



# NEWS RELEASE

SINGAPORE CIVIL DEFENCE FORCE

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## SINGAPORE CIVIL DEFENCE FORCE FIRE AND AMBULANCE STATISTICS

### TOPIC 2

### EMERGENCY AMBULANCE SERVICE STATISTICS (JAN – DEC 2009)

#### NUMBER OF EMERGENCY AMBULANCE SERVICE (EAS) CALLS REMAIN FAIRLY CONSTANT

SCDF's Emergency Ambulance Service (EAS) responded to 118,912 calls in 2009. This is only a slight increase of less than 1% cases from the 117,896 cases in 2008. Emergency calls made up 113,284 (95%) of the total calls responded. The remaining 2,316 cases (2%) were non-emergency situations and another 3,312 cases (3%) were false alarms. Both the non-emergency calls and false alarms saw a drop from last year. See **Table 1** for the breakdown on type of calls:

Description	Jan - Dec 2008	Jan - Dec 2009	Absolute Change	% Change
Emergency Calls	111,127	113,284	2,157	2%
Non-Emergency Calls	2,481	2,316	-165	-7%
False Alarms	4,288	3,312	-976	-23%
<b>Total</b>	<b>117,896</b>	<b>118,912</b>	<b>1,016</b>	<b>0.9%</b>

**Table 1: Number and Type of Ambulance Calls**

2. Emergency calls rose by 2% from 111,127 cases in 2008 to 113,284 cases in 2009. The breakdown for emergency cases is shown in **Table 2** below. A total of 80,912 cases (72%) were medical cases (e.g. cases involving chest pain, breathlessness, unconsciousness and cardiac arrest). 11,551 cases (10%) were road traffic accidents and 20,821 cases (18%) were related to industrial accidents, falls and assaults.

Description	2008	2009	Absolute Change	% Change
Trauma - Road Traffic Accidents	11,417	11,551	134	1.2%

Other Trauma	20,698	20,821	123	0.6%
Medical (Emergency)	79,012	80,912	1,900	2.4%
<b>Total</b>	<b>111,127</b>	<b>113,284</b>	<b>2,157</b>	<b>1.9%</b>

**Table 2: Breakdown on Emergency Ambulance Calls**

**SIGNIFICANT DROP IN NON-EMERGENCY CALLS AND FALSE ALARMS ENCOURAGING**

3. The number of non-emergency calls decreased by 165 cases (7%) from 2,481 in 2008 to 2,316 in 2009. The number of false alarms in 2009 also registered a healthy drop of 23% from 4,288 to 3,312. This significant decrease is encouraging as more ambulances could be channelled to handle life threatening cases.

4. The drop in non-emergency ambulance calls could be attributed to greater public awareness. To curb the continuous increase in the number of non-emergency ambulance calls over the years, the SCDF has constantly been educating the public on the use of its EAS through various means such as exhibitions, distribution of posters/leaflets, media briefings, etc. The public is also constantly reminded to call 1777 for non-emergency cases, where the service of non-emergency ambulance operators can be engaged.