

TOWN GOVERNMENT STAFF

The performance of the Town Government staff was assessed with a set of seven items or questions. These questions were only administered to those respondents who had contact with the Town Government in the past two years. There were 22.8% (19.7% in 2016) or 91 respondents who indicated they had contact within that time frame. A 9-point grading scale from very poor (1) to excellent (9) was used to rate performance. The results of the 1998-2016 Cary Biennial Surveys will be included in the tables throughout the report when applicable. The incorporation of the previous survey results facilitates comparisons between survey periods to reveal possible trends.

The results shown in order of ratings indicate continued high marks for the Town Government staff that have improved since 2016 (Tables 2-7). The means improved for five of the six service dimensions with all of the grades remaining unchanged at their previously high levels. The means increased for courteous, overall quality of customer service, professionalism, knowledgeable and helpful. The mean increases were generally small and none reached statistical significance, while the grades remained at the A- level. However, this year's means represent the highest earned to date for all five of these service dimensions. There was a slight mean decline for promptness of response from 8.04 to 7.98 with the grade remaining at the B+ level. Even with the decline, it represents the second highest mean earned for promptness of response. Note there is room for more improvement in these service dimensions in that the "very poor" percentages were somewhat elevated from previous years. In summary, the Town Government staff earned its best overall performance for any year with five of the six means increasing and all the grades remaining at their same high level. See Appendix B for selected Town Government crosstabulations (B1-B51).

The respondents who gave lower scores (below 5) to any of the service dimensions were then asked their concerns with the interaction. There were only eight total comments, and the two main concerns were not responding to calls (three comments) and not resolving the issue (two comments) are shown in Appendix C.

Table 2. Town Government Staff: Courteous

YEAR	MEAN	GRADE
18	8.37	A-
16	8.26	A-
14	8.06	A-
12	8.11	A-
10	7.98	B+
08	8.35	A-
06	7.77	B
04	8.33	A-
02	7.81	B+
00	7.98	B+

Table 3. Town Government Staff: Overall Quality of Customer Service

YEAR	MEAN	GRADE
18	8.36	A-
16	8.08	A-
14	7.76	B
12	8.01	B+

Table 4. Town Government Staff: Professionalism

YEAR	MEAN	GRADE
18	8.34	A-
16	8.13	A-
14	7.97	B+
12	8.02	B+
10	7.99	B+
08	8.14	A-
06	7.57	B
04	8.10	A-
02	7.55	B
00	7.73	B

Table 5. Town Government Staff: Knowledgeable

YEAR	MEAN	GRADE
18	8.23	A-
16	8.12	A-
14	7.77	B
12	7.98	B+
10	7.84	B+
08	8.12	A-
06	7.54	B
04	7.95	B+
02	7.44	B-
00	7.70	B

Table 6. Town Government Staff: Helpful

YEAR	MEAN	GRADE
18	8.11	A-
16	8.08	A-
14	7.82	B+
12	7.94	B+

Table 7. Town Government Staff: Promptness of Response

YEAR	MEAN	GRADE
18	7.98	B+
16	8.04	B+
14	7.84	B+
12	7.84	B+
10	7.79	B+
08	7.75	B
06	7.27	B-
04	7.79	B+
02	7.32	B-
00	7.45	B-

Table 2. Town Government Staff: Courteous

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	8.37	4.2	0.0	0.0	1.1	0.0	1.1	2.1	16.8	74.7	A-
16	8.26	1.3	0.0	1.3	0.0	2.6	1.3	9.2	22.4	61.8	A-
14	8.06	2.1	2.1	0.0	0.0	1.1	3.2	11.7	24.5	55.3	A-
12	8.11	2.4	0.0	1.2	1.2	3.6	4.8	3.6	21.4	61.9	A-
10	7.98	2.9	0.0	0.0	1.0	3.8	5.8	10.6	20.2	55.8	B+
08	8.35	0.0	1.1	0.0	0.0	1.1	2.3	10.2	25.0	60.2	A-
06	7.77	2.9	0.0	0.0	1.0	5.9	4.9	14.7	27.5	43.1	B
04	8.33	1.0	0.0	0.0	0.0	2.0	5.1	5.1	25.3	61.6	A-
02	7.81	3.0	0.0	1.0	0.0	6.9	1.0	8.9	35.6	43.6	B+
00	7.98	1.2	2.3	1.2	1.2	3.5	3.5	8.1	23.3	55.8	B+

Table 3: Town Government Staff: Overall Quality of Customer Service

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	8.36	3.2	0.0	2.1	0.0	1.1	0.0	2.1	17.9	73.7	A-
16	8.08	1.3	1.3	1.3	0.0	2.7	1.3	16.0	17.3	58.7	A-
14	7.76	3.1	1.0	0.0	1.0	5.2	7.3	10.4	22.9	49.0	B
12	8.01	2.4	0.0	1.2	1.2	4.8	4.8	3.6	25.3	56.6	B+

Table 4. Town Government Staff: Professionalism

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	8.34	4.2	1.1	0.0	0.0	0.0	1.1	2.1	17.9	73.7	A-
16	8.13	1.3	1.3	0.0	0.0	1.3	6.5	10.4	22.1	57.1	A-
14	7.97	3.2	2.1	0.0	1.1	2.1	2.1	9.6	23.4	56.4	B+
12	8.02	2.4	0.0	1.2	1.2	3.6	6.0	6.0	21.4	58.3	B+
10	7.99	2.9	0.0	0.0	1.0	3.8	6.7	6.7	24.8	54.3	B+
08	8.14	0.0	0.0	2.2	0.0	4.4	4.4	11.1	18.9	58.9	A-
06	7.57	2.0	1.0	1.0	2.0	6.9	3.9	22.5	20.6	40.2	B
04	8.10	2.0	1.0	0.0	1.0	5.0	1.0	9.0	21.0	60.0	A-
02	7.55	3.0	1.0	0.0	1.0	7.9	3.0	17.8	32.7	33.7	B
00	7.73	1.2	2.3	1.2	0.0	3.5	7.0	19.8	19.8	45.3	B

Table 5: Town Government Staff: Knowledgeable

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	8.23	3.2	1.1	1.1	1.1	0.0	0.0	7.4	17.9	68.4	A-
16	8.12	1.4	0.0	0.0	1.4	2.7	4.1	12.2	23.0	55.4	A-
14	7.77	3.2	1.1	0.0	2.1	5.3	5.3	8.5	25.5	48.9	B
12	7.98	2.4	1.2	1.2	1.2	3.6	4.8	3.6	25.3	56.6	B+
10	7.84	2.9	1.0	0.0	1.0	4.8	7.7	8.7	22.1	51.9	B+
08	8.12	0.0	0.0	0.0	2.2	5.6	2.2	12.4	22.5	55.1	A-
06	7.54	2.9	1.0	2.0	0.0	7.8	3.9	18.6	23.5	40.2	B
04	7.95	2.0	1.0	0.0	0.0	4.1	4.1	15.3	22.4	51.0	B+
02	7.44	4.0	0.0	0.0	3.0	10.1	2.0	17.2	27.3	36.4	B-
00	7.70	2.4	1.2	1.2	2.4	2.4	2.4	21.2	24.7	42.4	B
98	7.30	1.6	2.4	1.6	1.6	6.3	9.4	20.5	29.1	27.6	B-

Table 6. Town Government Staff: Helpful

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	8.11	6.3	0.0	0.0	0.0	3.2	1.1	4.2	14.7	70.5	A-
16	8.08	1.4	0.0	1.4	1.4	1.4	4.1	13.5	21.6	55.4	A-
14	7.82	3.2	1.1	0.0	2.1	4.3	4.3	10.6	23.4	51.1	B+
12	7.94	4.8	1.2	0.0	0.0	3.6	4.8	3.6	22.9	59.0	B+

Table 7: Town Government Staff: Promptness of Response

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
18	7.98	6.5	0.0	1.1	2.2	1.1	1.1	3.2	19.4	65.6	B+
16	8.04	2.7	1.3	0.0	0.0	2.7	5.3	9.3	20.0	58.7	B+
14	7.84	3.2	0.0	0.0	1.1	6.5	2.2	14.0	24.7	48.4	B+
12	7.84	3.7	1.2	1.2	1.2	3.7	3.7	7.3	24.4	53.7	B+
10	7.79	3.9	0.0	0.0	1.9	4.9	4.9	13.6	19.4	51.5	B+
08	7.75	3.5	1.2	0.0	1.2	7.1	1.2	14.1	22.4	49.4	B
06	7.27	2.9	2.0	2.0	2.0	9.8	3.9	19.6	24.5	33.3	B-
04	7.79	2.1	1.0	2.1	2.1	7.2	3.1	5.2	25.8	51.5	B+
02	7.32	4.9	1.0	0.0	1.0	8.8	1.0	21.6	35.3	26.5	B-
00	7.45	3.6	3.6	1.2	0.0	3.6	6.0	18.1	25.3	38.6	B-
98	7.26	4.8	0.0	0.8	1.6	4.0	8.0	24.0	35.2	21.6	B-