3. Information Distribution Section

3.1. Dispatchment of assistance requests

3.1.1. If a request for emergency ambulance, rescue and evacuation or fire-fighting is received, it shall automatically be dispatched to the agency Singapore Civil Defence Force.

3.1.2. If a request for gas leak control is received, it shall automatically be dispatched to the agency Singapore Power.

3.1.3. Requests shall be dispatched through SMS.

3.1.4. Requests shall be dispatched within 1 minute of receivement.

3.1.5. Requests shall contain the name, number and location of the requester as well as the type of assistance requested.

3.2. Information update to public

3.2.1. Updates on current incidents shall be sent out by SMS to the public residents of the affected region.

3.2.2. Updates on current incidents shall be posted on a Twitter account.

3.2.3. Updates shall contain the location, type and current status of the incident.

3.3. Status reports

3.3.1. The subsystem shall generate status reports summarizing key indicators and trends.

3.3.2. Status reports shall be generated with a frequency of 30 minutes.

3.3.3. Each status report shall be sent to the Prime Minister’s office over email.

3.3.4. Key indicators shall include the number of incidents reported of each type, the number of accidents which are still ongoing and the mean time for incidents to be resolved.

3.3.5. Trends shall include which areas are currently experiencing a larger number of incidents than normal and which types of incidents are currently most prevalent.