

Memorandum



CITY OF DALLAS

DATE May 26, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Fire-Rescue Resiliency Survey Results**

Dallas Fire-Rescue (DFR) places the health and safety of our members at the forefront of our priorities. To that end, DFR's Safety Division recently distributed a survey to all members to deepen their awareness and understanding of our department's current state of mental health. The results have been received and are being analyzed.

The raw data is being published internally for all departmental members and is attached below. This raw data is still being processed utilizing scientific methods such as quantitative data analysis, cross-tabulation, statistical relevance calculation, and causation versus correlation determination. However, in the interest of transparency, the raw data is being published. The survey results will help determine our most productive next steps as we further develop our Resiliency Programs to better serve the mental health needs of our members.

DFR leadership is committed to addressing all the survey responses. In fact, work had already previously begun addressing issues that were subsequently presented in the responses.

Specifically, DFR recently launched the Emergency Response Review Project, which involves informal sessions soliciting input from field personnel regarding our response and dispatching procedures. Members of the Command Staff have been visiting stations to connect with field personnel and hear concerns for several months. The Resiliency Program has been undergoing a complete analysis and evaluation, of which this survey was part. Additionally, all members have been assured that the new DFR staff psychologists will be housed in an office building not owned by the City of Dallas and not near any fire station or departmental facility.

This process represents another positive step forward in developing resources to adequately meet our department's mental health needs.

Please let me know if you have any questions.

Dominique Artis
Fire Chief, Dallas Fire-Rescue

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors

DATE May 26, 2022

SUBJECT **Dallas Fire-Rescue Resiliency Survey Results**

SURVEY RESULTS SYNOPSIS

The Resiliency office sent out 1600 surveys to operations personnel and received 895 completed responses (or 55.9%), which represents the largest response the department has ever received from a voluntary survey. This report will present raw data gathered from the survey responses.

1. 88% of members report that their sleep has been negatively impacted by the job, and 36% would be willing to change their work schedule.
2. 37% of members in the survey reported that they have noticed an increase in alcohol consumption and 19% report that friends and/or family members have expressed concern over their alcohol consumption.
 - a. According to the CDC (2022), the prevalence of binge drinking is 25% for adults in the United States.
3. 26% of members polled reported consistent use of nicotine.
 - a. According to the CDC, 12.5% of adults in the U.S. smoke cigarettes and 2.3% of adults use smokeless tobacco products.
4. 63% of members reported noticing an increase in irritability since starting this profession. 53% of members reported friends and/or family members noticing changes in their mood or irritability since starting this profession. 38% of members reported noticing an increase in conflict within their personal relationships.
5. 27% of members reported experiencing symptoms of depression. 34% of members reported experiencing symptoms of generalized anxiety and 24% reported a heightened sensitivity to noise and/or light. 8% of members reported suicidal ideation.
 - a. The national average suicidal ideation is 4.9% according to the National Institute of Mental Health (2022).
6. Members also reported awareness of DFR internal resources.
 - a. 84.8% report awareness of the Resiliency Coordinator
 - b. 96.2% report awareness of the Chaplain Program
 - c. 93.5% report awareness of the DFR Peer Support Program
 - d. 85.6% report awareness of the Local 58 Peer Support Program
 - e. 94.4% report awareness of the Critical Incident Stress Management team (CISM)
 - f. 61.1% report awareness of the DFR Medical Director and Occupational Health Program
 - g. 49.6% report awareness of the HeartMath Program
 - h. 75.8% report awareness of Employee Assistance Program (EAP).
7. Although these internal programs are known, only 17% of members reported utilizing any DFR resources. 58% of members reported awareness of non-DFR Resources.
8. Survey participants were asked about whether they believed that the following DFR members cared about their wellbeing:
 - a. 95.4% believe that their fellow station members cared about their wellbeing
 - b. 96.2% believe that their station officers care about their wellbeing
 - c. 84.6% believe that their Battalion chief cares about their wellbeing
 - d. 60.0% believe that their Deputy Chief cares about their wellbeing
 - e. 38.4% believe that the Command Staff cares about their wellbeing.

Some of the surveys had written notes of concern which were all reviewed by the resiliency coordinator. Several members voiced concern about the increased number of runs both on the

DATE May 26, 2022

SUBJECT **Dallas Fire-Rescue Resiliency Survey Results**

Rescue and on the Engine. There was concern voiced about not having enough rescues in the field, as well as having to respond to non-emergent calls. In addition, some members expressed frustration and belief that emphasis on customer service from EMS seemed more about liability mitigation and micromanagement than patient care. Members also expressed frustration with Command Staff and a belief that Command staff was out of touch with station life, suggesting that they do ride outs and station visits to reconnect with the Rank-and-File members. Lastly, there was concern expressed that our counseling center would be in or around a fire station and that its creation was more about checking a box than helping members.

Summary data for responses to individual questions follows.

1. Has your sleep been negatively impacted by this profession?

[More Details](#)



2. Would you be willing to change your work schedule?

[More Details](#)



3. Have you noticed an increase in your alcohol consumption since you started this profession?

[More Details](#)

Yes	335
No	560



4. Has a friend or family member mentioned or been concerned about your alcohol consumption?

[More Details](#)

Yes	170
No	725



5. Do you consistently use nicotine?

[More Details](#)

Yes	229
No	666



6. Have you noticed an increase in irritability since starting this profession?

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Yes	563
No	332



DATE May 26, 2022

SUBJECT **Dallas Fire-Rescue Resiliency Survey Results**

7. Has a friend or family member noticed or mentioned changes in your mood or irritability since starting this profession?

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● Yes 470
● No 425



8. Have you noticed an increase in conflict within your personal relationships, since starting this job?

[More Details](#)

● Yes 341
● No 554

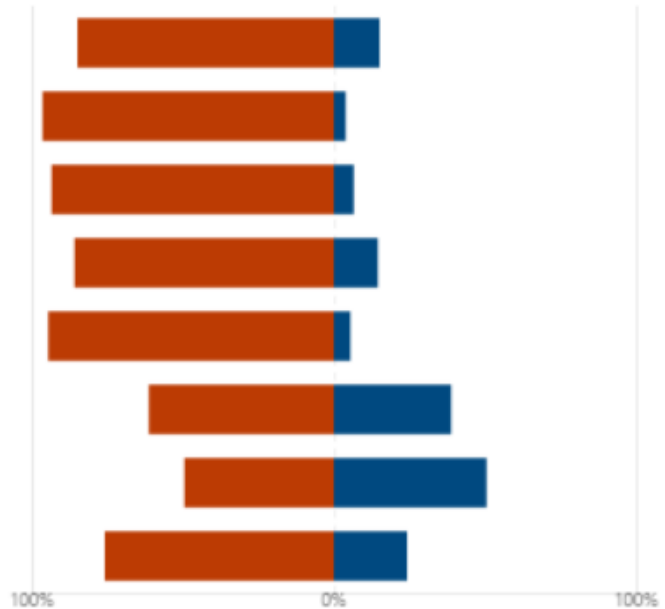


9. Are you aware of DFR Resources that pertain mental health, such as:

[More Details](#)

■ Yes ■ No

Resiliency Coordinator
Chaplain Program
DFR Peer Support Program
Local 58 Peer Support Program
CISM
DFR Medical Director and Occupational Health Program
HeartMath Program
EAP



DATE May 26, 2022

SUBJECT **Dallas Fire-Rescue Resiliency Survey Results**

10. Have you ever utilized any DFR resources?

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● Yes	152
● No	743



11. Are you aware of non-DFR mental health resources?

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● Yes	521
● No	374



12. Have you noticed an increase in the following: depressed or sad mood nearly every day, diminished interest in activities, feelings of worthlessness nearly every day, inappropriate guilt nearly every day, significant changes in weight or appetite without dieting, diminished ability to think or concentrate, or indecisiveness nearly every day, or persistent fatigue? Do these signs/symptoms cause distress or impairment in social, occupational, or other important areas of functioning?

[More Details](#)

● Yes	243
● No	652



13. Have you noticed an increase in the following: excessive anxiety and worry, difficulty controlling worry, restlessness or feeling keyed up, or on edge, irritability, muscle tension, anxiety or worry? Do these symptoms cause distress or impairment in social, occupational, or other important areas of functioning?

[More Details](#)

● Yes	306
● No	589



DATE May 26, 2022

SUBJECT **Dallas Fire-Rescue Resiliency Survey Results**

14. Have you noticed an increased sensitivity to noise and/or light?

[More Details](#)

● Yes 212
● No 683



15. Have you had thoughts about killing yourself, hurting yourself and/or engaging in reckless or dangerous behavior?

[More Details](#)

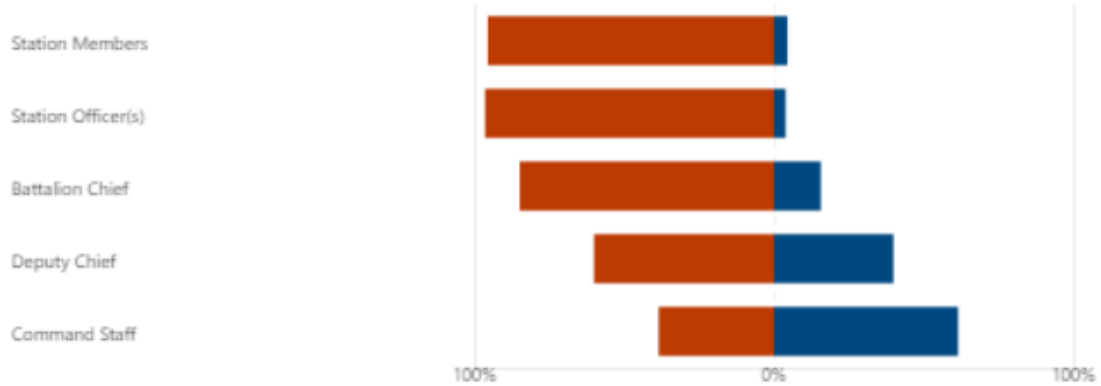
● Yes 69
● No 826



16. Do you feel like the following members care about your wellbeing:

[More Details](#)

■ Yes ■ No



DATE May 26, 2022
SUBJECT **Dallas Fire-Rescue Resiliency Survey Results**

17. DFR is hiring three Psychologists and will have a department dedicated counseling and testing center. Please circle or suggest a name for our counseling center.

[More Details](#)

	The Fire Escape	298
	Rescue Net	130
	Firehouse Lounge	183
	Other	284



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