



Ottawa Police Service Citizen Perception Survey, 2024

Top Level Findings



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Background

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**.



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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?



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