

**POLICE DEPARTMENT**

The performance of the Cary Police Department was assessed with a set of six questions. These questions were only administered to those respondents who had contact with the Police Department in the past two years. In this case, it was 20.0% (22.0% in 2018) or 77 respondents. Table 19 indicates most of the respondents had contact with a police officer (71.3%), followed by dispatcher (10.3%) or clerk (8.0%). There was more limited contact with Animal Control (3.4%), detective (3.4%), or District Commander (3.4%).

Table 19. Police Department: Person Contacted

PERSON CONTACTED	NUMBER	PERCENTAGE
Officer	62	71.3
Dispatcher	9	10.3
Clerk	7	8.0
Animal Control	3	3.4
Detective	3	3.4
District Commander	3	3.4

The Police Department was assessed on five service dimensions (courteous, competence, response time, fairness, and problem solving) on the same 9-point grading scale from very poor (1) to excellent (9) placed in descending mean order (Tables 20-24). The Police continued to have an excellent overall rating with a notable level of improvement. The means and grades increased for all the service dimensions this year. The grades improved for fairness (A- to A), courteous (A- to A), competence (A- to A), response time (B+ to A), and problem solving (B+ to A-). These means were the highest earned thus far by the Police Department with the exception of problem solving which was the second highest earned. In addition, the mean increase for problem solving was statistically significant. Note the large improvement for response time this year which was an area of concern in 2018. This increase was not quite statistically significant due to the lower sample size for contact. See Appendix B for selected Police crosstabulations (B112-B159).

Table 20. Police Department: Fairness

YEAR	MEAN	GRADE
20	8.58	A
18	8.17	A-
16	8.06	A-
14	7.89	B+
12	8.39	A-
10	8.19	A-
08	8.32	A-
06	7.87	B+
04	8.10	A-
02	8.18	A-
00	7.74	B
98	7.49	B-

Table 21. Police Department: Courteous

YEAR	MEAN	GRADE
20	8.58	A
18	8.26	A-
16	8.14	A-
14	8.09	A-
12	8.53	A
10	8.40	A-
08	8.43	A
06	7.98	B+
04	8.11	A-
02	8.24	A-
00	7.95	B+
98	7.72	B

Table 22. Police Department: Competence

YEAR	MEAN	GRADE
20	8.53	A
18	8.06	A-
16	7.97	B+
14	7.93	B+
12	8.40	A-
10	8.32	A-
08	8.36	A-
06	7.99	B+
04	8.13	A-
02	8.23	A-
00	7.89	B+
98	7.62	B

Table 24. Police Department: Problem Solving

YEAR	MEAN	GRADE
20	8.35*	A-
18	7.88	B+
16	7.91	B+
14	7.76	B
12	8.38	A-
10	8.09	A-
08	7.83	B+
06	7.70	B
04	7.69	B
02	7.79	B+
00	7.56	B
98	7.05	C+

Table 23. Police Department: Response Time

YEAR	MEAN	GRADE
20	8.46	A
18	7.82	B+
16	8.40	A-
14	8.01	B+
12	8.36	A-
10	8.31	A-
08	8.18	A-
06	7.75	B
04	7.90	B+
02	7.99	B+
00	7.59	B
98	7.30	B-