



ADVANIS

Advanis Police Service Benchmarks 2023: OPS Focus

July 2023



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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-specific demographic questions first added in 2022, cross-tabulated against key metrics

Methodology

Random samples of *Canadians aged 18+*:

- *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 endnotes for more details.

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

This report is also available online here: [Advanis Police Service Benchmarks 2023: OPS Focus.](#)

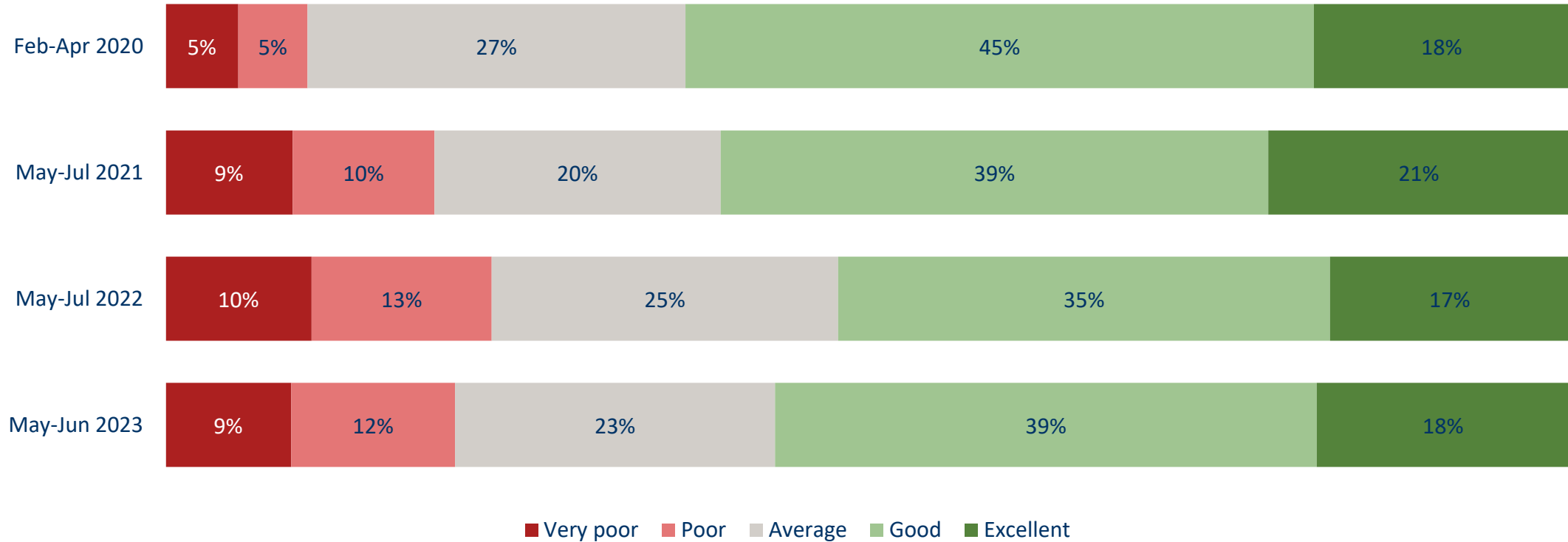
OPS can also conduct its own analysis with all the data online here: [Create Analysis](#)

1a. PSC Questions - OPS Only

The overall perception of OPS in 2023 is statistically the same as all other years.

- That is, the percentage of citizens in OPS' jurisdiction who say that OPS is doing an *excellent* or *good* job is not statistically different this year than in previous years (63% in 2020, 60% in 2021, 52% in 2022, and 57% this year).
- Note that 2022's result was statistically lower than that of 2020 and 2021, but is statistically the same as 2023.

Overall job of police in your community



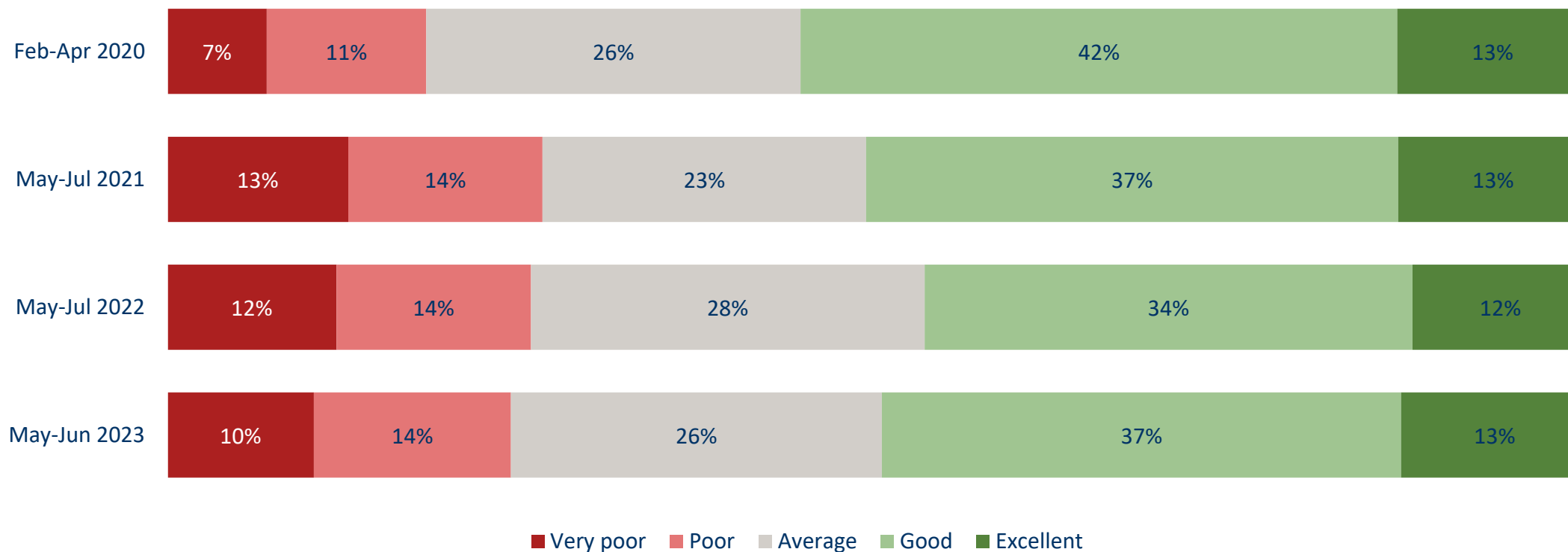
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Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tier Averages: Ottawa Police Service, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023

Citizens in OPS' jurisdiction think *other* police services are doing about the same job in 2023 as in 2022 and 2021.

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 (below chart).

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

In 2023, there is only one statistical difference in the **ratings of statements about OPS** by citizens.

- 56% *agree/strongly agree* that OPS **make decisions based on facts** in 2023, up 50% from last year.

Ratings by "statement" follow the same rank order in 2023 as in the other years.

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

(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

Arrow indicates statistically significant change at the 95% level.

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

- 43% of citizens *disagree or strongly disagree* that OPS provides the same quality of service to all citizens in 2023.
- This percentage is an improvement, as it's lower than last year's 50%, and is back to the 2021 level.

No other metrics show a statistical change from last year on *netdisagreement*.

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

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

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Arrow indicates statistically significant change at the 95% level.

This chart shows those who *neither agree nor disagree* on each aspect of police service. This data gives some sense as to the percentage of citizens who don't have an opinion/don't know (perhaps because they don't have enough information), but people might also choose this level if they agree with some aspect of the metric but disagree with another.

The percentage of citizens in OPS' jurisdiction that *neither agree nor disagree* remained statistically the same as the last two years.

However, more people provided a non-neutral opinion about *decisions based on facts* because 19% said *neither agree nor disagree* in 2023, which is statistically lower than the 27% in 2020.

Neither agree nor disagree with statements about your police service				
	Feb-Apr 2020	May-Jul 2021	May-Jul 2022	May-Jun 2023
	A	B	C	D
SUPPORT I would help the police if asked.	10%	11%	11%	12%
SUPPORT I feel a moral duty to follow police orders.	13%	16%	15%	13%
SUPPORT I generally support how the police usually act.	17%	14%	15%	15%
BEHAVIOUR The police treat people with respect.	19%	16%	17%	17%
BEHAVIOUR The police make decisions based on facts.	27% C D	23%	21%	19%
FOCUS The police are dealing with the things that matter to people in this community.	19%	17%	18%	20%
EQUITY The police provide the same quality of service to all citizens.	20% C	16%	15%	18%

(NET Neither Agree nor Disagree) When you think about the [POLICE SERVICE], to what extent do you agree or disagree with each of the following statements?

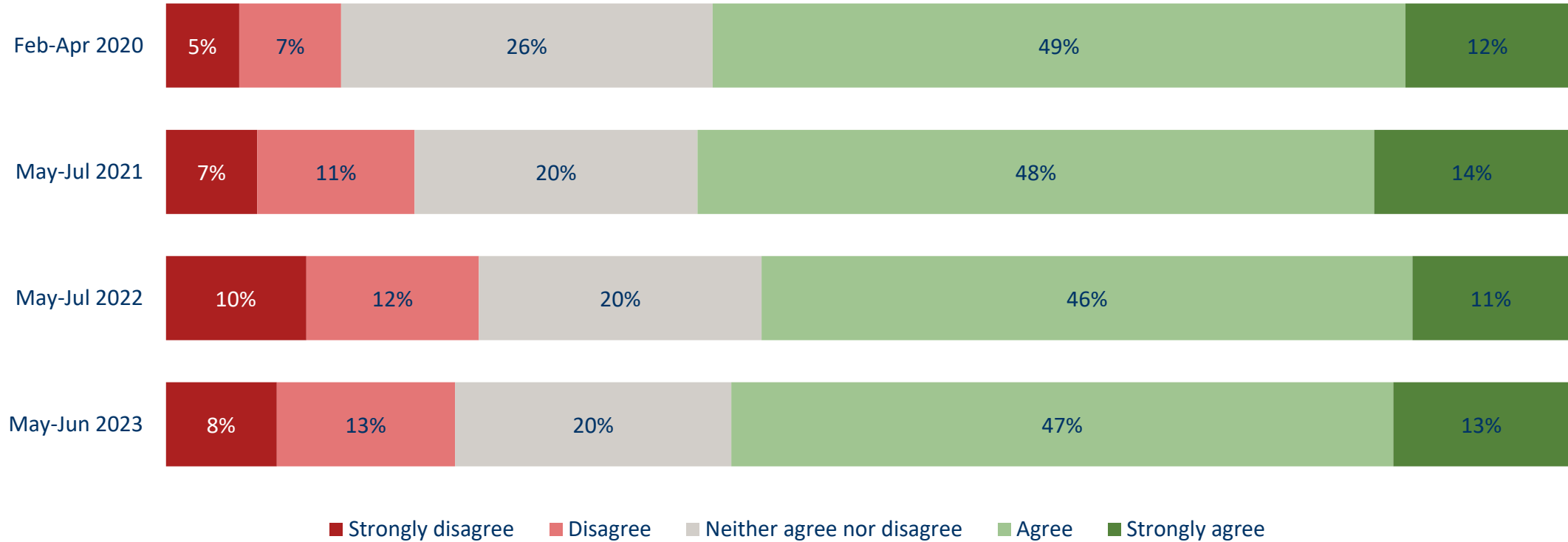
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Upper case letters indicate significance at the 95% level.

Perceptions of **resolving violent crimes** have **not changed**: 21% of citizens *disagree* or *strongly disagree* in 2023 vs. 22% in 2022.

Resolving crimes where violence is involved

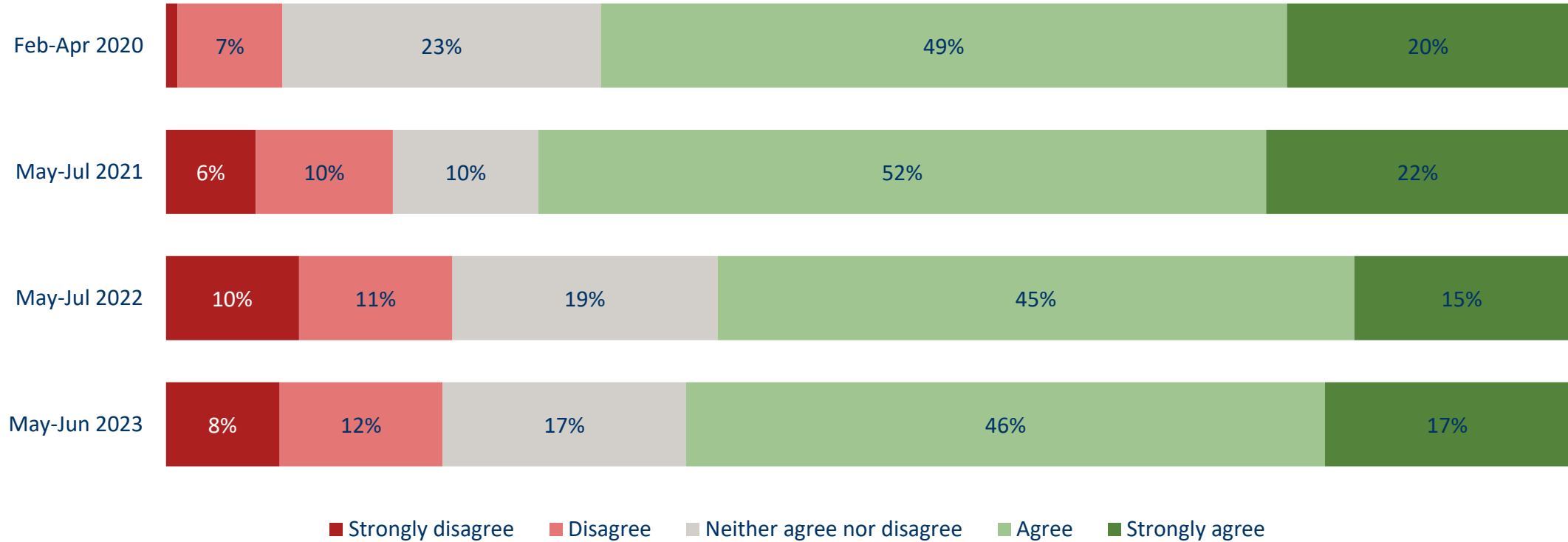


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Perceptions of **response time** also **stayed the same**: 63% of citizens *agree* or *strongly agree* that OPS responds quickly, statistically on par with last year's 61%.

Responding quickly to calls for assistance

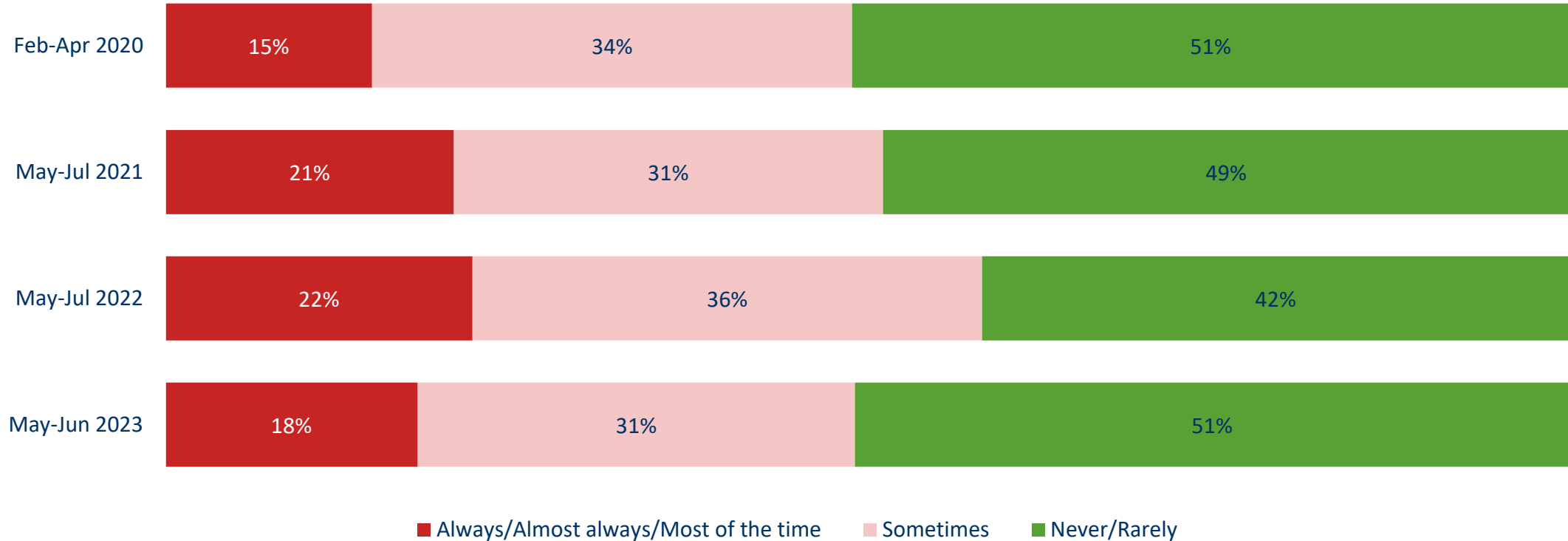


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Perceptions that OPS **exceeds its authority** have **improved** from last year, as 51% feel that OPS exceeded its authority *never/rarely*, up from 42% last year, and back to the 2020 and 2021 level.

Exceed their authority



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

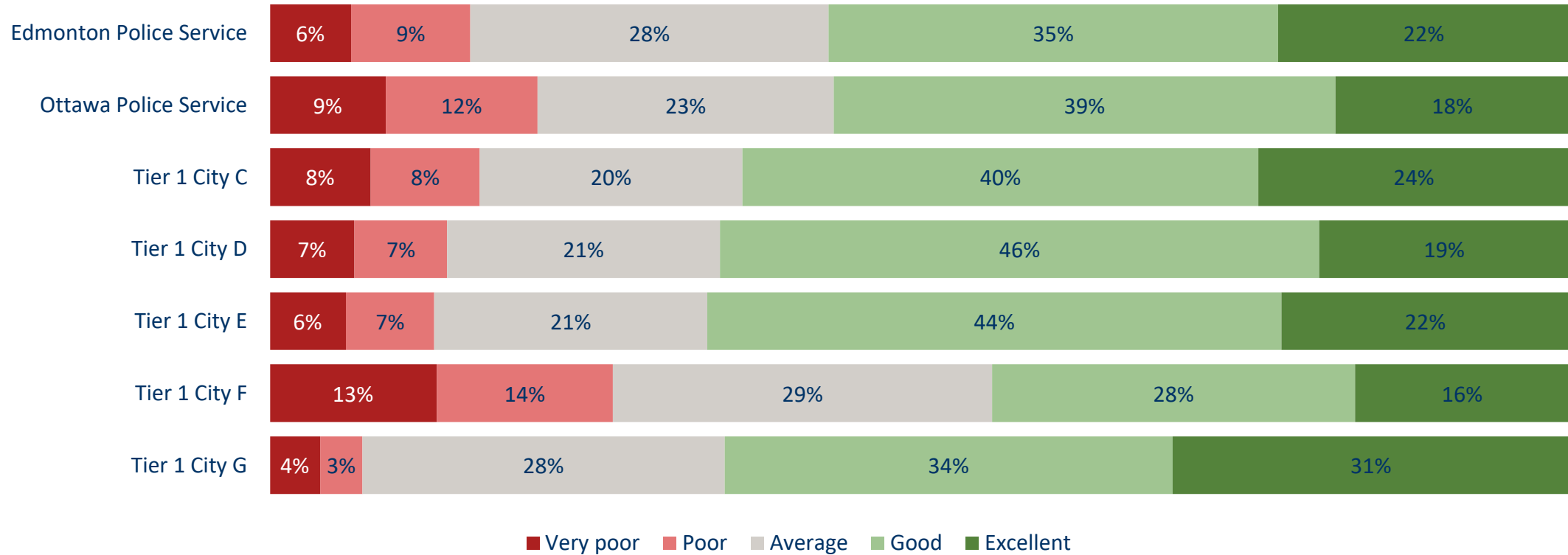
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1b. PSC Questions - OPS vs. other major PS

In 2023, 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**:

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

Overall job of police in your community



your community are doing? : Taking everything into account, how good a job do you think the police in:

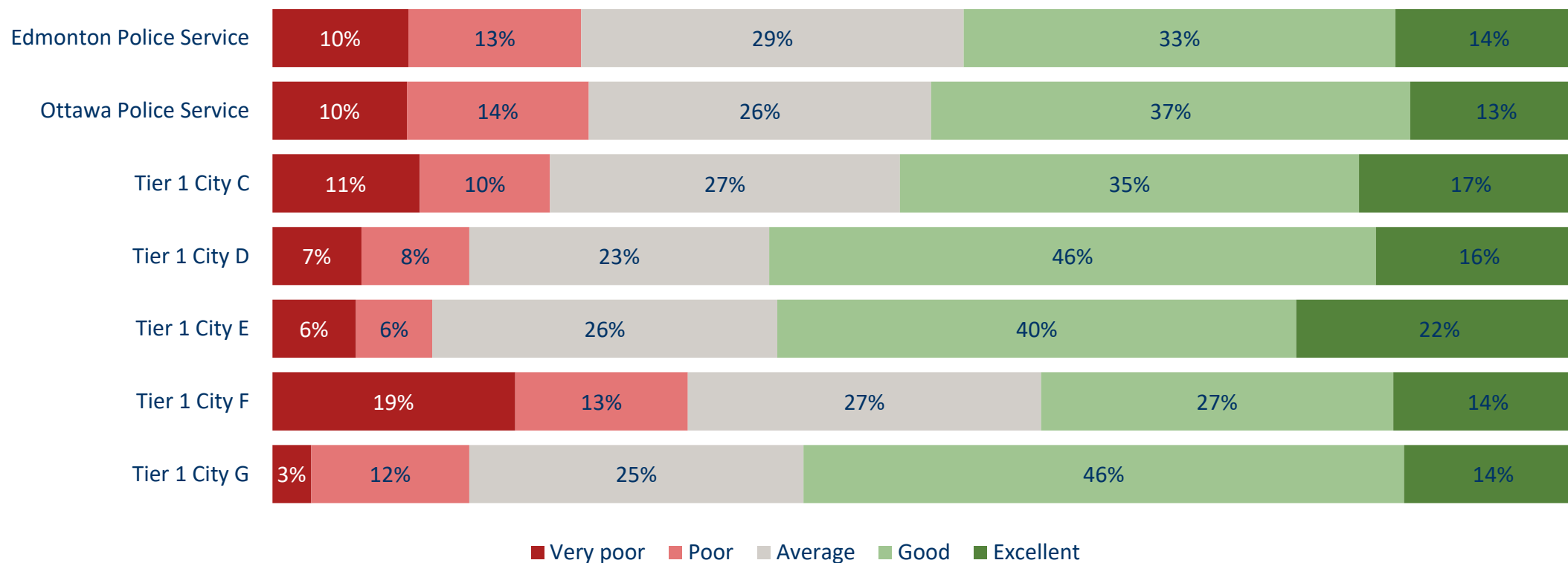
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

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In 2023, 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**:

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

Overall job of police in your country



this country are doing? : Taking everything into account, how good a job do you think the police in:

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

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In 2023, compared to other cities in Tier 1 (cities with populations of 900,000 or more), OPS generally gets:

- lower ratings than four other cities on *same quality of service to all citizens*
- lower ratings than three cities on *moral duty to follow police orders & supporting how police usually act & would help the police if asked*
- lower ratings than two cities on *making fact-based decisions & treating people with respect & dealing with things that matter to people in this community*

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.	83% F	80% F	87% A B F	85% B F	90% A B D F	74%	83%
SUPPORT I feel a moral duty to follow police orders.	75% F	73% F	76% F	80% A B F	85% A B C F	65%	87% A B F
SUPPORT I generally support how the police usually act.	69% B D F	63% F	71% B D F	61% F	72% B D F	55%	73% D F
BEHAVIOUR The police treat people with respect.	63% F	59% F	65% B F	62% F	74% A B C D F	52%	67% F
BEHAVIOUR The police make decisions based on facts.	61% F	56% F	64% B F	60% F	65% B F	46%	54%
FOCUS The police are dealing with the things that matter to people in this community.	58% F	54% F	62% B F	59% F	65% B F	46%	60%
EQUITY The police provide the same quality of service to all citizens.	46% B F	39%	50% B D F	44% F	58% A B D F	36%	54% B F

(NET Agree
Weight: W
Filters: Cas
City C, Tier
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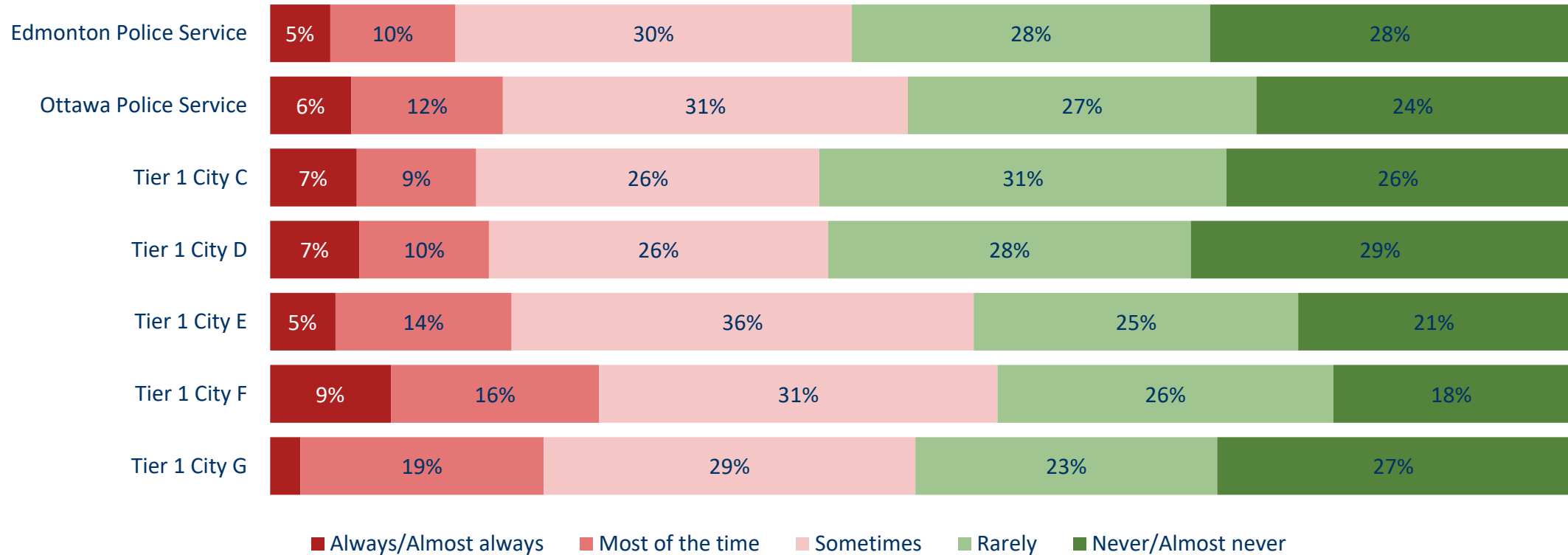
Statistical testing not performed when n<30 since statistical assumptions are not met.

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In 2023, 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 City F; but
- just as likely as those in the other five cities (Edmonton, C, D, E, G)

Exceed their authority



About how often would you say that the police in your community exceed their authority?

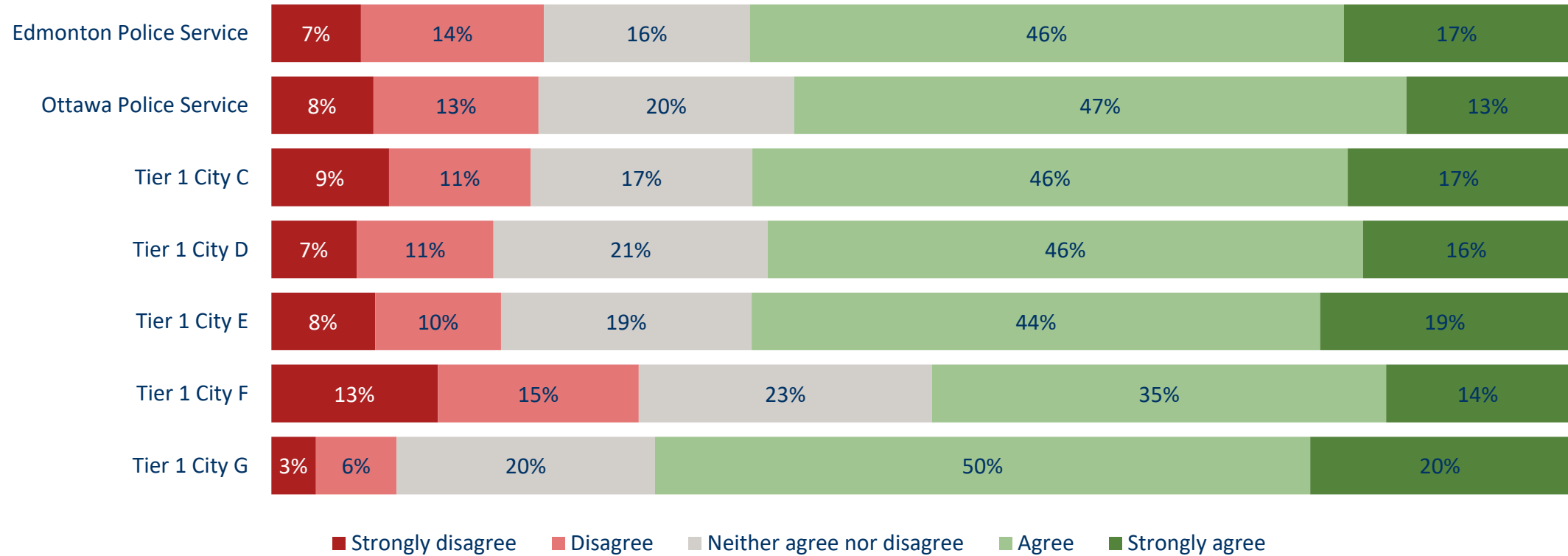
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In 2023, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

- 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



resolving crimes where violence is involved? : In general, to what extent do you agree that the [POLICE SERVICE] is/are effective at:

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

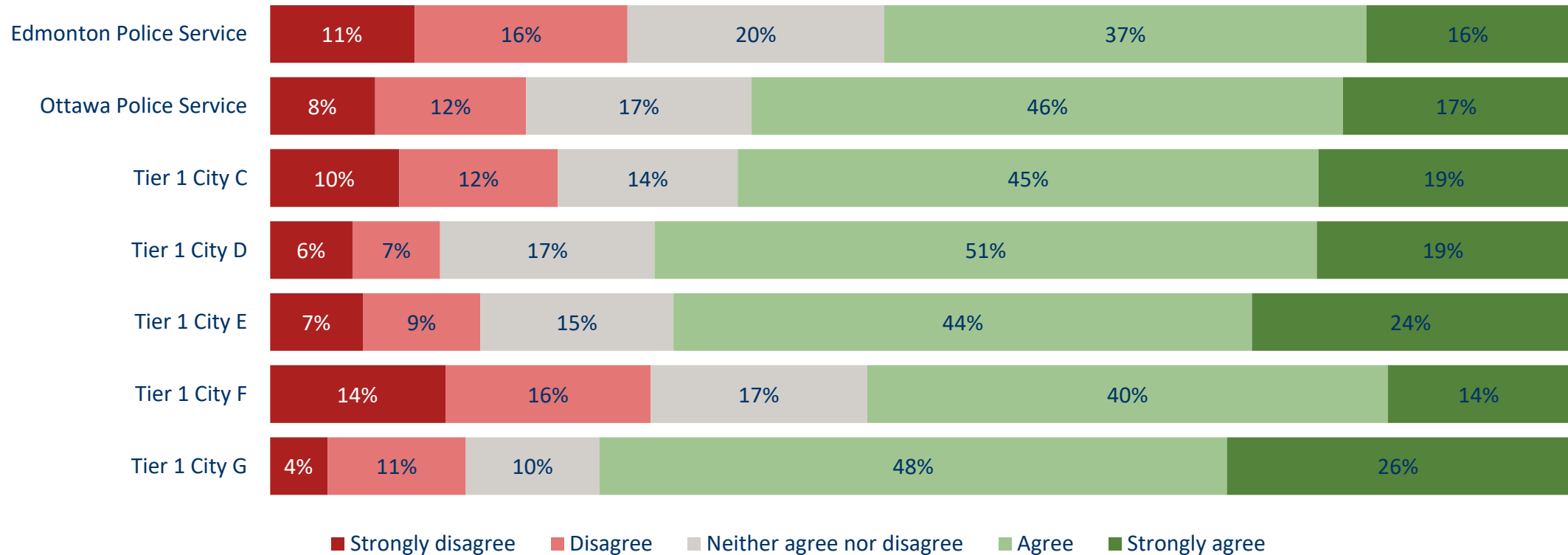
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City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

In 2023, 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);
- just as likely as those in three cities (C, E, and G); but
- less likely than those in City D.

Responding quickly to calls for assistance



responding quickly to calls for assistance? : In general, to what extent do you agree that the [POLICE SERVICE] is/are effective at:

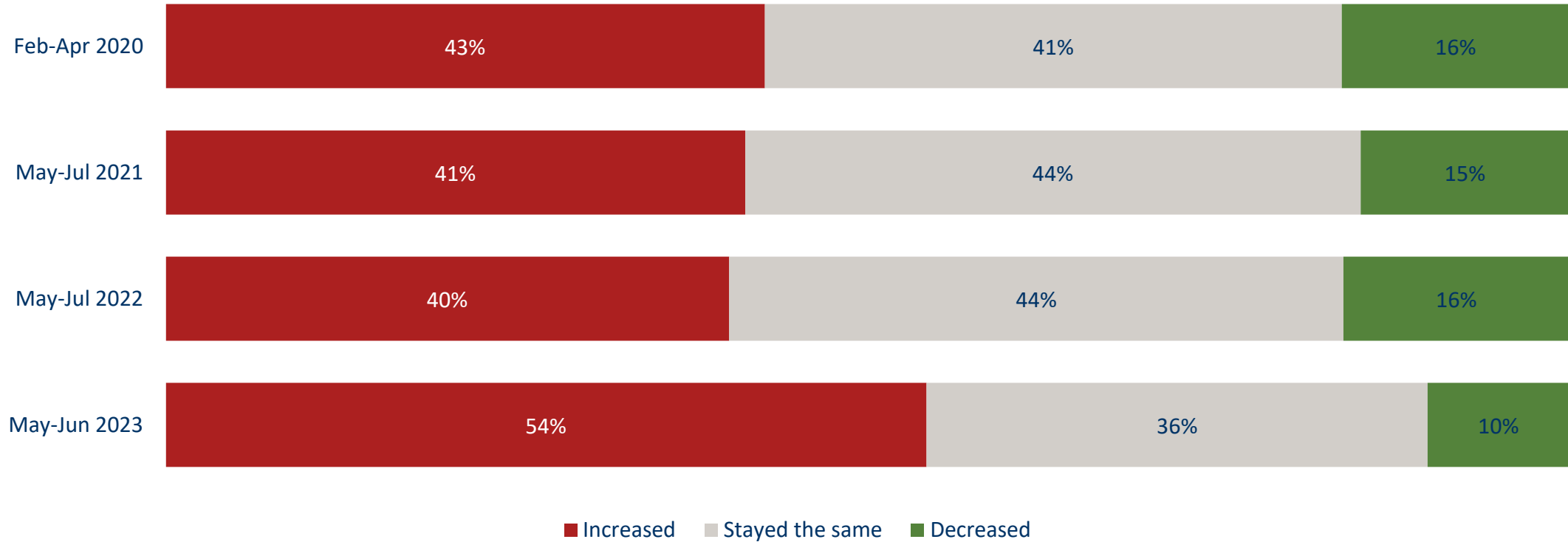
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2a. Advanis Crime Questions - OPS Only

In 2023, there has been a very large increase in the perceptions of citizens in OPS' jurisdictions of the **amount of crime**.

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

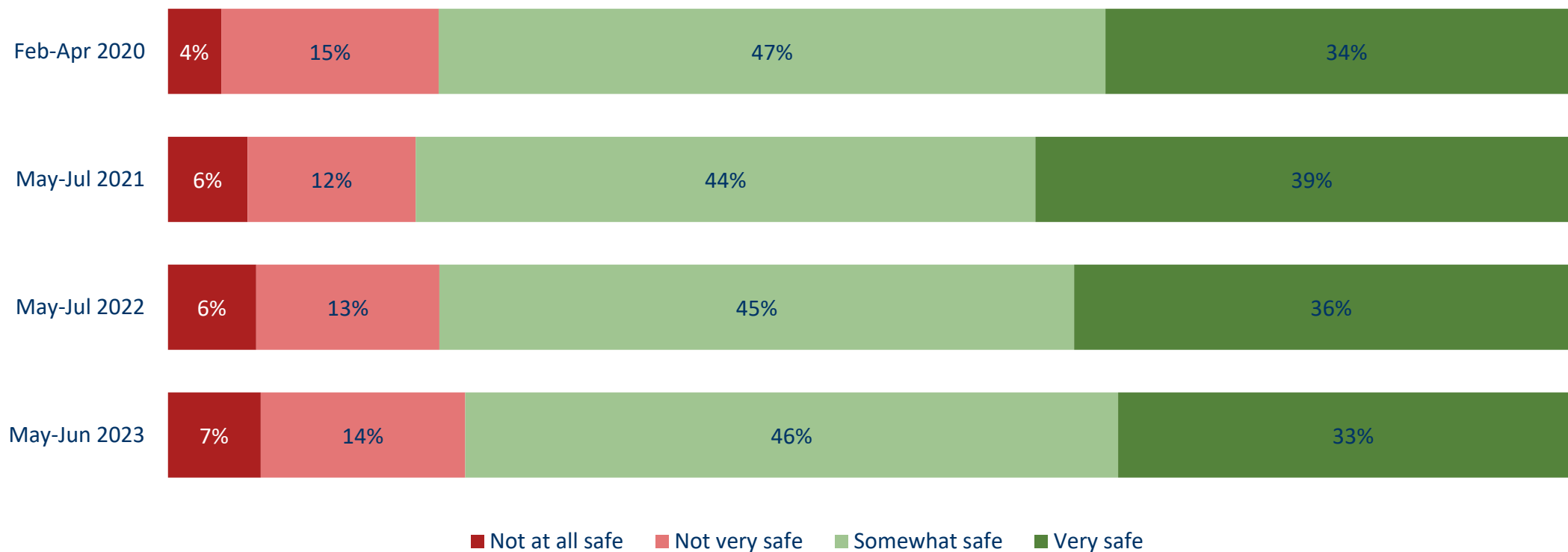


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However, there has been no change in the percentage of those in OPS' jurisdiction who feel unsafe walking alone in their community after dark.

How safe when walking alone in your community after dark

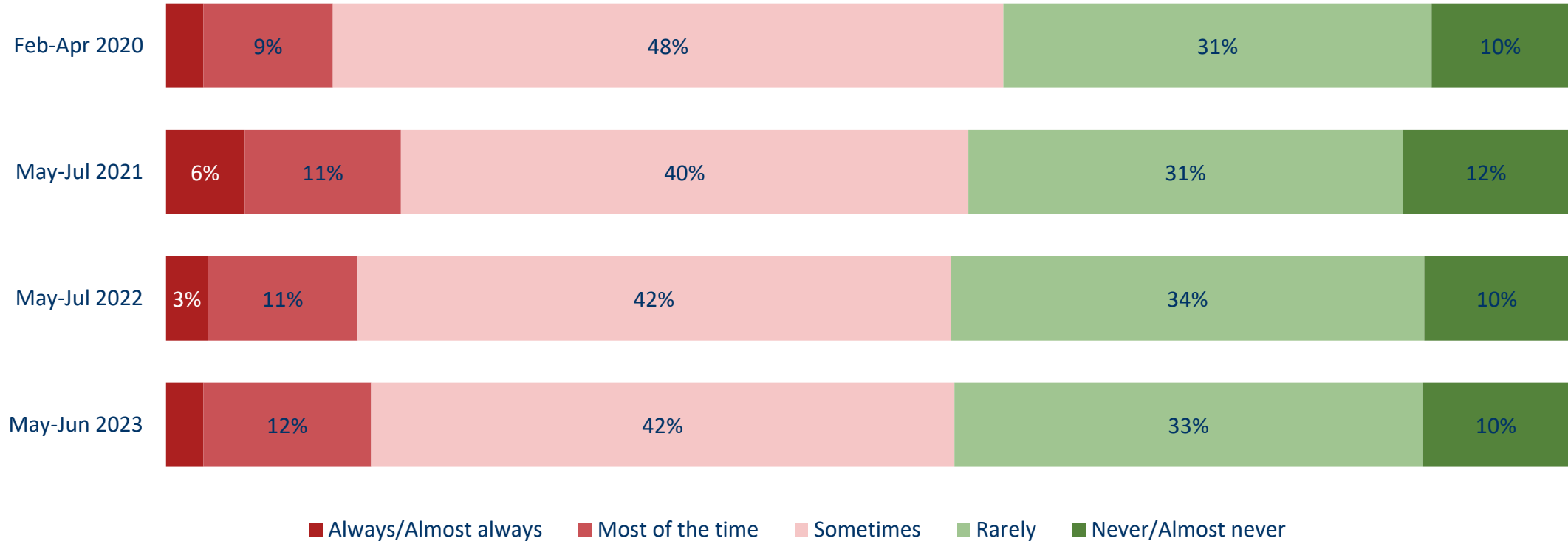


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There has also been no change in the percentage of citizens in OPS' jurisdiction who **worry about crime** *most of the time* or *always/almost always*.

How often worry about crime



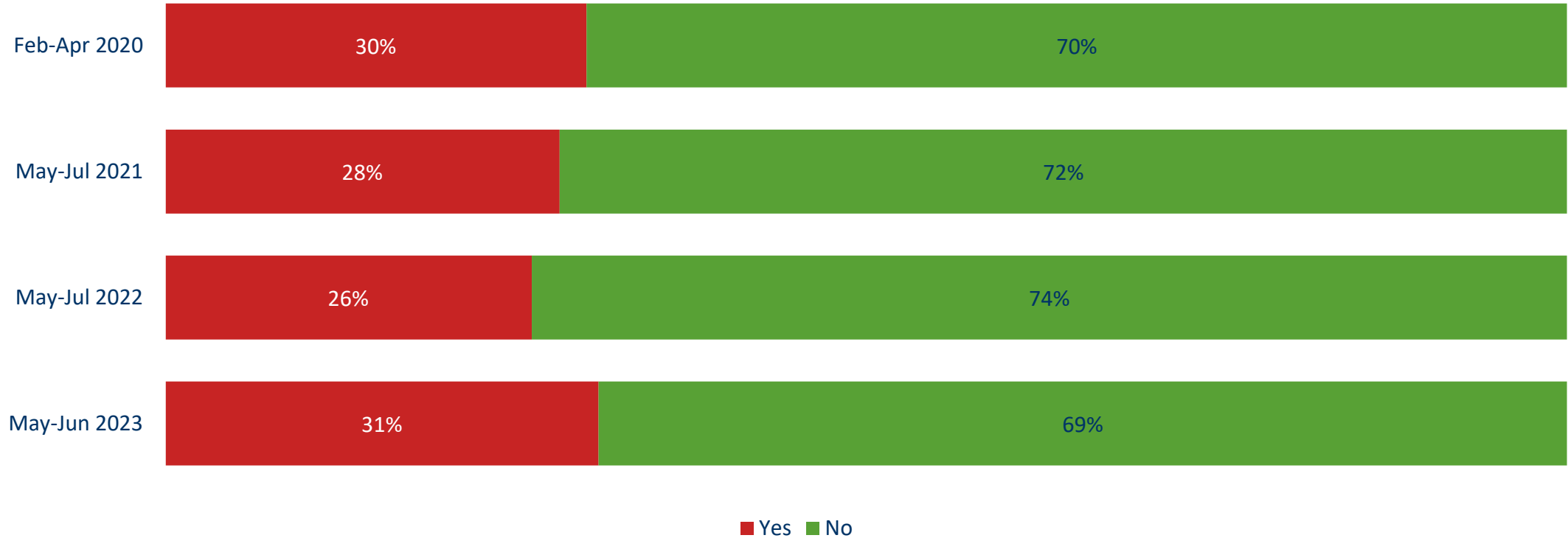
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31% of citizens in OPS' jurisdiction report that **someone in their household has been a victim** of personal, property, and/or financial crime in the past 12 months.

- Results are (statistically) the same in all three 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)



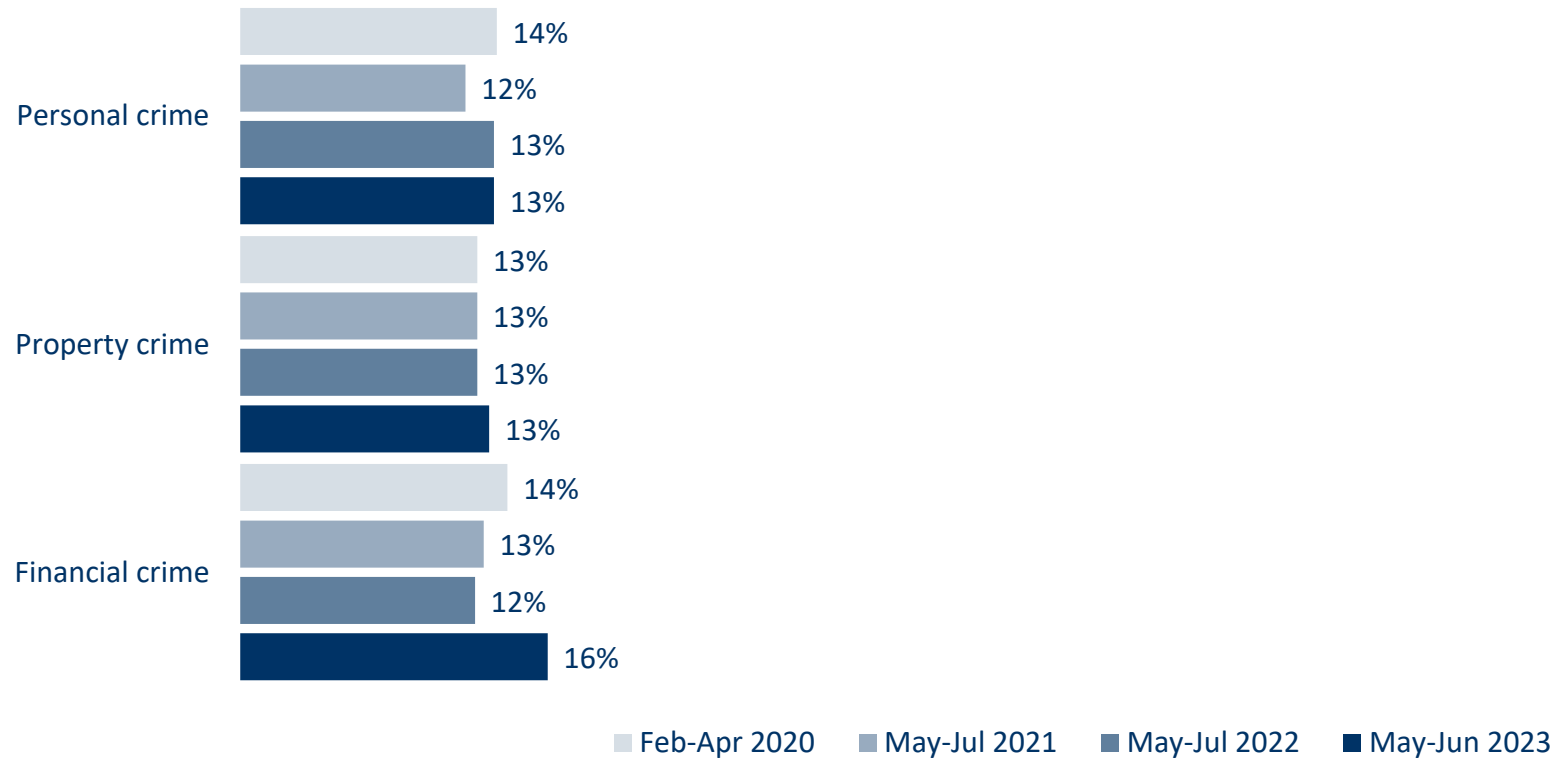
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The reported incidence of being a **victim of personal or property crime** has remained the same across the three years among OPS' citizens.

However, the incidence of being a **victim of financial crime** has increased in 2023.

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

2023

Only 30% of **financial crimes are reported** to the police, down from 46% last year.

About 60% of **personal and 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
Financial crime	50%*	41%	46%	30% ↓
	32	161	280	208
Personal crime	54%*	63%	67%	61%
	34	164	322	191
Property crime	63%	56%	60%	57%
	65	288	541	348

Did you report any instances of crime to the police?

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

*Caution, small base (<=50).

Arrow indicates statistically significant change at the 95% level.

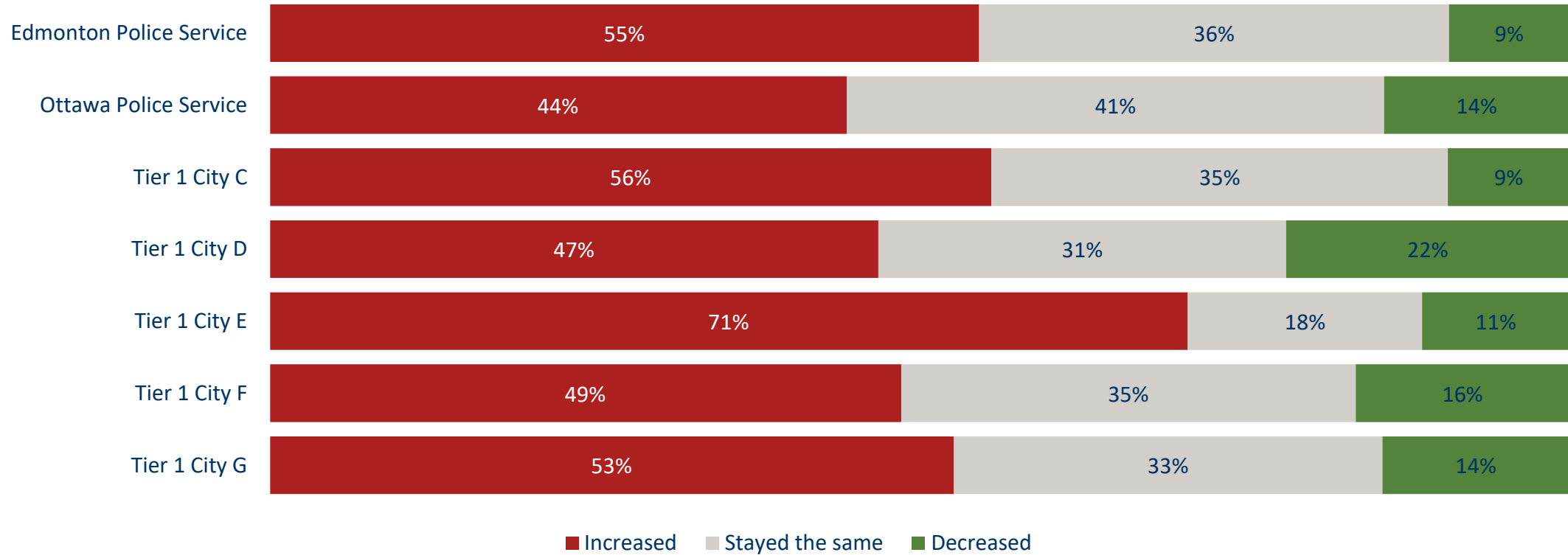
Statistical testing not performed when n<30 since statistical assumptions are not met.

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

In 2023, 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 five other cities (Edmonton, C, E, F, G); and
- just as likely as those in City D.

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



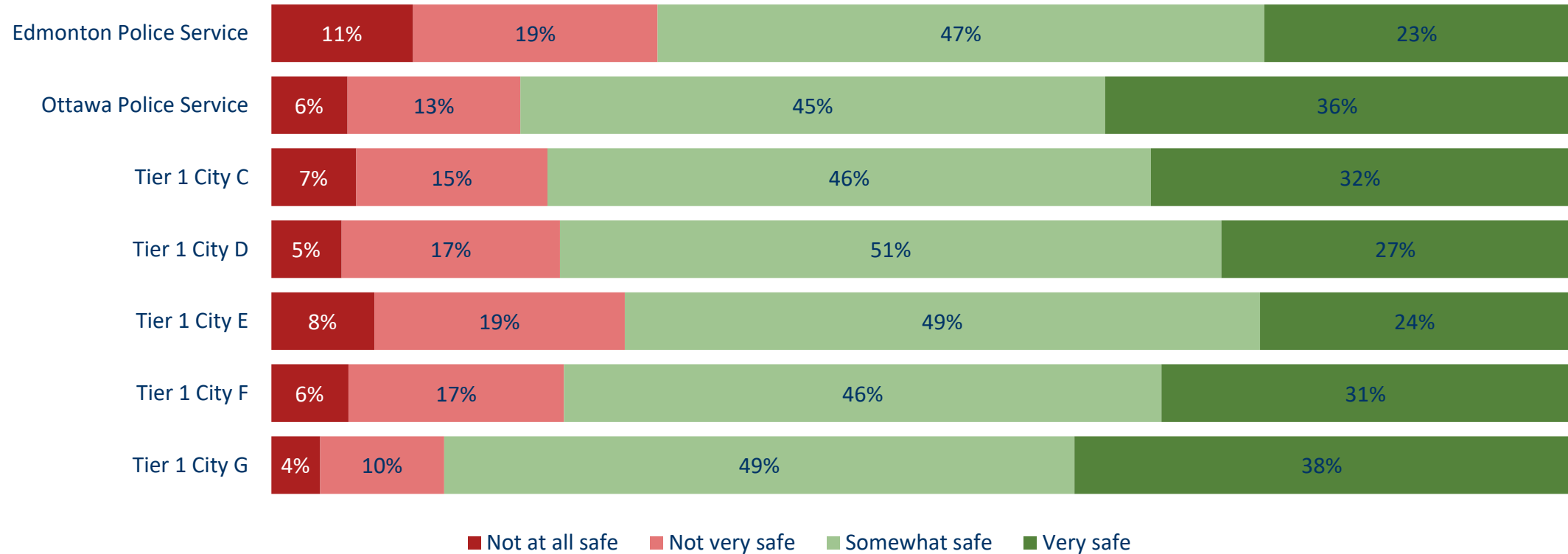
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In 2023, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

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

How safe when walking alone in your community after dark



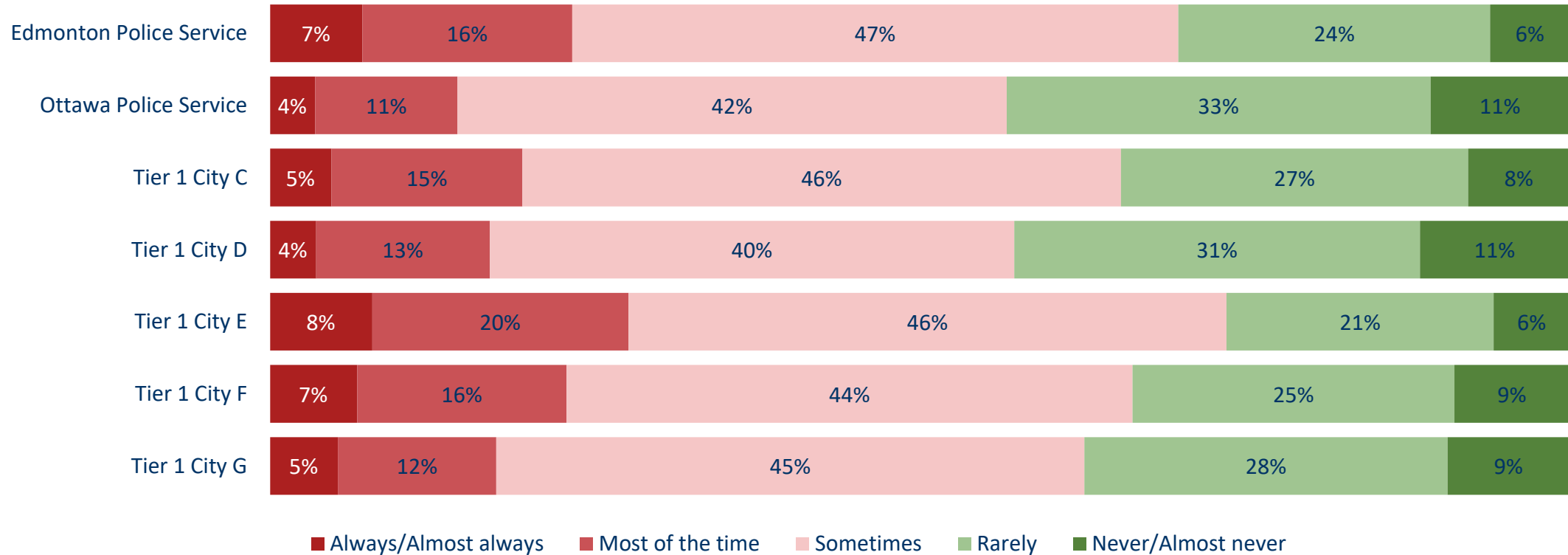
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In 2023, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

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

How often worry about crime



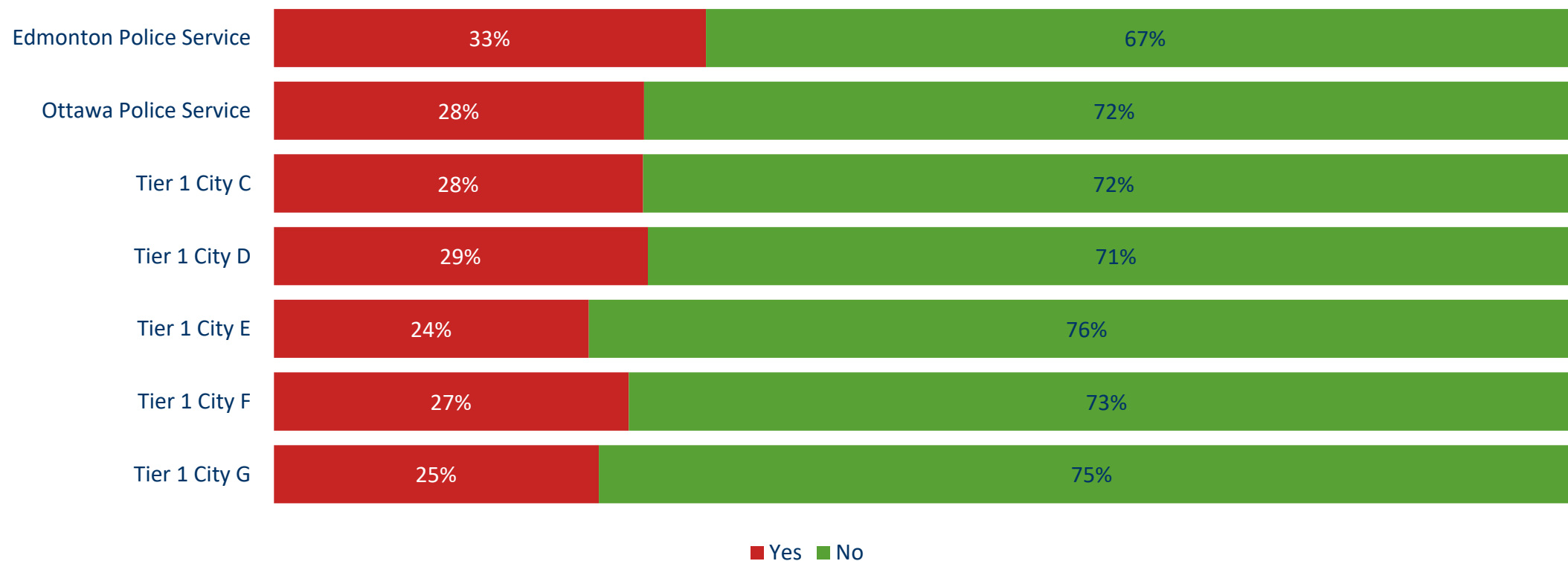
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In 2023, compared to other cities in Tier 1 (cities with populations of 900,000 or more), the **reported rate of victimization to any of the three crime types** in the OPS' jurisdiction is:

- higher than City E;
- the same as four cities (C, D, 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

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In 2023, 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	17%	13%	14%	11%	11%	13%	11%
	B C D E F G	D	D E G			D	
Property crime	19%	13%	16%	16%	12%	12%	12%
	B C D E F G		B E F	B E F			
Financial crime	13%	14%	11%	14%	12%	14%	12%
	C	C		C		C	

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: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, 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 2023, citizens in the OPS' jurisdiction who say they were victims of crime **report crime**:

- less often than victims in Edmonton and City G; and
- just as often as those cities C, D, E, and F.

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	71%	64%	67%	61%	73%	58%	79%
	B D F		F		D F		B D F
Property crime	64%	58%	67%	55%	61%	59%	68%
	B D		B D F				D
Financial crime	49%	40%	46%	43%	47%	42%	48%
	B						

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: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, 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

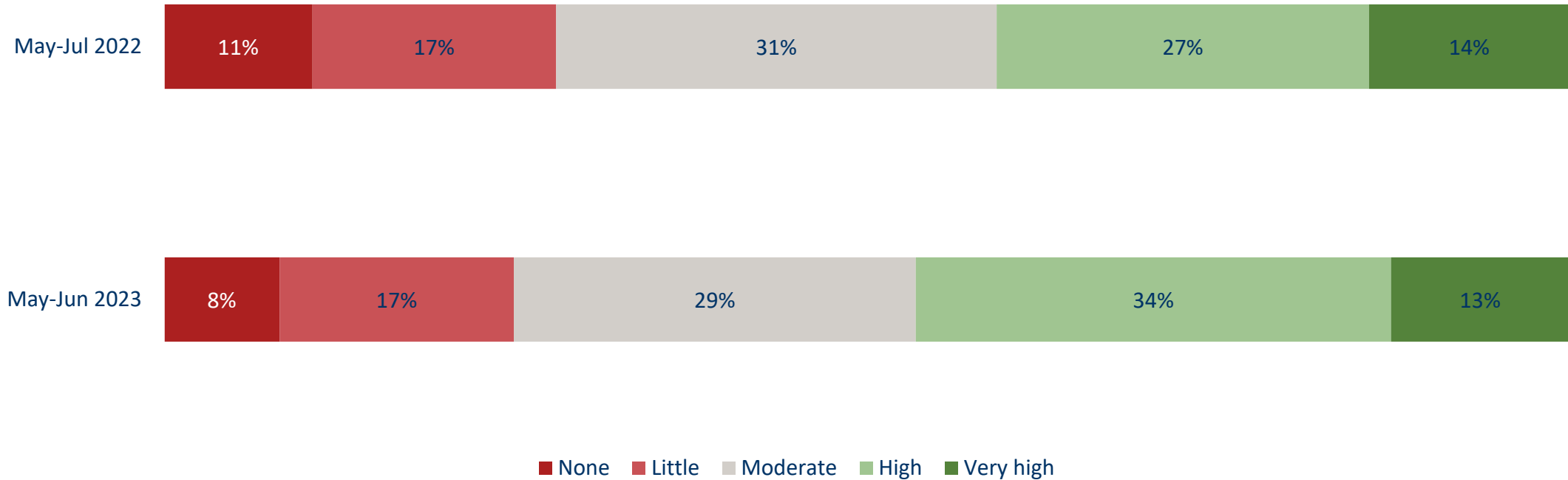
Upper case letters indicate significance at the 95% level.

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

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

In 2023, 46% of citizens in OPS' jurisdiction have a *high or very high level of trust* in OPS, up from 41% last year.

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



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

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

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 two-fifths of citizens name priorities related to each of operations and higher-level issues, training/education of the force, and related to specific crimes. About one-fifth of citizens suggest priorities that relate to specific crises.

In 2023, the top priority is related to **reforming the OPS**, though a lower percentage of citizens suggested it in 2023 than last year (35%, down from 48%).

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
OPS: Operations, high-level	44%	46%
HR: Training/Education	47%	47%
CRIM: Crimes	40%	47% ↑
CRIS: Crises	18%	22%
OPS Reform of the OPS (e.g., organizational change, new leadership, priority adjustment, disarming the police, reducing police roles, etc.)	48%	35% ↓
OPS Improve communication/listen to citizens/community engagement/outreach/restoring public trust/school programs	23%	28%
OPS Funding/Improve current spending practices	12%	11%
OPS Increase accountability	6%	6%
OPS Faster response	3%	1%
HR Improving police members (e.g., less aggressive, more respectful, professional, knowledgeable, better hiring procedures, etc.)	26%	26%
HR Training/education (other than mental health or EDI)	8%	16% ↑
HR Equality, diversity and inclusion (EDI) hiring and training	19%	15%
HR Mental health training for police/more funding for mental health	11%	13%
.../continued on next slide		

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 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

Arrow indicates statistically significant change at the 95% level.

.../continued

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
.../continued from previous slide		
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%
CRIM Gangs/gang violence	7%	9%
CRIM Personal crime (results in physical or mental harm to a person, like assault, abuse, kidnapping, sex crimes)	5%	7%
CRIM Guns/firearms trafficking	7%	7%
CRIM Property crime (deprives a person of the use or enjoyment of property, like theft, vandalism)	4%	7%
CRIM Traffic enforcement/speeding	5%	7%
CRIM Financial crime (deception or fraud for financial gain, like blackmail, embezzlement, cybercrime)	2%	4%
CRIS Drugs/opioid crisis	8%	9%
CRIS Homelessness	3%	9% ↑
CRIS Comments about Protests (e.g., Freedom Convoy)	9%	6%
Other	5%	5%
Don't know/NA	1%	1%

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 years?

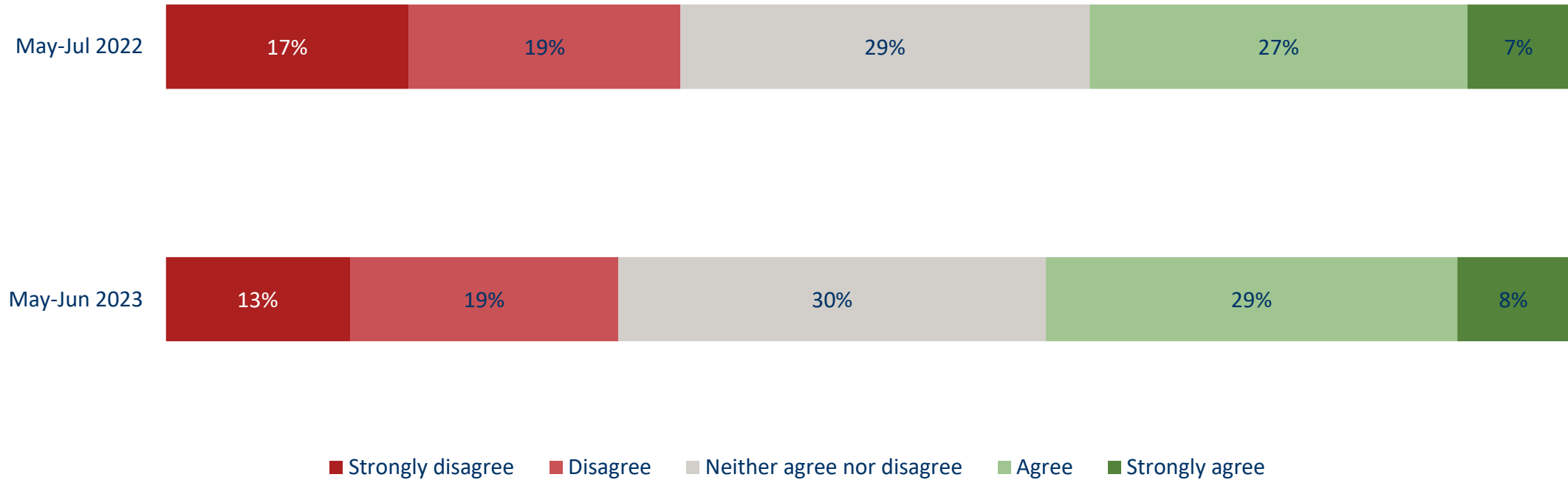
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

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

Arrow indicates statistically significant change at the 95% level.

In 2023, 37% of citizens in OPS' jurisdiction *agree* or *strongly agree* that OPS is **sensitive to the needs of different cultures**, on par with last year.

OPS is sensitive to the needs of different cultures



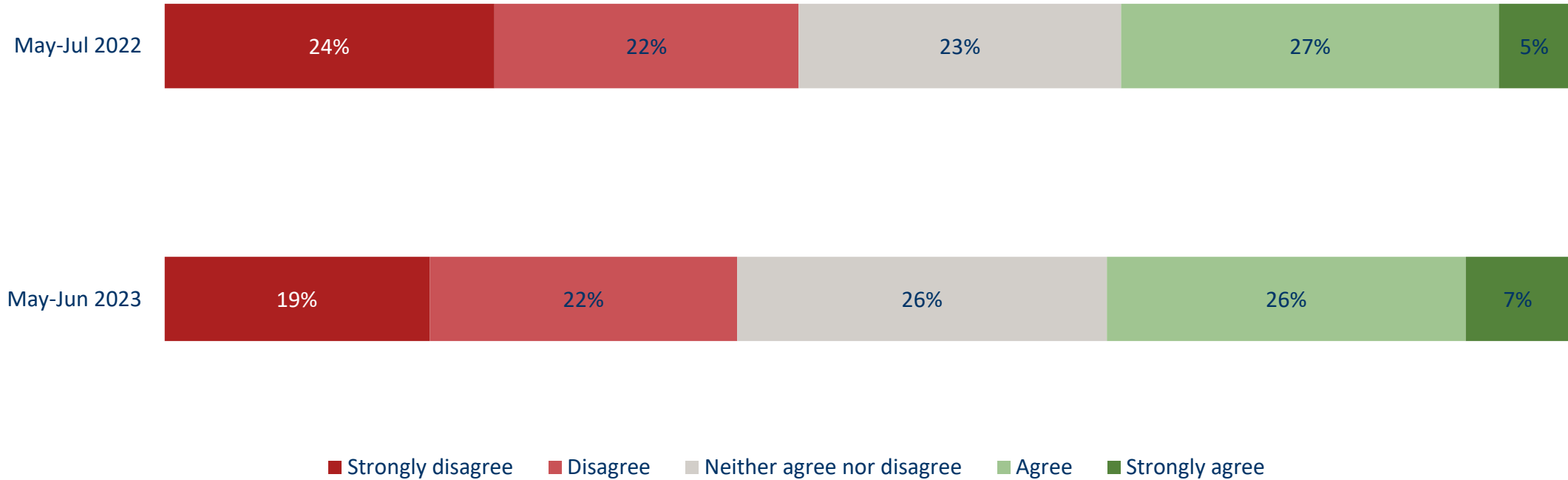
OPS is sensitive to the needs of different cultures

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

In 2023, 33% of citizens in OPS' jurisdiction *agree* or *strongly agree* that OPS is **sensitive to the needs of individuals suffering from mental health issues**, on par with last year.

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



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

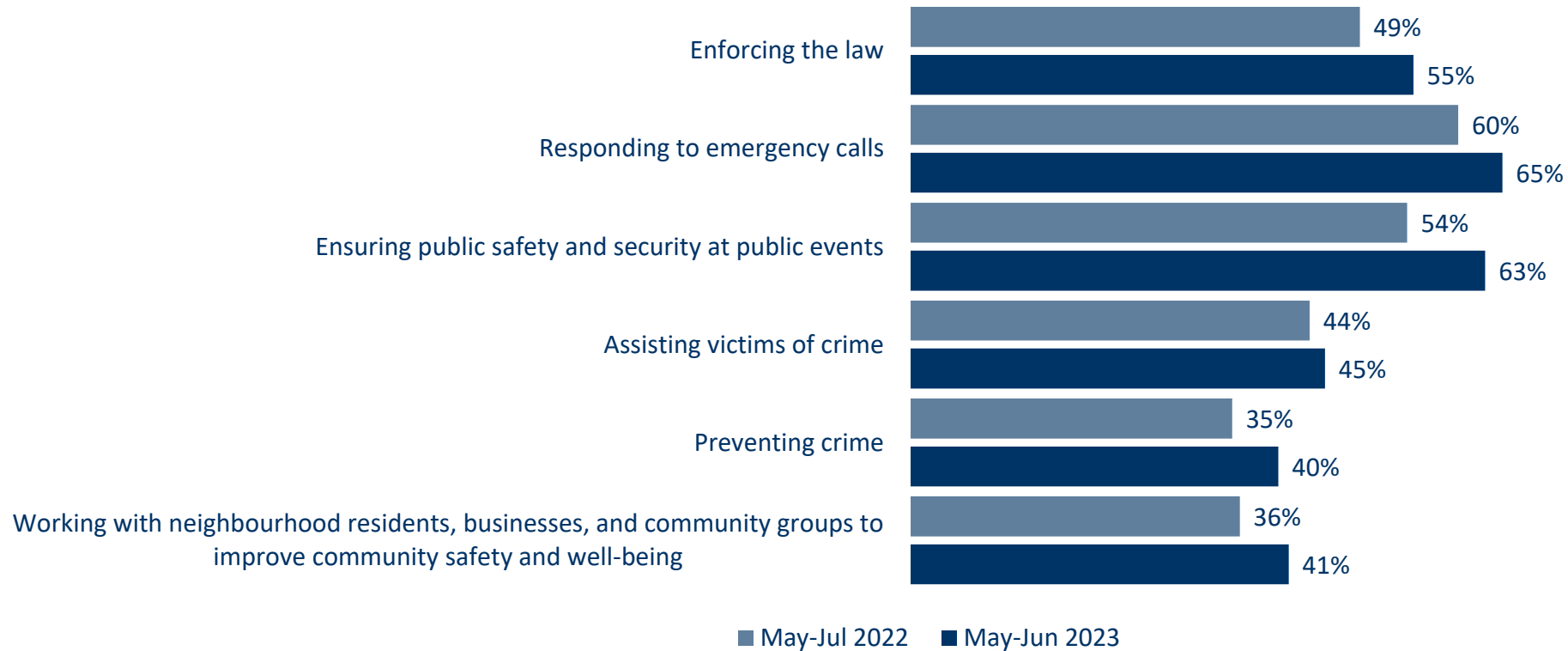
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023

There are two (statistical) differences between the ratings of OPS citizens last year and this year.

- 55% of OPS citizens think that OPS is *good* or *very good* at **enforcing the law**, up from 49% in 2022.
- 63% think that OPS is *good* or *very good* at **ensuring public safety and security at public events**, up from 54% last year.

Ratings by "statement" follow the same rank order in 2023 as last year.

NET Good/Very Good Performance of the OPS



NET Good/Very good performance of the OPS

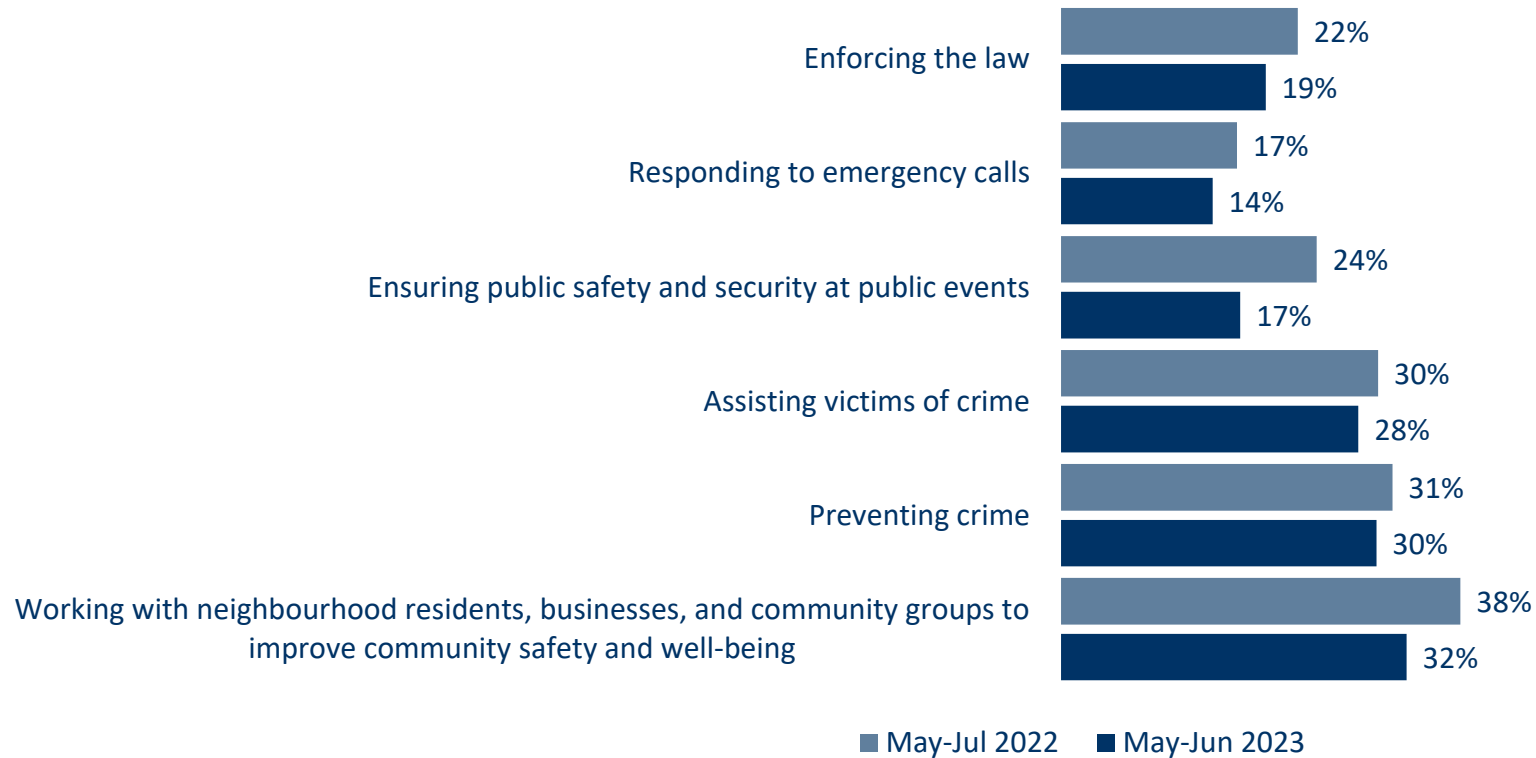
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

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

Working with public stakeholders, preventing crime, and assisting victim remains the top three areas of concern in 2023.

Improvement: Citizens are *less* likely to say that OPS is doing a *poor* or *very poor* job of **ensuring public safety and security at public events** this year.

NET Poor/Very Poor Performance of the OPS



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

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
NET heterosexual	83%	82%
NET Not heterosexual	17%	18%
Heterosexual	83%	82%
Bisexual	6%	5%
Gay	2%	4%
Pansexual	2%	1%
Queer	2%	3% ↑
Lesbian	1%	2%
Asexual	1%	1%
Questioning	1%	1%
Two-spirit	1%	1%
Base	1465	1086

Which of the following best describes your sexual orientation?

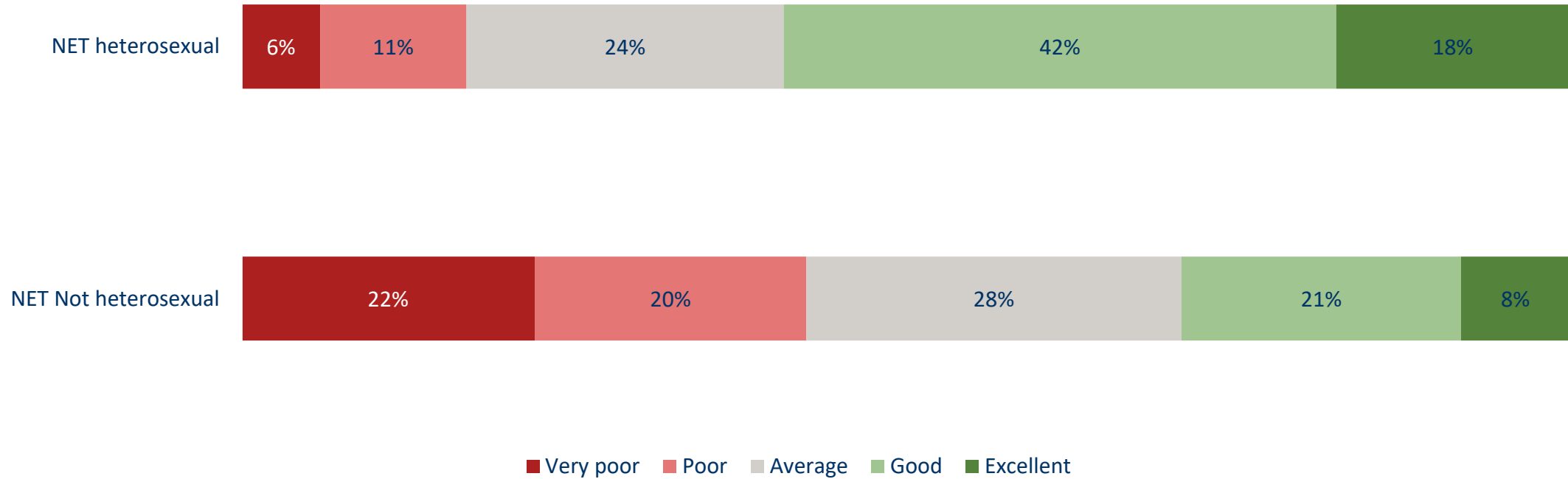
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

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

Arrow indicates statistically significant change at the 95% level.

In 2023, it remains the case that heterosexuals are *more likely* than non-heterosexuals to say that **OPS is doing an *excellent or good* job.**

Overall job of police in your community



your community are doing? : Taking everything into account, how good a job do you think the police in:
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 2023

Within each sub-group, the only change from 2022 is that heterosexuals are *less likely* to say that OPS does a *very poor* job of policing in the community.

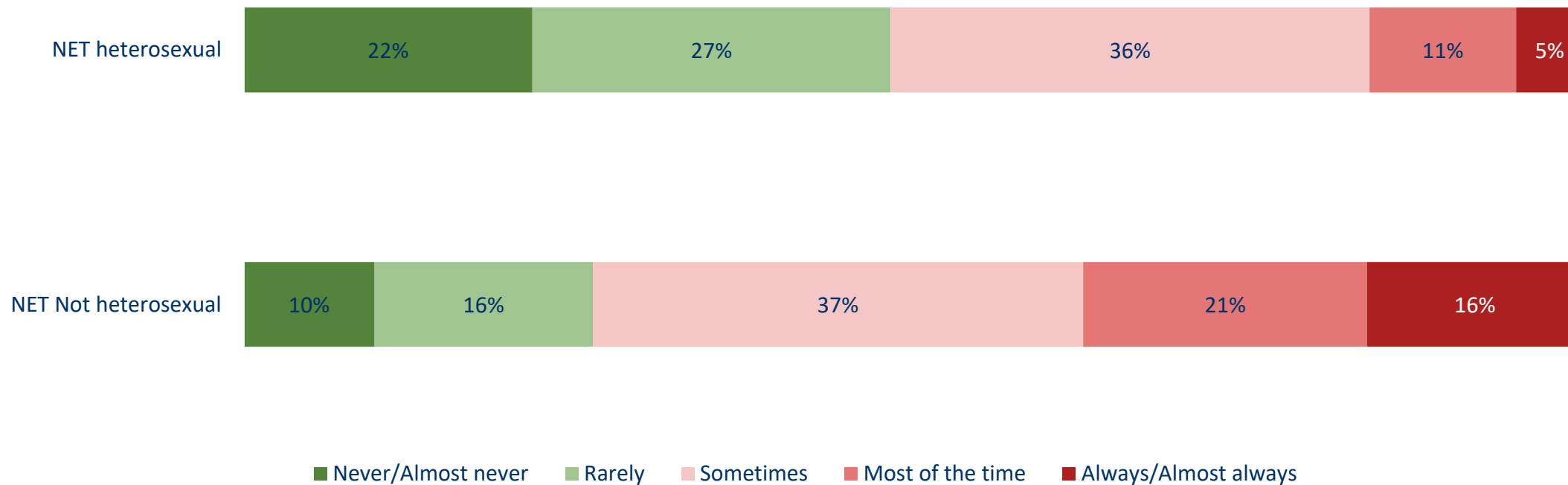
There are no *statistical* differences from 2022 to 2023 among non-heterosexuals; however, there is a nominal decline in the percentage of non-heterosexuals who say that OPS is doing a *poor/very poor* job. This result is something to watch in 2024 to see if it becomes a *statistical* improvement.

Overall job of police in your community				
	NET heterosexual		NET Not heterosexual	
	May-Jul 2022	May-Jun 2023	May-Jul 2022	May-Jun 2023
Excellent/Good	53%	59%	28%	29%
Average	25%	24%	21%	28%
Poor/Very poor	22%	17%	51%	43%
Very poor	10%	6% ↓	26%	22%
Poor	13%	11%	25%	20%
Average	25%	24%	21%	28%
Good	37%	42%	20%	21%
Excellent	16%	18%	9%	8%
Base	1204	909	189	139

your community are doing? : Taking everything into account, how good a job do you think the police in:
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
Arrow indicates statistically significant change at the 95% level.
Statistical testing not performed when n<30 since statistical assumptions are not met.

In 2023, it also remains the case that non-heterosexuals are *more likely* than heterosexuals to say that **OPS exceeds its authority** *always/almost always* and *most of the time*.

Exceed their authority



About how often would you say that the police in your community 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: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023

Within each sub-group, the only change from 2022 is that heterosexuals are *more likely* to say that **OPS exceeds its authority *never/rarely***.

There are no *statistical* differences from 2022 to 2023 among non-heterosexuals; however, there is a nominal decline in the percentage of non-heterosexuals who say that OPS exceeds its authority *always/almost always/most of the time*. This result is something to watch in 2024 to see if it becomes a *statistical* improvement.

Exceed their authority				
	NET heterosexual		NET Not heterosexual	
	May-Jul 2022	May-Jun 2023	May-Jul 2022	May-Jun 2023
Always/Almost always/Most of the time	17%	14%	42%	31%
Sometimes	39%	31%	31%	43%
Never/Rarely	43%	55%	26%	26%
Never/Almost never	18%	26%	9%	11%
Rarely	25%	29%	17%	15%
Sometimes	39%	31%	31%	43%
Most of the time	11%	11%	24%	18%
Always/Almost always	6%	4%	19%	13%
Base	943	713	164	121

About how often would you say that the police in your community exceed their authority?

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

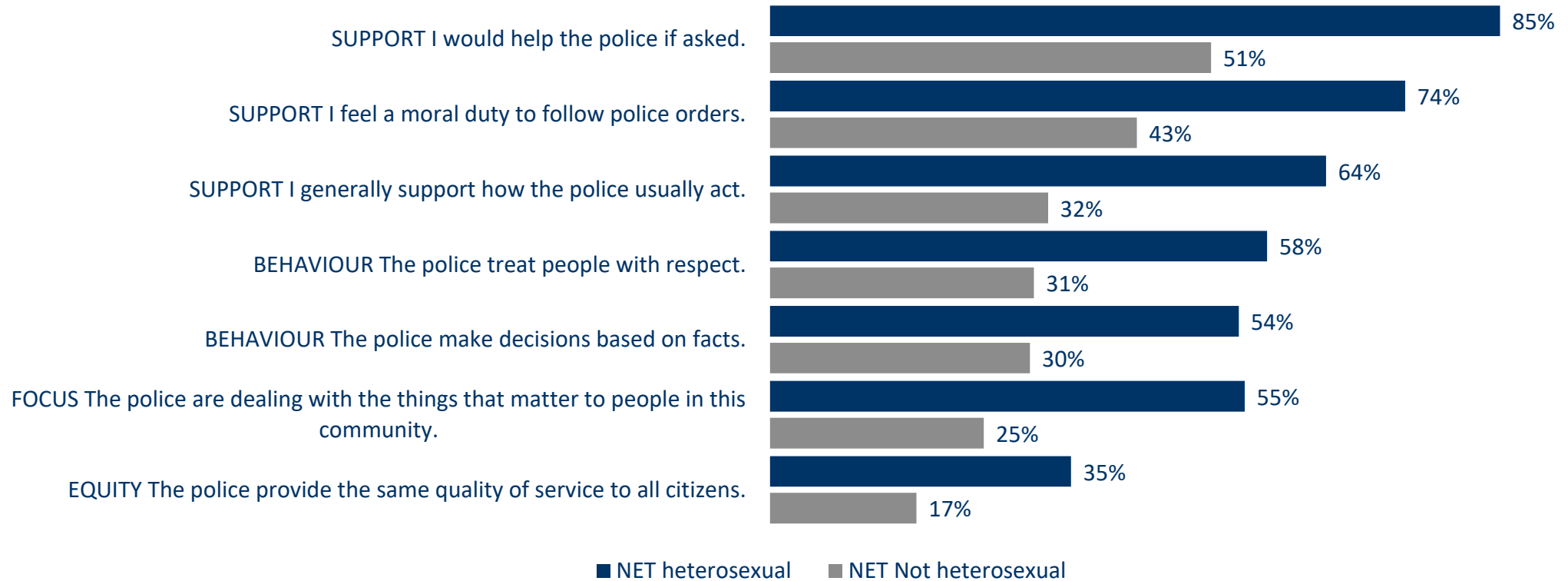
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023

Arrow indicates statistically significant change at the 95% level.

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

Finally, it is still the case in 2023 that non-heterosexuals are *less likely* than heterosexuals to *agree* or *strongly agree* with the **statements about OPS**.

NET Agree or Strongly Agree with statements about OPS



(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, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023

Within each sub-group, the only change from 2022 is that heterosexuals are *more likely* to agree that OPS **makes decisions based on facts**.

There are no *statistical* differences from 2022 to 2023 among non-heterosexuals; however, there are some nominal increases in the percentage of non-heterosexuals who agree that they **would help the police if asked** and **feel a moral duty to follow police orders** and that OPS **treats people with respect**. These results are worth watching in 2024 to see if they become *statistical* improvements.

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

(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, Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023

*Caution, small base (<=50).

Arrow indicates statistically significant change at the 95% level.

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

Disabilities

One-quarter of citizens in OPS' jurisdiction indicate that 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
NET No disability	75%	74%
NET Has one or more disabilities	25%	26%
Psychological	10%	8%
Mobility	8%	9%
Hearing	5%	5%
Learning	4%	6% ↑
Memory	4%	5%
Seeing	3%	3%
Agility	3%	4%
Speech	1%	2%
Developmental	1%	2%
None of the above	75%	74%
Base	1581	1296

Do you consider yourself to be a person with any of the following disabilities?

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

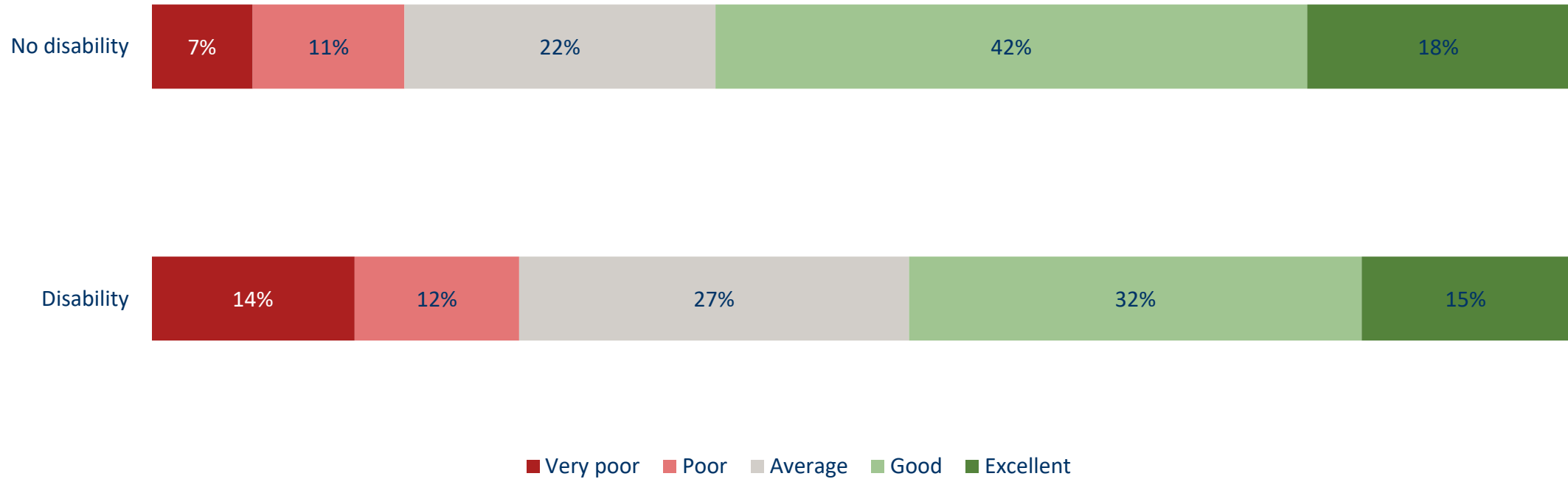
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Arrow indicates statistically significant change at the 95% level.

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

In 2023, it remains the case that those with a disability are more likely than those without to say that **OPS is doing a very poor job**.

Overall job of police in your community



your community are doing? : Taking everything into account, how good a job do you think the police in:

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 2023, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Within each sub-group, the only change from 2022 is that those without a disability are more likely to say that OPS does an *excellent* or *good* job of policing in the community.

Overall job of police in your community				
	No disability		Disability	
	May-Jul 2022	May-Jun 2023	May-Jul 2022	May-Jun 2023
Excellent/Good	53%	60% ↑	51%	47%
Average	25%	22%	19%	27%
Poor/Very poor	23%	18%	30%	26%
Very poor	10%	7%	16%	14%
Poor	13%	11%	13%	12%
Average	25%	22%	19%	27%
Good	36%	42%	34%	32%
Excellent	16%	18%	17%	15%
Base	1232	978	275	265

your community are doing? : Taking everything into account, how good a job do you think the police in:

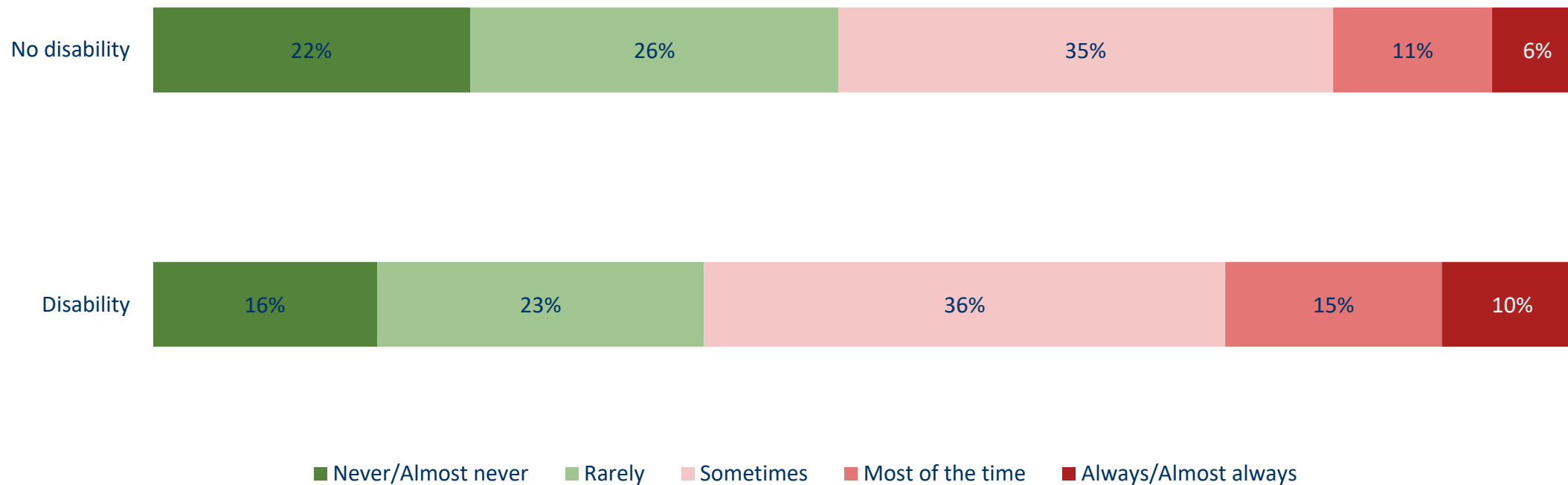
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization

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

Arrow indicates statistically significant change at the 95% level.

In 2023, it also remains the case that those with a disability are more likely than those without to say that **OPS exceeds its authority** *always/almost always* or *most of the time*.

Exceed their authority



About how often would you say that the police in your community 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-Jul 2022, May-Jun 2023, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Within each sub-group, there are many changes from 2022 among those without a disability. In particular, they are more likely to say that **OPS exceeds its authority *never/rarely***.

There are no statistical differences from 2022 to 2023 among those with a disability; however, there is a nominal decline in the percentage of those who say that OPS exceeds its authority always/almost always. This result is something to watch in 2024 to see if it becomes a statistical improvement.

Exceed their authority				
	No disability		Disability	
	May-Jul 2022	May-Jun 2023	May-Jul 2022	May-Jun 2023
Always/Almost always/Most of the time	20%	14%	26%	23%
		↓		
Sometimes	39%	30%	36%	37%
		↓		
Never/Rarely	42%	56%	38%	39%
		↑		
Never/Almost never	18%	28%	16%	16%
		↑		
Rarely	24%	28%	22%	24%
Sometimes	39%	30%	36%	37%
		↓		
Most of the time	13%	9%	14%	16%
Always/Almost always	7%	5%	12%	7%
Base	961	752	235	214

About how often would you say that the police in your community exceed their authority?

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

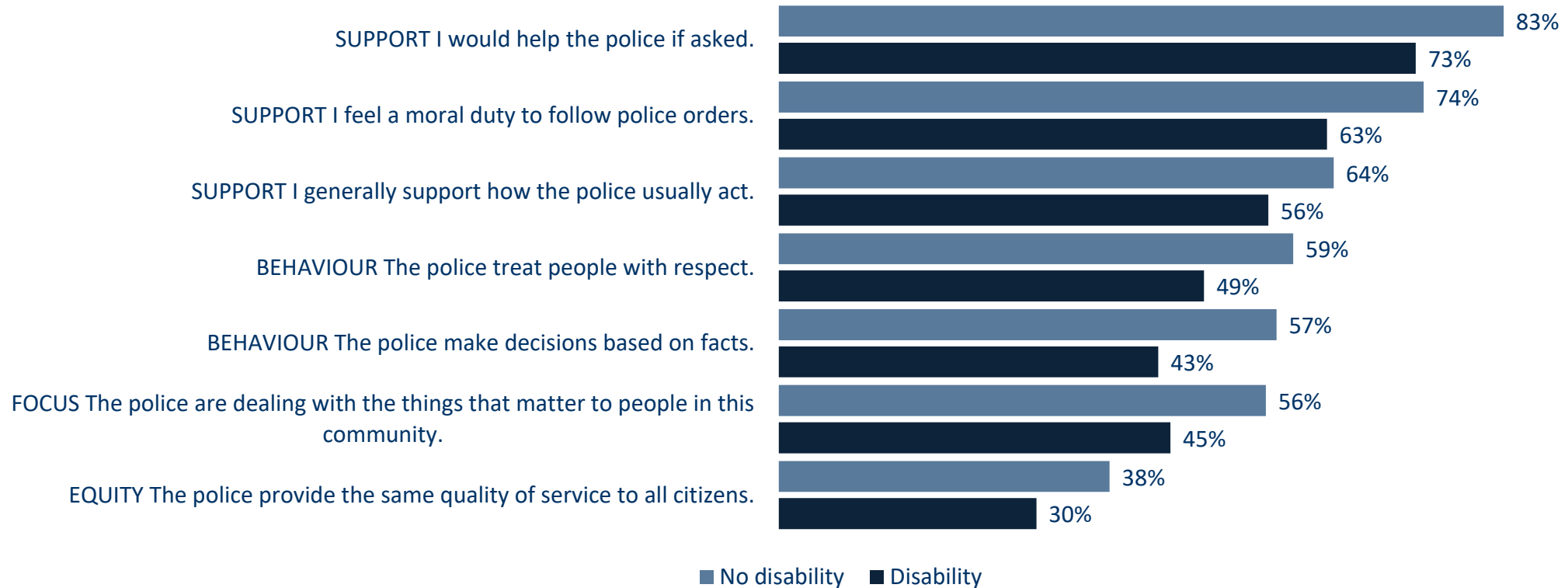
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Arrow indicates statistically significant change at the 95% level.

Finally, in 2022, there was only one difference between those with and without a disability on the following **statements about OPS**.

However, in 2023, those with a disability are *less* likely than those without to *agree* or *strongly agree* on all seven statements.

NET Agree or Strongly Agree with statements about OPS



(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, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Within each sub-group, the change from 2022 is that, among those without a disability, in 2023, they are more likely to agree with five out of the seven statements.

There are no statistical differences from 2022 to 2023 among those with a disability; however, there are some nominal *decreases* in the percentage who agree that they **feel a moral duty to follow police orders** and **generally support how the police usually act** and that **OPS treats people with respect**. These results are worth watching in 2024 to see if they become statistical improvements.

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

(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, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Arrow indicates statistically significant change at the 95% level.

Demographics – OPS and Large City Police Services

- For detailed demographic tables, please see the end of this report online here: [Advanis Police Service Benchmarks 2023: 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 2023: 20,176 Canada-wide and 1,423 for OPS*
 - *Canada-wide results accurate to within +/- 0.7% and OPS +/- 2.6%, both 19 times out of 20*
- *May-June 2022: 21,682 Canada-wide and 2,232 for OPS*
 - *Canada-wide results accurate to within +/- 0.7% and OPS +/- 2.1%, both 19 times out of 20*
- *May-July 2021: 19,461 Canada-wide and 1,338 for OPS*
 - *Canada-wide results accurate to within +/- 0.7% and OPS +/- 2.7%, both 19 times out of 20*
- *February to April 2020: 17,604 Canada-wide and 624 for OPS (before OPS subscribed)*
 - *Canada-wide results accurate to within +/- 0.7% and OPS +/- 3.9%, both 19 times out of 20*
- *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.

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



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