



NEWS RELEASE

SINGAPORE CIVIL DEFENCE FORCE

PUBLIC AFFAIRS DEPARTMENT * 91 UBI AVE 4 * S(408827) * TEL : 68481501 * FAX : 62894401

FIRE, AMBULANCE AND ENFORCEMENT STATISTICS

TOPIC B

EMERGENCY AMBULANCE SERVICE STATISTICS (JAN – DEC 2011)

EMERGENCY AMBULANCE SERVICE (EAS) CALLS REMAIN HIGH

SCDF's Emergency Ambulance Service responded to 131,806 calls in 2011, an increase of 5% from the 125,603 calls in 2010. Emergency calls made up 96% of the total calls responded. The remaining 2.3% were non-emergency calls and another 2.2% were false alarms. Please see **Table B1** for the breakdown on type of calls:

Description	Jan – Dec 2010	Jan –Dec 2011	Absolute Change	% Change
Emergency Calls	120,474	125,966	5,492	4.6 %
Non-Emergency Calls	2,131	2,995	864	40.5 %
False Alarms	2,998	2,845	-153	-5.1 %
Total Calls	125,603	131,806	6,203	4.9 %

Table B1: Breakdown on Type of Ambulance Calls

RISE IN NON-EMERGENCY CALLS

2. The number of non-emergency calls rose from 2,131 cases to 2,995 cases in 2011. As can be seen from **Table B2** below, the percentage of non-emergency calls constituted 2.3 % of the total EAS calls that SCDF responded in 2011. This is an increase from the 1.7% of the total calls responded in 2010.

Non-Emergency Calls	Jan- Dec 2010	Jan- Dec 2011
Number of Calls	2,131	2,995
% of Calls	1.7%	2.3%

Table B2: Number of Non-Emergency Ambulance Calls

4. In order to curb the increase in the number of non-emergency ambulance calls, SCDF will step up public education efforts on the use of its Emergency Ambulance Services through exhibitions, distribution of posters and leaflets. For medical cases that are non-life threatening, the public is urged to call 1777 for the non-emergency ambulance services run by the private ambulance operators. This will allow more emergency resources to be channelled towards life threatening cases.

INCREASE IN EMERGENCY CALLS

5. The number of emergency calls rose from 120,474 cases in 2010 to 125,966 cases in 2011. Of the 125,966 emergency calls, 71.4% were medical cases (e.g. cases involving chest pain, breathlessness, unconsciousness and cardiac arrest), 10.6% were road traffic accidents and 18.0% were related to other trauma cases (e.g. industrial accidents, falls and assaults). Please see **Table B3** for the breakdown of emergency calls.

Description	Jan – Dec 2010	Jan – Dec 2011	Absolute Change	% Change
Medical Emergency	86,322	89,944	3,622	4.2%
Road Traffic Accidents	12,432	13,319	887	7.1%
Other Trauma Cases	21,720	22,703	983	4.5%
Total	120,474	125,966	5,492	4.6%

Table B3: Breakdown of Emergency Ambulance Calls

PRIVATE AMBULANCE OPERATORS TO RUN MORE EMERGENCY AMBULANCES

6. Since June 2009, SCDF has engaged the services of two Private Ambulance Operators (PAO) to supplement its fleet of operational ambulances. The 10 additional private emergency ambulances are deployed at designated SCDF fire stations and they have proven to be able to deliver the same high level of service standard provided by SCDF ambulances. With the introduction of private emergency ambulances, the overall number of calls responded within 11 minutes improved from 80.9% in 2008 to 84.7% in 2011.

7. Over the next two years, SCDF will be working with the PAOs to increase their fleet of ambulances as well as to increase their operating hours based on the projected demands. The increase will be carried out gradually and in phases to ensure that the PAOs continue to meet the service standards expected.

8. SCDF will continue to monitor the overall performance standard of the Emergency Ambulance Service to ensure that there are enough emergency ambulances to meet the increase in ambulance calls in future.