



**SINGAPORE CIVIL DEFENCE FORCE  
MEDIA BRIEFING – FIRE AND AMBULANCE STATISTICS FOR 2008**

**TOPIC 2**

**EMERGENCY AMBULANCE SERVICE (EAS) STATISTICS  
(JAN – DEC 2008)**

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**AMBULANCE EMERGENCY CALLS CONTINUE TO RISE**

1. SCDF responded to a total of 117,896 EAS calls in 2008. In comparison with 2007, this is an increase of 8,437 cases (8%). Of the total calls responded, emergency calls made up 111,127 cases or 94%. The remaining 2,481 cases (2%) were non-emergency situations and another 4,288 cases (4%) were false alarms<sup>1</sup>. See **Table 1**:

Description	2007	2008	Absolute Change	% Change
Emergency Calls	101,491	111,127	9,636	9%
Non-Emergency Calls	4,281	2,481	-1,800	-42%
False Alarms	3,687	4,288	601	16%
<b>Total</b>	<b>109,459</b>	<b>117,896</b>	<b>8,437</b>	<b>8%</b>

**Table 1: Number And Types Of Ambulance Calls**

2. Emergency calls rose from 101,491 in 2007 to 111,127 in 2008 (i.e. 9% increase). The breakdown for emergency cases is shown in **Table 2** below. 71% (79,012 cases) were medical cases (e.g. cases involving chest pain, breathlessness, unconsciousness and cardiac arrest). 10% (11,417 cases) were road traffic accidents and 19% (20,698 cases) were related to industrial accidents, falls and assaults.

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<sup>1</sup> False alarm calls are situations where SCDF emergency ambulances are called for but upon arrival, the crew found no sign of person requiring medical assistance.

Description	2007	2008	Absolute Change	% Change
Medical (Emergency)	71,496	79,012	7,516	11%
Trauma - Road Traffic Accidents	10,579	11,417	838	8%
Other Trauma	19,416	20,698	1,282	7%
<b>Total</b>	<b>101,491</b>	<b>111,127</b>	<b>9,636</b>	<b>9%</b>

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

**INCORPORATING PRIVATE AMBULANCE OPERATORS IN SCDF EAS FLEET**

3. With the increasing number of emergency cases over the recent years, contracting private ambulance operators (PAOs) to participate in the management of medical emergencies will help to alleviate the stress on current emergency ambulances. With their involvement in the pre-hospital care of medical emergencies, the private EAS will become part of the national resource to be mobilised in a mass casualty situation. The SCDF has called for tenders and is currently evaluating the proposals submitted by the PAOs. The selected PAOs are expected to commence operations in June 2009. Safeguards and stringent measures will be put in place to ensure that the ambulance service delivery standard will not be compromised with the PAOs augmenting the SCDF Emergency Ambulance Service. Details of the scheme will be announced later.

**DROP IN NON-EMERGENCY CALLS ENCOURAGING**

4. Through greater public awareness, the number of non-emergency calls for the year 2008 registered a healthy drop of 42% to 2,481 calls. For the same period last year, there were 4,281 calls. While this 42% dip is encouraging, it is critical that the members of public to continue utilising 1777 for non-emergency cases, where service of non-emergency ambulance operators can be engaged. A further drop in such cases would benefit the community since more resources can then be channeled towards the emergency life-threatening cases.