

FIRE DEPARTMENT

The performance of the Cary Fire Department was assessed with a set of six questions regarding contact with the department and rating their service dimensions. These questions were only administered to those respondents who had contact with the Fire Department in the past two years. In this case, it was 7.2% (9.0% in 2016) or 29 respondents. The same 9-point grading scale from very poor (1) to excellent (9) was used.

The results shown in Tables 22-26 indicate the Fire Department continued to have excellent ratings, earning an A+ for response time, competence, courteous, fairness and problem solving. Even more impressive was the fact the Fire Department earned perfect scores of 9.00 across all the service dimensions. This was the first time that competence, courteous, fairness and problem solving earned a 9.00 from the respondents; although, response time earned a perfect score once in 2012. Overall, the Fire Department continued to earn the highest marks for any department in the Town and even improved this year. See Appendix B for selected Fire Department crosstabulations (B149-B190).



Table 22. Fire Department: Response Time

YEAR	MEAN	GRADE
18	9.00	A+
16	8.96	A+
14	8.70	A+
12	9.00	A+
10	8.61	A
08	8.87	A+
06	8.50	A
04	8.40	A-
02	8.50	A
00	8.56	A

Table 23. Fire Department: Competence

YEAR	MEAN	GRADE
18	9.00	A+
16	8.91	A+
14	8.78	A+
12	8.78	A+
10	8.82	A+
08	8.88	A+
06	8.46	A
04	8.64	A
02	8.78	A+
00	8.66	A

Table 24. Fire Department: Courteous

YEAR	MEAN	GRADE
18	9.00	A+
16	8.91	A+
14	8.78	A+
12	8.78	A+
10	8.92	A+
08	8.68	A-
06	8.68	A
04	8.48	A
02	8.61	A
00	8.73	A+

Table 26. Fire Department: Problem Solving

YEAR	MEAN	GRADE
18	9.00	A+
16	8.91	A+
14	8.76	A+
12	8.86	A+
10	8.86	A+
08	8.87	A+
06	8.31	A-
04	8.39	A-
02	8.67	A
00	8.55	A

Table 25. Fire Department: Fairness

YEAR	MEAN	GRADE
18	9.00	A+
16	8.91	A+
14	8.76	A+
12	8.78	A+
10	8.89	A+
08	8.84	A+
06	8.71	A+
04	8.54	A
02	8.69	A+
00	8.73	A+

Table 17. Police Department: Courteous

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	8.26	4.5	0.0	1.1	0.0	0.0	1.1	5.6	16.9	70.8	A-
16	8.14	3.2	1.6	1.6	1.6	1.6	0.8	4.8	13.6	71.2	A-
14	8.09	5.1	0.0	0.8	2.5	0.0	1.7	5.1	16.9	67.8	A-
12	8.53	0.8	0.0	0.0	0.8	1.6	1.6	4.8	15.3	75.0	A
10	8.40	1.7	0.8	1.7	0.8	0.8	0.0	3.4	16.8	73.9	A-
08	8.43	1.0	0.0	0.0	1.0	0.0	2.9	9.8	15.7	69.6	A
06	7.98	2.4	0.0	0.8	1.6	6.3	2.4	11.1	15.9	59.5	B+
04	8.11	3.2	2.4	0.0	1.6	3.2	0.8	4.0	15.9	69.0	A-
02	8.24	0.8	0.8	1.5	0.8	2.3	3.0	6.8	20.3	63.9	A-
00	7.95	1.5	2.3	0.8	1.5	5.3	3.0	7.6	19.7	58.3	B+
98	7.72	3.3	1.1	2.2	2.2	3.9	4.4	9.9	21.0	51.9	B

Table 18. Police Department: Fairness

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	8.17	4.5	0.0	1.1	0.0	2.2	2.2	4.5	15.7	69.7	A-
16	8.06	3.2	1.6	2.4	0.8	3.2	0.0	7.2	11.2	70.2	A-
14	7.89	5.1	0.9	0.9	3.4	0.9	6.0	3.4	13.7	65.8	B+
12	8.39	1.7	0.0	0.9	0.0	1.7	3.4	5.1	14.5	72.6	A-
10	8.19	3.4	1.7	0.8	0.8	2.5	0.0	4.2	15.1	71.4	A-
08	8.32	1.1	0.0	2.2	1.1	0.0	1.1	11.0	15.4	68.1	A-
06	7.87	1.7	0.9	0.9	2.6	6.9	1.7	11.2	19.8	54.3	B+
04	8.10	3.5	1.7	2.6	0.0	1.7	0.9	4.3	15.7	69.6	A-
02	8.18	0.8	1.6	0.8	1.6	3.1	3.1	4.7	21.1	63.3	A-
00	7.74	3.9	3.1	2.4	1.6	3.9	1.6	4.7	20.5	58.3	B
98	7.49	3.9	2.8	2.2	3.4	7.3	1.7	8.4	18.5	51.7	B-

Table 19. Police Department: Competence

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	8.06	5.6	0.0	1.1	0.0	2.2	4.5	3.4	13.5	69.7	A-
16	7.97	4.0	1.6	2.4	3.2	1.6	0.8	4.8	11.2	70.4	B+
14	7.93	5.1	0.8	0.8	1.7	2.5	3.4	5.9	14.4	65.3	B+
12	8.40	1.7	0.9	0.0	0.9	0.9	2.6	6.9	11.2	75.0	A-
10	8.32	1.7	0.0	1.7	0.8	3.4	1.7	3.4	14.4	72.9	A-
08	8.36	1.0	0.0	0.0	0.0	1.9	3.9	8.7	19.4	65.0	A-
06	7.99	1.7	0.0	0.8	1.7	7.5	0.8	11.7	18.3	57.5	B+
04	8.13	2.6	1.7	0.9	0.9	3.4	2.6	4.3	15.4	68.4	A-
02	8.23	0.0	0.8	0.0	1.5	3.8	3.1	10.0	20.8	60.0	A-
00	7.89	3.1	2.4	0.8	0.0	2.4	5.5	7.1	24.4	54.3	B+
98	7.62	2.2	2.2	2.2	5.5	3.9	2.8	9.4	21.5	50.3	B

Table 20. Police Department: Problem Solving

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	7.88	5.7	1.1	2.3	0.0	3.4	3.4	4.5	12.5	67.0	B+
16	7.91	5.0	1.7	2.5	2.5	2.5	0.0	4.2	11.7	70.0	B+
14	7.76	6.0	0.9	0.9	1.7	2.6	4.3	9.5	13.8	60.3	B
12	8.38	1.8	0.9	0.9	0.0	0.9	2.7	5.5	12.7	74.5	A-
10	8.09	3.6	0.0	0.9	0.9	2.7	0.9	10.8	17.1	63.1	A-
08	7.83	5.6	2.2	0.0	0.0	2.2	6.7	6.7	13.5	62.9	B+
06	7.70	1.0	1.9	0.0	4.8	10.6	3.8	7.7	15.4	54.8	B
04	7.69	3.6	4.5	0.0	2.7	4.5	1.8	9.1	14.5	59.1	B
02	7.79	3.3	0.0	0.8	1.7	3.3	6.6	14.9	18.2	51.2	B+
00	7.56	4.2	4.2	0.8	0.8	2.5	4.2	14.4	19.5	49.2	B
98	7.05	6.3	1.1	5.1	3.4	7.4	4.0	14.8	18.2	39.8	C+

Table 21. Police Department: Response Time

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	7.82	9.3	0.0	1.9	1.9	0.0	1.9	1.9	14.8	68.5	B+
16	8.40	1.4	1.4	1.4	1.4	0.0	4.3	2.9	4.3	82.9	A-
14	8.01	3.9	0.0	1.3	1.3	5.2	1.3	5.2	18.2	63.6	B+
12	8.36	2.6	0.0	1.3	1.3	1.3	1.3	5.3	9.2	77.6	A-
10	8.31	1.1	0.0	1.1	2.1	2.1	1.1	8.4	15.8	68.4	A-
08	8.18	1.1	0.0	1.1	1.1	1.1	4.4	14.3	15.4	61.5	A-
06	7.75	1.9	2.9	1.0	1.9	5.8	5.8	9.7	13.6	57.3	B
04	7.90	2.8	1.9	0.9	1.9	7.5	2.8	4.7	12.1	65.4	B+
02	7.99	0.0	1.7	0.9	0.0	6.1	3.5	13.9	20.9	53.0	B+
00	7.59	4.4	2.7	0.9	1.8	0.9	5.3	15.0	23.0	46.0	B
98	7.30	5.4	2.4	2.4	3.6	4.2	2.4	14.3	25.6	39.9	B-

Table 22. Fire Department: Response Time

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.96	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.6	96.4	A+
14	8.70	0.0	2.7	0.0	0.0	0.0	0.0	0.0	10.8	86.5	A+
12	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
10	8.61	2.6	0.0	0.0	0.0	0.0	2.6	0.0	10.5	84.2	A
08	8.87	0.0	0.0	0.0	0.0	0.0	3.3	0.0	3.3	93.3	A+
06	8.50	3.1	0.0	0.0	0.0	0.0	0.0	6.3	12.5	78.1	A
04	8.40	2.9	0.0	0.0	0.0	5.7	0.0	0.0	14.3	77.1	A-
02	8.50	0.0	2.2	0.0	0.0	0.0	4.3	6.5	8.7	78.3	A
00	8.56	0.0	0.0	3.7	0.0	0.0	0.0	0.0	22.2	74.1	A

Table 23. Fire Department; Competence

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	91.4	A+
14	8.78	0.0	0.0	2.2	0.0	0.0	0.0	0.0	8.7	89.1	A+
12	8.78	0.0	0.0	0.0	0.0	5.0	0.0	0.0	2.5	92.5	A+
10	8.82	0.0	0.0	0.0	0.0	2.2	0.0	0.0	8.9	88.9	A+
08	8.88	0.0	0.0	0.0	0.0	0.0	3.1	0.0	3.1	93.8	A+
06	8.46	2.9	0.0	0.0	0.0	2.9	0.0	2.9	14.3	77.1	A
04	8.64	0.0	0.0	0.0	0.0	8.3	0.0	0.0	2.8	88.9	A
02	8.78	0.0	0.0	0.0	0.0	0.0	0.0	2.0	18.4	79.6	A+
00	8.66	0.0	0.0	0.0	0.0	0.0	3.4	0.0	24.1	72.4	A

Table 24. Fire Department: Courteous

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	91.4	A+
14	8.78	0.0	0.0	2.2	0.0	0.0	0.0	0.0	8.7	89.1	A+
12	8.78	0.0	0.0	0.0	0.0	4.9	0.0	0.0	2.4	92.7	A+
10	8.92	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.5	91.5	A+
08	8.68	0.0	2.9	0.0	0.0	0.0	2.9	0.0	2.9	91.2	A
06	8.68	0.0	0.0	0.0	0.0	0.0	0.0	8.1	16.2	75.7	A
04	8.48	2.5	2.5	0.0	0.0	2.5	0.0	0.0	5.0	87.5	A
02	8.61	0.0	1.9	0.0	0.0	1.9	0.0	1.9	13.5	80.8	A
00	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.7	73.3	A+

Table 25. Fire Department: Fairness

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	91.4	A+
14	8.76	0.0	2.2	0.0	0.0	0.0	0.0	0.0	8.7	89.1	A+
12	8.78	0.0	0.0	0.0	0.0	5.0	0.0	0.0	2.5	92.5	A+
10	8.89	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.4	88.6	A+
08	8.84	0.0	0.0	0.0	0.0	0.0	3.2	0.0	6.5	90.3	A+
06	8.71	0.0	0.0	0.0	0.0	0.0	0.0	3.2	22.6	74.2	A+
04	8.54	0.0	0.0	2.9	0.0	5.7	0.0	0.0	5.7	85.7	A
02	8.69	0.0	0.0	0.0	0.0	2.1	0.0	2.1	18.8	77.1	A+
00	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.7	73.3	A+

Table 26. Fire Department Problem Solving

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.8	91.2	A+
14	8.76	0.0	2.2	0.0	0.0	0.0	0.0	0.0	8.7	89.1	A+
12	8.86	0.0	0.0	0.0	0.0	2.8	0.0	0.0	2.8	94.4	A+
10	8.86	0.0	0.0	0.0	0.0	0.0	0.0	2.3	9.1	88.6	A+
08	8.87	0.0	0.0	0.0	0.0	0.0	3.3	0.0	3.3	93.3	A+
06	8.31	3.1	0.0	0.0	0.0	3.1	0.0	6.3	18.8	68.8	A-
04	8.39	3.0	0.0	3.0	0.0	3.0	0.0	0.0	6.1	84.8	A-
02	8.67	0.0	0.0	0.0	0.0	0.0	0.0	6.1	20.4	73.5	A
00	8.55	0.0	0.0	0.0	0.0	3.4	3.4	3.4	13.8	75.9	A