

## POLICE DEPARTMENT

The performance of the Cary Police Department was assessed with a set of seven 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 22.0% (31.7% in 2016) or 88 respondents. Table 16 indicates most of the respondents had contact with an officer (76.7%) or dispatcher (11.7%). There was more limited contact with a clerk (4.9%), Animal Control (2.9%), detective (2.9%) or District Commander (1.0%). The results in the table may represent several multiple contacts with different Police personnel by the same individual.

Table 16. Police Department: Person Contacted

PERSON CONTACTED	NUMBER	PERCENTAGE
Officer	79	76.7
Dispatcher	12	11.7
Clerk	5	4.9
Animal Control	3	2.9
Detective	3	2.9
District Commander	1	1.0

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 17-21). The Police continued to have a very good overall profile. This year, three means improved while two decreased. The means increased for courteous, fairness and competence. Although none of the increases were statistically significant, the grade improved for competence (B+ to A-) while the grades remained at the A- level for courteous and fairness. As for the decreases, the mean for problem solving fell very slightly this year (7.91 to 7.88) while the grade remained unchanged at the B+ level. There was an area of concern in response time where the mean fell from 8.40 to 7.82 this year. Although this decrease was not quite statistically significant, the grade declined from A- to B+. See Appendix B for selected Police crosstabulations (B100-B148).

Table 17. Police Department: Courteous

YEAR	MEAN	GRADE
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+

Table 18. Police Department: Fairness

YEAR	MEAN	GRADE
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

Table 19. Police Department: Competence

YEAR	MEAN	GRADE
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+

Table 21. Police Department: Response Time

YEAR	MEAN	GRADE
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

Table 20. Police Department: Problem Solving

YEAR	MEAN	GRADE
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