



服務承諾 Performance Pledge

二零二五年
In 2025

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: **96.1 %**



緊急救護召喚：
Emergency ambulance calls: **95.9%**



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%**

滅火 Firefighting

二零二五年
In 2025

接獲的火警召喚：
Fire calls:
35,972 宗
calls

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



矚目火警概述
Notable fires

五月二十七日
May 27



天水圍廈村路一個貨倉發生三級火警。消防處在行動中出動九條滅火喉、八隊煙帽隊、226輛消防車、19輛救護車及715名消防和救護人員。火警中有兩人受傷，另有約40人自行疏散至安全地方。

A No. 3 alarm fire broke out at a warehouse on Ha Tsuen Road in Tin Shui Wai. The FSD deployed nine jets, eight breathing apparatus teams, 226 fire appliances, 19 ambulances and a total of 715 fire and ambulance personnel in the operation. Two persons were injured and about 40 persons self-evacuated to safety.

七月十四日
July 14



香港 01 圖片 HK01 photo

葵涌荔景邨一幢住宅大廈發生一級火警。消防處在行動中出動兩條滅火喉、一隊煙帽隊、14輛消防車、六輛救護車及81名消防和救護人員。火警導致一人喪生和三人受傷。消防人員將四人帶到安全地方，另有約50人自行疏散。

A No. 1 alarm fire broke out at a residential building at Lai King Estate in Kwai Chung. The FSD deployed two jets, one breathing apparatus team, 14 fire appliances, six ambulances and a total of 81 fire and ambulance personnel in the operation. The fire led to one fatality and three casualties. Four persons were led to safety by fire personnel and about 50 persons self-evacuated.

七月三十一日
July 31



香港 01 圖片 HK01 photo

旺角洗衣街一幢綜合用途樓宇發生一級火警。消防處在行動中出動一條滅火喉、一隊煙帽隊、19輛消防車、12輛救護車及121名消防和救護人員。火警導致三人喪生和一人受傷。

A No. 1 alarm fire broke out at a composite building on Sai Yee Street in Mong Kok. The FSD deployed one jet, one breathing apparatus team, 19 fire appliances, 12 ambulances and a total of 121 fire and ambulance personnel in the operation. The fire led to three fatalities and one casualty.

十月三十一日
October 31



上水麒麟村一個貨倉發生三級火警。消防處在行動中出動五條滅火喉、三隊煙帽隊、150輛消防車、11輛救護車及433名消防和救護人員。火警中有33人自行疏散至安全地方。

A No. 3 alarm fire broke out at a warehouse at Ki Lun Tsuen in Sheung Shui. The FSD deployed five jets, three breathing apparatus teams, 150 fire appliances, 11 ambulances and a total of 433 fire and ambulance personnel in the operation. 33 persons self-evacuated to safety.

十一月二十六日
November 26



大埔宏福苑發生五級火警，持續逾43小時。消防處在行動中出動超過790輛消防車和救護車，以及超過3,500名消防和救護人員。火警慘劇導致168人喪生，當中包括一名消防員。火警中有12名消防人員受傷，他們經治理後已全部出院。

A No. 5 alarm fire broke out at Wang Fuk Court in Tai Po and lasted for over 43 hours. The FSD deployed over 790 fire and ambulance vehicles, as well as more than 3,500 fire and ambulance personnel in the operation. The tragic fire led to 168 fatalities including one firefighter. 12 fire personnel were injured and all discharged after medical treatment.

特別服務 Special services

二零二五年特別服務召喚：
Special service calls in 2025: **42,485** 宗 calls

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

一月十四日
January 14



一部挖土機在藍田連德道從斜坡墜下，壓向一輛垃圾收集車。消防處在行動中出動18輛消防車、八輛救護車，以及80名消防和救護人員，並調派災難應變救援隊、無人機系統和一隻搜救犬。事故中有三人獲救及送院。

An excavator fell from a slope and landed on a refuse collection vehicle on Lin Tak Road in Lam Tin. The FSD deployed 18 fire appliances, eight ambulances and a total of 80 fire and ambulance personnel in the operation. The Disaster Response and Rescue Team, the Unmanned Aircraft System and a search and rescue dog were also mobilised. Three persons were rescued and conveyed to hospital.

四月一日
April 1



一名女子在大埔碗窰附近失蹤。在歷時近40小時的跨部門搜救行動中，消防處出動46輛消防車和救護車，以及194名消防和救護人員，包括攀山拯救專隊和特勤支援隊，並借助無人機系統搜索該名失蹤人士，最後在上碗窰附近的密林尋回該名女子。

A woman went missing in the vicinity of Wun Yiu in Tai Po. In the interdepartmental search and rescue operation, which lasted for nearly 40 hours, the FSD deployed 46 fire appliances and ambulances, 194 fire and ambulance personnel including the Mountain Search and Rescue Team and the Tactical Support Unit, with the assistance of the Unmanned Aircraft System to search for the missing person. She was eventually rescued in a dense forest near Sheung Wun Yiu.

九月十九日
September 19



北角濱海街一個建築地盤發現一枚重約1,000磅、屬二戰時期的炸彈。消防處在行動中出動一條滅火喉、一隊煙帽隊、49輛消防車、15輛救護車及244名消防和救護人員，並調派一台滅火機械人協助行動。消防處在現場設置安全範圍並與其他部門協調疏散工作，同時維持戒備狀態，以便隨時處理任何突發情況。

A World War II-era bomb of about 1,000 pounds was found at a construction site on Pan Hoi Street in North Point. The FSD deployed one jet, one breathing apparatus team, 49 fire appliances, 15 ambulances and a total of 244 fire and ambulance personnel in the operation. A firefighting robot was also mobilised for assistance. The FSD established safety perimeters at scene, coordinated evacuation with other departments, and remained standby to handle any emergency.

十月二十日
October 20



香港國際機場發生嚴重飛機事故。一架來自阿聯酋的貨機在降落後偏離跑道，與一輛巡邏車相撞後滑出海面。消防處在行動中出動50輛消防車、25輛救護車、12艘滅火輪及274名消防和救護人員。消防人員利用逃生滑梯將四名機組人員從機艙救出。兩名機場保安人員被困於墮海車輛內，由消防潛水員救出，惟最終不幸罹難。

A serious aircraft accident occurred at the Hong Kong International Airport. A cargo aircraft arriving from the United Arab Emirates deviated from the runway after landing, collided with a patrol vehicle and ditched into the sea. The FSD deployed 50 fire appliances, 25 ambulances, 12 fireboats and a total of 274 fire and ambulance personnel in the operation. The fire personnel evacuated four crew members from the cabin by utilising the emergency evacuation slide. Two airport security personnel, trapped inside the vehicle underwater, were rescued by the FSD divers but passed away eventually.

救護服務 Ambulance service

二零二五年
In 2025

救護召喚：
Ambulance calls: **811,178** 宗
calls



香港01圖片 HK01 photo

三月三十一日，沙田污水處理廠兩名男工人墮進污泥池。圖示救護人員將其中一名受傷工人送往威爾斯親王醫院治理。

On March 31, two male workers fell into a sludge holding tank at Sha Tin Sewage Treatment Works. Photo shows ambulance personnel conveying one of the injured workers to Prince of Wales Hospital for treatment.



星島日報圖片 Sing Tao Daily photo

五月一日，西九龍公路發生一宗涉及一輛雙層巴士的交通意外。圖示救護人員將其中一名傷者送院治理。

On May 1, a traffic accident involving a double-decker occurred on West Kowloon Highway. Photo shows ambulance personnel conveying one of the injured persons to hospital for treatment.