

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 9 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。

二零二零年，有 94.8% 的樓宇火警召喚和 94.1% 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 2020, 94.8% of building fire calls and 94.1% 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.

a 上水文錦渡一個貨櫃場發生火警，由於火場遠離水源，消防人員需拖喉 400 多米灌救。

A fire breaks out at a container yard in Man Kam To, Sheung Shui. Fire personnel relay water from more than 400 metres away to fight the blaze due to a lack of nearby water supply.

b 一名女子在港鐵九龍塘站月台跳軌，消防處人員將她救出送院搶救。

FSD personnel rescue and convey a woman, who has jumped onto the tracks from the platform at MTR Kowloon Tong Station, to hospital for emergency rescue.



星島日報圖片 Sing Tao Daily photo



蘋果日報圖片 Apple Daily photo

撲滅火警 FIREFIGHTING



二零二零年，本處接獲的火警召喚由二零一九年的 37,606 宗，減少至 33,632 宗。年內，火警造成 24 人喪生和 307 人受傷，獲救脫險的有 9,848 人；傷者中有七人是執行職務時受傷的消防人員。

在同年接獲的 33,632 宗火警召喚中，有四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 1,058 宗。因電力故障而釀成的火警有 739 宗；由於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 631 宗。另外，因故意放火而釀成的火警共有 643 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 71.3%。

The number of fire calls decreased from 37,606 in 2019 to 33,632 in 2020. During the year, fires claimed 24 lives and injured 307 persons while 9,848 persons were rescued. Among the injured were seven fire officers who sustained injuries in the line of duties.

Of the 33,632 fire calls received in 2020, four involved no. 3 alarm or above fires. Accidents occurred during cooking were the major causes of fires, totalling 1,058 cases. General electrical fault contributed to 739 fires, while careless handling or disposal of lighted materials, such as cigarette ends, matches and candles has led to 631 fires. Also, there were 643 deliberate fires. Unwanted alarms, triggered mainly by faulty automatic alarm systems, contributed to about 71.3% of the total number of fire calls.



蘋果日報圖片 © Apple Daily photo

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三艘停泊於觀塘避風塘的遊艇冒煙起火，消防處派遣滅火輪到場，動用水炮及滅火喉灌救。
Smoke and flames billow out of three pleasure crafts berthing at the Kwun Tong Typhoon Shelter. The FSD deploys fireboats to fight the blaze with monitors and jets.



矚目火警概述 Notable Fires

一月八日
January 8

北角大興樓一個住宅單位發生一級火警，消防處動用兩條滅火喉及兩隊煙帽隊灌救。事故中有十人吸入濃煙不適送院。消防人員共疏散 13 人到安全地方。

A no. 1 alarm fire broke out at a residential unit in Tai Hing Building, North Point. The FSD used two jets and mobilised two breathing apparatus teams to fight the blaze. Ten persons felt unwell after inhalation of smoke and were conveyed to hospital. A total of 13 persons were evacuated to safety by fire personnel.

一月三十一日
January 31

觀塘翠屏北邨翠楠樓一個住宅單位發生一級火警，兩人送院後不治。事故中有約 100 人自行疏散。

A no. 1 alarm fire broke out at a residential unit in Tsui Nam House, Tsui Ping (North) Estate, Kwun Tong. Two persons were later certified dead at hospital. A total of about 100 persons self-evacuated.

四月二十八日
April 28

三艘停泊在觀塘避風塘內的遊艇冒出大量濃煙和火焰，消防處動用六座滅火輪水炮、三條滅火喉及一隊煙帽隊灌救。

Heavy dense smoke and flames billowed out of three pleasure vessels anchored inside the Kwun Tong Typhoon Shelter. The FSD used six fireboat monitors, three jets and mobilised one breathing apparatus team to fight the blaze.

七月二日
July 2

屯門良景邨良萃樓一個住宅單位發生一級火警，三人吸入濃煙不適送院，其中一人經搶救後不治。消防人員共疏散 41 人到安全地方，另有約 200 人自行疏散。

A no. 1 alarm fire broke out at a residential unit in Leung Shui House, Leung King Estate, Tuen Mun. Three persons felt unwell after inhalation of smoke and were conveyed to hospital. One of whom was later certified dead despite rescue attempts. A total of 41 persons were evacuated to safety by fire personnel and about 200 persons self-evacuated.

七月十九日
July 19

葵涌葵俊苑葵裕閣一個住宅單位發生三級火警，消防處動用兩條滅火喉及兩隊煙帽隊灌救，並於肇事單位內發現一名死者，另有一人吸入濃煙不適，需送院治理。行動中，消防人員共疏散約 100 人到安全地方，另有約 200 人自行疏散。

A no. 3 alarm fire broke out at a residential unit in Kwai Yue House, Kwai Chun Court, Kwai Chung. The FSD used two jets and mobilised two breathing apparatus teams to fight the blaze. A dead body was found in the affected unit. One person felt unwell after inhalation of smoke and was conveyed to hospital for medical treatment. During the operation, a total of about 100 persons were evacuated to safety by fire personnel and about 200 persons self-evacuated.

七月二十日
July 20

天水圍田廈路田心村一間鐵皮屋發生二級火警，消防處動用兩條滅火喉及兩隊煙帽隊協助灌救，並疏散附近約 20 人到安全地方。消防人員於火場內發現一名死者，另有兩人受傷送院。

A no. 2 alarm fire broke out at a tin-sheeted structure in Tin Sam Tsuen, Tin Ha Road, Tin Shui Wai. The FSD deployed two jets and two breathing apparatus teams to fight the blaze. A total of about 20 persons were evacuated to safety. A dead body was found in the affected unit. Two persons were injured and conveyed to hospital for medical treatment.

七月二十七日
July 27

屯門黃金海岸一個建築地盤發生三級火警，消防處調派 43 輛消防車及四輛救護車，出動 170 名消防員，動用五條滅火喉及六隊煙帽隊灌救。行動中，消防人員救出一名被困天秤的工人，另有 150 人自行疏散。

A no. 3 alarm fire broke out at a construction site in Hong Kong Gold Coast, Tuen Mun. The FSD deployed a total of 43 fire appliances, four ambulances, 170 fire personnel, five jets and six breathing apparatus teams to fight the blaze. During the operation, fire personnel rescued a worker trapped in a tower crane. A total of 150 persons self-evacuated.



香港 01 圖片 HK01 photo



香港 01 圖片 HK01 photo

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f 屯門黃金海岸一個建築地盤發生三級火警，消防人員升起消防梯，開喉灌救。

A no. 3 alarm fire erupts at a construction site in Hong Kong Gold Coast, Tuen Mun. Fire personnel fight the blaze with an aerial ladder.



蘋果日報圖片 Apple Daily photo

九月二十四日
September 24

沙田瀝源邨榮瑞樓一個住宅單位發生三級火警，消防處動員 200 名消防及救護人員，動用兩條滅火喉及兩隊煙帽隊灌救。消防人員於肇事單位內發現一名死者，另救出 10 人及一隻狗，當中四人吸入濃煙不適送院。事故中有約 300 人自行疏散。

A no. 3 alarm fire broke out at a residential unit in Wing Shui House, Lek Yuen Estate, Sha Tin. The FSD mobilised 200 fire and ambulance personnel, two jets and two breathing apparatus teams to fight the blaze. A dead body was found in the affected unit. Ten persons and a dog were rescued, four of whom felt unwell after inhalation of smoke and were conveyed to hospital. About 300 persons self-evacuated.

十一月三日
November 3

馬鞍山利安邨利盛樓一個住宅單位發生三級火警，消防處動用一條滅火喉及一隊煙帽隊灌救。事故中約 150 名住客自行疏散。

A no. 3 alarm fire broke out at a residential unit in Lee Shing House, Lee On Estate, Ma On Shan. The FSD used one jet and mobilised one breathing apparatus team to fight the blaze. About 150 residents self-evacuated.

十一月十五日
November 15

油麻地廣東道 562 號一個單位發生一級火警，消防處調派 14 輛消防車、25 輛救護車，動用一條滅火喉及兩隊煙帽隊，共動員 153 名消防及救護人員參與救援，於肇事大廈救出十多名人士。救護人員將 18 名傷者送往多間醫院治理，當中八人送院後傷重不治。

A no. 1 alarm fire broke out at a unit on 562 Canton Road, Yau Ma Tei. The FSD deployed 14 fire appliances, 25 ambulances, one jet, two breathing apparatus teams and a total of 153 fire and ambulance personnel for the rescue operation. A dozen or so persons were rescued from the affected building. Eighteen injured were conveyed to various hospitals by ambulance personnel for medical treatment, eight of whom subsequently died from injury after they reached hospital.

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星島日報圖片 Sing Tao Daily photo

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油麻地廣東道 562 號一個單位發生一級火警，消防處動員 153 名消防及救護人員參與救援。

A no. 1 alarm fire breaks out at a unit on 562 Canton Road, Yau Ma Tei. The FSD mobilises 153 fire and ambulance personnel for the rescue operation.

其他火警 Other Fires



15.2.2020

旺角一個住宅單位發生火警，消防人員升起消防梯將被困的住客救出。

A fire occurs in a residential unit in Mong Kok. Fire personnel rescue the trapped residents with an aerial ladder.

星島日報圖片
Sing Tao Daily photo



10.3.2020

青衣一個回收場發生火警，火勢猛烈。由於火場遠離水源，消防人員需拖喉逾百米灌救。

A fierce fire rages at a recycling storage site in Tsing Yi. Fire personnel relay water from more than a hundred metres away to fight the blaze due to a lack of nearby water supply.

星島日報圖片
Sing Tao Daily photo

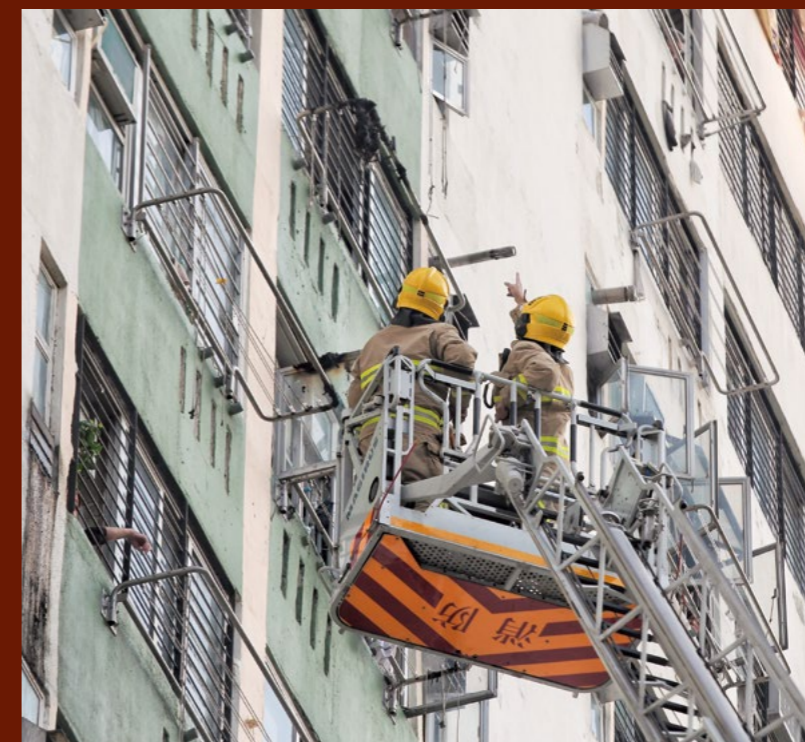


25.10.2020

消防人員於重陽節期間撲滅元朗多宗山火。

Fire personnel put out a number of hill fires in Yuen Long during the Chung Yeung Festival.

香港 01 圖片
HK01 photo



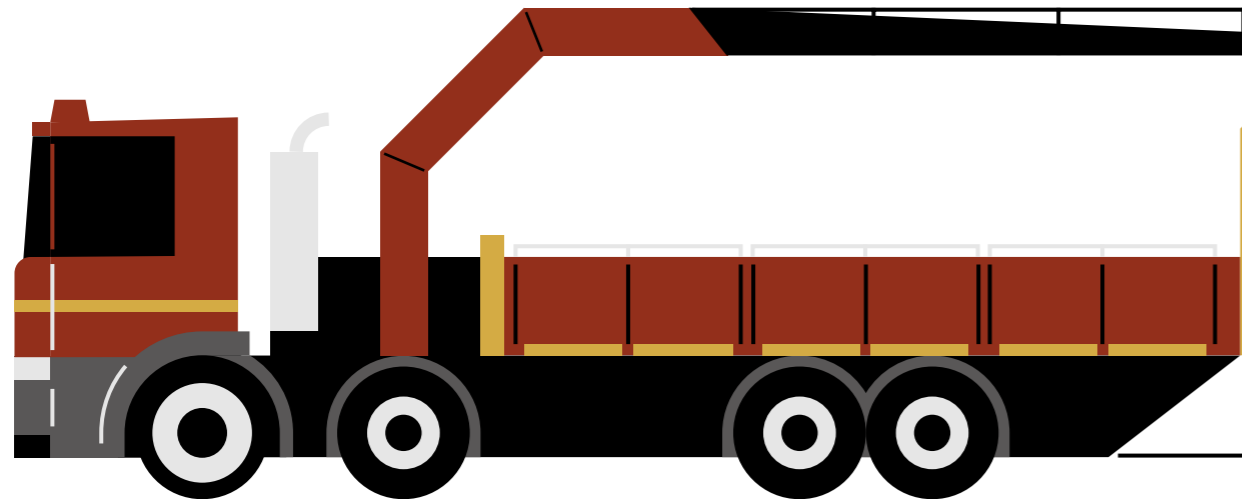
27.12.2020

荃灣梨木樹邨一個住宅單位發生火警，消防人員升起消防梯，進行調查。

A residential unit in Lei Muk Shue Estate, Tsuen Wan, catches fire and fire personnel set up an aerial ladder to conduct an investigation.

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。

二零二零年，本處共接獲 32,358 宗特別服務召喚，當中錄得 927 人喪生，1,438 人受傷。在各類需要本處協助的特別服務個案中，被困升降機的個案仍佔大多數，有 10,987 宗。其他的還有被鎖室內個案佔 1,217 宗，鋸樹個案 1,039 宗，易燃液體或氣體洩漏個案 250 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 32,358 special service calls were received in 2020, with 927 fatalities and 1,438 injuries recorded. Among the special service cases that required assistance from the FSD, trapped/shut in lift remained to be the largest category, with 10,987 cases. Others include 1,217 cases of locked in premises, 1,039 cases of tree cutting and 250 cases of leakage of flammable liquids or gases.

矚目特別服務事故概述

Notable Special Service Incidents

一月二十一日
January 21

一艘香港海關的巡邏艇在沙洲一帶海面巡邏期間發生翻船意外，兩人墮海後獲救，另有三人被困船艙。消防處共出動五艘滅火輪、四輛消防車及九輛救護車，派出72名消防及救護人員進行救援，包括12名潛水員。事故中兩人受輕傷，三名被困的海關人員由消防潛水員救出，送院後證實死亡。

A Customs and Excise Department vessel overturned while conducting a patrol at the waters near Sha Chau. Two persons who fell overboard were rescued; another three were trapped in the cabin. The FSD mobilised a total of five fireboats, four fire appliances, nine ambulances as well as 72 fire and ambulance personnel, including 12 divers, to come to the rescue. Two persons were slightly injured in the incident. The three trapped Customs officers were rescued by the FSD divers but later certified dead at hospital.

五月二十八日
May 28

立法會綜合大樓內發生懷疑氣體洩漏事故，消防處派員到場調查。經探測後，並無發現有害或可燃氣體。消防人員其後將由立法會職員發現的物質交予警方進一步調查。事件中有一人不適需要送院治理。

A suspected gas leakage incident occurred in the Legislative Council Complex and the FSD personnel were turned out to the scene to investigate. Neither noxious nor combustible gas was detected. The fire personnel later handed the substance found by the staff of the Legislative Council to the police for further investigation. One person felt unwell in the incident and had to be conveyed to hospital for medical treatment.

六月四日
June 4

立法會綜合大樓內發生懷疑涉及化學物品事故，消防處派員到場調查，發現議事廳有兩個裝有液體及昆蟲屍體的膠樽。經探測後，並無發現有害或可燃氣體。消防人員其後將有關物品交予警方進一步處理。

An incident involving suspected chemicals occurred in the Legislative Council Complex. The FSD personnel were turned out to the scene to investigate and found two plastic bottles containing liquid and insect bodies in the Chamber. Neither noxious nor combustible gas was detected. The fire personnel later handed the items in question to the police for further action.

六月十四日
June 14

青衣環境保護署化學廢物處理中心的焚燒爐正進行年度維修工程，其間懷疑臨時內部工作台倒塌，導致多名工人受傷，當中四人被困。消防處出動15輛消防車、18輛救護車，共99名消防及救護人員進行拯救，並派出坍塌搜救專隊到場協助。事故中有10名工人受傷送院。

A working platform was suspected to have collapsed during the annual maintenance work of an incinerator at the Chemical Waste Treatment Centre of the Environmental Protection Department in Tsing Yi, causing multiple injuries. Four of the injured workers were trapped. The FSD mobilised 15 fire appliances, 18 ambulances, 99 fire and ambulance personnel to come to the rescue. The Urban Search and Rescue Team also attended. Ten workers were injured in the incident and conveyed to hospital.

八月十三日
August 13

一輛中型貨車在荃錦公路失事墮下約五米的山坡，受傷司機由消防人員救出送院。

A medium goods vehicle fell about five metres down the slope of a hillside off Route Twisk after a traffic accident. The injured driver was rescued by fire personnel and conveyed to hospital.

十月七日
October 7

富麗敦海洋公園酒店地盤一幅磚牆倒塌，一名男子被困，由消防人員救出，送院後證實不治。

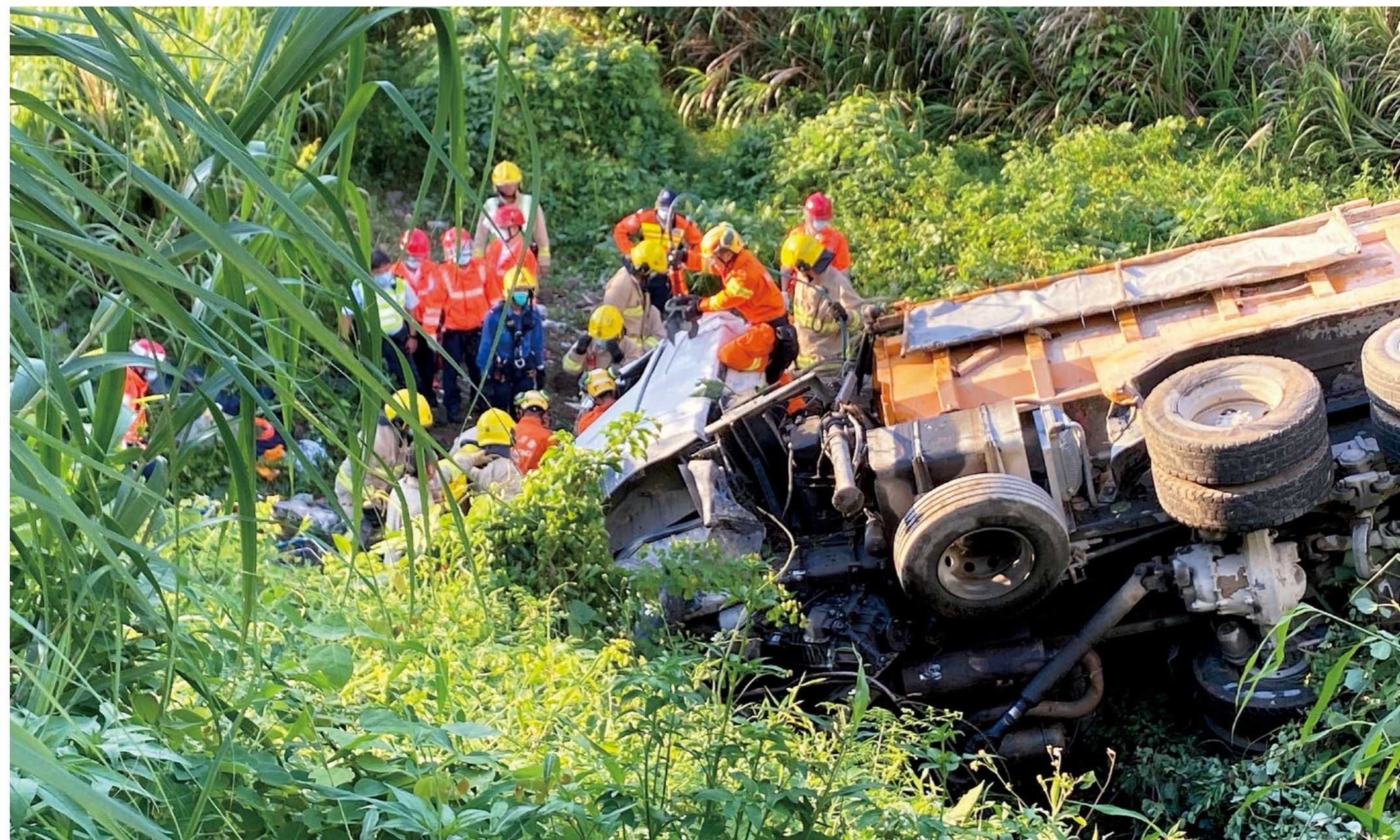
A man was trapped by a collapsed brick wall at the construction site of the Fullerton Ocean Park Hotel. He was rescued by fire personnel and later certified dead at hospital.

i 一輛中型貨車在荃錦公路失控衝落山坡，消防人員及坍塌搜救專隊到場救出被困司機。

A medium goods vehicle loses control and plunges down a hillside from Route Twisk. Fire personnel and the Urban Search and Rescue Team are dispatched to the scene to rescue the trapped driver.

j 立法會綜合大樓內發生一宗懷疑化學品洩漏事故，消防處派員到場調查。

An incident involving a suspected chemical spillage takes place in the Legislative Council Complex. FSD personnel are turned out to conduct an on-site investigation.



香港01 圖片 HK01 photo



香港01 圖片 HK01 photo



星島日報圖片 Sing Tao Daily photo

k 環境保護署青衣化學廢物處理中心有工作台倒塌，導致多名工人受傷。消防處派出坍塌搜救專隊，以及 99 名消防及救護人員進行拯救。

The collapse of a working platform at the Chemical Waste Treatment Centre of the Environmental Protection Department in Tsing Yi results in multiple injuries. The FSD mobilises the Urban Search and Rescue Team as well as 99 fire and ambulance personnel to come to the rescue.

其他特別服務事故 Other Special Service Incidents



11.1.2020

一輛旅遊巴士在東涌裕東路行駛時，與一輛私家車相撞，繼而衝向一輛吊臂車的尾部，消防人員救出被困司機。

Fire personnel rescue the trapped driver of a coach, which first collides with a private car and then crashes into the back of a crane lorry when travelling along Yu Tung Road, Tung Chung.

星島日報圖片
Sing Tao Daily photo



17.1.2020

長青公路發生三車相撞，消防人員救出一名被困傷者。

Fire personnel rescue a trapped patient in a collision involving three vehicles on Cheung Tsing Highway.

香港 01 圖片
HK01 photo



26.7.2020

消防人員升起消防梯協助一名反鎖在屋內的男子。

Fire personnel use an aerial ladder to assist a man who locks himself in the flat.

星島日報圖片
Sing Tao Daily photo



5.9.2020

一名男子在飛鵝山衛奕信徑行山時失足墮下山坡受傷，消防及救護人員到場將他救起送院。

A man stumbles and falls down a hillside while hiking at Wilson Trail on Fei Ngo Shan. He is rescued and sent to hospital by the fire and ambulance personnel.

香港 01 圖片
HK01 photo



17.9.2020

一棵大樹倒塌並壓着三輛車，消防人員鋸開樹幹營救傷者。

A big tree collapses and crushes three vehicles. Fire personnel cut down the tree trunks to rescue the trapped injured.

香港 01 圖片
HK01 photo



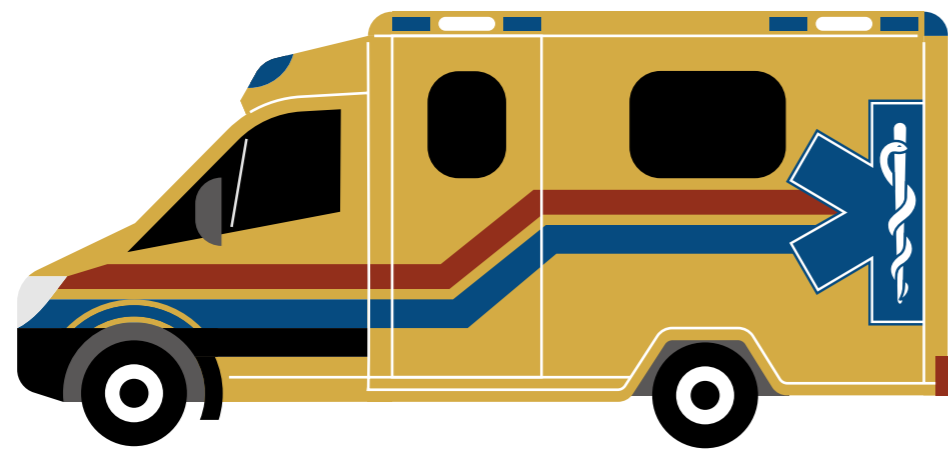
19.11.2020

消防人員在尖沙咀海旁救起一名墮海人士。

Fire personnel save a person who has fallen into the sea on the waterfront of Tsim Sha Tsui.

香港 01 圖片
HK01 photo

救護服務 AMBULANCE SERVICE



二零二零年，救護總區共處理 689,788 宗召喚，平均每天 1,885 宗，救助傷病者共 612,797 人，平均每天 1,674 人。

截至二零二零年年底，消防處救護車隊共有 428 輛救護車，另配備兩輛輔助醫療裝備車、41 輛急救醫療電單車、四輛流動傷者治療車、四輛快速應變急救車和六輛鄉村救護車，為市民提供服務。

In 2020, the Ambulance Command responded to 689,788 calls, representing an average of 1,885 calls per day. A total of 612,797 patients, or a daily average of 1,674 patients, were handled.

As at the end of 2020, the FSD operates a fleet of 428 ambulances. In addition, the department also manages two Paramedic Equipment Tenders, 41 Emergency Medical Assistant Motorcycles (EMAMCs), four Mobile Casualty Treatment Centres, four Rapid Response Vehicles (RRVs) and six Village Ambulances to serve the community.



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救護人員均具備輔助醫療資格。輔助醫療主管除使用自動心臟除顫器等復甦設備外，亦能施用多種藥品紓緩傷病者的病情或減輕其痛苦，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、抽搐和服食過量藥物等情況。

本處自二零二零年三月起，陸續於救護車上裝設名為除顫監護儀的新儀器。這部集多種功能於一身的精密儀器，不僅可用作除顫器，亦是具備十二導程心電圖功能的傷病者監護儀，預計於二零二一年第一季於所有消防處救護車上裝設，讓救護人員取得及傳送院前十二導程心電圖，提高施行復甦法和監護傷病者的行動效率和成效。救護人員可即場取得胸口疼痛傷病者的院前十二導程心電圖，然後將報告傳送至醫院管理局轄下公立醫院急症室，以便院方盡早作好準備，提供專科治療。此外，本處於二零二零年十月引入視像窺喉鏡。此儀器能讓救護人員更清楚地檢視傷病者聲門的情況，尤其有助處理懷疑或確診有異物阻塞氣道的傷病者，所以對臨床氣道處理有深遠影響。

所有快速應變急救車的執勤人員和特選的救護車主管均能為心臟驟停的傷病者於靜脈或骨內注射腎上腺素。此外，合資格的快速應變急救車執勤人員亦可使用便攜式超音波掃描器，為疑似腹腔內

出血的嚴重創傷者進行檢查，以決定是否要進行創傷分流。

為了讓輔助醫療主管對人體解剖學和病理生理學有更多認識，並提升他們這方面的技巧，本處與香港中文大學合辦名為「無言老師」的教學計劃，內容包括講解人體不同器官和實習臨床技巧。

l 救護人員於長洲以鄉村救護車將一名傷病者送到直升機停機坪，準備送院。

Ambulance personnel mobilise a village ambulance in Cheung Chau Island to send a casualty to the helicopter pad for conveying to the hospital.

m 一名女子在紅磡家維邨墮樓受傷，救護人員將她送往醫院搶救。

A woman injured from a fall from a building in Ka Wai Chuen, Hung Hom is rushed to hospital for emergency rescue by ambulance personnel.



香港01圖片 HK01 photo

All emergency ambulances, EMAMCs and RRVs are manned at the paramedic level. Apart from using resuscitation equipment such as automated external defibrillators (AED), paramedic supervisors can also administer various drugs to ease 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.

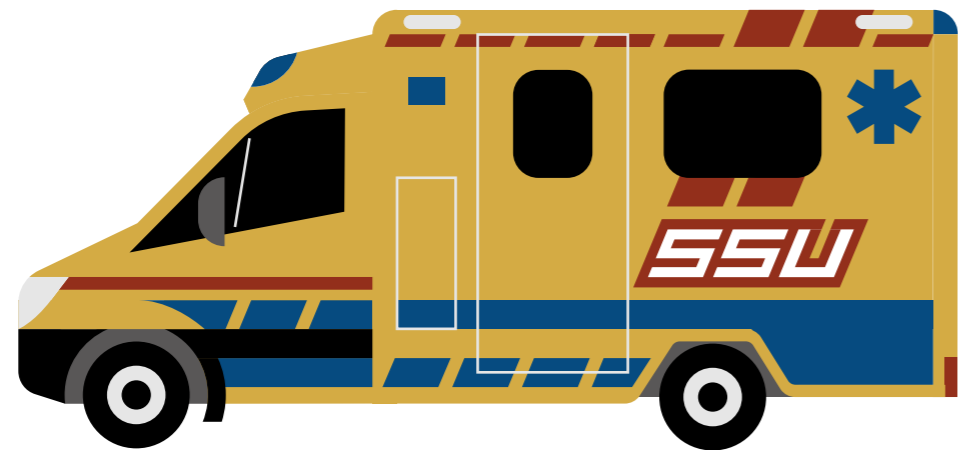
Since March 2020, the FSD ambulances have been fitted with a new equipment called defibrillator monitor on a progressive basis. The all-in-one compact equipment is not only a defibrillator but also a patient monitor with 12-lead electrocardiogram (12-lead ECG) capability. It is expected that all FSD ambulances will be installed with the new equipment in the first quarter of 2021 for obtaining and transmitting pre-hospital 12-lead ECG, so that the operational efficiency and effectiveness in resuscitation and patient monitoring can be enhanced. Ambulance crew will perform pre-hospital 12-lead ECG on patients with chest pain at the scene, before transmitting the reports to the Accident and Emergency Department of public hospitals under the Hospital Authority for their early preparation and provision of specialised treatment. The department also introduced the video laryngoscope in October 2020. The equipment has had a profound impact on the clinical

airway management since it can provide a better glottic view for the ambulance personnel, especially when taking care of suspected or confirmed patients with foreign body airway obstruction.

All RRV officers and selected ambulance supervisors can administer adrenaline via intravenous or intraosseous route for cardiac arrest patients. Furthermore, qualified RRV officers can use portable ultrasound sonography in handling major trauma patients who are suspected to have intra-abdominal bleeding to determine whether trauma diversion is required.

To enhance the paramedic supervisors' knowledge of human anatomy and pathophysiology and sharpen their skills in this respect, a teaching programme named "Silent Teacher Scheme", which includes an introduction to different human organs and practice of clinical skills, has been run jointly by the department and the Chinese University of Hong Kong.

對抗 2019 冠狀病毒病 FIGHTING AGAINST COVID-19



自二零二零年年初香港爆發 2019 冠狀病毒病以來，市民的日常生活受到嚴重影響，全港有數以萬計人受感染。病毒在全球迅速擴散，世界各地的確診感染個案數目急升，情況令人擔憂。面對如此逆境，消防處前線人員緊守崗位，竭盡所能處理確診個案，全方位對抗疫情。

為應對各種挑戰，本處一直嚴陣以待，密切監察疫情最新發展，並持續評估疫情對服務可能造成的影響及對屬員帶來的健康風險。因應緊急服務的需求上升，本處採取適時及果斷的措施，保障本港的公共衛生及安全。

The COVID-19 outbreak since early 2020 has taken a heavy toll on the everyday life of Hong Kong citizens and the virus has infected several thousands of people across the territory. The rapid global spread of the virus and the surging number of confirmed infection cases worldwide are alarming.

In the face of adversity, frontline personnel of the FSD have remained steadfast and spared no effort in handling infection cases as well as fighting the epidemic on all fronts.

To cope with the challenges, the department has been on full alert, closely monitoring the latest situation and conducting continuous assessments on the potential impact on its services and the inherent health risk to its members. Decisive and timely measures have also been put in place to cope with the increasing demand for emergency services, with a view to safeguarding the public health and safety of the city.

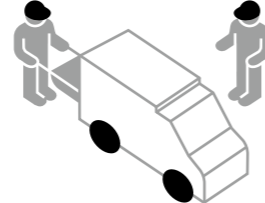
I. 處理 2019 冠狀病毒病個案
Handling of COVID-19 cases

7,557 宗
calls



與確診個案有關的召喚
Calls related to confirmed cases

2,689 名
members



參與處理與確診個案有關召喚的屬員
Personnel involved in the calls related to confirmed cases

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

消防處在疫情期間為懷疑及確診 2019 冠狀病毒病患者提供緊急服務及送院與轉院服務。二零二零年，本處曾處理合共 7,557 宗與確診個案有關的召喚，涉及 2,652 名救護人員和 37 名消防人員；為此而要接受醫學監察的本處人員為數超過 850 人，當中 80 人要轉送檢疫中心（圖 1）。

救護總區的特別支援隊（支援隊）在前線抗疫工作方面擔當多項重要職責，包括協助不同部門把病人送往接受病毒測試，以及把懷疑或確診患者轉送往醫院接受治療。本處與衛生署衛生防護中心及醫院管理局（醫管局）通力合作，一旦接獲與 2019 冠狀病毒病有關的召喚，便盡速調派救護車及支援車輛到場，將確診患者由住所及檢疫中心等不同地方接載到設於亞洲博覽館（亞博館）的社區治療設施。支援隊亦協處理其他工作，包括把「世界夢號」郵輪上感到不適的船員及乘客和出現病徵的入境旅客送往設於亞博館的臨時檢測中心。

此外，為減輕公立醫院隔離病床供應的壓力，支援隊協助公立醫院將康復中或病情較穩定的患者轉送往亞博館的社區治療設施，使這些醫院可集中資源照料病情較嚴重的患者。

過去一年，不時有院舍員工或院友確診感染 2019 冠狀病毒病。這些確診人士的密切接觸者須被送到檢疫中心接受檢疫，當中包括需要長期臥床、使用輪椅及需要特別照顧的院友。為縮短撤離所需的時間和減低病毒傳播的風險，本處除了調派部門的救護車出動，亦協調醫管局、醫療輔助隊和聖約翰救護機構的車輛及人手，協助盡早撤走密切接觸者。



The FSD has provided emergency services, hospital conveyance and inter-hospital transfers for suspected and confirmed COVID-19 patients during the pandemic. A total of 7,557 calls relating to confirmed cases were handled in 2020, with the involvement of 2,652 ambulance personnel and 37 fire personnel. Because of this, more than 850 FSD personnel had to undergo medical surveillance and 80 of them were transferred to quarantine centres (QCs)(Figure 1).

The Special Support Unit (SSU) of the Ambulance Command has played multiple important roles at the forefront of the fight against the epidemic, such as assisting different departments in taking patients to COVID-19 testing and transferring suspected or confirmed patients to hospital for treatment. In full cooperation with the Centre for Health Protection (CHP) of the Department of Health (DH) and the Hospital Authority (HA), the

department dispatched ambulances and support vehicles in response to COVID-19 related calls as soon as they were received. Confirmed patients were conveyed from different places, including their residences and the QCs, to the community treatment facility (CTF) at AsiaWorld-Expo (AWE). The SSU also assisted in tasks such as conveying unwell crew members and passengers on the "World Dream" cruise and inbound travellers with symptoms to the temporary test centre at AWE.

In addition, to relieve the pressure of public hospitals on the provision of isolation beds, the SSU assisted public hospitals in conveying patients who were recovering or in relatively stable condition to the CTF at AWE, allowing public hospitals to focus their resources on taking care of the more severe patients.

In the year under review, there were reports from time to time that staff

or residents of residential care homes had contracted COVID-19. In such cases, their close contacts, including bedridden residents, wheelchair users and those requiring special care, were required to be quarantined at the QCs. In order to shorten the evacuation time and minimise the risk of spreading the virus, not only did the department deploy its own ambulances, but it also coordinated vehicles and manpower from the HA, Auxiliary Medical Service and St John Ambulance to help with the early transfer of the close contacts.

a 行政長官林鄭月娥（右二）感謝於檢疫中心完成檢疫觀察的屬員，讚揚他們走在抗疫最前線。

The Chief Executive, Mrs Carrie Lam (second right), expresses her gratitude to the FSD personnel who completed the quarantine at the QCs, praising them for fighting the infection at the forefront.



南華早報圖片 South China Morning Post photo



星島日報圖片 Sing Tao Daily photo



香港 01 圖片 HK01 photo



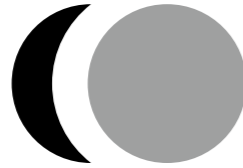
星島日報圖片 Sing Tao Daily photo

救護人員在前線抗疫工作方面擔當多項重要職責，包括將懷疑和確診患者送往醫院或設於亞博館的社區治療設施，以及協助院舍內確診院友的密切接觸者撤離。「世界夢號」郵輪抵港後，救護人員將船上不適的船員及乘客和出現病徵的入境旅客送往亞博館的臨時檢測中心。

The Ambulance personnel have played important roles in fighting against the epidemic, which include conveying patients with suspected or confirmed COVID-19 to the hospitals or the CTF at AWE, as well as assisting with the evacuation of close contacts of confirmed cases among residents in the residential care homes. Ambulance personnel provide support in transporting unwell crew members and passengers, as well as symptomatic inbound travellers of the "World Dream" cruise to the temporary testing centre at AWE.

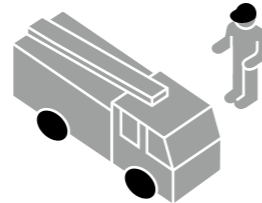
II. 快速應變隊 Rapid Response Teams

24 小時
hours



廿四小時候命
Standby round the clock

3,082 名
members



消防處人員參與執行快速應變隊的職務
FSD personnel enrolled to perform
RRT duties

檢疫中心及 臨時設施 Quarantine Centres and Temporary Facilities

隨着病毒迅速擴散，本港對檢疫及治療設施的需求亦急增。政府於鯉魚門公園度假村、西貢戶外康樂中心、八鄉少年警訊永久活動中心、薄扶林香港傷健協會賽馬會傷健營、竹篙灣及亞博館設立多間檢疫中心、社區隔離設施及社區治療設施。位於亞博館旁的北大嶼山醫院香港感染控制中心建造工程亦於九月動工，以加強本港醫療系統的抗疫能力。

為盡速設立檢疫中心、社區隔離設施、社區治療設施及臨時醫院，消防處隨時準備為其他部門提供緊急協助及支援，務求令這些設施能如期竣工。自二零二零年一月起，消防安全總區一直與各政府部門緊密合作，就這些設施的消防安全提供專業意見，並為在這些設施工作的人員舉辦特別防火講座。

此外，牌照及審批總區亦就危險品的貯存與消防裝置及設備的安裝事宜，向建築署、醫管局及項目顧問公司等各個部門及機構提供

專業意見。為加快各項目的整體規劃及落成，本處優先處理就項目提交的申請或文件，並成立專責小組，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。

為確保新建的檢疫中心及社區隔離設施的消防安全，本處派遣快速應變隊到這些設施全日 24 小時候命。每支快速應變隊由六名前線人員組成，並配備一輛泵車，提供即時滅火及救援服務，以及定時巡查公眾地方，確保其符合消防安全規定。二零二零年，共有 3,082 名消防處人員在其規定工作時數以外的時間，於檢疫中心、社區隔離設施及社區治療設施參與執行快速應變隊的職務。本處亦根據現場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（圖 11）。



The rapid spread of the virus has led to a surge of demand for quarantine and treatment facilities. Various QCs, community isolation facilities (CIFs) and CTF were set up at Lei Yue Mun Park and Holiday Village, Sai Kung Outdoor Recreation Centre, Junior Police Call Permanent Activity Centre in Pat Heung, the Hong Kong PHAB Association Jockey Club PHAB Camp (PHAB Camp) in Pok Fu Lam, Penny's Bay and AWE. To increase the resilience of the Hong Kong healthcare system against the pandemic, the construction of the North Lantau Hospital Hong Kong Infection Control Centre (HKICC) adjacent to AWE began in September.

To expedite the establishment of the QCs, CIFs, CTF and HKICC, the FSD has stood ready to provide urgent assistance and support to facilitate timely completion of the facilities. Since January 2020, the Fire Safety Command has worked closely with various government departments and

offered them expert fire safety advice. Ad-hoc fire safety talks were also organised for staff working onsite.

Furthermore, the Licensing and Certification Command has provided expert advice to various departments and organisations, such as the Architectural Services Department, HA and project consultants, on the storage of dangerous goods as well as provision of fire service installations and equipment. To expedite the overall planning and completion of the projects, the department has accorded priority to applications or submissions related to the projects. A dedicated team was also set up to handle matters concerning vetting of plans, acceptance tests and inspections of fire service installations and equipment, as well as dangerous goods licences.

To ensure the fire safety of the newly-built QCs and CIFs, Rapid Response Teams (RRTs), each of which consisting of six frontline

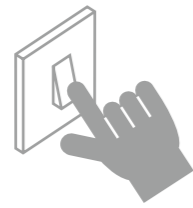
b 快速應變隊在新建的檢疫中心及社區隔離設施提供緊急滅火及救援服務，以及定時巡查公眾地方，確保其符合消防安全規定。RRTs provide emergency firefighting and rescue services as well as conducting regular inspections in the public areas at the newly-built QCs and CIFs to ensure their compliance with the fire safety requirements.

members and a pumping appliance, have been deployed to standby round the clock at these facilities, providing immediate firefighting and rescue services as well as conducting regular inspections of the public areas to ensure their compliance with the fire safety requirements. In 2020, a total of 3,082 FSD personnel were enrolled to perform RRT duties beyond their conditioned hours at the QCs, CIFs and CTF. The FSD also formulated contingency plans to deal with emergencies at the sites based on onsite risk assessments (Figure 11).

III. 協助執行與檢測檢疫有關的工作

Assists with quarantine and testing-related tasks

約
about
9,500 次
times



突擊檢查接受檢疫的人士
Spot checks on the confinees

超過
more than
1,500 名
personnel



現職休班及退休消防和救護人員
擔任社區檢測中心主任及採樣員
Off-duty and retired fire and
ambulance personnel served as
officers-in-charge or samplers in
community testing centres

支援政府抗疫工作 Support for Government's Anti-epidemic Work

強制檢疫

衛生署自二零二零年二月起委任消防處等紀律部隊人員協助執行《若干到港人士強制檢疫規例》(第599C章)及《外國地區到港人士強制檢疫規例》(第599E章)。為加強監察接受強制檢疫的人士，本處派出六支由各總區屬員組成的巡查專隊，每天出動，協助對接受檢疫的人士進行突擊檢查。年內，消防處人員曾進行約9,500次突擊檢查(圖III)。

為支援衛生防護中心成立的家居檢疫專責小組的運作，本處自二零二零年七月二十日起，將一名高級救護主任和四名救護主任借調至衛生署，協助專責小組的工作。

普及社區檢測計劃

政府自二零二零年九月一日起推行普及社區檢測計劃。消防處除了為檢測計劃的人員提供設備及人手進行外科呼吸器配適測試外，亦派出超過1,500名現職休班及退休消防和救護人員於全港超過100間社區檢測中心擔任中心主任及採樣員(圖III)。

義工服務

香港紀律部隊義工服務隊的消防處屬員和消防處義工隊一直積極參與各項義務工作，與社會大眾攜手抗疫。他們不僅於火炭駿洋邨協助搬運及組裝傢俬，以便該屋邨改為臨時檢疫中心，同時亦協助處理其他工作，例如致電正在接受醫學監察的人士，以及為正在接受強制家居檢疫的人士戴上電子手環等。他們的貢獻獲高度讚揚。



c 消防處人員協助對接受強制檢疫的人士進行突擊檢查。

FSD members assist in spot check on persons under compulsory quarantine.

d 消防處義工在駿洋邨為檢疫中心作前期準備。

Volunteers from the FSD help set up the quarantine centre in Chun Yeung Estate.



Compulsory Quarantine

Starting from February 2020, the DH has appointed officers from the FSD and other disciplinary forces to assist in enforcing the Compulsory Quarantine of Certain Persons Arriving at Hong Kong Regulation (Cap. 599C) and the Compulsory Quarantine of Persons Arriving at Hong Kong from Foreign Places Regulation (Cap. 599E). To strengthen surveillance work on persons under compulsory quarantine, six inspection teams comprising the FSD members from different commands were deployed every day to assist in spot checks on the confinees. About 9,500 spot checks were conducted by the FSD personnel during the year(Figure III).

To support the operation of the Home Quarantine Taskforce established under the CHP, one Senior Ambulance Officer and four Ambulance Officers have been seconded to the DH to assist in the operation of the taskforce since July 20, 2020.

Universal Community Testing Programme

The Government launched the Universal Community Testing Programme (UCTP) on September 1, 2020. In addition to providing equipment and manpower to conduct fit tests of surgical respirators for the programme staff, the FSD dispatched more than 1,500 off-duty and retired fire and ambulance personnel to serve as officers-in-charge or samplers in more than 100 community testing centres across the territory(Figure III).

Volunteer Services

The FSD members of the Hong Kong Disciplined Services Volunteer Corps and the FSD Volunteer Team have been proactively participating in various voluntary work to fight the virus together with the community. Not only did they assist in moving and assembling furniture at Chun Yeung Estate in Fo Tan to turn the housing compound into a temporary quarantine centre, but they also helped with other tasks such as making medical surveillance calls and putting electronic wristbands on persons under compulsory quarantine at home, etc. Their contributions were highly commended.



對前線屬員的支援 Support to Frontline Members

個人防護裝備

本處站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建立了緊密聯繫，以確保能優先獲分配外科口罩，以及獲供應的數量充足。

另外，在疫情出現初期，本處已預見穩定的防疫物資供應，對抗疫工作十分重要，所以早就探討各種可行方法，保障防疫物資（尤其是外科口罩）的供應，即使市面一旦出現短缺，亦可循不同途徑獲得充足物資，例如從全球各地直接採購等。為慎用寶貴資源，確保前線人員能免除健康風險，本處提醒所有單位按「應用則用」的原則使用個人防護裝備，並密切監察使用量。

此外，本處亦密切留意個人防護裝備的質素，遇有疑問或懷疑不合標準的情況，便向相關政府部門或供應商報告，以便他們立即跟進。

為加強保障消防處屬員的健康，本處分別在東涌和竹篙灣消防局

暨救護站安裝消毒設施，並在較大機會有群組聚集的工作場所和處所（例如消防及救護學院）加強消毒措施。



e 機電工程署人員以專門技術噴灑消毒劑為救護車的空調系統消毒。

The Electrical and Mechanical Services Department staff sanitises the air-conditioning system of an ambulance with specialised disinfection technology.

f 消防處人員利用噴霧機消毒消防處處所。

A member sanitise the FSD's premises with a fogger.

g 本處為前線人員物色合適的防護面罩。

The FSD sources appropriate face shields for frontline personnel.

Personal Protective Equipment

The department provided emergency services on the frontline in the fight against COVID-19. In order to meet daily operational needs, a close liaison with the Government Logistics Department was established to ensure a sufficient supply of surgical masks, with priority given to the FSD.

Moreover, the department foresaw at the beginning of the epidemic that a stable provision of anti-epidemic supplies would be vital in the fight against the virus. With that in mind, the department started early to explore all possible means to secure the availability of anti-epidemic supplies, especially surgical masks, so that even in case of shortage in the market, sufficient supplies could still be sourced through various ways, such as by direct procurement from across the globe. To exercise prudence in managing the precious resources for the protection of frontline personnel from health risks, all units

IV. 防護及消毒裝備

Protective and disinfection equipment

1 N95 即棄醫用防護口罩 1870+
Health Care Particulate Respirator and Surgical Mask 1870+, N95



2 噴霧機
Fogger



were reminded to use the PPE on an as-needed basis and monitor the consumption closely.

Besides, the FSD has kept a close eye on the quality of the PPE. For doubtful cases or suspected irregularities, reports were made to the government departments concerned or suppliers for immediate follow-up action.

To enhance health protection to the FSD members, disinfection facilities were installed in both Tung Chung and Penny's Bay Fire Stations-cum-Ambulance Depots. Disinfection measures for workplaces and premises with higher possibility of group gatherings, like the FASA, were also enhanced.





資訊發布

本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，並擬備相關防疫和行動指引，分發予所有單位。

為協助前線人員進行風險評估，並確保他們穿戴合適的個人防護裝備處理病人，本處會從召喚者或病人本人收集所得的資料，例如病人的健康狀況和外遊記錄，盡快轉達前線人員。消防通訊中心人員會不斷更新有佔用人接受檢疫的建築物名單，並將之上載至內容管理系統，讓前線人員及早作出準備。

特定群組檢測計劃

為達致「早識別、早隔離、早治療」的目標，消防處於八月二十六至三十日，在轄下 27 個處所為全體現職屬員進行病毒檢測。參與此計劃而接受檢測的屬員共有 4,562 人，檢測結果全為陰性。

福利支援和提供臨時居所

為向居於內地，或與懷疑或確診 2019 冠狀病毒病患者有密切接觸，或因個人原因而感疑慮或擔憂的消防處屬員提供必要的支援，本處在消防及救護學院安排臨時宿舍，以表體恤。

福利組亦十分關顧逾 60 名須在檢疫中心接受強制檢疫或送院治療的消防處屬員，為他們提供全日 24 小時支援。疫情期間，該組共收到 560 名現職屬員提出的福利探訪／支援要求，而該組亦安排了逾 650 次福利探訪／支援。

防疫抗疫基金

由二零二零年初開始，政府運用防疫抗疫基金推出一系列措施，以提升防疫抗疫能力，包括創造職位，以及每月向按政府服務合約受聘的清潔工人和保安人員發放津貼。為支持這些措施，本處迅速處理向合資格工人發放津貼的事宜，並開設逾 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。

h 消防處屬員參與特定群組檢測計劃，支持政府的抗疫策略。

i The FSD personnel take part in the Target Group Testing Scheme, showing their support for the Government's anti-epidemic strategies.



Information Dissemination

In addition to conducting continuous review of departmental anti-epidemic measures, the FSD also provided timely updates on the development of the pandemic. Relevant anti-epidemic and operational guidelines have been prepared and disseminated to all units.

To assist frontline personnel in conducting risk assessment and ensure that they wear appropriate PPE when handling patients, information such as patients' health conditions and outbound travel records was collected from the callers or patients themselves and then relayed to frontline personnel as soon as possible. The list of buildings with occupants under quarantine has also been continuously updated and uploaded to the content management system by the Fire Services Communication Centre (FSCC) staff to serve as an early alert to frontline personnel.

Target Group Testing Scheme

To achieve the objective of "early identification, early isolation and early treatment", the FSD conducted a department-wide COVID-19 testing scheme for all serving members at 27 FSD premises from August 26 to 30. A total of 4,562 staff took the test and all results were negative.

Welfare Support and Provision of Temporary Accommodation

To provide necessary support to the FSD members who reside in the Mainland, or have close contact with suspected or confirmed COVID-19 patients, or have concerns or worries for personal reasons, the department has arranged temporary quarters at the FASA on compassionate grounds.

The Welfare Section has also taken good care of over 60 FSD members who were required to undergo compulsory quarantine at the QCs or admitted to hospital for treatment by rendering them round-the-clock

assistance. During the pandemic, the section received requests for welfare visit/support from a total of 560 serving members, and arranged more than 650 welfare visits/support sessions.

Anti-epidemic Fund

The Government has launched a series of initiatives under the Anti-epidemic Fund (AEF) to enhance anti-epidemic capability since early 2020, including creating jobs and giving monthly allowance to cleansing and security workers employed under government service contracts. In support of the initiatives, the department has promptly handled disbursements to eligible workers and created over 300 time-limited non-civil service contract positions, covering information technology, executive, clerical and workman services.

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





The Fire Services Communications Centre (FSCC), manned round-the-clock and equipped with the Third Generation Mobilising System, mobilises all 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.

The use of Digital Trunked Radio System ensures effective and efficient radio communications at the scenes of incidents.

Post-dispatch Advice

Post-dispatch advice (PDA) under the Emergency Ambulance Service (EAS) enables the FSCC personnel to offer immediate, comprehensive and appropriate advice to callers after dispatching ambulances, on more than 30 types of injuries and sicknesses, including physical trauma, loss of consciousness and cardiac arrest.

PDA is simple and easy to follow. The computer system will automatically send the information of the patient to the responding ambulance/fire appliance to enable the crew on board to make better preparation before arriving at the scene. With the provision of PDA, the caller can help stabilise the patient's condition before the arrival of the ambulance. The FSCC provided PDA for 498,817 EAS callers in 2020.

The protocols incorporated into the computer system were developed by the International Academies of Emergency Dispatch (IAED). Similar computer systems and corresponding protocols have been adopted by some 3,000 mobilising centres of emergency services in more than 40 regions, including the Mainland, the United States, Canada, the United Kingdom, France and Australia. All FSCC personnel have been trained to be emergency medical dispatchers. A Quality Improvement Unit has also been set up to ensure the satisfactory delivery of PDA. Having consistently fulfilled all the accreditation requirements of the IAED, the FSCC has been officially recognised as the 275th Accredited Centre of Excellence.

調派及通訊 Mobilising and Communications

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，負責調派所有滅火和救護資源，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，擔當政府其他部門和公用事業機構之間的緊急協調工作。

本處採用數碼集群無線電系統，能確保事故現場的無線電通訊有效運作，效率良好。

調派後指引

本處為緊急救護召喚者提供調派後指引，協助消防通訊中心人員於調派救護車後，就身體創傷、不省人事、心臟驟停等 30 多種傷病情況，即時向緊急救護召喚者提供全面而適切的急救指引。

指引簡單清晰，易於執行。電腦系統會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。召喚者獲提供調派後指引，則可在救護車到場前協助穩定傷病者的情況。二零二零年，消防通訊中心為 498,817 宗緊急救護召喚提供調派後指引。

載入電腦系統的各项程序，由國際緊急調派研究院編製。逾 40 個地區（包括內地、美國、加拿大、英國、法國及澳洲）的 3,000 多個緊急部隊調派中心，都已採用類似的電腦系統和相關程序。消防通訊中心所有人員均已受訓成為緊急醫療調派員；本處亦已成立質素改善組，以確保調派後指引的服務表現理想。消防通訊中心一直履行國際緊急調派研究院的所有認證要求，並正式通過認證，獲確認為第 275 間認可卓越中心。



機場消防隊 Airport Fire Contingent

機場消防隊共有 258 名人員，主要為香港國際機場提供飛機緊急事故的救援和滅火服務。機場消防隊由兩間消防局和兩間海上救援分局組成，分別設於機場的策略性位置，共配備 14 輛消防車、兩輛救護車、兩艘指揮船和八艘快艇。

鑑於飛機意外很可能釀成重大傷亡，機場消防隊採用國際民航組織建議的標準，迅速應變。在最佳的能見度和路面情況下，機場消防隊處理跑道上任何位置事故的召達時間為兩分鐘，而其他飛機活動區事故的召達時間則為三分鐘。二零二零年，機場消防隊曾處理 66 宗與飛機有關的事故和 789 宗救護召喚。

The primary role of the 258 staffed Airport Fire Contingent is to provide aerodrome rescue and firefighting services for Hong Kong International Airport (HKIA). The contingent, comprising two fire stations and two rescue berths at strategic locations in the airport, is equipped with 14 fire appliances, two ambulances, two command boats and eight speedboats.

In view of the high potential of mass casualty emergency arising from an aircraft accident, the contingent adopts a timely response conforming to the International Civil Aviation Organisation recommendations. Our response times to any point of each runway and any other part of the movement area within HKIA in optimum visibility and surface conditions are two minutes and three minutes respectively. In 2020, the contingent responded to 66 incidents involving aircrafts and 789 ambulance calls.



潛水組 Diving Unit

潛水組約有 150 名潛水員，分屬五支潛水隊，專責利用壓縮空氣和混合氣體潛水裝備，執行香港水域內所有水深不超過 70 米的水底搜救行動。該組亦與勞工處的醫療人員合作管理消防處加壓設施，提供高壓氧氣治療。

潛水行動及訓練支援隊持續提供潛水行動支援，並為本處潛水員及其他消防和救護人員提供專門的潛水和水中拯救訓練。

為提升水面拯救能力，本處購置了八套遙控救生浮標，並於二零二零年十一月投入使用。

The Diving Unit has five diving teams, comprising about 150 divers who are responsible for all underwater search and aquatic rescue operations to a maximum depth of 70 metres within Hong Kong waters with the aid of both compressed air and mixed gas diving equipment. The unit also manages the FSD Compression Chamber Facility for hyperbaric oxygen treatment in collaboration with medical staff of the Labour Department.

The Diving Operation and Training Support Team provides continuous operational support and specialised diving and aquatic rescue training to the FSD divers as well as other fire and ambulance personnel.

To enhance water surface rescue capability, eight sets of remote-controlled life-saving buoys were procured and put into commission in November 2020.



滅火輪 Fireboats

港島總區轄下海務及潛水區負責管理九艘滅火輪、一艘潛水支援船、兩艘潛水支援快艇和三艘快艇。

船隊一直與時並進，不斷現代化。現時有一艘新快速救援船正於芬蘭建造。該船的航速可達 40 節，能提高本處在香港水域的應變效率，預計於二零二一年第四季付運。此外，還有另一艘新滅火輪正在建造中。該滅火輪航速可達 25 節，具自動扶正功能，能應付香港水域的滅火及救援行動，預計於二零二二年第三季付運。

至於新的七號滅火輪，已於二零二零年一月付運到港，並於二零二零年十月投入服務。該滅火輪為世界上第一艘獲得船級社認證的民用核生化防衛船，採用雙體船設計，長約 35 米，闊 12 米，排水量約 407 公噸，配備專門的偵測和監察儀器，以及先進洗消設施，能處理核生化及輻射事故，以及即場進行洗消程序。船上配備四台柴油主機及裝有噴射推進系統，最高航速可達每小時 35 節；另設有兩台出水量可達每分鐘 15,000 公升的獨立消防泵、兩台遙控水炮、八個消防栓、一艘由船尾下水裝置降下和收回的救生艇和三艘救生筏，海上救援量最高達 420 人。

The Marine and Diving Division under the Hong Kong Island Command operates a fleet of nine fireboats, a diving support vessel, two diving support speedboats and three speedboats.

Modernisation and enhancement of the fleet are carried out on an on-going basis. A new Fast Rescue Vessel (FRV) is under construction in Finland. The FRV, which can cruise at a speed of 40 knots, will enable faster response in Hong Kong waters. It is expected to be delivered in the fourth quarter of 2021. There is also another new fireboat under construction. The fireboat can cruise at a speed of 25 knots, with self-righting feature to cope with firefighting and rescue operations in Hong Kong waters. It is expected to be delivered in the third quarter of 2022.

The new Fireboat 7 was delivered to Hong Kong in January 2020 and put into commission in October 2020. It is the world's first civil nuclear, biological and chemical defense ship certified by the ship classification society. The new catamaran is about 35 metres long with a breadth of 12 metres and a displacement of about 407 tonnes. Equipped with special detectors, monitors and sophisticated decontamination facilities, the fireboat is capable of handling chemical, biological, radiological and nuclear incidents and conducting on-site decontamination procedures. With four marine diesel engines and a jet propulsion system, the vessel can achieve a maximum speed of 35 knots. Fireboat 7 carries two independent fire pumps which can produce flow of 15,000 litres per minute, two remote-controlled water monitors, eight fire hydrants, a rescue daughter boat released and recovered by a stern launching system and three life rafts; the vessel has a maximum sea rescue capacity of 420 persons.



煙火特遣隊 Compartment Fire Specialists

消防處透過室內煙火特性訓練，向前線消防人員深入教授現代的構築物滅火知識和技巧，以提升處理樓宇火警的效率和安全性。自推出室內煙火特性訓練課程以來，已有超過 15,000 名不同職級的消防人員接受室內煙火特性訓練組訓練。室內煙火特性訓練教官既掌握理論知識，亦會接受日常實火訓練，時刻準備充足，能在高溫和煙霧瀰漫的環境執行任務。

煙火特遣隊由消防及救護學院的合資格室內煙火特性訓練教官組成，共有 28 名隊員。他們除了執行一般教學職務外，亦會出動處理三級或以上的樓宇火警，以及一些牽涉如地庫和隧道具特殊風險處所的火警。煙火特遣隊的主要職務是進行現場動態風險評估、監測火警進程，以及就潛在的極端煙火特性發出預警；又提供技術意見和協助現場總指揮制訂滅火策略，並參與實際滅火行動，為前線人員提供即時技術支援。此外，煙火特遣隊亦會協助監督前線人員的行動效率，並為滅火行動進行質素保證評估。

The FSD equips frontline fire personnel with in-depth knowledge and skills on modern structural firefighting through Compartment Fire Behaviour Training (CFBT), in order to enhance the efficacy and safety in tackling building fires. More than 15,000 fire personnel of different ranks have been trained by the CFBT unit since the introduction of CFBT courses. Theoretical knowledge coupled with daily live fire training can get the CFBT instructors well prepared for operations in heat and smoky environment.

The team of Compartment Fire Specialists (CFSs) comprises 28 qualified CFBT instructors of the Fire and Ambulance Services Academy (FASA). On top of their normal instructional duties, the specialists attend building fires of no. 3 alarm and above, and fire involving premises with special risks, such as basement and tunnel. Their main duties are to conduct on-site dynamic risk assessment, monitor fire progression and give alerts about potential extreme fire behaviours. They offer technical advice and assist Incident Commanders in formulating firefighting strategies, and provide immediate technical support to frontline personnel by participating in actual firefighting operations. The CFSs also assist in overseeing the operational efficiency of frontline members and conducting quality assurance (QA) for firefighting operations.



危害物質專隊 HazMat Team

危害物質專隊由三層架構組成，分別是危害物質專科訓練主管、危害物質事故支援隊，以及前線危害物質分隊。

危害物質專隊的主要職務，是向處理危害物質事故的現場總指揮提供有關行動策略、應對方法和安全措施的建議。專隊隊員亦會監察和評估現場情況，採取適當的緩解措施，以控制和盡量減低危害物質事故對公眾及環境的影響。截至二零二零年，本處共有 879 名屬員接受了相關的全面訓練，成為合資格的危害物質技術人員。

為進一步提升緊急事故的應變能力，由 19 名消防及救護學院教官組成的危害物質事故支援隊，會制訂、更新和提供各種危害物質訓練，以及參與不同的危害物質事故演習和操練。支援隊亦會到危害物質事故現場，為前線人員提供技術支援，並向現場總指揮提供專業意見，以及進行質素保證評估，確保有關人員安全處理危害物質事故。

The Hazardous Materials (HazMat) Team has a three-tier hierarchy which encompasses a HazMat Team leader, the HazMat Support Unit (HSU) and the frontline HazMat Group.

The main duties of the HazMat Team are to advise Incident Commanders on the operational strategies, tactics and safety measures in HazMat incidents. Its members also monitor and assess the situation at the scene, and carry out appropriate mitigation measures to contain and minimise the impact on the public and environment in such incidents. As at 2020, a total of 879 members of the team have received extensive training and become qualified HazMat Technicians.

To further enhance emergency preparedness, the HSU, a HazMat specialised group comprising a pool of 19 HazMat instructors deployed at the FASA, formulates, updates and delivers various HazMat training. It also participates in different HazMat exercises and drills. The HSU members attend HazMat incidents to provide frontline personnel with technical support, offer professional advice to the Incident Commanders, and conduct QA assessment to ensure that such incidents are handled in a safe manner.



坍塌搜救專隊 Urban Search and Rescue Team

為提升部門應對本地或海外大型緊急事故的行動能力，本處成立了坍塌搜救專隊。專隊會被調派處理嚴重的特別服務事故，包括建築物倒塌、山泥傾瀉、隧道或密閉場地拯救、壕坑拯救、飛機事故、涉及重型車輛、機車和公共交通工具的交通事故，以及任何需要專業起吊操作或使用爆破裝備的事故。

坍塌搜救專隊共有 170 名隊員，由特種救援隊的特選消防和救護人員組成，隊員在周年體能測驗中皆取得最高等級。

教官會利用消防及救護學院的獨特訓練設施，模擬不同坍塌事故現場的環境，包括瓦礫堆、列車出軌，甚至是高速公路坍塌，為學員提供實境訓練，提高他們的救援技能和技巧。

為進一步提高坍塌搜救行動的效率，由消防及救護學院坍塌搜救教官組成的一支支援隊，會在大型事故發生時應召出動，向現場總指揮提供技術建議和支援，以應付棘手或複雜的情況。他們亦會在坍塌搜救行動期間，協助監察前線隊員的安全，並為行動進行質素保證評估。為進一步提高專業水平，坍塌搜救專隊隊員多年來均有參加各種訓練課程和比賽，緊貼最新發展，並與內地和海外同業交流救援行動技巧。

The Urban Search and Rescue (USAR) Team has been established to enhance the department's capability in responding to major emergencies occurred locally or overseas. It is deployed to handle serious special service incidents including building collapses, landslides, tunnel or confined space rescues, trench rescues, aircraft incidents, traffic incidents involving heavy vehicles, locomotives and public transport, as well as any other incidents requiring the use of specialised heavy duty lifting or breaking in equipment.

The USAR Team consists of 170 fire and ambulance personnel who are selected from the Special Rescue Squad and have scored the highest grades in the annual physical fitness assessment.

The unique training facilities at the FASA enable instructors to replicate different USAR including rubble piles, train derailments and even motorway collapse rescues for trainees to experience real scenario-based training and enhance their rescue skills and techniques.

To further enhance USAR operational efficiency, a Support Team, formed by the USAR instructors deployed at the FASA, will attend major incidents to provide technical advice and support to Incident Commanders in tackling difficult or complicated scenarios. They also assist in overseeing the safety of frontline personnel during USAR operations and conduct QA for the operations. To further enhance their professional competence, USAR members have participated in various training courses and competitions over the years to keep abreast of the latest developments and exchange techniques in rescue operations with their Mainland and overseas counterparts.



攀山拯救專隊 Mountain Search and Rescue Team

為鞏固部門在山嶺搜救行動中的應變能力，本處成立了攀山拯救專隊，並由攀山拯救支援隊提供支援。

攀山拯救專隊由六個攀山拯救小組組成，分別派駐西貢、梨木樹、筲箕灣、石硤尾、馬鞍山和大埔東六間消防局。專隊主要負責迅速找出需要救援人士的位置並確保其安全。專隊隊員參與拯救工作前，均已完成為期三周的山嶺搜救訓練，並配有特別裝備以進行快速搜救行動。二零二零年，各行動總區共有 180 名攀山拯救專隊隊員。

攀山拯救支援隊隊員則包括消防及救護學院技術救援組的合資格技術教官，主要職務是協助山嶺搜救行動的現場總指揮評估現場情況，找出待救傷者可能身處的位置，並制訂合適的搜救策略。

The Mountain Search and Rescue Team (MSRT), supported by the Mountain Search and Rescue Support Team (MSRST), has been formed to enhance the department's capability in responding to mountain search and rescue incidents.

The MSRT consists of six Mountain Search and Rescue Units (MSRUs) stationed at six fire stations, namely Sai Kung Fire Station, Lei Muk Shue Fire Station, Shau Kei Wan Fire Station, Shek Kip Mei Fire Station, Ma On Shan Fire Station and Tai Po East Fire Station. The main duty of the team is to quickly locate and secure persons in need of assistance. The MSRT members are required to complete three-week mountain search and rescue training before engaging in such duty. They are equipped with special equipment for quick search and rescue operations. In 2020, there were 180 MSRT members in the operational commands.

The MSRST comprises qualified technical instructors from the Technical Rescue Unit of the FASA. Its main duties are to assist Incident Commanders in assessing information in order to identify possible locations of casualties and formulate suitable search and rescue strategies during mountain search and rescue incidents.



高空拯救專隊 High Angle Rescue Team

高空拯救專隊的主要職務是在獨特高空環境執行救援任務，例如纜車、塔式起重機、橋塔、建築地盤棚架和高樓大廈的吊船。高空拯救專隊全體隊員均曾接受為期五周的進階高空拯救訓練，以備在各種高空拯救行動中，使用繩索和專門裝備執行救援工作。

來自行動總區的 60 名高空拯救專隊隊員，分別派駐薄扶林、田心和九龍灣三間指定消防局，平日會執行一般消防人員的滅火職務，有需要時則出動參與高空拯救特別行動。為保持高空拯救專隊隊員的專業技能，並確保他們掌握最新技巧，本處持續為隊員提供各種情境訓練，例如在纜車、摩天輪和貨櫃碼頭的實地救援訓練。

The main duty of the High Angle Rescue Team (HART) is to carry out rescue operations at high angle locations with special features such as cable cars, tower cranes, bridge towers, scaffoldings at construction sites and suspended working platforms of high-rise buildings. All the HART members have received five-week advanced training to perform rescue involving the use of ropes and specialised equipment in various high angle rescue operations.

The 60 HART members in operational commands are posted to three designated stations, namely Pok Fu Lam Fire Station, Tin Sum Fire Station and Kowloon Bay Fire Station. They perform firefighting duties as normal firefighters and will be turned out for special high angle rescue operations when required. Different types of on-going and scenario-based training, such as on-site rescue training at cable car, observation wheel and container terminal, are provided to the HART members to maintain their competence and update their skills.



事故安全隊 Incident Safety Team

事故安全隊共分四隊，分別駐守寶馬山、九龍灣、荔景和元朗消防局。事故安全隊除了會在事故現場對前線人員進行安全和現場質素保證審核外，還為各消防局進行質素保證審核。為使本處的服務標準更加一致，事故安全隊會整合從行動事故觀察所見的良好作業方式，於到訪消防局時公告各單位。事故安全隊各隊長均符合美國國家防火協會 NFPA 1521：消防部門安全官員專業資格標準。二零二零年，事故安全隊曾在 677 宗火警事故和 375 宗特別服務事故中出動，對前線人員進行安全和現場質素保證審核。

The Incident Safety Team (IST) is sub-divided into four teams and they are stationed at Braemar Hill Fire Station, Kowloon Bay Fire Station, Lai King Fire Station and Yuen Long Fire Station respectively. In addition to conducting safety and on-scene QA audits of frontline personnel at scenes of incidents, the IST also conducts QA audits for all fire stations. For better alignment of the standard of service, good practices observed during operational incidents will be consolidated and promulgated to various units during the station visits. All officers of the team are qualified with NFPA 1521: Standard for Fire Department Safety Officer Professional Qualifications. In 2020, the IST attended 677 fire incidents and 375 special service incidents for conducting safety and QA audits of frontline personnel.



特勤支援隊 Tactical Support Unit

特勤支援隊提供全日 24 小時的行動支援，以應付大型和需長時間處理的行動事故的滅火及救援需要。特勤支援隊有 78 名成員，職級由消防員至高級消防隊長不等，當中 11 人組成管理隊伍，其餘分別來自三個行動總區和調派及通訊組的成員則組成行動隊伍。行動隊伍成員會暫調消防及救護學院，接受核心訓練和專隊相關覆檢，以維持技能水平。

二零二零年，特勤支援隊共 1,600 名屬員曾執行有關職務。行動方面，該隊曾出動處理四宗三級火警、參與六次「打鐵趁熱」消防安全宣傳活動，以及在 75 項大型公眾活動中執勤。該隊亦曾在重陽節為因配合策略而增派到指定消防局的消防車提供人手支援。

The Tactical Support Unit (TSU) provides round-the-clock operational support to meet the firefighting and rescue needs in major and prolonged operational incidents. The TSU comprises 78 members of ranks ranging from Senior Station Officer to Fireman. Among them, 11 members make up the Management Team, while the rest from the three operational commands as well as the Mobilising and Communications Group form the Operational Team (OT). Members of the OT are temporarily attached to the FASA where they undergo core training and relevant specialist revalidations to maintain the standards of their skills.

In 2020, a total of 1,600 service members performed the duties. On the operational front, the TSU attended four no. 3 alarm fires, six events under the Hot Strike Fire Safety Publicity Campaign and 75 major public events. It also provided manpower support for additional fire appliances strategically deployed at designated fire stations during Chung Yeung Festival.



特別支援隊 Special Support Unit

特別支援隊為專責隊伍，其作用是於特別節日、發生涉及大量傷者事故和大型事故時，以及疫症爆發期間，加強緊急救護服務的應變能力和行動效率。支援隊由 60 名救護人員組成，分為五隊，策略性地分別派駐五個救護站，每個行動區各有一隊。

該隊隊員會因應事故出動，分擔其他救護單位的工作量和應付迫切的服務需求。此外，他們會接受處理涉及大量傷者事故和大型事故的訓練，並參與相關演習或操練；也會視察香港西九龍站、啟德郵輪碼頭、邊境管制站、香港國際機場、屯門至赤鱗角連接路等高風險地點，以熟習環境；以及就不同課題主持講座，提升救護人員的行動和行政效率。

在二零二零年本港爆發 2019 冠狀病毒病疫情期間，特別支援隊在部門應對大型事故和突發情況方面擔當了極其重要的角色。其支援使本處能夠維持高效的社區緊急救護服務。

為減輕公營醫療系統的壓力，特別支援隊被派往運送懷疑個案至檢測中心接受病毒檢測，以及運送確診個案至各個社區治療設施和社區隔離設施接受治療。

The Special Support Unit (SSU) is a dedicated team which aims to enhance the responsiveness and operational efficiency of the EAS during special festivals, multiple casualties incidents (MCIs), major incidents and outbreaks of epidemics. It comprises 60 ambulance personnel who are divided into five teams deployed strategically at five ambulance depots, with one in each operational division.

Apart from being turned out to help alleviate the workload of other ambulance units and meet service exigencies in incidents, the SSU members also undergo training and participate in exercises or drills for handling MCIs and major incidents; conduct site visits to high-risk locations such as Hong Kong West Kowloon Station, Kai Tak Cruise Terminal, border control points, HKIA and Tuen Mun-Chek Lap Kok Link to familiarise themselves with the facilities; and deliver talks on various topics for the purpose of improving the operational and administrative efficiency of ambulance personnel.

In 2020, the SSU played a critical role in the department's handling of major incidents and unpredicted situations during the outbreak of the COVID-19 epidemic in Hong Kong. Its support helped maintain effective emergency ambulance service for the community.

To alleviate the pressure on the public healthcare system, the SSU was deployed to convey suspected cases to COVID-19 testing centres for virus testing and confirmed cases to community treatment facilities and community isolation facilities for treatment.



先遣急救員 First Responders

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維生急救。本處設有進階救護學訓練計劃，培訓全體前線消防人員成為先遣急救員。截至二零二零年年底，共有 4,241 名消防人員取得此資格。

二零二零年，先遣急救員曾出動處理 24,881 宗個案，為 13,786 名傷病者進行基本維生急救，並向 1,473 名已沒有呼吸或脈搏的傷病者施以心肺復甦法急救。

The First Responder Programme aims to provide basic life support to casualties and patients by trained frontline fire personnel before the arrival of the ambulance crew. The Advanced Ambulance Aid Training Programme prepares all frontline firefighters for performing duties as first responders. As at the end of 2020, a total of 4,241 fire personnel have obtained the qualification.

In 2020, the first responders attended 24,881 cases and provided basic life support to 13,786 casualties and patients. They also performed cardiopulmonary resuscitation on 1,473 persons who had stopped breathing or had no pulse.



搜救犬隊 Search and Rescue Dog Team

攀山拯救專隊成立後，本處亦增設了一支搜救犬隊，由三頭兩用搜救犬和三名領犬員組成。這些搜救犬能在瓦礫區和山區執行搜救任務。

The Search and Rescue Dog Team was set up upon the formation of the MSRT. It comprises three dual-purpose search and rescue dogs and three dog handlers. The dogs can perform search and rescue operations in both rubble areas and mountainous areas.



火警調查犬組 Fire Investigation Dog Unit

火警調查犬組轄下有三支火警調查犬隊，每隊有一名領犬員和一頭火警調查犬。

在火警現場，火警調查犬運用與生俱來的敏銳嗅覺，協助領犬員確定現場是否有助燃劑，並尋找證物，例如棄置的助燃劑容器。牠們靈活敏捷，可更快速有效地搜索大範圍的地方，有助縮短調查人員挖掘和收集餘燼所需的時間。該三支火警調查犬隊由一名技術主管督導，並由該主管負責監督現場的助燃劑偵測行動，以及評估火警調查犬的持續訓練需要。

二零二零年，火警調查犬隊曾在三宗火警事故的現場進行偵測，協助消防人員迅速確定現場有助燃劑，績效顯著。年內，火警調查犬隊除執行行動職務外，還曾參與九項宣傳活動。

The Fire Investigation Dog Unit is composed of three Fire Investigation Dog Teams, each consisting of one handler and one fire investigation dog (FID).

The FIDs utilise their inborn sensitive sense of smell to assist dog handlers in determining the presence of accelerants and seizing exhibits, such as abandoned containers of accelerants, at fire scenes. Their agility enables more swift and efficient search over a large area, thereby shortening the time required by investigation personnel for excavation and debris collection. The three teams are under the supervision of a Technical Supervisor who supervises them in accelerant detection operation at the scene. The supervisor is also responsible for assessing the FIDs' continuous training needs.

In 2020, the teams were highly effective in conducting at-scene detection in three fire incidents, and assisted the fire personnel in confirming speedily the existence of accelerants. In addition to operational duties, they also attended nine publicity events during the year.

調派後指引
Post-dispatch
Advice 498,817
宗
Calls

機場消防隊
Airport Fire
Contingent 258
成員
Members

煙火特遣隊
Compartment
Fire Specialists 28
成員
Members

滅火輪
Fireboat 9
滅火輪
Fireboats

1
潛水支援船
Diving support
vessel

2
潛水支援快艇
Diving support
speedboats

3
快艇
Speedboats

潛水組
Diving Unit 150
潛水員
Divers

危害物質專隊
HazMat Team 879
合資格危害物質技術人員
Qualified HazMat
Technicians

坍塌搜救專隊
Urban Search
and Rescue Team 170
成員
Members

攀山拯救專隊
Mountain Search
and Rescue Team 180
成員
Members

高空拯救專隊
High Angle
Rescue Team 60
成員
Members

事故安全隊
Incident Safety
Team 4
隊
Teams

特勤支援隊
Tactical Support Unit 78
成員
Members

特別支援隊
Special Support Unit 60
成員
Members

先遣急救員
First Responders 4,241
合資格消防人員
Qualified fire
personnel

火警調查犬組
Fire Investigation
Dog Unit 3
隊
Teams

搜救犬隊
Search and Rescue
Dog Team 3
隊
Teams

紀念儀式 COMMEMORATIVE CEREMONIES

- a 時任處長李建日代表部門在清明悼念儀式上向殉職同袍致敬。

The then Director Daryl Li Kin-yat pays tribute, on behalf of the FSD, to the fallen heroes of the department at a memorial ceremony held on the Ching Ming Festival.

- b 處長梁偉雄帶領本處代表於「消防處紀念日」向英勇殉職的屬員獻上花圈。

On the Fire Services Remembrance Day, Director Joseph Leung Wai-hung leads the department representatives to lay a wreath in memory of the brave members who gallantly gave their lives in the line of duty.



消防處成立超過一個半世紀，屬員一直竭力履行「救災扶危，為民解困」的使命。為向歷來殉職的同袍致以最崇高的敬意，本處於四月二日在浩園和景仰園舉行清明悼念儀式。另外，本處亦於十一月三日在消防及救護學院舉行「消防處紀念日」。在這莊嚴的儀式上，本處首長級人員偕同各總區、文職人員、工會和退休屬員的代表向因公殉職的英勇屬員致敬。

For over one and a half century, members of the FSD have been striving to fulfil the mission of "Serving with courage, passion and commitment". To show our highest respect to the fallen members during Ching Ming Festival, a memorial ceremony was held on April 2 at Gallant Garden and Tribute Garden. The department also held the Fire Services Remembrance Day on November 3 at the FASA. Directorate officers of the department, together with representatives from each command, civilian staff, staff unions/associations and retired members, honoured the bravery and sacrifice of the fallen heroes who lost their lives in the line of duty at the solemn ceremony.