



# Consultation Highlights

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OPSB Strategic Plan | 25 August 2023

The Ottawa Police logo, featuring the word "OTTAWA" in a small, blue, sans-serif font above the word "POLICE" in a larger, bold, blue, sans-serif font. The "O" in "POLICE" is stylized with a circular graphic element.

OTTAWA  
**POLICE**

# BACKGROUND

**May 2023:** Board directed and approved consultation and information gathering strategy.

The plan was designed to:

- Align with **legislative requirements**.
- Understand **policing needs**  
(Community/Members)
- Inform the development of **strategic priorities**



# APPROACH



**Inclusive Data Collection:** Thorough information gathering from a wide range of perspectives across various languages and platforms.

**Leadership Connections:** Personalized discussions between Chair and Chief with community members, Councillors, and stakeholders.

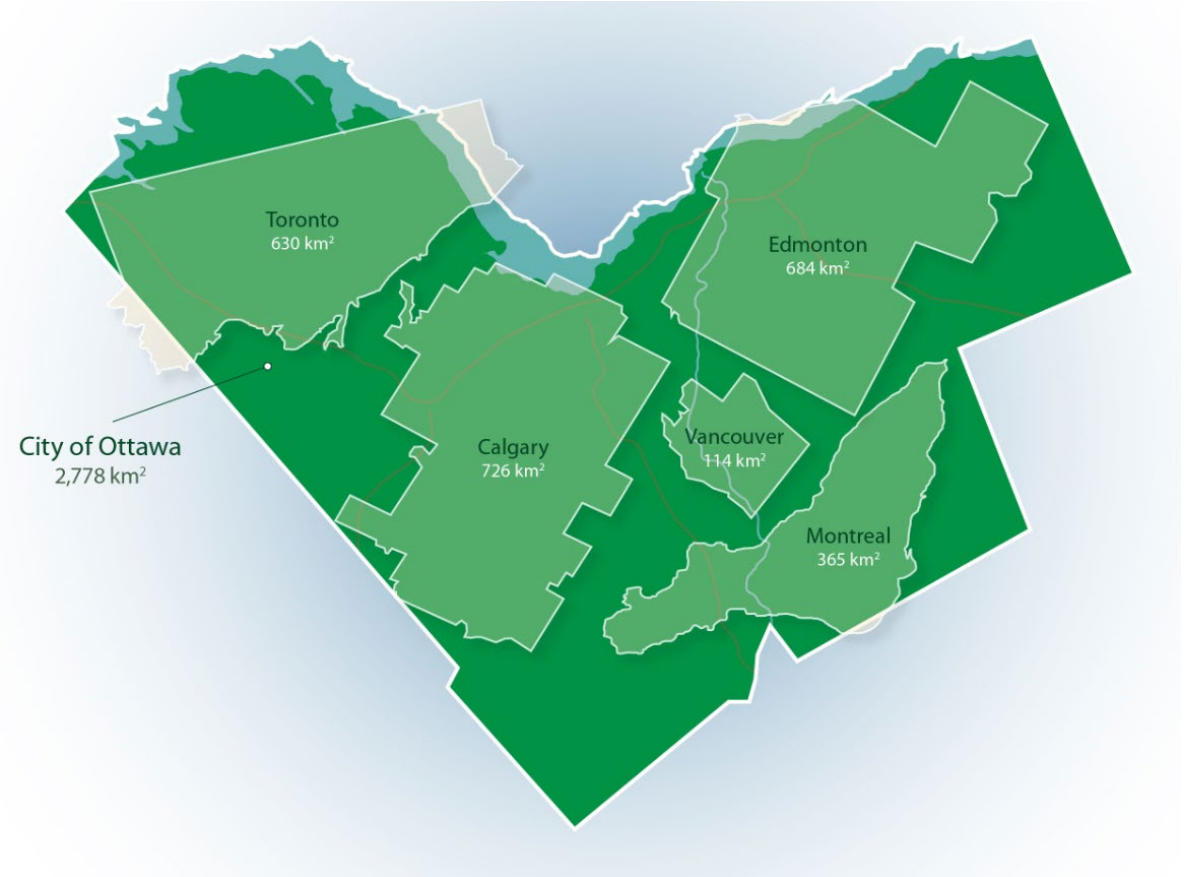
**Community-Centric Engagement:** Fulsome outreach involving meetings, dialogues, and needs surveys.

**Comprehensive Involvement:** Thoughtful inclusion of Internal member input through direct interactions, focus groups, and surveys.

**Data-Driven Insights:** Explored community and policing statistics/ benchmarks.

**Environmental Scan:** Analysis of the current landscape and identifying trends to inform strategic decisions.

- **Population:** 4th largest city: 1M+ residents; 419K households
- **Diversity:** 1/3 Ottawa residents identify as visible minorities
- **Education:** Highly educated population, 37% higher than the Ontario average
- **Income:** Household income is 16% higher than the Ontario median. Nearly 9% of households are under the low-income measurement and growing.



Data collected randomly from Canadians between 2020 and 2023 (Ottawa Sample n=1,423)

## Highlights:

- The **overall perception** of the OPS is not statistically different this year, with 57% of participants reporting that the OPS is doing a good job
- Perception that police are doing a poor job declined to 17% from 22% in 2022
- Perceptions that police **treat people with respect** increased by four percent to 59%
- The belief that police provide everyone with the same **quality of service** increased from 35% to 39%.
- Very large increase in the perception of the **amount of crime** has risen, with 54% (up from 40% in 2022)

# COMMUNITY NEEDS SURVEY



An unscientific survey offered in multiple languages online (Ottawa sample n= 3,100) provided a platform for broad public input

## Highlights:

- Two-thirds of respondents have **moderate to high trust** in the police, an increase compared to 2020
- How to continue rebuilding trust: Tailored service delivery model, increased staffing, greater visibility, and accountability.
- **Safety concerns:** Mental health, child safety, street violence, violence against women
- **Policing Priorities:** Mental health response, Community Policing, Traffic safety

# COMMUNITY OUTREACH



OPS members regularly connect with residents to develop relationships through community events, targeted outreach, and one-on-one engagements.

## Safety Concerns

- Drug usage and dealing, and related violence
- Property crimes and vandalism
- Human trafficking and apartment takeovers
- Mental health of young people
- Violent incidents involving youth
- Hate crimes/ safety at religious institutions
- Traffic issues

## Policing priorities

- Increased presence, visibility and a proactive approach
- ByWard Market Safety
- Strengthen community policing/ giving back
- Youth strategy to build positive relationships with police
- Foster a greater understanding of policing practices

# MAYOR & COUNCILLORS SURVEY



In July 2023, OPS surveyed Mayor and Councillors (Sample n=13) on community safety, service quality, public trust and investments.

## Highlights:

- Most respondents had moderate to high levels of **trust** in the police (10/13).
- Nine of 13 Councillors reported the **quality of service** has increased over the past three years.
- Most respondents (10/13) believe **crime has increased** over the past three years.

**Safety concerns:** Road safety, gang-related and gender-based violence, car thefts, and social disorder.

**Policing Priorities:** Road safety and traffic enforcement, alternative mental health response, increased presence and visibility, community engagement and street violence.



# MEMBER NEEDS SURVEY



In July 2023, OPS launched an internal member needs survey to gather perspectives of sworn and civilian members (Sample n=581).

## Highlights:

- Job satisfaction continues to decline, falling 16% since 2018
- OPS members want more professional development opportunities
- Most members find their work rewarding and feel supported,
- Strong team spirit is localized in units, less organizationally.
- Employee health and wellness remain a priority
- Members feel the organization should deliver better service/value

**Member Concerns:** Staffing, workforce management, leadership culture, equipment and supports

**Member Priorities:** Workforce management, Staffing, Wellness/Internal Culture

# ENVIRONMENTAL SCAN



## Community Engagement & Social Responsibilities

Embracing principles of **reconciliation, equity, diversity, and inclusion.**

Collaborating across sectors to address homelessness, mental health, and substance addiction challenges.

## Local Safety Priorities & Concerns

**Road Safety** Promoting safe streets through partnerships and enforcement.

### Victim-centred Approach

**Gender-based violence:** Collaborates with Violence Against Women community.

## Technology & Operational Excellence

Technology's changing **impact on operations and crime.**

Capable talent development, wellness, and performance excellence.

## Resource Allocation & Financial Strategy

**Public expectations** for police training, response, and outcomes require advanced equipment and practical training.

**Budget priorities** demand for "value for money" decisions

## Global Dynamics & Challenges

Conflicts and **calls for accountability.**

Waning public trust, mental health concerns, and addiction issues.

Rapid technological advancements.

The Environmental Scan 2023 aligns with evolving policing and societal changes. It provides an overview of factors shaping policing in Ottawa, encompassing Political, Economic, Social, Technological, Legislative, Environmental, Global, and Operational dimensions



# POLICE STATISTICS



## Current trends (YTD)

- Reported **crime** is rising by +8%
- More **violent offences** like shootings (47)
- **Property crime** up +11%
- **Motor Vehicle Theft** has risen +16%
- **Traffic complaints** +9%
- Reported **Collisions** +35%
- Reported **hate incidents** (criminal & non-criminal) +13%
- **Call volume** and complexity (time on call) are rising.

### Officers per Population

Ontario Municipalities  
serving +100,000  
population

4<sup>th</sup> lowest

### Crime Severity Index

Ontario police agencies  
serving

+100,000 population

5<sup>th</sup> lowest

### Total Crime Rate

Ontario police agencies  
serving

+100,000 population

4<sup>th</sup> lowest

### Weighted Clearance Rate

Ontario police agencies  
serving

+100,000 population

4<sup>th</sup> lowest

# SUMMARY

- This was a Board-directed consultation effort.
- Designed to be inclusive and representative of the community and membership.
- This work needs to be continuous to support collaborative approaches and understanding of community safety.
- We are available to conduct further analysis as needed.



**SERVICE DE POLICE D'OTTAWA  
OTTAWA POLICE SERVICE**

*Un partenaire fiable de la sécurité communautaire  
A Trusted Partner in Community Safety*