

01

行动 OPERATIONS



服务承诺
Performance Pledge

楼宇火警召唤的规定召达时间
Graded response time for building fire calls



本处承诺致力达至目标，务求楼宇密集地区 **92.5%** 的楼宇火警召唤及楼宇分散和偏远地区 **94.5%** 的楼宇火警召唤，能在规定召达时间内获到场处理。

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.

紧急救护召唤的目标召达时间
Target response time for emergency ambulance calls

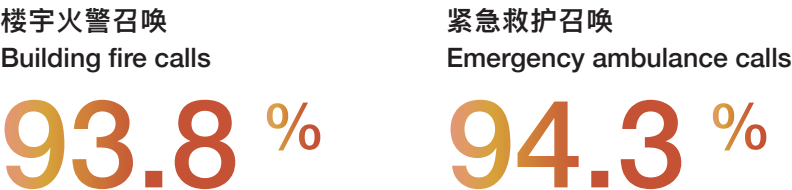


本处承诺致力达至目标，务求在整体紧急救护召唤中，有 **92.5%** 能在目标召达时间内获到场处理。

The department pledges to achieve the target of **92.5%** for all emergency ambulance calls.

二零二三年
In 2023

在规定 / 目标召达时间内获到场处理的召唤
Calls responded within the graded/target response time



24小时内获得处理的迫切火警危险投诉
Complaints of imminent fire hazards handled within 24 hours



调派及通讯

消防通讯中心全日24小时均有人员当值，负责调派灭火和救护资源，为市民适时提供消防和救护服务。

Mobilising and communications

The Fire Services Communications Centre (FSCC), manned round-the-clock, is responsible for mobilising firefighting and ambulance resources to provide timely fire and ambulance services to the community.

调派后指引

调派后指引是消防通讯中心人员调派救护车前往处理紧急救护服务召唤后向召唤者提供的急救指引。中心所有人员均已受训成为紧急医疗调派员，能就身体创伤、不省人事及心脏骤停等30多种伤病情况，即时提供全面而适切的急救指引。

Post-dispatch advice

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

二零二三年提供的调派后指引：
Post-dispatch advice provided in 2023 : **656,653** 宗
calls

行动专组 / 专队
Specialised operations units / teams



a 机场消防队
Airport Fire Contingent

b 高空拯救专队
High Angle Rescue Team

c 攀山拯救专队
Mountain Search and Rescue Team

d 搜救犬队及火警调查犬组
Search and Rescue Dog Team and Fire Investigation Dog Unit

e 烟火特遣队
Compartment Fire Specialists

f 事故安全队
Incident Safety Team

g 特勤支援队
Tactical Support Unit

h 危害物质专队
HazMat Team

i 灾难应变救援队
Disaster Response and Rescue Team



j 公路及铁路拯救专队
Road and Railway Rescue Team

k 潜水组
Diving Unit

l 消防工程训练专队
Fire Engineering Training Specialists

m 火警调查组
Fire Investigation Group

n 海事灭火及救援专队
Marine Firefighting and Rescue Specialists

o 先遣急救员
First Responders

p 特别支援队
Special Support Unit

q 疫情控制及应变专队
Outbreak Control and Response Team



一月二十二日
 January 22

中环罗便臣道一幢住宅大厦发生三级火警，消防处在灭火行动中出动两条灭火喉、两队烟帽队、43辆消防车、11辆救护车及235名消防和救护人员。火警导致六人受伤，包括一名消防队长，全部送院。

A No. 3 alarm fire broke out at a residential building on Robinson Road, Central. The FSD deployed two jets, two breathing apparatus teams, 43 fire appliances, 11 ambulances and 235 fire and ambulance personnel to fight the blaze. Six persons including a Station Officer were injured and conveyed to hospital.



香港 01 图片 HK01 photo

一月二十七日
 January 27

荃湾横龙村发生三级火警，涉及多个铁皮构筑物，消防处动用六条灭火喉和六队烟帽队灌救。行动总共出动了53辆消防车、10辆救护车、269名消防和救护人员，以及无人机系统。火警中有两人获救及送院。

A No. 3 alarm fire broke out at multiple tin-sheeted structures in Wang Lung Tsuen, Tsuen Wan. The FSD deployed six jets and six breathing apparatus teams to tackle the fire. Fifty-three fire appliances, 10 ambulances, a total of 269 fire and ambulance personnel and the unmanned aircraft system were also mobilised. Two persons were rescued and conveyed to hospital.



《星岛日报》图片 Sing Tao Daily photo

一月二十八日
January 28

新蒲岗一幢工厂大厦发生三级火警，消防处在行动中出动七条灭火喉、五队烟帽队、119辆消防车、七辆救护车，以及423名消防和救护人员。火警中有一人送院。

A No. 3 alarm fire broke out at an industrial building in San Po Kong. The FSD deployed seven jets, five breathing apparatus teams, 119 fire appliances, seven ambulances and a total of 423 fire and ambulance personnel in the operation. One person was conveyed to hospital.



三月二日
March 2

尖沙咀中间道一个建筑地盘发生四级火警，消防处动用两条灭火喉和三队烟帽队灭火，并出动无人机系统监察情况。消防处为行动总共调派了211辆消防车、10辆救护车及892名消防和救护人员。火警中，消防人员疏散约170人到安全地方。

A No. 4 alarm fire broke out at a construction site on Middle Road, Tsim Sha Tsui. The FSD deployed two jets and three breathing apparatus teams for firefighting, and dispatched the unmanned aircraft system to monitor the situation. The department mobilised 211 fire appliances, 10 ambulances and 892 fire and ambulance personnel. About 170 persons were evacuated by the fire personnel to safety.



三月二十四日
March 24

长沙湾发祥街一幢工业大厦发生三级火警，消防处动用三条灭火喉、三队烟帽队及两台钢梯水塔灌救。行动中总共出动了42辆消防车、10辆救护车、219名消防和救护人员，以及无人机系统。三名消防人员在行动中感到不适，全部送院。

A No. 3 alarm fire occurred at an industrial building on Fat Tseung Street, Cheung Sha Wan. The FSD used three jets, three breathing apparatus teams and two turntable ladder monitors to fight the blaze. A total of 42 fire appliances, 10 ambulances, 219 fire and ambulance personnel and the unmanned aircraft system were mobilised. Three fire personnel felt unwell during the operation and were conveyed to hospital.



十一月十四日
November 14

流浮山深湾路一个回收场发生三级火警，消防处动用四条灭火喉和四队烟帽队灌救，行动中总共出动了279名消防和救护人员、57辆消防车及七辆救护车。

A No. 3 alarm fire broke out at a recycling site on Deep Bay Road, Lau Fau Shan. The FSD deployed four jets and four breathing apparatus teams to tackle the blaze. A total of 279 fire and ambulance personnel, 57 fire appliances and seven ambulances were mobilised.



特别服务 Special services

二零二三年特别服务召唤
Special service calls in 2023

40,763 宗
calls

丧生
Fatalities

1,094 人
persons

受伤
Injuries

2,673 人
persons

瞩目特别服务事故概述

Notable special service incidents

二零二三年九月，本港先受到超强台风苏拉正面吹袭，再受低压槽影响，引发世纪暴雨。在暴雨期间，消防处共接获近800宗特别服务召唤，较平日多2.5倍。消防处迅速将戒备级别提升至「全体人员紧急戒备」，即时调派特勤支援队及事故安全队等专队，联同行动组人员处理大量求助个案。

暴雨后，消防处赶紧协助善后，务求令市面尽快回复正常，并出动潜水员、消防车辆及工具，清理积水和港铁管道内的阻塞物。

暴雨令多区发生山泥倾泻，石澳道更因而全线封闭。在保安局统筹下，消防处联同其他政府部门合力为石澳居民运送物资，并搭建临时浮桥，让过百名居民能登上救援船撤离至市区。

In September 2023, Hong Kong first experienced a direct hit from Super Typhoon Saola, followed by a once-in-a-century torrential rainfall due to the influence of a low-pressure trough. During the deluge, the FSD received nearly 800 special services calls, which was 2.5 times more than usual. The FSD swiftly escalated the response level to "Service Stand-to" and immediately deployed specialised teams, including the Tactical Support Unit and the Incident Safety Team, along with operational personnel, to tackle the large number of assistance requests.

In the aftermath of the torrential downpour, the FSD took prompt actions to assist in the recovery efforts to restore the city to normal as quickly as possible. Divers, fire appliances and tools were mobilised to remove stagnant water and clear obstructions from the MTR tunnels.

The heavy rainfall triggered landslides in various districts, leading to the complete closure of Shek O Road. Under the co-ordination of the Security Bureau, the FSD worked closely with other government departments to deliver supplies to the residents of Shek O. The department also set up a makeshift pontoon, enabling more than 100 residents to board rescue vessels for evacuation to the urban area.



1 消防人员移除松脱的太阳能板。
Fire personnel remove a fallen solar panel.



2 林锦公路坪朗村被洪水淹没，消防人员协助村民撤离。
Fire personnel help a villager evacuate from Ping Long Village on Lam Kam Road which is inundated by floodwater.

4 消防人员用泵车抽走黄大仙港车站内的积水。
Fire personnel use pumping appliances to drain the stagnant water from MTR Wong Tai Sin Station.

3 消防人员移除塌树。
Fire personnel remove a collapsed tree.

5 消防人员架设浮桥协助石澳居民撤离。
Fire personnel set up a pontoon to help Shek O residents evacuate.

其他特别服务事故概述

Other special service incidents

三月二十日
March 20

一辆双层巴士在呈祥道近清丽苑撞上道路分隔栏后倾侧。事故中，消防处派出21辆消防车、33辆救护车及164名消防和救护人员，包括灾难应变救援队。消防人员救出共62名乘客，巴士司机和另外14名乘客则自行疏散至安全地方。事故造成47人受伤，全部送院治理。

A double-decker smashed into a road divider and tilted on Ching Cheung Road near Ching Lai Court. The FSD deployed 21 fire appliances, 33 ambulances and 164 fire and ambulance personnel, including the Disaster Response and Rescue Team, in the incident. A total of 62 passengers were rescued by fire personnel, while the bus driver and another 14 passengers self-evacuated to safety. Forty-seven casualties were sent to hospital for treatment.



香港 01 图片 HK01 photo

三月二十四日
March 24

观塘将军澳道近将军澳隧道发生交通意外，涉及四辆旅游巴士及一辆中型货车。消防处调派28辆消防车、38辆救护车及196名消防和救护人员（包括灾难应变救援队）到场处理。事故中，消防人员救出244人，当中88人受伤，送院治理。

A traffic accident involving four coaches and one medium goods vehicle occurred near Tseung Kwan O Tunnel on Tseung Kwan O Road, Kwun Tong. The FSD dispatched 28 fire appliances, 38 ambulances and 196 fire and ambulance personnel, including the Disaster Response and Rescue Team, to the scene. Fire personnel rescued 244 persons in total, 88 of whom were injured and conveyed to hospital for treatment.



香港消防处年报 2023 • 行动

香港 01 图片 HK01 photo

八月二十四日
August 24

一名男子在马鞍山黄牛山附近远足时失踪。在历时20天的跨部门搜救行动中，消防处出动473辆消防车及救护车，以及2,247名消防和救护人员，包括攀山拯救专队、高空拯救专队、攀山拯救支援队及特勤支援队，并借助三只搜救犬和无人机系统，搜索该名失踪人士，最后于九月十二日在黄竹山附近的密林寻回该名男子的遗体。

A man went missing when going hiking in the vicinity of West Buffalo Hill, Ma On Shan. In the inter-departmental search and rescue operation which lasted for 20 days, the FSD deployed 473 fire appliances and ambulances, 2,247 fire and ambulance personnel including the Mountain Search and Rescue Team, the High Angle Rescue Team, the Mountain Search and Rescue Support Team and the Tactical Support Unit, with the assistance of three search and rescue dogs and the unmanned aircraft system, to search for the missing hiker. He was eventually found dead in the dense forest near Wong Chuk Shan on September 12.



香港 01 图片 HK01 photo

十月八日
October 8

一名男学生在沙田花心坑一带失踪，消防处出动28辆消防车、六辆救护车及112名消防和救护人员，包括攀山拯救专队，并派出两只搜救犬和动用无人机系统进行搜索。十月十一日，消防人员终在老鼠田坑附近的山边寻回该名失踪学生，他并无大碍。

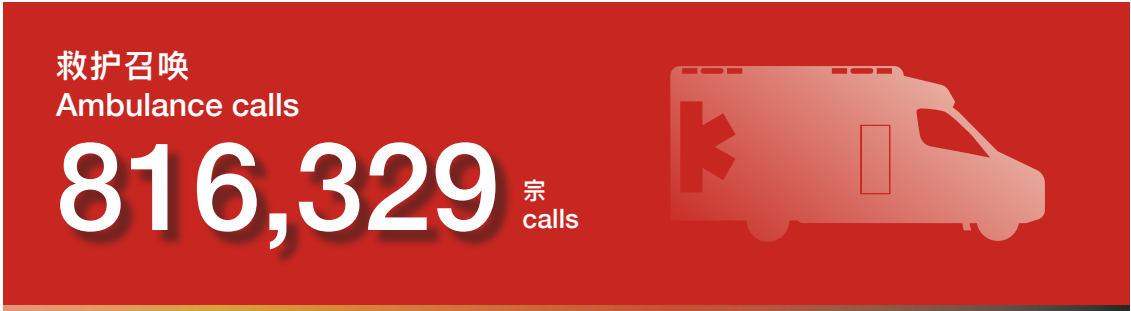
A male student went missing in the vicinity of Fa Sam Hang, Sha Tin. The FSD deployed 28 fire appliances, six ambulances and 112 fire and ambulance personnel including the Mountain Search and Rescue Team to search for him. Two search and rescue dogs and the unmanned aircraft system were also mobilised. The missing student was eventually located unscathed by fire personnel at the hillside near Lo Shue Tin Hang on October 11.



HKFSD Review 2023 • Operations

救护服务
Ambulance service

二零二三年
In 2023



香港 01 图片 HK01 photo



香港 01 图片 HK01 photo

- 6 七月四日，一名男工人在将军澳海水化淡厂的建筑地盘晕倒，救护人员将他送往将军澳医院治理。
On July 4, a male worker collapses at the construction site of Tseung Kwan O Desalination Plant. Ambulance personnel convey him to Tseung Kwan O Hospital for treatment.
- 7 十一月二十四日，上环干诺道中发生交通意外，涉及两辆双层巴士，救护人员将其中一名伤者送院治理。
On November 24, a traffic accident involving two double-deckers occurs on Connaught Road Central, Sheung Wan. Ambulance personnel convey one of the injured persons to the hospital for treatment.



土耳其搜救行动

Search and rescue operation in Türkiye

二零二三年二月，土耳其发生强度达7.8级大地震，伤亡惨重。香港特别行政区政府立即派出一支59人救援队，前往地震灾区执行搜救行动。救援队携同两头搜救犬及重约八吨的救援工具，在当地进行了历时216小时的救援行动，从瓦砾堆救出四名幸存者。

救援队在搜救行动中竭尽所能，表现专业干练，更荣获首届「行政长官表扬榜」奖状。在二零二三年七月十三日举行的颁奖典礼上，行政长官李家超赞扬救援队充分体现了政府致力推崇的卓越表现。

In February 2023, a strong earthquake of magnitude 7.8 struck Türkiye, resulting in serious casualties. The Hong Kong Special Administrative Region (HKSAR) Government immediately deployed a 59-strong search and rescue team to carry out search and rescue operations in quake-stricken areas in Türkiye. Bringing along two search and rescue dogs and rescue equipment weighed about eight tonnes, the team rescued four survivors under debris after a search and rescue operation that lasted for 216 hours.

The search and rescue team's dedication and professionalism had paid off. The team was awarded the inaugural Chief Executive's Award for Exemplary Performance and a presentation ceremony was held on July 13, 2023. The Chief Executive, Mr John Lee, commended the team for fully exemplifying the excellence performance the Government strives to promote.



特区救援队队员在瓦砾堆中搜寻幸存者。
Members of the HKSAR search and rescue team search for survivors through the rubble.



行政長官表揚榜頒獎典禮

Chief Executive's Award for Exemplary Performance Presentation Ceremony



1

救援無疆界
土耳其巨災救援相冊



59成員 216小時 7500公里
— 救援無疆界 —

土耳其巨災 救援相冊

2

1

行政長官李家超(前排左)在「行政長官表揚榜」頒獎典禮上頒發揚狀予時任特區救援隊指揮官于文陽(前排右)。
The Chief Executive, Mr John Lee (front row, left), presents a commendation certificate to the then Commander of the HKSAR search and rescue team, Yiu Men-yeung (front row, right), at the Chief Executive's Award for Exemplary Performance Presentation Ceremony.

2

消防處出版《救援無疆界——土耳其巨災救援相冊》，以紀念此次救援行動。
A photo album "Go Beyond Borders: Our Rescue Operation in Türkiye" is published to commemorate the rescue operation.