

# 行動 Operations



## 服務承諾

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%的火警召喚及樓宇分散和偏遠地區94.5%的火警召喚，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。

二零一八年，有93.8%的樓宇火警召喚和94.6%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。

## Performance Pledge

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 2018, 93.8% of building fire calls and 94.6% 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. 荃灣享成街一個住宅單位發生火警，火勢非常猛烈。—— 蘋果日報圖片

Flames rage at a residential unit on Heung Shing Street, Tsuen Wan. —— Apple Daily photo

b. 消防及救護人員參與在消防及救護學院進行的24小時跨部門演練，以提升處理大型救援事故的應變和協調能力。

Fire and ambulance personnel participate in a 24-hour inter-departmental drill at the Fire and Ambulance Services Academy to enhance their response and co-ordination capability in major rescue operations.



## 撲滅火警 Firefighting

二零一八年，本處接獲的火警召喚由二零一七年的33,934宗，減少至33,463宗。年內，火警造成17人喪生和307人受傷，獲救脫險的有14,775人；傷者中有一人是執行職務時受傷的消防人員。

在二零一八年接獲的33,463宗火警召喚中，有七宗為三級或以上的火警。煮食時發生意外是釀成火警的主要原因，此類火警共有1,512宗。因電力故障而釀成的火警有820宗，因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776宗。警鐘誤鳴（主要由自動警報系統失靈引致）佔火警召喚總數約69%。

The number of fire calls decreased from 33,934 in 2017 to 33,463 in 2018. During the year, fires claimed 17 lives and injured 307 persons while 14,775 persons were rescued. Among the injured was one fire officer who sustained injuries in the course of duties.

Of the 33,463 fire calls received in 2018, seven were no. 3 alarm or above fires. Accidents occurred during cooking were the major causes of fires, totalling 1,512 cases. General electrical fault contributed to 820 fires, while careless handling or disposal of lighted materials, such as cigarette ends, matches and candles has led to 776 fires. Unwanted alarms, triggered mainly by faulty automatic alarm systems, contributed to about 69% of the total number of fire calls.



二零一八年較矚目的火警概述如下：

**一月二日**

打鼓嶺坪輦一個貨倉發生三級火警，消防處派出約120名消防人員，動用四條滅火喉和四隊煙帽隊灌救。

**二月十二日**

秀茂坪郵秀暉樓一個單位發生一級火警，消防人員動用一條滅火喉和三隊煙帽隊灌救，並於肇事單位內發現一名死者。另有一名女子在走廊暈倒，送院後證實死亡。

**二月二十二日**

天水圍天華邨華悅樓一個單位發生一級火警，消防人員於肇事單位內發現一名死者。

**三月十四日**

北角渡輪碼頭附近地盤一個以貨櫃改裝而成的辦公室發生一級火警。消防人員救出一名燒傷女子，送院後證實不治。

**四月五日**

流浮山鰲磡村對開山坡發生山火，火警後來升為三級，消防人員動用四條滅火喉和四隊煙帽隊灌救。

同日，元朗洪頭村山邊發生三級火警，消防人員動用三條滅火喉和一隊煙帽隊灌救。事故中有30名村民自行疏散。

**五月二十七日**

沙田顯徑邨顯德樓一個單位發生一級火警，消防人員於肇事單位內發現一名死者。事故中約有100人自行疏散，另有20人由消防人員帶到安全地方。

**六月六日**

新蒲崗五芳街永濟工業大廈一個單位發生三級火警，消防處動用三條滅火喉和四隊煙帽隊灌救，並派出煙火特遣隊、坍塌搜救專隊和高空拯救專隊到場。事故中有10人自行疏散。

**六月二十九日**

西環觀龍樓一個單位發生一級火警。一名男子被發現從高處墮下死亡。事故中有80人自行疏散，另有20人由消防人員帶到安全地方，一人吸入濃煙不適，送院治理。



c. 元朗洪水橋一個貨倉發生三級火警，火勢猛烈。——香港01圖片  
A fierce no.3 alarm fire rages at a warehouse in Hung Shui Kiu, Yuen Long. —— HK01 photo

Some notable fires in 2018 are summarised as follows:

**January 2**

A no. 3 alarm fire occurred at a warehouse in Ping Che, Ta Ku Ling. The FSD mobilised about 120 fire personnel and used four jets and four breathing apparatus teams to fight the blaze.

**February 12**

A no. 1 alarm fire occurred at a unit in Sau Fai House, Sau Mau Ping Estate. The FSD used one jet and three breathing apparatus teams to fight the blaze. A dead body was found in the affected unit. One woman fainted in the corridor and was later certified dead at hospital.

**February 22**

A no. 1 alarm fire occurred at a unit in Wah Yuet House, Tin Wah Estate, Tin Shui Wai. A dead body was found in the affected unit.

**March 14**

A no. 1 alarm fire occurred at a container-converted office in a site near North Point Ferry Pier. A woman with burn injuries was rescued by fire personnel and was later certified dead at hospital.

**April 5**

A hill fire broke out at the hillside outside Ngau Hom Tsuen, Lau Fau Shan. The fire was later upgraded to no. 3 alarm. The FSD used four jets and four breathing apparatus teams to fight the blaze.

On the same day, a no. 3 alarm fire occurred at the hillside of Kong Tau Tsuen, Yuen Long. The FSD used three jets and one breathing apparatus team to fight the blaze. A total of 30 villagers self-evacuated.

**May 27**

A no. 1 alarm fire occurred at a unit in Hin Tak House, Hin Keng Estate, Sha Tin. A dead body was found in the affected unit. About 100 persons self-evacuated and a total of 20 persons were led to places of safety by fire personnel.

**June 6**

A no. 3 alarm fire occurred at a unit in Wing Chai Industrial Building, Ng Fong Street, San Po Kong. The FSD used three jets and four breathing apparatus teams to fight the blaze. The Compartment Fire Behaviour Specialist Team, the Urban Search and Rescue Team and the High Angle Rescue Team were also deployed to the scene. A total of 10 persons self-evacuated.

**June 29**

A no. 1 alarm fire occurred at a unit in Kwun Lung Lau, Sai Wan. A man was found dead from falling from height. A total of 80 persons self-evacuated and other 20 persons were led to places of safety by fire personnel. One person felt unwell after inhalation of smoke and was conveyed to hospital for medical treatment.



26.1.2018

九龍伊利沙伯醫院一幢建築物發生火警，多人疏散，消防人員開喉灌救。

Fire personnel fight the blaze, which necessitates mass evacuation, with hoses at a building of the Queen Elizabeth Hospital, Kowloon.

蘋果日報圖片  
Apple Daily photo



1.2.2018

土瓜灣一個住宅單位發生火警，消防人員協助居民疏散。

Fire personnel help residents evacuate from a fire at a residential unit in To Kwa Wan.

蘋果日報圖片  
Apple Daily photo



4.5.2018

長沙灣元州街一幢清拆中的唐樓發生火警，兩名工人被困單位，消防人員到場拯救。

Fire personnel rescue two stranded workers from a fire at a tenement building under demolition on Un Chau Street, Cheung Sha Wan.

蘋果日報圖片  
Apple Daily photo



28.8.2018

土瓜灣一間老人院發生火警，消防人員協助疏散長者到安全地方。

Fire personnel help the elderly evacuate from a fire at a home for the aged in To Kwa Wan to a place of safety.

星島日報圖片  
Sing Tao Daily photo



28.8.2018

油麻地文蔚街一幢住宅大廈發生火警，有長者逃生時受傷，由消防及救護人員協助送院治理。

Fire and ambulance personnel help convey an elderly to hospital for treatment, who was injured while evacuating from a fire at a residential building on Man Wai Street, Yau Ma Tei.

蘋果日報圖片  
Apple Daily photo



29.10.2018

天水圍一個輪胎回收場發生火警，消防人員開喉及用化學泡沫灌救。

Fire personnel fight the blaze with hoses and chemical foam at a tyre recycling site in Tin Shui Wai.

星島日報圖片  
Sing Tao Daily photo



30.10.2018

一輛運載金屬廢料的貨車在馬鞍山行駛途中突然起火，消防人員開喉將火撲滅。

Fire personnel fight the flames on a truck carrying metal waste with hoses, which caught fire while travelling in Ma On Shan.

星島日報圖片  
Sing Tao Daily photo



16.11.2018

牛頭角一個地盤發生火警，火警撲滅後，消防人員通宵射水降溫。

After putting out the fire at a construction site in Ngau Tau Kok, fire personnel continue to spray a jet of water to the fire scene overnight to lower its temperature.

星島日報圖片  
Sing Tao Daily photo





d. 深井一間麵包製造廠發生三級火警，消防人員架起鋼梯向火場射水。——星島日報圖片

Fire personnel spray a jet of water from an aerial ladder to combat a no.3 alarm fire at a bakery factory in Sham Tseng. — Sing Tao Daily photo

e. 元朗洪水橋一個貨倉發生三級火警，消防人員展開灌救。

Fire personnel fight a no.3 alarm fire at a warehouse in Hung Shui Kiu, Yuen Long.

#### 九月七日

紅磡警署內一部貯水式熱水爐發生爆炸，消防處出動七輛消防車和一輛救護車，並派出共35名消防和救護人員到場戒備。

#### 九月八日

深井深慈街一間麵包製造廠發生三級火警，消防人員動用三條滅火喉和四隊煙帽隊灌救。事故中有50人自行疏散。

#### 九月二十三日

元朗翹翠峰一個單位發生一級火警，消防人員於肇事單位內發現一名死者。事故中有20人由消防人員帶到安全地方。

#### 十月八日

深水埗大南街一個單位發生一級火警，消防人員於肇事單位內發現一名死者。另有一名男子被發現從高處墮下，送院後證實死亡。事故中有10人自行疏散。

#### 十月二十一日

元朗洪水橋田廈路一個貨倉發生三級火警，消防人員動用五條滅火喉和三隊煙帽隊灌救。事故中一人吸入濃煙不適，送院治理。

#### September 7

An explosion involving a storage water heater occurred in Hung Hom Police Station. The FSD deployed seven fire appliances, one ambulance and a total of 35 fire and ambulance personnel to stand by at the scene.

#### September 8

A no. 3 alarm fire occurred at a bakery factory on Sham Tsz Street, Sham Tseng. The FSD used three jets and four breathing apparatus teams to fight the blaze. A total of 50 persons self-evacuated.

#### September 23

A no. 1 alarm fire occurred at a unit in Emerald Green, Yuen Long. A dead body was found in the affected unit. A total of 20 persons were led to places of safety by fire personnel.

#### October 8

A no. 1 alarm fire occurred at a unit on Tai Nan Street, Sham Shui Po. A dead body was found in the affected unit. A man fell from height and was later certified dead at hospital. A total of 10 persons self-evacuated.

#### October 21

A no. 3 alarm fire occurred at a warehouse on Tin Ha Road, Hung Shui Kiu, Yuen Long. The FSD used five jets and three breathing apparatus teams to fight the blaze. One person felt unwell after inhalation of smoke and was conveyed to hospital for medical treatment.





## 特別服務 Special Services

本處亦為多類事故提供救援服務，例如交通意外、山嶺搜救、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。

二零一八年，本處共接獲 37,815 宗特別服務召喚，當中錄得 856 人喪生，1,466 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 13,409 宗。另外，被鎖屋內的個案有 1,270 宗，易燃液體或氣體洩漏的個案有 262 宗。

The department also provides a wide range of rescue services for incidents such as traffic accidents, mountain rescue, shipwrecks, people trapped/shut in lifts or locked in rooms, gas leakages, house collapses, flooding, landslides, industrial accidents and attempts by people to jump from heights.

A total of 37,815 special service calls were received in 2018, with 856 fatalities and 1,466 injuries recorded. Among the special service cases that required the FSD assistance, trapped/shut in lift cases still topped the list of the incidents with 13,409 cases. There were 1,270 cases of locked in on premises and 262 cases of leakage of inflammable liquids or gases.

二零一八年較矚目的特別服務事故概述如下：

**一月三十日**

一輛運油車在青衣交匯處失控翻側，油缸不斷漏出燃油。消防處動用三條滅火喉、一條化學泡沫喉及三隊煙帽隊戒備，並將受傷的司機送院治理。

**二月十日**

一輛由沙田馬場開出的雙層巴士在大埔滘一處彎位失控翻側，消防處共出動26輛消防車及37輛救護車，派出約200名消防及救護人員救援，坍塌搜救專隊亦奉召到場，共救出約80名傷者，其中19人傷重不治。

**六月二十四日**

一架小型飛機在大埔水芒田墜毀，消防處派出約110名消防及救護人員，將機師救出送院治理。

**七月二十二日**

一名男子在大嶼山伯公坳玩滑翔傘時失蹤，消防處聯同警方、政府飛行服務隊及民安隊搜索，並出動高空拯救專隊、攀山拯救專隊、滅火輪及蛙人協助。消防處共出動消防車77架次、滅火輪11航次和救護車15架次，以及派出消防和救護人員約360人次參與搜索。在搜救的第六日，失蹤者在大東山以南一處山坡被發現，由直升機送往醫院後證實死亡。

**九月十六日**

超強颱風「山竹」吹襲香港，導致本港多區出現塌樹、山泥傾瀉、水浸等情況。風暴期間，消防處接獲587宗火警、1,241宗特別服務及3,768宗救護服務召喚。

**十二月十日**

一輛無人駕駛的19座小巴在北角英皇道及熙和街交界撞倒多名途人，消防處共出動九輛消防車及15輛救護車，派出約80名消防及救護人員救援，坍塌搜救專隊亦奉召到場，將13名傷者救出，其中四人傷重不治。

f. 消防人員將危站窗外的女子帶回屋內。——南華早報圖片

Fire personnel drag a woman standing outside the window back to safety inside the house. —— South China Morning Post photo

g. 一輛雙層巴士在大埔滘翻側，多人被困，超過200名消防及救護人員到現場救援。——南華早報圖片

Over 200 fire and ambulance personnel are mobilised for a rescue operation after a double-decker bus flipped over in Tai Po Kau, trapping a large number of passengers inside. —— South China Morning Post photo

h. 一名男子在大嶼山玩滑翔傘失蹤，消防處聯同警方及民安隊等部門在現場策劃搜救行動。——星島日報圖片

The FSD, in collaboration with other departments including the Police and the Civil Aid Service, works out a search and rescue plan on site for a man who went missing while paragliding in Lantau Island. —— Sing Tao Daily photo







i. 超強颱風「山竹」令多區出現水浸，消防人員協助鯉魚門低窪地區居民疏散到安全地方。——南華早報圖片  
Fire personnel help residents of the low-lying areas in Lei Yue Mun evacuate to a place of safety during the passage of Super Typhoon Mangkhut, which has inflicted flooding in various districts. —— South China Morning Post photo

j. 「山竹」令多條主要幹道及行人路被塌樹阻塞，消防人員協助清理。  
Fire personnel help remove fallen trees which obstruct the major thoroughfares and pedestrian ways in the wake of Mangkhut.

k. 一輛保母車在北角一條斜路溜前衝上行人路，消防人員拯救被困車底的傷者。——蘋果日報圖片  
Fire personnel mount a rescue operation to save injured persons trapped under a nanny van, which kidded forward along a ramp and ploughed into a walkway in North Point. —— Apple Daily photo

消防處「戮力同心 齊抗風災」短片  
FSD's video clip entitled "Fighting as One Against Tropical Storms"



Some notable special service incidents during the year are summarised as follows:

**January 30**

An oil tanker lost control and flipped over at Tsing Yi Interchange, resulting in fuel oil leakage from its oil tank. The FSD used three jets, a foam branch and three breathing apparatus teams to stand by and conveyed the injured driver to hospital for medical treatment.

**February 10**

A double-decker bus departing from the Sha Tin Racecourse lost control and flipped over at a bend in Tai Po Kau. The FSD mobilised a total of 26 fire appliances, 37 ambulances and about 200 fire and ambulance personnel to conduct a rescue operation. The Urban Search and Rescue Team was also called out to the scene. A total of about 80 injured persons were rescued, and 19 of them died of their injuries.

**June 24**

A light aircraft crashed in Shui Mong Tin, Tai Po. The FSD mobilised about 110 fire and ambulance personnel to rescue the pilot and conveyed him to hospital for medical treatment.

**July 22**

A man went missing when paragliding in Pak Kung Au, Lantau Island. The FSD conducted a search in conjunction with the Police, the Government Flying Service and the Civil Aid Service, and mobilised the High Angle Rescue Team, the Mountain Search and Rescue Team, fireboats and divers to provide assistance, involving the turnout of 77 fire appliances, 11 fireboats and 15 ambulances as well as the deployment of about 360 personnel of fire and ambulance personnel. On the sixth day of the search and rescue operation, the missing person was found at a hillside to the south of Sunset Peak, and he was conveyed to hospital by helicopter and certified dead later.

**September 16**

Super Typhoon Mangkhut struck Hong Kong, causing, among others, tree failures, landslides and floods in various districts across the territory. During the storm, the FSD received 587 fire calls, 1,241 special service calls and 3,768 ambulance calls.

**December 10**

An unmanned 19-seat minibus knocked down a number of pedestrians at the junction of King's Road and Hei Wo Street in North Point. The FSD mobilised a total of nine fire appliances, 15 ambulances, and about 80 fire and ambulance personnel to conduct a rescue operation. The Urban Search and Rescue Team was also called out to the scene. A total of 13 injured persons were rescued, and four of them died of their injuries.



# 03

## 救護服務 Ambulance Service

救護總區於二零一八年曾處理召喚804,685宗，平均每天2,205宗，救助傷病者共712,986人，平均每天1,953人。

截至二零一八年十二月三十一日，消防處救護車隊共有381部救護車，另配備兩部輔助醫療裝備車、41部急救醫療電單車、四部流動傷者治療車、四部快速應變急救車和六部鄉村救護車，為市民提供服務。

In 2018, the Ambulance Command responded to 804,685 calls, representing an average of 2,205 calls per day. A total of 712,986 patients or a daily average of 1,953 patients were handled.

As at December 31, 2018, the FSD operated a fleet of 381 ambulances. Apart from the ambulances, 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。除使用自動心臟除顫器等復甦設備外，輔助醫療主管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、過敏性休克、低血容量性休克、心源性胸痛、氣促、抽搐和服食過量藥物等情況。

所有快速應變急救車的執勤人員和經挑選的救護車主管均能為心跳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，為疑是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，並提升有關技巧，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。



1. 救護人員在廣深港高鐵西九龍站參與演習，模擬拯救受傷乘客。  
—— 港鐵圖片

Ambulance personnel are engaged in simulated rescue of injured passengers in a joint drill conducted at the West Kowloon Station of the XRL. —— MTR photo

m. 一輛保母車在北角失控衝上行人路，救護人員在現場治理傷者。  
—— 蘋果日報圖片

Ambulance personnel provide emergency treatment on site to injured persons after a nanny van lost control and ploughed into a walkway in North Point. —— Apple Daily photo

All emergency ambulances, EMAMCs and RRVs are manned at the paramedic level. Apart from using resuscitative equipment such as automated external defibrillators, paramedic supervisors can apply various drugs for easing illnesses such as diabetic emergencies, anaphylaxis, hypovolemic shock, cardiac chest pain, shortness of breath, seizure and drug overdose, or alleviating patients' suffering.

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 in order to determine whether trauma diversion is required.

To enhance knowledge and sharpen the skills of the paramedic supervisors on human anatomy and pathophysiology, a collaborative teaching programme entitled "Silent Teacher Scheme", which includes an illustration of different human organs and practice of clinical skills, has been conducted by the department and the Chinese University of Hong Kong.

## 04

調派及專門行動  
單位／隊伍Mobilising and  
Specialised  
Operation  
Units/Teams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，以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。消防通訊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。

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.

133,632 宗  
calls提供調派後指引  
PDA provided調派後指引Post-dispatch Advice

本處自二零一一年五月起，陸續為六種常見傷病情況提供調派後指引。為進一步優化緊急救護服務，本處於二零一八年十月四日起推出優化的調派後指引服務，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、心搏停止等超過30種傷病情況，即時向緊急救護服務召喚者提供全面而適切的急救指引。

指引內容簡單清晰，易於執行。電腦系統亦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以作出更好的準備。召喚者獲提供調派後指引，則可在救援車到場前協助穩定傷病者的情況。截至二零一八年底，消防通訊中心已為133,632宗緊急救護服務召喚提供調派後指引。

新電腦系統所載的指引，由國際緊急調派研究院研發。內地、美國、加拿大、英國、法國及澳洲等逾40個地區約3,000個緊急部隊調派中心已採用類似的電腦系統和相關指引。消防通訊中心所有人員均已受訓成為緊急醫療調派員，本處並成立質素改善組，以確保調派後指引的服務表現理想。



Since May 2011, the department has gradually offered post-dispatch advice (PDA) to callers in respect of six common types of injuries and sicknesses. To further enhance the Emergency Ambulance Service (EAS), the department introduced on October 4, 2018 an enhanced PDA service, which enables personnel of the FSCC to provide callers with immediate, comprehensive and appropriate advice on more than 30 types of injuries and sicknesses (including physical trauma, loss of consciousness and cardiac arrest) after dispatching ambulances.

PDA is simple and easy to follow. Also, the computer system will automatically send the patient information to the responding ambulance or fire appliance to enable the responding crew to make better preparation before arrival at the scene. With provision of PDA, the caller can also help to stabilise the patient's condition before the arrival of an ambulance. As at the end of 2018, the FSCC provided PDA for 133,632 EAS callers.

The protocols incorporated in the computer system were developed by the International Academies of Emergency Dispatch. 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, Australia, etc. All FSCC personnel have been trained to become emergency medical dispatchers and a Quality Improvement Unit has been set up to ensure the satisfactory delivery of PDA.



**機場消防隊**  
**Airport Fire Contingent**

機場消防隊共有 243 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，各設於機場的策略性位置，並配備 14 部消防車、兩部救護車、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，迅速應召。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。二零一八年，機場消防隊共處理 125 宗與飛機有關的事故和 1,412 宗救護服務召喚。

為配合三跑道系統發展，本處將於策略性位置設立兩間新的機場消防局，各配備七部消防車和一部救護車。預計兩間消防局將分別於二零二二年和二零二四年落成啟用，以提供足夠的機場救援和滅火服務。

The primary role of the 243 staffed Airport Fire Contingent is to provide aerodrome rescue and firefighting (ARFF) services for the Hong Kong International Airport (HKIA). The contingent, which comprises 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 the HKIA in optimum visibility and surface conditions are two minutes and three minutes respectively. In 2018, the contingent responded to 125 incidents involving aircrafts and 1,412 ambulance calls.

Along with the development of the three-runway system, two new airside fire stations, each equipped with seven fire appliances and one ambulance, will be established at strategic locations in 2022 and 2024 respectively to provide sufficient ARFF services.



**滅火輪組**  
**Fireboat Section**

港島總區轄下海務及潛水區滅火輪組負責管理八艘滅火輪、一艘潛水支援船和兩艘潛水支援快艇。船隊一直與時並進，不斷現代化。二零一八年十一月，有兩艘潛水支援快艇運抵本處並投入服務。新的潛水支援快艇航速可達 40 節，有利本處潛水員更迅速抵達事故現場；艇上甲板也有更多空間，方便執行水底搜救任務。

新的七號滅火輪已開始建造，建成後將配備處理核生化及輻射事故的設施，可監察現場情況，保護船上工作的緊急應變隊伍，並即場為有關人員洗消。該船航速高達 35 節以上，機動性將可提升。新的七號滅火輪預期於二零一九年十一月運抵本處。

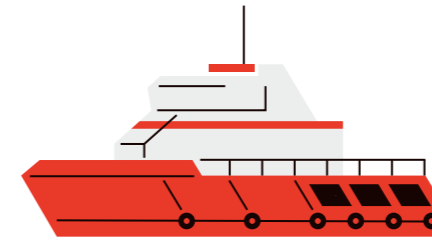
消防處現正進行招標程序，購置新滅火輪和新快速救援船各一艘，為香港東部水域提供服務。至於購置新滅火輪方面，本處正與海事處合作處理，預期招標文件在二零一九年第一季定稿。

為加強海上搜救能力，以及提升船隻在夜間或能見度有限情況下航行的安全，消防處於二零一八年八月在八艘滅火輪和一艘潛水支援船安裝熱能夜視機。

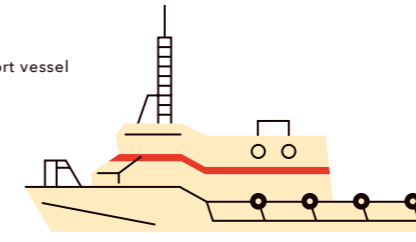
The Fireboat Section of the Marine and Diving Division under the Hong Kong Command operates a fleet of eight fireboats, a diving support vessel and two diving support speedboats. The modernisation and enhancement of the fleet are on-going. The two diving support speedboats were delivered and put into commission in November 2018. The new vessels can cruise at 40 knots, which facilitates a faster response of the FSD divers, and allows the divers to have more deck space for underwater search and rescue.

Inter alia, the construction of new Fireboat 7 is underway. The new vessel will be equipped with facilities for handling chemical, biological, radiological and nuclear incidents by monitoring the scene, protecting the emergency response team working on board and decontaminating the personnel on site. The mobility of the vessel will be enhanced with her high cruising speed of not less than

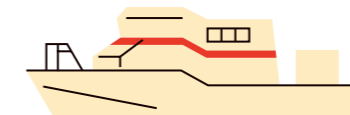
8  
滅火輪  
Fireboats



1  
潛水支援船  
Diving support vessel



2  
潛水支援快艇  
Diving support speedboats



35 knots. The new Fireboat 7 is expected to be delivered in November 2019.

Also underway is the tendering procedure for the procurement of a new fireboat and a fast rescue vessel for serving the eastern waters of Hong Kong. In co-operation with the Marine Department, the tendering for the new fireboat is expected to be finalised in the first quarter of 2019.

To uplift the maritime search and rescue capability and promote navigational safety in the hours of darkness or restricted visibility, eight FSD fireboats and a diving support vessel have been installed with Thermal Night Vision Camera in August 2018.



**潛水組**  
**Diving Unit**

潛水組約有潛水員 150 名，分屬六支潛水隊，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 50 米的水底搜救行動。潛水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搜救訓練。二零一八年，支援隊為 75 名內地代表團的成員提供急流拯救訓練。

為進一步提升專業水平和水中拯救能力，潛水組派出六名組員，於二零一八年七月到法國民生安全應用學院受訓，成為沉船殘骸及洞穴穿越式潛水教練。

The Diving Unit has six diving teams, comprises about 150 divers who are responsible for all underwater search and aquatic rescue operations to a maximum depth of 50 metres within Hong Kong waters by using 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 continuously provides operational support and offers specialised diving and aquatic rescue training to the FSD divers as well as other fire and ambulance personnel. Swift water rescue training was provided to 75 delegates from the Mainland in 2018.

To further enhance professionalism and aquatic rescue capability of the Unit, six members were trained as Wreck and Cave Penetration Diving Instructors in School of Applied Civil Security in France in July 2018.

約  
Approx  
150  
潛水員  
FSD divers





**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官提供有關行動策略、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，採取適當的攻防緩解措施，以控制和局限各類危害物質洩漏的情況。

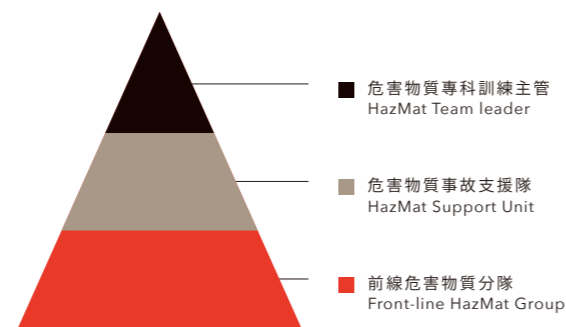
前線危害物質小組由駐守指定消防局的四支危害物質分隊和其他消防局的合資格隊目級人員組成。二零一八年，有逾890名屬員接受了多方面訓練，合資格成為前線危害物質分隊的危害物質技術人員。

為進一步提升應變能力，本處於二零一七年十月成立危害物質事故支援隊。危害物質事故支援隊由十名在消防及救護學院擔任教官的危害物質專隊人員組成，主要負責制訂、更新和提供各種危害物質訓練，以及參與不同的危害物質演習和操練。支援隊亦會到危害物質事故現場，為前線屬員提供技術支援，並向現場總指揮官提供專業意見，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 front-line HazMat Group. The main duties of the Team are to offer advice on operational strategies, tactics and safety measures to Incident Commanders in HazMat incidents. The members also monitor and assess the situation at the scene, as well as carrying out offensive and defensive mitigation measures to contain and confine various kinds of HazMat leakages.

The front-line HazMat Group consists of four HazMat Sub-teams at designated fire stations and qualified non-commissioned officers from other fire stations. In 2018, over 890 members received extensive training as qualified HazMat Technicians within the front-line HazMat Group.

To further enhance emergency preparedness, the HSU, a HazMat specialised group comprising a pool of 10 HazMat instructors deployed at the Fire and Ambulance Services Academy (FASA), was formed in October 2017. Its prime duties and responsibilities are to formulate,



update and deliver various HazMat training as well as participating in different HazMat exercises and drills. It also attends HazMat incidents to provide front-line members with technical support, offer professional advice to the Incident Commanders, and conduct quality assurance (QA) assessment to ensure HazMat incidents are handled in a safety manner.

逾

Over

890

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**

本處成立坍塌搜救專隊，以提升處理本地或海外大型緊急事故行動的能力。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，以及任何需要專門起吊操作或使用爆破裝備的事故。

坍塌搜救專隊共有172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。他們會接受五星期的嚴格訓練，課程內容包括坍塌搜救、交通意外拯救、高空拯救、山嶺拯救、密閉場地拯救、急流拯救和運用先進精良裝備進行進階搜救的專門訓練。

為進一步提高坍塌搜救的行動效率，在消防及救護學院擔任教官的坍塌搜救專隊人員組成一支支援隊，負責在發生大型事故時應召出動，向現場總指揮官提供技術建議和支援，以應付棘手或複雜的情況。他們亦會協助監察前線屬員行動期間的安全，並為坍塌搜救行動進行質素保證評估。

The Urban Search and Rescue (USAR) Team has been established to enhance the department's capability in responding to major emergency operations occurred locally or overseas. It is deployed in 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 transportation; as well as any incidents requiring specialised heavy duty lifting or breaking in equipment.

The USAR Team consists of 172 members from fire and ambulance personnel who are selected from the Special Rescue Squad with highest grading in the annual physical fitness assessment. They have received a stringent five-week training course comprising urban search and rescue, road traffic accident rescue, high angle rescue, mountain rescue, confined space rescue, swift water rescue and specialised training in advanced search and rescue techniques by using sophisticated and advanced equipment.

To further enhance the USAR operational efficiency, a Support Team, formed by the USAR instructors posted in the FASA, will attend major incidents to provide technical advice and support to Incident Commanders to handle difficult or complicated scenarios. They also assist in overseeing the safety of front-line members during the operations and conduct QA for the USAR operations.

172

坍塌搜救專隊隊員  
USAR Team members





### 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。專隊全體隊員均已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。

六十名來自行動總區的高空拯救專隊隊員，分別派駐薄扶林、田心和九龍灣三間指定消防局，他們日常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。為保持現有高空拯救專隊隊員的能力，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，以維持隊員的質素。

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 members have received a five-week advanced training to perform rescue involving the use of ropes and specialised equipment for 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. To maintain the competence and update the skills of the team, different types of on-going and scenario-based training, such as on-site rescue training at the cable car, observation wheel and container terminal, are provided to the members with a view to keeping up their calibre.

60

高空拯救專隊隊員  
HART members



### 攀山拯救專隊 Mountain Search and Rescue Team

本處成立攀山拯救專隊和攀山拯救支援隊，以提升在山嶺搜救行動中的應變能力。

攀山拯救支援隊自二零一六年十月起運作，隊員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官評估現場情況，找出待救傷者可能身處的位置，並制訂合適的搜救策略。

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。攀山拯救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。專隊隊員須接受為期三周的山嶺搜救訓練，並配有特別裝備以進行快速搜索和救援行動。二零一八年，各行動總區共有 171 名攀山拯救專隊隊員。

The Mountain Search and Rescue Team (MSRT) and its support team, the Mountain Search and Rescue Support Team (MSRST), have been established to enhance the department's capability in responding to mountain search and rescue incidents.

The MSRST, commenced operation since October 2016, comprises qualified technical instructors from the Technical Rescue Unit of the FASA. Its main duties are to assist Incident Commanders in assessing information for identifying possible locations of casualties and formulating suitable search and rescue strategies during mountain search and rescue incidents.

171

攀山拯救專隊隊員  
MSRT members



The MSRT consists of six Mountain Search and Rescue Units (MSRUs) which are posted 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 duties of the MSRT are to quickly locate and secure persons in need of assistance. The MSRT members have received a three-week mountain search and rescue training and are equipped with special equipment for carrying out quick search and rescue operations. In 2018, there were 171 MSRT members in operational Commands.



### 事故安全隊 Incident Safety Team

事故安全隊於二零一七年十月投入服務，共分四隊，分別駐守寶馬山消防局、九龍灣消防局、荔景消防局和元朗消防局，負責在事故現場對前線屬員進行安全和現場質素保證審核。除行動事故外，該隊還會透過預約到訪為所有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，於到訪消防局期間作出公告。各事故安全隊長均具備美國國家防火協會 NFPA 1521：消防部門安全官員專業資格。

The Incident Safety Team has been put into commission since October 2017. It is divided into four teams and stationed at Braemar Hill Fire Station, Kowloon Bay Fire Station, Lai King Fire Station and Yuen Long Fire Station. In addition to conducting safety and on-scene QA audits of front-line members at scenes of incidents, the team also conducts QA audits at all fire stations through pre-scheduled visits. 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.

### 搜救犬組

#### Search and Rescue Dog Team

隨著攀山拯救專隊成立，本處於二零一七年四月增設一支搜救犬隊，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。

Upon the formulation of the MSRT, the Search and Rescue Dog Team, consisting of three dual-purpose search and rescue dogs and three dog handlers, has been put into commission since April 2017. The dogs can perform search and rescue operations in both rubble areas and mountainous areas.



### 特勤支援隊 Tactical Support Unit

特勤支援隊於二零一七年十二月開始運作，提供全日24小時的行動支援，以應付大型和長時間行動事故（包括騷動事故）的滅火及救援需要。該隊由72名來自消防員至高級消防隊長職級的人員組成，當中十人屬管理隊伍成員，其餘分別來自三個行動總區和調派及通訊組的屬員則為行動隊伍成員。行動隊伍的成員會暫調消防及救護學院，接受核心訓練及專隊相關覆檢，以維持成員的技能水平。

二零一八年，特勤支援隊全年招納隊員26次，共1,612名屬員曾執行職務。行動方面，該隊曾出動處理六宗三級火警、參與15次「打鐵趁熱」消防安全宣傳活動，以及在九個大型公眾活動中執勤。特勤支援隊亦在清明節、重陽節和超強颱風「山竹」襲港期間，為配合策略部署而增派到指定消防局的消防車輛提供人手支援。

The Tactical Support Unit, commenced operation since December 2017, provides round-the-clock operational support to meet the firefighting and rescue needs in major and prolonged operational incidents, including civil disturbance. The unit comprises 72 members ranking from Senior Station Officer to Fireman. Among them, 10 members are assigned as the Management Team, and the rest from the three operational Commands as well as the Mobilising and Communications Group as the Operational Team (OT). Members of the OT have to be temporarily attached to the FASA for core training and relevant specialist revalidations, with a view to maintaining their skill standards.

In 2018, a total of 26 intakes were completed with 1,612 service members performed the duties. On the operational front, the Unit attended six no. 3 alarm fires, 15 events under the Hot Strike Fire Safety Publicity Campaign and nine major public events. It also provided manpower support for additional fire appliances strategically deployed at designated fire stations during Ching Ming Festival, Chung Yeung Festival and the period when Super Typhoon Mangkhut hit Hong Kong.



### 特別支援隊 Special Support Unit

本處於二零一四年成立特別支援隊，以加強緊急救護服務的應變能力和行動效率，應對在特別節日或發生涉及大量傷者事故和大型事故時的服務需求。支援隊由60名救護人員組成，分為五隊，分別派駐西灣河救護站、何文田救護站、寶林救護站、青衣救護站和上水救護站，為港島、九龍和新界居民提供服務。

支援隊隊員除了在事故中出動，分擔其他救護單位的工作量和應付迫切的服務需求外，還會接受處理涉及大量傷者事故和大型事故的訓練及參與相關演習或操練；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、屯門至赤鱸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，以提升救護人員的行動和行政效率。

The Special Support Unit, established in 2014, is a dedicated team which aims to enhance the responsiveness and operational efficiency of the EAS during special festivals, multiple casualties incidents (MCI) and major incidents. With its 60-strong ambulance personnel, the five teams of the unit are deployed at Sai Wai Ho Ambulance Depot, Ho Man Tin Ambulance Depot, Po Lam Ambulance Depot, Tsing Yi Ambulance Depot and Sheung Shui Ambulance Depot respectively to provide coverage on Hong Kong Island, Kowloon and the New Territories.

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





**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。因應犬隻退役，本處從英國購入三頭火警調查犬以確保犬隊能順利交替。三頭名為小高、迪仔和洛奇之火警調查犬，全部已於二零一八年十二月開始服役。

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，並評估火警調查犬的持續訓練需要。

二零一八年，火警調查犬隊曾在九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，他們除執行行動職務外，還參與 11 項宣傳活動。

The Fire Investigation Dog Unit is composed of three Fire Investigation Dog Teams. Each team consists of one handler and one fire investigation dog (FID). To facilitate a smooth succession of the unit, three new FIDs, namely Goose, Stig and Rock, were procured from the United Kingdom and put into commission since December 2018.

FIDs utilise their inborn sensitive sense of smell to assist dog handlers in determining the presence of accelerant and seizing exhibits, such as abandoned containers of accelerant, at fire scenes. Their agility facilitates swift and efficient search over a large area, thereby shortening the time spent by investigation personnel on excavation and debris collection.

The three teams are supervised by a Technical Supervisor for accelerant detection operation at the scene. The Supervisor is responsible for assessing continuous training needs for the dogs.

In 2018, the teams were highly effective in conducting at-scene detection in nine fire incidents and assisted the fire personnel in confirming the existence of accelerant in a quick manner. In addition to operational duties, they also attended 11 publicity events during the year.



**先遣急救員**  
**First Responder**

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施行基本維生急救。本處正全面推展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。截至二零一八年年底，已有 4,333 名消防人員符合資格。

二零一八年，先遣急救員會出動處理 49,886 宗個案，協助 32,307 名傷病者，並令 37 名已沒有呼吸或脈搏的傷病者復甦。

The First Responder Programme aims to provide basic life support to casualties and patients by trained front-line fire personnel before the arrival of an ambulance crew. The Advanced Ambulance Aid Training Programme is in full swing to prepare all front-line firefighters for performing duties as first responders. By the end of 2018, a total of 4,333 fire personnel have been qualified.

In 2018, the first responders attended to 49,886 cases and provided service to 32,307 casualties and patients, 37 persons who had stopped breathing or had no pulse were resuscitated.

4,333

先遣急救員  
First responders



# 05

## 紀念儀式 Commemorative Ceremonies



消防處成立 150 年來，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，本處於三月二十九日在浩園和景仰園舉行清明悼念儀式。另外，本處亦於十一月一日在消防及救護學院舉行「消防處紀念日」，全體首長級人員與各總區、文職人員、工會和退休屬員的代表，在這莊嚴的紀念儀式上，向所有因公殉職的英勇屬員致敬。

Over the past 150 years, members of the FSD have continued to fulfil our mission of "Serving with courage, passion and commitment". To show our highest respect to the fallen members during Ching Ming Festival, an official commemoration was held on March 29 at Gallant Garden and Tribute Garden. The department also held the Fire Services Remembrance Day on November 1 at the FASA. All 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 this solemn ceremony. ■

n. 處長李建日於「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 Li Kin-yat lays a wreath in memory of the brave members who gave their lives in the line of duty.

o. 副處長梁偉雄帶領本處代表，在清明悼念儀式中向殉職同袍致敬。

Deputy Director Leung Wai-hung leads the departmental representatives to pay tribute at a memorial ceremony held on the Ching Ming Festival to the colleagues who gave their lives in the line of duty.