

# 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 13.3% (8.8% in 2020) or 53 respondents. The same 9-point grading scale from very poor (1) to excellent (9) was used.

The results shown in Tables 26–30 indicate the Fire Department continued to have superior ratings earning an A+ for all the service dimensions including courteous, fairness, competence, problem solving, and response time. All the means dropped slightly from 2020 but the grades remained unchanged with none of the mean declines reaching statistical significance. Overall, the Fire Department continues to earn the highest marks for any department in the Town. See Appendix B for selected Fire Department cross tabulations (B226–B279).

**Table 26. Fire Department: Courteous**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	8.81	0.0	1.9	0.0	0.0	0.0	0.0	0.0	5.7	92.5	A+
2020	8.94	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.9	94.1	A+
2018	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2016	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	91.4	A+
2014	8.78	0.0	0.0	2.2	0.0	0.0	0.0	0.0	8.7	89.1	A+
2012	8.78	0.0	0.0	0.0	0.0	4.9	0.0	0.0	2.4	92.7	A+
2010	8.92	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.5	91.5	A+
2008	8.68	0.0	2.9	0.0	0.0	0.0	2.9	0.0	2.9	91.2	A
2006	8.68	0.0	0.0	0.0	0.0	0.0	0.0	8.1	16.2	75.7	A
2004	8.48	2.5	2.5	0.0	0.0	2.5	0.0	0.0	5.0	87.5	A
2002	8.61	0.0	1.9	0.0	0.0	1.9	0.0	1.9	13.5	80.8	A
2000	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.7	73.3	A+

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**Table 27. Fire Department: Fairness**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	8.81	0.0	1.9	0.0	0.0	0.0	0.0	0.0	5.7	92.5	A+
2020	8.94	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.9	94.1	A+
2018	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2016	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	91.4	A+
2014	8.76	0.0	2.2	0.0	0.0	0.0	0.0	0.0	8.7	89.1	A+
2012	8.78	0.0	0.0	0.0	0.0	5.0	0.0	0.0	2.5	92.5	A+
2010	8.89	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.4	88.6	A+
2008	8.84	0.0	0.0	0.0	0.0	0.0	3.2	0.0	6.5	90.3	A+
2006	8.71	0.0	0.0	0.0	0.0	0.0	0.0	3.2	22.6	74.2	A+
2004	8.54	0.0	0.0	2.9	0.0	5.7	0.0	0.0	5.7	85.7	A
2002	8.69	0.0	0.0	0.0	0.0	2.1	0.0	2.1	18.8	77.1	A+
2000	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.7	73.3	A+

**Table 28. Fire Department: Competence**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	8.81	0.0	1.9	0.0	0.0	0.0	0.0	0.0	5.8	92.3	A+
2020	8.97	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.9	97.1	A+
2018	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2016	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	91.4	A+
2014	8.78	0.0	0.0	2.2	0.0	0.0	0.0	0.0	8.7	89.1	A+
2012	8.78	0.0	0.0	0.0	0.0	5.0	0.0	0.0	2.5	92.5	A+
2010	8.82	0.0	0.0	0.0	0.0	2.2	0.0	0.0	8.9	88.9	A+
2008	8.88	0.0	0.0	0.0	0.0	0.0	3.1	0.0	3.1	93.8	A+
2006	8.46	2.9	0.0	0.0	0.0	2.9	0.0	2.9	14.3	77.1	A
2004	8.64	0.0	0.0	0.0	0.0	8.3	0.0	0.0	2.8	88.9	A
2002	8.78	0.0	0.0	0.0	0.0	0.0	0.0	2.0	18.4	79.6	A+
2000	8.66	0.0	0.0	0.0	0.0	0.0	3.4	0.0	24.1	72.4	A

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**Table 29. Fire Department: Problem Solving**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	8.79	0.0	1.9	0.0	0.0	0.0	0.0	0.0	7.5	90.6	A+
2020	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2018	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2016	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.8	91.2	A+
2014	8.76	0.0	2.2	0.0	0.0	0.0	0.0	0.0	8.7	89.1	A+
2012	8.86	0.0	0.0	0.0	0.0	2.8	0.0	0.0	2.8	94.4	A+
2010	8.86	0.0	0.0	0.0	0.0	0.0	0.0	2.3	9.1	88.6	A+
2008	8.87	0.0	0.0	0.0	0.0	0.0	3.3	0.0	3.3	93.3	A+
2006	8.31	3.1	0.0	0.0	0.0	3.1	0.0	6.3	18.8	68.8	A-
2004	8.39	3.0	0.0	3.0	0.0	3.0	0.0	0.0	6.1	84.8	A-
2002	8.67	0.0	0.0	0.0	0.0	0.0	0.0	6.1	20.4	73.5	A
2000	8.55	0.0	0.0	0.0	0.0	3.4	3.4	3.4	13.8	75.9	A

**Table 30. Fire Department: Response Time**

YEAR	MEAN	1	2	3	4	5	6	7	8	9	GRADE
2022	8.77	0.0	1.9	0.0	0.0	0.0	0.0	1.9	5.8	90.4	A+
2020	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2018	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2016	8.96	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.6	96.4	A+
2014	8.70	0.0	2.7	0.0	0.0	0.0	0.0	0.0	10.8	86.5	A+
2012	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2010	8.61	2.6	0.0	0.0	0.0	0.0	2.6	0.0	10.5	84.2	A
2008	8.87	0.0	0.0	0.0	0.0	0.0	3.3	0.0	3.3	93.3	A+
2006	8.50	3.1	0.0	0.0	0.0	0.0	0.0	6.3	12.5	78.1	A
2004	8.40	2.9	0.0	0.0	0.0	5.7	0.0	0.0	14.3	77.1	A-
2002	8.50	0.0	2.2	0.0	0.0	0.0	4.3	6.5	8.7	78.3	A
2000	8.56	0.0	0.0	3.7	0.0	0.0	0.0	0.0	22.2	74.1	A

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 4 total comments with 3 of them positive ones. The only other comment concerned nobody answering the door at the fire station when a tree fell on the road. All the comments are shown in Appendix G.