

01

行動
OPERATIONS



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 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.

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

二零二三年 In 2023

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

93.8 %

緊急救護召喚
Emergency ambulance calls

94.3 %

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

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。

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.

調派後指引

調派後指引是消防通訊中心人員調派救護車前往處理緊急救護服務召喚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.

二零二三年提供的調派後指引：
Post-dispatch advice provided in 2023: **656,653** 宗
calls

行動專組 / 專隊
Specialised operations units / teams



a 機場消防隊
Airport Fire Contingent

b 高空拯救專隊
High Angle Rescue Team

c 攀山拯救專隊
Mountain Search and Rescue Team

d 搜救犬隊及火警調查犬組
Search and Rescue Dog Team and Fire Investigation Dog Unit

e 煙火特遣隊
Compartment Fire Specialists

f 事故安全隊
Incident Safety Team

g 特勤支援隊
Tactical Support Unit

h 危害物質專隊
HazMat Team

i 災難應變救援隊
Disaster Response and Rescue Team



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

k 潛水組
Diving Unit

l 消防工程訓練專隊
Fire Engineering Training Specialists

m 火警調查組
Fire Investigation Group

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

o 先遣急救員
First Responders

p 特別支援隊
Special Support Unit

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

滅火 Firefighting

二零二三年
In 2023

接獲的火警召喚
Fire calls

36,103 宗
calls



三級或以上火警
No. 3 alarm or above fires

9 宗
cases



喪生
Fatalities

31 人
persons

獲救脫險
Lives rescued

15,358 人
persons

受傷
Injuries

361 人
persons

執行職務時受傷的消防人員
Fire personnel injured in line of duties

14 人
persons

矚目火警概述 Notable fires

一月二十二日
January 22

中環羅便臣道一幢住宅大廈發生三級火警，消防處在滅火行動中出動兩條滅火喉、兩隊煙帽隊、43輛消防車、11輛救護車及235名消防和救護人員。火警導致六人受傷，包括一名消防隊長，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 圖片 HK01 photo

一月二十七日
January 27

荃灣橫龍村發生三級火警，涉及多個鐵皮構築物，消防處動用六條滅火喉和六隊煙帽隊灌救。行動總共出動了53輛消防車、10輛救護車、269名消防和救護人員，以及無人機系統。火警中有兩人獲救及送院。

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.



《星島日報》圖片 Sing Tao Daily photo

一月二十八日
January 28

新蒲崗一幢工廠大廈發生三級火警，消防處在行動中出動七條滅火喉、五隊煙帽隊、119輛消防車、七輛救護車，以及423名消防和救護人員。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

尖沙咀中間道一個建築地盤發生四級火警，消防處動用兩條滅火喉和三隊煙帽隊滅火，並出動無人機系統監察情況。消防處為行動總共調派了211輛消防車、10輛救護車及892名消防和救護人員。火警中，消防人員疏散約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

長沙灣發祥街一幢工業大廈發生三級火警，消防處動用三條滅火喉、三隊煙帽隊及兩台鋼梯水塔灌救。行動中總共出動了42輛消防車、10輛救護車、219名消防和救護人員，以及無人機系統。三名消防人員在行動中感到不適，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

流浮山深灣路一個回收場發生三級火警，消防處動用四條滅火喉和四隊煙帽隊灌救，行動中總共出動了279名消防和救護人員、57輛消防車及七輛救護車。

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.



特別服務 Special services

二零二三年特別服務召喚
Special service calls in 2023

40,763 宗
calls

喪生
Fatalities

1,094 人
persons

受傷
Injuries

2,673 人
persons

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

二零二三年九月，本港先受到超強颱風蘇拉正面吹襲，再受低壓槽影響，引發世紀暴雨。在暴雨期間，消防處共接獲近800宗特別服務召喚，較平日多2.5倍。消防處迅速將戒備級別提升至「全體人員緊急戒備」，即時調派特勤支援隊及事故安全隊等專隊，聯同行動組人員處理大量求助個案。

暴雨後，消防處趕緊協助善後，務求令市面盡快回復正常，並出動潛水員、消防車輛及工具，清理積水和港鐵管道內的阻塞物。

暴雨令多區發生山泥傾瀉，石澳道更因而全線封閉。在保安局統籌下，消防處聯同其他政府部門合力為石澳居民運送物資，並搭建臨時浮橋，讓過百名居民能登上救援船撤離至市區。

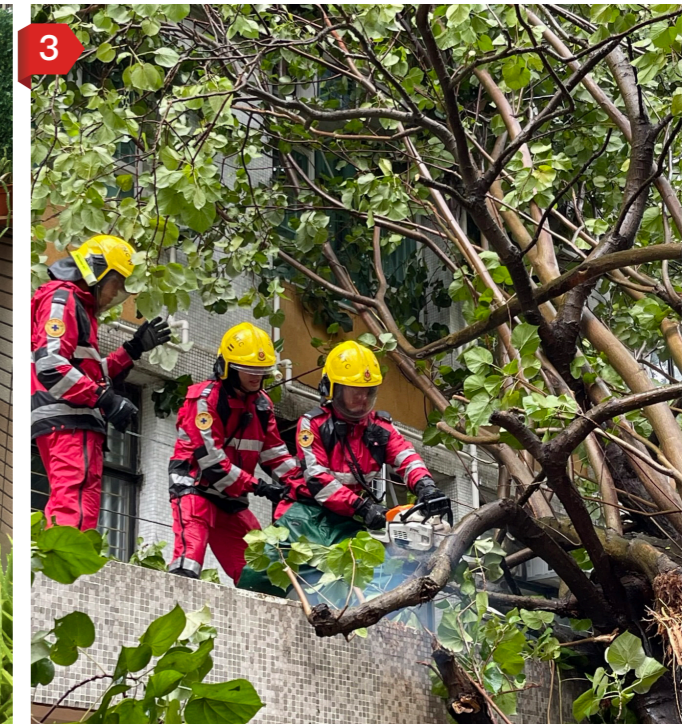
In September 2023, Hong Kong first experienced a direct hit from Super Typhoon Saola, followed by a once-in-a-century torrential rainfall due to the influence of a low-pressure trough. During the deluge, the FSD received nearly 800 special services calls, which was 2.5 times more than usual. The FSD 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 消防人員移除鬆脫的太陽能板。
Fire personnel remove a fallen solar panel.



2 林錦公路坪朗村被洪水淹浸，消防人員協助村民撤離。
Fire personnel help a villager evacuate from Ping Long Village on Lam Kam Road which is inundated by floodwater.

4 消防人員用泵車抽走黃大仙港鐵站內的積水。
Fire personnel use pumping appliances to drain the stagnant water from MTR Wong Tai Sin Station.

3 消防人員移除塌樹。
Fire personnel remove a collapsed tree.

5 消防人員架設浮橋協助石澳居民撤離。
Fire personnel set up a pontoon to help Shek O residents evacuate.

其他特別服務事故概述

Other special service incidents

三月二十日
March 20

一輛雙層巴士在呈祥道近清麗苑撞上道路分隔欄後傾側。事故中，消防處派出21輛消防車、33輛救護車及164名消防和救護人員，包括災難應變救援隊。消防人員救出共62名乘客，巴士司機和另外14名乘客則自行疏散至安全地方。事故造成47人受傷，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 圖片 HK01 photo

三月二十四日
March 24

觀塘將軍澳道近將軍澳隧道發生交通意外，涉及四輛旅遊巴士及一輛中型貨車。消防處調派28輛消防車、38輛救護車及196名消防和救護人員（包括災難應變救援隊）到場處理。事故中，消防人員救出244人，當中88人受傷，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.



香港消防處年報 2023 • 行動

香港 01 圖片 HK01 photo

八月二十四日
August 24

一名男子在馬鞍山黃牛山附近遠足時失蹤。在歷時20天的跨部門搜救行動中，消防處出動473輛消防車及救護車，以及2,247名消防和救護人員，包括攀山拯救專隊、高空拯救專隊、攀山拯救支援隊及特勤支援隊，並借助三隻搜救犬和無人機系統，搜索該名失蹤人士，最後於九月十二日在黃竹山附近的密林尋回該名男子的遺體。

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 圖片 HK01 photo

十月八日
October 8

一名男學生在沙田花心坑一帶失蹤，消防處出動28輛消防車、六輛救護車及112名消防和救護人員，包括攀山拯救專隊，並派出兩隻搜救犬和動用無人機系統進行搜索。十月十一日，消防人員終在老鼠田坑附近的山邊尋回該名失蹤學生，他並無大礙。

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

救護服務
Ambulance service

二零二三年
In 2023

救護召喚
Ambulance calls

816,329 宗
calls



平均每天召喚
Average calls per day

2,237 宗
cases



救助傷病者
Total number of patients

729,697 人
persons



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

1,999 人
persons



香港 01 圖片 HK01 photo



香港 01 圖片 HK01 photo

6 七月四日，一名男工人在將軍澳海水化淡廠的建築地盤暈倒，救護人員將他送往將軍澳醫院治理。
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，上環干諾道中發生交通意外，涉及兩輛雙層巴士，救護人員將其中一名傷者送院治理。
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.



土耳其搜救行動 Search and rescue operation in Türkiye

二零二三年二月，土耳其發生強度達7.8級大地震，傷亡慘重。香港特別行政區政府立即派出一支59人救援隊，前往地震災區執行搜救行動。救援隊攜同兩頭搜救犬及重約八噸的救援工具，在當地進行了歷時216小時的救援行動，從瓦礫堆救出四名倖存者。

救援隊在搜救行動中竭盡所能，表現專業幹練，更榮獲首屆「行政長官表揚榜」獎狀。在二零二三年七月十三日舉行的頒獎典禮上，行政長官李家超讚揚救援隊充分體現了政府致力推崇的卓越表現。

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.



特區救援隊隊員在瓦礫堆中搜尋倖存者。
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」頒獎典禮上頒發表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.