



香港消防處
Hong Kong Fire Services Department

優質服務
以民為本
Serving the
Citizen with
Quality Services



主要職責(Main Duties)

- 滅火救援
(Fire Fighting and Rescue Services)
- 防火(Fire Prevention)
- 緊急救護服務 (Emergency Ambulance Service)



消防處
Fire Services Department

香港總區
Hong Kong
Command

九龍總區
Kowloon
Command

新界總區
New Territories
Command

救護總區
Ambulance
Command

牌照及
審批總區
Licensing &
Certification
Command

消防安全總區
Fire Safety
Command

總部總區
Headquarters
Command



2011年消防處工作 (Work done by FSD in 2011)

- 火警召喚總數 34,188宗 ， 19宗三級或以上的火警，山火1,335宗
(Attend 34,188 fire calls, 19 No. 3 or above fire alarm calls, 1,335 hill fire calls)
- 特別服務召喚總數有27, 159宗
(Attend 27,159 special services calls)



2011年消防處工作 (Work done by FSD in 2011)

- 先遣急救服務 44, 221次
(Attend 44,221 First Responder calls)
- 防火巡查 263, 750次
(Conduct 263,750 fire inspections)
- 救護召喚總共有690, 114宗
(Attend 690,114 ambulance calls)



消防處服務承諾

Performance Pledge of FSD

- 消防處承諾在**92.5%**的整體召喚中能夠在規定時間內到場處理，例如：

(FSD pledges to achieve arriving at scene within established response time in 92.5% of overall calls)



消防處服務承諾

Performance Pledge of FSD

- 消防車在**6分鐘**內抵達市區樓宇現場處理火警召喚

(Fire appliance will attend fire calls and arrive at buildings in urban areas within 6 minutes)

- 救護車在接獲召喚後**12分鐘**內抵達現場
(Ambulance will arrive at scene within 12 minutes after receiving calls)



提升服務質素及成效

*(Enhancing Service Qualities
And Effectiveness)*



多謝！

Thank You !

