

# 行动 OPERATIONS

# 01



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

楼宇密集地区：
Built-up areas: 6 分钟
minutes

楼宇分散和偏远地区：
Areas of dispersed risks and isolated developments: 9-23 分钟
minutes

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，以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 FSD 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: 12 分钟
minutes

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 FSD pledges to achieve the target of 92.5% for all emergency ambulance calls.

二零二四年 In 2024

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

楼宇火警召唤：
Building fire calls: 95.6%

紧急救护召唤：
Emergency ambulance calls: 96.1%

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: 100%

调派及通讯
Mobilising and communications

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。
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因应召唤，调派救护车前往提供紧急救护服务后，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

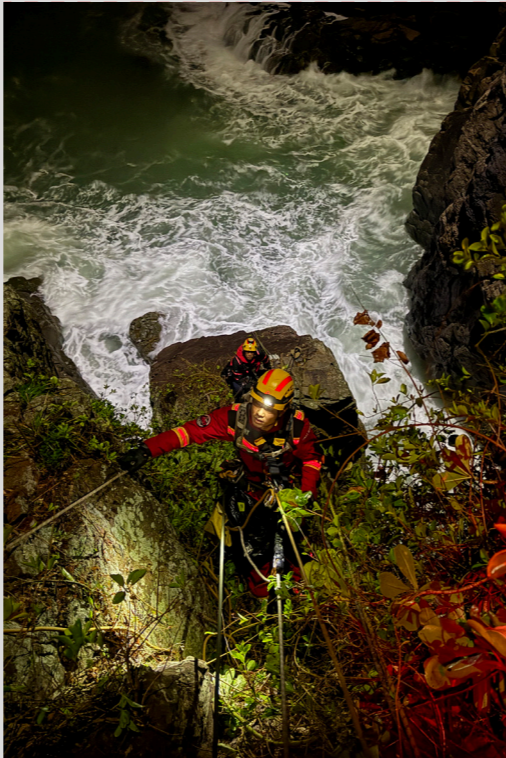
Post-dispatch advice (PDA) is a first aid advice provided to callers for emergency ambulance service by FSCC personnel after dispatching ambulances. All FSCC personnel are trained emergency medical dispatchers to offer immediate, comprehensive and appropriate first aid advice on more than 30 types of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

二零二四年提供的调派后指引：
Post-dispatch advice provided in 2024: 657,312 宗
calls

行动专组／专队  
Specialised operations units/teams



机场消防队  
Airport Fire Contingent



高空拯救专队  
High Angle Rescue Team



攀山拯救专队  
Mountain Search and Rescue Team



消防犬队  
Fire Services Canine Unit



烟火特遣队  
Compartment Fire Specialists



事故安全队  
Incident Safety Team



有害物质专队  
HazMat Team



灾难应变救援队  
Disaster Response and Rescue Team



特勤支援队  
Tactical Support Unit



现场事故指挥系统训练专队  
Incident Command System Training Team



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



潜水组  
Diving Unit



消防工程训练专队  
Fire Engineering Training Specialists



火警调查组  
Fire Investigation Group



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



特别支援队  
Special Support Unit



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



传媒训练专队  
Media Training Team

灭火  
 Firefighting

二零二四年 In 2024

接获的火警召唤：  
 Fire calls:

37,828 宗  
 calls

三级或以上火警：  
 No. 3 alarm or above fires:

5 宗  
 cases

获救脱险：  
 Lives rescued:

14,701 人  
 persons

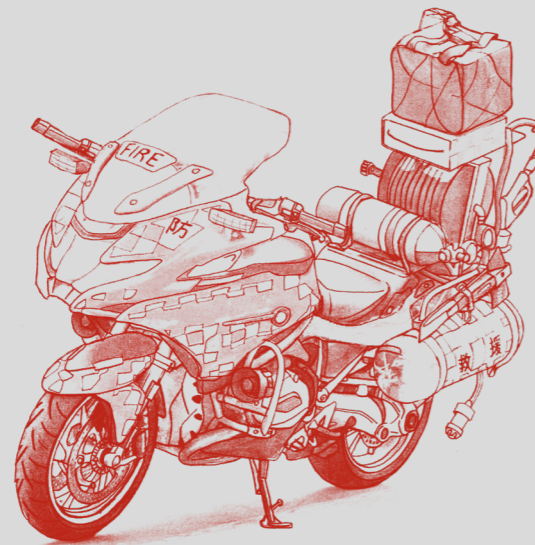
丧生：  
 Fatalities:

33 人  
 persons

受伤：  
 Injuries:

444 市民  
 citizens

5 执行职务的消防人员  
 fire personnel in line of duties



瞩目火警概述  
 Notable fires

三月一日 March 1

旺角塘尾道一幢住宅大厦发生一级火警，消防处在行动中出动一条灭火喉、两队烟帽队、23辆消防车、八辆救护车及83名消防和救护人员。消防人员疏散37人到安全地方，另有约140人自行疏散。火警中有七人送院。

A No. 1 alarm fire broke out at a residential building on Tong Mei Road, Mong Kok. The FSD deployed one jet, two breathing apparatus teams, 23 fire appliances, eight ambulances and a total of 83 fire and ambulance personnel in the operation. A total of 37 persons were evacuated to safety by fire personnel and about 140 persons self-evacuated. Seven persons were conveyed to hospital.



星岛日报图片 Sing Tao Daily photo

四月九日 April 9

洪水桥洪雅路一个建筑地盘发生四级火警，持续近42小时。消防处动用八条灭火喉和六队烟帽队灭火，行动中总共调派201辆消防车、14辆救护车及741名消防和救护人员。

A No. 4 alarm fire broke out at a construction site on Hung Nga Road, Hung Shui Kiu which lasted for nearly 42 hours. The FSD deployed eight jets and six breathing apparatus teams to tackle the fire. A total of 201 fire appliances, 14 ambulances and 741 fire and ambulance personnel were mobilised.

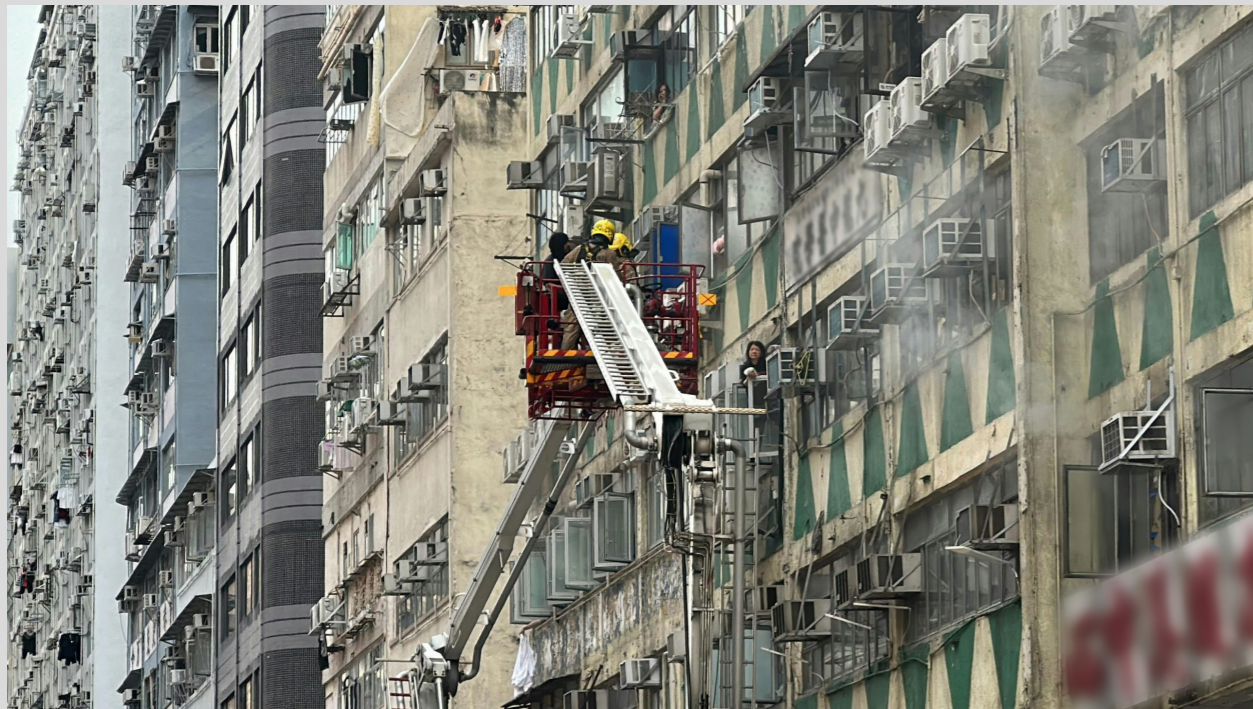


香港 01 图片 HK01 photo

## 四月十日 April 10

油麻地佐敦道一幢综合用途楼宇发生三级火警，消防处在行动中出动218名消防和救护人员、35辆消防车及24辆救护车。火警导致五人丧生和41人受伤。消防处救出约250人，另有50人自行疏散至安全地方。

A No. 3 alarm fire broke out at a composite building on Jordan Road, Yau Ma Tei. The FSD deployed 218 fire and ambulance personnel, 35 fire appliances and 24 ambulances in the operation. The fire led to five fatalities and 41 casualties. About 250 persons were rescued by the FSD while 50 occupants self-evacuated to safety.



香港01 图片 HK01 photo

## 五月十日 May 10

元朗永宁村一个货仓发生三级火警。消防处在行动中出动三条灭火喉、三队烟帽队、40辆消防车、六辆救护车及176名消防和救护人员。火警中有一人受伤送院。

A No. 3 alarm fire broke out at a warehouse in Wing Ning Tsuen, Yuen Long. The FSD deployed three jets, three breathing apparatus teams, 40 fire appliances, six ambulances and a total of 176 fire and ambulance personnel in the operation. One person was injured and conveyed to hospital.



## 十月十四日 October 14

油麻地海辉道一个公众货物装卸区发生三级火警。消防处调派91辆消防车、12辆救护车、五艘灭火轮及339名消防和救护人员到现场，并动用无人机系统和一台灭火机械人。

A No. 3 alarm fire broke out at a public cargo working area on Hoi Fai Road, Yau Ma Tei. The FSD dispatched 91 fire appliances, 12 ambulances, five fireboats and a total of 339 fire and ambulance personnel to the scene. The unmanned aircraft system and a firefighting robot were also mobilised.



## 十二月六日 December 6

香港仔深湾道一间船厂发生三级火警。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228名消防和救护人员、51辆消防车、四艘灭火轮及四辆救护车，亦动用了无人机系统。

A No. 3 alarm fire broke out at a shipyard on Shum Wan Road, Aberdeen. The FSD deployed four jets and four breathing apparatus teams to tackle the blaze. A total of 228 fire and ambulance personnel, 51 fire appliances, four fireboats, four ambulances and the unmanned aircraft system were also mobilised.



香港01 图片 HK01 photo

特别服务  
Special services

二零二四年特别服务召唤：  
Special service calls in 2024:

39,320 宗  
calls

丧生：  
Fatalities:

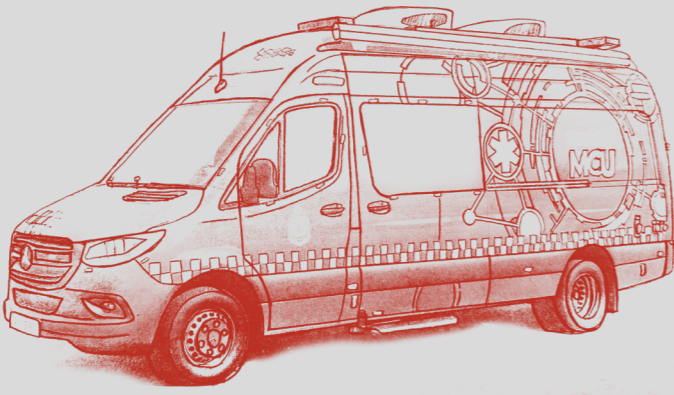
1,075 市民  
citizens

1 执行职务的消防人员  
fire personnel in line of duties

受伤：  
Injuries:

2,467 市民  
citizens

10 执行职务的消防人员  
fire personnel in line of duties



瞩目特别服务事故概述  
Notable special service incidents

二月二十日 February 20

启德一个建筑地盘发生巨型竹棚架倒塌事故，导致两名建筑工人丧生和三名建筑工人受伤。消防处在行动中出动18辆消防车、17辆救护车及91名消防和救护人员，并派出灾难应变救援队提供技术支援。

A huge bamboo scaffolding collapsed at a construction site in Kai Tak, causing the deaths of two construction workers and injuries to another three. The FSD dispatched 18 fire appliances, 17 ambulances and a total of 91 fire and ambulance personnel in the operation. The Disaster Response and Rescue Team was also deployed for providing technical support.



五月十九日 May 19

元朗宏乐街一间工厂发生化学品泄漏事故。消防处在行动中出动113辆消防车、五辆救护车及412名消防和救护人员，并调派了危害物质事故支援队、一台灭火机械人和一只机械狗。

A chemical leakage incident occurred at a factory on Wang Lok Street, Yuen Long. The FSD deployed 113 fire appliances, 5 ambulances and a total of 412 fire and ambulance personnel in the operation. The HazMat Support Unit, a firefighting robot and a robotic dog were also mobilised.



九月二日 September 2

一辆私家车在深圳湾公路大桥撞到路边栏杆后堕海。消防处在行动中出动20辆消防车、五辆救护车、10艘灭火轮及93名消防和救护人员。潜水组人员在海底搜索逾两小时后救出该车司机，司机送院后证实不治。

A private car crashed into the roadside railings on Shenzhen Bay Bridge and fell into the sea. The FSD dispatched 20 fire appliances, five ambulances, 10 fireboats and a total of 93 fire and ambulance personnel in the operation. Personnel from the Diving Unit rescued the driver after an underwater search of over two hours who was later certified dead at the hospital.



香港 01 圖片 HK01 photo

十一月一日 November 1

一艘载有120名船员和乘客的渡轮意外撞向中环九号码头。消防处在事故中出动六辆消防车、三艘灭火轮、17辆救护车及92名消防和救护人员。事故造成34人受伤，全部送院治理。

A ferry carrying 120 crew and passengers accidentally collided with Central Pier No. 9. The FSD deployed six fire appliances, three fireboats, 17 ambulances and 92 fire and ambulance personnel in the incident. 34 casualties were sent to hospital for treatment.



香港 01 圖片 HK01 photo

救护服务  
Ambulance service

二零二四年 In 2024

救护召唤：  
Ambulance calls:  
**823,655** 宗  
calls

平均每天召唤：  
Average calls per day:  
**2,250** 宗  
cases

救助伤病者：  
Total number of patients:  
**742,351** 人  
persons

平均每天救助人数：  
Daily average of patients handled:  
**2,028** 人  
persons



香港 01 图片 HK01 photo

三月十六日，一辆中型货车在天水围屏厦路翻侧，救护人员将受伤司机送往屯门医院治理。  
On March 16, a medium goods vehicle side-turns on Ping Ha Road, Tin Shui Wai. Ambulance personnel convey the injured driver to Tuen Mun Hospital for treatment.



星岛日报图片 Sing Tao Daily photo

十月二十五日，一名男工人在石门一个建筑地盘内触电，救护人员将他送往威尔斯亲王医院治理。  
On October 25, a male worker receives an electric shock at a construction site in Shek Mun. Ambulance personnel convey him to Prince of Wales Hospital for treatment.