

# NEWS RELEASE



## EMERGENCY MEDICAL SERVICES, FIRE & ENFORCEMENT STATISTICS 2025

### EXECUTIVE SUMMARY

1. The Singapore Civil Defence Force responded to 257,158 Emergency Medical Services (EMS) calls in 2025, or an average of 705 EMS calls daily. This was a 4.8% increase compared to 2024.
2. The overall number of fires increased by 3% to 2,050 cases in 2025, with fires at residential and non-residential premises increasing by 8.6% and 13.5% respectively. Compared to 2024, fires at non-building premises<sup>1</sup> decreased by 13% while fires involving Active Mobility Devices (AMDs) decreased by 26.9%.
3. SCDF conducted 14,750 fire safety enforcement checks in 2025. A total of 2,668 Fire Hazard Abatement Notice (FHAN)<sup>2</sup> and 1,209 Notice of Offence (NOO)<sup>3</sup> were issued in 2025.
4. The overall response rate<sup>4</sup> by Community First Responders (CFRs) to suspected cardiac arrest and minor fire incidents increased from 50.3% in 2024 to 72.4% in 2025. There were 47,240 new CFR signups on the SCDF myResponder app in 2025. This is an encouraging increase of 17.4% compared to the number of signups in 2024.

<sup>1</sup> Examples of fires at non-building premises are vegetation fires, vehicle fires, and fires involving discarded items at open spaces like back alleys, areas near service roads, and grass patches, etc.

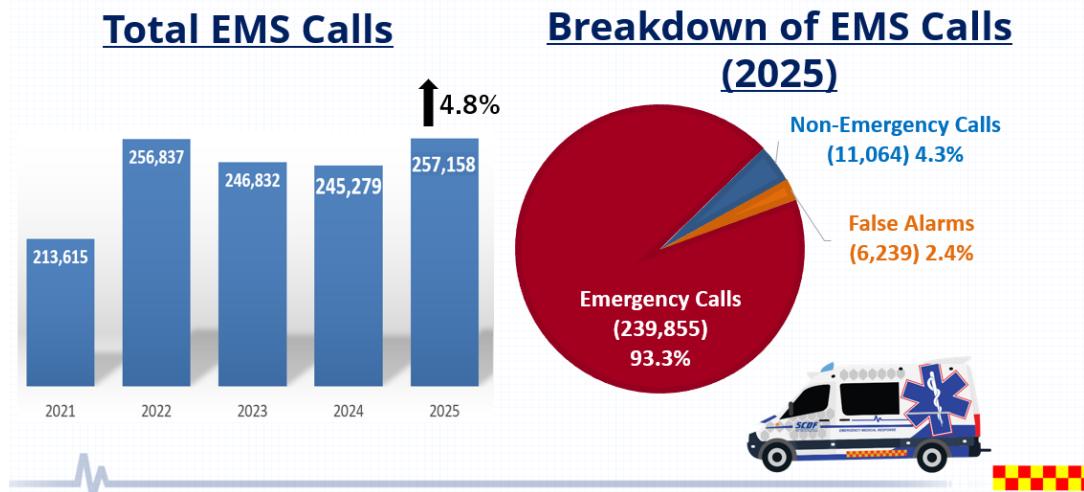
<sup>2</sup> A Fire Hazard Abatement Notice (FHAN) is a written warning to the errant party to abate the fire hazard within a specified period.

<sup>3</sup> A Notice of Offence (NOO) will be issued if the fire safety offence is of a higher severity, for e.g. unauthorised change of use of premises and unauthorised fire safety works. The NOO requires the errant party to rectify the offence within a specified timeline, following which an offer to compound the offence may be made. Prosecutorial actions may be taken if the fire safety offence is not rectified as required in the NOO.

<sup>4</sup> The response rate is measured as a proportion of the number of Community First Responders (CFRs) who responded to suspected cardiac arrest or minor fire incidents vis-a-vis the number of alerts sent through the myResponder App, expressed as a percentage.

## EMERGENCY MEDICAL SERVICES (EMS) STATISTICS 2025

### Overview

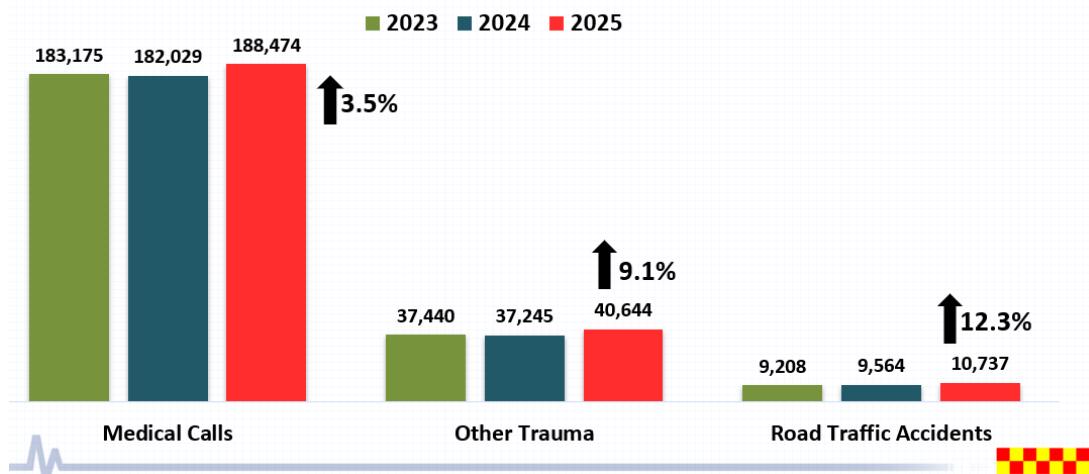


5. SCDF responded to 257,158 EMS calls in 2025, an increase of 11,879 calls (4.8%) compared to 245,279 EMS calls in the previous year. Of these, 239,855 (93.3%) were emergency calls, 11,064 (4.3%) were non-emergency calls, and 6,239 (2.4%) were false alarm calls<sup>5</sup>. EMS calls involving seniors (aged 65 and above) constituted nearly half (49.7%) of all EMS calls. In the next 5 years, the number of EMS calls is expected to continue trending upwards, largely due to an expected increase in demand from an ageing population.

### Emergency Calls

6. Of the 239,855 emergency calls in 2025, 78.6% were medical-related (e.g., chest pain, breathlessness, unconsciousness, and cardiac arrest); 16.9% were trauma cases (e.g., industrial accidents, falls, and assaults); and the remaining 4.5% were road traffic accidents. The breakdown of emergency calls for EMS over the past three years is reflected in Chart 1.

Chart 1: Breakdown of emergency calls from 2023 to 2025



<sup>5</sup> False alarm calls include incidents where calls were cancelled or where no patients were found at the scene upon the arrival of the ambulance crew.

7. Since 2017, SCDF has implemented various initiatives under the EMS Tiered Response Framework to optimise our emergency medical resources and prioritise response to life-threatening emergencies. One key initiative was the Traffic Priority System (TPS).

8. First implemented at selected traffic junctions near Ng Teng Fong General Hospital in July 2024, the TPS was progressively rolled out in 2025 to traffic junctions near seven other public hospitals<sup>6</sup>. Co-developed by SCDF, the Land Transport Authority (LTA), and the Home Team Science & Technology Agency (HTX), the TPS provides traffic signal priority for SCDF emergency ambulances during the “final mile” of casualty conveyance, typically within 200 metres of TPS-enabled traffic junctions located near hospitals.

9. As of 31 December 2025, there have been over 2,500 activations at TPS-enabled traffic junctions, resulting in average time savings of up to 1 minute and 57 seconds per conveyance. Moving forward, installation of the TPS in the vicinity of KK Women’s and Children’s Hospital is planned to commence once the nearby infrastructure works are completed.

10. To further improve EMS response time and enhance flexibility in the deployment of EMS resources, SCDF strategically positions ambulances at hotspots identified through data analysis. In 2025, SCDF collaborated with the National Parks Board and National Library Board to trial the Dynamic Deployment Pod (DDP) at temporary sites at Jurong Lake Gardens (February) and Toa Payoh Library (November). The DDP improves geographical coverage and response times, especially in the heartlands, to bring critical capabilities closer to where they are most needed. SCDF plans to deploy at least 10 additional DDPs across Singapore in the coming years amid the evolving operational landscape and increasing demand for SCDF’s EMS.

### **Non-Emergency and False Alarm Calls**

11. There were 11,064 non-emergency calls in 2025. This is an increase of 336 calls (3.1%), compared to 10,728 calls in 2024.

12. There were 6,239 false alarm calls in 2025. This is an increase of 526 calls (9.2%), compared to 5,713 calls in 2024.

13. Since June 2025, SCDF has transferred selected non-life-threatening 995 calls to NurseFirst<sup>7</sup>, a medical triage helpline. Operated by Woodlands Hospital, this helpline provides medical advice on a caller’s medical condition and guide callers to appropriate medical care options.

14. For non-life-threatening medical conditions, members of the public should call NurseFirst for advice on where to seek medical help. This would allow the 995 hotline to be reserved for critical and life-threatening medical emergencies.

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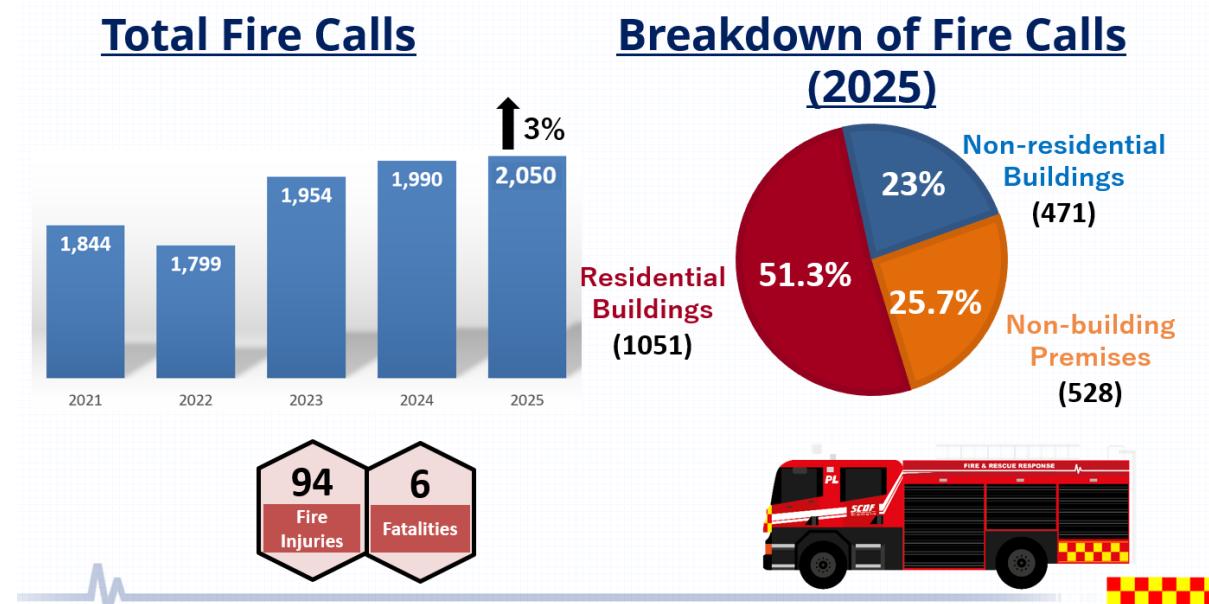
<sup>6</sup> The seven public hospitals are National University Hospital, Khoo Teck Puat Hospital, Changi General Hospital, Singapore General Hospital, Sengkang General Hospital, Tan Tock Seng Hospital and Woodlands Hospital.

<sup>7</sup> NurseFirst is a telephone triage helpline manned by nurses trained in emergency triage. Members of the public can call the helpline for advice on where they can seek treatment for acute but not life-threatening conditions. Callers will not be charged for the service.

15. Notwithstanding the above initiative, SCDF will continue to raise public awareness on the appropriate usage of the 995 hotline and the availability of alternate healthcare pathways for non-emergencies.

## FIRE STATISTICS 2025

### Overview



16. SCDF responded to 2,050 fire calls in 2025, an increase of 60 calls (3%) compared to 2024. This was due to an increase in fires at residential and non-residential premises. There were 94 fire injuries<sup>8</sup> and 6 fire fatalities<sup>9</sup> in 2025.

### Fires in Residential Premises

17. There was an increase in residential fires from 968 calls in 2024 to 1,051 calls (8.6%) in 2025. Fires due to unattended cooking and electrical origin remained the top two causes of fires in residential premises - see Charts 2 and 3 for a further breakdown. Nonetheless, the trend of residential fires has remained stable over the past five years as the percentage of residential fires versus the overall number of residential dwelling units has seen a slight decrease from 0.067% in 2021 to 0.065% in 2025<sup>10</sup>.

<sup>8</sup> The cases of fire injuries include only patients who require hospital admission following conveyance by SCDF. Light injuries involving minor cuts/abrasions and mild smoke inhalation where patients do not require hospital admission are excluded from the statistics

<sup>9</sup> SCDF classifies fire fatalities as deaths resultant from the direct effects of burns, smoke inhalation, or both. Any fatality pending investigations are excluded from the annual figures released.

<sup>10</sup> Comparison of the number of residential fires versus the overall number of residential dwelling units:  
2021: 1,010 residential fires /1,507,505 residential dwelling units = ~0.067%  
2025: 1,051 residential fires /1,623,242 residential dwelling units = ~0.065%

Chart 2: Breakdown of causes of fire in residential premises (2025)

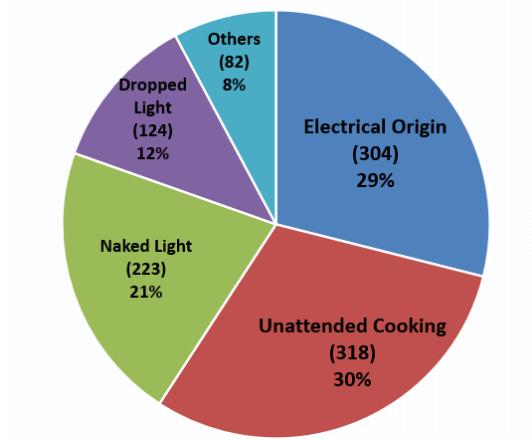
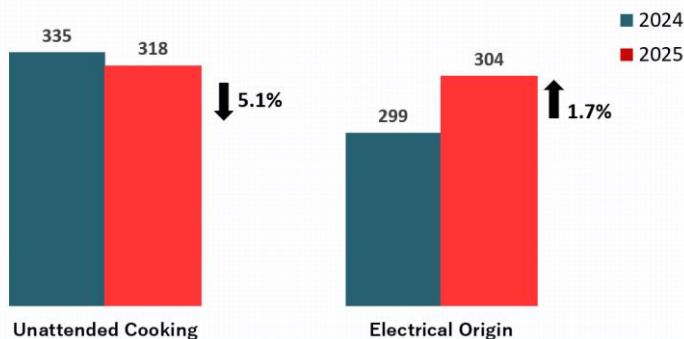


Chart 3: Top two causes of fires in residential premises



18. Fires due to unattended cooking decreased by 17 calls (-5.1%) to 318 calls in 2025 but it remained the top cause of residential fires.

19. Fires due to electrical origin increased by 5 calls (1.7%) to 304 calls in 2025. Most of these fires were caused by faults in electrical wiring or electrical appliances, or due to overloading of electrical sockets. 34 of the 304 fires from electrical origin involved Active Mobility Devices (AMDs) in residential premises, a decrease of 10 calls (-22.7%) from 2024. The overall statistics of AMD fires are further elaborated in paragraphs 28 to 31.

20. SCDF will continue to work with strategic partners including the National Fire and Emergency Preparedness Council (NFEC) to raise awareness on fire prevention in the community through various public education campaigns and initiatives. This includes radio advertisements and residential fire safety advisory videos and infographics via the digital display panels at HDB blocks. SCDF and NFEC will also continue to use social media to amplify fire safety messages. This includes partnering with selected social media influencers who are popular with the elderly to produce fire safety content in vernaculars that better resonates with this demographic.

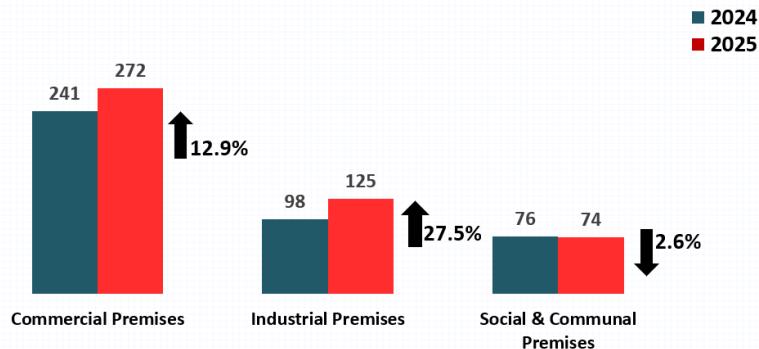
21. SCDF also works with Town Councils and management corporations (MCST) to maintain the inspection and enforcement regimes in housing estates. In October 2025, the NFEC, SCDF and the People's Association jointly launched the Better Awareness, Safer Homes (BASH) campaign to enhance fire safety awareness and encourage the community to take ownership of fire safety within homes and in common public spaces. As part of the nation-wide BASH campaign, NFEC introduced a Home

Fire Safety Checklist for residents and conducted training for Community Emergency and Engagement Committee (C2E) volunteers to identify and report fire hazards via the OneService app, which facilitates follow-up actions by the Town Councils.

## Fires in Non-Residential Premises

22. Fire calls at non-residential premises increased by 56 calls (13.5%) to 471 calls in 2025. Chart 4 provides a breakdown of fires in non-residential premises.

Chart 4: Breakdown of fires in non-residential premises

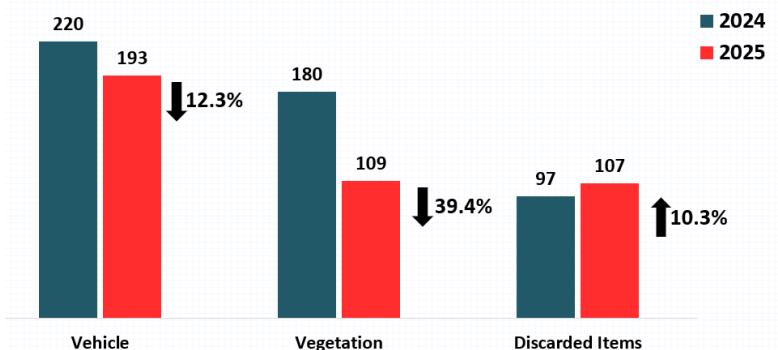


23. Fires due to electrical origin accounted for 43.5% of fires in non-residential premises in 2025. SCDF will continue to work with the NFEC, building owners and Fire Safety Managers, to organise fire safety outreach programmes, such as dialogues and seminars, to raise the level of fire-safety awareness among building owners and occupants. Regular enforcement checks will also be conducted at these premises to ensure compliance with fire safety regulations.

## Fires in Non-building Premises

24. Fire calls at non-building premises decreased by 79 calls (-13%) to 528 calls in 2025. Chart 5 provides a breakdown of the main categories of fires in non-building premises.

Chart 5: Breakdown of fires in non-building premises



25. Vehicle fires decreased by 27 calls (-12.3%) to 193 calls in 2025 but continued to form the largest category of fires in non-building premises<sup>11</sup>. The primary cause of vehicle fires in Singapore is due to ignition sources, such as overheating and electrical faults within the engine compartment. See Annex A on tips for preventing vehicle fires.

<sup>11</sup> Vehicle fires in non-building premises include those occurring on roads and in open-air carparks.

26. Vegetation fires decreased by 71 calls (-39.4%) to 109 calls in 2025, while fires involving discarded items increased by 10 calls (10.3%) to 107 calls.

### **Fires Involving Electric Vehicles (EVs)**

27. Fires involving EVs remained low. Of the 226 vehicle fires in 2025<sup>12</sup>, 4 involved EVs<sup>13</sup> (1.77%). The observation is consistent with findings from international studies which indicate that there are generally fewer fires involving EVs relative to other vehicle types<sup>14</sup>, as the vehicle population<sup>15</sup> in Singapore as at end 2025 comprised 93.18% of internal combustion engine vehicles and 6.82% of EVs. The primary cause of fires was due to electrical faults involving the battery<sup>16</sup>.

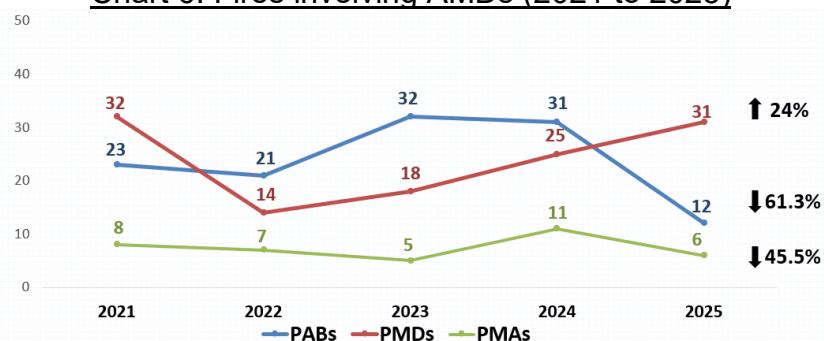
### **Fires Involving Active Mobility Devices (AMDs)**

28. Fires involving AMDs decreased by 18 calls (-26.9%) to 49 calls in 2025. AMDs include Power Assisted Bicycles (PABs), Personal Mobility Devices (PMDs), and Personal Mobility Aids (PMAs).

- a. Fires involving PABs decreased from 31 calls in 2024, to 12 calls in 2025 (a decrease of 19 calls or -61.3%).
- b. Fires involving PMDs increased from 25 calls in 2024, to 31 calls in 2025 (an increase of 6 calls or +24.0%).
- c. Fires involving PMAs decreased from 11 calls in 2024, to 6 calls in 2025 (a decrease of 5 calls or -45.5%).

29. See Chart 6 for fires involving AMDs from 2021 to 2025 and Chart 7 for the breakdown of AMD fires based on the type of premises.

**Chart 6: Fires involving AMDs (2021 to 2025)**



<sup>12</sup> The total number of vehicle fires is 226, inclusive of 24 vehicle fires in non-residential premises and 9 vehicle fires in residential premises. For 2024, the total number of vehicle fires is 257, inclusive of 22 vehicle fires in non-residential premises and 15 vehicle fires in residential premises.

<sup>13</sup> Based on Land Transport Authority's registration numbers, as of 31 Dec 2025, there are 50,025 EVs (cars, taxis and motorcycles) in Singapore. The percentage of EV fires vis-a-vis population of EVs is  $4/50,025 = \sim 0.010\%$ .

<sup>14</sup> According to data from the National Transportation Safety Board (NTSB), fires in Internal Combustion Engine Vehicles (ICEVs) are 40 to 60 times more likely to occur as compared to EVs.

<sup>15</sup> The total vehicle population comprising Cars, Taxis, Goods & Other Vehicles and Buses is 833,103.

<sup>16</sup> Of the 4 EV-related fires, one of the incidents was not due to battery or electrical causes

Chart 7: Breakdown of AMD Fires based on the Type of Premises

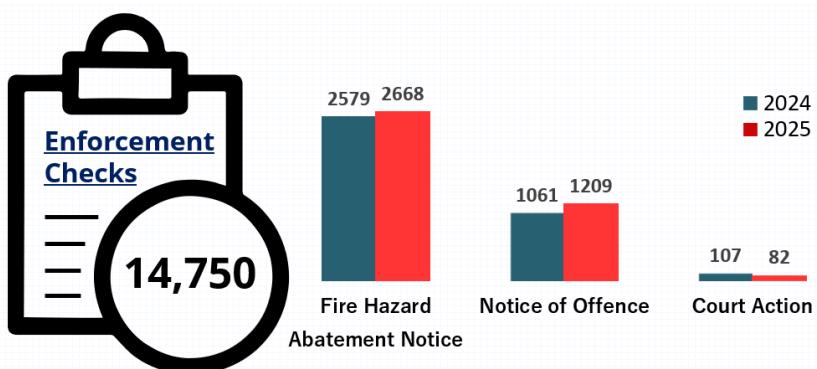
Year	Residential	Non-Residential	Non-Building (On the roads / open spaces)	Total
2025	34	1	14	49
2024	44	5	18	67

30. While there was an overall decrease in fires involving AMDs, it remains an area of concern – especially for those that occur at residential premises, due to its rapid fire spread within confined spaces. The Active Mobility Fire Safety Taskforce, co-chaired by LTA and SCDF, will continue its outreach to AMD owners under the “Be Device-Safe” programme, to raise awareness on safe charging practices and the dangers of non-compliant AMDs.

31. Additionally, SCDF will continue its efforts to educate the public on the dangers related to AMD fires through public engagement activities, such as the Community Resilience Day. SCDF will also continue to disseminate fire safety advisories on AMD fires via social media and through local media reports to remind the public not to leave batteries or devices unattended when charging for an extended period of time or charging overnight, and to refrain from purchasing or using non-original batteries. See Annex B for fire safety tips on AMDs.

## FIRE SAFETY ENFORCEMENT STATISTICS 2025

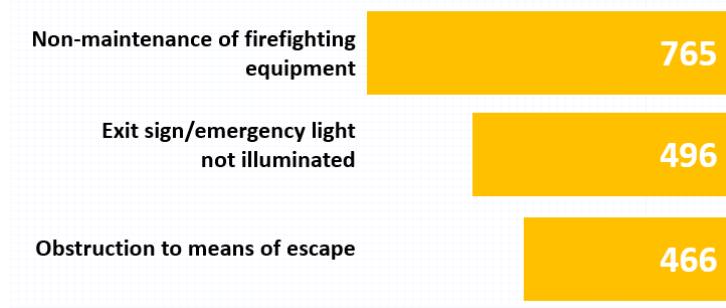
### Overview



32. SCDF conducted 14,750 fire safety enforcement checks in 2025.

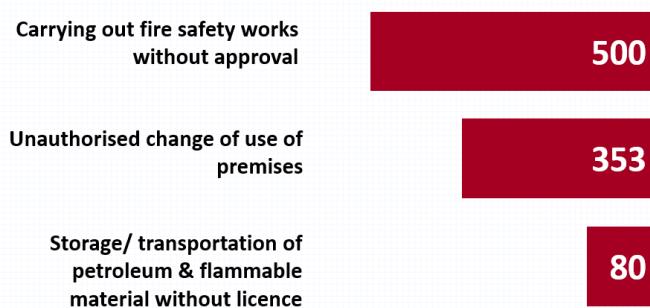
33. Compared to 2024, the number of Fire Hazard Abatement Notice (FHAN) issued increased by 89 (3.5%) to 2,668 in 2025. The most common FHAN was due to the non-maintenance of firefighting equipment, which accounted for 765 (28.7%) of all FHANs issued. See Chart 8 for the breakdown of FHANs issued in 2025.

Chart 8: Top 3 types of FHANs issued in 2025



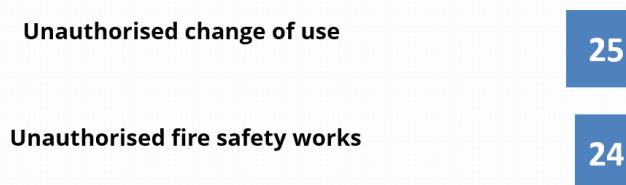
34. The number of Notice of Offence (NOOs) issued increased by 148 (13.9%) to 1,209 in 2025. The most common NOO issued was due to carrying out fire safety works without approval, which accounted for 500 (41.4%) of all NOO issued. See Chart 9 for the breakdown of NOOs issued in 2025.

Chart 9: Top 3 types of NOOs issued in 2025



35. The number of Court Action taken decreased by 25 cases (-23.4%) to 82 in 2025. Unauthorised change of use of premises accounted for 25 cases (30.5%), while unauthorised fire safety works accounted for 24 cases (29.3%). See Chart 10 for the top 2 violations in 2025.

Chart 10: Top 2 violations of Court Action taken in 2025



36. SCDF takes a serious view of fire safety non-compliance and has been conducting frequent enforcement checks, both proactively and in response to public feedback. SCDF and NFEC will continue to work with stakeholders (e.g., premises owners, fire safety managers, Town Councils and managing agents) through dialogues and seminars to share fire case studies and statistics, and reiterate the importance of fire safety and strengthen the management of fire safety in their respective premises. SCDF will also continue to conduct enforcement checks, including joint operations with other agencies to address fire safety non-compliances.

37. We encourage members of the public to report any fire hazards that they come across. They can do so by submitting photographs and a brief description of the fire hazard using the SCDF feedback form, the myResponder app or the OneService app.

## COMMUNITY FIRST RESPONDERS (CFR) AND SCDF MYRESPONDER APP STATISTICS 2025

38. The overall response rate by CFRs to suspected cardiac arrest and minor fire incidents increased by 22.1% in 2024 to 72.4% in 2025.

39. For suspected cardiac arrest incidents, the response rate by CFRs in 2025 was 68.2%. This is an increase of 21% compared to 47.2% in 2024.

40. For minor fires incidents, the response rate by CFRs in 2025 was 81.8%. This is an increase of 24.1% compared to 57.7% in 2024.

41. There were 47,240 new CFR signups on the SCDF myResponder app in 2025. This is an encouraging increase of 6,995 (17.4%) compared to 40,245 new CFR signups in 2024.

42. Since the launch of SCDF myResponder app in 2015, more than 250,000 CFRs have registered in the myResponder app, and it has facilitated community responses to emergencies. As of end-Nov 2025, 160 cardiac arrest victims have been saved by CFRs who were alerted through the myResponder app.

43. SCDF is heartened by the involvement of the community as CFRs and would like to encourage more members of the public to sign up via the myResponder app. CFRs can make a difference by stepping forward to help a cardiac arrest patient or assist to put out minor fires.

## Vehicle Fire Safety Checklist



**Vehicle Safety Checklist**

SCDF (Singapore Civil Defence Force) Land Transport Authority (LTA) NFEC (National Fire Extinguisher Council)

### Preventive Tips

Learn how to prevent your vehicle from catching fire by following these tips:

- 1 Service Regularly**  
Service your vehicle regularly. Do not attempt to modify/tamper the vehicle.
- 2 Check for defects**  
During servicing, ensure that the vehicle's electrical, engine and fuel systems are checked for any defects.
- 3 Self-inspection**  
Prior to the use of vehicle, conduct visual checks for any sign of leakages.

### Telltale signs of Electrical Vehicle(s) (EV) Battery Fire

- 1** Audible and distinct popping/hissing sounds from the battery compartment.
- 2** Visible sparks.
- 3** Sudden thick amount of greyish/whitish smoke spewing out in high volume.
- 4** 'Jet-like' directional flames.

### Measures to minimise injuries

While travelling, if a vehicle owner spots any sign of smoke emitting from the vehicle:

- 1 Pull over**  
Pull over safely to the road shoulder where possible and turn off the engine.
- 2 Evacuate**  
Evacuate and move more than 15m away from the vehicle.
- 3 Call 995**  
Call 995 for assistance, and provide details on the make, model and vehicle registration number.

If you detect a fire and have a fire extinguisher with you, you may attempt to extinguish the vehicle fire while it is still small or safe to do so. Otherwise, call 995 for SCDF's assistance.

If you suspect the vehicle involved may be an Electrical Vehicle(s) (EV), do not attempt to extinguish the fire and instead call 995 for SCDF's assistance.

### Equip Your Vehicle With a Fire Extinguisher

Most vehicle fires start small but develop rapidly due to the presence of flammables such as petrol, diesel and lubricants.

It is advisable for every vehicle to be equipped with a dry powder fire extinguisher to extinguish a small fire before it spreads or grows any larger.

**P.A.S.S. Method**

- PULL** out the safety pin as instructed on the label
- AIM** the nozzle at the base of the fire
- SQUEEZE** the lever
- SWEEP** the fire using the extinguisher's discharge

**Further Information**

For a step-by-step guide on how to operate a fire extinguisher, please visit the SCDF website link at: <https://www.scdf.gov.sg>

Download the myResponder app for various in-app e-learning modules!

### Tips on preventing & handling vehicle fires



**Primary Causes of Vehicle Fire**

Most vehicle fires in Singapore occur while the vehicles are travelling on the road.

The primary causes of these fires are due to ignition sources such as overheating and electrical faults within the engine compartment.

Vehicle owners are advised against any unauthorised additions or modifications to their vehicles.

**FIRE SAFETY TIPS FOR**  
**PMDs & PABs**

Personal Mobility Devices      Power-Assisted Bicycles

**BE DEVICE  
SAFE**

**DO**

- Purchase PABs with the **EN15194** certification and affixed with LTA's **orange seal of approval**
- Purchase registered PMDs with **UL2272** Certification Mark
- Use power adaptors that carry the **Safety Mark** and recommended by the manufacturer
- Charge PAB/PMD on a **hard, flat surface** to allow optimal dissipation of heat
- Regularly **examine batteries for any damage or deformities** such as bloating, corrosion or powdery residue

**DON'T**

- Do not buy or use **non-original batteries**
- Do not charge the PAB/PMD **immediately after use**
- Do not **tamper with, modify, or attempt to repair** a device on your own
- Do not charge a PAB/PMD or its batteries **near combustible materials or along an escape path**
- Do not leave batteries or devices **charging for a prolonged period, or charging them unattended overnight**

**SCDF**  
The Life Saving Force  
An ex-elite Department

**NF  
MEC**  
National Fire and Emergency  
Services Review Council

Land Transport Authority  
We Keep Your World *Moving*



# Safe Charging Practices for PABs and PMDs

**1) Check Charger / Batteries**

Do regularly examine batteries for any damage or deformities such as bloating, corrosion or powdery residue.

Do use a power adaptor that carries the Safety Mark and is recommended by the manufacturer.

**Do not use charger if:**

- The charger lamp does not light up .
- The charger was dropped or there was strong external impact to the charger.
- Cable casing is broken or wiring is exposed.
- Charger is/was wet .

**2) Check Environment**

Do charge PAB/PMD on a hard, flat surface to allow optimal dissipation of heat.

**Do not charge a PAB/PMD or its batteries:**

- In places with high humidity or high heat.
- Near combustible/flammable materials.
- In confined or poorly ventilated spaces .
- Along an escape path.

**3) Check PAB / PMD**



- Do purchase PMDs with UL2272 Certification Mark.
- Do purchase EN15194 certified PABs that are type approved, affixed with LTA's orange seal and registered.
- Do not tamper with, modify, or attempt to repair a device on your own.

**4) When Charging**



- Unplug the charger when you are away for long periods of time.
- Do not leave batteries or devices to charge unattended for an extended period of time or overnight .
- Do not charge the PAB/PMD immediately after use.

**5) Keep out of Reach**



Keep children and pets away from the charger.

Scan the QR code for a digital copy

A message by:



Land Transport Authority  
It's Your World. Moving.