

FIRE DEPARTMENT

The performance of the Cary Fire Department was assessed with a set of five questions 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 8.8% (7.2% in 2018) or 35 respondents. The same 9-point grading scale from very poor (1) to excellent (9) was used.

The results shown in Tables 25-29 indicate the Fire Department continued to have superior ratings earning an A+ for response time, problem solving, competence, courteous, and fairness. The department continued a perfect rating of 9.00 for response time and problem solving. They also earned near-perfect scores for competence (8.97), courteous (8.94), and fairness (8.94). Overall, the Fire Department continues to earn the highest marks for any department in the Town. See Appendix B for selected Fire Department crosstabulations (B160-B198).



Table 25. Fire Department: Response Time

YEAR	MEAN	GRADE
20	9.00	A+
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 26. Fire Department: Problem Solving

YEAR	MEAN	GRADE
20	9.00	A+
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 27. Fire Department: Competence

YEAR	MEAN	GRADE
20	8.97	A+
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 29. Fire Department: Fairness

YEAR	MEAN	GRADE
20	8.94	A+
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 28. Fire Department: Courteous

YEAR	MEAN	GRADE
20	8.94	A+
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+