



unit 1 受理報案Ⅲ

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|--|---|
| A This is 119, Taoyuan County Fire Bureau. Fire engines or ambulances? | 119桃園縣政府消防局您好，需要消防車或是救護車？ |
| B @#\$%%&*&...! | (驚慌失措，不知所云) |
| A Don't panic! | 不要驚慌！ |
| B I need fire engines and ambulances. | 我要叫消防車和救護車 |
| A What's the matter? | 什麼事需要消防車、救護車？ |
| B There is fire!
My younger brother was hurt. | 這裡發生火災，我弟弟受傷了。 |
| A Where is the accident? Give me your name, address and phone number, please. | 事故地點在哪？
請給我你的姓名、地址和電話。 |
| B It is the 10F, No.16-119, Wenzhong N. Rd, Taoyuan City. My name is Andy and my phone number is 0012-119119. | 這裡是桃園市文中北路16-119號10樓。
我是安迪，電話是0012-119119。 |
| A OK. We'll send someone over there immediately. | 好，我們馬上派人過去。 |
| B What should I do, now? | 我現在應該怎麼辦？ |
| A To escape with your brother quickly and do not try to take your belongings. | 儘快帶你弟弟逃生，不要管其他財物。 |





- B** I have tried, but I can't. The smoke and fire spread so fast. 我試過了，但是沒有辦法。火和煙蔓延很快。
- A** Listen. Close and seal the doors with cloth. The firefighters will be there soon. 聽著，先把門關上然後用布封住門縫。消防人員很快就會到達。
- B** OK. Hurry up, please. 好，請快點來。



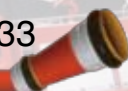
Words & Phrases

- panic ['pænik] (n) (v) 驚慌
Don't panic, boys. There is no danger.
孩子們不要驚慌，那沒有危險。
- immediately [ɪ'mɪdiətli] (adv) 立即
If you hear an alarm, leave the building immediately.
如果你聽到警鈴響，馬上離開建築物。
- stuff the cracks 塞住縫隙



Other Expressions

- How many people are trapped in the fire?
有幾個人受困在火場？
- Do you know where the fire started?
你知道火是從哪裡開始燒的嗎？
- Please cooperate with me.
請跟我合作。





- You need to evacuate immediately.
你必須立刻進行避難。
- Use a wet towel to cover your mouth and nose.
用濕毛巾蓋住口鼻。
- Stay away from the fire scene.
遠離火災現場。
- Do not use the elevators.
不要使用電梯。
- Walk quickly to the nearest emergency exit.
儘快走到最近的出口。
- Keep away from the smoke.
避免吸入濃煙。
- Close doors behind you as you escape to delay the spread of the fire.
逃生後要將門關上，以阻止火煙蔓延。
- The fire is under control.
火勢已被控制。



NOTES





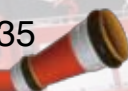
受理各類災害報案

【化學/電子工廠火警】

- | | |
|---|---|
| <p>A A chemical/electronic factory is on fire, please help!</p> | <p>民眾：這裡發生化學/電子工廠火災，快點過來救火！</p> |
| <p>B Where is it?
What's the name of the factory?
What does it manufacture/store?
How bad is it?
Is anyone injured or trapped?</p> | <p>值班：請問火災地點在哪裡？
工廠的名稱？
它是製造/儲存什麼物品？
目前災害狀況？
有無人員受傷/受困？</p> |
| <p>A The location is in the industrial zone..., and it's a chemical factory on fire with heavy smoke and explosions...</p> | <p>民眾：地址在工業區...，是化學工廠火災，有濃煙及爆炸聲...。</p> |
| <p>B OK, we will send fire engines immediately.
Please help evacuate the workers in the factory and nearby residents.</p> | <p>值班：好的，立刻派消防車去搶救。
請你協助疏散廠區員工及附近民眾。</p> |

【高速公路車輛火警】

- | | |
|---|---|
| <p>A A vehicle is on fire on the highway. Please help!</p> | <p>民眾：高速公路上，有一輛車子
在高速公路上燃燒，快點
過來救火！</p> |
|---|---|





B Is it on the north-bound or south-bound way?

Which km is the location at?

What kind of vehicle is on fire?

Is anyone injured or trapped?

值班：請問地點是在高速公路北上或南下的車道？

現場在幾公里處？

是什麼車輛在燃燒？

現場有無人員受傷或受困？

A The location is on highway……

民眾：地點在高速公路……。

B OK, we will send a fire engine immediately.

值班：好的，立刻派消防車去搶救。

【倉庫火警】

A A warehouse is on fire, please help!

民眾：這裡倉庫發生火災，快點過來救火！

B Where is it?

What's the name of the warehouse?

What does it manufacture/store?

How bad is it?

Is anyone injured or trapped?

值班：請問火災地點在哪裡？
倉庫的名稱？

它是儲存什麼物品？

目前災害狀況？

有無人員受傷或困在裡面？

A The location is in the industrial zone, and it's a refrigerated warehouse on fire with smoke...

民眾：地址在工業區…，是冷凍倉儲火災，有冒出濃煙……。

B OK, we will send fire engines immediately.

值班：好的，立刻派消防車去搶救。





【高速公路槽車翻覆】

A There's been a tank truck accident on the highway, please help!

民眾：在高速公路上，有一輛槽車發生事故，快點過來搶救！

B Is anyone trapped in the truck? Is the tank truck leaking or on fire? Please tell me the mark and the Car No. on the tank truck!

值班：請問車內有無人員受困？槽車本體有無洩露或起火？請將槽車本體的標誌圖樣及車輛編號告訴我！

A The tank truck has turned over, and is on fire with leaked liquid. The mark is... And the Car No. is...

民眾：槽車已翻覆起火燃燒並有洩露液體…，槽車的標誌圖樣是…及車輛編號是…。

B OK, we will send fire engines immediately.

值班：好的，立刻派消防車去搶救。

Please help warn oncoming vehicles to keep distance for safety.

請你協助提示過往車輛遠離以策安全。

說明

- ◎ 救災救護指揮中心執勤人員為了要能立即派遣適當消防人員及車輛到災害地點，詢問報案者明確的災害地點就顯得非常重要，且要注意外國人描述地址之順序與本國人習慣不同。另外，記得覆誦報案者描述的地址，以避免錯誤。
- ◎ 執勤人員受理報案時，除了詢問地址位置外，也必須詢問事故的性質(類型)為何，如此才能派遣適當人力及車輛前往救援。

