





# 服務承諾

## Performance Pledge

### 樓宇火警召喚的規定召達時間

#### Graded response time for building fire calls

樓宇密集地區：  
Built-up areas: **6** 分鐘  
minutes

樓宇分散和偏遠地區：  
Areas of dispersed risks and isolated developments: **9-23** 分鐘  
minutes

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，以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。

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.

緊急救護召喚的目標召達時間：  
Target response time for emergency ambulance calls: **12** 分鐘  
minutes

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。

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

#### 二零二四年 In 2024

在規定／目標召達時間內獲到場處理的召喚  
Calls responded within the graded/target response time

樓宇火警召喚：  
Building fire calls: **95.6%**

緊急救護召喚：  
Emergency ambulance calls: **96.1%**

24小時內獲得處理的迫切火警危險投訴：  
Complaints of imminent fire hazards handled within 24 hours: **100%**

# 調派及通訊

## Mobilising and communications

消防通訊中心全日24小時均有人員當值，負責調派滅火和救護資源，為市民適時提供消防和救護服務。

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.

### 調派後指引

調派後指引是消防通訊中心人員因應召喚，調派救護車前往提供緊急救護服務後，向召喚者提供的急救指引。中心所有人員均已受訓成為緊急醫療調派員，能就身體創傷、不省人事及心臟驟停等30多種傷病情況，即時提供全面而適切的急救指引。

### 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.

二零二四年提供的調派後指引：  
Post-dispatch advice provided in 2024: **657,312** 宗  
calls



行動專組／專隊  
Specialised operations units/teams



機場消防隊  
Airport Fire Contingent



高空拯救專隊  
High Angle Rescue Team



攀山拯救專隊  
Mountain Search and Rescue Team



消防犬隊  
Fire Services Canine Unit



煙火特遣隊  
Compartment Fire Specialists



事故安全隊  
Incident Safety Team



危害物質專隊  
HazMat Team



災難應變救援隊  
Disaster Response and Rescue Team



特勤支援隊  
Tactical Support Unit



現場事故指揮系統訓練專隊  
Incident Command System Training Team

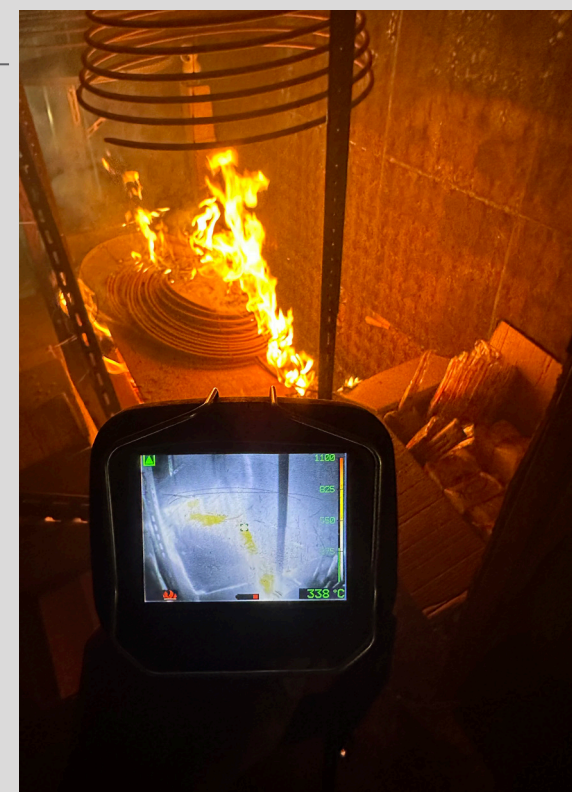




公路及鐵路拯救專隊  
Road and Railway Rescue Team



潛水組  
Diving Unit



消防工程訓練專隊  
Fire Engineering Training Specialists



火警調查組  
Fire Investigation Group



海事滅火及救援專隊  
Marine Firefighting and Rescue Specialists



特別支援隊  
Special Support Unit



疫情控制及應變專隊  
Outbreak Control and Response Team



傳媒訓練專隊  
Media Training Team



滅火  
Firefighting

二零二四年 In 2024

接獲的火警召喚：  
Fire calls:

37,828 宗  
calls

三級或以上火警：  
No. 3 alarm or above fires:

5 宗  
cases

獲救脫險：  
Lives rescued:

14,701 人  
persons

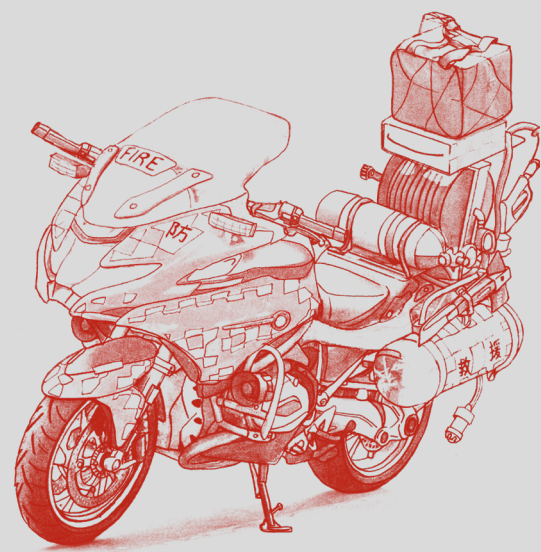
喪生：  
Fatalities:

33 人  
persons

受傷：  
Injuries:

444 市民  
citizens

5 執行職務的消防人員  
fire personnel in line of duties



矚目火警概述  
Notable fires

三月一日 March 1

旺角塘尾道一幢住宅大廈發生一級火警，消防處在行動中出動一條滅火喉、兩隊煙帽隊、23輛消防車、八輛救護車及83名消防和救護人員。消防人員疏散37人到安全地方，另有約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.



星島日報圖片 Sing Tao Daily photo

四月九日 April 9

洪水橋洪雅路一個建築地盤發生四級火警，持續近42小時。消防處動用八條滅火喉和六隊煙帽隊滅火，行動中總共調派201輛消防車、14輛救護車及741名消防和救護人員。

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 圖片 HK01 photo



## 四月十日 April 10

油麻地佐敦道一幢綜合用途樓宇發生三級火警，消防處在行動中出動218名消防和救護人員、35輛消防車及24輛救護車。火警導致五人喪生和41人受傷。消防處救出約250人，另有50人自行疏散至安全地方。



香港01圖片 HK01 photo

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.

## 五月十日 May 10

元朗永寧村一個貨倉發生三級火警。消防處在行動中出動三條滅火喉、三隊煙帽隊、40輛消防車、六輛救護車及176名消防和救護人員。火警中有一人受傷送院。



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

油麻地海輝道一個公眾貨物裝卸區發生三級火警。消防處調派91輛消防車、12輛救護車、五艘滅火輪及339名消防和救護人員到現場，並動用無人機系統和一台滅火機械人。



## 十二月六日 December 6

香港仔深灣道一間船廠發生三級火警。消防處動用四條滅火喉和四隊煙帽隊灌救，行動中總共出動228名消防和救護人員、51輛消防車、四艘滅火輪及四輛救護車，亦動用了無人機系統。

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.



香港01圖片 HK01 photo



特別服務  
Special services

二零二四年特別服務召喚：  
Special service calls in 2024:

39,320 宗  
calls

喪生：  
Fatalities:

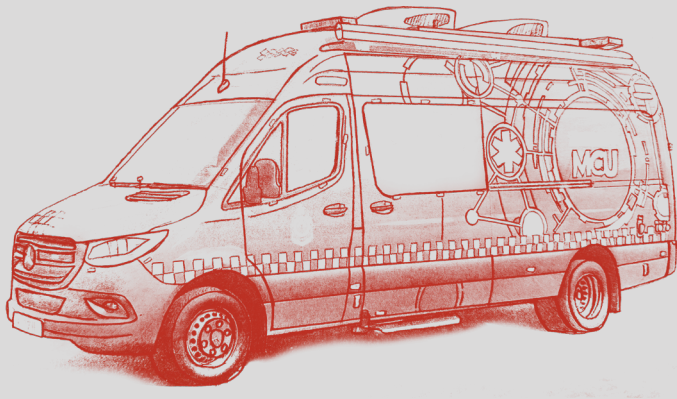
1,075 市民  
citizens

1 執行職務的消防人員  
fire personnel in line of duties

受傷：  
Injuries:

2,467 市民  
citizens

10 執行職務的消防人員  
fire personnel in line of duties



矚目特別服務事故概述  
Notable special service incidents

二月二十日 February 20

啟德一個建築地盤發生巨型竹棚架倒塌事故，導致兩名建築工人喪生和三名建築工人受傷。消防處在行動中出動18輛消防車、17輛救護車及91名消防和救護人員，並派出災難應變救援隊提供技術支援。

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

元朗宏樂街一間工廠發生化學品洩漏事故。消防處在行動中出動113輛消防車、五輛救護車及412名消防和救護人員，並調派了危害物質事故支援隊、一台滅火機械人和一隻機械狗。

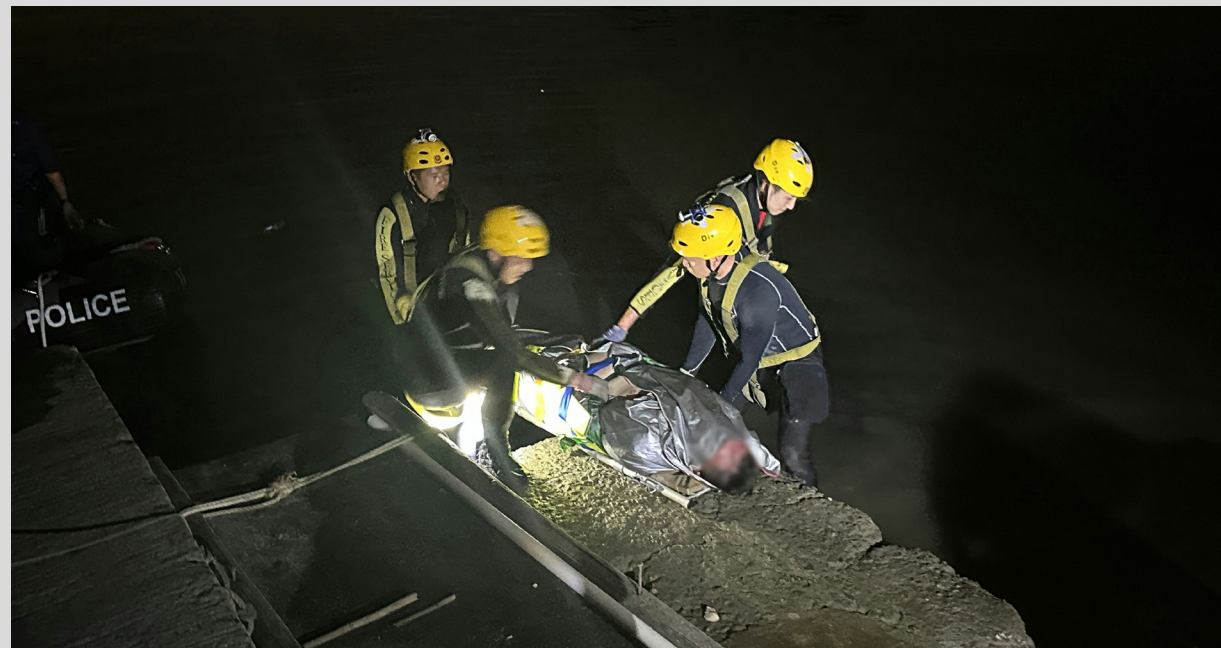
A chemical leakage incident occurred at a factory on Wang Lok Street, Yuen Long. The FSD deployed 113 fire appliances, 5 ambulances and a total of 412 fire and ambulance personnel in the operation. The HazMat Support Unit, a firefighting robot and a robotic dog were also mobilised.



## 九月二日 September 2

一輛私家車在深圳灣公路大橋撞到路邊欄杆後墮海。消防處在行動中出動20輛消防車、五輛救護車、10艘滅火輪及93名消防和救護人員。潛水組人員在海底搜索逾兩小時後救出該車司機，司機送院後證實不治。

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

一艘載有120名船員和乘客的渡輪意外撞向中環九號碼頭。消防處在事故中出動六輛消防車、三艘滅火輪、17輛救護車及92名消防和救護人員。事故造成34人受傷，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



救護服務  
Ambulance service

二零二四年 In 2024

救護召喚：  
Ambulance calls:

823,655 宗  
calls

平均每天召喚：  
Average calls per day:

2,250 宗  
cases

救助傷病者：  
Total number of patients:

742,351 人  
persons

平均每天救助人數：  
Daily average of patients handled:

2,028 人  
persons



香港 01 圖片 HK01 photo

三月十六日，一輛中型貨車在天水圍屏廈路翻側，救護人員將受傷司機送往屯門醫院治理。  
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.



星島日報圖片 Sing Tao Daily photo

十月二十五日，一名男工人在石門一個建築地盤內觸電，救護人員將他送往威爾斯親王醫院治理。  
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.