

**SINGAPORE CIVIL DEFENCE FORCE**  
**EMERGENCY AMBULANCE SERVICE STATISTICS**  
**(JAN - DEC 2005)**

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

1. SCDF's emergency ambulance crews last year responded to a total of 88,663 calls. This is an increase of 5,793 calls since 2004 which registered 82,870 calls. The bulk of the calls were related to emergency situations which accounted for 79,895 calls (ie. 90%) of the total ambulance calls. 6,046 (ie. 7%) of the ambulance calls were non-emergency cases while 2,722 (ie. 3%) were false alarm cases. See **Table 1**.

Description	Jan-Dec 2004	Jan-Dec 2005	Absolute change	% change
Emergency Calls	73,915	79,895	+5,980	+8%
Non-Emergency Calls	6,233	6,046	-187	-3%
False Calls	2,722	2,722	0	0%
<b>Total</b>	<b>82,870</b>	<b>88,663</b>	<b>+5,793</b>	<b>+7%</b>

**Table 1: Number And Types Of Ambulance Calls**

2. The number of genuine ambulance calls (ie. emergency calls and non-emergency calls) last year rose to 85,941, from 80,148 in the year before. See **Table 1**. This is an increase of 5,793 (7%) genuine ambulance calls over 2004. Genuine ambulance calls includes medical cases which shot up by 14% to hit 57,583 cases last year, while trauma cases declined by about 3% to 25,534. See **Table 2**.

Description	Jan-Dec 2004	Jan-Dec 2005	Absolute change	% change
Medical	50,659	57,583	+6,924	+14%
Trauma	26,227	25,534	-693	-3%
Others	3,262	2,824	-438	-13%
<b>Total Genuine Calls</b>	<b>80,148</b>	<b>85,941</b>	<b>+5,793</b>	<b>+7%</b>

**Table 2: Breakdown On Genuine Ambulance Calls**

**EMERGENCY CALLS**

3. Emergency calls reached nearly 80,000 cases in 2005. See **Table 3**. At 79,895 calls last year, it chalked up an increase of 5,980 cases (8%) over 2004. This rise conforms with the rising trend in emergency calls in Singapore as per previous years. Since 2001, the yearly rise in such cases has been between 3400 and nearly 6000 per year.

Emergency Calls	2001	2002	2003	2004	2005
Number of Calls	61,048	64,878	70,483	73,915	79,895

% to Total Calls	84%	86%	89%	89%	90%
Changes as Compared to Previous Year	+4,338	+3,830	+5,605	+3,432	+5,980

**Table 3: Number Of Emergency Calls (2001 to 2005)**

**NON-EMERGENCY CALLS**

4. Non-emergency calls continued to fluctuate around the 6000 calls mark. See **Table 4**. At 6046 cases, non-emergency calls in 2005 slipped by about 3% (187 cases) from 6,233 cases in 2004. Although this figure has been declining in general over the last few years, it must still be emphasised that six thousand over cases of non-emergency calls is a big volume, taking up a significant chunk of the EAS resources. A further drop in such cases would benefit the community since more resources can then be channeled towards the emergency life-threatening cases.

<b>Non-Emergency Calls</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
Number of Calls	8,260	7,485	5,841	6,233	6,046
% to Total Calls	11%	10%	7%	8%	7%
Changes as Compared to Previous Year	+1,664	-775	-1,644	+392	-187

**Table 4: Number Of Non-Emergency Calls (2001 to 2005)**

**FALSE CALLS**

5. False alarms have stabilised at about the 2,700 calls in the last 3 years. See **Table 5**. Despite this downward trend, it is important to note that false alarms are detrimental to the overall efficiency of the EAS. The SCDF wish to appeal to public to refrain from making false calls.

<b>False Calls</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
Number of Calls	3,229	3,123	2,714	2,722	2,722
% to Total Calls	5%	4%	3%	3%	3%
Changes as Compared to Previous Year	-423	-106	-409	+8	0

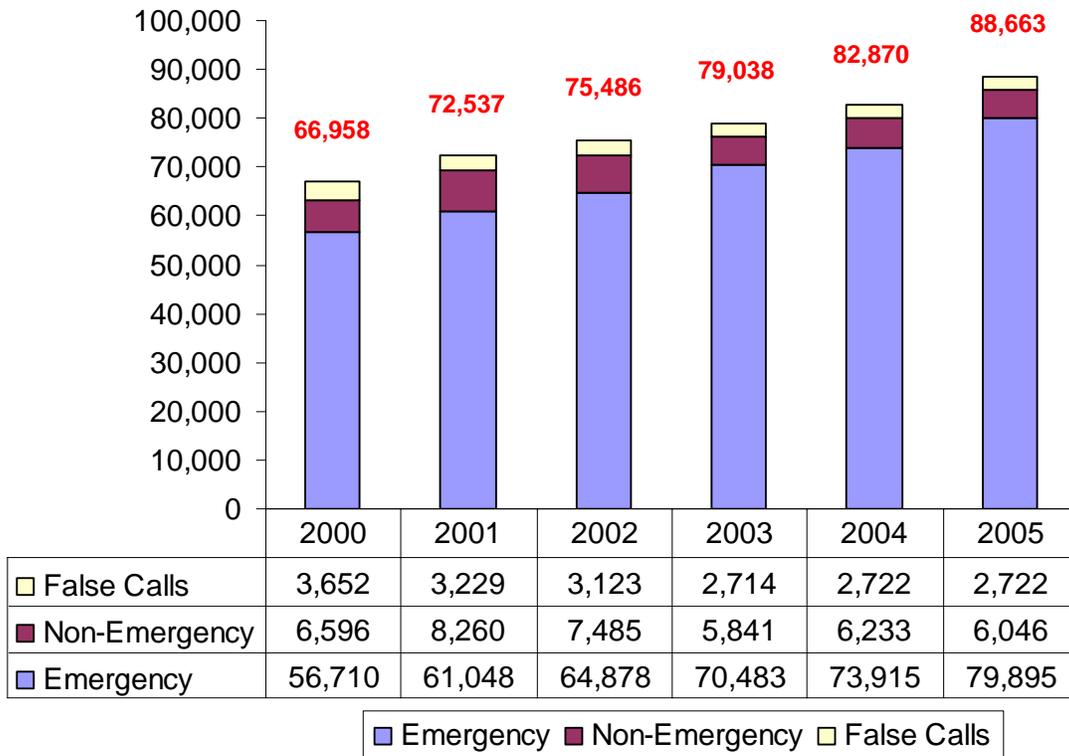
**Table 5: Number Of False Calls (2001 to 2005)**

**PAST YEAR TREND OF AMBULANCE CALLS**

6. Total ambulance calls have been on a continuous rise over the years. Since 2001, the increase in the number of cases has been about 4300 cases per year. See **Graph 1**.

7. To help preserve the operational effectiveness of the EAS, it is critical that the members of public do not call "995" for non-emergency cases. For non-emergency cases, service of non-emergency ambulance operators can be engaged. Public can

call “1777” for non-emergency cases. Equally important, members of public should help in every possible way to eradicate false calls.



**Graph 1: EAS Calls (2000 to 2005)**

**CASES OF ASSAULT ON AMBULANCE CREW**

8. **Table 6** illustrates the number of assault cases to our ambulance crew from 2003 to 2005. All of these cases involved patients who behaved violently while being treated by the ambulance crew. For example, in 2003, a paramedic and a medic were attending to a semi drunk man who had sustained a laceration on his head. The patient suddenly turned violent. He pushed the medic in the chest, and even punched the paramedic in the left eye. The police had to be called to escort the patient to SGH. The patient was subsequently charged in court and fined \$2000. In 2004, a paramedic sustained scratches at her elbow and forearm while attending to a violent female patient with a chin injury. The patient was issued a verbal warning by the police. The only case of assault on the ambulance crew in 2005 involved a hostile female patient who refused treatment. While the ambulance crew was talking to her, she rushed towards the medic, pushed him and punched him in the face and stomach. The paramedic tried to break the fight and also got punched in the neck and right shoulder. The female patient was subsequently subdued and had to be handcuffed and escorted to the hospital by the police.

9. And most recently, 3 weeks ago at Corporation Drive, a medic was taking a patient’s blood sugar level when the latter turned violent and attempted to punch the paramedic. The ambulance driver tried to restrain the violent patient but had his

uniform's left epaulette flap torn off. He also suffered slight bruises over his left shoulder. A police report has been made.

10. SCDF would like to remind members of public that assaulting public servants in the course of their duty is an offence. If found guilty, the person may be punished with imprisonment for a term which may extend to 5 years, or with a fine, or with caning, or with any two of such punishments.

<b>Assault Cases</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
Number of cases	4	2	1

**Table 6: Cases of Assault on Ambulance Crew (2003 – 2005)**