

# NEWS RELEASE



## EMERGENCY MEDICAL SERVICES, FIRE & ENFORCEMENT STATISTICS 2022

### EXECUTIVE SUMMARY

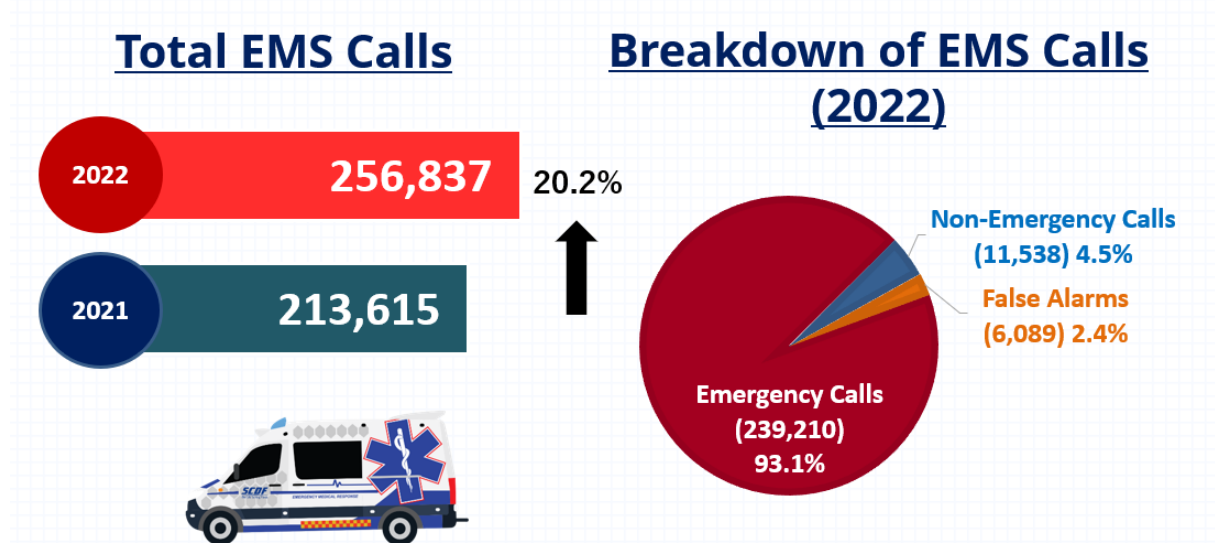
**Emergency Medical Services (EMS) calls increased by 20.2% in 2022.** The Singapore Civil Defence Force (SCDF) responded to 256,837 EMS calls in 2022, or about 704 a day. There was an increase of 20.2% and 27.5% in emergency and non-emergency calls respectively, due in part to the multiple COVID-19 waves of infection.

2. **The overall number of fires decreased by 2.4% in 2022.** While the number of residential building fires fell by 7.4%, fire incidents at non-residential buildings and non-building premises rose by 4.6% and 2.6% respectively in 2022. Fires involving Active Mobility Devices decreased by 33.3%.

3. **SCDF stepped up the number of fire safety enforcement checks in 2022.** SCDF conducted 12,792 fire safety enforcement checks, an increase of 15.5% from the year before.

## EMERGENCY MEDICAL SERVICES STATISTICS 2022

### Overview



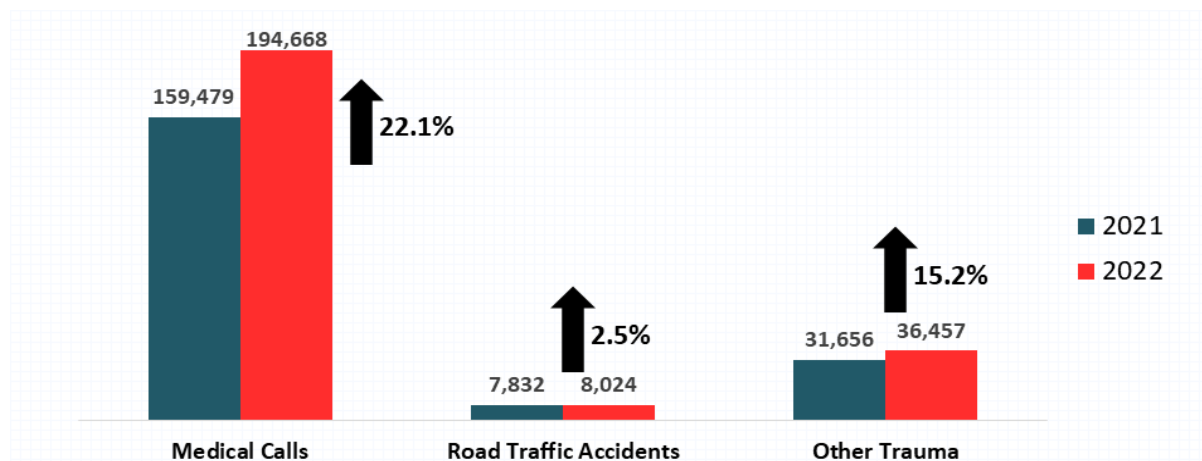
4. SCDF responded to 256,837 EMS calls in 2022, an increase of 20.2% from the 213,615 calls in 2021.

## Emergency Calls in 2022

5. There was a 20.2% increase in the number of emergency calls, from 198,967 in 2021 to 239,210 in 2022. This increase was partly due to the surge in calls associated with the various COVID-19 waves in 2022.

6. 81.4% of the emergency calls were medical-related (e.g., chest-pain, breathlessness, unconsciousness and cardiac arrest); 15.2% were trauma cases (e.g., industrial accidents, falls and assaults); and the remaining 3.4% were related to road traffic accidents. The percentage of calls involving the elderly (aged 65 and above) remained the highest at 47.7%. The breakdown of emergency calls in 2021 and 2022 is reflected in [Chart 1](#).

Chart 1: Breakdown of emergency calls in 2021 and 2022



## Non-Emergency and False Alarm Calls

7. The SCDF has been actively conducting publicity campaigns since 2017 to raise public awareness about calling 995 only for emergencies. This has since resulted in a year-to-year decrease in both non-emergency and false alarm calls. However, the number of non-emergency calls increased by 27.5% from 9,050 in 2021 to 11,538 in 2022, which was higher than pre-pandemic levels (10,534 in 2019).<sup>1</sup> This was in part due to a rise in COVID-19 related cases that were assessed to be non-emergencies upon the paramedic's on-site assessment and did not require hospital conveyance. In addition, while false alarm calls had increased by 8.8%, from 5,598 in 2021 to 6,089 in 2022, the number was still lower than pre-pandemic levels (7,092 in 2019).<sup>2</sup>

8. To ensure that SCDF's EMS can continue providing swift conveyance to hospitals for those with life threatening and emergency conditions, SCDF urges individuals who are not experiencing life-threatening emergencies to refrain from

<sup>1</sup> Non-emergency calls are cases where urgent medical assistance by SCDF is not required, including cases where patients are either uninjured or have no medical complaints.

<sup>2</sup> False alarms calls include incidents where calls are cancelled or where no patients are found at the incident scenes when the ambulance crew arrives.

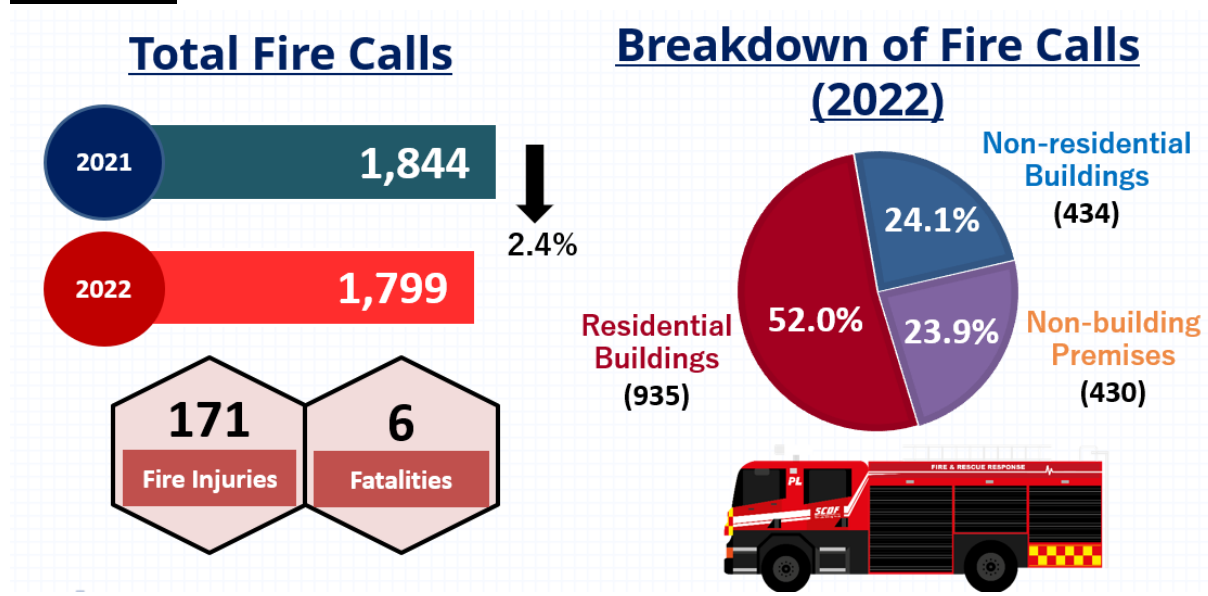
calling 995.<sup>3</sup> COVID-19 patients and suspected cases with no or mild Acute Respiratory Infection symptoms do not need SCDF EMS.

## COVID-19 Response

9. SCDF has been at the pandemic frontlines since the start of COVID-19. In 2022, SCDF EMS personnel conveyed about 4,870 COVID-19 positive cases and over 19,580 suspected cases.

# FIRE STATISTICS 2022

## Overview



10. SCDF responded to a total of 1,799 fires in 2022, a decrease of 2.4% from 1,844 in 2021. There were 171 fire injuries in 2022, a decrease from 193 in 2021. There were six fire fatalities in 2022.<sup>4</sup>

## Fires in Residential Buildings

11. There were 935 fire incidents in residential buildings (private and public) in 2022, a decrease of 7.4% from 1,010 cases in 2021. The top two types of fires in residential buildings are reflected in [Chart 2](#). The breakdown of the causes of fires in residential buildings is illustrated in [Chart 3](#).

<sup>3</sup> Life threatening and emergency conditions include chest pain, breathlessness, drowsiness or confusion, sudden onset of limb or body weakness, difficulty in speech or drooping of the face, severe bleeding from injuries, loss of consciousness, and unexplained jerking of the body or fits.

<sup>4</sup> Three of the fatalities were from the fire incident at 409, Bedok North Avenue 2 that occurred on 13 May 2022. There is also a change to the fatality figures for 2021 (from three to four) as investigations for the last fatal incident concluded only after the Annual Statistics release last year.

Chart 2: Top two types of fires in residential buildings

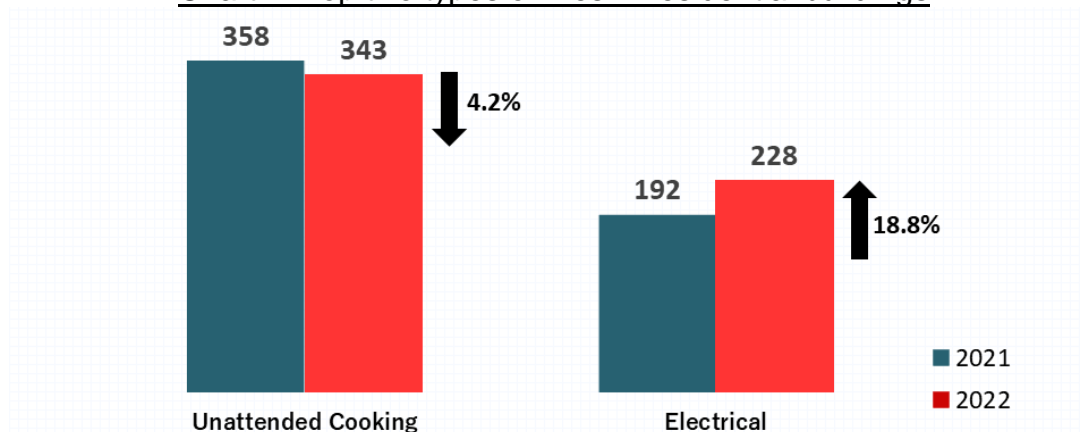
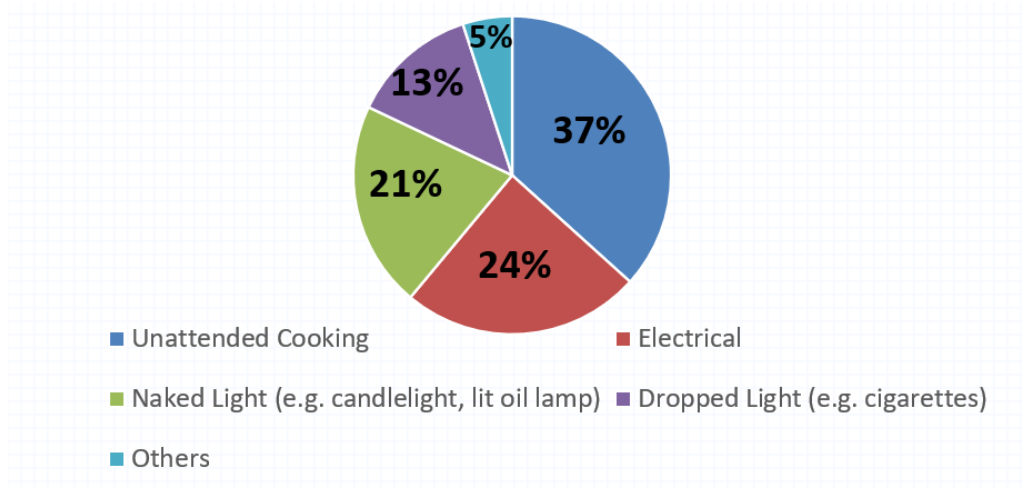


Chart 3: Breakdown of the causes of fires in residential buildings (2022)



12. Fires resulting from the overheating of food due to unattended cooking, formed the largest component of fires in residential buildings. There was a slight decrease of 4.2% from 2021, to 343 cases in 2022.

13. The number of electrical fires rose by 18.8% to 228 cases in 2022. The majority of these fires were caused by electrical faults in wirings or electrical appliances, or due to the overloading of electrical sockets.

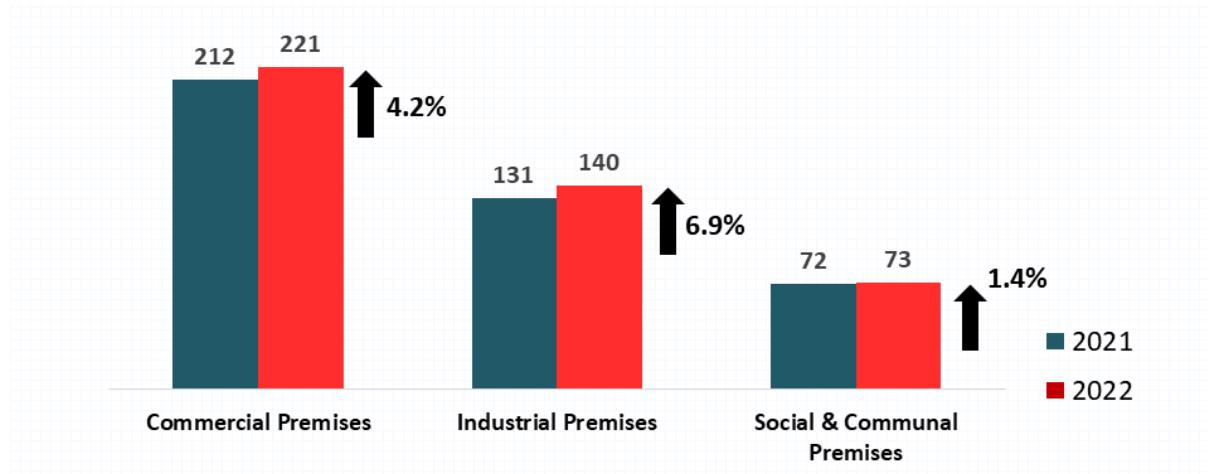
14. There was a substantial decrease in fires involving discarded items by 31.7%, from 145 in 2021 to 99 cases in 2022. These fire incidents typically occur in common areas, such as lift lobbies, staircase landings and common corridors. This notable decrease could be attributed to ongoing efforts by the SCDF and the NFEC in engaging the Town Councils, as well as in educating the public on fire prevention measures such as keeping common areas clear of clutter, and not indiscriminately disposing lighted materials like lit cigarette butts.

15. Since September 2020, SCDF has rolled out its fire safety advisory video and infographics on preventing unattended cooking fires via the digital display panels at HDB blocks. SCDF will also continue to distribute fire safety advisories on good practices that can be adopted to prevent electrical fires.

## Fires in Non-Residential Buildings

16. In 2022, SCDF responded to 434 fires in non-residential buildings, an increase of 4.6% from the 415 fires in 2021. The breakdown of fires in non-residential buildings is in [Chart 4](#).

Chart 4: Breakdown of fires in non-residential buildings



17. The increase of fires in commercial, industrial, as well as social and communal premises could be attributed to resumption of business activities following the easing of COVID-19 restrictions. Despite this, the number of fires in non-residential premises is generally lower than pre-COVID-19 figures.

18. SCDF will continue to collaborate with the NFEC, building owners and Fire Safety Managers, to organise fire safety outreach programmes, such as dialogues and seminars, to maintain a high level of fire-safety awareness among building occupants. Regular enforcement checks will also be conducted at these premises to ensure compliance with fire safety regulations.

## Fires in Non-Building Premises

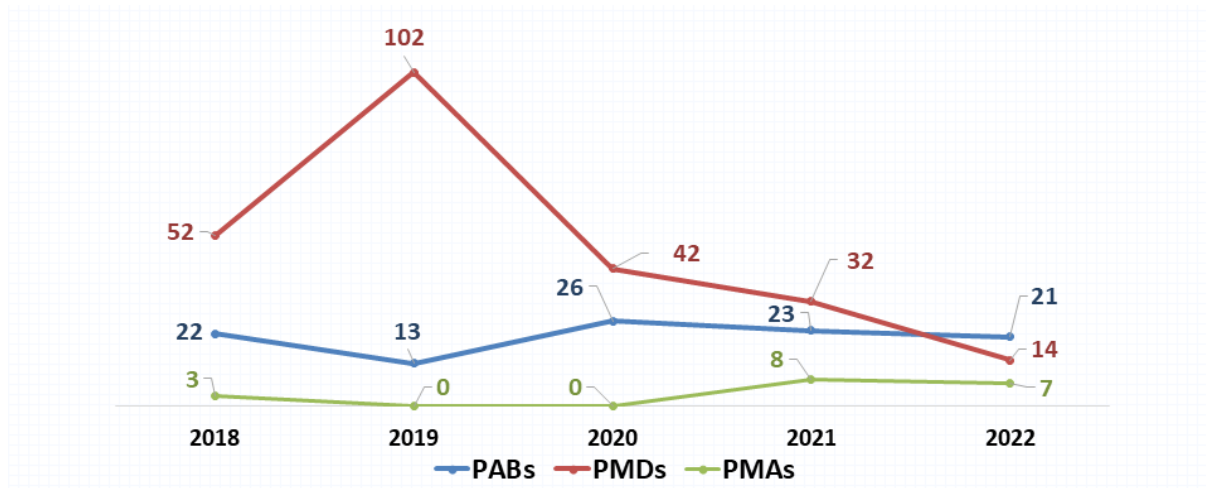
19. There were 430 non-building fires in 2022, an increase of 2.6% from 419 in 2021. Notwithstanding the overall increase, the number of vegetation fires in 2022 decreased significantly by 40.8% to 106, from 179 in 2021. The number of vehicle fires increased by 31.6% to 204 in 2022, from 155 in 2021.<sup>5</sup> This increase followed the easing of COVID-19 restrictions in 2022, and the figure is largely similar to pre-COVID-19 figures (please see [Annex A](#) on tips in preventing and handling vehicle fires).

## General Trend: Fires Involving Active Mobility Devices

20. In 2022, the number of fires involving Active Mobility Devices (AMDs), such as Personal Mobility Devices (PMDs), Power Assisted Bicycles (PABs) and Personal Mobility Aids (PMAs), registered an overall decrease of 33.3% (from 63 in 2021 to 42 in 2022). A drop of 56.3% for PMDs, 8.7% for PABs and 12.5% for PMAs can be observed from 2021 to 2022 in [Chart 5](#).

<sup>5</sup> Vehicle fires in non-building premises include those occurring on roads and open-air carparks.

Chart 5: Fires involving PABs, PMDs and PMAs in the last five years (2018 – 2022)



21. The decrease in AMD fires can be attributed to the implementation of various regulatory measures, such as the UL2272 and EN15194 standards for PMDs and PABs, and the import control regime by the Land Transport Authority (LTA) to curb the inflow of non-compliant devices. Continual public education efforts by the Active Mobility Fire Safety Taskforce co-chaired by LTA and SCDF also helped to increase public awareness of the dangers of illegal modification of such devices.

22. SCDF would like to remind members of the public to stay vigilant when handling their devices as such fires can develop rapidly, and cause serious injuries and property damage. Owners of these devices should dispose of their unwanted devices safely, such as through authorised e-waste recyclers or during the periodic e-waste collection drives by Town Councils.

23. PMA fires are a concern for SCDF and LTA as such devices are often used by people with walking difficulties. SCDF would like to remind all PMA users on the proper use of their devices (please see [Annex B](#) on the safety risks associated with AMDs, including PMAs, and what members of the public can do to reduce these risks).

### **Community First Responders for Minor Fires and Suspected Cardiac Arrest Emergencies**

24. The Community First Responders (CFRs) initiative was launched in 2018. Members of the public who are registered as CFRs via the SCDF myResponder app will receive alerts to minor fires and suspected cardiac arrest cases within their immediate vicinity. In 2022, SCDF sent out alerts for 1,558 minor fires and 1,275 individuals responded to these fires. In addition, alerts for 4,105 suspected cardiac arrest cases were sent out in 2022 and 2,214 individuals responded to help.

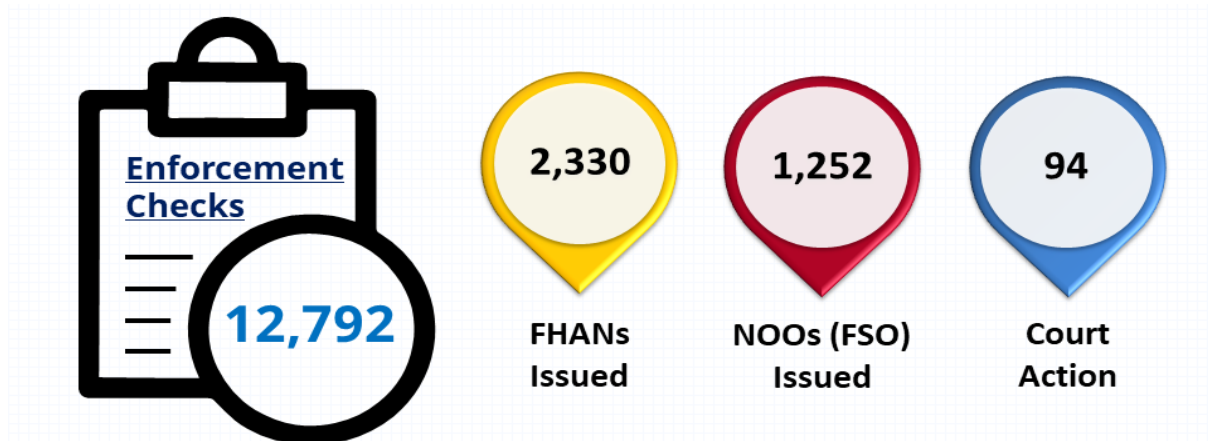
25. Empowering CFRs to respond prior to SCDF's arrival increases the survival rate of cardiac arrest victims. CFRs who step forward and respond to minor fires will also help SCDF optimise its emergency resources to attend to life-threatening and other higher-priority cases. We encourage more members of the public to register as CFRs through the SCDF myResponder mobile app, and to be trained in emergency preparedness skills such as Cardiopulmonary Resuscitation and Automated External Defibrillator (CPR-AED), basic first aid and basic fire-fighting skills. While it is not

necessary to have prior training to be a CFR, being equipped with these skills will enable CFRs to be more confident when rendering assistance to suspected cardiac arrest victims and managing minor fires.

26. Members of the public can sign up for the one-hour Dispatcher-Assisted First Responder Plus Programme or SCDF's Community Emergency Preparedness Programme (CEPP) to learn these life-saving skills free of charge. Visit [www.scdf.gov.sg/savealife/heartware](http://www.scdf.gov.sg/savealife/heartware) and [www.scdf.gov.sg/home/community-volunteers/community-emergency-preparedness-programme-\(cepp\)](http://www.scdf.gov.sg/home/community-volunteers/community-emergency-preparedness-programme-(cepp)) for more information. For members of the public who are yet to be trained, they can still contribute to lifesaving efforts through other actions such as directing the EMS crew to the incident site or by fetching the AED. In addition, CFRs can be verbally guided on how to perform CPR-AED by SCDF Operations Centre specialists or through the GIF animation on the CPR procedure sent via SMS.

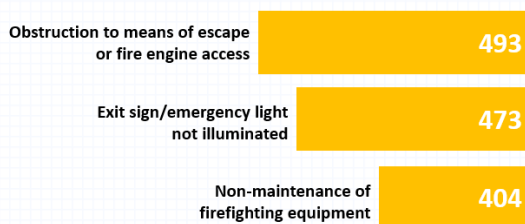
# FIRE SAFETY ENFORCEMENT STATISTICS 2022

## Overview

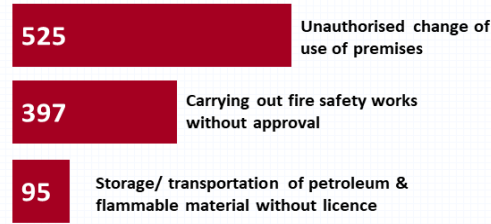


27. The SCDF stepped up fire safety enforcement checks in 2022 with the easing of COVID-19 restrictions and resumption of business activities. SCDF conducted a total of 12,792 enforcement checks, an increase of 15.5% from 11,075 in 2021. 2,330 FHANs and 1,252 NOOs (FSO) were issued in 2022.<sup>6 7</sup>

### Top 3 Types of FHANs Issued 2022



### Top 3 Types of NOOs (FSO) Issued 2022



28. The most common fire hazard in 2022 was obstruction to means of escape or fire engine accessway, which accounted for 21.2% of all FHANs issued. Of the 493 FHANs issued, 20 cases (or 4.1%) were for obstruction to fire engine access.<sup>8</sup> The most common fire safety violation was unauthorised change of use of premises, which accounted for 41.9% of all NOOs (FSO) issued in 2022.

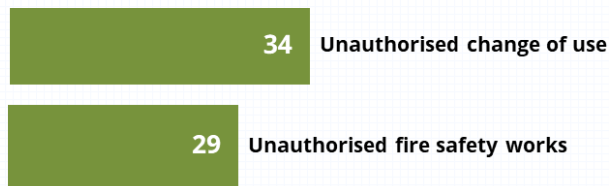
<sup>6</sup> A Notice of Offence (Fire Safety Offence), NOO (FSO), is to inform the offender to rectify the offence. If he does, an offer to compound the offence will be made. If not, he will be prosecuted in court.

<sup>7</sup> Under the Fire Safety Act, a Fire Hazard Abatement Notice (FHAN) is issued to building owners or other responsible parties to require them to abate fire hazards.

<sup>8</sup> Of the 20 cases of obstruction to fire engine access, six cases were detected in residential premises.



## Court Action: Top 2 Violations (2022)



29. In 2022, there were 94 cases of fire safety violation that were prosecuted in court. The majority were for unauthorised change of use of premises (34 cases or 36.2%), followed by unauthorised fire safety works (29 cases or 30.9%). An example of fire safety violations that led to court action was in November 2022 where a building owner who failed to obtain approval for plans for change of use, was fined \$16,000 for various violations (e.g., converting the common area and its surrounding area into storage areas) that compromised the building's fire safety.

30. The SCDF and the NFEC will continue to work with building owners to ensure the fire safety of premises, which includes ensuring that occupants can be quickly and safely evacuated during a fire. One initiative is the annual Mass Fire Evacuation Drill (MFED) campaign conducted by the NFEC island-wide to exercise the fire evacuation plan of premises and familiarise building occupants with the processes. SCDF takes a serious view of fire safety and has been conducting frequent enforcement checks, both proactively and in response to public feedback.

### **Fire Safety Feedback**

31. Members of the public are encouraged to report any fire hazards that they come across as soon as they see it. They can do so by submitting photographs and a brief description of the fire hazard using the myResponder app, calling the fire hazard reporting line at **1800-280-0000**, or sending an email to **[SCDF Fire Safety Feedback@scdf.gov.sg](mailto:SCDF_Fire_Safety_Feedback@scdf.gov.sg)**. However, they should refrain from calling 995 to report such cases, as this hotline is reserved for reporting life-threatening emergencies.

# TIPS ON PREVENTING VEHICLE FIRES



The primary cause of vehicle fires in Singapore is due to ignition sources such as overheating and electrical faults within the engine compartment.

Prevent your vehicle from catching fire by following these tips:

## 1.



Service your vehicle **regularly** at authorised workshops only



## 2.



During servicing, ensure that the vehicle's **electrical, engine and fuel systems** are checked for any defects.



## 3.



Outside of the scheduled servicing period, **conduct visual checks** for any sign of oil leakages,



**SCDF**  
The Life Saving Force  
...for a safer Singapore



**Fire Safety Tips on PMDs, PABs and PMAs:**

- Do not leave batteries or devices to charge unattended for an extended period or overnight.
- Do not charge PABs/PMDs/PMAs immediately after use.
- Do not charge PABs/PMDs/PMAs or their batteries near combustible materials or along an escape path.
- Do not tamper with, modify, or attempt to repair a device on your own.
- Do not buy or use non-original batteries.
- Do not purchase PMDs that do not have the UL2272 Certification Mark.
- Do not purchase PABs that do not have the EN15194 certification and affixed with LTA's orange seal of approval.
- Charge PABs/PMDs/PMAs on a hard, flat surface to allow for optimal dissipation of heat.
- Use a power adaptor that carries the Safety Mark and is recommended by the manufacturer.
- Examine batteries regularly for any damage or deformities such as bloating, corrosion or powdery residue and dispose them through authorised e-waste recyclers or during the periodic collection drives by Town Councils.