

# CALLS FOR SERVICE

**Police Reactive:** Also known as traditional policing, is the standard of law enforcement in which authorities respond to calls for service and react to criminal incidents when they are called to do so.

**Police Proactive:** An approach to customer service in which Public Safety makes the first move to help prevent crimes from occurring in the first place. This type of service is done in partnership with the community.

**Fire Calls:** Refers to all calls for service that require a fire unit response. These calls include but are not limited to: Fires, Fire Alarms, Accidents, and Gas Leaks.

**Emergency Medical Services (EMS):** Calls that involve fire unit(s) response to assist with the treatment of a medical issue or emergency, which can range from minor injuries to cardiac arrest emergencies.

# 2019 CALLS FOR SERVICE

