

# TOWN GOVERNMENT STAFF



**THE PERFORMANCE OF THE TOWN GOVERNMENT STAFF WAS ASSESSED WITH A SET OF SEVEN QUESTIONS. THESE QUESTIONS WERE ONLY ADMINISTERED TO THOSE RESPONDENTS WHO HAD CONTACT WITH THE TOWN GOVERNMENT IN THE PAST TWO YEARS.**

There were 21.3% (20.8% in 2020) or 85 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 1998–2020 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 the possible trends.

The results shown in order of ratings indicate continued high marks for the Town Government staff but the ratings have fallen off since 2020 (Tables 2–8). The grade remained at the A- level for

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**professionalism** although the mean decreased from 8.29 to 8.11 this year. However, the grade declined from A to A- for **courteous** as the mean fell from 8.50 to 8.07. The grade also declined from A- to B+ for **knowledgeable** with the mean falling from 8.21 to 7.95. In addition, three other service dimensions for the Town Government that saw their grades decline from A- to B include **helpful**

(8.30 to 7.78), **fairness** (8.33 to 7.74), and **promptness** of response (8.20 to 7.63). The mean decline for **fairness** was the only one of these that was statistically significant.

The overall largest decline this year was for the **quality of customer service** with the mean decreasing from 8.16 to 7.40 and the corresponding grade from A- to B-. This level of decline also reached statistical significance.

In summary, the Town Government staff continued to earn solid marks for their interaction with residents with a level of decline evident from 2020. Keep in mind, the comparison base of 2020 represented an exceptional year for the Town. See Appendix B for selected Town Government cross tabulations (B1–B72).



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**Table 2. Town Government Staff: Professionalism**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	8.11	2.4	0.0	2.4	1.2	3.7	0.0	11.0	12.2	67.1	A-
2020	8.29	2.4	0.0	0.0	0.0	6.0	0.0	4.8	19.0	67.9	A-
2018	8.34	4.2	1.1	0.0	0.0	0.0	1.1	2.1	17.9	73.7	A-
2016	8.13	1.3	1.3	0.0	0.0	1.3	6.5	10.4	22.1	57.1	A-
2014	7.97	3.2	2.1	0.0	1.1	2.1	2.1	9.6	23.4	56.4	B+
2012	8.02	2.4	0.0	1.2	1.2	3.6	6.0	6.0	21.4	58.3	B+
2010	7.99	2.9	0.0	0.0	1.0	3.8	6.7	6.7	24.8	54.3	B+
2008	8.14	0.0	0.0	2.2	0.0	4.4	4.4	11.1	18.9	58.9	A-
2006	7.57	2.0	1.0	1.0	2.0	6.9	3.9	22.5	20.6	40.2	B
2004	8.10	2.0	1.0	0.0	1.0	5.0	1.0	9.0	21.0	60.0	A-
2002	7.55	3.0	1.0	0.0	1.0	7.9	3.0	17.8	32.7	33.7	B
2000	7.73	1.2	2.3	1.2	0.0	3.5	7.0	19.8	19.8	45.3	B
1998	7.32	3.2	1.6	3.2	0.8	4.0	2.4	27.0	31.7	26.2	B-

**Table 3. Town Government Staff: Courteous**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	8.07	2.4	0.0	2.4	1.2	3.6	0.0	10.8	16.9	62.7	A-
2020	8.50	1.2	0.0	0.0	0.0	2.4	1.2	2.4	22.6	70.2	A
2018	8.37	4.2	0.0	0.0	1.1	0.0	1.1	2.1	16.8	74.7	A-
2016	8.26	1.3	0.0	1.3	0.0	2.6	1.3	9.2	22.4	61.8	A-
2014	8.06	2.1	2.1	0.0	0.0	1.1	3.2	11.7	24.5	55.3	A-
2012	8.11	2.4	0.0	1.2	1.2	3.6	4.8	3.6	21.4	61.9	A-
2010	7.98	2.9	0.0	0.0	1.0	3.8	5.8	10.6	20.2	55.8	B+
2008	8.35	0.0	1.1	0.0	0.0	1.1	2.3	10.2	25.0	60.2	A-
2006	7.77	2.9	0.0	0.0	1.0	5.9	4.9	14.7	27.5	43.1	B
2004	8.33	1.0	0.0	0.0	0.0	2.0	5.1	5.1	25.3	61.6	A-
2002	7.81	3.0	0.0	1.0	0.0	6.9	1.0	8.9	35.6	43.6	B+
2000	7.98	1.2	2.3	1.2	1.2	3.5	3.5	8.1	23.3	55.8	B+
1998	7.63	2.4	0.8	0.0	2.4	4.0	1.6	19.8	39.7	29.4	B

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**Table 4. Town Government Staff: Knowledgeable**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	7.95	2.4	0.0	2.4	1.2	6.0	2.4	8.4	16.9	60.2	B+
2020	8.21	2.4	0.0	2.4	0.0	3.6	0.0	6.0	19.0	66.7	A-
2018	8.23	3.2	1.1	1.1	1.1	0.0	0.0	7.4	17.9	68.4	A-
2016	8.12	1.4	0.0	0.0	1.4	2.7	4.1	12.2	23.0	55.4	A-
2014	7.77	3.2	1.1	0.0	2.1	5.3	5.3	8.5	25.5	48.9	B
2012	7.98	2.4	1.2	1.2	1.2	3.6	4.8	3.6	25.3	56.6	B+
2010	7.84	2.9	1.0	0.0	1.0	4.8	7.7	8.7	22.1	51.9	B+
2008	8.12	0.0	0.0	0.0	2.2	5.6	2.2	12.4	22.5	55.1	A-
2006	7.54	2.9	1.0	2.0	0.0	7.8	3.9	18.6	23.5	40.2	B
2004	7.95	2.0	1.0	0.0	0.0	4.1	4.1	15.3	22.4	51.0	B+
2002	7.44	4.0	0.0	0.0	3.0	10.1	2.0	17.2	27.3	36.4	B-
2000	7.70	2.4	1.2	1.2	2.4	2.4	2.4	21.2	24.7	42.4	B
1998	7.30	1.6	2.4	1.6	1.6	6.3	9.4	20.5	29.1	27.6	B-

**Table 5. Town Government Staff: Helpful**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	7.78	2.4	0.0	2.4	3.6	7.2	0.0	10.8	19.3	54.2	B
2020	8.30	1.2	0.0	1.2	1.2	3.6	0.0	6.0	21.4	65.5	A-
2018	8.11	6.3	0.0	0.0	0.0	3.2	1.1	4.2	14.7	70.5	A-
2016	8.08	1.4	0.0	1.4	1.4	1.4	4.1	13.5	21.6	55.4	A-
2014	7.82	3.2	1.1	0.0	2.1	4.3	4.3	10.6	23.4	51.1	B+
2012	7.94	4.8	1.2	0.0	0.0	3.6	4.8	3.6	22.9	59.0	B+

**Table 6. Town Government Staff: Fairness**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	7.78	2.4	0.0	2.4	3.6	7.2	0.0	10.8	19.3	54.2	B
2020	8.30	1.2	0.0	1.2	1.2	3.6	0.0	6.0	21.4	65.5	A-

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**Table 7. Town Government Staff: Promptness of Response**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	7.63	2.4	2.4	2.4	4.9	3.7	3.7	11.0	13.4	56.1	B
2020	8.20	2.4	0.0	1.2	0.0	4.8	1.2	4.8	21.4	64.3	A-
2018	7.98	6.5	0.0	1.1	2.2	1.1	1.1	3.2	19.4	65.6	B+
2016	8.04	2.7	1.3	0.0	0.0	2.7	5.3	9.3	20.0	58.7	B+
2014	7.84	3.2	0.0	0.0	1.1	6.5	2.2	14.0	24.7	48.4	B+
2012	7.84	3.7	1.2	1.2	1.2	3.7	3.7	7.3	24.4	53.7	B+
2010	7.79	3.9	0.0	0.0	1.9	4.9	4.9	13.6	19.4	51.5	B+
2008	7.75	3.5	1.2	0.0	1.2	7.1	1.2	14.1	22.4	49.4	B
2006	7.27	2.9	2.0	2.0	2.0	9.8	3.9	19.6	24.5	33.3	B-
2004	7.79	2.1	1.0	2.1	2.1	7.2	3.1	5.2	25.8	51.5	B+
2002	7.32	4.9	1.0	0.0	1.0	8.8	1.0	21.6	35.3	26.5	B-
2000	7.45	3.6	3.6	1.2	0.0	3.6	6.0	18.1	25.3	38.6	B-
1998	7.26	4.8	0.0	0.8	1.6	4.0	8.0	24.0	35.2	21.6	B-

**Table 8. Town Government Staff: Quality of Customer Service**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	7.40*	4.7	4.7	1.2	2.4	5.9	3.5	8.2	20.0	49.4	B-
2020	8.16	2.4	1.2	0.0	1.2	3.6	1.2	6.0	21.4	63.1	A-
2018	8.36	3.2	0.0	2.1	0.0	1.1	0.0	2.1	17.9	73.7	A-
2016	8.08	1.3	1.3	1.3	0.0	2.7	1.3	16.0	17.3	58.7	A-
2014	7.76	3.1	1.0	0.0	1.0	5.2	7.3	10.4	22.9	49.0	B
2012	8.01	2.4	0.0	1.2	1.2	4.8	4.8	3.6	25.3	56.6	B+

The respondents who gave lower scores (below 5) to any of the service dimensions were then asked about their concerns with the interaction. There were 12 total comments and the main concern was not responding or not responding in a timely manner mentioned in 3 of the comments. All the comments are shown in Appendix C.