

# Assessing Response to Civil Unrest by Fire and Emergency Medical Services (EMS)



## Case Study

### The Client

U.S. Fire Administration  
Emmitsburg, MD

### The Project

Provide a practical guide and reference for responders to help mitigate common dangers associated with civil unrest events.

## The Opportunity

Civil unrest, the gathering of more than one person in reaction to an event with the intent to cause a public disturbance, has become an issue faced by public safety agencies across the nation. While most civil unrest events take place in larger cities, it is becoming more common to see these events also occur in smaller rural settings. Fire and EMS agencies in these areas may not have proper training or protocols in place to handle these events. The U.S. Department of Homeland Security (DHS), the Federal Emergency Management Agency (FEMA), the U.S. Fire Administration (USFA), and FedWriters sought to create a guide to understand the opportunities, challenges, costs, and other issues involved with civil unrest events. These agencies selected Public Consulting Group (PCG) to compile a practical guide and reference to help mitigate common dangers associated with civil unrest events.

## The PCG Approach

PCG's approach was to cover five primary areas of consideration for fire and EMS Agencies: personnel, stations and facilities, apparatus, community, and operational challenges. To gain an understanding of the needs of departments across the nation, PCG focused on specific cities: Ferguson, MO; Atlanta, GA; and Minneapolis, MN. Our research included:

- ✓ Completing an extensive literature review to understand any previously published studies that touched on civil unrest in the fire and EMS world.
- ✓ Interviewing chiefs from across the nation to establish a baseline of what has happened during previous civil unrest events, and how fire and EMS agencies were working to prepare for future events.

## The Result

Each primary area that was studied was outlined in the report with recommendations made for future steps that fire and EMS agencies can take to better prepare themselves before civil unrest events, mitigate dangers during civil unrest events, and ways to help their agencies and communities recover more efficiently following a civil unrest event. The report culminates with a summary of best practices and lessons learned followed by a chapter dedicated to assisting fire and EMS agencies with developing standard operating procedures. The nationwide research and data analysis completed for this project will influence fire and EMS agencies for years to come.

**To learn more about PCG's fire and EMS consulting services, including studies like the one conducted for the U.S. Fire Administration, contact us today.**

 (800) 210-6113     [publicsafetystudy@pcgus.com](mailto:publicsafetystudy@pcgus.com)

 [www.publicconsultinggroup.com](http://www.publicconsultinggroup.com)