



**Ottawa Police Service Board
Finance and Audit Committee
Agenda**

Meeting #: 27
Date: Thursday, September 5, 2024
Time: 1:00 pm
Location: Electronic Participation
Members: Councillor Cathy Curry, Councillor Marty Carr, Dave Donaldson

**Habib Sayah, Acting Executive Director
habib.sayah@ottawa.ca**

**This meeting may be viewed online on the Ottawa City Council YouTube Channel or via Zoom:
<https://us02web.zoom.us/j/88352912535>**

1. Confirmation of Agenda

That the Ottawa Police Service Board's Finance and Audit Committee confirm the agenda of the 5 September 2024 meeting.

2. Confirmation of Minutes

2.1 Minutes #26 of 27 June 2024

**That the Ottawa Police Service Board's Finance and Audit Committee confirm
Minutes #26 of the 27 June 2024 meeting.**

3. Declarations of Interest

4. Items of Business

4.1 Third Quarter 2024 South Facility Project Update

Chief's report & Presentation

That the Ottawa Police Service Board's Finance and Audit Committee receive this report for information.

4.2 Cost of Vulnerable sector checks

Memo

That the Ottawa Police Service Board's Finance and Audit Committee receive this memo for information.

4.3 2025 Budget Directions and Timetable

Presentation

That the Ottawa Police Service Board's Finance and Audit Committee receive this item for information.

4.4 Budget Survey presentation

Advanis's presentation & Report

That the Ottawa Police Service Board's Finance and Audit Committee receive this report for information.

5. Other Business

6. Adjournment



**Commission de service de police d'Ottawa
Comité des finances et de la vérification
Ordre du jour**

N° de la réunion : 27
Date : le jeudi 5 septembre 2024
Heure : 13 h 00
Endroit : Participation par voie électronique
Membres : Conseillère Cathy Curry, Conseillère Marty Carr, Dave Donaldson

**Habib Sayah, Directeur exécutif par intérim
habib.sayah@ottawa.ca**

**Cette réunion pourra être visionnée en ligne sur la chaîne YouTube du Conseil municipal d'Ottawa
ou au moyen de Zoom:**

<https://us02web.zoom.us/j/88352912535>

1. Ratification de l'ordre du jour

Que le Comité des finances et de la vérification de la Commission de service de police d'Ottawa ratifie l'ordre du jour de la réunion du 5 septembre 2024.

2. Ratification du procès-verbal

2.1 Procès-verbal ébauche #26 du 27 juin 2024

Que le Comité des finances et de la vérification de la Commission de service de police d'Ottawa ratifie le procès-verbal #26 de la réunion du 27 juin 2024.

3. Déclarations d'intérêt

4. Points à l'ordre du jour

4.1 Troisième trimestre 2023 mise à jour du projet d'installation sud

Rapport du chef & présentation

Que le Comité des finances et de la vérification de la Commission de service de police d'Ottawa prenne connaissance du présent rapport à titre d'information.

4.2 Coût de la vérification des antécédents judiciaires des personnes œuvrant auprès du secteur vulnérable

Mémo

Que le Comité des finances et de la vérification de la Commission de service de police d'Ottawa prenne connaissance du présent mémo à titre d'information.

4.3 Orientations et calendrier budgétaires de 2025

Présentation

Que le Comité des finances et de la vérification de la Commission de service de police d'Ottawa prenne connaissance de ce point à titre d'information.

4.4 Présentation de l'Enquête budgétaire

Présentation et rapport du Advanis

Que le Comité des finances et de la vérification de la Commission de service de police d'Ottawa prenne connaissance du présent rapport à titre d'information.

5. Autres questions

6. Levée de la séance



**Ottawa Police Service Board
Finance and Audit Committee
Minutes**

Meeting #: 26
Date: June 27, 2024
Time: 12:30 pm
Location: Electronic Participation
Present: Councillor Cathy Curry, Councillor Marty Carr, Dave Donaldson

1. Confirmation of Agenda

With the Committee's consent, the agenda was amended to include an additional report titled: 2nd Quarter 2024 South Facility Project Update.

That the Ottawa Police Service Board's Finance and Audit Committee confirm the amended agenda of the 27 June 2024 meeting.

Carried as amended

2. Confirmation of Minutes

2.1 Minutes #25 of 9 April 2024

That the Ottawa Police Service Board's Finance and Audit Committee confirm Minutes #25 of the 9 April 2024 meeting.

Carried

3. Declarations of Interest

No Declarations of Interest were filed.

4. Items of Business

4.1 Budget 2025 Process Update

Presentation

The service gave a presentation on this item.

OPS noted that they will be looking to have feedback on the budget direction from the Board in the September regular meeting. The tabling of the budget is planned for November 13. Then it will be followed by intensive period of consultation. OPS is preparing an estimation of cost for the implementation of CSPA.

To answer a question about if the 18.9 in the report includes both stabilization and FTE, the Service clarified that they costed out the 25 new officers when they presented the staffing stabilization plan as well as from the growth. However, costs in relation to backfilling a WSIB position, or long-term leave positions are included in the maintained Services. The Service added that if the city for example will recommend a usage of 7% they will have to create more services because they will have more money. They already gave the best estimate that will help stabilizing their staffing.

OPS was directed to prepare a more detailed briefing note with some kind of recommendation on the use of fees, costs and background checks to the Board. they will provide the info to the Board to get direction on where they want those revenues to go.

A question came up about whether or not the assessment growth will be adjusted by having federal or provincial money/funds. OPS noted that those money have non set cost on the budget needs. They clarified that the money that is not received it yet or/ and the money they're applying for both through the federal government and the provincial government is for

new service provisions, so it has almost no if not, none offsetting costs on the base budget requests and needs. For instance, anything done in the Parliamentary precinct is net new services that need net new revenue streams and the same approach applies for the byward market as it will have new people in new positions with new revenue streams so they will not impact the budget. OPS added that once they publish their forecast they stick with the numbers. In 2025 they will produce a new year budget forecast.

OPS updated the Committee about its discussion with the Ontario Police College (OPC) to advocate for more seats. They had 28 seats on the last class but they secured extra 2 seats and hired 30.

The Committee noted that they will have more regular meeting with the Service in preparation for the budget.

A concern was raised that the community engagement survey does not reflect the growth for North African as that particular population are not categorized.

It was suggested to reinforce the survey to be categorized by ward and OPS noted that they will take this suggestion and try to implement it.

The presentation will be sent to committee members.

That the Ottawa Police Service Board's Finance and Audit Committee receive this presentation for information.

Received

4.2 2nd Quarter 2024 South Facility Project Update

The Service gave a presentation on this item.

With regards to contingency the Service noted that they are only at 1.5% which translates to about 120,000 of the \$8.5 million. Those changes predominantly as they are designing the B2 space which is the top floor for Corporate Support Services. They are doing calculations regarding the number of occupants that would be in that space and addressing any changes related to the air handling units.

To answer a question that relates to anticipating any supply chain issue, OPS said that that they asked the contractor to provide a summary of any items that they anticipate would be long lead like a Transformer due to the supply chain but those have transpired and now OPS have a window of opportunity to purchase the Transformer ahead of time. They continually look at the supply chain and nothing currently is trending that will throw things off schedule due to supply chain issues.

5. Other Business

6. Adjournment

The meeting adjourned at 1:31 pm.

7. Next Meeting

Thursday, September 5, 2024 - 1:00 PM

Report to / Rapport au:

**FINANCE AND AUDIT COMMITTEE
COMITE DES FINANCES ET DE LA VERIFICATION**

5 September 2024 / 5 septembre 2024

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

**Deputy Chief Steve Bell, Chief Administrative Officer / Agent administratif
principal**

Bells@ottawapolice.ca

SUBJECT: THIRD QUARTER 2024 SOUTH FACILITY PROJECT UPDATE

**OBJET: TROISIÈME TRIMESTRE 2023 MISE À JOUR DU PROJET
D'INSTALLATION SUD**

REPORT RECOMMENDATIONS

That the Ottawa Police Service Board's Finance and Audit Committee receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que le Comité des finances et de la vérification de la Commission de service de police d'Ottawa prenne connaissance du présent rapport à titre d'information.

BACKGROUND

The South facility is the foundational project in the Ottawa Police Service (OPS) Facilities Strategic Plan (FSP). Located at 3505 Prince of Wales Drive, the South Facility Project (SFP) will develop approximately half, or 8 acres, of the full 15-acre site. The new South facility is critical to support necessary and evolving operations of the OPS.

Since the January 2023 Board approval of the FSP Refresh, the SFP has achieved various milestones that include:

- Project re-initiation in February 2023.
- Board-approved re-assignment of Phase B.2 for OPS occupancy in light of the future disposal of the Queensview facility and portfolio space shortfall.

- Road modifications construction contract and execution in summer and early fall of 2023.
- Re-release of the main Construction tender package and Board-approved award in September 2023 to Broccolini Construction Inc.(BCI). At the same time, approval was provided for delegated authority to the Chief of Police to amend existing contracts and award new contracts to complete the SFP, not to exceed the approved project budget.
- OPS reported previously on the Q4 2023, Q1 and Q2 2024 financial status of the SFP, highlighting delegated spending on new contracts procured and amendments to existing contracts.

The OPS remains committed to informing the Finance and Audit Committee on a quarterly basis of the project status, highlighting financial commitments under the Chief's delegated authority.

DISCUSSION

In Q3 2024, construction work included completion of structural piling, continuation of foundation forming, pouring, and erection of structural walls and columns. Ongoing monitoring of the construction schedule continues with a close eye on the piling work and assessing opportunities for work to be accelerated. As part of construction, third party specialized testing and inspection services related to concrete and steel inspections were procured by OPS through various City Standing Offers.

Project risks and issues are being continuously monitored. Piling was identified as a risk due to the encountered soil conditions. Mitigation strategies applied included adjustment to the construction sequence, advancing other activities where possible, and simultaneous execution of work at different areas of the site and facility. The project team is also monitoring the industry for long-lead items to ensure that procurement can occur in a timely manner to meet the schedule.

Phase B.2 progressed to achieve 95% Design Development completion and is on target to achieve 100% submission in September. As the Design Development progressed, the project team took advantage of advance coordination of some infrastructure systems, issuing change orders to construction. In general, the change orders have a limited scope and are low in dollar value but realize overall cost savings. For example, the project was able to apply minor adjustments to mechanical duct work because of the Phase B.2 design prior to materials being ordered.

The SFP also developed the scope of work and released the Request For Proposal (RFP) for Project Management support and Interior Design services required to execute the

Tenant Fit-Up phase. Identification of the successful proponent is expected to be completed in September.

CONSULTATION

Consultations with the public were not performed during Q3 2024 nor were they required. However, activities noted below have been completed as part of the SFP and in preparation for contract amendments.

Adjacent Neighbours

In July 2024, the OPS provided a status update and communication to surrounding neighbours, as well as Councillor Lo, regarding site activities related to the completion of piling work. This included a mailed notice and door knocking for neighbours facing the site on Lodge Road, Woodroffe Avenue and across Prince of Wales Drive, delivering the notice by hand and answering any questions the residents may have.

Lines of communication are being maintained and regular updates are being provided to immediate neighbours of the facility as construction proceeds.

City Councillor

In addition to the construction notice communication, the project team met with Councillor Lo on site on July 24, 2024, to provide an update on construction progress and community engagement. Discussions with Councillor Lo will be ongoing as the project progresses, being kept abreast of activities where there is reach out to the adjacent neighbours.

Carleton Lodge – 55 Lodge Road

The OPS is maintaining an open line of communication with the Administrator of Carleton Lodge and the Director of Long-Term Care as the SFP progresses.

City Procurement

City Procurement provided guidance and oversight on the development and release of RFP's to obtain support and design services necessary to complete Tenant Fit-Up, ensuring Procurement Bylaw compliance. City Procurement also continued to provide direction and support in the procurement of construction testing and inspections services.

City Legal

City Legal is available to provide input and direction on any matters that require legal oversight.

FINANCIAL IMPLICATIONS

The Chief of Police was previously provided delegated authority by the Board to amend existing contracts and award new contracts required to complete the SFP, within the approved project budget.

In Q3 2024, the SFP did not amended or award contracts as part of the Chief's delegated authority, however, the project did procure services for testing and inspection services required for construction.

FINANCIAL STATEMENT

Project Budget as of Q1 2024	\$193,715,193	South Facility 903447
Less: Spent/Committed	<u>\$137,186,272</u>	At August 31, 2024
Available	\$ 56,528,921	

Q3 2024 Spending update

South Facility - Capital Order # 903447

Project spending (including commitments) in Q3 increased by \$7,255.

Balance as at December 31, 2023	\$137,179,017
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Balance as at August 31, 2024	\$137,186,272
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No Purchase Orders were issued in Q3 2024 that exceeded \$100k in value.

The increase in spending is due to payment for procurement services and cost consultant services required for Tenant Fit-Up.

CONCLUSION

Throughout Q3 2024, the South Facility Project saw important progress and milestone achievements in various areas: completion of piling work, pile cap foundation pours, forming of concrete work, 95% completion of Phase B.2 design, and Request for Proposals for Project Management and Interior Design services to execute the Tenant Fit-Up phase.

As part of the approved Chief's Delegated Authority, the SFP will continue to amend existing contracts and award new as may be required to complete all aspects of the South Facility Project, primarily focused on tenant fit-up services and activities in the coming months.

The OPS will continue to provide updates to the Finance and Audit Committee on a quarterly basis, reporting on project progress and financial status.



POLICE



South Facility Project

Q3 2024 Status

September 5, 2024

Agenda

Objective:

To provide an update on the project status and report on Q3 2024 commitments as part of the delegated authority

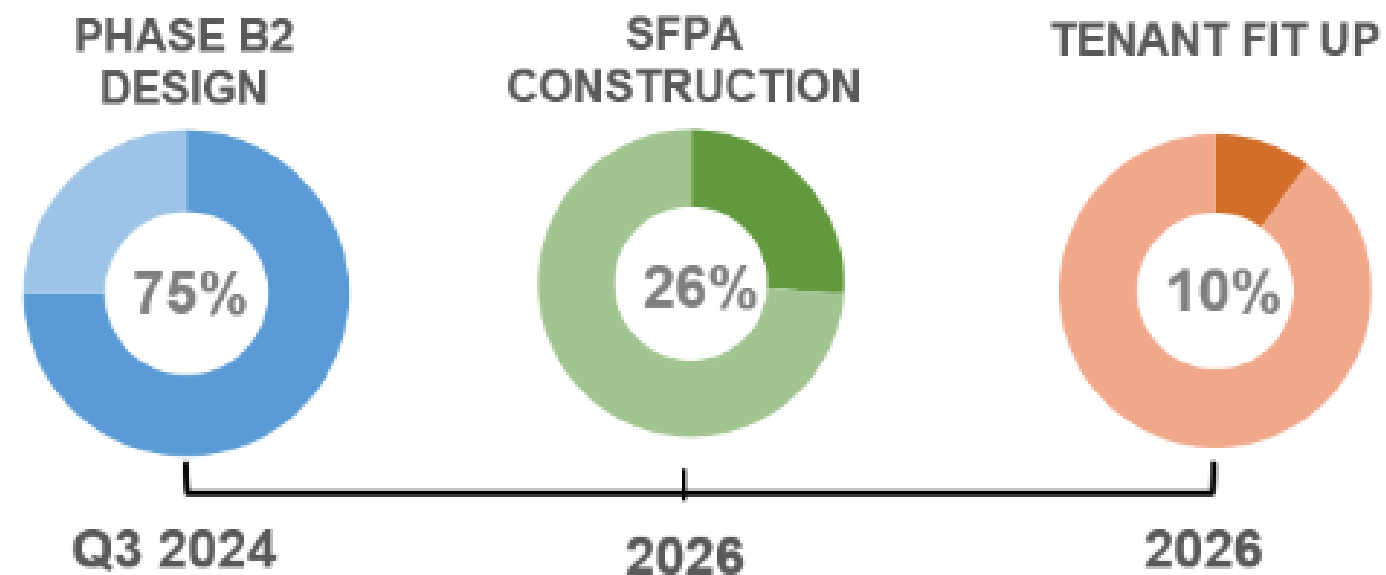
Objective:

- Project Status
- Financial Overview
- Next steps



Project Status

Project Progress to Q3 2024



Q3 2023 Completed Actions

- Construction activities: piling complete, foundations for specialized garage
- Top floor interior: 95% design development complete
- Tenant Fit-Up Consultants: RFP tenders complete

Current Project Activities in Flight

- Main Construction: Pile caps/foundations, foundation and concrete work at specialized garage/North Block and parkade
- Top floor interior: design development progressing to 100%
- Tenant Fit-Up Consultants: RFP procurement process

Monitored Risks

- Analysis of Owner changes (responding to operational evolutions)
- Piling soil conditions, adjustment to sequence of work
- Long-lead items

Project Status

Financial Statement	Spent/Committed
Project Budget as of Q1 2024	193,715,193
Less: Spent/Committed (at Aug. 31, 2024)	137,186,272
Available	56,528,921

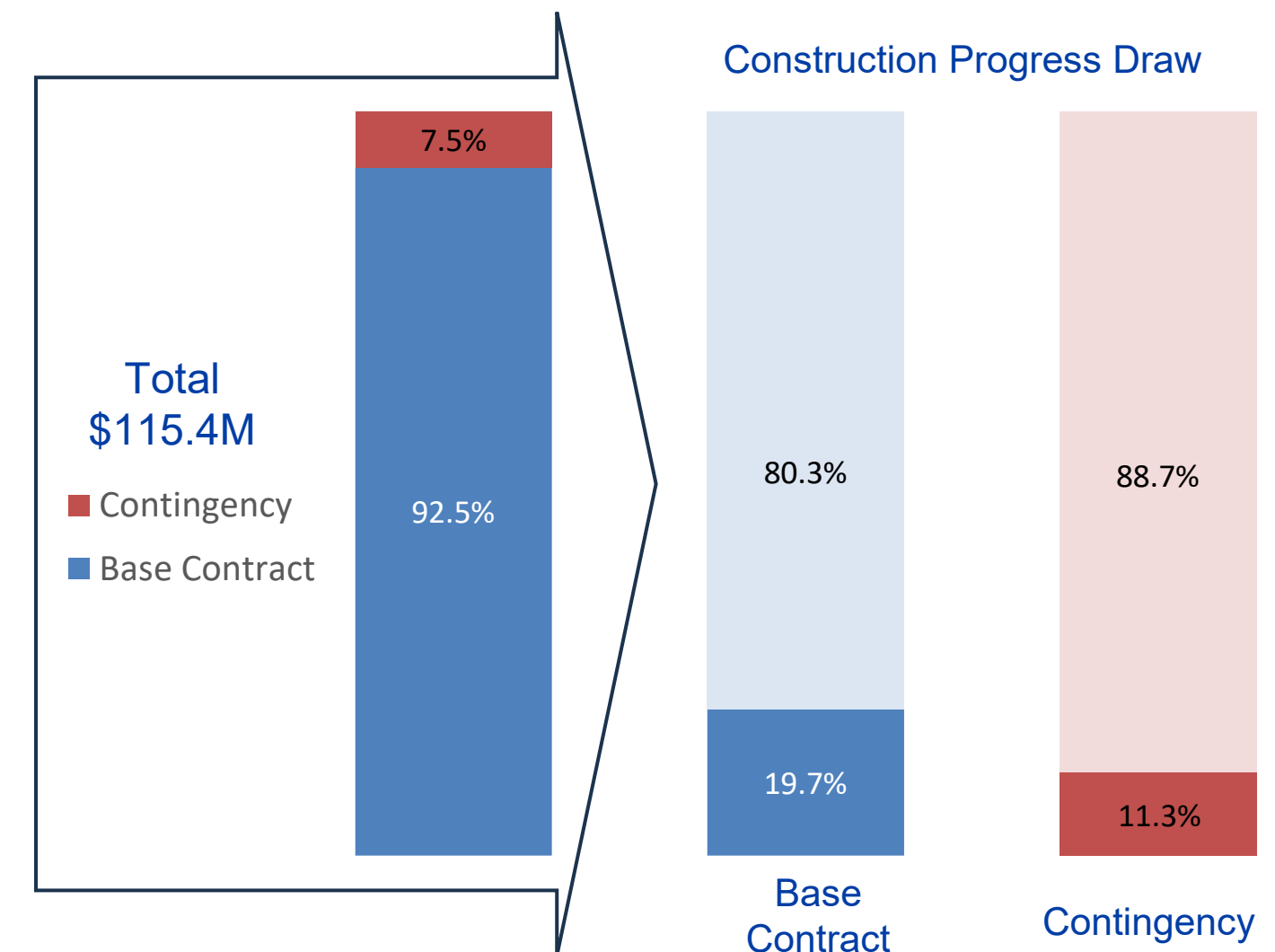
Q3 2024 Spending Update	Spent/Committed
Balance as at June 30, 2024	137,179,017
Balance as at August 31, 2024	137,186,272
Decrease Spent/Committed Q3 2024	7,255

Delegated Authority Actions

No change – No new DA contracts or amendments issued

New Contract (>\$100K)

No new contracts above \$100K procured since Q1 2024



Next Steps

Q4 2024

- Foundation work continuing, concrete floor slabs and walls, and structural steel erection
- Top Floor Interiors: Permit amendment, negotiated change order
- Tenant Fit Up Consultants contract award, kick-off, and initiation activities



Site Activity



Piling



Parkade & Specialized Garage



Interior Forming



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MEMORANDUM

DATE: July 24, 2024

TO: Chair Salim Fakirani

CC: Chief Eric Stubbs

FROM: Deputy Chief Steve Bell

SUBJECT: Background Check Fees

This memorandum has been prepared in response to a request from the Finance and Audit Committee (FAC) during the June 27, 2024 meeting when the 2025 Budget process was discussed. It was at this meeting that the FAC requested that the Ottawa Police Service (OPS) prepare a synopsis of the OPS' Background Check fee history and the legislative and financial considerations made when determining such fees. As a follow-on to this memo, and as part of the larger 2025 Budget process, a discussion on this matter will occur at the September 5, 2024 FAC meeting.

Background

In the Province of Ontario, police record checks are governed by the Police Records Check Reform Act, 2015 (PRCRA). The Act sets out a process governing requests for searches of Canadian Police Information Centre (CPIC) databases, or other police databases, in connection with screening an individual for employment and volunteer purposes.

Currently, the OPS offers clients three types of background checks for employment and volunteer purposes. The Service completes these checks, regardless of whether they are Level 1, 2, or 3, for no fee if the client is seeking the check for volunteer purposes.

Level 1 Criminal Record Checks are intended for applicants who are involved as a volunteer, employee or in any situation where a basic Criminal Record Check is requested (e.g., retail or immigration). This check is not intended for applicants who are seeking employment or who wish to volunteer with vulnerable persons.



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Level 2 Criminal Record and Judicial Matters Checks are a collection of offence information, including convictions, outstanding warrants, charges, and judicial orders available from a local police agency's Record management system and other systems/Record where authorized. This check is intended for applicants who are seeking employment or who wish to volunteer with agencies that require a Criminal Record and Judicial Matters Check. The agency has determined that a search of sex offenders with a record suspension is not required (e.g., border crossing or visa); therefore, this check is not intended for applicants who are seeking employment or volunteer positions with vulnerable persons.

Level 3 Vulnerable Sector Checks are restricted to applicants seeking employment or who wish to volunteer in a position of authority or trust relative to vulnerable persons in Canada only. It is a collection of offence information, including convictions, outstanding warrants, charges, judicial orders, and sexual offence convictions for which the individual has received a record suspension where authorized by the Minister of Public Safety and Emergency Preparedness. Non-conviction information shall be released only when it meets the Exceptional Disclosure Assessment.

Discussion

In June 2019, at the request of the Police Service Board (the Board), community input on the fee structure model for background check services was received through consultative means. At that time, fee structure options were presented based on a financial review, a scan of other police services, as well as based on previous community feedback. The survey requested public input to identify the best option to meet the community's needs while being financially sustainable for the police service.

Based on input received from this consultation, as well as information provided by the Service, a June 2019 Board decision approved a full cost-recovery fee structure moving forward. It is important to note that, while the fee structure only included partial cost-recovery for volunteer background checks, more than full fee recovery was collected for employment background checks, making the Service whole. . This fee structure model would see \$20 charged for all volunteer background checks, regardless of whether they were Level 1, 2, or 3.

The Board subsequently passed a motion (Board Motion M-20-06, see Appendix A) on October 27, 2020, waiving the fees for all three volunteer background check types after various community services voiced concerns. The volunteer background check fees were described as a barrier to new volunteers along with the pandemic creating financial strains in the community. The motion passed stated that volunteer background check fees (\$20) would be reinstated when pandemic mandates in the Province of Ontario were lifted. Once such mandates were lifted, it



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was anticipated that the OPS would begin to collect fees for all three volunteer background check types in line with the fee structure approved by the Board in June 2019.

On April 1, 2022, the Ministry of the Solicitor General, Public Safety Division, released Bill 13 amendments to the PRCRA, 2015 intending to reduce barriers for volunteers. The amendments to the PRCRA included an established definition of “volunteer” as well as requiring police services to conduct and provide the results of Level 1 Criminal Records Checks and Level 2 Criminal Record and Judicial Matters Checks for volunteers at no charge. As per the Ministry, Level 3 Volunteer Vulnerable Sector Checks are exempt from the fee amendments and fee collection is permissible by police services. Due to the sensitive nature of vulnerable sector record checks, these files tend to be more work intensive to complete and to ensure accuracy and safety of vulnerable sector groups therefore allowing for the collection of fees.

In anticipation of these amendments to the PRCRA, a report to the Board was issued March 28, 2022 (see Appendix B), requesting approval to reinstate the fees for Level 3 Volunteer Vulnerable Sector Checks which were previously waived by way of the Board Motion M-20-06. This would allow for compliance to the PRCRA amendments for fee collection and partial cost-recovery as pandemic mandate restrictions were lifted in January 2022. Despite this report to the Board, a decision was made at the March 2022 meeting to continue waiving the fees for all volunteer background checks, including Level 3 Vulnerable Sector Checks. This practice remains in place today and, as noted in Appendix B, waiving fees for Level 3 Volunteer Vulnerable Sector Checks has resulted in a significant lost recovery opportunity.

Financial Implications

An updated 2022 fee schedule for background checks provided by Ontario police services shows that 28/30 responding agencies collect fees for Level 3 Vulnerable Sector Checks for volunteers. The OPS and the Smiths Falls Police Service are the only two agencies providing volunteer records checks at all levels free of charge to applicants.

In fact, all other “large” municipal police services, other than the OPS, administer a fee to perform Level 3 Vulnerable Sector Checks for volunteers (see Table 1). The average fee is ~\$26.



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Table 1: Summary of Fee Schedule for Volunteer Background Checks for Large Ontario Police Services (2022)

Service	Volunteer Check Type / Fee		
	Level 1: Criminal Record Check	Level 2: Criminal Record and Judicial Matters Check	Level 3: Vulnerable Sector Check
Halton Regional Police Service	\$0	\$0	\$30
Hamilton Police Service	\$0	\$0	\$25
London Police Service	\$15	\$15	\$15
Niagara Regional Police Service	\$0	\$0	\$20
Ottawa Police Service	\$0	\$0	\$0
Peel Regional Police Service	\$45	\$45	\$45
Toronto Police Service	\$0	\$0	\$20
Waterloo Regional Police Service	\$0	\$0	\$20
Windsor Police Service	\$0	\$0	\$25
York Regional Police Service	\$0	\$0	\$32

The 2022 approved fee schedule for volunteer applications was \$20. With Bill 13 amendments to the PRCRA, Level 1 and Level 2 volunteer background checks are provided at no charge. For the Level 1 and Level 2 volunteer background checks, the Ottawa Police Service financial pressure is approximately \$72,000 using 2023 volumes.

The financial pressure is much greater for Level 3 Volunteer Vulnerable Sector Check applications. The revenue lost from performing these checks without collecting fees using 2023 volumes has grown to approximately \$356,000.



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Similarly, the updated 2022 fee schedule for background checks provided by Ontario police services shows that all responding agencies collect fees for Employment Background Checks.

When comparing to other “large” municipal police services, the OPS charges the second most for all check types falling behind only York Regional Police Service (see Table 2). The OPS increased charges for employment background checks to \$69 in 2023 and \$71 in 2024.

Table 2: Summary of Fee Schedule for Employment Background Checks for Large Ontario Police Services (2022)

Service	Employment Check Type / Fee		
	Level 1: Criminal Record Check	Level 2: Criminal Record and Judicial Matters Check	Level 3: Vulnerable Sector Check
Halton Regional Police Service	\$30	\$30	\$30
Hamilton Police Service	\$50	\$25	\$50
London Police Service	\$45	\$45	\$45
Niagara Regional Police Service	\$50	\$50	\$50
Ottawa Police Service	\$67	\$67	\$67
Peel Regional Police Service	\$45	\$45	\$45
Toronto Police Service	\$20	\$20	\$65
Waterloo Regional Police Service	\$40	\$40	\$40
Windsor Police Service	\$55	\$55	\$55
York Regional Police Service	\$84	\$84	\$74

Despite the various changes in direction regarding collection of fees for volunteer background checks, the Service has had periods where there has been an overall surplus and years where there has been an overall shortfall. The past seven years of background check revenue is



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provided as a history in Table 3 below. The revenue budget for background clearance checks in 2024 is \$4.2 million dollars. During the pandemic this revenue stream encountered some serious shortfalls that finally recovered in 2023. If the current 6 month trend for 2024 continues we are expecting a moderate surplus in 2024.

Table 3: History of Background Clearance Revenue

Background Clearance Revenue			
Year	Budget \$	Actual \$	Surplus/(Shortfall)
2024*	4,188,800	4,795,356	606,556
2023	3,788,800	3,987,272	198,472
2022	4,388,800	3,626,422	(762,378)
2021	4,388,800	3,285,391	(1,103,409)
2020	4,388,800	2,914,135	(1,474,665)
2019	4,388,800	4,583,614	194,814
2018	4,788,800	2,058,915	(2,729,885)
Total	30,321,600	25,251,105	(5,070,495)

*Note: 2024 actuals are a forecast based on July 5 YTD revenue

Appendix

A

Motion on Background Checks

Motion on Background Checks

Moved by Chair D. Deans

Seconded by C. Meehan

WHEREAS Volunteers play an important and vital role in the delivery of community services throughout the city of Ottawa;

WHEREAS We have heard concerns of the cost of background checks from community agencies who describe it as a barrier to new volunteers;

WHEREAS The current pandemic has created financial strains in the community:

BE IT RESOLVED that Ottawa Police Service waive the current fees for all volunteer background check applications for the duration of the COVID-19 pandemic

BE IT FURTHER RESOLVED That these fees be re-instated once the city of Ottawa enters into Phase 3 of Ontario's action plan to re-opening

Appendix B

Volunteer Background Check Application Fees Report

Report to / Rapport au:

OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA

28 March 2022 / 28 mars 2022

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

Anna Beatty, Chief Information Officer / Directrice d'Information
beattya@ottawapolice.ca

SUBJECT: VOLUNTEER BACKGROUND CHECK APPLICATION FEES

OBJET: FRAIS DE DEMANDE DE VÉRIFICATION DES ANTÉCÉDENTS DES BÉNÉVOLES

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board:

- 1) Receive for information the amendments to the Police Records Check Reform Act, 2015 Bill 13 - Supporting People and Businesses Act, 2021, which comes into effect April 1, 2022, waiving volunteer background check application fees for Level 1 (Volunteer - Criminal Records Check) and Level 2 (Volunteer - Criminal Record & Judicial Matters Checks).
- 2) Approve the reinstatement of fees for Level 3 (Volunteer - Vulnerable Sector Checks) which were previously waived by way of Ottawa Police Services Board motion M-20-06, approved October 26, 2020. This motion was set to expire upon entering Phase 3 of Ontario's Re-opening Action Plan.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa:

1. Reçoive aux fins d'information les amendements au *Projet de loi 13, Loi de 2021 visant à soutenir la population et les entreprises*, qui entrera en

vigueur le 1^{er} avril 2022, faisant grâce des frais liés aux vérification d'antécédents de bénévoles Niveau 1 (Bénévole - vérification du casier judiciaire) et Niveau 2 (Bénévole - vérification de casier judiciaire et d'affaires judiciaires).

- 2. Approuve le rétablissement de frais pour le Niveau 3 (Bénévole - vérification pour travail auprès de personnes vulnérables), dont on faisait auparavant grâce en vertu de la motion M-20-06 de la Commission de services policiers d'Ottawa, adoptée le 26 octobre 2020. Cette motion devait expirer avec l'entrée en Phase 3 du Plan d'action de réouverture de l'Ontario.**

BACKGROUND

The Ottawa Police Services Board (Board) passed a motion on October 27, 2020, waiving the fees for all three volunteer background checks after reviewing concerns related to the cost of background checks from community agencies. The volunteer background check fees were described as a barrier to new volunteers, with the pandemic creating financial strains in the community. The motion stated that fees would be reinstated once the city of Ottawa entered Stage 3 of Ontario's Re-opening Action Plan. This motion was moved by Chair Diane Deans and seconded by Carol Anne Meehan.

DISCUSSION

Ontario moved into Stage 3 of re-opening effective January 31, 2022, with all mandates scheduled to be lifted by April 27, 2022. As per the decision point on the motion, it was anticipated that the Ottawa Police Service (OPS) would begin to collect fees for all three volunteer background check applications in line with the partial cost-recovery fee structure approved by the Board on June 24, 2019.

Recently, the Ministry of the Solicitor General, Public Safety Division, has released amendments to the Police Records Check Reform Act, 2015 (PRCRA) intending to reduce barriers for volunteers. On December 2, 2021, Bill 13 received Royal Assent with an effective date of April 1, 2022. The amendments to the PRCRA include an established definition of "volunteer" as well as requiring police services to conduct and provide the results of Level 1 Criminal Records Checks and Level 2 Criminal Record and Judicial Matters Checks for volunteers at no charge. As per the Ministry, the Level 3, Volunteer Vulnerable Sector Check is exempt from the fee amendments and fee collection is permissible. Due to the sensitive nature of vulnerable sector record checks,

these files tend to be more work-intensive to ensure the accuracy and safety of those groups.

CONSULTATION

Consultation is not required for the amendments to the Police Records Check Reform Act, 2015. They are approved by the Ministry of the Solicitor General, Public Safety Division.

An updated 2021 fee schedule for background checks provided by Ontario police agencies shows that the vast majority collect fees for all levels of volunteer applications. Of the 44 agencies responding, 39 agencies collect fees for volunteer background check applications.

Previous community input on the fee structure model for employment and volunteer background check services were conducted in June 2019. At that time, fee structure options were presented based on a financial review, a scan of other police services, as well as previous community feedback. The survey requested public input to identify the best option to meet the community's needs while being financially sustainable for the police service. The Board's June 24, 2019, decision approved a partial cost-recovery fee structure model for employment and volunteer checks.

FINANCIAL IMPLICATIONS

The pandemic has had an impact on volunteer services within the City of Ottawa. Sports and recreation, the arts, festivals, and other organizations that rely on volunteerism have been affected by shutdowns and restrictions, and there has been a decline in the number of volunteer background checks processed.

As restrictions are lifted there is an expectation that volunteer applications will return to pre-pandemic levels.

The 2022 approved fee schedule for volunteer applications is \$20.80.

With Bill 13 amendments to the Act, Level 1 and Level 2 volunteer background checks will be provided at no charge. The OPS' financial pressure will be a revenue loss of approximately \$79,000.

With the collection of fees for Level 3 Volunteer Vulnerable Sector Check applications, the OPS will cost recover approximately \$504,000 as the City returns to pre-pandemic volume.

SUPPORTING DOCUMENTATION

Document 1: All Chiefs Memo- Police Record Checks Reform Act, 2015 –

Amendments and Coming into Force

Document 2: Bill 13, schedule 20

Document 3: OPSB motion

CONCLUSION

The OPS is requesting approval of the recommendation from the Board to reinstate the fee for Level 3 Volunteer Vulnerable Sector Background Check applications.

As per the Bill, fees will not be collected for level 1 Criminal Records Checks and level 2 Criminal Record and Judicial Matters Checks.

With \$7.1M in efficiencies that the OPS must find in 2022, there is little flexibility to absorb additional financial pressures in 2022. By reintroducing the fee for volunteer vulnerable sector applications, it will assist the OPS in balancing our year-end position in 2022.

2025 Budget Update

Finance and Audit Committee

September 5, 2024



Background

Purpose: To brief the Finance and Audit Committee (FAC) on the 2025 Budget development process, pressures and considerations, and seek direction on the tax rate for the 2025 Budget.

Activity to Date:

- Completion of Budget work plan
- Continuation of pre-budget consultation (Advanis, Environics, public survey, community partner input, etc.)
- Continuation of directorate and unit outreach
- Initial drafting of Budget Book



Pressures

1. Operations

- Meeting increased demands and community expectations in relation to response to calls for service, criminal investigations and crime prevention, traffic, hate crime and demonstrations remains a struggle
- Additional pressures related to major events and demonstrations

2. Community Safety Policing Act (CSPA)

- Pressures related to complying with the new legislation
- Opportunities to leverage expanded Special Constable powers

3. Future training facility

- Need for an interim solution and building up funding for a long term solution

4. Contract settlements

- Falling behind our peers across the policing sector in the Province

5. Staffing Stabilization Strategy

- Funding required for year two of the three year strategy that was approved by the Board in 2024

6. Digital Evidence and Information Management Systems

- Continuing to expand the program to include in car cameras and piloting body worn cameras

Other Considerations

- A growing and diversifying city
- Citizen-initiated calls for service requiring a mobile police response increasing
- Volume of crime increasing, largely driven by an increase in property crime
- Traffic complaints up, stunt driving up
- Increase in overdoses
- Performance numbers are not where they need to be



Budget Directions

- Budget Directions guidance will be received from City Council and the Finance and Corporate Services Committee on September 16th
- We are seeking support from FAC to build our budget based on what the known needs are to better serve the community and our membership



Next Steps

Activity	Date
Budget Directions Report	September 23 rd
Senior Leadership Team Review	Early October
Executive Command Final Review	Mid October
Budget Tabling	November 13 th
Budget Consultations	November 13 th - 25 th
Finance & Audit Committee	November 4 th
Board Approval	November 25 th
City Council Approval	December 11 th

Questions



Ottawa Police Service Citizen Perception Survey, 2024

Top Level Findings



POLICE

Overview & Methodology

- Survey conducted by Advanis, a Canadian market research firm.
- Annual survey of Canadians aged 18+ regarding perceptions of local police services.
- **Fourth** consecutive year for OPS participation.
- Results can be compared year-over-year and to other cities
- **Random sampling** between May and June 2024.
- **Over** 1,700 Ottawa residents participated in the survey.
- Oversampling in key areas for strategic evaluation.

Citywide Results

The percentage of citizens who rate OPS **PERFORMANCE** as excellent or good has increased this year, rising to 65% in 2024 compared to 54% in 2023 and 52% in 2022

EQUITY remains a top area of concern

Perceptions of **RESOLVING** violent crimes have improved: 17% of citizens strongly agree in 2024 vs. 13% in 2023

Perceptions of **RESPONSE TIMES** have improved: 15% of citizens disagree/strongly disagree that OPS responds quickly, down from 20% last year

The big jump seen in 2023 in citizen perceptions of the **VOLUME OF CRIME** in Ottawa was sustained in 2024

Citywide Results

The reported incidence of being a **VICTIM** (28%) of personal or property crime has remained the same across the five years.

The percentage of respondents reporting a high/very high level of **TRUST** is on par with last year (51%), and both are higher than in 2022.

The percentage of respondents who agree/strongly agree (50%) that OPS is sensitive to the needs of different cultures has risen significantly over the past two years (CULTURAL SENSITIVITY).

45% of citizens this year agree or strongly agree that OPS is sensitive to the needs of individuals suffering from MENTAL HEALTH issues, up significantly over 2023 and 2022

There has been an improvement in the percentage of citizens who **FEEL SAFE** walking alone in their community after dark

Citywide Results

Citizens were asked for their **top priorities** in **their own words**.



Over half of citizens name priorities related to specific crimes, a category which **has been increasing each year.**



Far **fewer** citizens **highlight priorities** related to **training/education** this year than in the last two.



The most significant individual change is a **decrease** in the **percentage of citizens who want OPS reformed** (down to 14% after being at 48% in 2022).

Demographic Insights



Sexual Orientation



- Non-heterosexuals less positive but show increased support and respect perception.



Income

- Lower-income citizens rate OPS more favourably, especially with respect, providing the same quality of service to all citizens
- Lower income citizens are more likely to think OPS **responds quickly**
- Lower income group views **OPS' ability to resolve violent crimes equally** much more **highly**.



POLICE



Results for the ByWard Market, Lowertown and Sandy Hill (K1N)

K1N RESULTS

The OPS requested the **oversampling** of postal code **K1N** (ByWard Market, Lowertown, and Sandy Hill) to support the evaluation of strategic initiatives downtown.

The percentage of citizens who rate OPS **PERFORMANCE** as excellent or good was lower in K1N (56%) compared to Non-K1N (65%)

The percentage of citizens who rated their level of **TRUST** in OPS as high/very high was lower in K1N (45%) compared to Non-K1N (52%).

The percentage of respondents who **FEEL UNSAFE** walking alone in their community after dark was 41% in K1N compared to 16% for Non-K1N.

Citizens in K1N tend to **WORRY** more about crime, with 22% answering "Always/Almost always" compared to 14% in Non-K1N.

In K1N, 35% of respondents had been **VICTIM** of a crime in the past 12 months, compared to 28% in non-K1N.

NEXT STEPS

Summary:

- Positive trends in perception, safety, and trust.
- Improvements in cultural and mental health sensitivity.
- Notable changes in citizen priorities and demographic insights.
- Continue analyzing results and integrating them with other data points.
- Incorporate insights into budget and strategic planning processes.



Thank you!

Questions?



POLICE



ADVANIS

Police Service Benchmarks 2024

OPS Focus

July 2024

How Jurisdiction Was Determined

Canadians were asked to rate the "police service with jurisdiction in their area", so when we refer to citizens' ratings of **OPS**, these are citizens who say that OPS has jurisdiction in the area where they live.

Comparisons Between Police Services

In Sections 1b and 2b below, OPS' results are compared to those of Edmonton Police Service (which also subscribed to this research program). OPS' results are also compared to five other police services of cities with populations of 900,000 or more.

Report Sections

- 1a. PSC Questions - OPS Only
- 1b. PSC - OPS vs. Other Police Services
- 2a. Advanis Crime Questions - OPS Only
- 2b. Advanis Crime Questions - OPS vs. Other PS
- 3a. OPS-specific performance questions first added in 2022
- 3b. OPS' ratings by key metrics, differences by sexual orientation and disability (2022-)
- 3c. OPS' ratings of PSC questions, differences by income and ethnicity (2024-)

Random samples of Canadians aged 18+:

- *May-June 2024: 19,541 Canada-wide and 1,702 for OPS*
- *May-June 2023: 20,176 Canada-wide and 1,423 for OPS*
- *May-June 2022: 21,682 Canada-wide and 2,232 for OPS*
- *May-July 2021: 19,461 Canada-wide and 1,338 for OPS*
- *February to April 2020: 17,604 Canada-wide and 624 for OPS (before OPS subscribed)*

Please see footnotes for more details.

For questions, please contact: gary.offenberger@advanis.ca

This report is also available online here: [Advanis Police Service Benchmarks 2024: OPS Focus.](#)

OPS can also conduct its own analysis with all the data online here: [Create Analysis](#)

Executive Summary

The overall perception of OPS in 2024 is **higher** than in the last two years. Its citizens rate it more highly than two other cities, on par with three cities, and lower than one other city (all cities compared have populations of 900,000 or more).

Citizens also rate OPS more **highly** than in the last two years on all but one of seven detailed statements. Providing the same quality of service to all citizens remains the top area of concern, but it's less of a concern than in the last three years.

Perceptions of OPS' ability to resolve violent crimes and response time have **improved**. Perceptions that OPS exceeds its authority have stayed the same. Citizens in OPS' jurisdiction are just as likely as those in most of the other six cities to say that their police service exceeds its authority, resolves violent crimes, and that the police respond quickly.

The **degradation** seen last year in citizen perceptions of the amount of crime in OPS' jurisdiction was **sustained** in 2024. On the other hand, there has been an **improvement** in the percentage of citizens who feel safe walking alone in their community after dark. And there has been no change in the percentage of citizens in OPS' jurisdiction who worry about crime most of the time or always/almost always. Compared to six other large cities, OPS' citizens are generally more positive on these metrics: they are more likely to feel safe after dark than those in five cities (and just as likely as the sixth); less likely to worry about crime than those in four cities (and just as likely as the other two); and less likely to say crime has increased than those in two other cities (and just as likely as the other four). 28% of citizens in OPS' jurisdiction say someone in their household has been a victim of crime in the last year, on par with all four previous years. And this rate is the same as in five other cities and lower than in the sixth.

OPS began asking some of its own questions in 2022. In 2024, 80% of citizens in OPS' jurisdiction have a moderate or higher level of trust in OPS. And 51% have a high or very high level of trust, on par with last year and both higher than in 2022. Other **improvements** relate to sensitivity: to the needs of different cultures (50% of citizens agree or strongly agree with this statement, up significantly over the past two years (34-37%)); and to the needs of individuals suffering from mental health issues (45% of citizens agree or strongly agree, up significantly over 2022 and 2023 (32-33%)). Citizens are asked to rate OPS' performance in six separate areas, and the good/very good performance ratings are significantly **higher** than in 2022 on all metrics and than in 2023 on three. All six measures are trending positively.

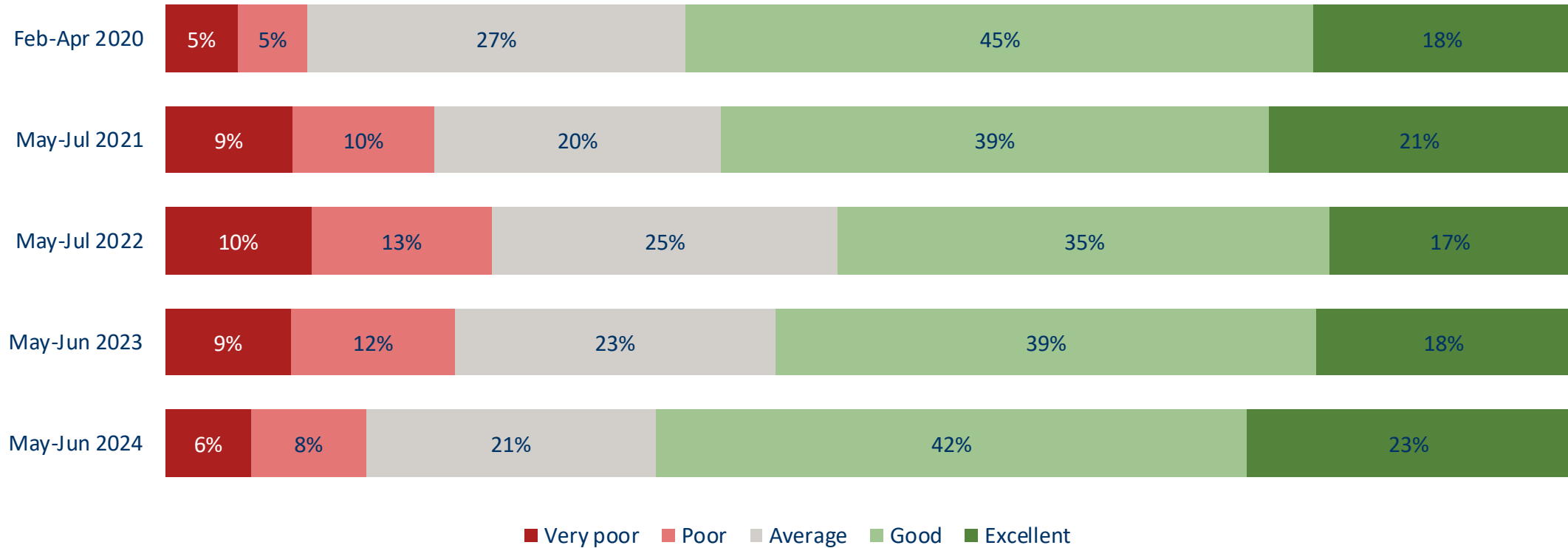
We examined four different groups. Non-heterosexual and disabled citizens both rate OPS lower on key metrics than other citizens. That said, there are some positive signs: both non-heterosexuals and those with a disability are less likely this year than rate OPS as poor. And non-heterosexuals are more likely than in 2022 to agree with four out of seven positive statements, and those with a disability are more likely to agree with six out of seven. Those with lower incomes generally rate OPS more highly; that said, lower income groups are more likely to perceive that OPS exceeds its authority. Finally, citizens who identify as only non-Indigenous/non-white rate OPS and the police more positively than those who are only white and of mixed ethnicity.

1a. PSC Questions - OPS Only

The overall perception of OPS in 2024 is higher than in the last two years.

- The percentage of citizens in OPS' jurisdiction who say that OPS is doing an *excellent* or *good* job is statistically higher this year than in the last two years (65% in 2024 vs. 54% in 2023 and 52% in 2022).

Overall job of police in your community



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

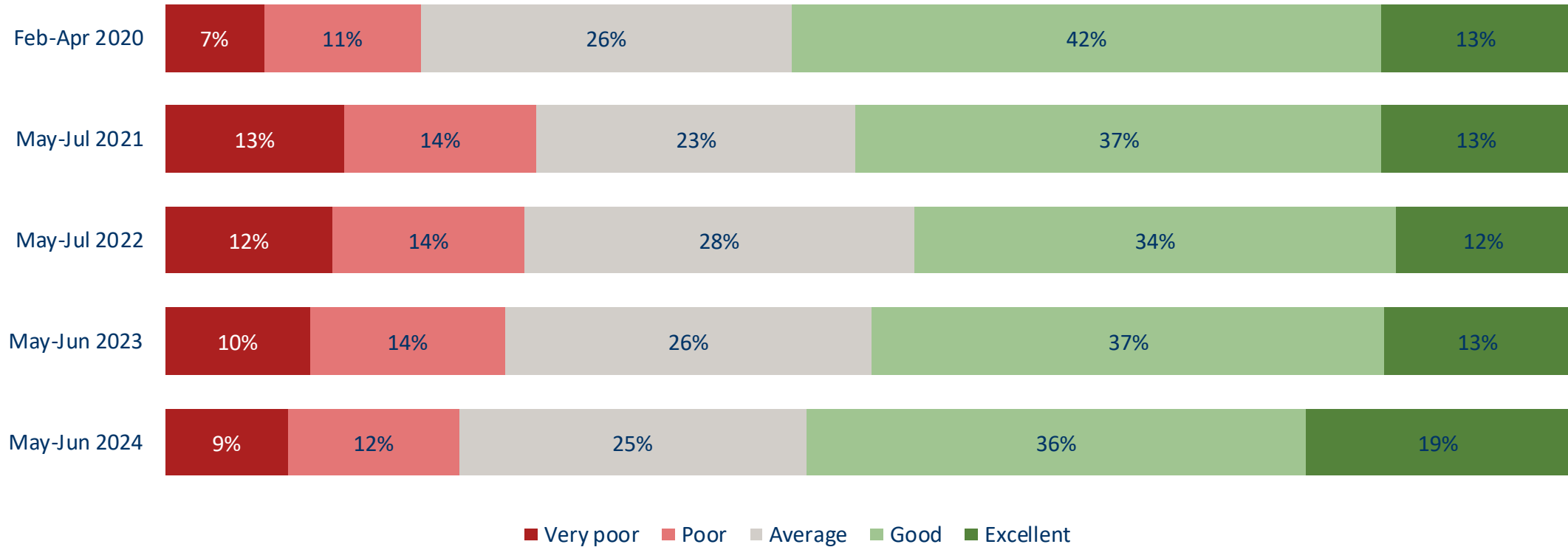
Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Feb-Apr 2020 (n=592), May-Jul 2021 (n=1262), May-Jul 2022 (n=2123), May-Jun 2023 (n=1364), May-Jun 2024 (n=1610)

Citizens in OPS' jurisdiction think *other* police services are doing as good a job as last year and a better job than in 2022.

In all years, citizens in OPS' jurisdiction rate its work (previous chart) more highly than they rate the police in the rest of the country (chart below).

Overall job of police in your country



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Feb-Apr 2020 (n=601), May-Jul 2021 (n=1263), May-Jul 2022 (n=2120), May-Jun 2023 (n=1353), May-Jun 2024 (n=1584)

In 2024, citizens rate OPS more highly than the last two years on all but one of the seven statements.

Ratings by "statement" follow a similar rank order as in past years.

NET Agree (agree+strongly agree) with statements about your police service					
	Feb-Apr 2020	May-Jul 2021	May-Jul 2022	May-Jun 2023	May-Jun 2024
SUPPORT I would help the police if asked.	86%	83%	80%	80%	87% ↑
SUPPORT I feel a moral duty to follow police orders.	73%	70%	69%	73%	79% ↑
SUPPORT I generally support how the police usually act.	73%	64% ↓	61%	63%	70% ↑
BEHAVIOUR The police treat people with respect.	66%	58% ↓	55%	59%	71% ↑
BEHAVIOUR The police make decisions based on facts.	58%	54%	50%	56% ↑	61%
FOCUS The police are dealing with the things that matter to people in this community.	60%	58%	52% ↓	54%	62% ↑
EQUITY The police provide the same quality of service to all citizens.	44%	40%	35%	39%	51% ↑

(NET Agree) When you think about the [POLICE SERVICE], to what extent do you agree or disagree with each of the following statements?

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Arrow indicates statistically significant change at the 95% level.

Statistical testing not performed when n<30 since statistical assumptions are not met.

Equity remains the top area of concern, but it's less of a concern than in the last three years.

- 32% of citizens *disagree or strongly disagree* that OPS provides the same quality of service to all citizens in 2024.
- This percentage is strong improvement, as it's lower than the scores in 2021 through 2023.

Indeed, most metrics have improved relative to 2021-2023.

NET Disagree (disagree+strongly disagree) with statements about your police service					
	Feb-Apr 2020	May-Jul 2021	May-Jul 2022	May-Jun 2023	May-Jun 2024
SUPPORT I would help the police if asked.	4%	6%	9% ↑	8%	6%
SUPPORT I feel a moral duty to follow police orders.	13%	13%	16%	14%	10% ↓
SUPPORT I generally support how the police usually act.	11%	23% ↑	24%	22%	14% ↓
BEHAVIOUR The police treat people with respect.	14%	26% ↑	28%	24%	16% ↓
BEHAVIOUR The police make decisions based on facts.	15%	23% ↑	29% ↑	25%	16% ↓
FOCUS The police are dealing with the things that matter to people in this community.	20%	25%	29%	26%	21% ↓
EQUITY The police provide the same quality of service to all citizens.	36%	43% ↑	50% ↑	43% ↓	32% ↓

(NET Disagree) When you think about the [POLICE SERVICE], to what extent do you agree or disagree with each of the following statements?

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

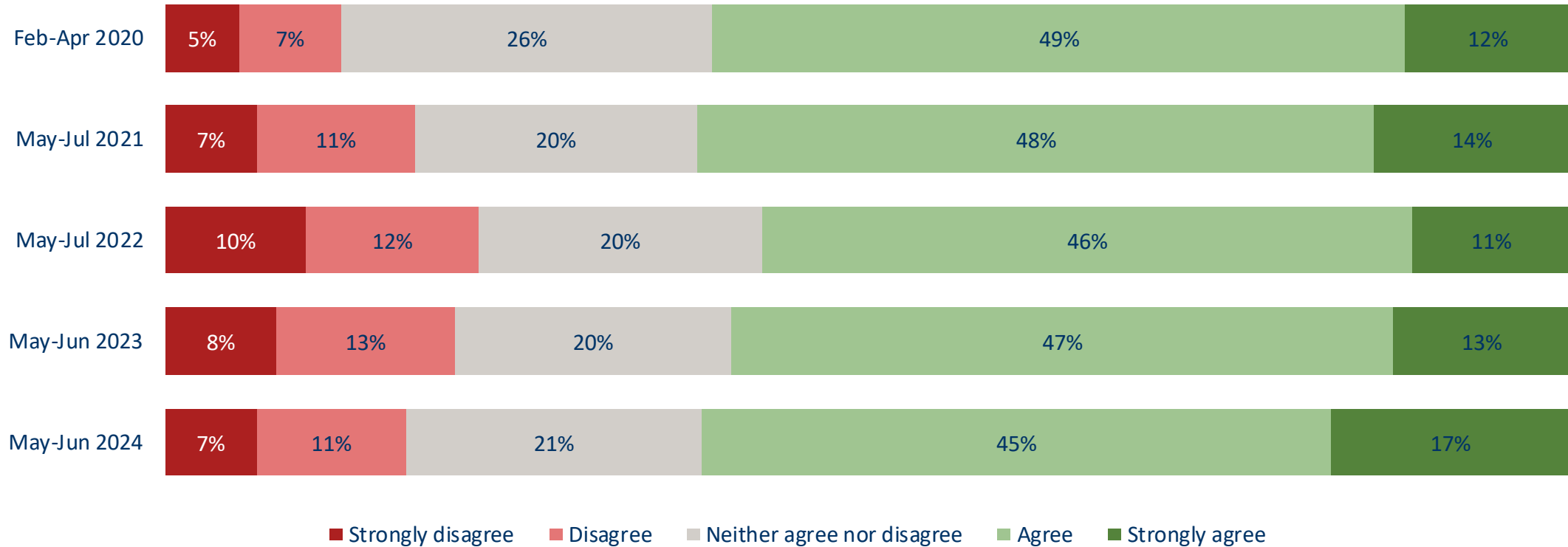
Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Arrow indicates statistically significant change at the 95% level.

Statistical testing not performed when n<30 since statistical assumptions are not met.

Perceptions of **resolving violent crimes** have **improved**: 17% of citizens *strongly agree* in 2024 vs. 13% in 2023.

Resolving crimes where violence is involved



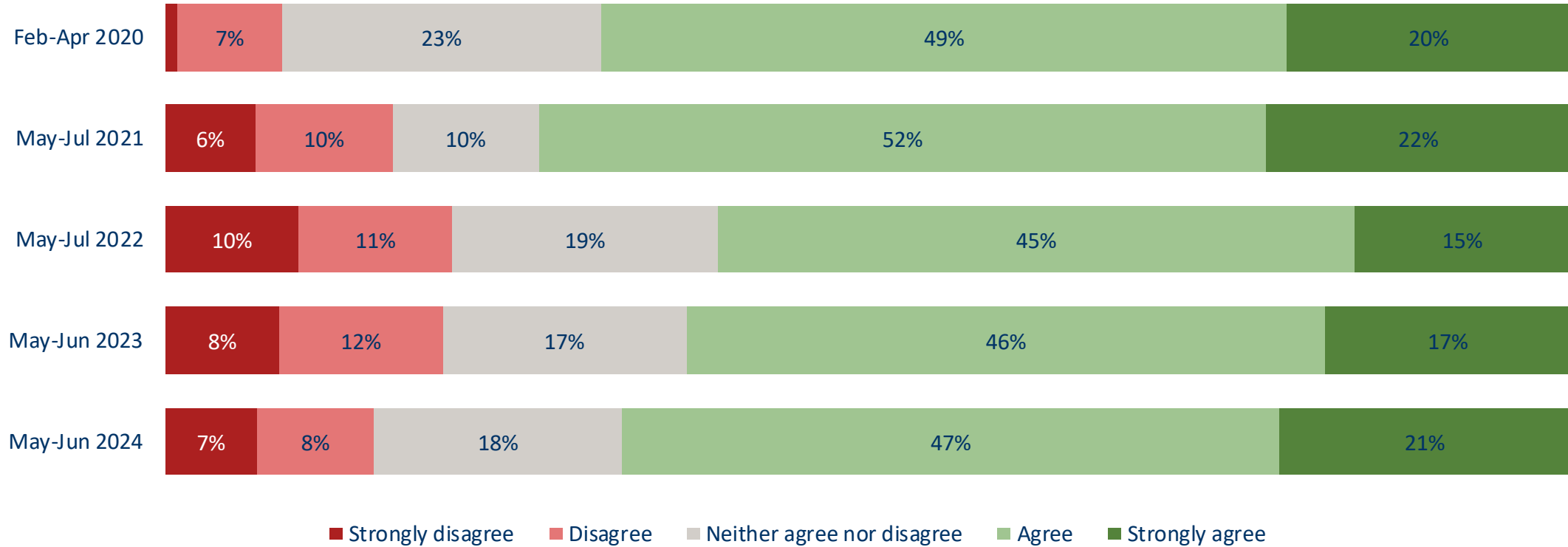
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Feb-Apr 2020 (n=563), May-Jul 2021 (n=1077), May-Jul 2022 (n=1803), May-Jun 2023 (n=1149), May-Jun 2024 (n=1374)

Perceptions of **response time** also **improved**: 15% of citizens *disagree* or *strongly disagree* that OPS responds quickly, down from last year's 20%.

Responding quickly to calls for assistance



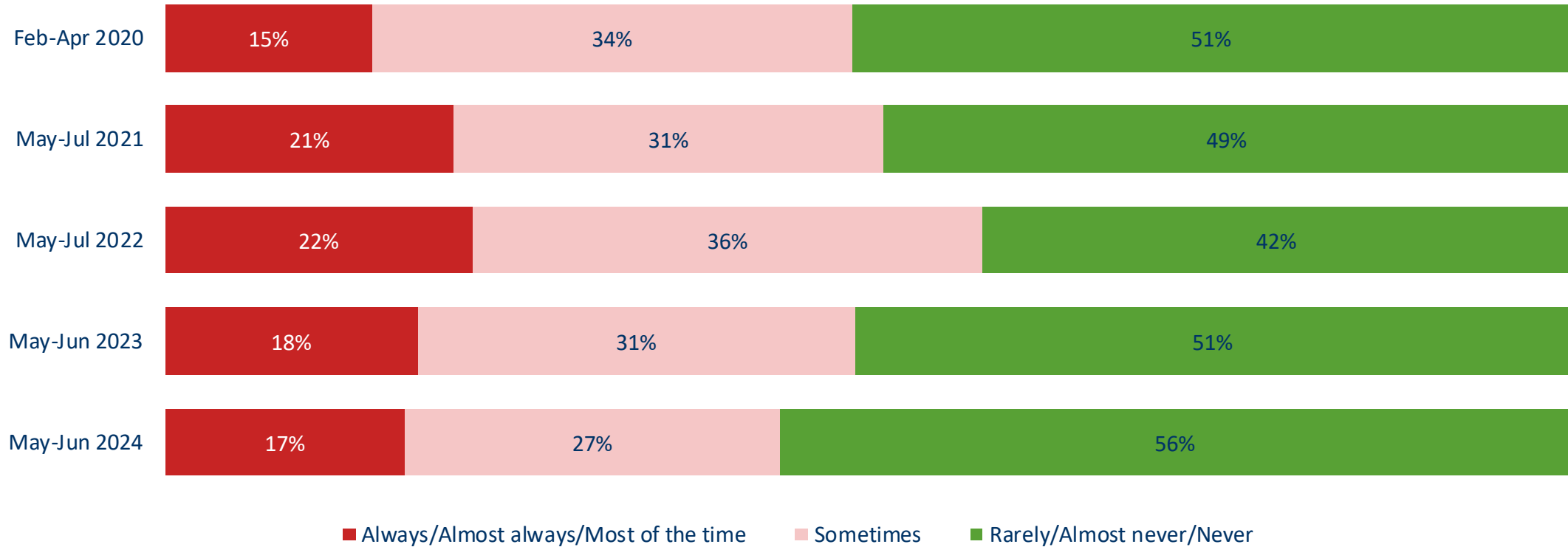
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Feb-Apr 2020 (n=581), May-Jul 2021 (n=1138), May-Jul 2022 (n=1923), May-Jun 2023 (n=1250), May-Jun 2024 (n=1475)

Perceptions that OPS **exceeds its authority** have **stayed the same** as last year (no statistical differences between 2024 and 2023), but perceptions this year have improved relative to 2022.

Exceed their authority



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

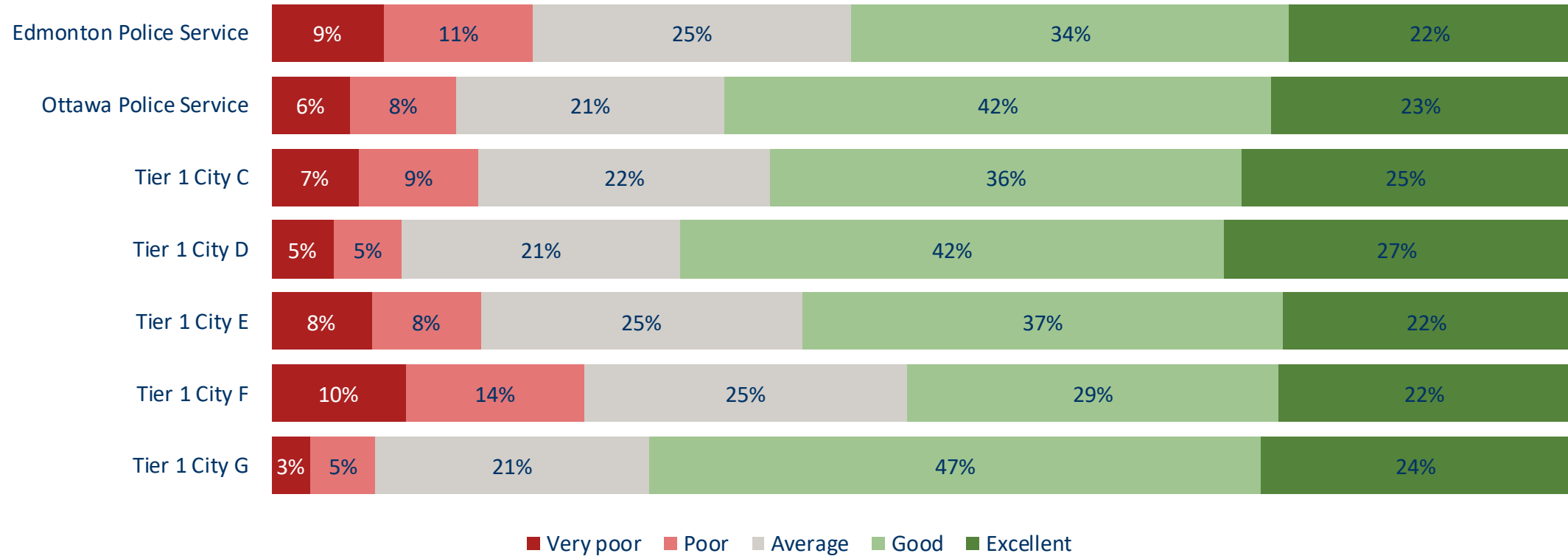
Base Sizes: Feb-Apr 2020 (n=454), May-Jul 2021 (n=985), May-Jul 2022 (n=1681), May-Jun 2023 (n=1062), May-Jun 2024 (n=1237)

1a. PSC Questions - OPS Only

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in OPS' jurisdiction, based on the *very poor/poor* rating, rate ***their own service***:

- better than those in two cities (Edmonton, F) rate their own service;
- on par with those in three cities (C, E, G); and
- worse than those in one city (D).

Overall job of police in your community



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

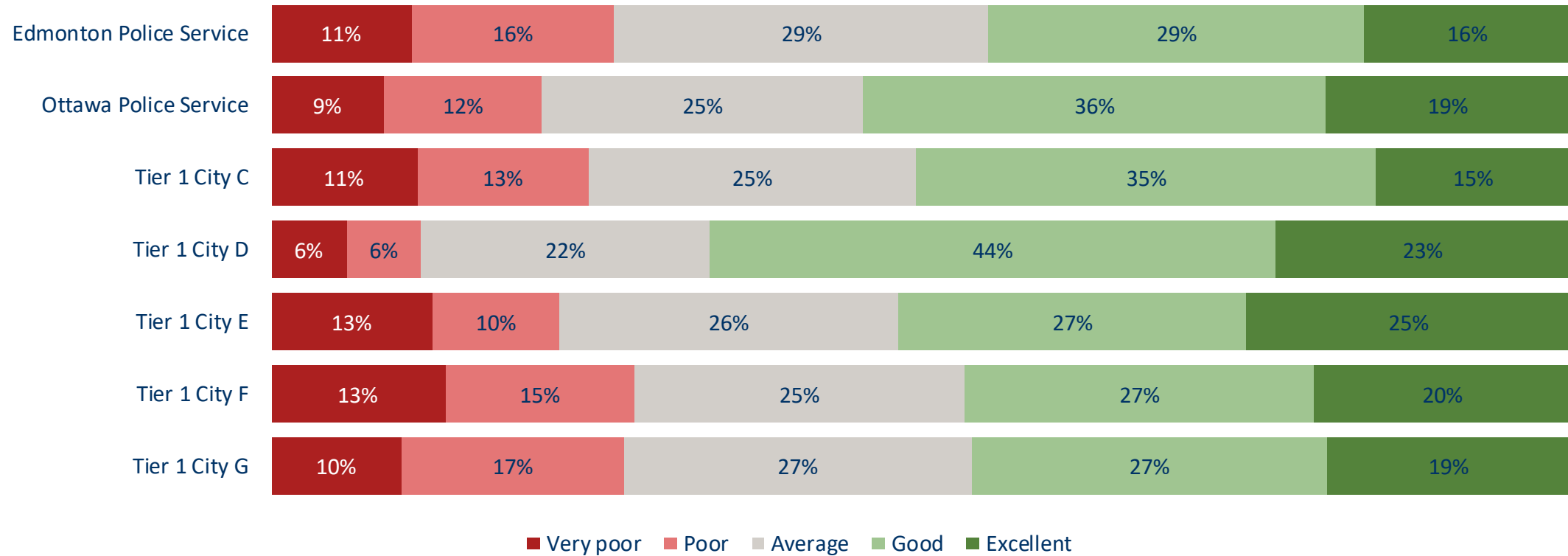
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Base Sizes: Edmonton Police Service (n=1622), Ottawa Police Service (n=1610), Tier 1 City C (n=1017), Tier 1 City D (n=1044), Tier 1 City E (n=356), Tier 1 City F (n=1009), Tier 1 City G (n=197)

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in OPS' jurisdiction, based on the *very poor/poor* rating, rate **police services in the rest of the country**:

- better than those in two cities (Edmonton, F);
- on par with those in three cities (C, E, G); and
- worse than those in one city (D).

Overall job of police in your country



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Base Sizes: Edmonton Police Service (n=1574), Ottawa Police Service (n=1584), Tier 1 City C (n=982), Tier 1 City D (n=1006), Tier 1 City E (n=359), Tier 1 City F (n=1001), Tier 1 City G (n=189)

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), OPS gets:

- higher ratings than two other cities (Edmonton, F) on **would help the police if asked, moral duty to follow police orders, and treating people with respect**
- higher ratings than one other city (F) on **supporting how police usually act, making fact-based decisions, and dealing with things that matter to people in this community**
- lower ratings than one other city (D) on **moral duty to follow police orders and making fact-based decisions**

NET Agree/Strongly agree with statements about your police service							
	EPS	OPS	Tier 1 City C	Tier 1 City D	Tier 1 City E	Tier 1 City F	Tier 1 City G
	A	B	C	D	E	F	G
SUPPORT I would help the police if asked.	80%	87%	83%	87%	87%	81%	88%
		A F		A F	A		
SUPPORT I feel a moral duty to follow police orders.	74%	79%	77%	85%	85%	73%	85%
		A F		A B C F	A C F		A
SUPPORT I generally support how the police usually act.	68%	70%	71%	70%	70%	63%	78%
		F	F	F			F
BEHAVIOUR The police treat people with respect.	62%	71%	69%	73%	68%	61%	74%
		A F	A F	A F			
BEHAVIOUR The police make decisions based on facts.	57%	61%	63%	66%	61%	54%	54%
		F	A F	A B F			
FOCUS The police are dealing with the things that matter to people in this community.	59%	62%	60%	67%	60%	55%	67%
		F		A C F			
EQUITY The police provide the same quality of service to all citizens.	47%	51%	50%	55%	55%	46%	63%
				A F	A		A F

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

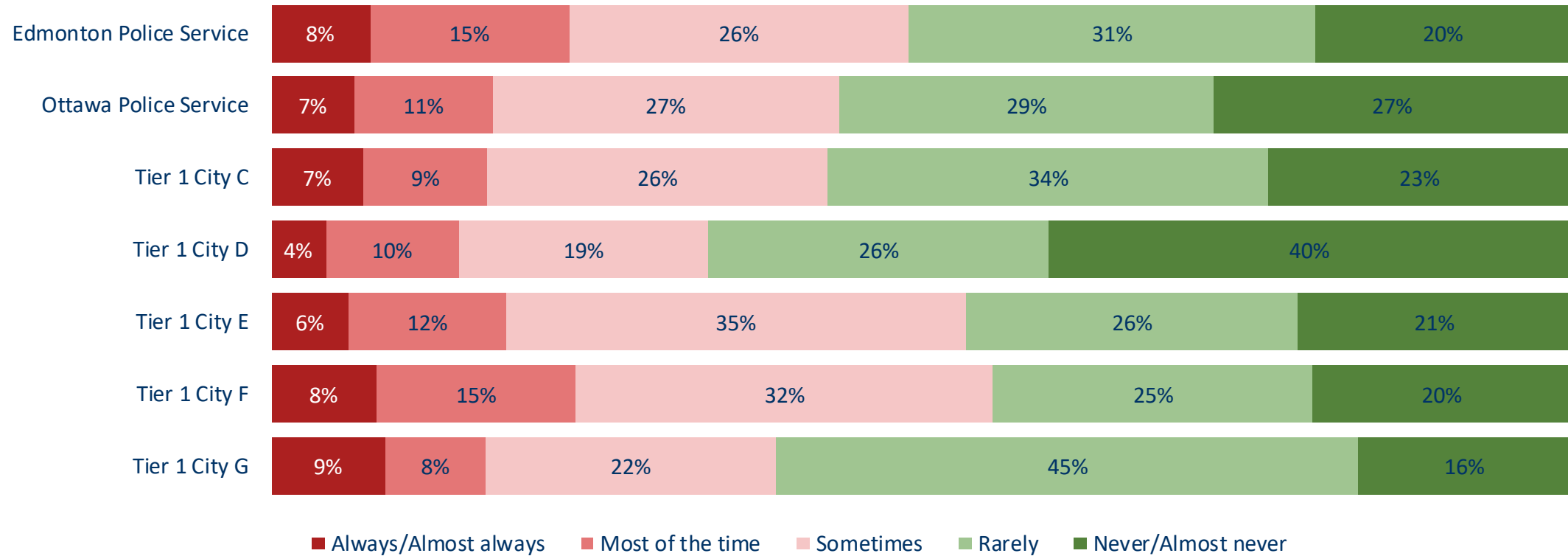
Upper case letters indicate significance at the 95% level.

Statistical testing is not appropriate when n<30, interpret with caution.

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

- less likely to say that the police **exceed their authority** *always/almost always/most of the time* than those in Edmonton and City F; but
- just as likely as those in the other four cities (C, D, E, G)

Exceed their authority



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

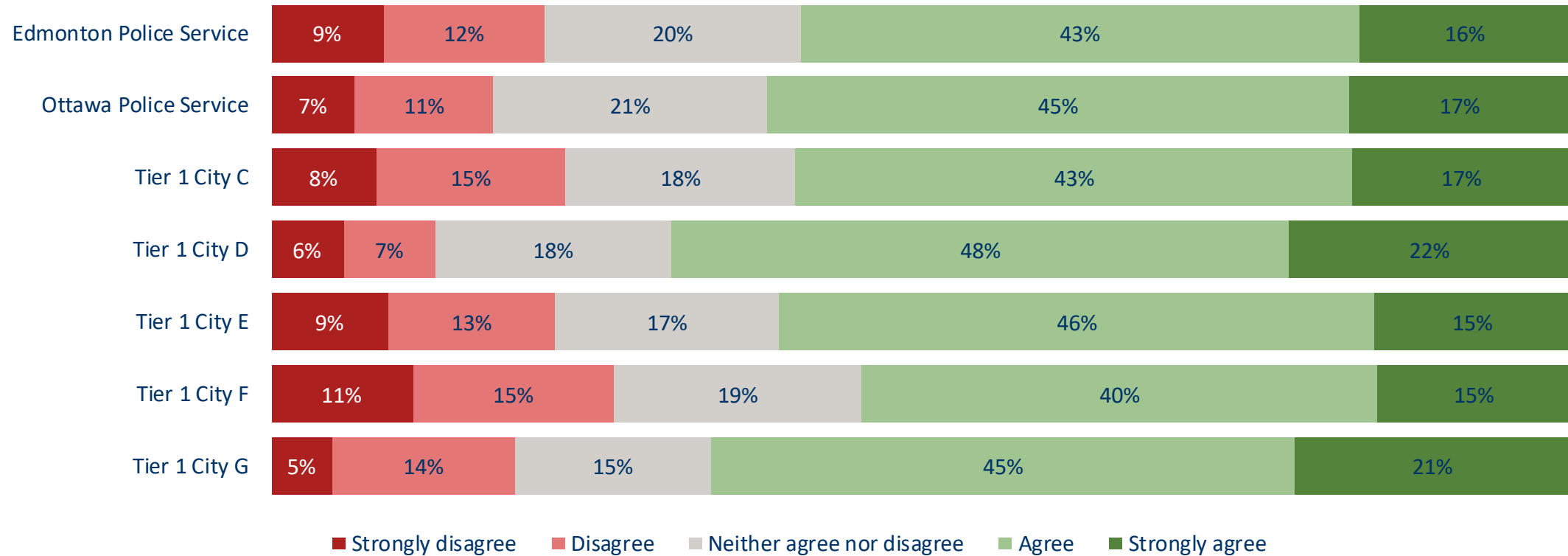
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Base Sizes: Edmonton Police Service (n=1316), Ottawa Police Service (n=1237), Tier 1 City C (n=811), Tier 1 City D (n=864), Tier 1 City E (n=262), Tier 1 City F (n=801), Tier 1 City G (n=135)

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

- just as likely to *agree* or *strongly agree* that the police **resolve violent crimes** as those in five other cities (Edmonton, C, D, E, G); but
- more likely than those in City F.

Resolving crimes where violence is involved



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

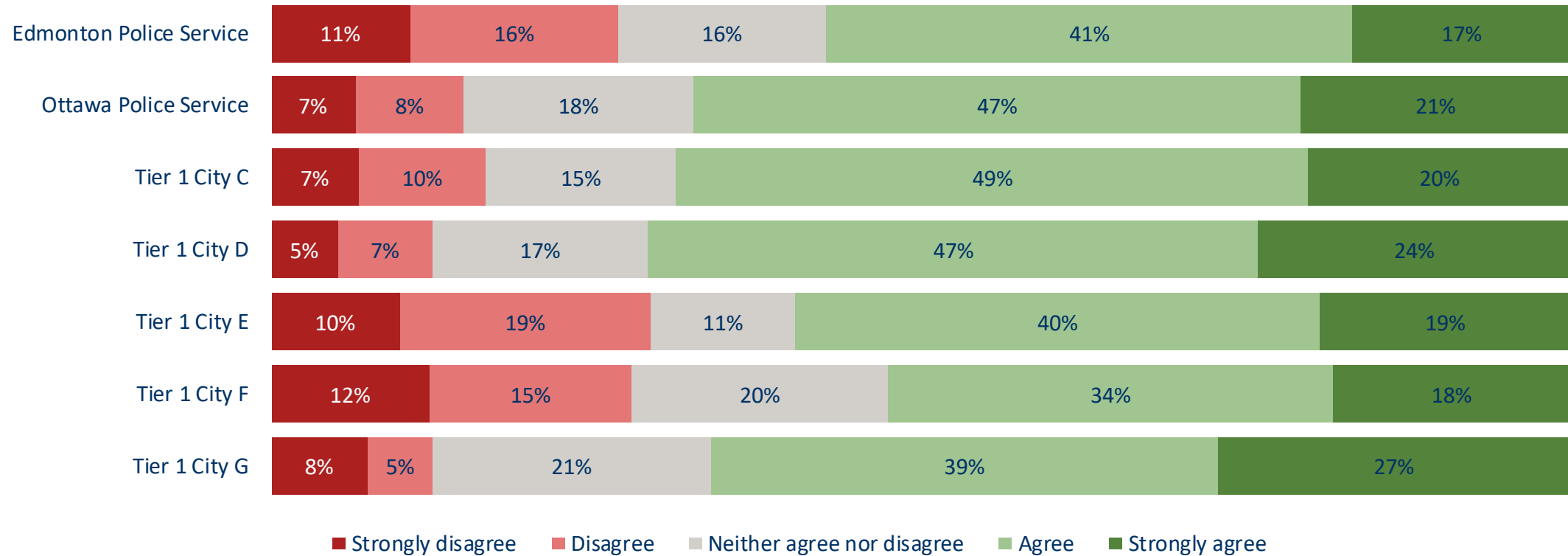
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Base Sizes: Edmonton Police Service (n=1476), Ottawa Police Service (n=1374), Tier 1 City C (n=916), Tier 1 City D (n=931), Tier 1 City E (n=327), Tier 1 City F (n=920), Tier 1 City G (n=163)

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

- more likely to *agree* or *strongly agree* that the police **respond quickly** than those in two cities (Edmonton, F); and
- just as likely as those in four cities (C, D, E, and G).

Responding quickly to calls for assistance



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

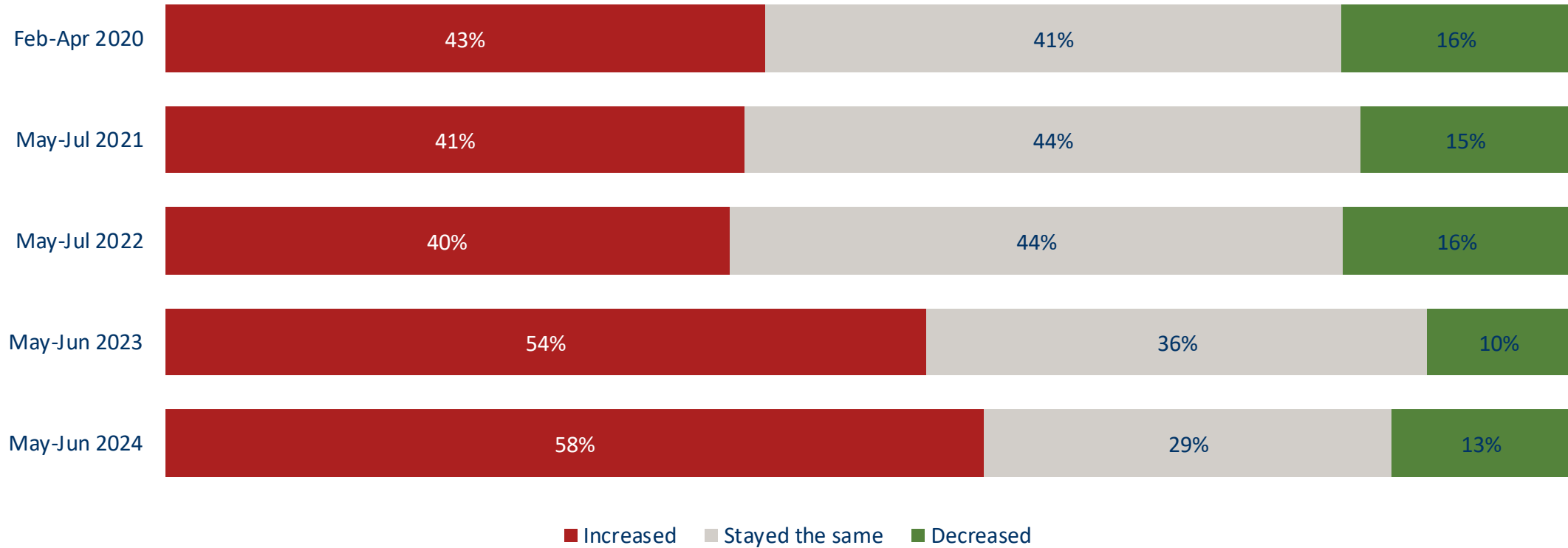
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Base Sizes: Edmonton Police Service (n=1537), Ottawa Police Service (n=1475), Tier 1 City C (n=956), Tier 1 City D (n=1009), Tier 1 City E (n=342), Tier 1 City F (n=969), Tier 1 City G (n=178)

2a. Advanis Crime Questions - OPS Only

The big jump seen in 2023 in citizen perceptions of the **amount of crime** in OPS' jurisdiction was sustained in 2024.

Change in amount of crime in your community in past 5 years



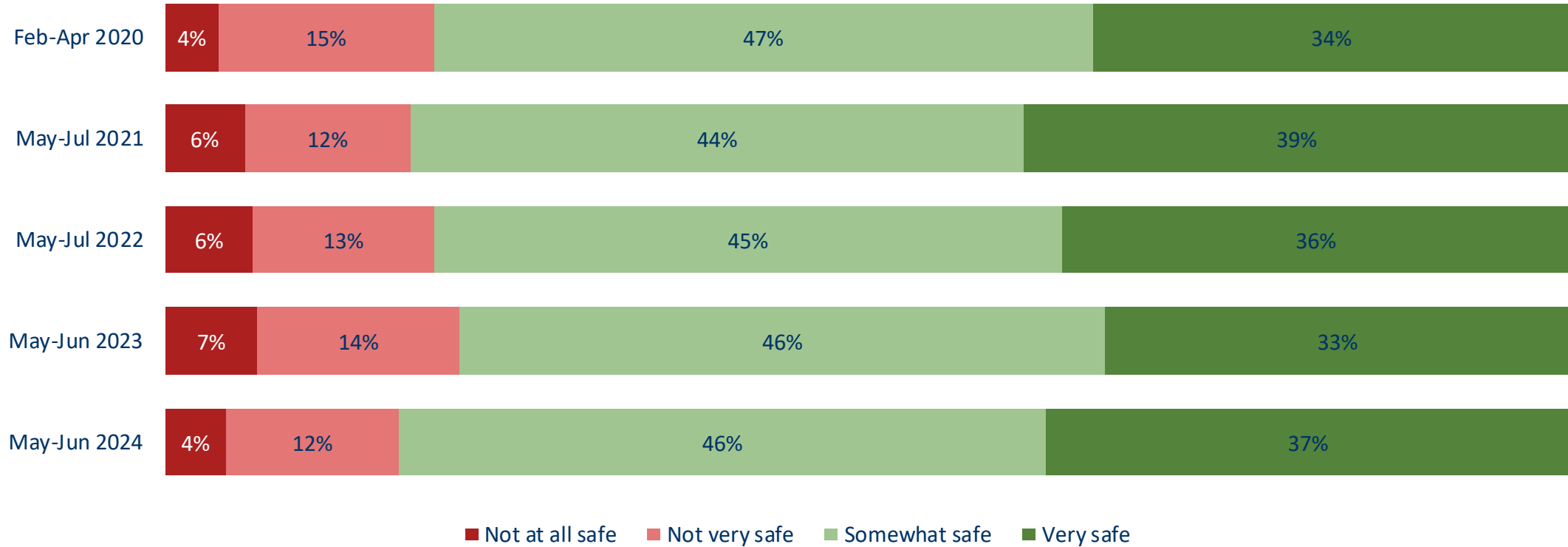
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Feb-Apr 2020 (n=459), May-Jul 2021 (n=913), May-Jul 2022 (n=1524), May-Jun 2023 (n=1026), May-Jun 2024 (n=1191)

On the other hand, there has been an increase in the percentage of citizens who **feel safe walking alone in their community after dark**.

How safe when walking alone in your community after dark



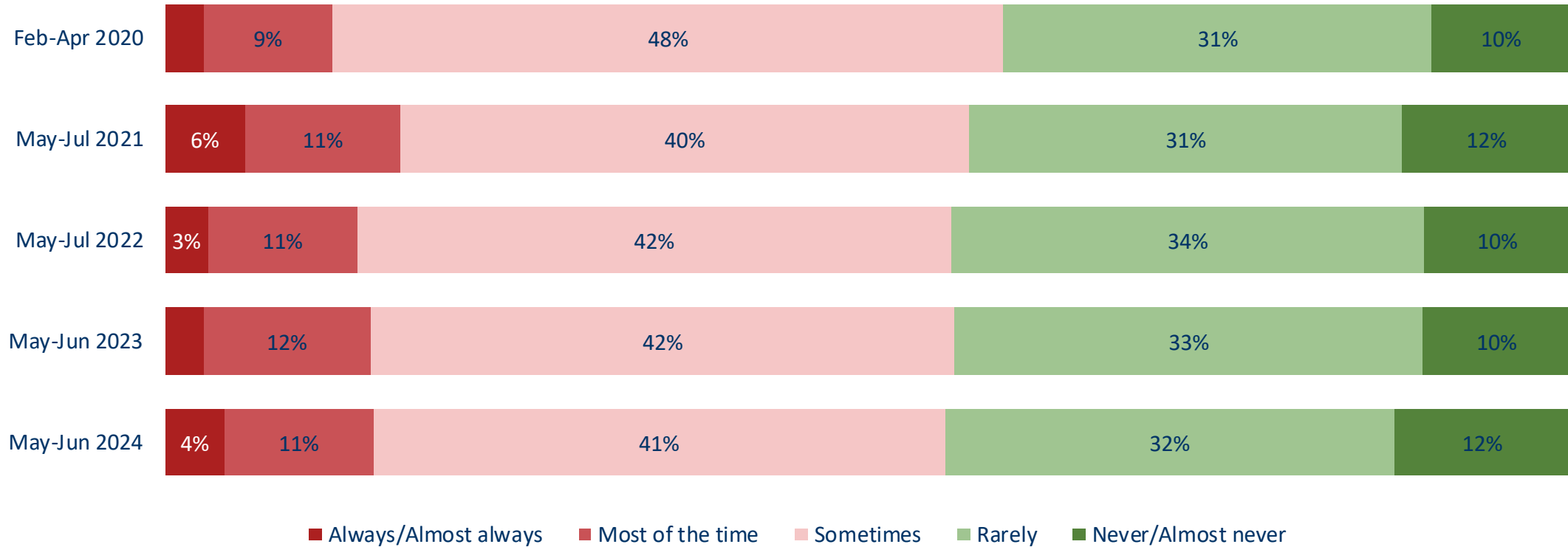
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Feb-Apr 2020 (n=609), May-Jul 2021 (n=1265), May-Jul 2022 (n=2140), May-Jun 2023 (n=1370), May-Jun 2024 (n=1630)

There has been no change in the percentage of citizens in OPS' jurisdiction who **worry about crime** *most of the time or always/almost always*.

How often worry about crime



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

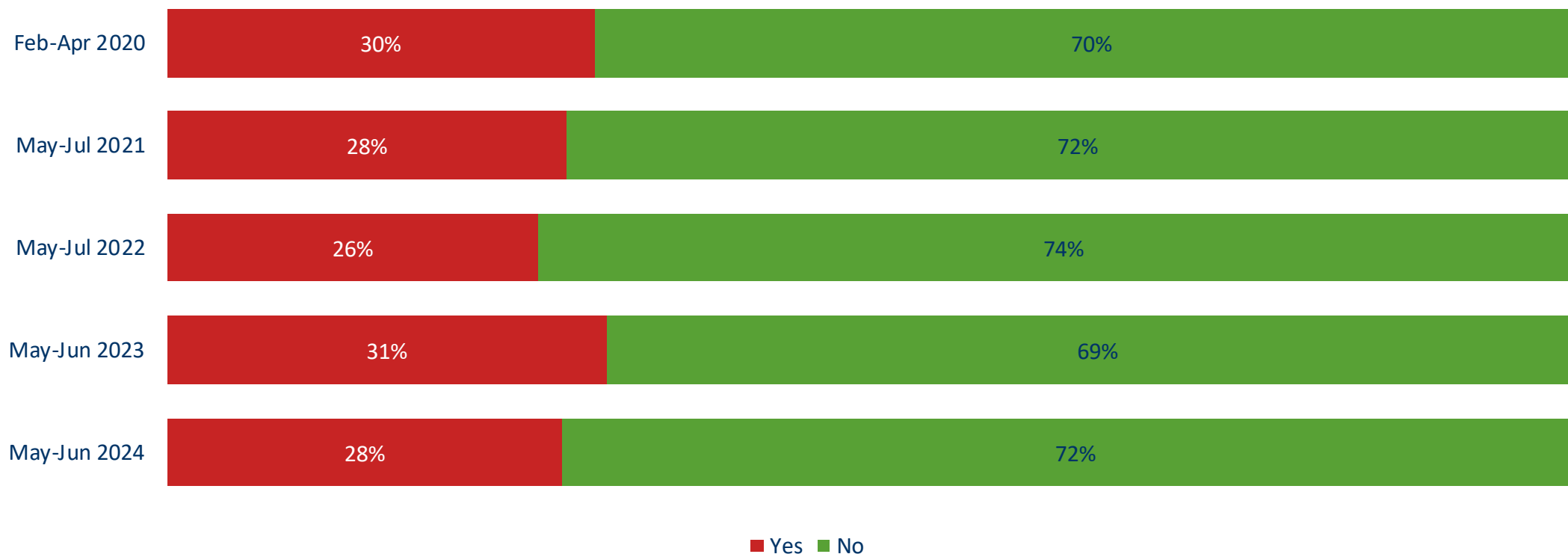
Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Feb-Apr 2020 (n=623), May-Jul 2021 (n=1331), May-Jul 2022 (n=2219), May-Jun 2023 (n=1415), May-Jun 2024 (n=1692)

28% of citizens in OPS' jurisdiction report that **someone in their household has been a victim** of personal, property, and/or financial crime in the past 12 months.

- Results are (statistically) the same in all five years.
- Not all of these instances of crime are reported to the police, as will be quantified in a following chart.

Victim of any of 3 crime types, past 12 months (you or someone in household)



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

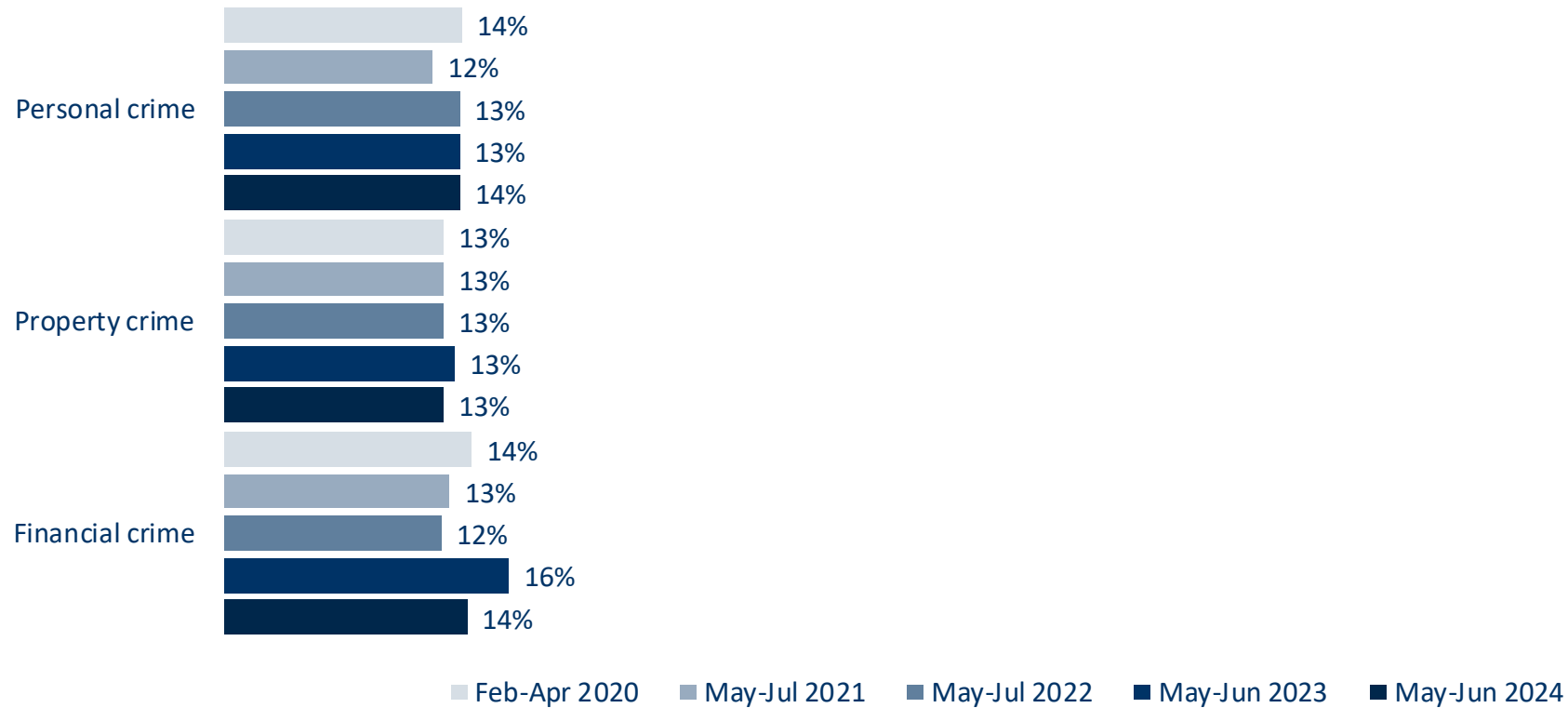
Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Feb-Apr 2020 (n=624), May-Jul 2021 (n=1338), May-Jul 2022 (n=2232), May-Jun 2023 (n=1423), May-Jun 2024 (n=1702)

The reported incidence of being a **victim of personal or property crime** has remained the same across the five years.

The incidence of being a **victim of financial crime** was the same in 2024 as in all other years, though 2023's level was higher than 2022's.

Victim of crime, past 12 months (you or someone in household)



Have you, or anyone in your household, been a victim of any of these types of crime in the past 12 months?

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Personal crime (n=606-2194), Property crime (n=624-2232), Financial crime (n=607-2194)

Only 40% of **financial crimes** are reported to the police.

71% of **personal** and 64% of **property crimes** are reported, on par with previous years.

Reported instances of crime to the police					
	Feb-Apr 2020	May-Jul 2021	May-Jul 2022	May-Jun 2023	May-Jun 2024
Personal crime	54%*	63%	67%	61%	71%
Property crime	63%	56%	60%	57%	64%
Financial crime	50%*	41%	46%	30%	40%



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024

*Caution, small base (<=50).

Arrow indicates statistically significant change at the 95% level.

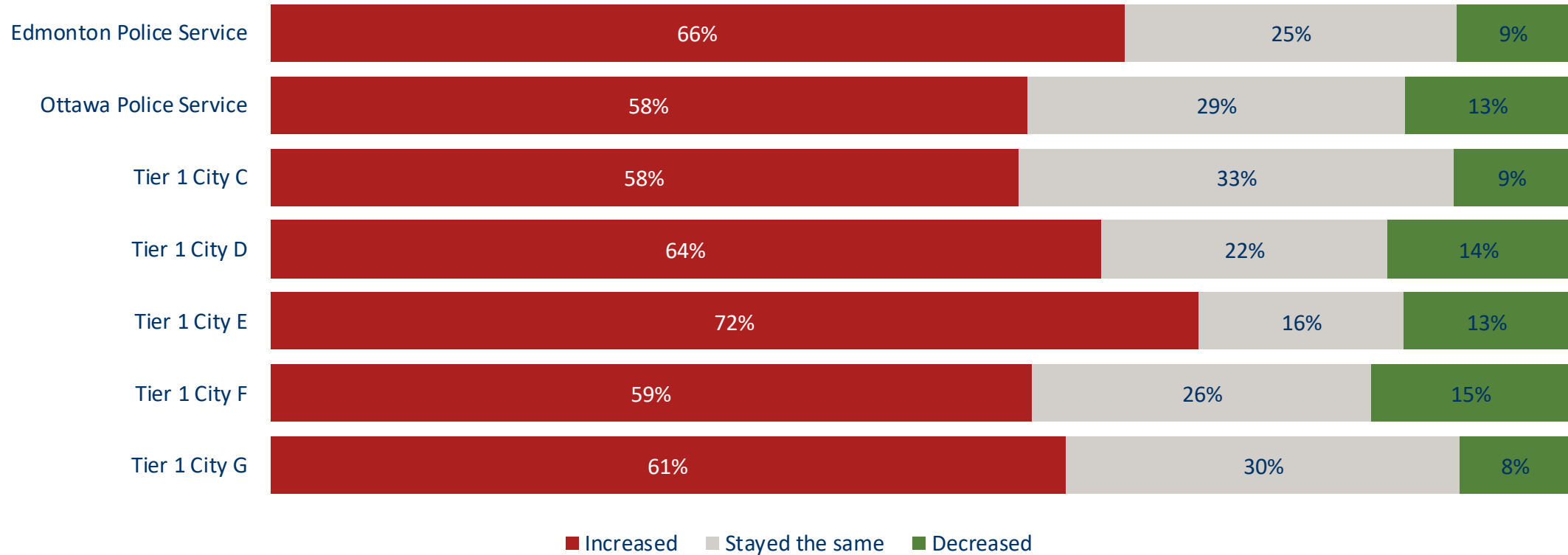
Statistical testing is not appropriate when n<30, interpret with caution.

2b. Advanis Crime Questions - OPS vs. Large City Police Services

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

- less likely to **say crime has increased** than those in two other cities (Edmonton, E); and
- equally likely as those in four other cities (C, D, F, G).

Change in amount of crime in your community in past 5 years



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

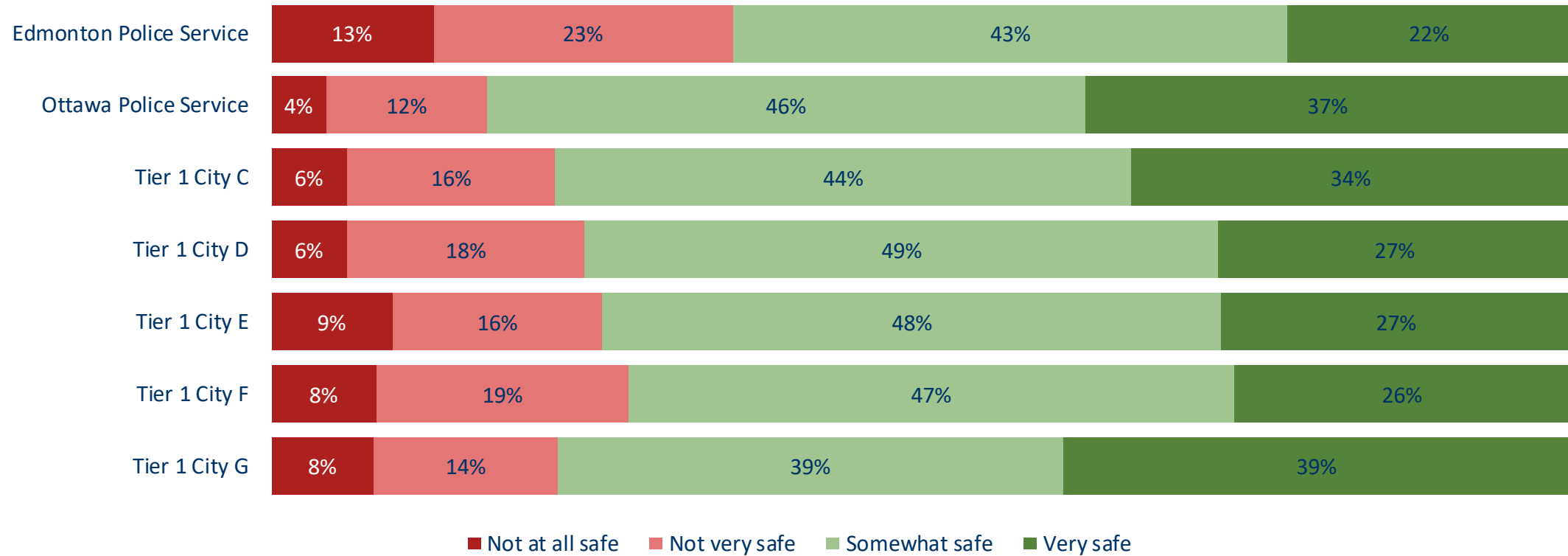
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Base Sizes: Edmonton Police Service (n=1373), Ottawa Police Service (n=1191), Tier 1 City C (n=811), Tier 1 City D (n=747), Tier 1 City E (n=311), Tier 1 City F (n=818), Tier 1 City G (n=161)

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

- more likely to say they **feel somewhat or very safe after dark** than those in five cities (Edmonton, C, D, E, and F);
- just as likely as those in City G.

How safe when walking alone in your community after dark



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

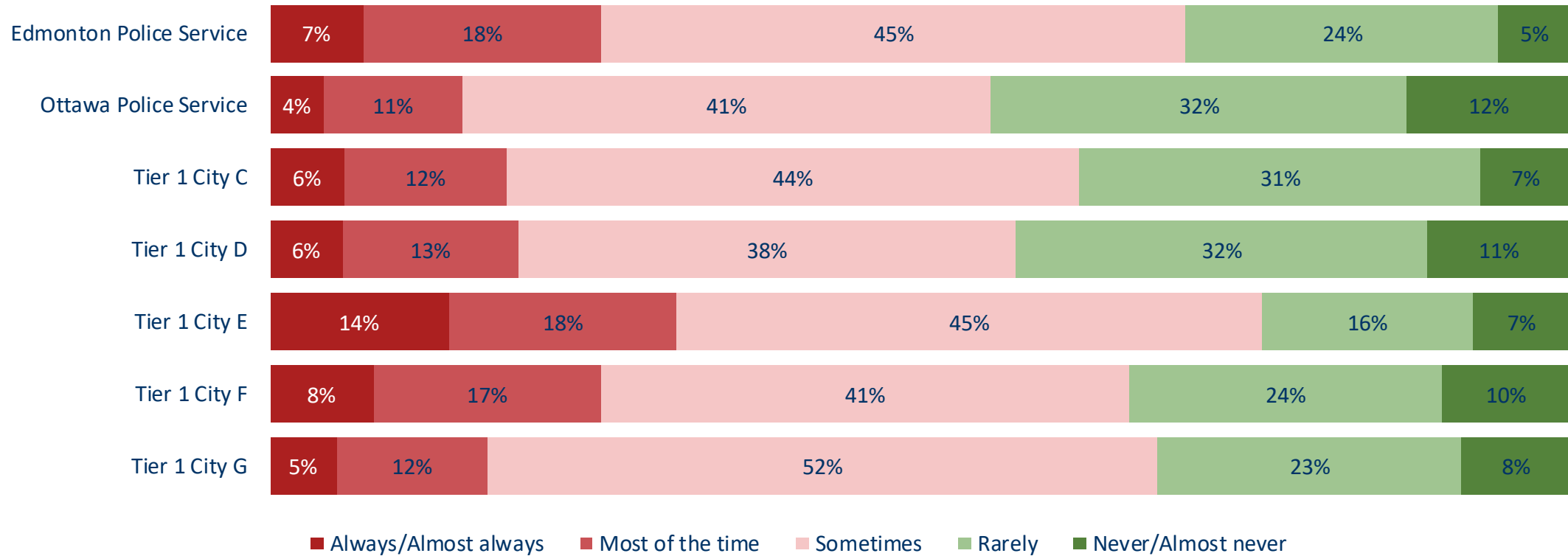
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Base Sizes: Edmonton Police Service (n=1593), Ottawa Police Service (n=1630), Tier 1 City C (n=1008), Tier 1 City D (n=1066), Tier 1 City E (n=359), Tier 1 City F (n=1022), Tier 1 City G (n=193)

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

- less likely to say they **worry about crime** *always/almost always/most of the time* than those in four cities (Edmonton, D, E, and F); and
- just as likely as those in cities C and G.

How often worry about crime



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

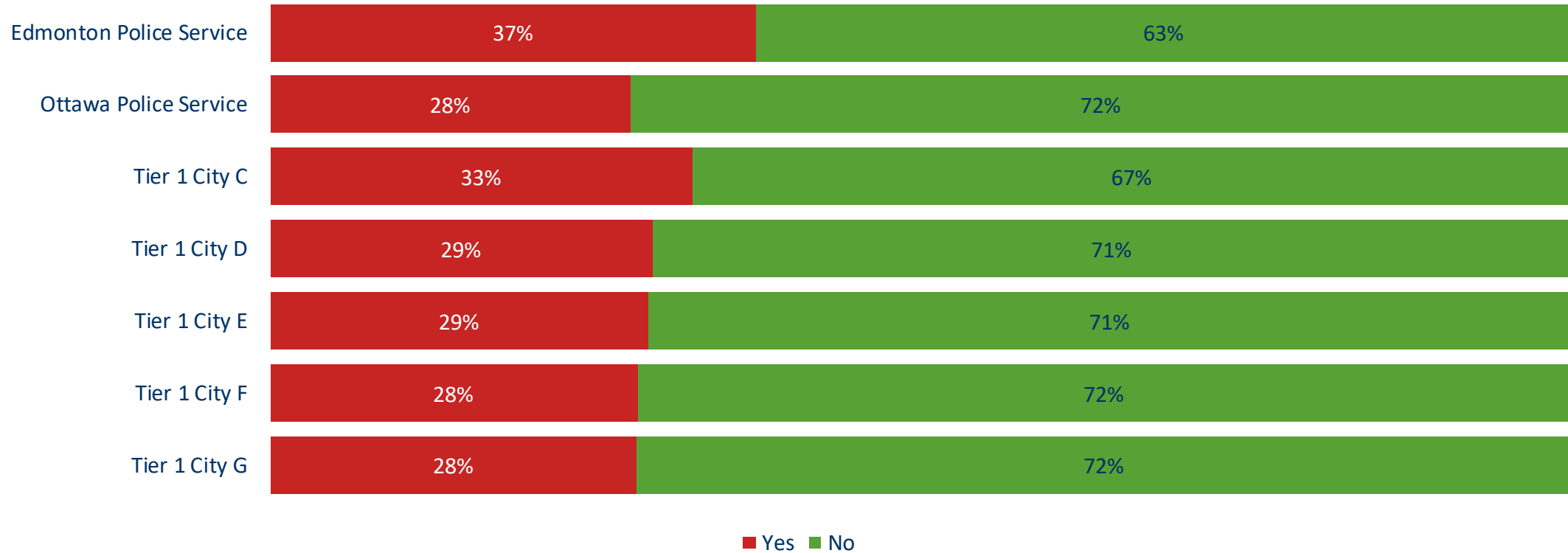
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Base Sizes: Edmonton Police Service (n=1665), Ottawa Police Service (n=1692), Tier 1 City C (n=1049), Tier 1 City D (n=1080), Tier 1 City E (n=372), Tier 1 City F (n=1039), Tier 1 City G (n=196)

In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), the **reported rate of victimization to any of the three crime types** in the OPS' jurisdiction is:

- the same as five cities (C, D, E, F, G); and
- lower than Edmonton.

Victim of any of 3 crime types, past 12 months (you or someone in household)



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Base Sizes: Edmonton Police Service (n=1672), Ottawa Police Service (n=1702), Tier 1 City C (n=1055), Tier 1 City D (n=1093), Tier 1 City E (n=376), Tier 1 City F (n=1046), Tier 1 City G (n=198)

In 2024, citizens in the OPS' jurisdiction report the same **victimization levels for each type** of crime as those in other cities, save for Edmonton, which has higher personal and property crime levels than Ottawa.

Victim of crime, past 12 months (you or someone in household)							
	EPS	OPS	Tier 1 City C	Tier 1 City D	Tier 1 City E	Tier 1 City F	Tier 1 City G
	A	B	C	D	E	F	G
Personal crime	20% B C D	14%	15%	13%	15%	16%	22%
Property crime	19% B F	13%	16%	16%	12%	12%	12%
Financial crime	17%	14%	15%	15%	17%	16%	10%

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G
Upper case letters indicate significance at the 95% level.

In 2024, citizens in the OPS' jurisdiction who say they were victims of crime **report crime** just as often as those in other cities, except for property crime, where those in City E are more likely to report it than those in Ottawa.

Reported instances of crime to the police							
	EPS	OPS	Tier 1 City C	Tier 1 City D	Tier 1 City E	Tier 1 City F	Tier 1 City G
	A	B	C	D	E	F	G
Personal crime	70%	71%	81%	79%	74%	59%	90%*
			A F	F			
Property crime	58%	64%	67%	63%	80%	62%	90%*
			A		A B D F		A D F
Financial crime	39%	40%	46%	46%	44%	43%	57%*

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

*Caution, small base (<=50).

Upper case letters indicate significance at the 95% level.

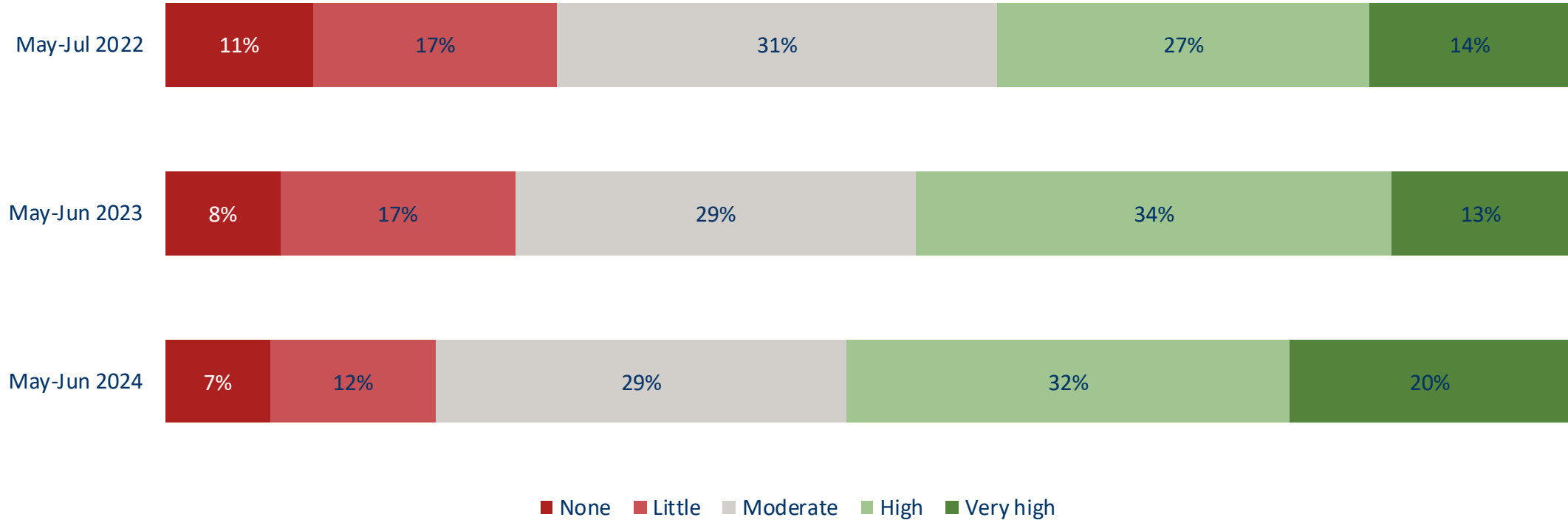
Statistical testing is not appropriate when n<30, interpret with caution.

3a. OPS-specific performance questions first added in 2022

In 2024, 80% of citizens in OPS' jurisdiction have a *moderate* or higher **level of trust** in OPS.

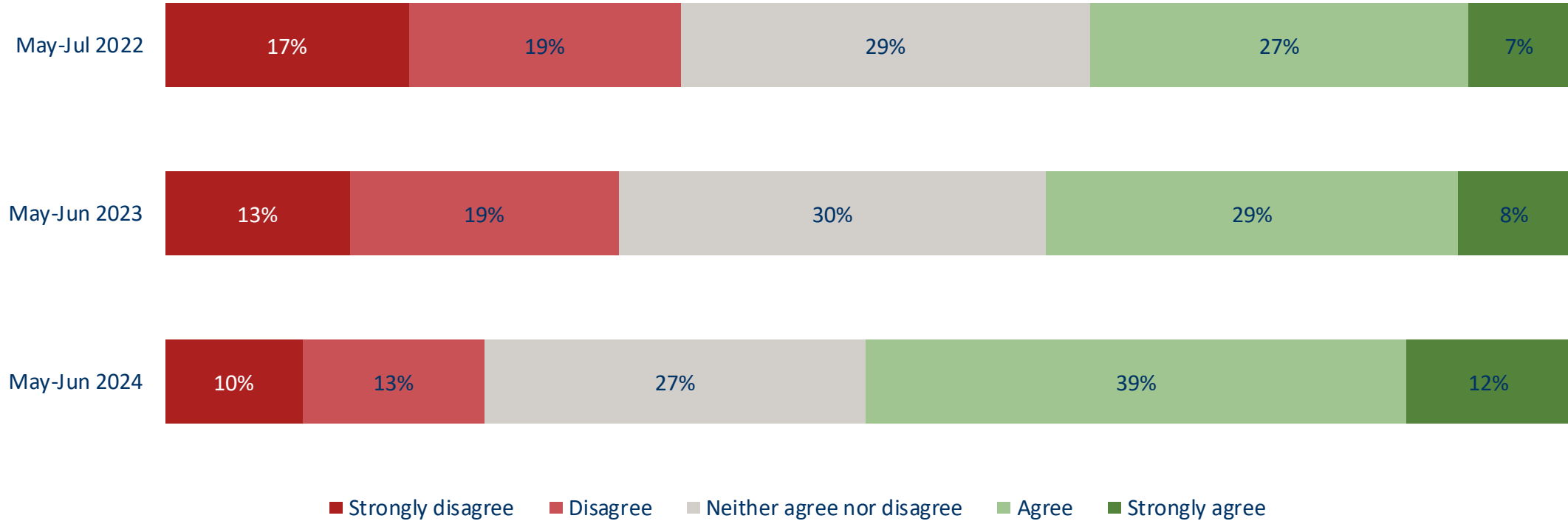
- And 51% have a *high* or *very high* level of trust, on par with last year and both higher than in 2022.

What level of trust do you have in the Ottawa Police Service?



In 2024, 50% of citizens in OPS' jurisdiction *agree* or *strongly agree* that OPS is **sensitive to the needs of different cultures**, up significantly from the past two years.

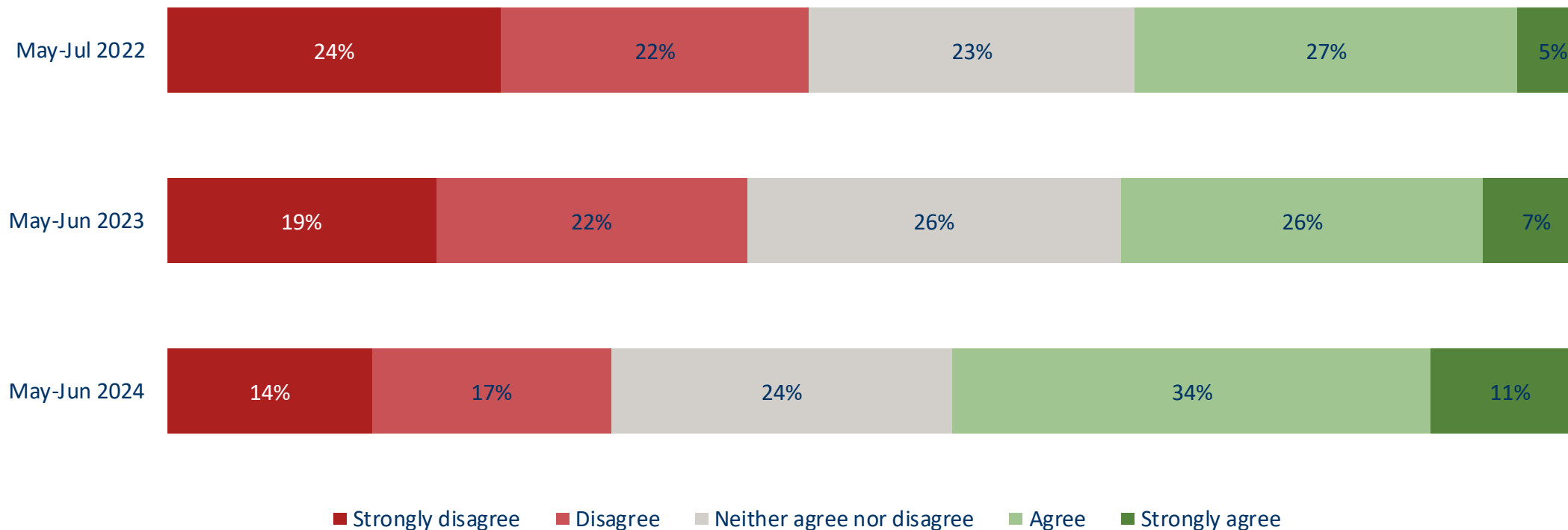
OPS is sensitive to the needs of different cultures



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024
Base Sizes: May-Jul 2022 (n=1561), May-Jun 2023 (n=1136), May-Jun 2024 (n=1076)

Similarly, 45% of citizens this year *agree* or *strongly agree* that OPS is **sensitive to the needs of individuals suffering from mental health issues**, up significantly over 2023 and 2022.

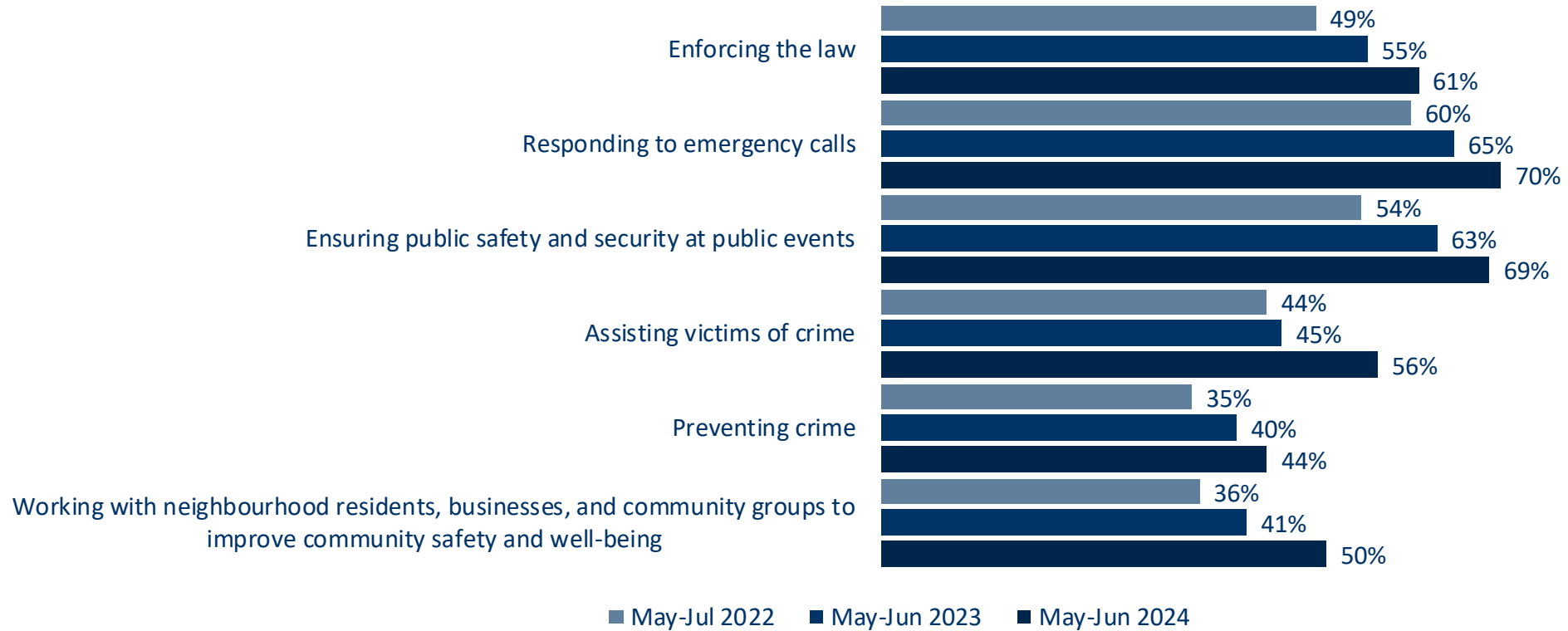
OPS is sensitive to the needs of individuals suffering from mental health issues



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024
Base Sizes: May-Jul 2022 (n=1562), May-Jun 2023 (n=1162), May-Jun 2024 (n=1074)

OPS's 2024 *good/very good* performance ratings are significantly higher than in 2022 on all metrics and than in 2023 on three. All metrics are trending positively.

NET Good/Very Good Performance of the OPS



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

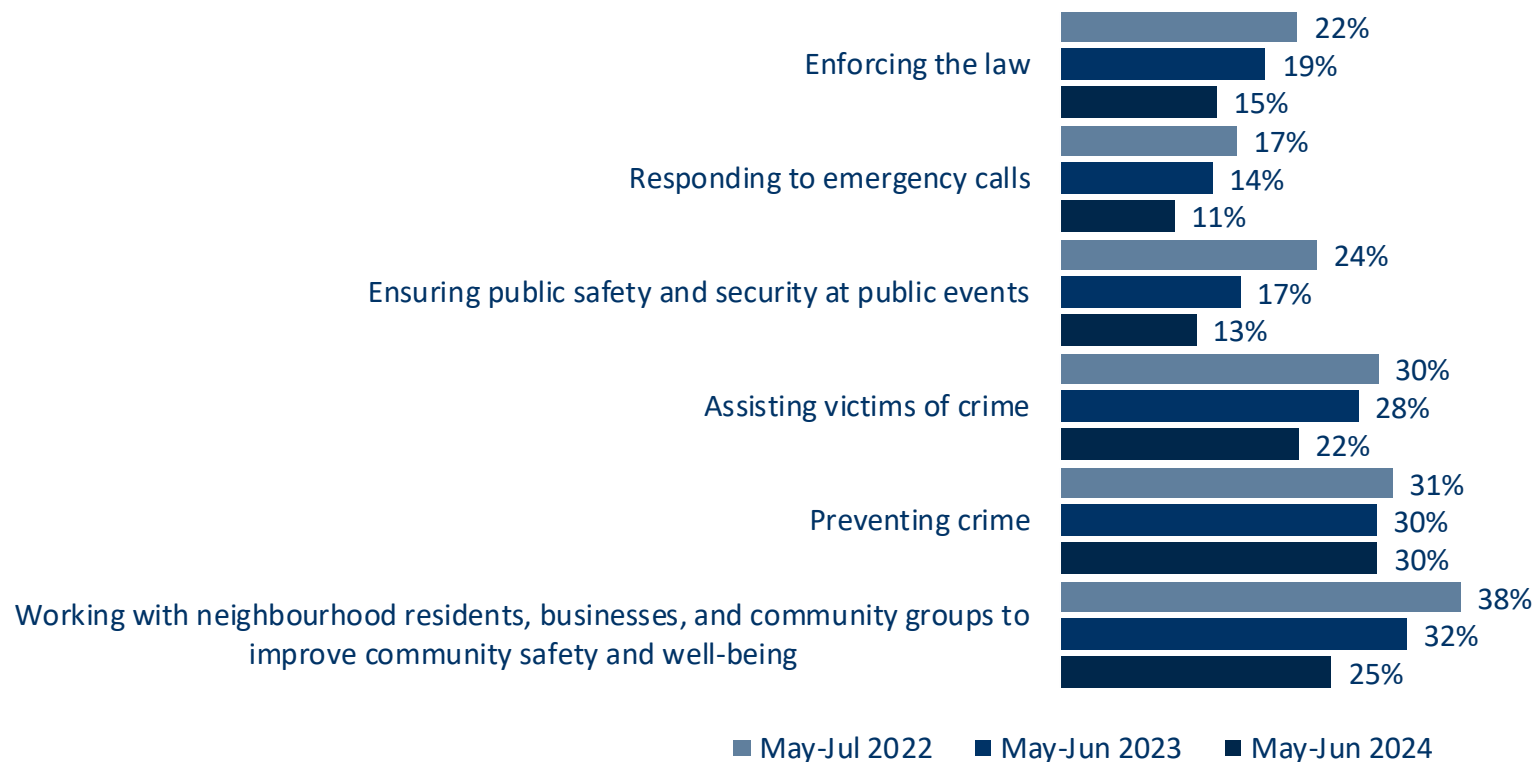
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Enforcing the law (n=1160-1680), Responding to emergency calls (n=1047-1496), Ensuring public safety and security at public events (n=1163-1688), Assisting victims of crime (n=902-1288), Preventing crime (n=1030-1448), Working with neighbourhood residents, businesses, and community groups to improve community safety and well-being (n=960-1402)

Working with public stakeholders, preventing crime, and assisting victims remain the top three areas of concern once again.

That said, all areas except preventing crime are less of a concern (i.e., percentages are lower) since 2022, and working with public stakeholders is less of a concern than it was in both 2022 and 2023.

NET Poor/Very Poor Performance of the OPS



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024

Base Sizes: Enforcing the law (n=1160-1680), Responding to emergency calls (n=1047-1496), Ensuring public safety and security at public events (n=1163-1688), Assisting victims of crime (n=902-1288), Preventing crime (n=1030-1448), Working with neighbourhood residents, businesses, and community groups to improve community safety and well-being (n=960-1402)

Citizens are asked for their top priorities in their own words. Advanis codes these verbatim responses into themes/categories.

Most citizens identified more than one priority, which is why the percentages sum to more than 100%.

We grouped the themes into four general categories, which shows that over half of citizens name priorities related to specific crimes, a category which has been increasing each year.

We also see that far fewer citizens highlight priorities related to training/education this year than in the last two.

Within each area, two of the largest individual changes are decreases in both the percentage of citizens who want OPS reformed (down to 14% after being at 48% in 2022) and who want improved training of police members (down to 14% after sitting at 26% in both previous years).

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024

Arrow indicates statistically significant change at the 95% level.

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 years?			
	May-Jul 2022	May-Jun 2023	May-Jun 2024
OPS: Operations, high-level	44%	46%	39%
HR: Training/Education	47%	47%	29% ↓
CRIM: Crimes	40%	47% ↑	56% ↑
CRIS: Crises	18%	22%	24%
OPS Reform of the OPS (e.g., organizational change, new leadership, priority adjustment, disarming the police, reducing police roles, etc.)	48%	35% ↓	14% ↓
OPS Improve communication/listen to citizens/community engagement/outreach/restoring public trust/school programs	23%	28%	22%
OPS Funding/Improve current spending practices	12%	11%	6% ↓
OPS Increase accountability	6%	6%	6%
OPS Faster response	3%	1%	2%
HR Improving police members (e.g., less aggressive, more respectful, professional, knowledgeable, better hiring procedures, etc.)	26%	26%	14% ↓
HR Training/education (other than mental health or EDI)	8%	16% ↑	7% ↓
HR Equality, diversity and inclusion (EDI) hiring and training	19%	15%	9% ↓

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 years?			
	May-Jul 2022	May-Jun 2023	May-Jun 2024
HR Mental health training for police/more funding for mental health	11%	13%	10%
CRIM Community/public safety/crime prevention (e.g., more police presence, more support for youth, address harassment/loitering, Downtown/reduce crime in the downtown area, etc.)	24%	29%	38% ↑
CRIM Gangs/gang violence	7%	9%	5% ↓
CRIM Personal crime (results in physical or mental harm to a person, like assault, abuse, kidnapping, sex crimes)	5%	7%	9%
CRIM Guns/firearms trafficking	7%	7%	4% ↓
CRIM Property crime (deprives a person of the use or enjoyment of property, like theft, vandalism)	4%	7%	14% ↑
CRIM Traffic enforcement/speeding	5%	7%	6%
CRIM Financial crime (deception or fraud for financial gain, like blackmail, embezzlement, cybercrime)	2%	4%	6%
CRIS Drugs/opioid crisis	8%	9%	16% ↑
CRIS Homelessness	3%	9% ↑	8%
CRIS Comments about Protests (e.g., Freedom Convoy)	9%	6%	5%
Other	5%	5%	10% ↑
Don't know/NA	1%	1%	3% ↑

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024

Arrow indicates statistically significant change at the 95% level.

3b. OPS-specific demographic questions first added in 2022, cross-tabulated against key metrics

Sexual Orientation

Just under one in five citizens in OPS' jurisdiction indicate that they are not heterosexual.

Which of the following best describes your sexual orientation?			
	May-Jul 2022	May-Jun 2023	May-Jun 2024
NET heterosexual	83%	82%	82%
NET Not heterosexual	17%	18%	18%
Heterosexual	83%	82%	82%
Bisexual	6%	5%	7%
Gay	2%	4%	4%
Pansexual	2%	1%	1%
Queer	2%	↑	↓
Lesbian	1%	2%	2%
Asexual	1%	1%	↑
Questioning	1%	1%	1%
Two-spirit	1%	1%	0%
Base	1465	1086	1066

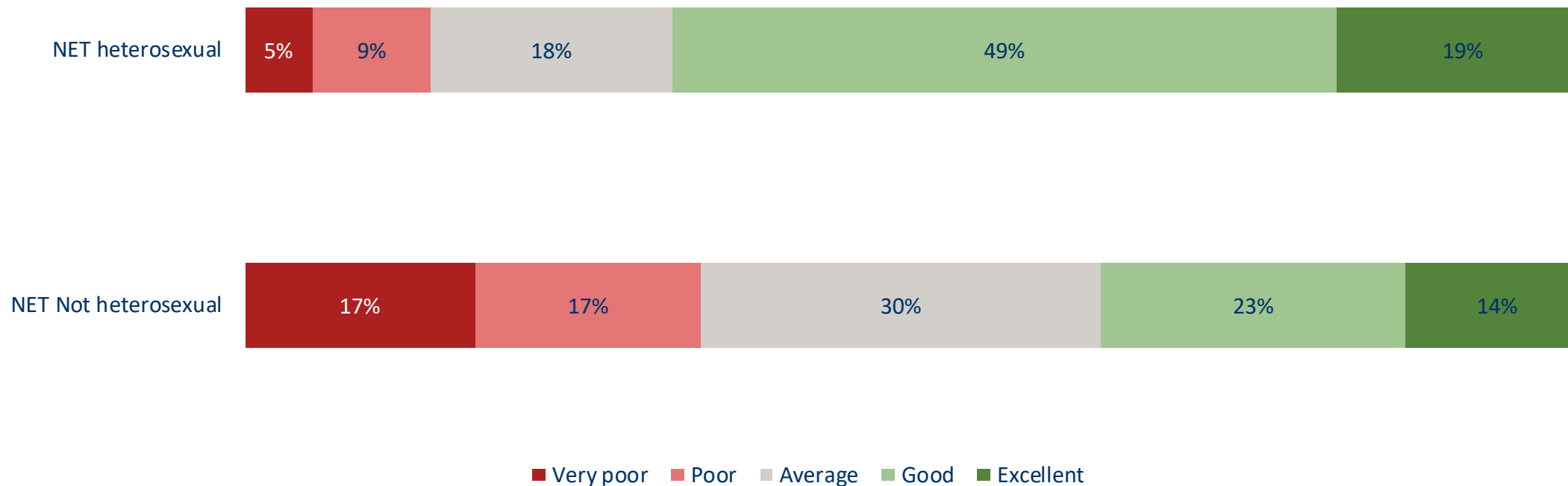
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Arrow indicates statistically significant change at the 95% level.

In 2024, it remains the case that non-heterosexuals are more likely than heterosexuals to say that **OPS is doing a *poor* or *very poor* job.**

Overall job of police in your community



Non-heterosexuals are less likely to say OPS doing a *poor/very poor* job than in 2022; given that 2023's value was in between, it may be a downward trend.

Heterosexuals are more likely in 2024 to say that OPS does a *good* job of policing in the community than in either of the two previous years.

Overall job of police in your community						
	NET heterosexual			NET Not heterosexual		
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jul 2022	May-Jun 2023	May-Jun 2024
	A	B	C	D	E	F
Excellent/Good	53%	59%	68%	28%	29%	36%
			A B			
Average	25%	24%	18%	21%	28%	30%
	C	C				
Poor/Very poor	22%	17%	14%	51%	43%	34%
	C			F		
Very poor	10%	6%	5%	26%	22%	17%
	B C					
Poor	13%	11%	9%	25%	20%	17%
Average	25%	24%	18%	21%	28%	30%
	C	C				
Good	37%	42%	49%	20%	21%	23%
			A B			
Excellent	16%	18%	19%	9%	8%	14%
Base	1204	909	861	189	139	161

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

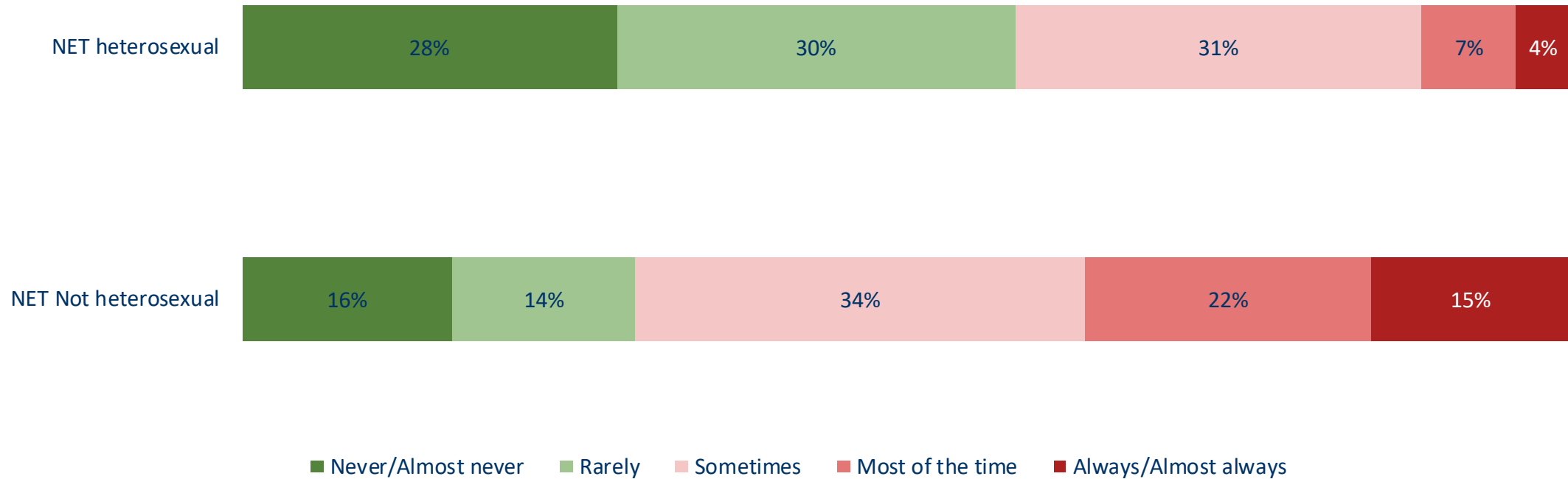
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024

Upper case letters indicate significance at the 95% level.

Statistical testing is not appropriate when n<30, interpret with caution.

In 2024, it also remains the case that non-heterosexuals are *more likely* than heterosexuals to say that **OPS exceeds its authority** *most of the time/almost always/always*.

Exceed their authority



Non-heterosexuals' perceptions of the police **exceeding their authority** have not changed over the three years measured.

Heterosexuals are less likely to say that exceeds its authority *always/almost always/most of the time* than in 2022.

Exceed their authority						
	NET heterosexual			NET Not heterosexual		
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jul 2022	May-Jun 2023	May-Jun 2024
	A	B	C	D	E	F
Always/Almost always/Most of the time	17%	14%	11%	42%	31%	36%
	C					
Sometimes	39%	31%	31%	31%	43%	34%
	B C					
Rarely/Almost never/Never	43%	55%	58%	26%	26%	30%
		A	A			
Never/Almost never	18%	26%	28%	9%	11%	16%
		A	A			
Rarely	25%	29%	30%	17%	15%	14%
Sometimes	39%	31%	31%	31%	43%	34%
	B C					
Most of the time	11%	11%	7%	24%	18%	22%
Always/Almost always	6%	4%	4%	19%	13%	15%
Base	943	713	672	164	121	135

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

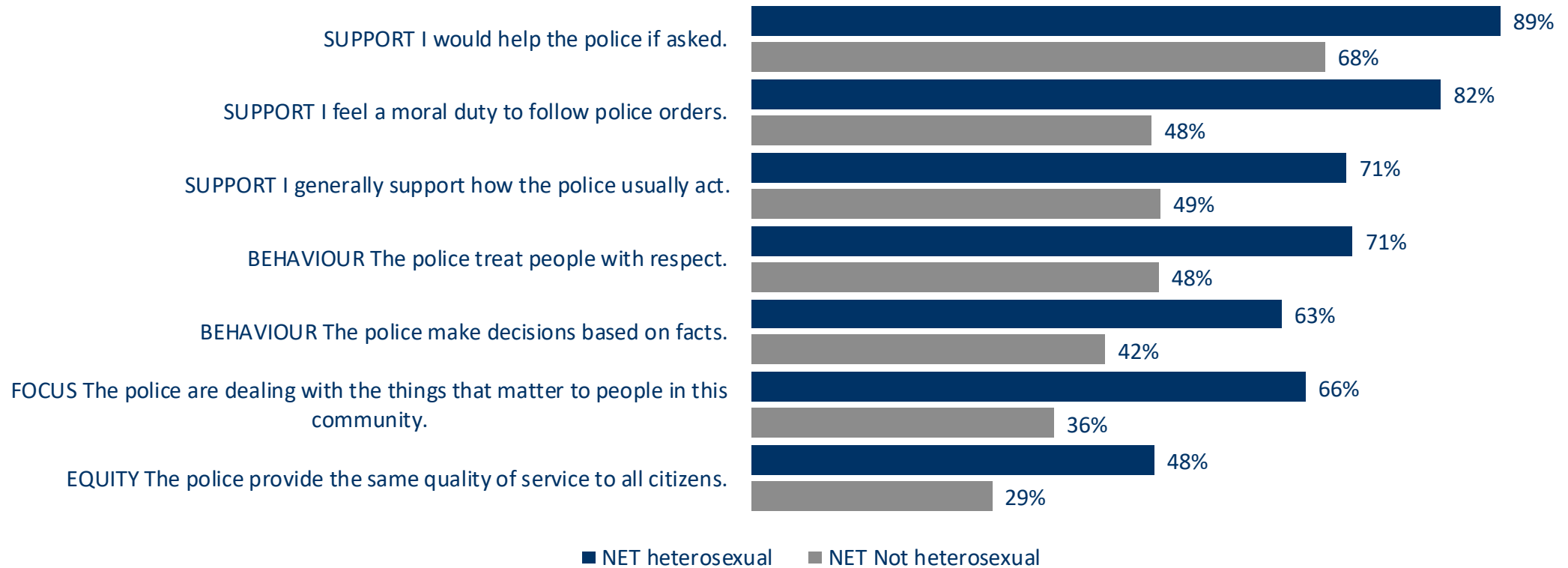
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024

Upper case letters indicate significance at the 95% level.

Statistical testing is not appropriate when n<30, interpret with caution.

Finally, it is still the case in 2024 that non-heterosexuals are less likely than heterosexuals to *agree* or *strongly agree* with all **statements about OPS**.

NET Agree or Strongly Agree with statements about OPS



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024

Base Sizes: SUPPORT I would help the police if asked. (n=163-885), SUPPORT I feel a moral duty to follow police orders. (n=166-890), SUPPORT I generally support how the police usually act. (n=165-885), BEHAVIOUR The police treat people with respect. (n=163-874), BEHAVIOUR The police make decisions based on facts. (n=155-839), FOCUS The police are dealing with the things that matter to people in this community. (n=161-848), EQUITY The police provide the same quality of service to all citizens. (n=160-823)

Despite the fact that non-heterosexuals are less positive about OPS, there are positive signs, since they are more likely than in 2022 to agree that they **would help the police if asked, support how the police usually act, think the police treat people with respect, and provide the same quality of service to all citizens.**

Among heterosexuals, agreement has increased with all metrics in 2024 relative to 2022 and with four metrics relative to last year.

NET Agree/Strongly agree with statements about your police service						
	NET heterosexual			NET Not heterosexual		
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jul 2022	May-Jun 2023	May-Jun 2024
	A	B	C	D	E	F
SUPPORT I would help the police if asked.	84%	85%	89%	48%	55%	68%
			A			D
SUPPORT I feel a moral duty to follow police orders.	72%	76%	82%	38%	49%	48%
			A B			
SUPPORT I generally support how the police usually act.	63%	67%	71%	34%	30%	49%
			A			D E
BEHAVIOUR The police treat people with respect.	56%	60%	71%	28%	35%	48%
			A B			D
BEHAVIOUR The police make decisions based on facts.	51%	58%	63%	29%	31%	42%
		A	A			
FOCUS The police are dealing with the things that matter to people in this community.	53%	57%	66%	26%	23%	36%
			A B			
EQUITY The police provide the same quality of service to all citizens.	33%	38%	48%	16%	18%	29%
			A B			D

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024
*Upper case letters indicate significance at the 95% level.
 Statistical testing is not appropriate when n<30, interpret with caution.*

Disabilities

One-quarter of citizens in OPS' jurisdiction indicate they have one or more disabilities.

Do you consider yourself to be a person with any of the following disabilities?			
	May-Jul 2022	May-Jun 2023	May-Jun 2024
NET Has one or more disabilities	25%	26%	25%
Psychological	10%	8%	8%
Mobility	8%	9%	7%
Hearing	5%	5%	7%
Learning	4%	6% ↑	4% ↓
Memory	4%	5%	3% ↓
Seeing	3%	3%	3%
Agility	3%	4%	4%
Speech	1%	2%	1%
Developmental	1%	2%	1%
None of the above (have no disabilities)	75%	74%	75%
Base	1581	1296	1577

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

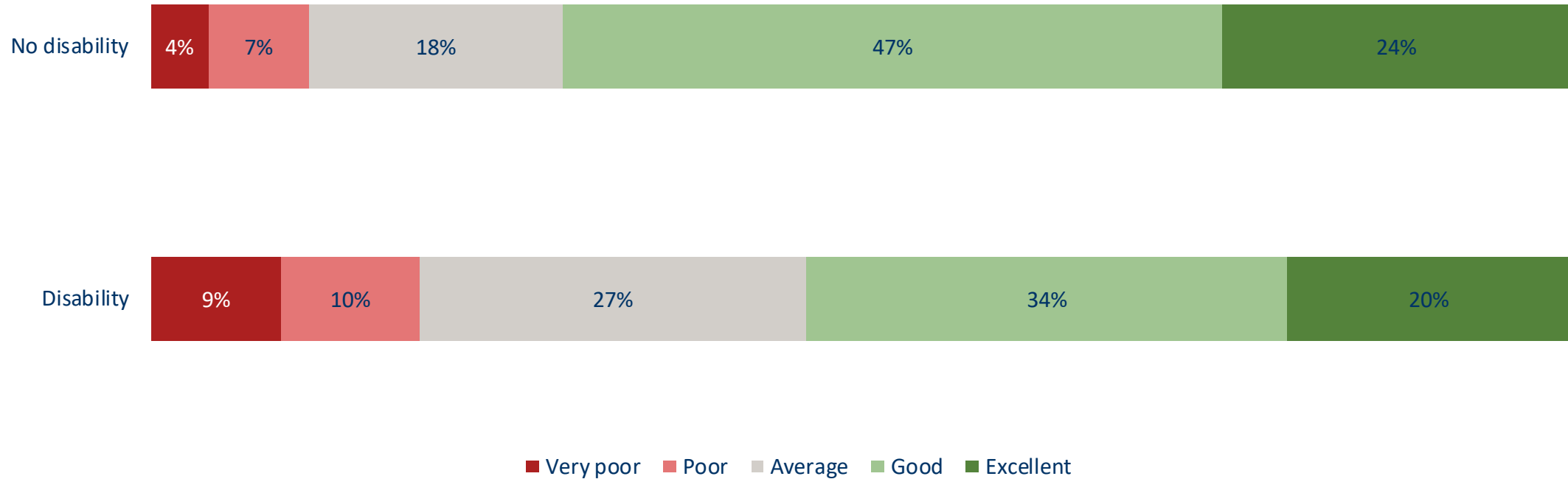
Arrow indicates statistically significant change at the 95% level.

Statistical testing is not appropriate when n<30, interpret with caution.

In 2024, as compared to those without a disability, those with a disability are:

- less likely to say that OPS is doing a **good job** and
- more likely to say that OPS is doing an **average job**.

Overall job of police in your community



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Base Sizes: No disability (n=1181), Disability (n=313)

Citizens with a disability are less likely than in 2022 to say that OPS is doing a poor/very poor job.

Citizens without a disability are *also* less likely than in 2022 to say that OPS is doing a poor/very poor job, and more likely to say that OPS is doing an excellent/good job.

Overall job of police in your community						
	No disability			Disability		
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jul 2022	May-Jun 2023	May-Jun 2024
	A	B	C	D	E	F
Excellent/Good	53%	60%	71%	51%	47%	54%
		A	A B			
Average	25%	22%	18%	19%	27%	27%
	C					
Poor/Very poor	23%	18%	11%	30%	26%	19%
	C	C		F		
Very poor	10%	7%	4%	16%	14%	9%
	C	C				
Poor	13%	11%	7%	13%	12%	10%
	C					
Average	25%	22%	18%	19%	27%	27%
	C					
Good	36%	42%	47%	34%	32%	34%
			A			
Excellent	16%	18%	24%	17%	15%	20%
			A B			
Base	1232	978	1181	275	265	313

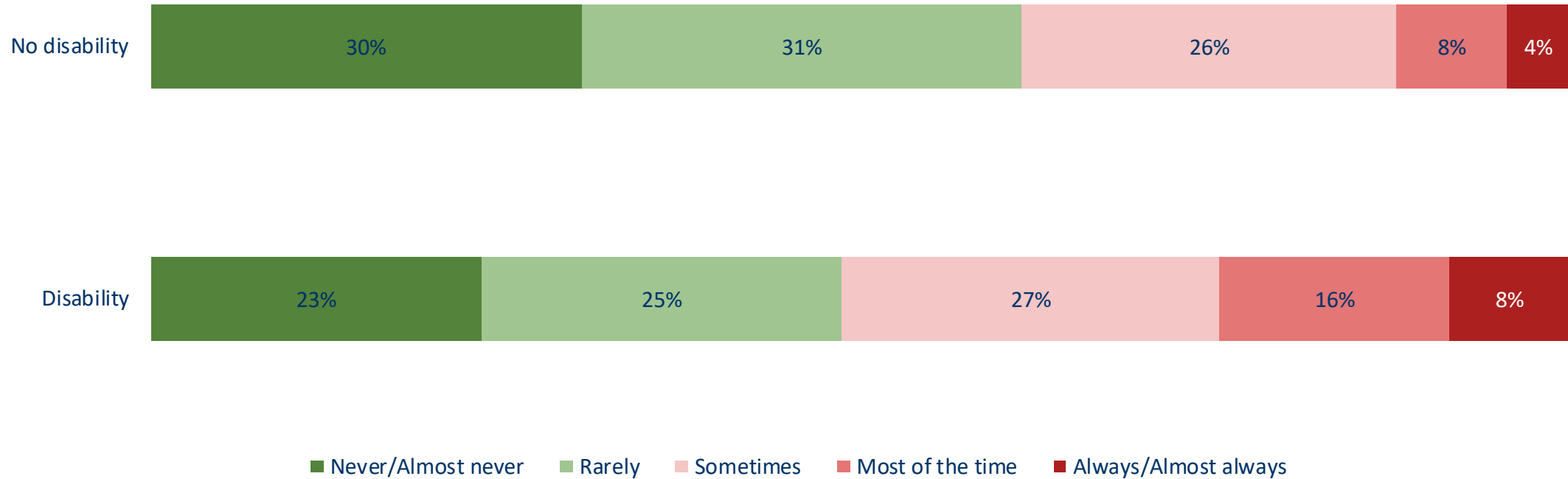
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Upper case letters indicate significance at the 95% level.

In 2024, citizens with a disability are more likely than those without to say that **OPS exceeds its authority** *most of the time*.

Exceed their authority



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Base Sizes: No disability (n=898), Disability (n=257)

Citizens with a disability do not have any statistically different views in 2024 than the last two years when it comes to OPS exceeding its authority.

On the other hand, citizens without a disability are less likely to say that **OPS exceeds its authority** *always/almost always/most of the time* and *sometimes* than in both previous years, and, correspondingly, are more likely to say that OPS *rarely/never/almost never* exceeds its authority in 2024 than in 2022.

Exceed their authority						
	No disability			Disability		
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jul 2022	May-Jun 2023	May-Jun 2024
	A	B	C	D	E	F
Always/Almost always/Most of the time	20%	14%	12%	26%	23%	25%
	B C					
Sometimes	39%	30%	26%	36%	37%	27%
	B C					
Rarely/Almost never/Never	42%	56%	61%	38%	39%	49%
		A	A			
Never/Almost never	18%	28%	30%	16%	16%	23%
		A	A			
Rarely	24%	28%	31%	22%	24%	25%
			A			
Sometimes	39%	30%	26%	36%	37%	27%
	B C					
Most of the time	13%	9%	8%	14%	16%	16%
	C					
Always/Almost always	7%	5%	4%	12%	7%	8%
Base	961	752	898	235	214	257

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service
Upper case letters indicate significance at the 95% level.

Finally, in 2024, citizens with a disability are less likely to *agree or strongly agree* with five out of seven **positive statements about OPS.**

NET Agree or Strongly Agree with statements about OPS



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Base Sizes: SUPPORT I would help the police if asked. (n=318-1222), SUPPORT I feel a moral duty to follow police orders. (n=323-1237), SUPPORT I generally support how the police usually act. (n=320-1219), BEHAVIOUR The police treat people with respect. (n=316-1203), BEHAVIOUR The police make decisions based on facts. (n=298-1148), FOCUS The police are dealing with the things that matter to people in this community. (n=310-1170), EQUITY The police provide the same quality of service to all citizens. (n=298-1137)

In 2024, there has been an improvement in the perceptions of citizens with a disability as they are more likely to *agree or strongly agree* with six out of seven positive statements about OPS.

NET Agree/Strongly agree with statements about your police service							
	No disability			Disability			
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jul 2022	May-Jun 2023	May-Jun 2024	
	A	B	C	D	E	F	
SUPPORT I would help the police if asked.	83%	83%	90%	73%	73%	78%	
			A B				
SUPPORT I feel a moral duty to follow police orders.	71%	78%	83%	66%	60%	72%	
		A	A B			E	
SUPPORT I generally support how the police usually act.	60%	68%	72%	61%	50%	68%	
		A	A			E	
BEHAVIOUR The police treat people with respect.	55%	64%	75%	51%	46%	66%	
		A	A B			D E	
BEHAVIOUR The police make decisions based on facts.	53%	62%	65%	44%	42%	54%	
		A	A			E	
FOCUS The police are dealing with the things that matter to people in this community.	54%	58%	66%	47%	42%	57%	
			A B			E	
EQUITY The police provide the same quality of service to all citizens.	34%	43%	54%	31%	28%	43%	
		A	A B			D E	

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Upper case letters indicate significance at the 95% level.

3c. OPS' ratings of PSC questions, differences by income and ethnicity

Income

OPS citizens with household incomes under \$40k/year rate **OPS overall** more highly than those with incomes of \$60k or more.

Overall job of police in your community									
	Less than \$20,000	\$20,000 to less than \$40,000	\$40,000 to less than \$60,000	\$60,000 to less than \$80,000	\$80,000 to less than \$100,000	\$100,000 to less than \$120,000	\$120,000 to less than \$140,000	\$140,000 to less than \$160,000	\$160,000 or more
	A	B	C	D	E	F	G	H	I
Excellent/Good	75%	75%	65%	59%	54%	62%	57%	50%	51%
	D E F G H I	D E F G H I	H I			I			
Average	17%	16%	24%	17%	25%	22%	24%	30%	25%
								A B D	
Poor/Very poor	8%	9%	12%	24%	21%	17%	19%	21%	25%
				A B C	A B C	A	A B	A B	A B C F
Base	103	128	115	141	174	191	127	104	284

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service

Upper case letters indicate significance at the 95% level.

There are also many **detailed ratings** where lower-income citizens rate OPS more highly than those with higher incomes, most notably *treating people with respect, dealing with things that matter to the community, and providing the same quality of service to all citizens.*

NET Agree/Strongly agree with statements about your police service										
	Less than \$20,000	\$20,000 to less than \$40,000	\$40,000 to less than \$60,000	\$60,000 to less than \$80,000	\$80,000 to less than \$100,000	\$100,000 to less than \$120,000	\$120,000 to less than \$140,000	\$140,000 to less than \$160,000	\$160,000 or more	
	A	B	C	D	E	F	G	H	I	
SUPPORT I would help the police if asked.	85%	91%	89%	79%	82%	83%	86%	84%	88%	
		D E	D							D
SUPPORT I feel a moral duty to follow police orders.	78%	84%	77%	69%	74%	78%	78%	78%	77%	
		D E								
SUPPORT I generally support how the police usually act.	74%	72%	72%	58%	66%	68%	69%	65%	65%	
	D	D	D							
BEHAVIOUR The police treat people with respect.	77%	78%	71%	61%	64%	67%	60%	56%	61%	
	D E G H I	D E F G H I	H							
BEHAVIOUR The police make decisions based on facts.	64%	67%	57%	52%	58%	61%	63%	51%	54%	
		D H I								
FOCUS The police are dealing with the things that matter to people in this community.	65%	76%	63%	54%	60%	57%	55%	46%	48%	
	H I	C D E F G H I	H I		H I					
EQUITY The police provide the same quality of service to all citizens.	63%	56%	52%	36%	43%	40%	40%	36%	40%	
	D E F G H I	D E F G H I	D H I							

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service

Upper case letters indicate significance at the 95% level.

Likewise, those with lower incomes (under \$40k) are more likely than those in higher income groups to think OPS **responds quickly**.

Responding quickly to calls for assistance									
	Less than \$20,000	\$20,000 to less than \$40,000	\$40,000 to less than \$60,000	\$60,000 to less than \$80,000	\$80,000 to less than \$100,000	\$100,000 to less than \$120,000	\$120,000 to less than \$140,000	\$140,000 to less than \$160,000	\$160,000 or more
	A	B	C	D	E	F	G	H	I
NET Agree	75%	74%	68%	60%	58%	63%	59%	57%	57%
	DEFGHI	DEFGHI							
Neither agree nor disagree	14%	15%	21%	17%	21%	22%	17%	23%	18%
NET Disagree	11%	12%	11%	23%	21%	15%	24%	20%	25%
				ABC	ABC		ABC		ABC F
Strongly disagree	6%	6%	5%	8%	11%	7%	10%	7%	6%
Disagree	5%	6%	7%	15%	10%	8%	14%	13%	19%
				ABC			A		ABC E F
Neither agree nor disagree	14%	15%	21%	17%	21%	22%	17%	23%	18%
Agree	43%	50%	47%	45%	42%	42%	52%	42%	45%
Strongly agree	32%	24%	21%	15%	16%	21%	7%	14%	11%
	DEFGHI	GI	GI		G	GI			
Base	102	122	106	136	161	175	110	95	247

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service

Upper case letters indicate significance at the 95% level.

On the contrary, some of the lower income groups are more likely than higher income segments to perceive that OPS **exceeds its authority** *always/almost always/most of the time*.

Exceed their authority										
	Less than \$20,000	\$20,000 to less than \$40,000	\$40,000 to less than \$60,000	\$60,000 to less than \$80,000	\$80,000 to less than \$100,000	\$100,000 to less than \$120,000	\$120,000 to less than \$140,000	\$140,000 to less than \$160,000	\$160,000 or more	
	A	B	C	D	E	F	G	H	I	
Always/Almost always/Most of the time	21%	18%	17%	19%	20%	15%	8%	7%	11%	
	G H	G H		G H	G H I					
Sometimes	22%	19%	26%	38%	32%	30%	35%	34%	36%	
				A B	B	B	B	B	A B	
Rarely/Almost never/Never	57%	64%	57%	43%	47%	55%	57%	59%	53%	
		D E					D	D		
Never/Almost never	31%	32%	23%	17%	27%	26%	26%	26%	24%	
	D	D								
Rarely	26%	32%	34%	26%	21%	29%	31%	32%	29%	
			E							
Sometimes	22%	19%	26%	38%	32%	30%	35%	34%	36%	
				A B	B	B	B	B	A B	
Most of the time	8%	13%	12%	11%	15%	10%	7%	4%	7%	
					H I					
Always/Almost always	13%	5%	5%	8%	5%	5%	1%	3%	4%	
	G H I			G						
Base	68	93	87	117	141	154	97	80	243	

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service

Upper case letters indicate significance at the 95% level.

Most income segments assess **OPS' ability to resolve violent crimes** equally; the one exception is a lower income group (\$20k to under \$40k/year) which views OPS much more highly.

Resolving crimes where violence is involved									
	Less than \$20,000	\$20,000 to less than \$40,000	\$40,000 to less than \$60,000	\$60,000 to less than \$80,000	\$80,000 to less than \$100,000	\$100,000 to less than \$120,000	\$120,000 to less than \$140,000	\$140,000 to less than \$160,000	\$160,000 or more
	A	B	C	D	E	F	G	H	I
NET Agree	60%	72%	63%	57%	54%	62%	53%	56%	57%
		D E G H I							
Neither agree nor disagree	25%	16%	18%	21%	22%	23%	23%	25%	20%
NET Disagree	14%	12%	20%	22%	24%	15%	24%	19%	23%
					B		B		B
Strongly disagree	7%	5%	7%	4%	9%	5%	6%	6%	7%
Disagree	8%	7%	13%	18%	15%	10%	18%	14%	16%
				A B			A B		A B
Neither agree nor disagree	25%	16%	18%	21%	22%	23%	23%	25%	20%
Agree	35%	50%	46%	42%	42%	47%	44%	42%	48%
		A							A
Strongly agree	26%	21%	17%	15%	12%	15%	9%	14%	9%
	E G I	G I							
Base	88	104	98	127	152	166	110	93	240

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

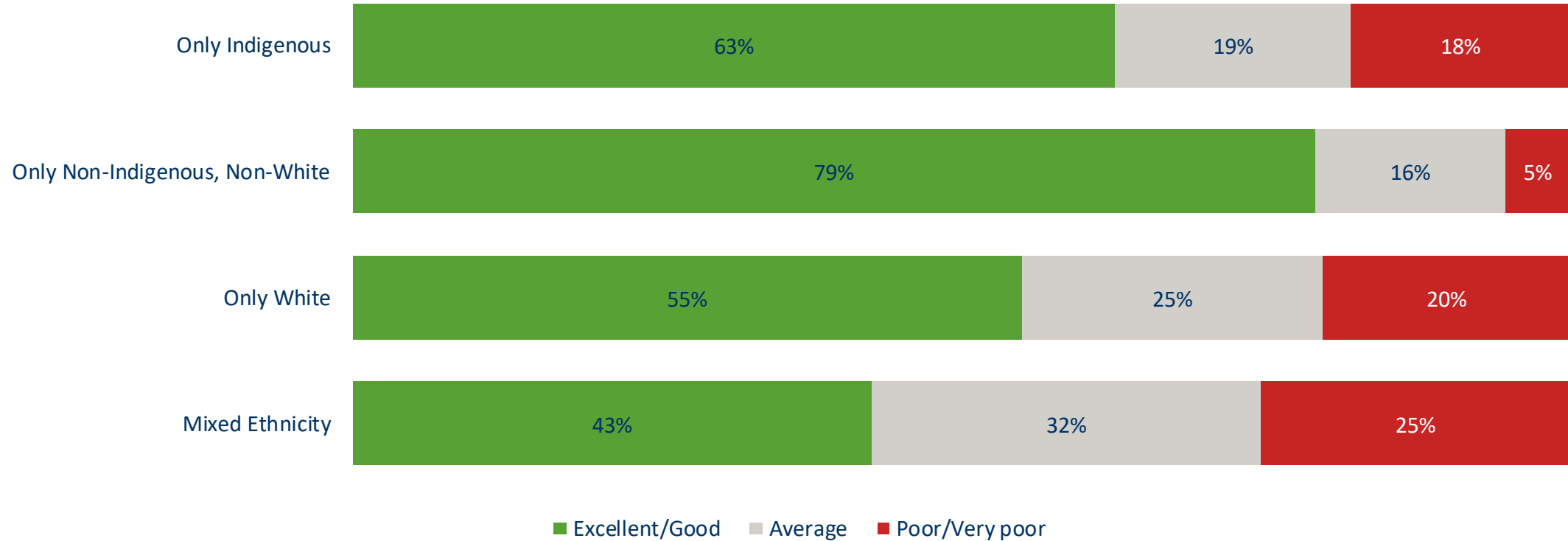
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service

Upper case letters indicate significance at the 95% level.

Ethnicity

Citizens who identify as only non-Indigenous/non-white rate OPS more highly overall than citizens who are only white or of mixed ethnicity.

Overall job of police in your community



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service

Base Sizes: Only Indigenous (n=25*), Only Non-Indigenous, Non-White (n=436), Only White (n=941), Mixed Ethnicity (n=59)

*Caution, small base (<=50).

Citizens who identify as non-Indigenous/non-white are more likely to agree with **five out of seven positive statements** about the police than those who are only white or of mixed ethnicity.

Citizens who identify as only non-Indigenous/non-white are more highly to agree that they **feel a moral duty to follow police orders** than those who are only Indigenous or only white.

Those who are of mixed ethnicity are least likely to agree that **the police are dealing with things that matter to people in the community**.

	Only Indigenous	Only Non-Indigenous, Non-White	Only White	Mixed Ethnicity
	A	B	C	D
SUPPORT I would help the police if asked.	87%*	95% C D	82%	72%
SUPPORT I feel a moral duty to follow police orders.	59%*	90% A C	71%	79%
SUPPORT I generally support how the police usually act.	69%*	75% C	66%	60%
BEHAVIOUR The police treat people with respect.	58%*	83% C D	63%	57%
BEHAVIOUR The police make decisions based on facts.	52%*	70% C D	55%	40%
FOCUS The police are dealing with the things that matter to people in this community.	76%* D	75% C D	54% D	33%
EQUITY The police provide the same quality of service to all citizens.	40%*	63% C D	40%	41%

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service

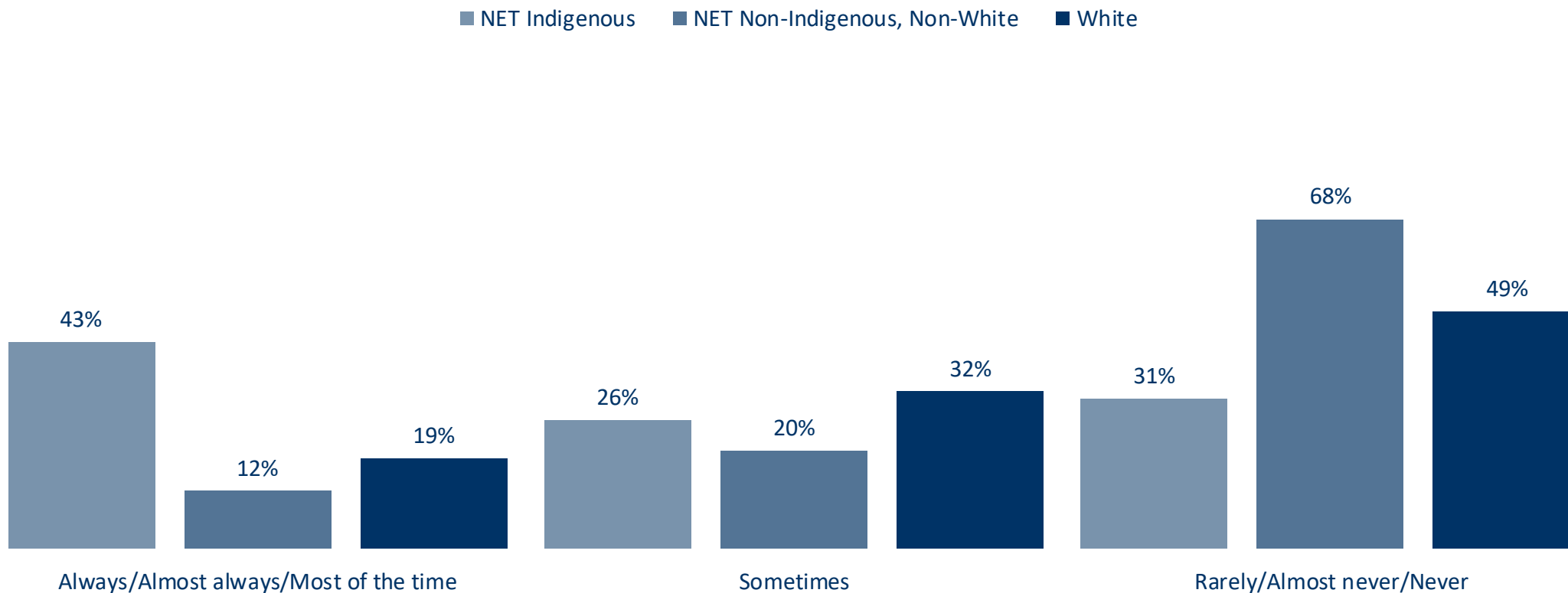
*Caution, small base (<=50).

Upper case letters indicate significance at the 95% level.

Statistical testing is not appropriate when n<30, interpret with caution.

On all three of **exceeding authority**, **resolving violent crimes**, and **responding quickly**, citizens who are non-Indigenous/non-white rate OPS more highly than those who are only white or of mixed ethnicity.

Exceed their authority



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

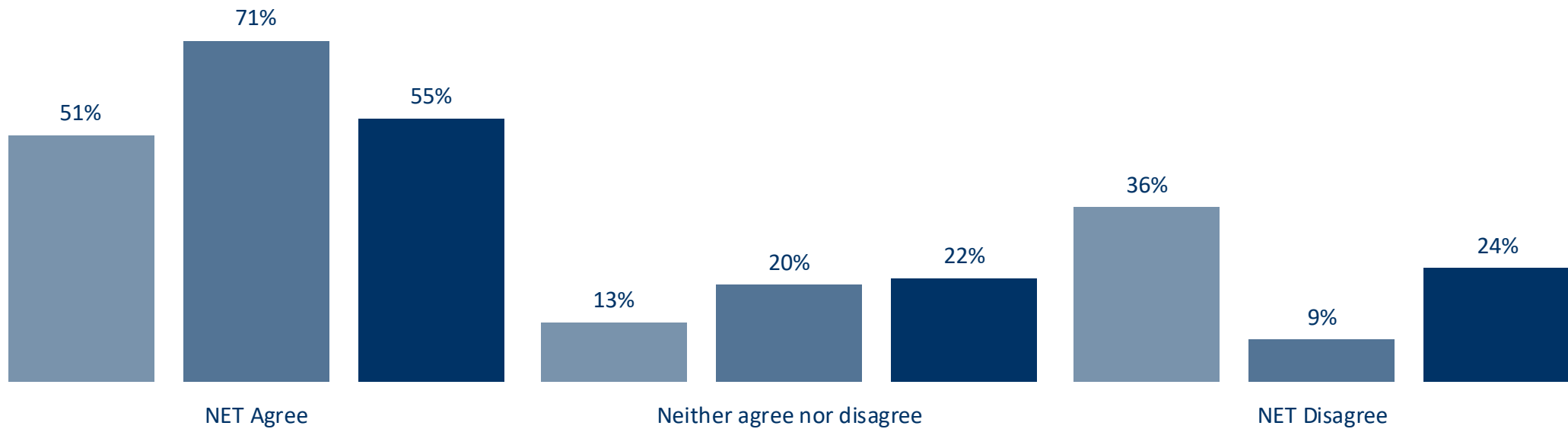
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service

Base Sizes: Always/Almost always/Most of the time (n=41*-790), Sometimes (n=41*-790), Rarely/Almost never/Never (n=41*-790)

*Caution, small base (<=50).

Resolving crimes where violence is involved

■ NET Indigenous ■ NET Non-Indigenous, Non-White ■ White



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

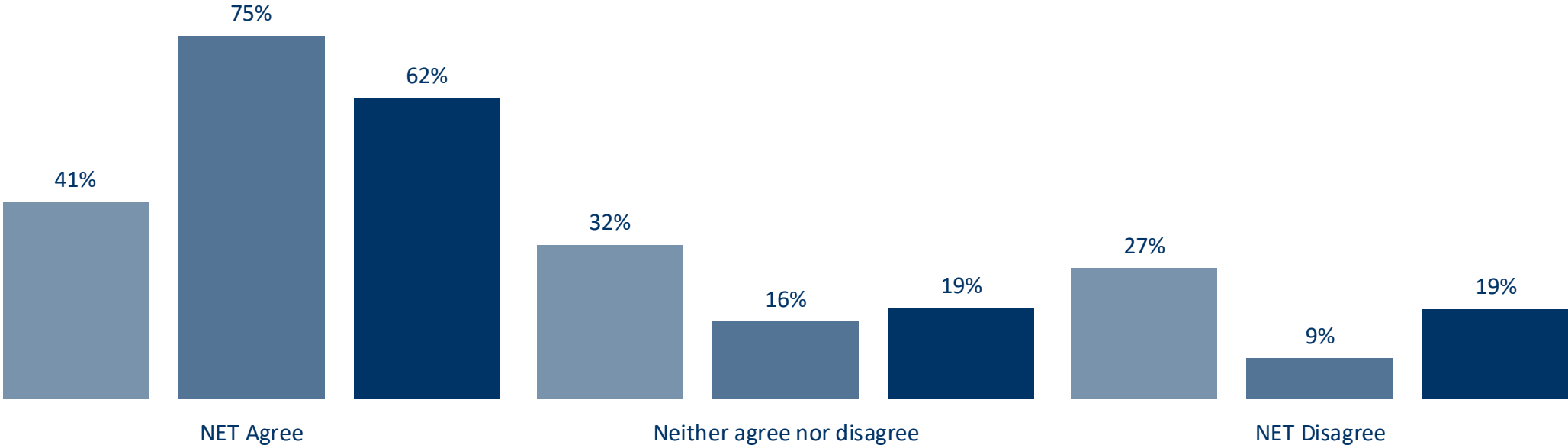
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service

Base Sizes: NET Agree (n=43*-842), Neither agree nor disagree (n=43*-842), NET Disagree (n=43*-842)

*Caution, small base (<=50).

Responding quickly to calls for assistance

■ NET Indigenous ■ NET Non-Indigenous, Non-White ■ White



Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service
Base Sizes: NET Agree (n=45*-897), Neither agree nor disagree (n=45*-897), NET Disagree (n=45*-897)
 *Caution, small base (<=50).

Demographics – OPS and Large City Police Services

- For detailed demographic tables, please see the end of this report online here: [Advanis Police Service Benchmarks 2024: OPS Focus.](#)
- OPS can also conduct its own analysis, cross-tabulating results against the demographic questions, online here: [Create Analysis](#)

"PSC questions" designed by Public Safety Canada and Halifax Regional Police per: <https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/2019-s003/index-en.aspx>

Remaining questions designed by Advanis.

Definitions of types of crime were provided in the survey:

- *Personal crime: results in physical or mental harm to a person, like assault, abuse, kidnapping, sex crimes*
- *Property crime: deprives a person of the use or enjoyment of property, like theft, vandalism*
- *Financial crime: deception or fraud for financial gain, like blackmail, embezzlement, cybercrime*

Random samples of Canadians aged 18+:

- *May-June 2024: 19,541 Canada-wide and 1,702 for OPS*
 - *Canada-wide results accurate to within +/- 0.7% and OPS +/- 2.4%, both 19 times out of 20*
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In all cases, margins of error are wider among subsets of the populations.

Data was weighted to age, gender, household income, and household property victimization statistics from Statistics Canada. We weighted to victimization data to adjust for the higher likelihood that victims of crime respond to the survey. The details are available upon request.

Advanis is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements (<https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2019/09/CRIC-Public-Opinion-Research-Standards-and-Disclosure-Requirements-1.pdf>)

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ADVANIS

Police Service Benchmarks 2024

OPS: Comparing Downtown to Rest of Ottawa

July 2024

All of the tables below are set to calculate statistical differences between the three columns. If such differences exist, they are denoted by a capital letter underneath a percentage.

These are the differences identified:

- Those who live downtown are more likely to *feel **unsafe walking alone** in their community after dark (41% vs. 16%)*.
- Those who live downtown are less likely to *rarely or never **worry about crime** (29% vs. 45%)*.
- Those who live downtown are more likely to say OPS is *poor or very poor at **responding to emergency calls** (24% vs. 10%)*.
- The top four policing priorities of those who live downtown are:
 1. 28%: **Community/public safety/crime prevention**; e.g., more police presence, more support for youth, address harassment/loitering, Downtown/reduce crime in the downtown area, etc. (vs. 39% for non-downtown citizens; **not** statistically different)
 2. 27%: **Reform of the OPS** (vs. 13% for non-downtown citizens; statistically different)
 3. 25%: **Homelessness** (vs. 7% for non-downtown citizens; statistically different)
 4. 24%: **Drugs/opioid crisis** (vs. 15% for non-downtown citizens; **not** statistically different)

This report is also available online here: [3 2024 Advanis Police Service Benchmarks - OPS Comparing Downtown to Rest of Ottawa](#) (to those with a login ID for Advanis' Online Reporting Environment).

OPS can also conduct its own analysis with all the data online here: [Create Analysis](#)

This table shows how many completed surveys Advanis collected.

We can only analyze those sample records which we can weight by age, gender, household income, and household property victimization (i.e., the respondent needs to have responded to all four of those questions for their record to be usable).

As such, the tables that follow this one report on the data in the second column ("include in analysis").

ops_division	Total	Include in analysis	0 Do not include in analysis (can't weight because of missing data)
K1N	3%	3%	6%
	148	142	6
Non-K1N	88%	90%	66%
	1501	1431	70
Unknown OPS division	9%	8%	28%
	159	129	30
Base	1808	1702	106

1a. PSC Questions - OPS Only

Overall job of police in your community			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Excellent/Good	56%	65%	66%
Average	27%	20%	24%
Poor/Very poor	17%	15%	10%
Very poor	12%	6%	4%
Poor	5%	8%	6%
Average	27%	20%	24%
Good	37%	43%	39%
Excellent	19%	23%	28%
Base	134	1354	122

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis
Upper case letters indicate significance at the 95% level.

NET Agree/Strongly agree with statements about your police service			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
SUPPORT I would help the police if asked.	87%	86%	87%
SUPPORT I feel a moral duty to follow police orders.	70%	78%	88% A B
SUPPORT I generally support how the police usually act.	65%	70%	70%
BEHAVIOUR The police treat people with respect.	67%	71%	69%
BEHAVIOUR The police make decisions based on facts.	61%	61%	60%
FOCUS The police are dealing with the things that matter to people in this community.	63%	63%	60%
EQUITY The police provide the same quality of service to all citizens.	45%	50%	57%

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis

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Statistical testing is not appropriate when n<30, interpret with caution.

Exceed their authority			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Always/Almost always/Most of the time	21%	16%	28%
			B
Sometimes	23%	28%	17%
Rarely/Almost never/Never	57%	56%	54%
Never/Almost never	20%	28%	19%
Rarely	36%	28%	35%
Sometimes	23%	28%	17%
Most of the time	13%	10%	15%
Always/Almost always	7%	6%	13%
Base	97	1048	92

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis
Upper case letters indicate significance at the 95% level.

Resolving crimes where violence is involved			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
NET Agree	52%	62%	67%
Neither agree nor disagree	24%	21%	17%
NET Disagree	24%	17%	16%
Strongly disagree	10%	7%	5%
Disagree	14%	11%	11%
Neither agree nor disagree	24%	21%	17%
Agree	37%	46%	40%
Strongly agree	15%	16%	27%
			B
Base	113	1150	111

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis

Upper case letters indicate significance at the 95% level.

Responding quickly to calls for assistance			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
NET Agree	68%	67%	71%
Neither agree nor disagree	9%	18%	18%
NET Disagree	23%	15%	12%
Strongly disagree	14%	6%	5%
Disagree	9%	8%	7%
Neither agree nor disagree	9%	18%	18%
Agree	47%	47%	44%
Strongly agree	21%	20%	27%
Base	125	1233	117

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis
Upper case letters indicate significance at the 95% level.

2a. Advanis Crime Questions - OPS Only

Change in amount of crime in your community in past 5 years			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Increased	58%	59%	53%
Stayed the same	28%	29%	33%
Decreased	14%	12%	14%
Base	104	999	88

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis
Upper case letters indicate significance at the 95% level.

Those who live downtown are much more likely to *feel unsafe walking alone in their community after dark*.

	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
NET Safe	59%	84%	83%
		A	A
NET Unsafe	41%	16%	17%
	B C		
Not at all safe	17%	4%	5%
	B C		
Not very safe	24%	12%	12%
	B		
Somewhat safe	44%	46%	44%
Very safe	15%	38%	39%
		A	A
Base	141	1369	120

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis

Upper case letters indicate significance at the 95% level.

Those who do not live downtown are more likely to *rarely or never worry about crime*.

How often worry about crime	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Always/Almost always/Most of the time	22%	14%	17%
Sometimes	50%	40%	40%
Never/Rarely	29%	45%	43%
Never/Almost never	5%	13%	13%
Rarely	23%	32%	30%
Sometimes	50%	40%	40%
Most of the time	16%	10%	10%
Always/Almost always	5%	4%	7%
Base	142	1424	126

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis

Upper case letters indicate significance at the 95% level.

Victim of any of 3 crime types, past 12 months (you or someone in household)

	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Yes	35%	28%	25%
No	65%	72%	75%
Base	142	1431	129

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis
Upper case letters indicate significance at the 95% level.

Victim of crime, past 12 months (you or someone in household)			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Personal crime	17%	14%	13%
Property crime	16%	13%	7%
Financial crime	11%	14%	16%

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis

Upper case letters indicate significance at the 95% level.

Reported instances of crime to the police			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Personal crime	78%*	72%	57%*
Property crime	57%*	64%	66%*
Financial crime	50%*	38%	59%*

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

Filters: Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in a analysis: Include in analysis

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3a. OPS-specific performance questions first added in 2022

Questions only answered by those who continued to complete the entire survey, including questions specific to their police service...which is why the base sizes are lower here.

- 87% (124/142) of those who live downtown and 79% (1124/1431) of those who do not responded to the OPS-specific questions.

What level of trust do you have in the Ottawa Police Service?		
	ops_division	
	K1N	Non-K1N
	A	B
NET None/Little	20%	19%
Moderate	35%	29%
NET High/Very high	45%	52%
None	9%	7%
Little	11%	12%
Moderate	35%	29%
High	29%	32%
Very high	16%	20%
Base	124	1110

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

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Those who live downtown are more likely to still prioritize "reform of OPS" among their top 4 individual concerns:

1. 28%: Community/public safety/crime prevention; e.g., more police presence, more support for youth, address harassment/loitering, Downtown/reduce crime in the downtown area, etc. (vs. 39% for non-downtown citizens; **not** statistically different)
2. 27%: Reform of the OPS (vs. 13% for non-downtown citizens; statistically different)
3. 25%: Homelessness (vs. 7% for non-downtown citizens; statistically different)
4. 24%: Drugs/opioid crisis (vs. 15% for non-downtown citizens; **not** statistically different)

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 years?		
	K1N	Non-K1N
	A	B
OPS: Operations, high-level	43%	39%
HR: Training/Education	27%	30%
CRIM: Crimes	44%	57%
CRIS: Crises	41%	23%
	B	
Base	104	768

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 years?		
	K1N	Non-K1N
	A	B
OPS Reform of the OPS (e.g., organizational change, new leadership, priority adjustment, disarming the police, reducing police roles, etc.)	27%	13%
	B	
OPS Improve communication/ listen to citizens/ community engagement/ outreach/restoring public trust/ school programs	11%	23%
		A
OPS Funding/Improve current spending practices	4%	6%
OPS Increase accountability	8%	6%
OPS Faster response	2%	2%
HR Improving police members (e.g., less aggressive, more respectful, professional, knowledgeable, better hiring procedures, etc.)	16%	14%
HR Training/education (other than mental health or EDI)	5%	7%
HR Equality, diversity and inclusion (EDI) hiring and training	8%	9%
HR Mental health training for police/more funding for mental health	6%	10%
Base	104	768

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 years?		
	K1N	Non-K1N
	A	B
CRIM Community/public safety/crime prevention (e.g., more police presence, more support for youth, address harassment/loitering, Downtown/ reduce crime in the downtown area, etc.)	28%	39%
CRIM Gangs/gang violence	1%	6%
CRIM Personal crime (results in physical or mental harm to a person, like assault, abuse, kidnapping, sex crimes)	13%	9%
CRIM Guns/firearms trafficking	5%	4%
CRIM Property crime (deprives a person of the use or enjoyment of property, like theft, vandalism)	6%	15%
		A
CRIM Traffic enforcement/speeding	1%	6%
CRIM Financial crime (deception or fraud for financial gain, like blackmail, embezzlement, cybercrime)	2%	6%
CRIS Drugs/opioid crisis	24%	15%
CRIS Homelessness	25%	7%
	B	
CRIS Comments about Protests (e.g., Freedom Convoy)	3%	5%
Other	17%	10%
Don't know/NA	4%	3%
Base	104	768

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

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OPS is sensitive to the needs of different cultures		
	ops_division	
	K1N	Non-K1N
	A	B
NET Disagree/Strongly disagree	30%	23%
Neither	17%	27%
NET Agree/Strongly agree	54%	50%
Strongly disagree	14%	10%
Disagree	16%	13%
Neither agree nor disagree	17%	27%
Agree	39%	39%
Strongly agree	15%	12%
Base	105	971

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OPS is sensitive to the needs of individuals suffering from mental health issues

	ops_division	
	K1N	Non-K1N
	A	B
NET Disagree/Strongly disagree	37%	31%
Neither	16%	24%
NET Agree/Strongly agree	47%	45%
Strongly disagree	17%	14%
Disagree	21%	17%
Neither agree nor disagree	16%	24%
Agree	38%	34%
Strongly agree	9%	11%
Base	106	968

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NET Good/Very good performance of the OPS			
	ops_division		
	K1N	Non-K1N	
	A	B	
Enforcing the law	59%	61%	
Responding to emergency calls	59%	70%	
Ensuring public safety and security at public events	65%	69%	
Assisting victims of crime	60%	56%	
Preventing crime	41%	44%	
Working with neighbourhood residents, businesses, and community groups to improve community safety and well-being	50%	50%	

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Those who live downtown are more likely to say OPS is *poor* or *very poor* at responding to emergency calls.

NET Poor/Very poor performance of the OPS		
	ops_division	
	K1N	Non-K1N
	A	B
Enforcing the law	24%	14%
Responding to emergency calls	24%	10%
	B	
Ensuring public safety and security at public events	15%	13%
Assisting victims of crime	23%	22%
Preventing crime	31%	30%
Working with neighbourhood residents, businesses, and community groups to improve community safety and well-being	35%	25%

Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

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"PSC questions" designed by Public Safety Canada and Halifax Regional Police per: <https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/2019-s003/index-en.aspx>

Some questions designed by Advanis, some by OPS, as specified in report.

Definitions of types of crime were provided in the survey:

- *Personal crime: results in physical or mental harm to a person, like assault, abuse, kidnapping, sex crimes*
- *Property crime: deprives a person of the use or enjoyment of property, like theft, vandalism*
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