

# NEWS RELEASE



## EMERGENCY MEDICAL SERVICES, FIRE & ENFORCEMENT STATISTICS 2024

### EXECUTIVE SUMMARY

1. The Singapore Civil Defence Force responded to 245,279 Emergency Medical Services (EMS) calls in 2024, or an average of 672 EMS calls daily. This was a 0.6% decrease compared to 2023. Notwithstanding, the number of EMS calls remained much higher than the pre-COVID 19 daily average of 525 calls in 2019.
2. The overall number of fires increased by 1.8% to 1,990 cases in 2024. While the number of residential fires has decreased by 0.2%, the number of fires at non-residential premises and non-building premises<sup>1</sup> increased by 2.7% and 4.7% respectively. Fires involving Active Mobility Devices (AMDs) increased by 21.8% compared to 2023.
3. SCDF stepped up the number of fire safety enforcement checks in 2024. A total of 15,075 fire safety enforcement checks were conducted, with 2,579 Fire Hazard Abatement Notice (FHAN)<sup>2</sup> and 1,061 Notice of Offence (NOO)<sup>3</sup> issued in 2024.
4. The overall response rate<sup>4</sup> by Community First Responders (CFRs) to suspected cardiac arrest and minor fire incidents increased by 6.5% to 50.3% in 2024. There were 40,245 new CFR signups on the SCDF myResponder Application in 2024. This is an encouraging increase of 14.1% compared to the number of signups in 2023.

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<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.

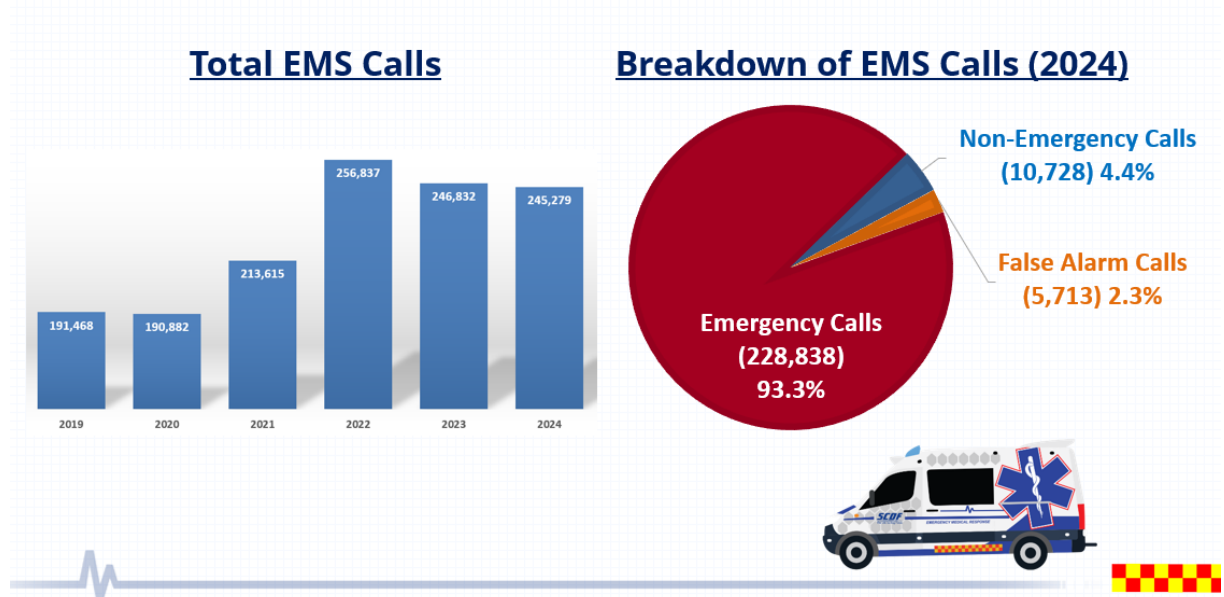
<sup>2</sup> A Fire Hazard Abatement Notice (FHAN) is a written warning to the errant party to abate the fire hazard within a specified period.

<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) 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 2024

## Overview

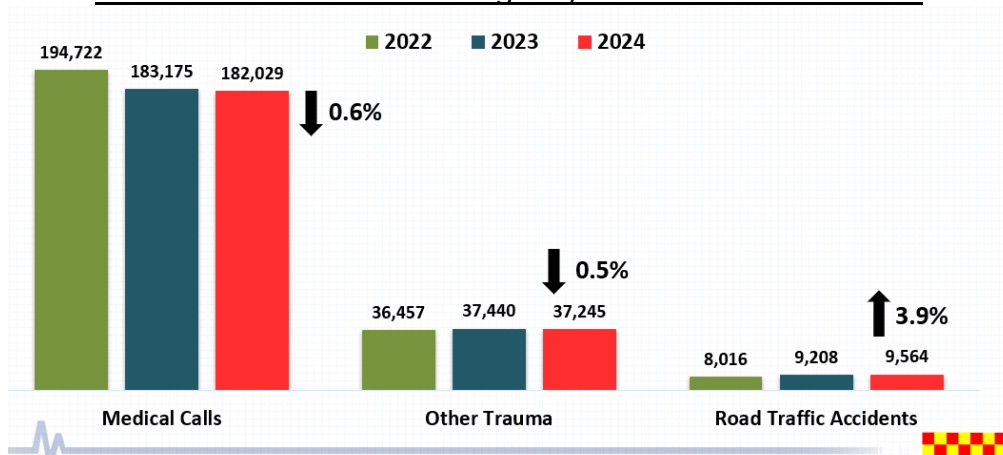


1. SCDF responded to 245,279 EMS calls in 2024. This is a slight decrease of 1,553 calls (0.6%) compared to 246,832 EMS calls in the previous year. Of these, 228,838 (93.3%) were emergency calls, 10,728 (4.4%) were non-emergency calls, and 5,713 (2.3%) were false alarm calls. While demand has alleviated slightly following a significant spike in 2022, we are observing a general upwards trend over the past five years. We expect the increase in demand to continue beyond 2025, given the ageing population in Singapore.

## Emergency Calls

2. Of the 228,838 emergency calls in 2024, 79.5% were medical-related (e.g., chest pain, breathlessness, unconsciousness, and cardiac arrest); 16.3% were trauma cases (e.g., industrial accidents, falls, and assaults); and the remaining 4.2% were road traffic accidents. EMS calls involving seniors (aged 65 and above) constituted nearly half (49.2%) of all EMS calls. The breakdown of emergency calls for EMS over the past three years is reflected in Chart 1.

Chart 1: Breakdown of emergency calls from 2022 to 2024



## Non-Emergency and False Alarm Calls

3. Non-emergency calls remained generally consistent. There were 10,728 non-emergency calls in 2024, compared to 10,724 calls in 2023.

4. False alarm calls saw a decrease since 2021. There were 5,713 false alarm calls in 2024, a decrease of 572 calls (-9.1%), compared to 6,285 calls in 2023 (see Chart 2). While false alarm calls have decreased, it remains a concern as every false alarm call takes away an available resource for an emergency.<sup>5</sup>

5. The decrease in false alarm calls can be partly attributed to SCDF's continued public education on the usage of the 995-emergency hotline. Over the past few years, SCDF collaborated with influencers and content creators on short infotainment videos to educate viewers on the appropriate instances to dial 995. SCDF also partnered with SGAG and released a new song titled "What's Your Emergency?!" on SCDF's social media channels. The music video educated viewers on the correct usage of the 995-emergency hotline through various scenarios.

6. On 7 March 2024, SCDF collaborated with CNA Insider to release a documentary, "On Call with Singapore's SCDF Emergency Medical Services: When Minutes Can Mean Life or Death", giving the public a rare insight into the different phases of SCDF's EMS response and lifesaving skills. With the success of the first documentary, SCDF collaborated with CNA Insider to release a second video "SCDF Officers React to Challenges on the Frontline" on 5 December 2024, which further humanised the lifesaving work of SCDF EMS personnel and gave deeper focus to the operational challenges faced in their line of duty. SCDF will continue its multi-faceted public education initiatives to impress upon the public on the appropriate use of the 995-emergency hotline.

7. SCDF operates the EMS Tiered Response Framework to optimise emergency medical resources and calibrate the EMS response to medical cases based on their severity. This allow SCDF to continue prioritising life-threatening emergencies and ensure that emergency resources are available for those who need them the most. This includes leveraging data analytics to identify areas with high EMS demand and extended the deployment of SCDF ambulances to non-SCDF premises such as community centres and neighbourhood police posts.

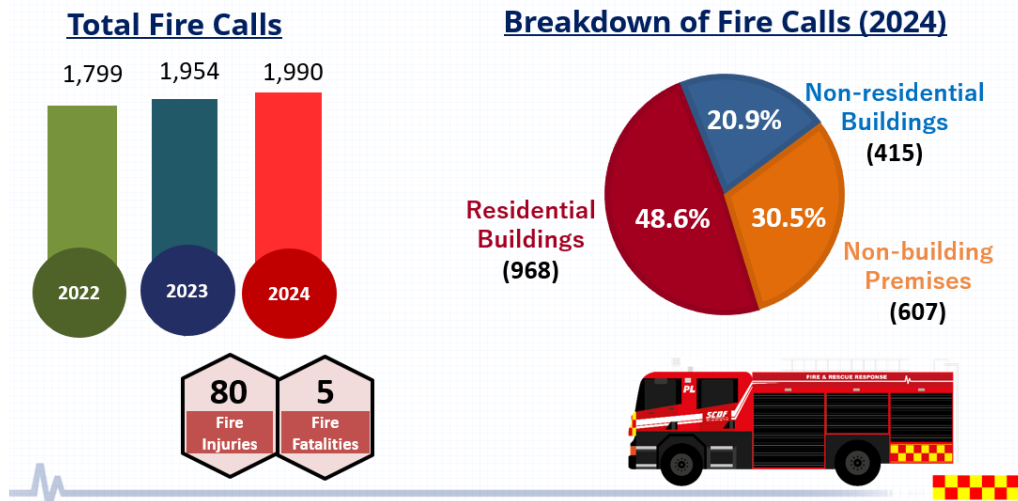
8. To further improve EMS response time and enhance flexibility in the deployment of EMS resources, SCDF will be trialling a dynamic deployment pod concept, which allows SCDF to set up deployment bases quickly in response to surges in EMS calls at different areas across the island. The first Dynamic Deployment Pod will be sited at Jurong Lake Gardens by end-February 2025, with plans for more pods to be rolled out later this year.

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<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.

## FIRE STATISTICS 2024

### Overview

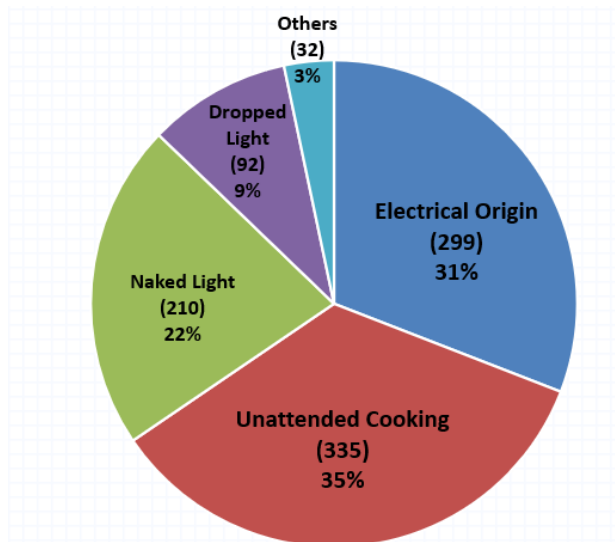


9. SCDF responded to 1,990 fire calls in 2024, an increase of 36 calls (1.8%) compared to 1,954 calls in 2023. This was due to an increase in fires at non-residential and non-building premises. There were 80 fire injuries<sup>6</sup> and five fire fatalities in 2024.

### Fires in Residential Premises

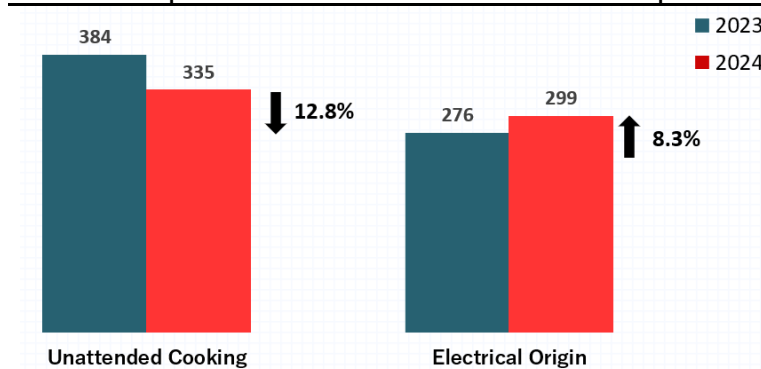
10. The number of residential fire calls remained largely unchanged, from 970 calls in 2023 to 968 calls (-0.2%) in 2024. Fires due to unattended cooking and fires due to electrical origin remained the top two causes of fires in residential premises - see Charts 2 and 3 for a further breakdown.

Chart 2: Breakdown of the causes of fire in residential premises (2024)



<sup>6</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.

Chart 3: Top two causes of fires in residential premises



11. While fires due to unattended cooking decreased by 49 calls (-12.8%) to 335 calls, it remained the top cause of residential fires.

12. Residential fires due to electrical origin increased by 23 calls (8.3%) to 299 calls. The majority of fires were caused by faults in electrical wiring or electrical appliances, or due to the overloading of electrical sockets. Of the 299 fires from electrical origin, 44 involved Active Mobility Devices (AMDs) in residential premises, an increase of 9 calls (25.7%) from 2023. The overall statistics of AMD fires are further elaborated on Page 7.

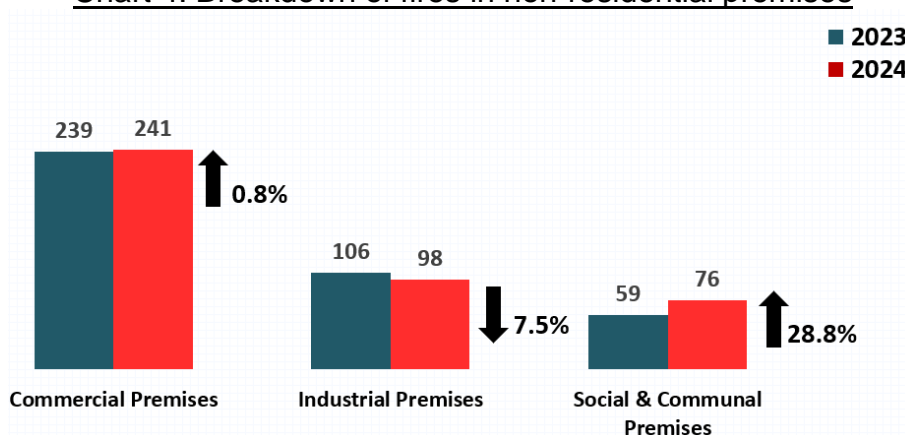
13. SCDF will continue to work with strategic partners including the National Fire and Emergency Preparedness Council (NFEC) to promote fire prevention in the community through various public education campaigns and initiatives. This includes radio advertisements, residential fire safety advisory videos and infographics via the digital display panels at HDB blocks. SCDF social media platforms will also publish fire safety social media posts (both in official languages and the vernaculars) for greater resonance and impact, especially with the elderly population.

14. In December 2024, SCDF together with NFEC, released three short-form fire safety videos that featured “Flamions” to personify fire and emphasise fire safety messages. With the campaign tagline “Fire Starts When Attention Stops”, SCDF and the NFEC aims to increase fire safety awareness and outreach to the community, particularly among elderly residents aged 65 and above. To ensure greater impact and resonance with the elderly, these fire safety videos were made available in the four official languages, as well as in Hokkien and Cantonese. Additionally, SCDF engaged influencers who are well known to the elderly population and can converse in the vernacular to reinforce fire safety and prevention messages.

### Fires in Non-Residential Premises

15. Fire calls at non-residential premises increased by 11 calls (2.7%) to 415 calls in 2024. Chart 4 provides a breakdown of fires in non-residential premises.

Chart 4: Breakdown of fires in non-residential premises

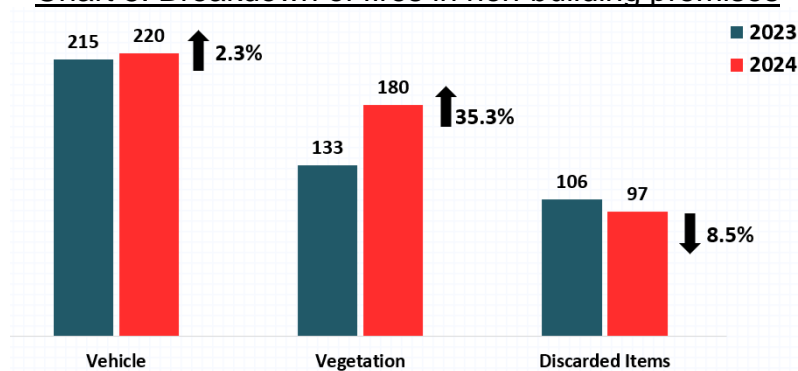


16. SCDF will continue to work with the NFEC, building owners and Fire Safety Managers, to organise fire safety outreach programmes, such as dialogues and seminars, to maintain a high level of fire-safety awareness among building occupants. Regular enforcement checks will also be conducted at these premises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

### Fires in Non-building Premises

17. Fire calls at non-building premises increased by 27 calls (4.7%) to 607 calls. Chart 5 provides a breakdown of fires in non-building premises.

Chart 5: Breakdown of fires in non-building premises



18. Vehicle fires formed the largest component of fires at non-building premises, with an increase of 5 calls (2.3%) to 220 calls<sup>7</sup>. Of the 220 fires, only one fire (0.4%) involved an Electric Vehicle. 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.

19. Vegetation fires increased by 47 calls (35.3%) to 180 calls in 2024.

20. Fires involving discarded items decreased by 9 calls (-8.5%) to 97 calls in 2024.

<sup>7</sup> Vehicle fires in non-building premises include those occurring on roads and in open-air carparks.

## Fires Involving Active Mobility Devices (AMDs)

21. Fires involving AMDs increased by 12 calls (21.8%) to 67 calls in 2024. AMDs include Power Assisted Bicycles (PABs), Personal Mobility Devices (PMDs), and Personal Mobility Aids (PMAs).

- Fires involving PABs decreased by 1 call (-3.1%) to 31 calls in 2024, compared to 32 calls in 2023.
- Fires involving PMDs increased by 7 calls (38.9%) to 25 calls in 2024, compared to 18 calls in 2023.
- Fires involving PMAs increased by 6 calls (120%) to 11 calls in 2024, compared to 5 calls in 2023.

22. See Chart 6 for fires involving AMDs from 2020 to 2024 and Chart 7 for the breakdown of AMD fires based on the type of premises.

Chart 6: Fires involving AMDs (2020 to 2024)

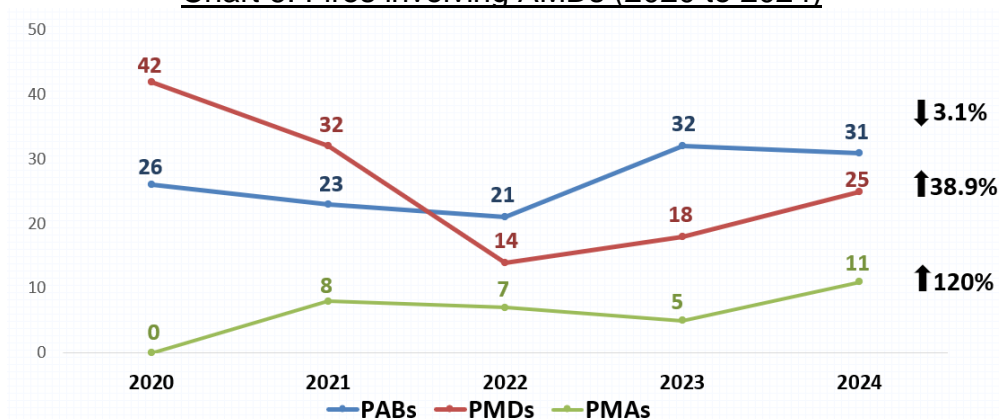


Chart 7: Breakdown of AMD Fires based on the Type of Premises

Year	Residential	Non-Residential	Non-Building (On the roads / open spaces)	Total
2024	44	5	18	67
2023	35	2	18	55

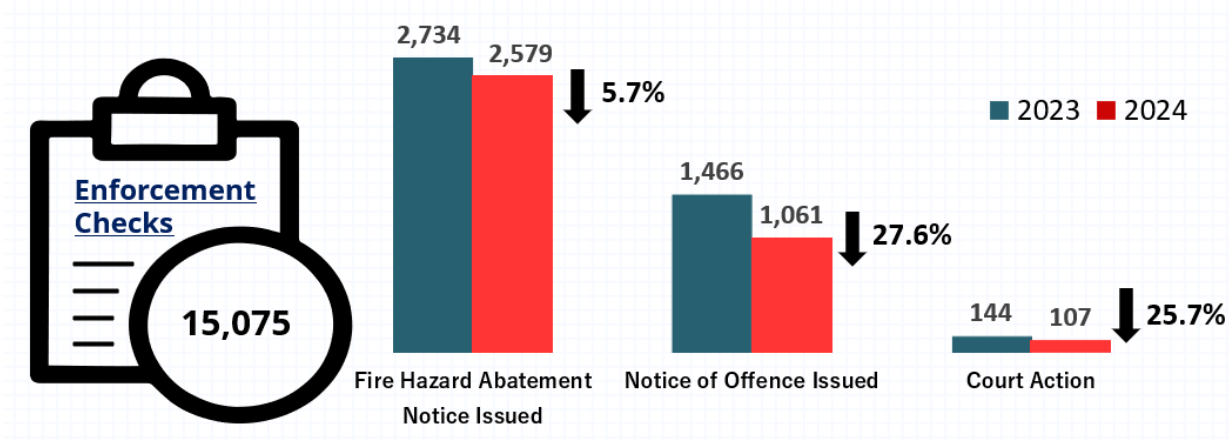
23. AMD fires remain an area of concern especially for those that occur at residential premises. In 2023, the Active Mobility Fire Safety Taskforce, co-chaired by the Land Transport Authority (LTA) and the SCDF, launched the “Be Device-Safe” programme. The programme aims to educate users of motorised AMDs, such as Personal Mobility Devices (PMDs) or Power-Assisted Bicycles (PABs), about the risk of AMD-related fires and how to safely use and maintain these devices. In September 2024, a refreshed campaign with new visuals for the “Be Device-Safe” programme was unveiled during the Sembawang West Community Resilience Day held at Woodlands Mart to promote awareness on proper AMD usage and related fire safety messages.

24. SCDF will continue its efforts to educate the public on the dangers related to

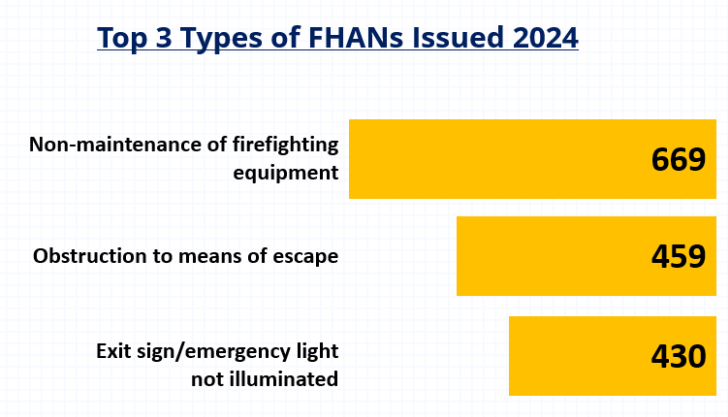
AMD fires through public engagement activities such as the Community Resilience Day events. SCDF will also continue to disseminate fire safety advisories on AMD fires via social media and through local media reports to remind the public not to leave batteries or devices to charge unattended for an extended period or leave it charging overnight, and to refrain from purchasing or using non-original batteries. See [Annex B](#) for fire safety tips on AMD.

FIRE SAFETY ENFORCEMENT STATISTICS 2024

Overview



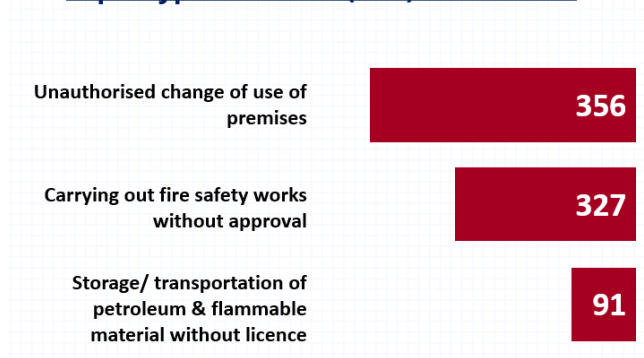
25. Fire safety enforcement checks increased by 31 (0.2%) to 15,075 in 2024.
26. The number of Fire Hazard Abatement Notice (FHAN) issued decreased by 155 (-5.7%) to 2,579 in 2024. The most common FHAN issued was due to the non-maintenance of firefighting equipment, which accounted for 669 (25.9%) of all notices issued.



27. The number of Notice of Offence (NOO) issued decreased by 405 (-27.6%) to 1,061 in 2024. The most common NOO issued was due to unauthorised change of use of premises, which accounted for 356 (33.6%) of all NOO issued.

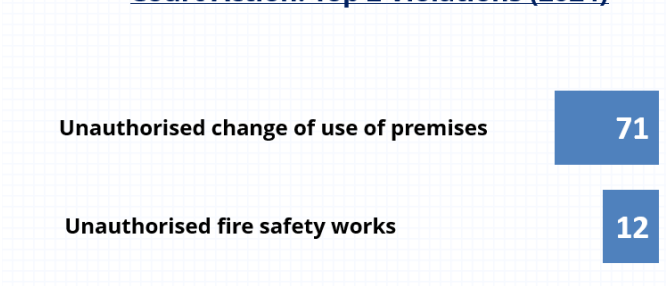


### Top 3 Types of NOOs (FSO) Issued 2024



28. The number of Court Action issued decreased by 37 (-25.7%) to 107 in 2024. Unauthorised change of use of premises accounted for 71 cases (66.4%), while unauthorised fire safety works accounted for 12 cases (11.2%).

### Court Action: Top 2 Violations (2024)



29. SCDF takes a serious view of fire safety compliance and has been conducting frequent enforcement checks, both proactively and in response to public feedback. SCDF and NFEC will continue to engage 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 enforcement checks including joint operations with related agencies such as the Singapore Police Force to address fire safety non-compliances.

30. 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 myResponder App, the SCDF feedback form via <https://www.scdf.gov.sg/home/feedback> or calling the fire hazard reporting line at 1800-280-0000.

### COMMUNITY FIRST RESPONDERS (CFR) AND SCDF MYRESPONDER APP STATISTICS 2024

31. The overall response rate by CFRs to suspected cardiac arrest and minor fire incidents increased by 6.5% to 50.3% in 2024.

32. For suspected cardiac arrest incidents, the response rate by CFRs is 47.2%. This is an increase of 6.2% compared to 41.0% in 2023.

33. For minor fires incidents, the response rate by CFRs is 57.7%. This is an

increase of 6.1% compared to 51.6% in 2023.

34. There were 40,245 new signups on the SCDF myResponder App in 2024. This is an encouraging increase of 4,978 (14.1%) compared to 35,267 new CFR signups in 2023.

35. Since the launch of SCDF myResponder App in 2015, there are more than 203,000 CFRs registered in the myResponder App, and it has facilitated community responses to emergencies. 94 cardiac arrest victims have been saved by CFRs who were alerted through the myResponder App.

36. 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 in putting out a minor fire.

## Vehicle Fire Safety Checklist



### Vehicle Safety Checklist

SCDF  
The Fire Fighting Force

Land Transport Authority  
We Keep Your World Moving


NFEC  
National Fire Emergency Centre



### 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 distinguishable 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 on PMDs, PABs and PMAs**

#### ***Purchasing your device***

- Only purchase and use devices and parts, including batteries from original manufacturers or official retailers.
- Do not purchase PMDs that do not have the UL2272 Certification.
- Do not purchase PABs that do not have the EN15194 certification and affixed with LTA's orange seal of approval.
- Purchase PMAs from original medical device or PMA suppliers.
- Do not purchase second-hand devices that may have its electrical components modified by previous owners, or from unfamiliar online sources.

#### ***Maintaining your device***

- Do not tamper with your device's electrical components through installation of an additional battery pack, electrical lighting, or other electronic accessories.
- Do not attempt to repair a device on your own. Return faulty devices to the original manufacturer or official retailer for service.
- Dispose of your device through NEA-appointed e-waste recyclers if it has non-original parts or has been in long-term storage without use.

#### ***Charging your device***

- Do not leave batteries or devices charging for a prolonged period or charging them unattended overnight.
- Do not charge devices immediately after use.
- Do not charge devices or their batteries near combustible materials or along an escape path.
- Charge devices 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, especially if they have been unused for an extended period.

*The AMD Fire Safety Tips is brought to you by the Active Mobility Fire Safety Taskforce, co-chaired by the Land Transport Authority (LTA) and the Singapore Civil Defence Force.*