

TOWN of CARY

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Fire Department

Fire Department

The performance of the Cary Fire Department was assessed with a set of 6 questions concerning contact with the Department and 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 only 9.4% (10.0% in 2004) or 38 respondents. The same nine-point scale from "very poor" to "excellent" was used to rate their performance.

The results shown in Tables 22-26 (placed in descending order of ratings) indicate that the Cary Fire Department continues to have excellent ratings that have improved since 2004. All service dimensions including *fairness* (A+), *courteous* (A), *response time* (A), *competence* (A), and *problem solving* (A-) were rated with excellent marks. The means increased for 3 of the dimensions (*fairness*, *courteous*, and *response time*) and decreased in 2 other dimensions (*competence* and *problem solving*) this year. However, grades improved for 2 of the dimensions (*fairness* and *response time*) and remained unchanged in the 3 other dimensions. In addition, a closer examination of the mean for *courteous* reveals it now borders on improving to an A+. Overall, this represents an improvement from 2004. The "excellent" percentages remained very high this year and are among the highest of any service dimensions measured.

Table 22. Fire Department: Fairness.

Year	Mean	Very Poor	2	3	4	Average	6	7	8	Excellent 9	Grade
		1				5					
06	8.71	0.0	0.0	0.0	0.0	0.0	0.0	3.2	22.6	74.2	A+
04	8.54	0.0	0.0	2.9	0.0	5.7	0.0	0.0	5.7	85.7	A
02	8.69	0.0	0.0	0.0	0.0	2.1	0.0	2.1	18.8	77.1	A+
00	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.7	73.3	A+

Table 23. Fire Department: Courteous.

Year	Mean	Very Poor	2	3	4	Average	6	7	8	Excellent 9	Grade
		1				5					
06	8.68	0.0	0.0	0.0	0.0	0.0	0.0	8.1	16.2	75.7	A
04	8.48	2.5	2.5	0.0	0.0	2.5	0.0	0.0	5.0	87.5	A
02	8.61	0.0	1.9	0.0	0.0	1.9	0.0	1.9	13.5	80.8	A
00	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.7	73.3	A+

Table 24. Fire Department: Response Time.

Year	Mean	Very									

		Poor				Average				Excellent	Grade
		1	2	3	4	5	6	7	8	9	
06	8.50	3.1	0.0	0.0	0.0	0.0	0.0	6.3	12.5	78.1	A
04	8.40	2.9	0.0	0.0	0.0	5.7	0.0	0.0	14.3	77.1	A-
02	8.50	0.0	2.2	0.0	0.0	0.0	4.3	6.5	8.7	78.3	A
00	8.56	0.0	0.0	3.7	0.0	0.0	0.0	0.0	22.2	74.1	A

Table 25. Fire Department: Competence.

		Very Poor				Average				Excellent	Grade
Year	Mean	1	2	3	4	5	6	7	8	9	
06	8.46	2.9	0.0	0.0	0.0	2.9	0.0	2.9	14.3	77.1	A
04	8.64	0.0	0.0	0.0	0.0	8.3	0.0	0.0	2.8	88.9	A
02	8.78	0.0	0.0	0.0	0.0	0.0	0.0	2.0	18.4	79.6	A+
00	8.66	0.0	0.0	0.0	0.0	0.0	3.4	0.0	24.1	72.4	A

Table 26. Fire Department: Problem Solving.

		Very Poor				Average				Excellent	Grade
Year	Mean	1	2	3	4	5	6	7	8	9	
06	8.31	3.1	0.0	0.0	0.0	3.1	0.0	6.3	18.8	68.8	A-
04	8.39	3.0	0.0	3.0	0.0	3.0	0.0	0.0	6.1	84.8	A-
02	8.67	0.0	0.0	0.0	0.0	0.0	0.0	6.1	20.4	73.5	A
00	8.55	0.0	0.0	0.0	0.0	3.4	3.4	3.4	13.8	75.9	A

Fire Department Crosstabulations

The crosstabulations for contact with the Fire Department are shown in Tables B118-B125. They indicate the highest levels of contact (in order) with the Department were from Asians (14.3%), African-Americans (12.5%), 27513 zip code (11.4%), \$70,001-\$100,000 (11.1%), and \$30,001-\$50,000 (10.9%). In addition, the over 65 age group (10.5%), over \$100,000 (10.5%), single family households (10.4%), and those with college degrees (10.1%) also demonstrated higher levels of contact with the Fire Department.

Crosstabulations for the service dimensions were performed on age, education, gender, housing type, income, internet access, race and zip code (Tables B126-B165). The means were generally high and consistent across groupings for *competence*, *fairness*, *courteous*, *response time*, and *problem solving*. The only lower mark among the crosstabulations was the grade of C given by 56-65 year olds for *problem solving*. In this case, the sample size was minimal at only 3.



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