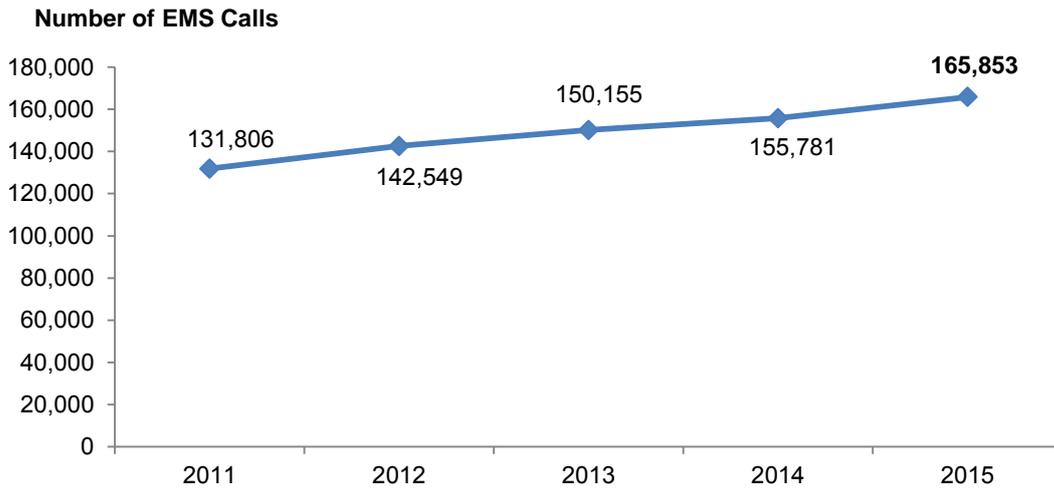


EMERGENCY MEDICAL SERVICES STATISTICS (JANUARY – DECEMBER 2015)

Emergency Medical Services Calls Increased by 6.5%

SCDF responded to 165,853 Emergency Medical Service (EMS) calls in 2015. This was 10,072 (6.5%) more calls compared to 2014. The number of EMS calls has increased by an average of about 5% annually over the past five years ([Chart A1](#)).

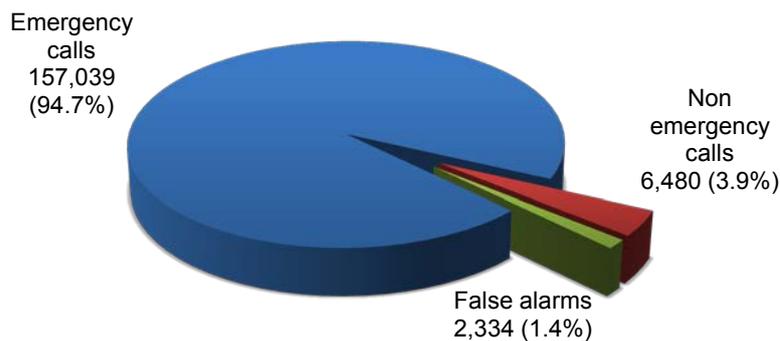
Chart A1: Total Number of EMS calls for 2011 - 2015



Breakdown of EMS Calls

2. Emergency calls made up 94.7% of the total calls. The remaining 3.9% were non-emergency calls and 1.4% were false alarms ([Chart A2](#)).

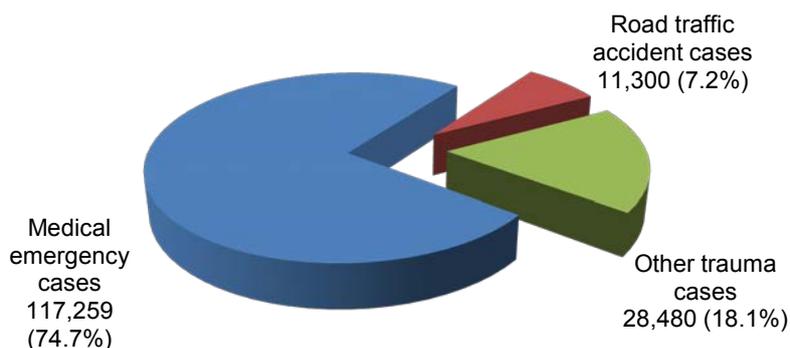
Chart A2: Breakdown of EMS Calls



Increase in Emergency and Non-Emergency Calls

3. Emergency calls increased by 5.7% to 157,039 calls in 2015. Of these, 74.7% were medical-related (e.g. chest pain, breathlessness, unconsciousness and cardiac arrest), 7.2% were related to road traffic accidents and the remaining 18.1% were related to other trauma cases [e.g. industrial accidents, falls and assaults] ([Chart A3](#)).

Chart A3: Breakdown of Emergency Calls

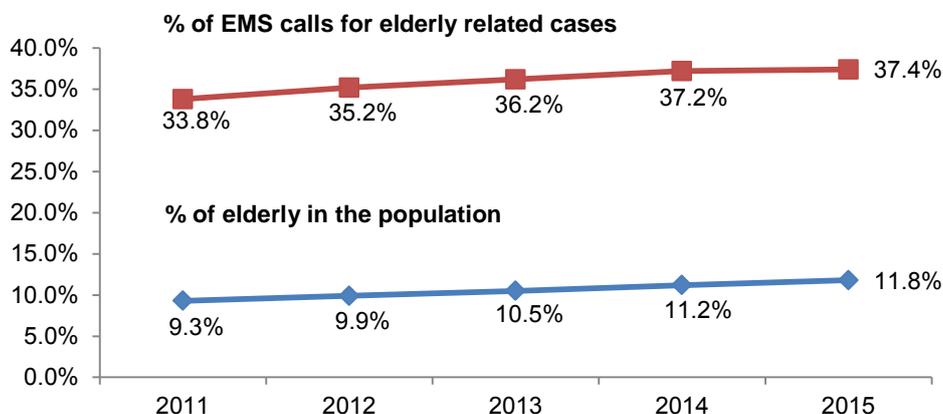


4. The number of non-emergency calls increased by 2,074 cases (47.1%) to 6,480 calls in 2015. For medical cases that are non-life threatening, members of the public are urged to call 1777 to engage the services of private non-emergency ambulance operators, or to proceed to their family doctors and general practitioners for medical consultation. This will allow emergency service resources to be freed up to attend to critical emergency cases.

Demand from the Elderly Grew by 7.1%

5. The number of calls received for cases involving the elderly (aged 65 and above) increased by 7.1%, from 57,931 calls in 2014 to 62,051 calls in 2015. This accounted for 37.4% of the total EMS calls (Chart A4). SCDF expects this trend to continue, given our ageing population.

Chart A4: Calls involving the elderly over the last five years



EMS Response Time

6. In December 2015, SCDF added five private emergency ambulances to its EMS fleet, increasing the total fleet size to 55 emergency ambulances. With a larger fleet, SCDF aims to improve the response time of the EMS. In 2015, SCDF was able to respond to 84.9% ambulance calls within 11 minutes, an improvement from 83.1% in 2014.

7. Singapore’s changing demographics, including an ageing population, will mean a continuing increase in load on the EMS. If demand continues to increase at 5% a year, this will mean a doubling of EMS calls in 15 years. It is not possible for SCDF to increase the number of emergency ambulances and ambulance personnel at the same rate. To deal with these challenges more effectively, SCDF will be adopting a data-driven, tiered and

differentiated frontline response model to optimise its limited resources to deliver swift medical support to critical cases, and calibrate its response for non-critical cases.

8. SCDF has started cross-training its firefighters as Emergency Medical Technicians to provide the first line of medical response to victims of critical cases while waiting for the arrival of emergency ambulances.

9. In addition, SCDF's *Save-a-Life* initiative aims to build a network of trained community first responders to render assistance to time-critical cases such as cardiac arrests. They will be notified by SCDF through the *myResponder* mobile application in the event of a case in their vicinity. Members of the public who are trained in Cardio-Pulmonary Resuscitation (CPR) and Artificial External Defibrillator (AED) usage will be able to register and use the application. SCDF has also begun installing AEDs at the lift lobbies of HDB blocks, where one AED is installed for every two to three HDB blocks, in six constituencies⁴ for use during medical emergencies.

10. These initiatives are aimed at optimising resources and achieving the best outcome for those who require emergency medical assistance.

⁴ The six constituencies are Bedok, Bukit Panjang, Choa Chu Kang, Pasir Ris West, Radin Mas and Tampines West. SCDF will progressively extend this to all HDB estates by 2018.