。潛水員肩負在海裏及其他壓縮環境如水塘、沉箱、池塘及污水渠執行緊急任務。二零零九年，消防處潛水人員一共出動了 391 次。

位於昂船洲政府船塢的消防處潛水基地已於二零零九年啟用，標誌着香港的緊急潛水拯救服務發展已經踏入新里程。基地設有各種先進專業及訓練設施，以提升消防處潛水員的搜救技能。

Diving Services

The Diving Unit comprises about 150 active 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 2009, they were turned out to 391 emergencies.

The commissioning of the FSD Diving Base on Stonecutters Island in 2009 has marked a milestone in the development of emergency diving rescue service in Hong Kong. The Base is equipped with a range of advanced professional and training facilities to enhance the search and rescue skills of Service divers.



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消防處潛水基地配備先進訓練設施：
FSD Diving Base is equipped with advanced training facilities :

- 1 & 2 製造狂風巨浪效果的潛水訓練池
Diving Pool produces stormy waves effect
- 3 急流池
Rapids Pool
- 4 水上拯救訓練
Water rescue training