

**SINGAPORE CIVIL DEFENCE FORCE  
FIRE AND AMBULANCE STATISTICS**

**TOPIC 2**

*EMERGENCY AMBULANCE SERVICE STATISTICS  
(JAN – DEC 2006)*

**TOTAL EMERGENCY AMBULANCE SERVICE (EAS) CALLS**

The volume of EAS calls in 2006 hit 96,006 last year. See **Table 1**. This is an increase of 7,343 cases (8%) over the 88,663 cases in 2005. About 91% (87,679 cases) of the EAS cases were emergency medical and trauma situations while about 6% (5,462 cases) were non-emergency situations. The remaining 3% (2,865 cases) comprise false alarm calls.

<b>Type of Calls</b>	<b>2005</b>	<b>2006</b>	<b>Absolute Change</b>
Emergency Calls	79,895	87,679	+ 7,784
Non-Emergency Calls	6,046	5,462	- 584
False Alarms	2,722	2,865	+ 143
<b>Total</b>	<b>88,663</b>	<b>96,006</b>	<b>+ 7,343</b>

**TABLE 1 : NUMBER AND TYPES OF AMBULANCE CALLS**

2. The breakdown for emergency cases is shown in Table 2 below. 70% (61,221 cases) were “medical cases” (e.g. cases involving chest pain, breathlessness, unconsciousness and cardiac arrest) and 30% (26,143 cases) were “trauma cases” (e.g. cases involving road traffic accident, industrial accident, fall and assault). The remaining 315 cases classified under “others” involved situations related to maternity emergencies and patients without clear illness symptoms.

<b>Description</b>	<b>2005</b>	<b>2006</b>	<b>Absolute Change</b>
Medical	54,130	61,221	+ 7,091
Trauma	25,534	26,143	+ 609
Others	231	315	+ 84
<b>Total</b>	<b>79,895</b>	<b>87,679</b>	<b>+ 7,784</b>

## **TABLE 2 : BREAKDOWN ON EMERGENCY AMBULANCE CALLS**

### **EMERGENCY CALLS**

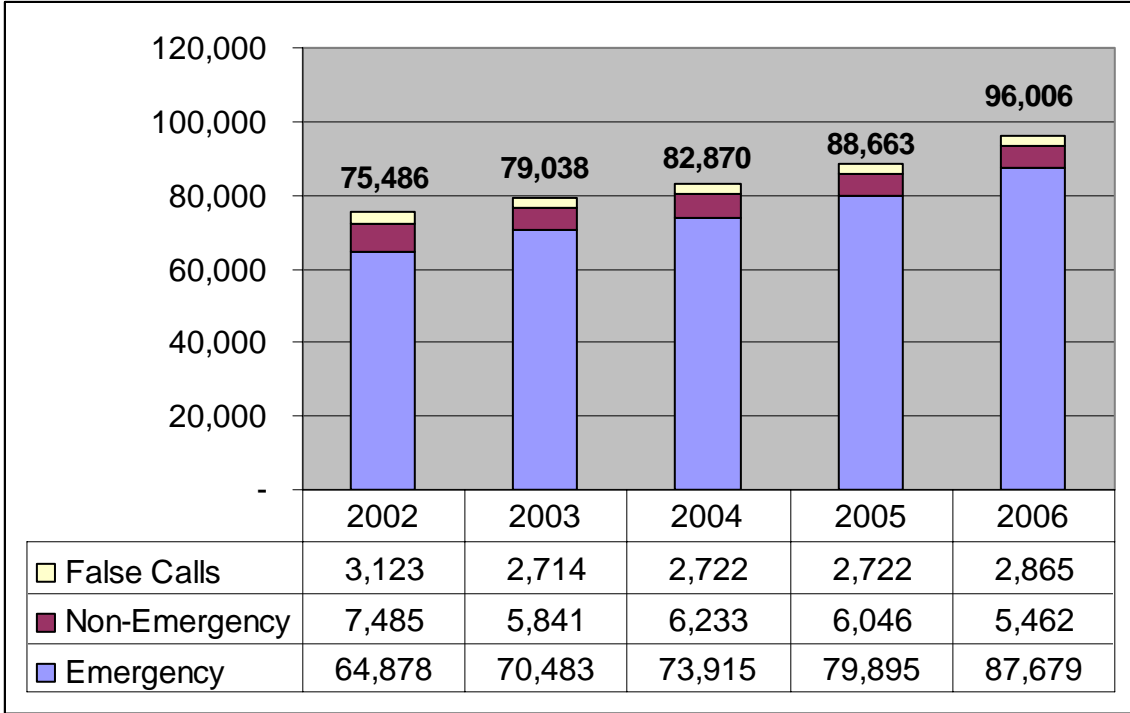
3. Emergency calls rose from 79,895 in 2005 to 87,679 in 2006 (ie. 10% increase). SCDF's response to emergency calls has been steadily climbing over the years. Considering that SCDF responded to 64,878 cases in 2002, the number of emergency calls have increased by 22,801 cases (or 35%) in the last 5 years. See **Graph 1**.

### **NON-EMERGENCY CALLS**

4. Through greater public awareness, the number of non-emergency calls last year dropped from 6,046 in 2005 to 5,462. While this 10% dip (584 calls) is positive, members of public should continue to make strong efforts to further lower the non-emergency calls figure. Signs and symptoms to help identify what non-emergencies are can be found on the SCDF Website (<http://www.scdf.gov.sg/>). For non-emergencies, public may call private ambulance operators directly or 1777 - a 24-hr hotline manned by a group of private ambulance companies.

### **FALSE ALARMS**

5. False alarm calls are situations in which SCDF emergency ambulances are called for but upon arrival, the crews do not find any person requiring medical assistance. Comparing with 2005, there was a 5% increase (143 calls) in such cases last year. The public is reminded to call 995 only when emergency medical assistance is required. Graph 1 shows the 5 year trend of false alarm calls, as well as that of the emergency and non-emergency calls.



**GRAPH 1 : EAS CALLS (2002 TO 2006)**