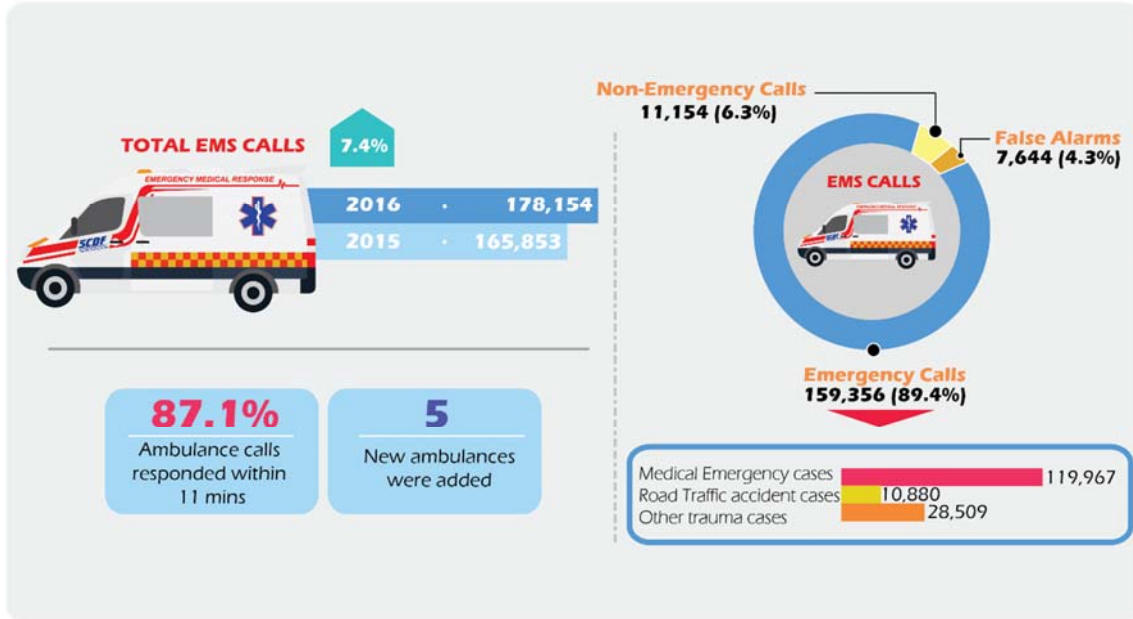


OVERVIEW



SCDF responded to 178,154 EMS calls in 2016.<sup>1</sup> This was 7.4% more calls compared to 2015. Of the total EMS calls received in 2016, 89.4% were emergency calls, 6.3% were non-emergency calls, and the remaining 4.3% were false alarms.

2. Of the 159,356 emergency calls received in 2016, 75.3% were medical-related (e.g. chest pain, breathlessness, unconsciousness and cardiac arrest); 17.9% were trauma cases (e.g. industrial accidents, falls and assaults); and the remaining 6.8% were related to road traffic accidents.

3. The number of calls involving the elderly (aged 65 and above) remained the highest among all age categories, at 39.4%.

**Area of Concern: Non-emergency and False Alarm Calls**

4. The total number of non-emergency calls and false alarm calls in 2016 made up 10.6% of the total EMS calls. This worked out to an average of about 50 such calls a day. The SCDF's EMS resources in such cases would have been better deployed to cases involving casualties who required urgent medical attention.

<sup>1</sup> The figures for 2016 were based on a revised classification of the following categories of calls - "Emergency", "Non-Emergency", and "False Alarm". "Non-Emergency" calls include all incidents in which the subjects are uninjured and have no medical complaints. "False Alarm" calls include all incidents where no patients or subjects were found at the incident scene. Due to the revised classification, the breakdown of 2016 EMS statistics should not be compared directly with figures from the previous years.

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“In the event of medical cases that are not life-threatening, members of the public are urged to call 1777 to engage the services of private non-emergency ambulance operators. They can also proceed to the nearest family doctor or general practitioner for medical consultation. This will allow SCDF’s Emergency Medical Services to be deployed to attend to life-threatening medical cases.”

*Assistant Commissioner Yazid Abdullah  
Director, Medical Department  
Singapore Civil Defence Force*

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### **Improvement in EMS Response Time**

5. SCDF added five private emergency ambulances to its EMS fleet in 2016, bringing its total EMS fleet to 60 ambulances. Despite the increasing demand for EMS calls, SCDF responded to 87.1% ambulance calls within 11 minutes in 2016, an improvement from 84.9% in 2015.

### **Giving Way to Emergency Vehicles on Roads**

6. SCDF urges all road users to play their part by giving way to SCDF’s emergency vehicles. Every minute counts in a life-threatening situation. Smooth traffic conditions allow SCDF’s emergency vehicles to respond to emergency situations in a timely and safe manner.

***Upon hearing the emergency siren or seeing the flashing red lights, motorists should:***

- Stay calm and check the direction of the oncoming emergency vehicle.
- Give way by signaling early and filter towards the left if it is safe to do so. Do not wait until the last minute to do so.
- If unable to move to the left safely, slow down to let the emergency vehicle overtake you.
- Do not speed up to block an overtaking ambulance or try to outrun or tailgate an emergency vehicle as this can put yourself and other road users in danger.
- Do not break the law, e.g. by driving through a red light, to give way to an emergency vehicle.

7. Singapore’s ageing population places an increasing load on SCDF’s EMS. Assuming the demand continues to increase at 5% annually, this could result in a doubling of the number of EMS calls in 15 years. To deal with these challenges, SCDF will be adopting a data-driven, tiered and differentiated frontline response model to optimise its limited resources. More information on this development will be announced later this year.

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