Police Service Benchmarks 2024
OPS Focus

July 2024

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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' 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

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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

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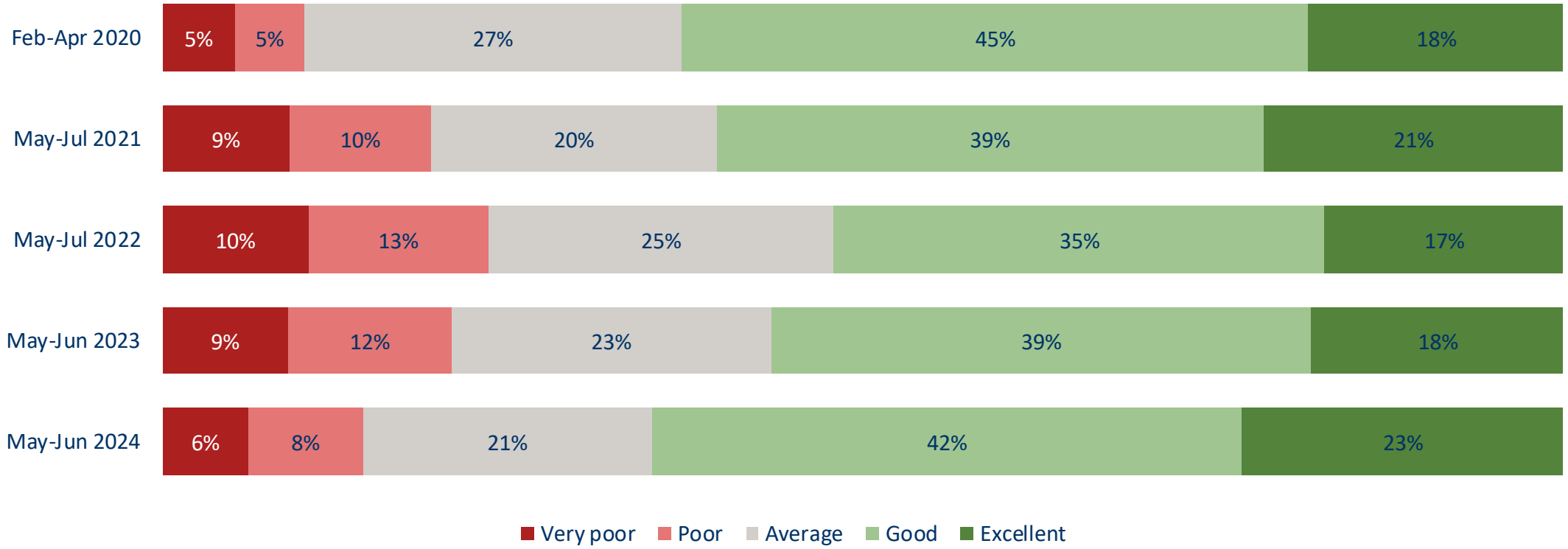
The overall perception of OPS in 2024 is higher than in the last two years.

- 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)

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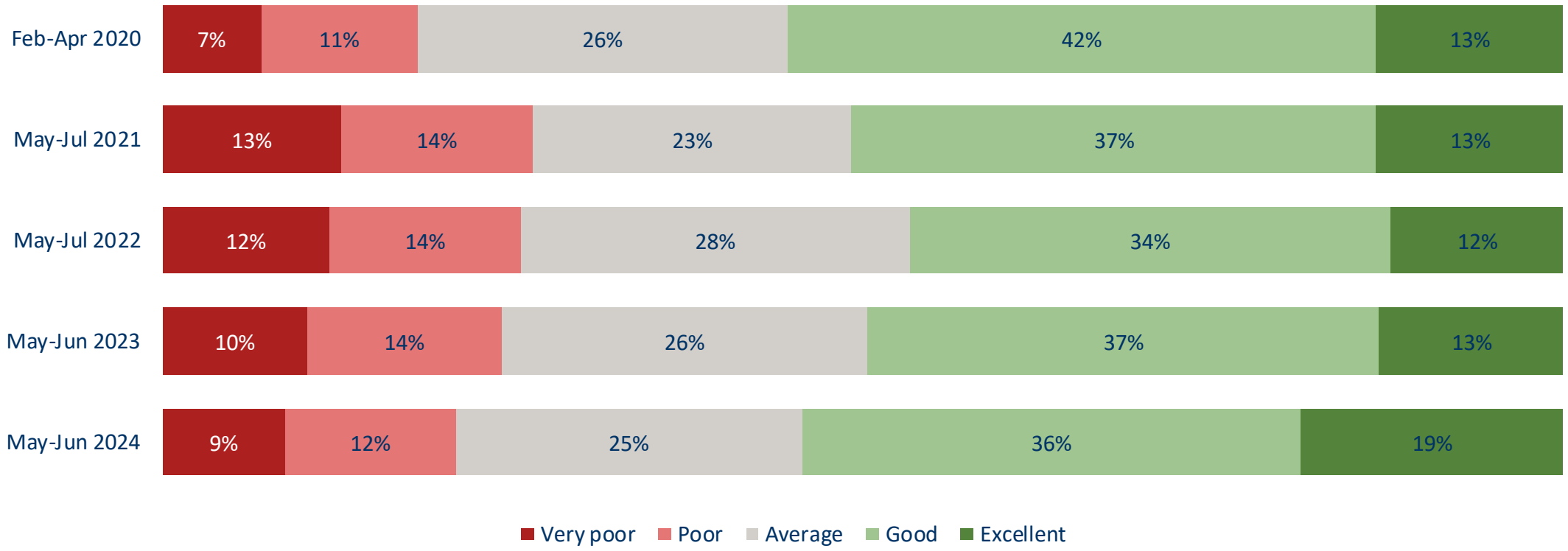
Citizens in OPS' jurisdiction think *other* police services are doing as good a job as last year and a better job than in 2022.

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



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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)

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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?
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Arrow indicates statistically significant change at the 95% level.
Statistical testing not performed when n<30 since statistical assumptions are not met.

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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?
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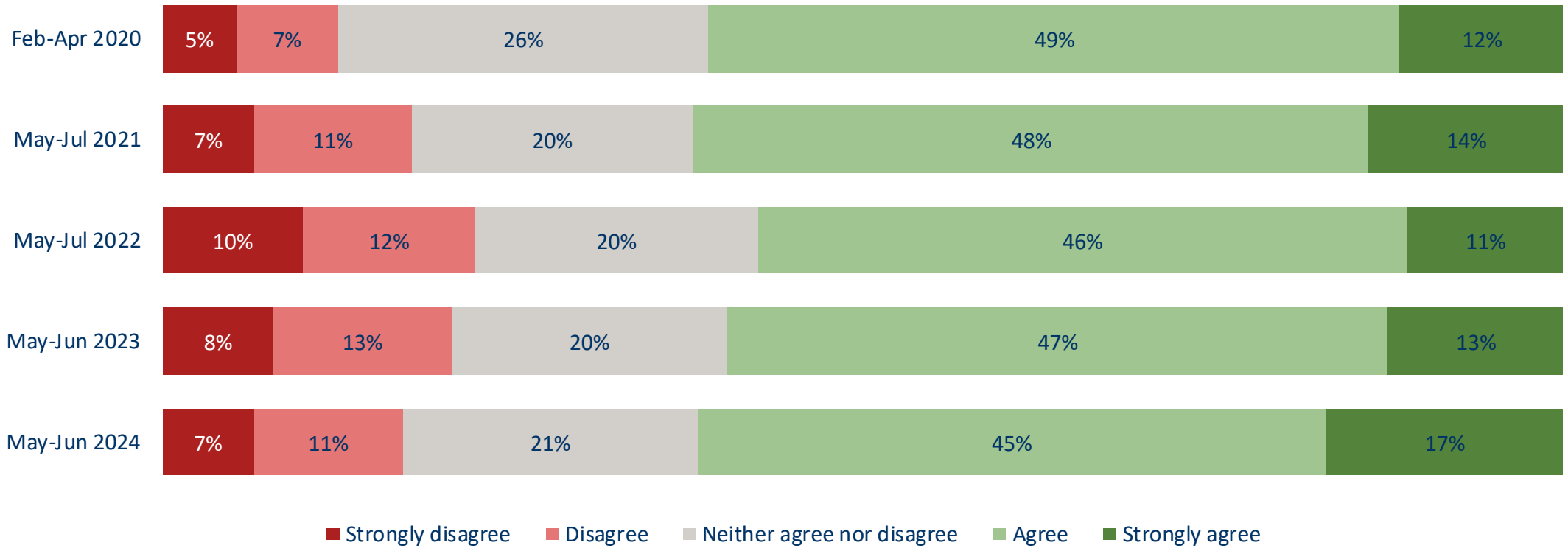
Arrow indicates statistically significant change at the 95% level.
Statistical testing not performed when n<30 since statistical assumptions are not met.

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

Resolving crimes where violence is involved



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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)

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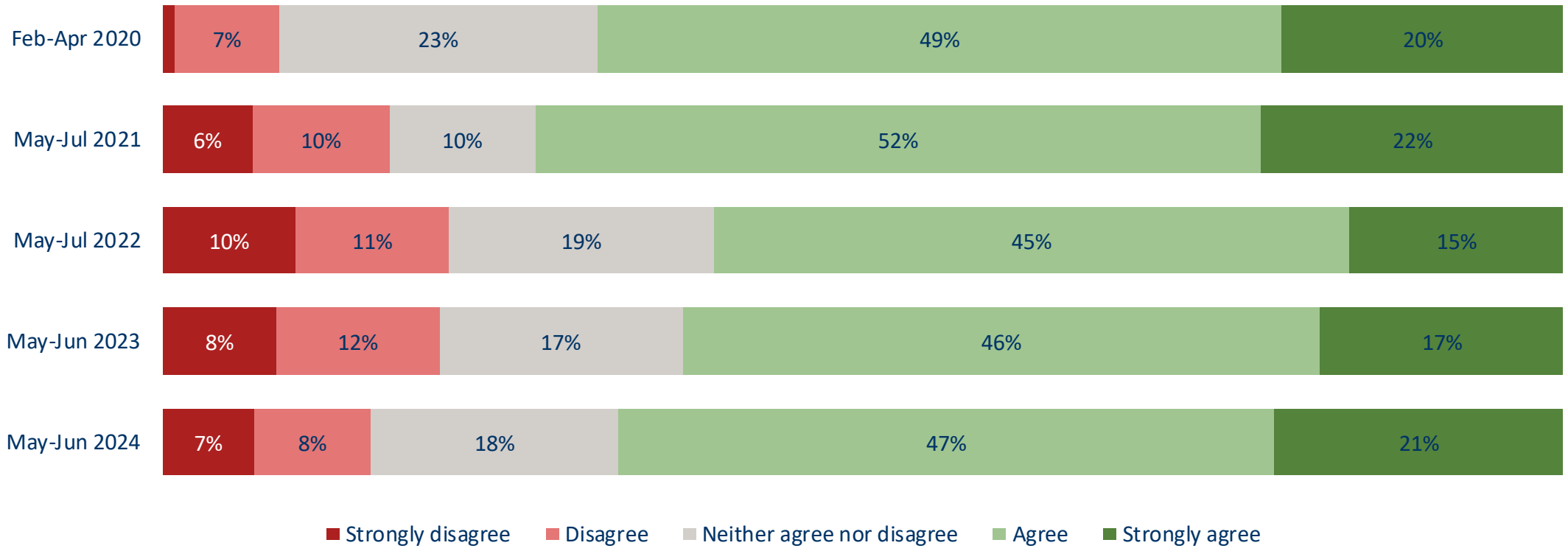
Perceptions of **response time** also **improved**: 15% of citizens *disagree* or *strongly disagree* that OPS responds quickly, down from last year's 20%.

Responding quickly to calls for assistance



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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)

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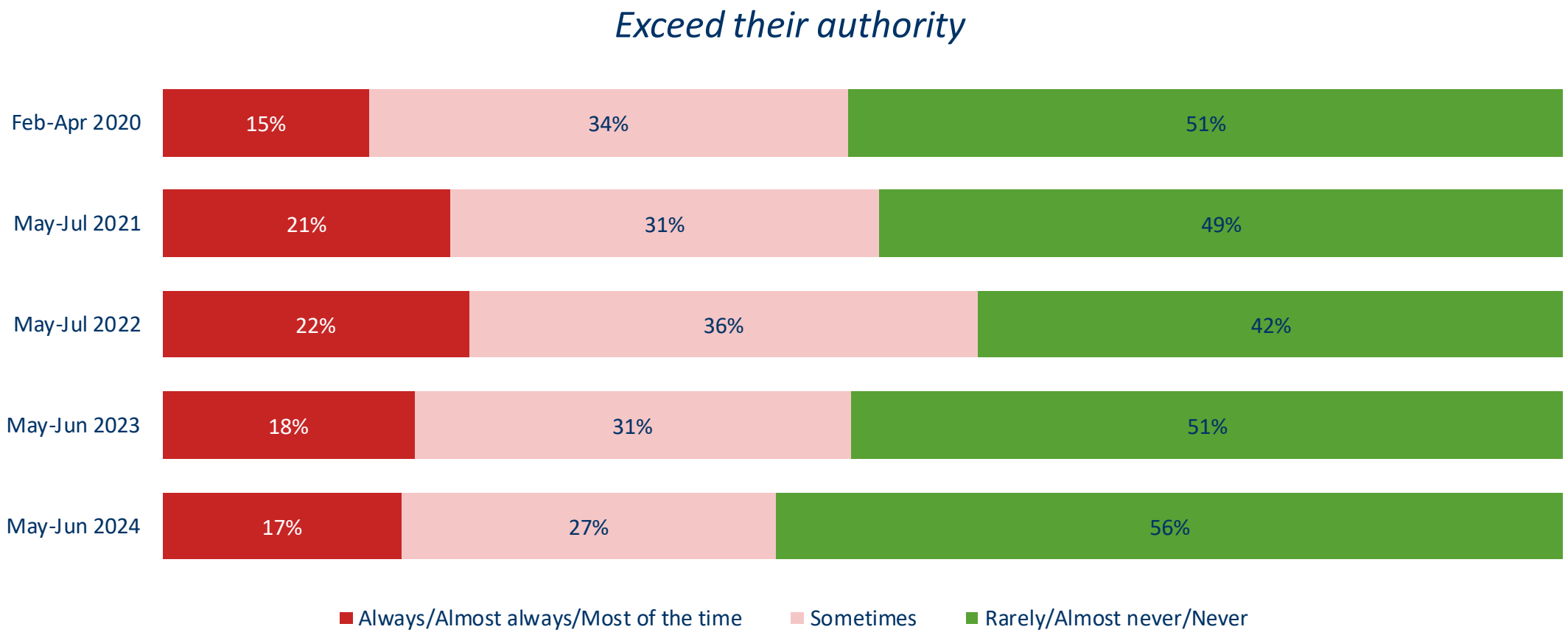
Perceptions that OPS **exceeds its authority** have **stayed the same** as last year (no statistical differences between 2024 and 2023), but perceptions this year have improved relative to 2022.



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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)

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1a. PSC Questions - OPS Only

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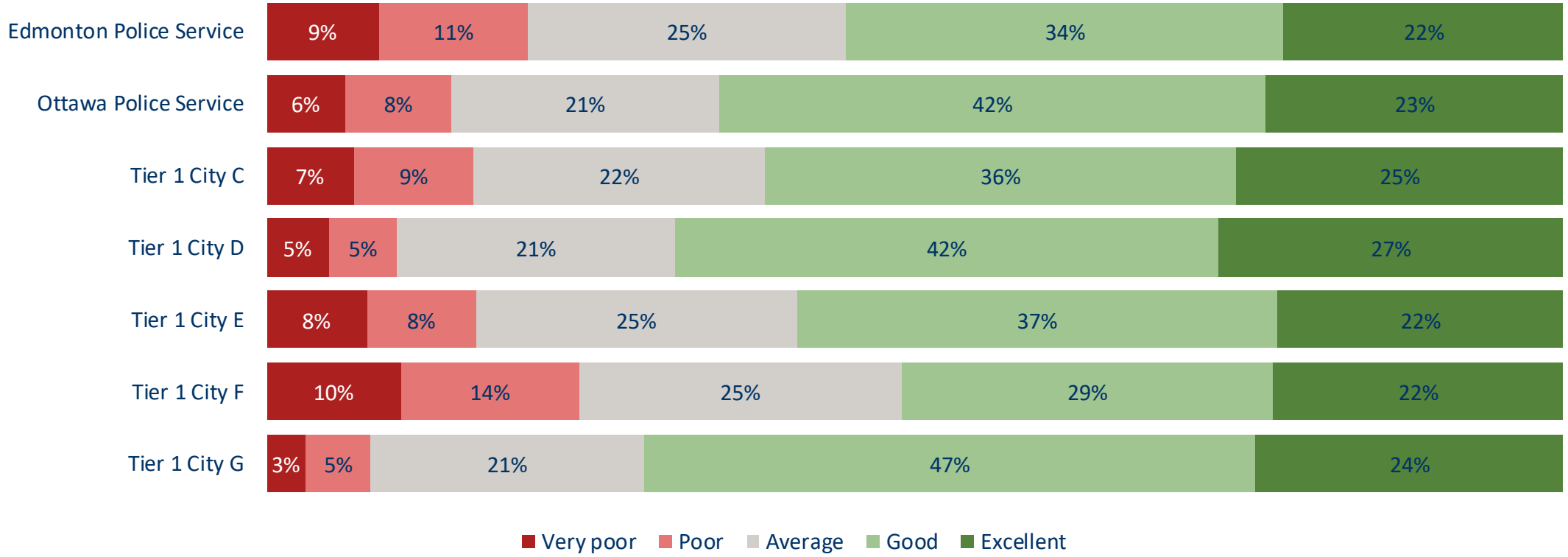
In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in OPS' jurisdiction, based on the *very poor/poor* rating, rate ***their own service***:

- 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



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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 CityE (n=356), Tier 1 City F (n=1009), Tier 1 City G (n=197)

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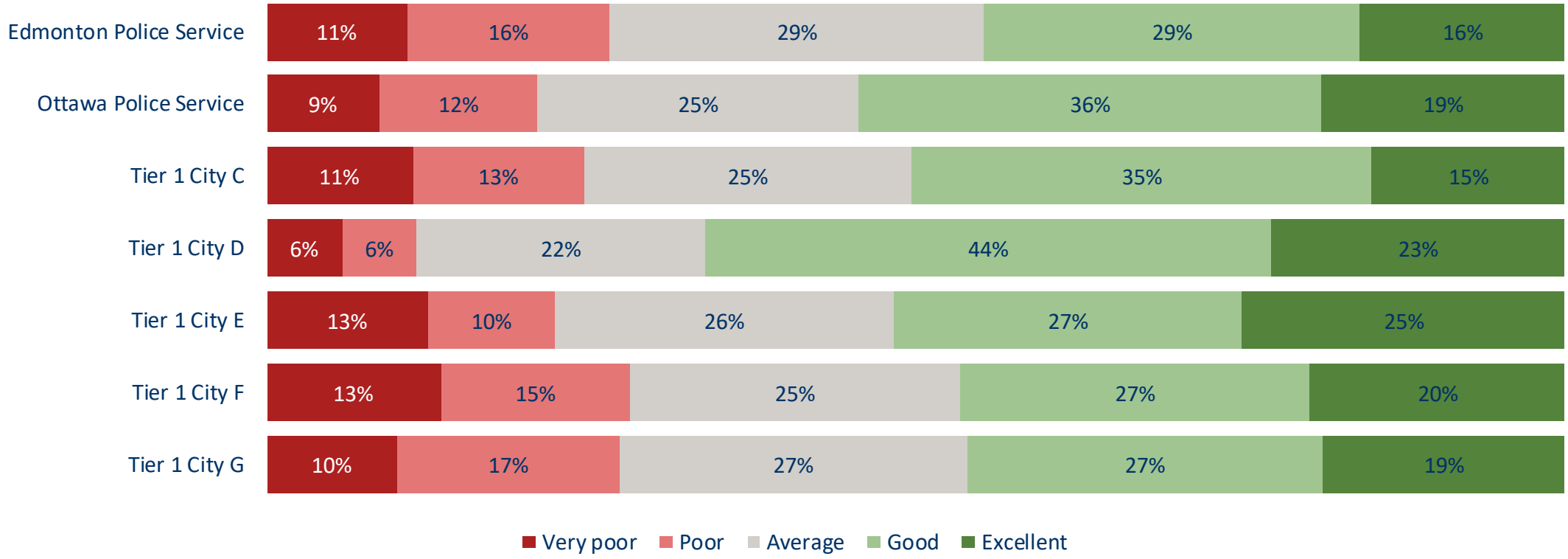
In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in OPS' jurisdiction, based on the *very poor/poor* rating, rate **police services in the rest of the country**:

- 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



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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)

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

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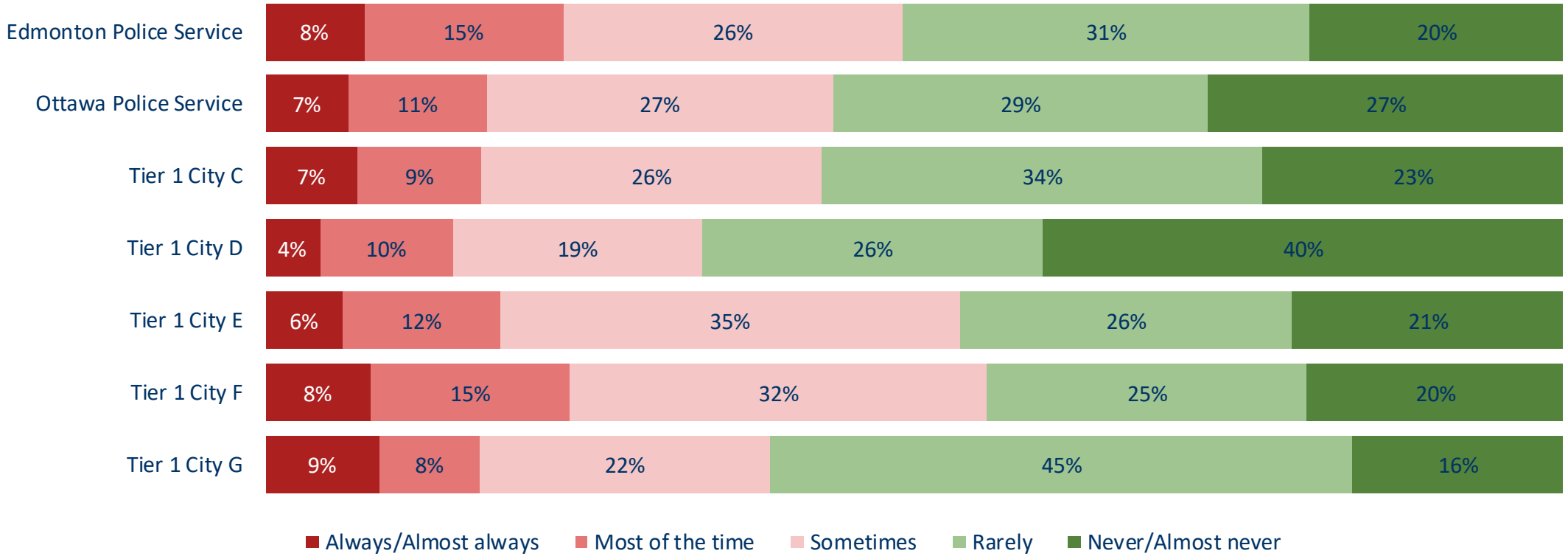
Upper case letters indicate significance at the 95% level.
Statistical testing is not appropriate when n<30, interpret with caution.

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



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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)

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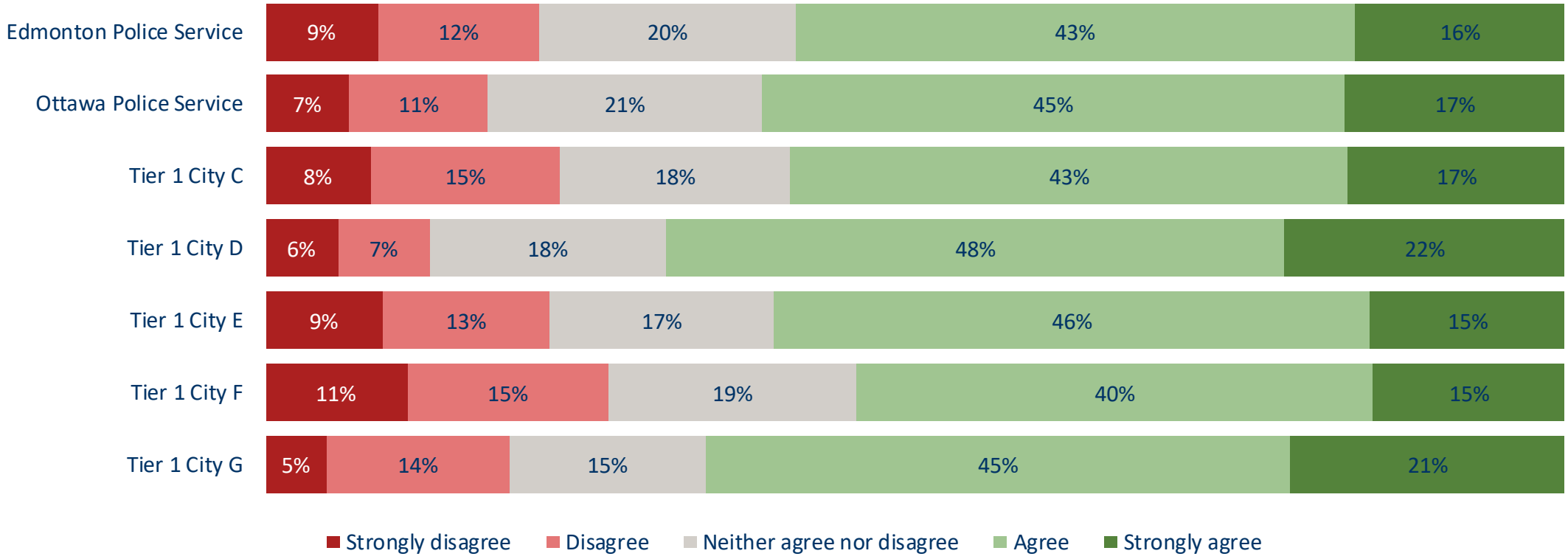
In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

- 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



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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)

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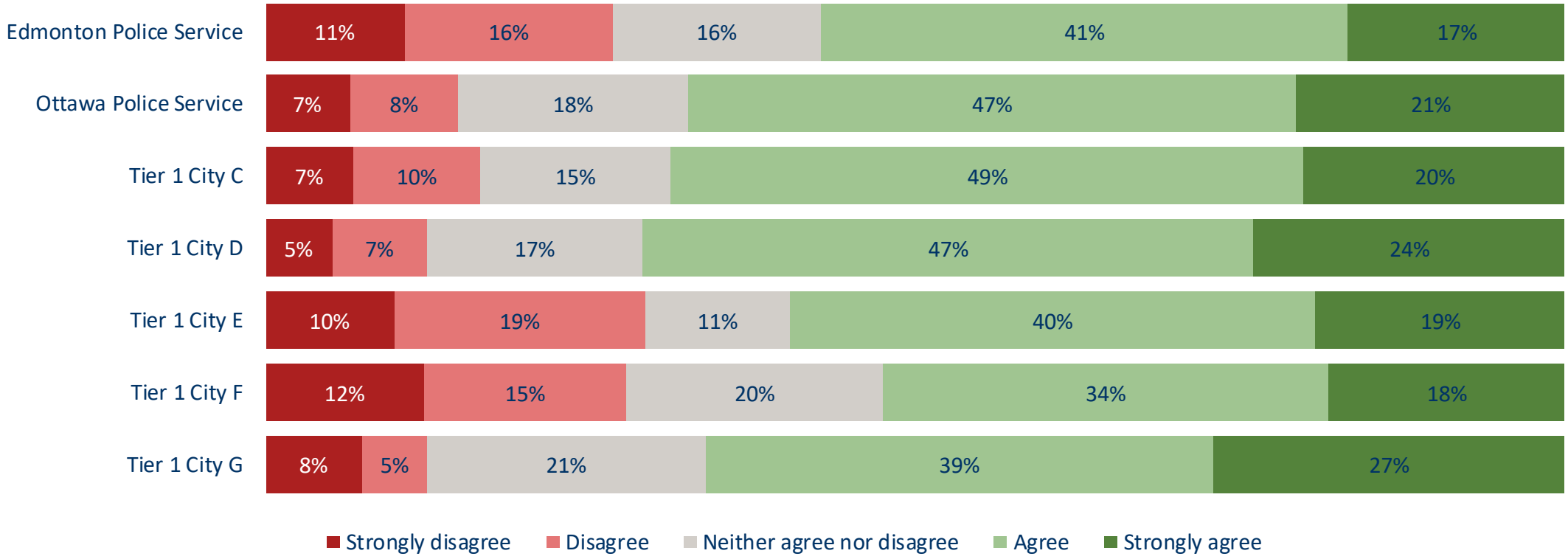
In 2024, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the OPS' jurisdiction are:

- 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



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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)

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2a. Advanis Crime Questions - OPS Only

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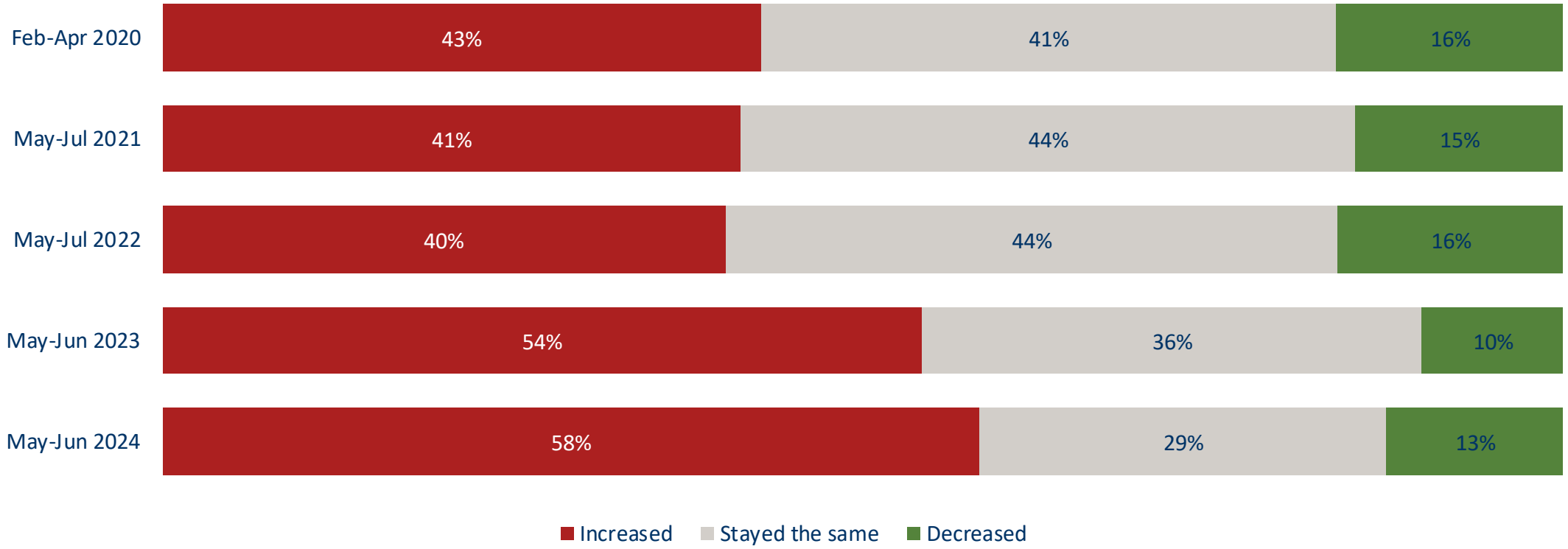
The big jump seen in 2023 in citizen perceptions of the **amount of crime** in OPS' jurisdiction was sustained in 2024.

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



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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)

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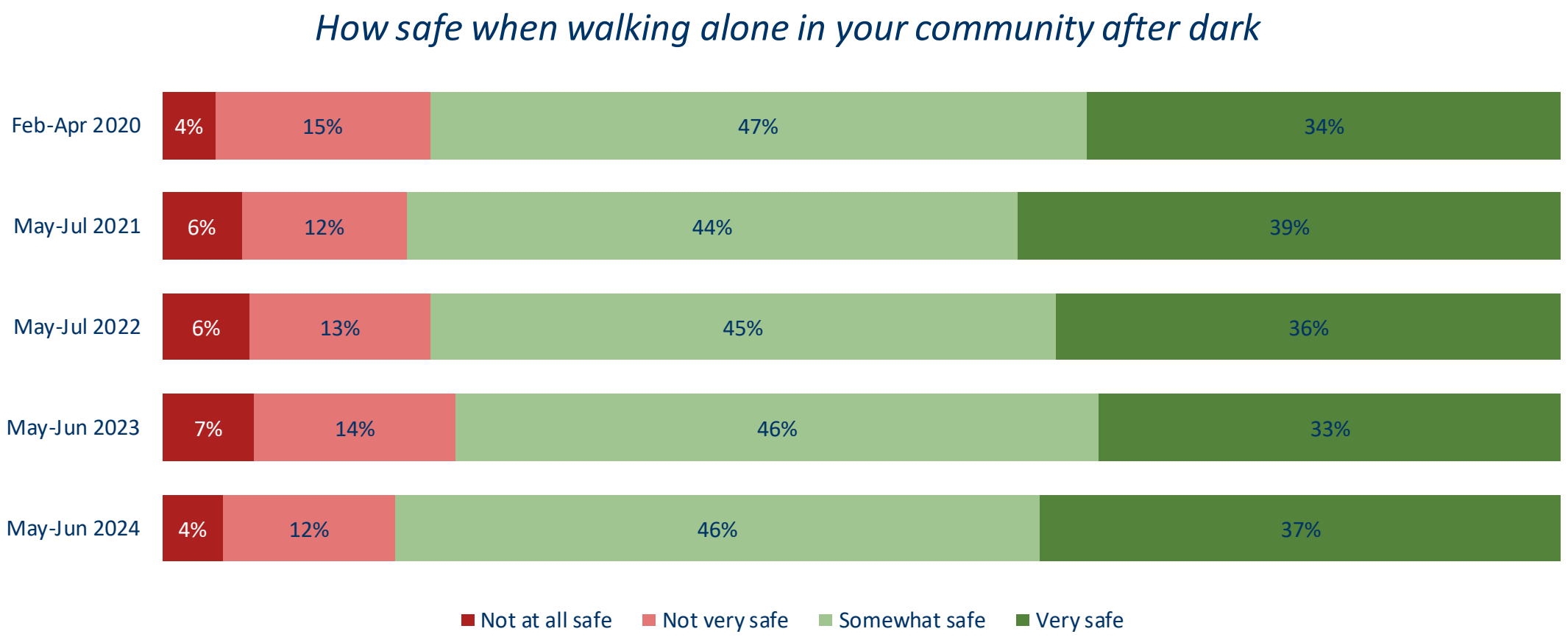
On the other hand, there has been an increase in the percentage of citizens who **feel safe walking alone in their community after dark**.



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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)

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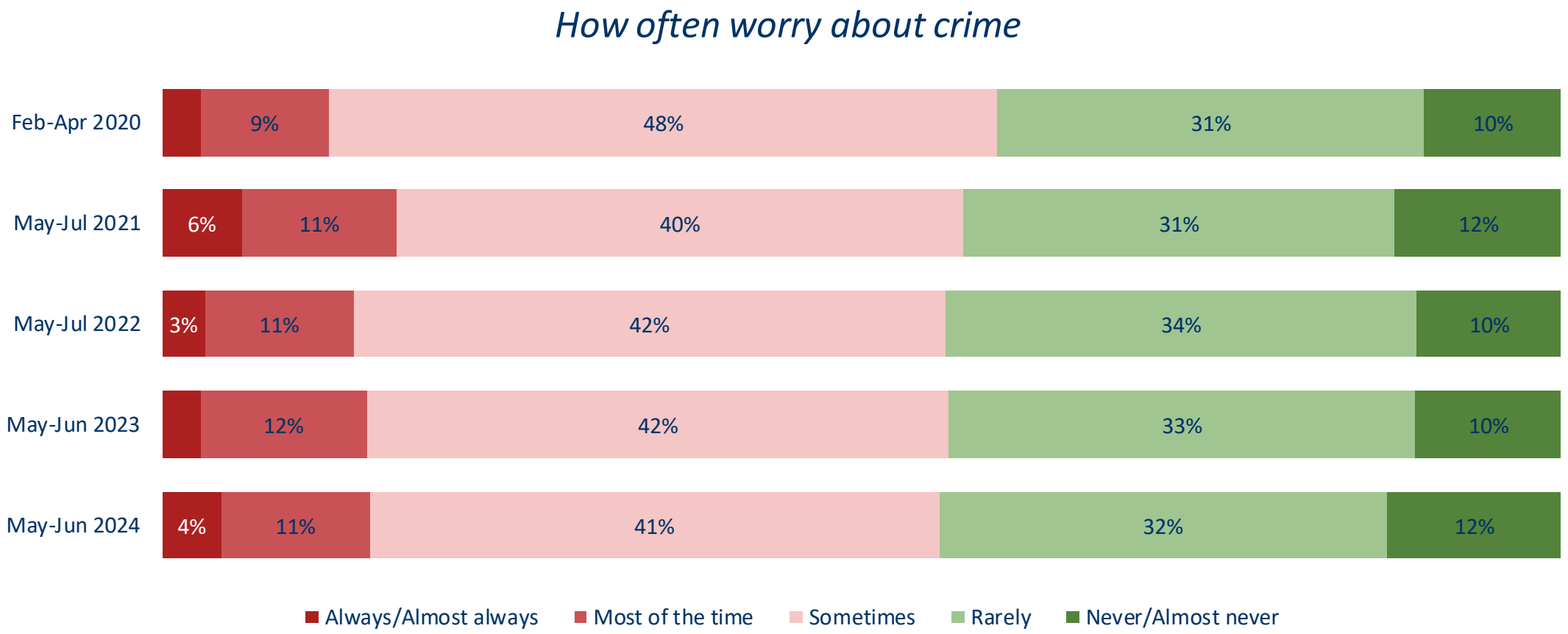
There has been no change in the percentage of citizens in OPS' jurisdiction who **worry about crime***most of the time* or *always/almost always*.



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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)

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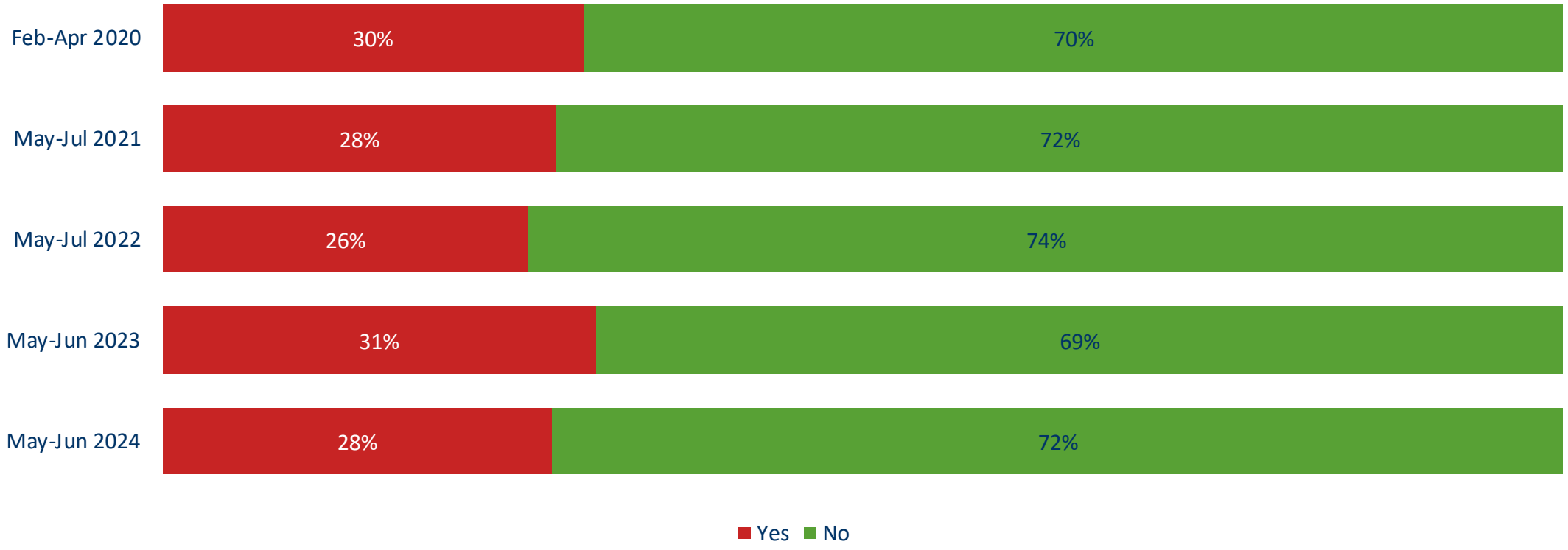
28% of citizens in OPS' jurisdiction report that **someone in their household has been a victim** of personal, property, and/or financial crime in the past 12 months.

- 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)



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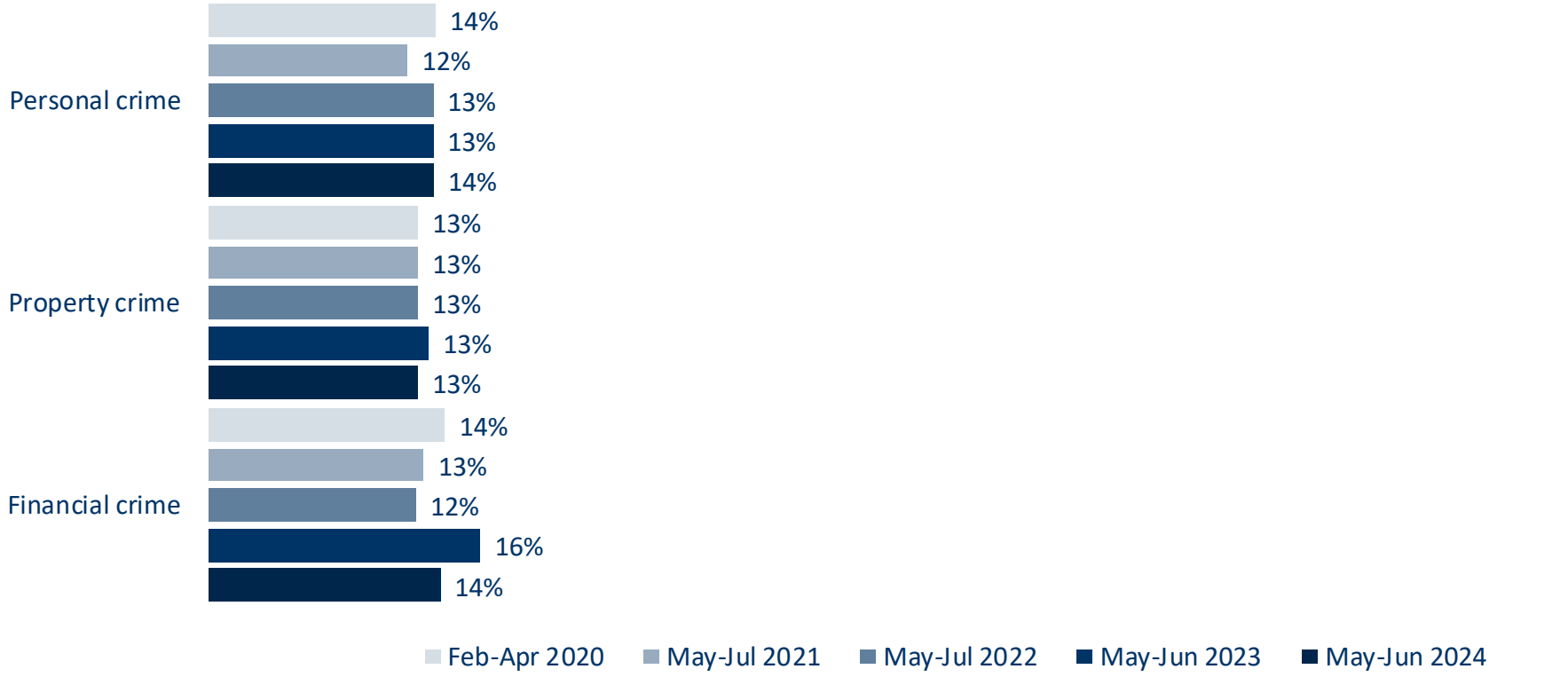
Base Sizes: Feb-Apr 2020 (n=624), May-Jul 2021 (n=1338), May-Jul 2022 (n=2232), May-Jun 2023 (n=1423), May-Jun 2024 (n=1702)

ADVANIS

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)

ADVANIS

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.

ADVANIS

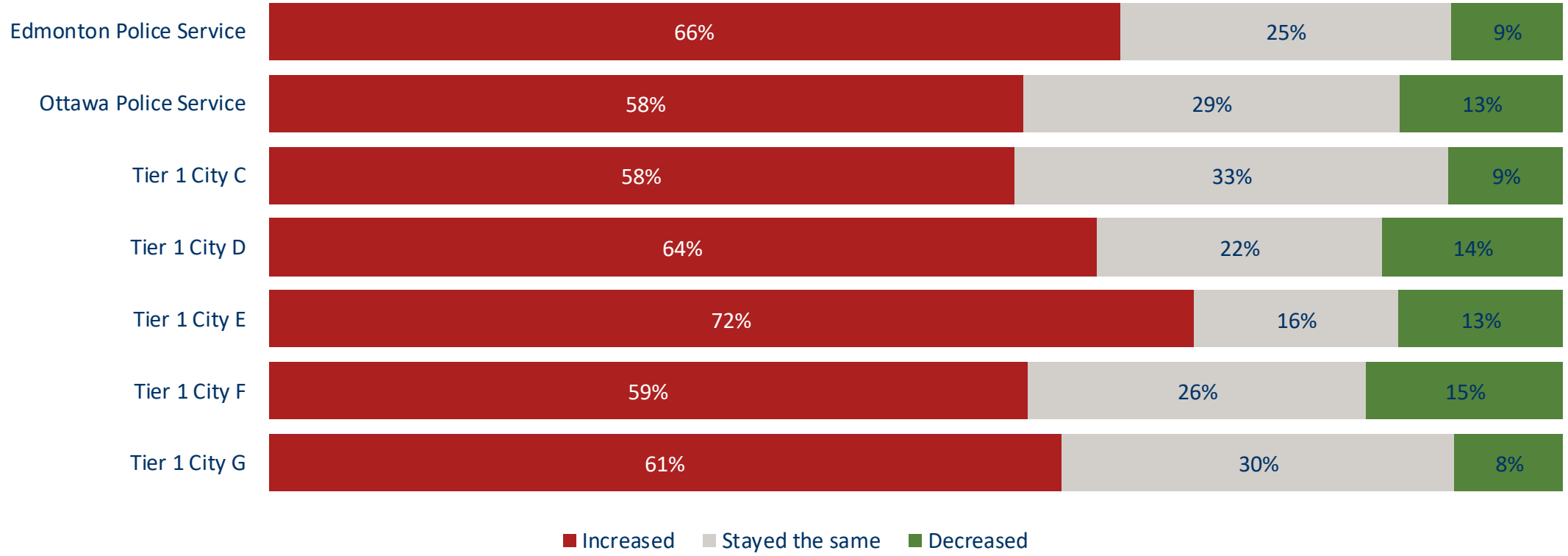
2b. Advanis Crime Questions - OPS vs. Large City Police Services

ADVANIS

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



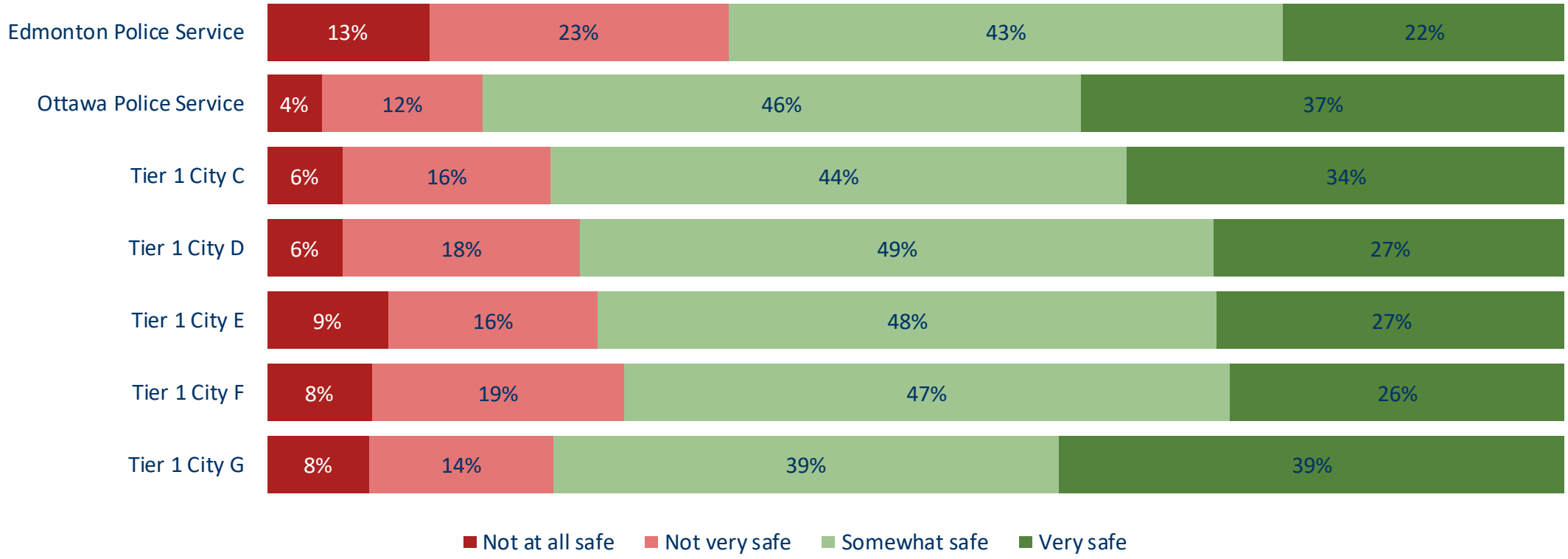
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police 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)

ADVANIS

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



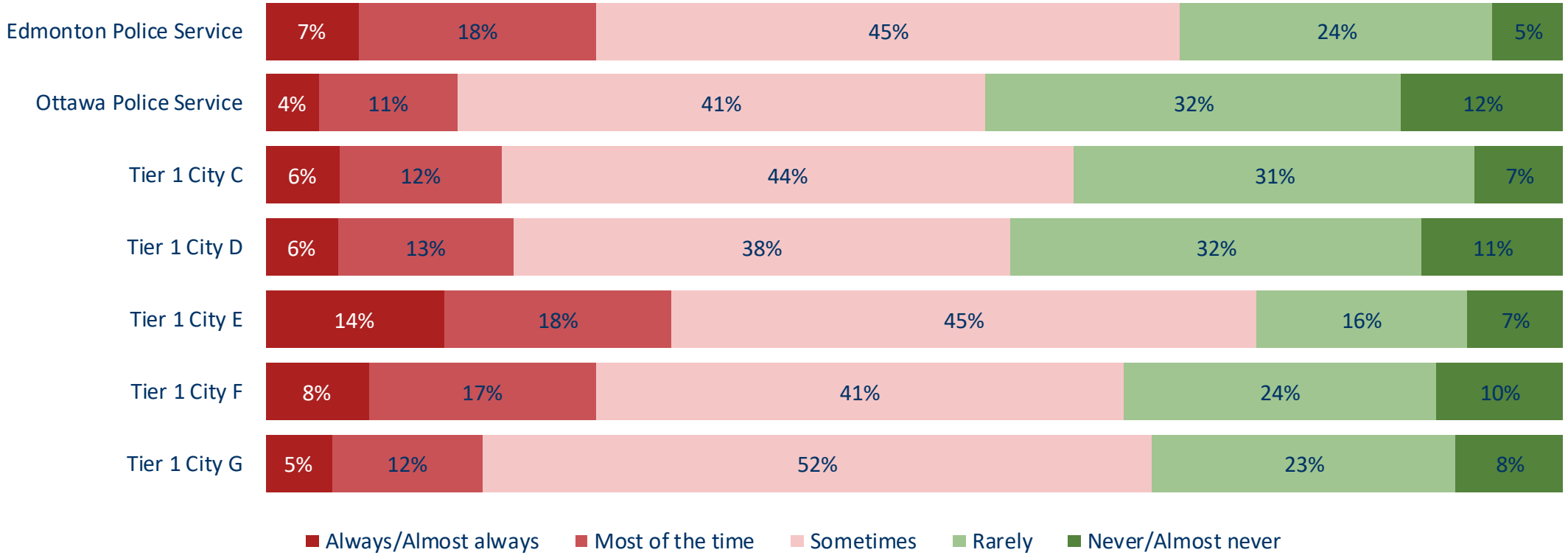
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police 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)

ADVANIS

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



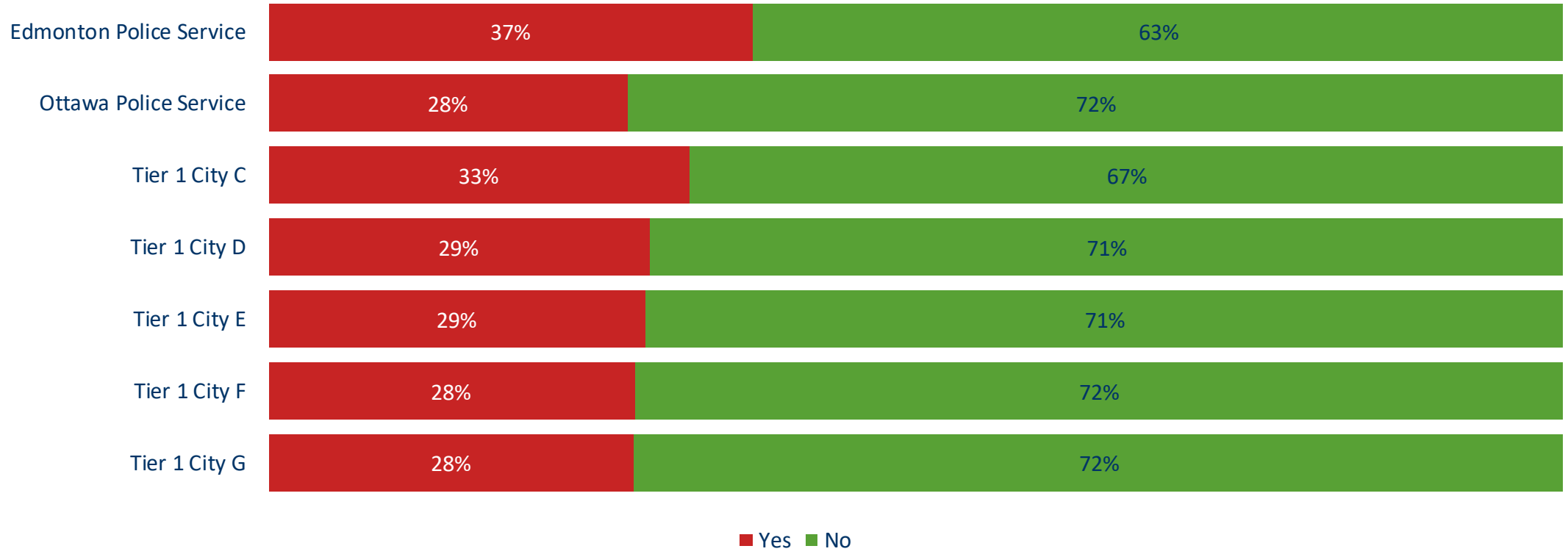
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police 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)

ADVANIS

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)

ADVANIS

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% A F	79% F	74%	59%	90%*
Property crime	58%	64%	67% A	63%	80% A B D F	62%	90%* A D F
Financial crime	39%	40%	46%	46%	44%	43%	57%*

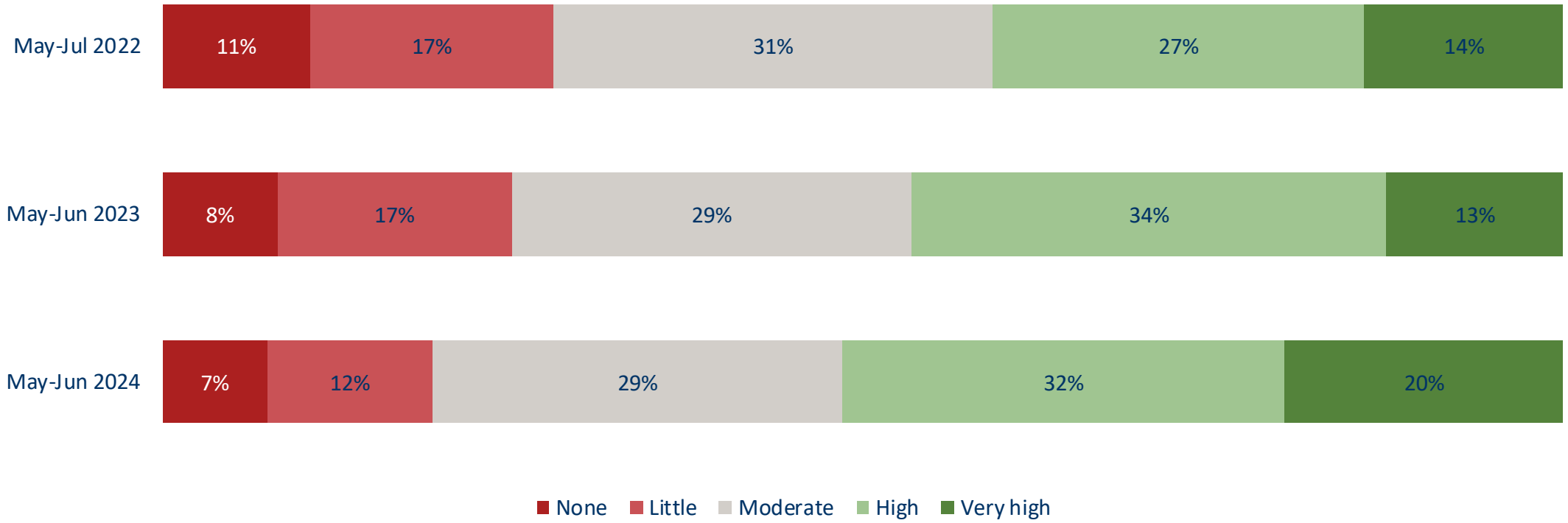
Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Other Tier 1 Cities: Edmonton Police 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.

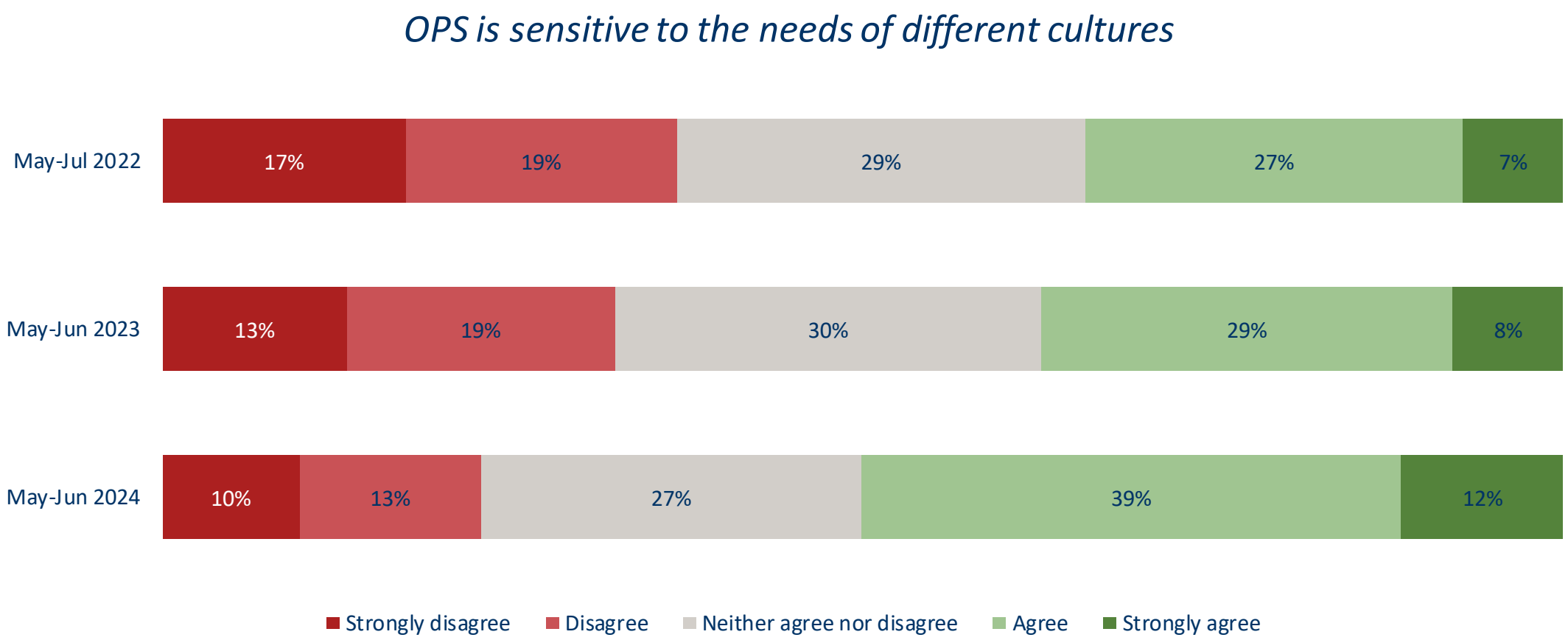
What level of trust do you have in the Ottawa Police Service?



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=1771), May-Jun 2023 (n=1313), May-Jun 2024 (n=1234)

ADVANIS

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.

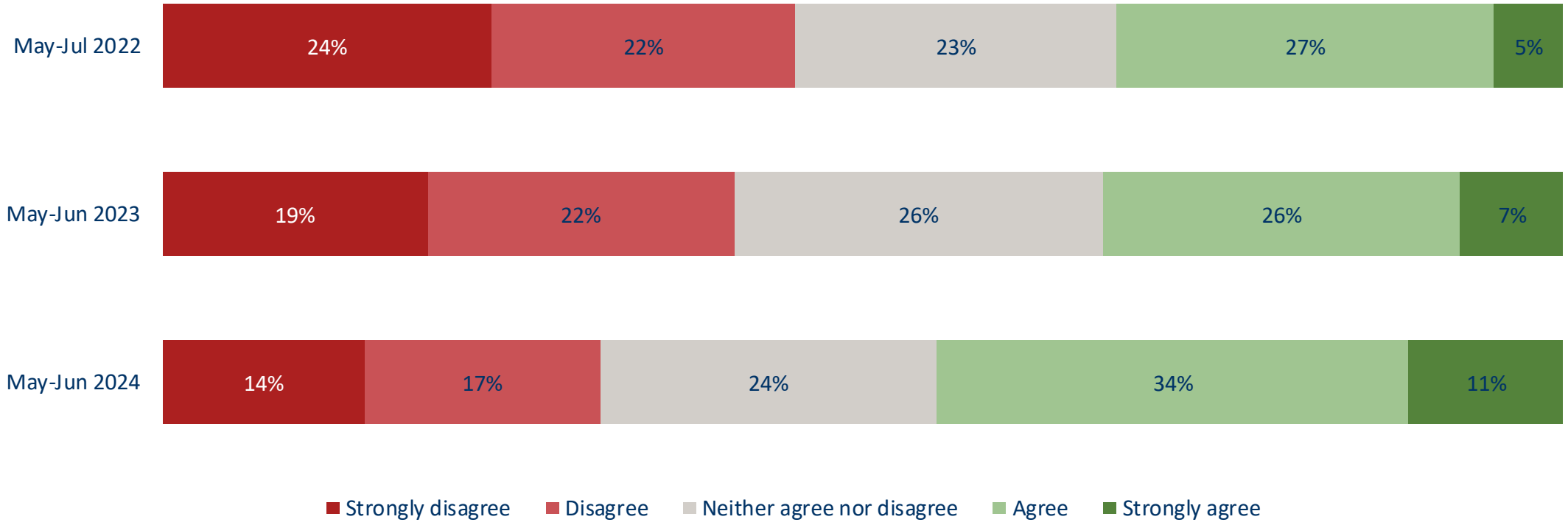


Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024
Base Sizes: May-Jul 2022 (n=1561), May-Jun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

ADVANIS

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

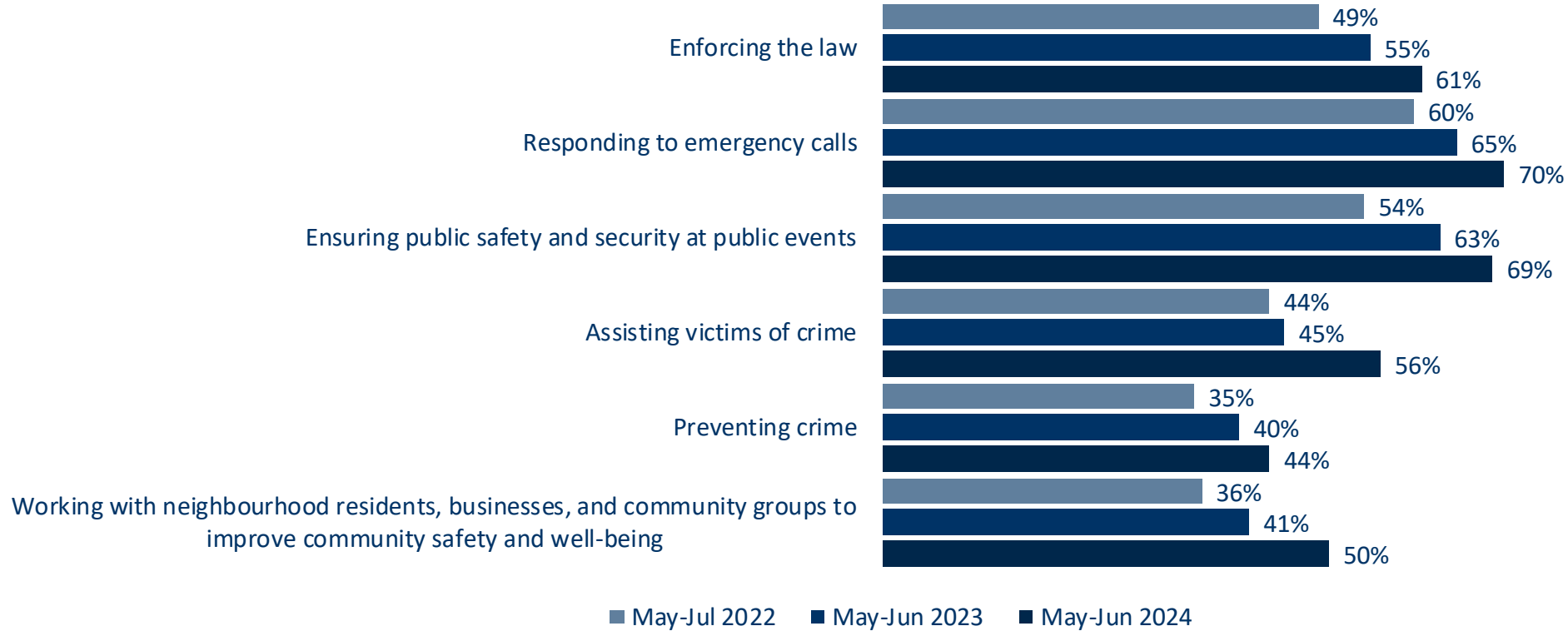


Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024
Base Sizes: May-Jul 2022 (n=1562), May-Jun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

ADVANIS

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

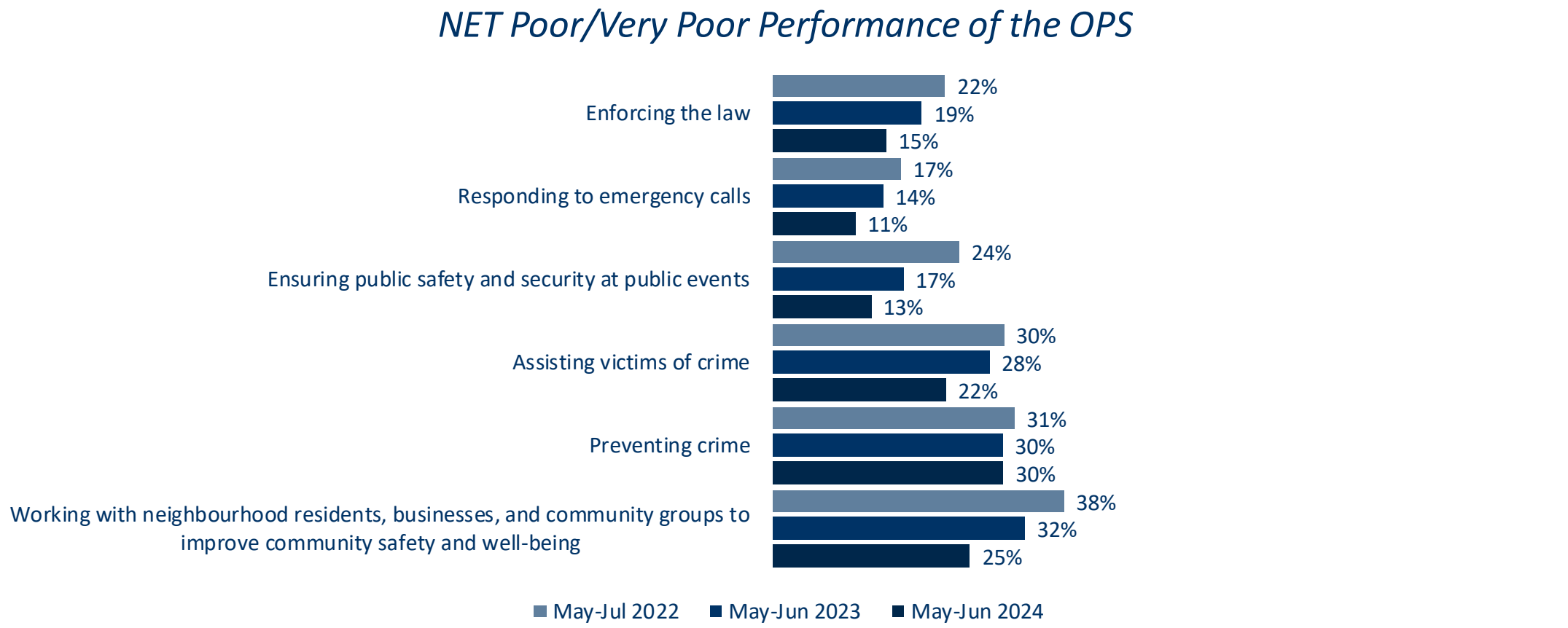


Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization
Filters: Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024
Base Sizes: Enforcing the law (n=1160-1680), 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)

ADVANIS

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.



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).

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% ↓

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
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.

ADVANIS

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

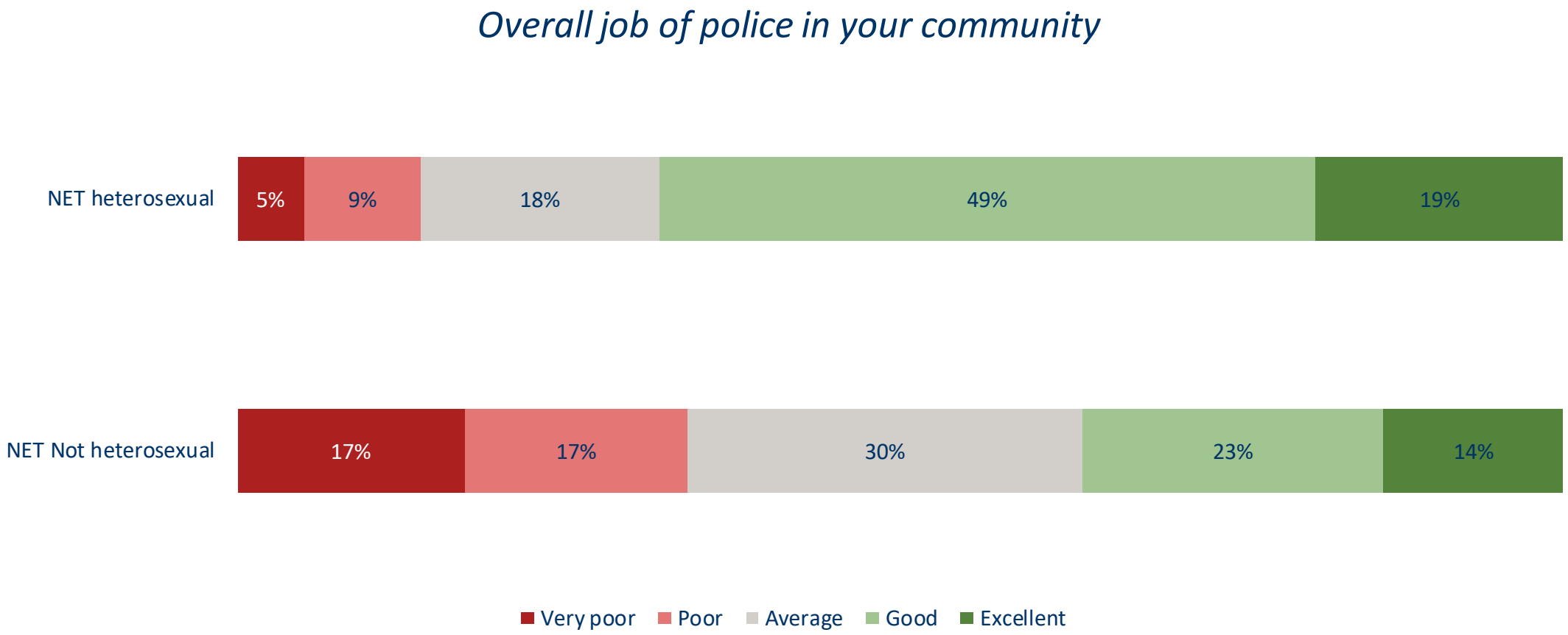
Sexual Orientation

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%	3% ↑	1% ↓
Lesbian	1%	2%	2%
Asexual	1%	1%	2% ↑
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**.



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: NET heterosexual (n=861), NET Not heterosexual (n=161)

ADVANIS

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.

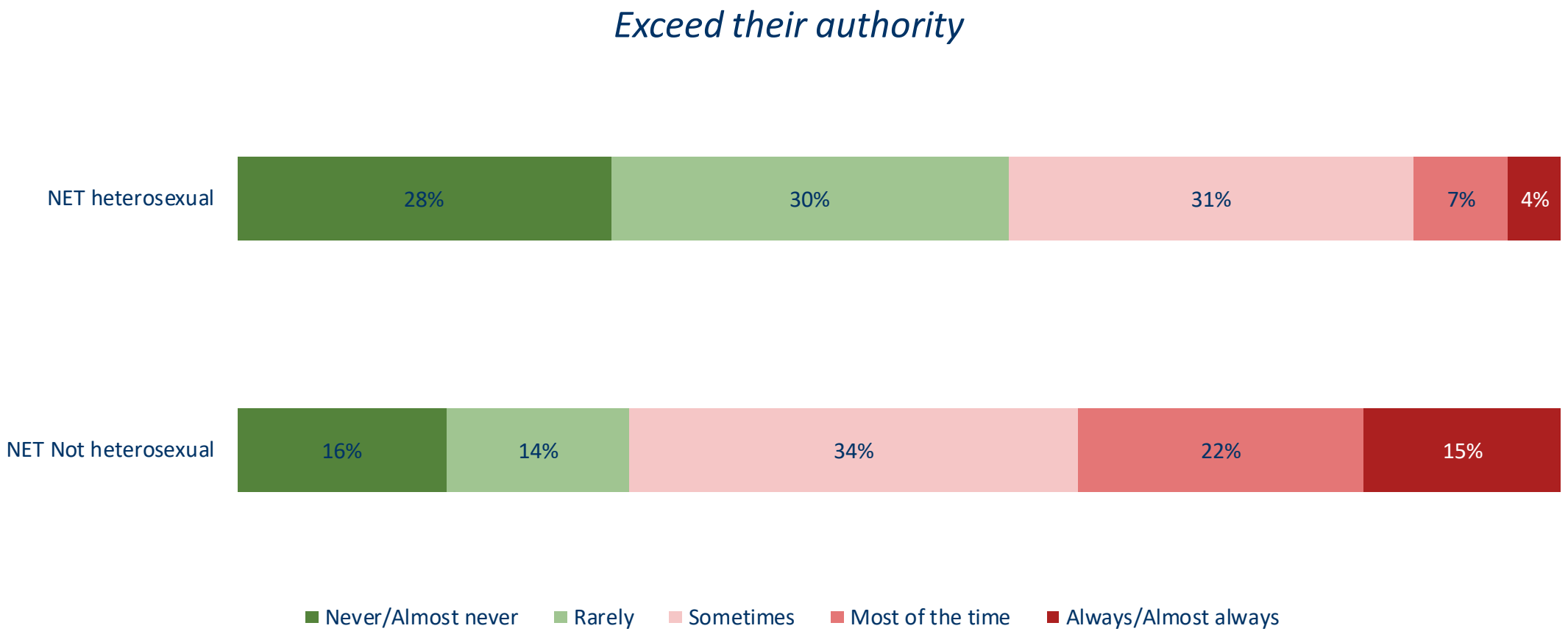
Overall job of police in your community

	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% A B	28%	29%	36%
Average	25% C	24% C	18%	21%	28%	30%
Poor/Very poor	22% C	17%	14%	51% F	43%	34%
Very poor	10% B C	6%	5%	26%	22%	17%
Poor	13%	11%	9%	25%	20%	17%
Average	25% C	24% C	18%	21%	28%	30%
Good	37%	42%	49% A B	20%	21%	23%
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.

ADVANIS

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.*



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: NET heterosexual (n=672), NET Not heterosexual (n=135)

ADVANIS

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.

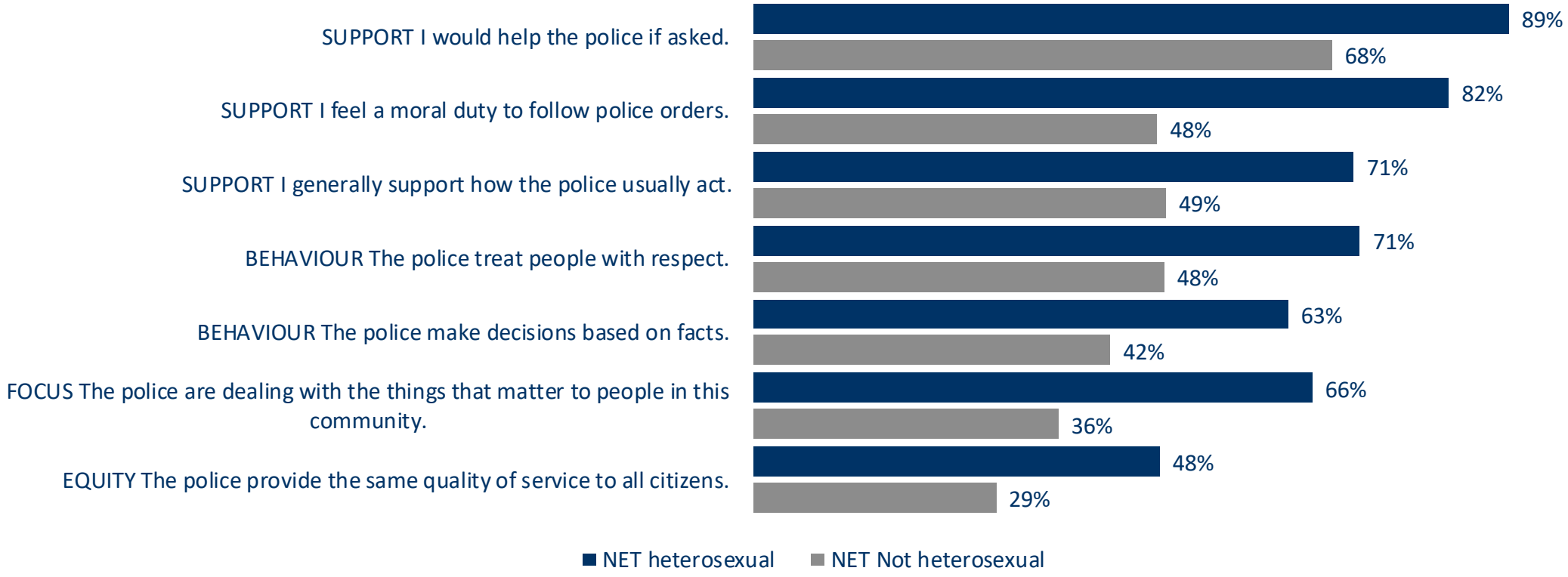
Exceed their authority	NET heterosexual			NET Not heterosexual		
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jul 2022	May-Jun 2023	May-Jun 2024
	A	B	C	D	E	F
Always/Almost always/Most of the time	17% C	14%	11%	42%	31%	36%
Sometimes	39% B C	31%	31%	31%	43%	34%
Rarely/Almost never/Never	43%	55% A	58% A	26%	26%	30%
Never/Almost never	18%	26% A	28% A	9%	11%	16%
Rarely	25%	29%	30%	17%	15%	14%
Sometimes	39% B C	31%	31%	31%	43%	34%
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.

ADVANIS

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)

ADVANIS

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% A	48%	55%	68% D
SUPPORT I feel a moral duty to follow police orders.	72%	76%	82% A B	38%	49%	48%
SUPPORT I generally support how the police usually act.	63%	67%	71% A	34%	30%	49% D E
BEHAVIOUR The police treat people with respect.	56%	60%	71% A B	28%	35%	48% D
BEHAVIOUR The police make decisions based on facts.	51%	58% A	63% A	29%	31%	42%
FOCUS The police are dealing with the things that matter to people in this community.	53%	57%	66% A B	26%	23%	36%
EQUITY The police provide the same quality of service to all citizens.	33%	38%	48% A B	16%	18%	29% 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.

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Disabilities

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

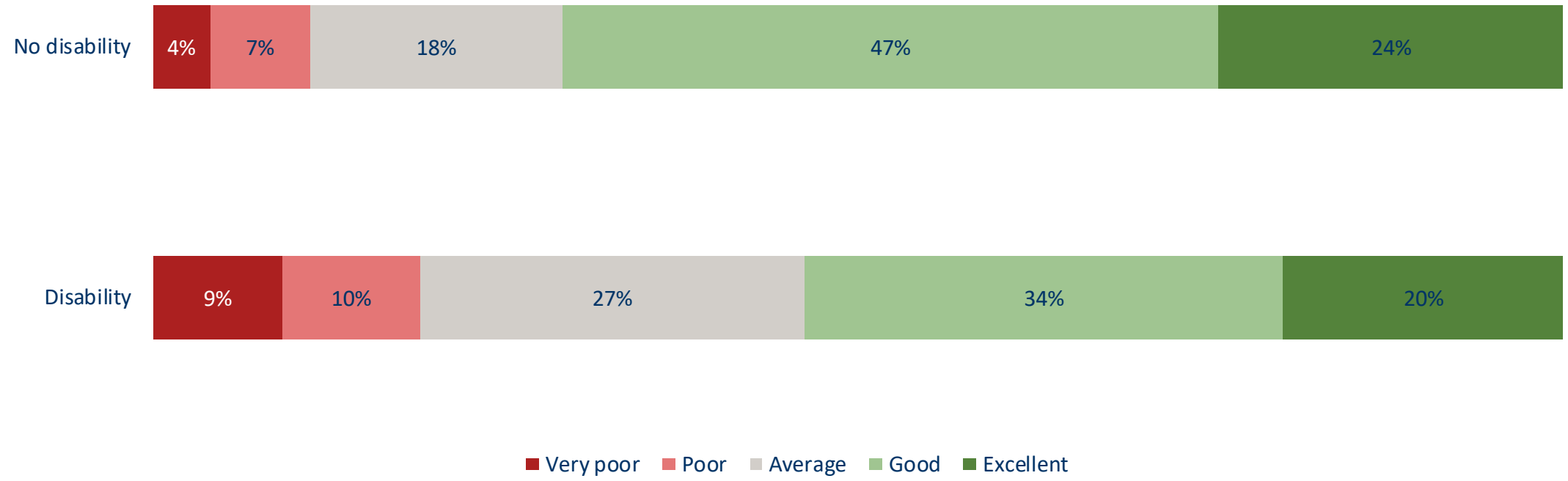
Do you consider yourself to be a person with any of the following disabilities?	May-Jul 2022	May-Jun 2023	May-Jun 2024
NET Has one or more disabilities	25%	26%	25%
Psychological	10%	8%	8%
Mobility	8%	9%	7%
Hearing	5%	5%	7%
Learning	4%	6% ↑	4% ↓
Memory	4%	5%	3% ↓
Seeing	3%	3%	3%
Agility	3%	4%	4%
Speech	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)

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

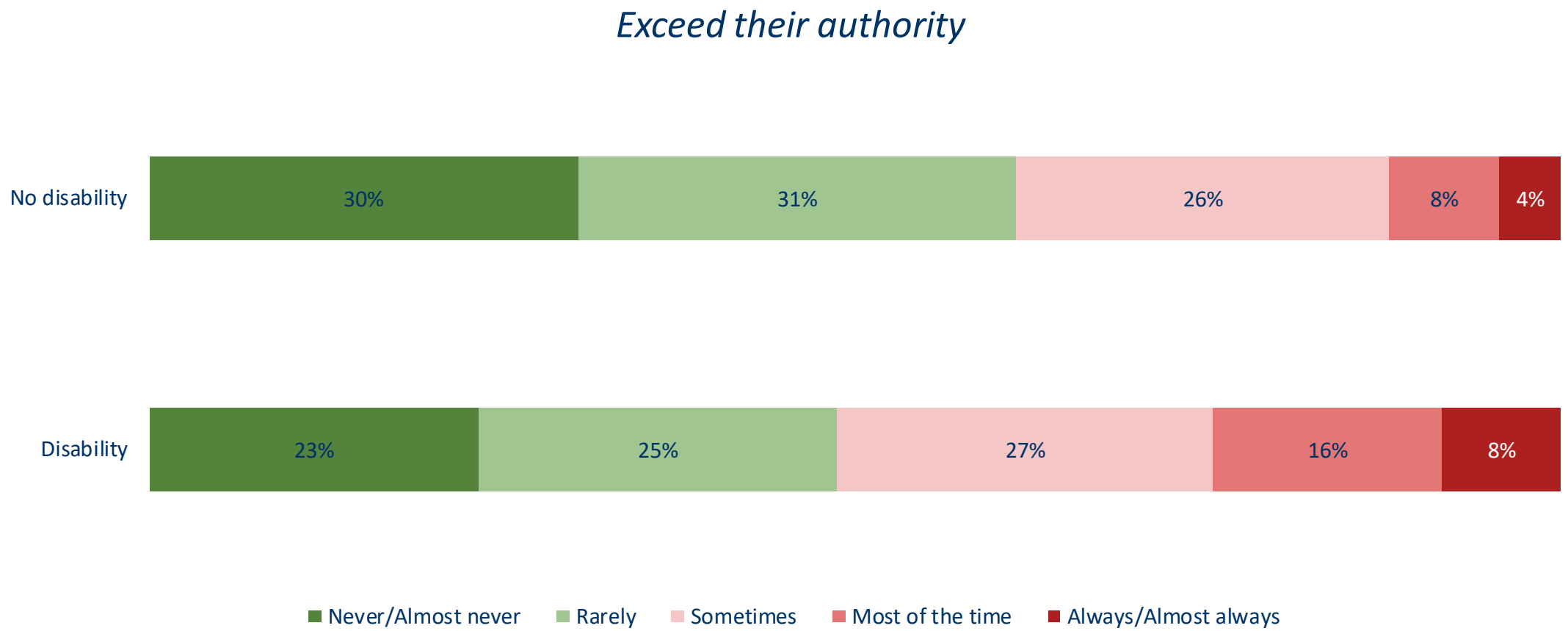
Citizens without a disability are *also* less likely than in 2022 to say that OPS is doing a poor/very poor job, and more likely to say that OPS is doing an excellent/good job.

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% A	71% A B	51%	47%	54%
Average	25% C	22%	18%	19%	27%	27%
Poor/Very poor	23% C	18% C	11%	30% F	26%	19%
Very poor	10% C	7% C	4%	16%	14%	9%
Poor	13% C	11%	7%	13%	12%	10%
Average	25% C	22%	18%	19%	27%	27%
Good	36%	42%	47% A	34%	32%	34%
Excellent	16%	18%	24% A B	17%	15%	20%
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*.



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)

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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% B C	14%	12%	26%	23%	25%
Sometimes	39% B C	30%	26%	36%	37%	27%
Rarely/Almost never/Never	42%	56% A	61% A	38%	39%	49%
Never/Almost never	18%	28% A	30% A	16%	16%	23%
Rarely	24%	28%	31% A	22%	24%	25%
Sometimes	39% B C	30%	26%	36%	37%	27%
Most of the time	13% C	9%	8%	14%	16%	16%
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)

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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% A B	73%	73%	78%
SUPPORT I feel a moral duty to follow police orders.	71%	78% A	83% A B	66%	60%	72% E
SUPPORT I generally support how the police usually act.	60%	68% A	72% A	61%	50%	68% E
BEHAVIOUR The police treat people with respect.	55%	64% A	75% A B	51%	46%	66% D E
BEHAVIOUR The police make decisions based on facts.	53%	62% A	65% A	44%	42%	54% E
FOCUS The police are dealing with the things that matter to people in this community.	54%	58%	66% A B	47%	42%	57% E
EQUITY The police provide the same quality of service to all citizens.	34%	43% A	54% A B	31%	28%	43% 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% D E F G H I	75% D E F G H I	65% H I	59%	54%	62% I	57%	50%	51%
Average	17%	16%	24%	17%	25%	22%	24%	30% A B D	25%
Poor/Very poor	8%	9%	12%	24% A B C	21% A B C	17% A	19% A B	21% A B	25% 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% D E	89% D	79%	82%	83%	86%	84%	88% D
SUPPORT I feel a moral duty to follow police orders.	78%	84% D E	77%	69%	74%	78%	78%	78%	77%
SUPPORT I generally support how the police usually act.	74% D	72% D	72% D	58%	66%	68%	69%	65%	65%
BEHAVIOUR The police treat people with respect.	77% D E G H I	78% D E F G H I	71% H	61%	64%	67%	60%	56%	61%
BEHAVIOUR The police make decisions based on facts.	64%	67% D H I	57%	52%	58%	61%	63%	51%	54%
FOCUS The police are dealing with the things that matter to people in this community.	65% H I	76% C D E F G H I	63% H I	54%	60% H I	57%	55%	46%	48%
EQUITY The police provide the same quality of service to all citizens.	63% D E F G H I	56% D E F G H I	52% D H I	36%	43%	40%	40%	36%	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, 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.

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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% D E F G H I	74% D E G H I	68%	60%	58%	63%	59%	57%	57%
Neither agree nor disagree	14%	15%	21%	17%	21%	22%	17%	23%	18%
NET Disagree	11%	12%	11%	23% A B C	21% A B C	15%	24% A B C	20%	25% A B C F
Strongly disagree	6%	6%	5%	8%	11%	7%	10%	7%	6%
Disagree	5%	6%	7%	15% A B C	10%	8%	14% A	13%	19% A B C 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% D E G H I	24% G I	21% G I	15%	16% G	21% G I	7%	14%	11%
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.

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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% G H	18% G H	17%	19% G H	20% G H I	15%	8%	7%	11%
Sometimes	22%	19%	26%	38% A B	32% B	30% B	35% B	34% B	36% A B
Rarely/Almost never/Never	57%	64% D E	57%	43%	47%	55%	57% D	59% D	53%
Never/Almost never	31% D	32% D	23%	17%	27%	26%	26%	26%	24%
Rarely	26%	32%	34% E	26%	21%	29%	31%	32%	29%
Sometimes	22%	19%	26%	38% A B	32% B	30% B	35% B	34% B	36% A B
Most of the time	8%	13%	12%	11%	15% H I	10%	7%	4%	7%
Always/Almost always	13% G H I	5%	5%	8% G	5%	5%	1%	3%	4%
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% D E G H I	63%	57%	54%	62%	53%	56%	57%
Neither agree nor disagree	25%	16%	18%	21%	22%	23%	23%	25%	20%
NET Disagree	14%	12%	20%	22%	24% B	15%	24% B	19%	23% B
Strongly disagree	7%	5%	7%	4%	9%	5%	6%	6%	7%
Disagree	8%	7%	13%	18% A B	15%	10%	18% A B	14%	16% A B
Neither agree nor disagree	25%	16%	18%	21%	22%	23%	23%	25%	20%
Agree	35%	50% A	46%	42%	42%	47%	44%	42%	48% A
Strongly agree	26% E G I	21% G I	17%	15%	12%	15%	9%	14%	9%
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.

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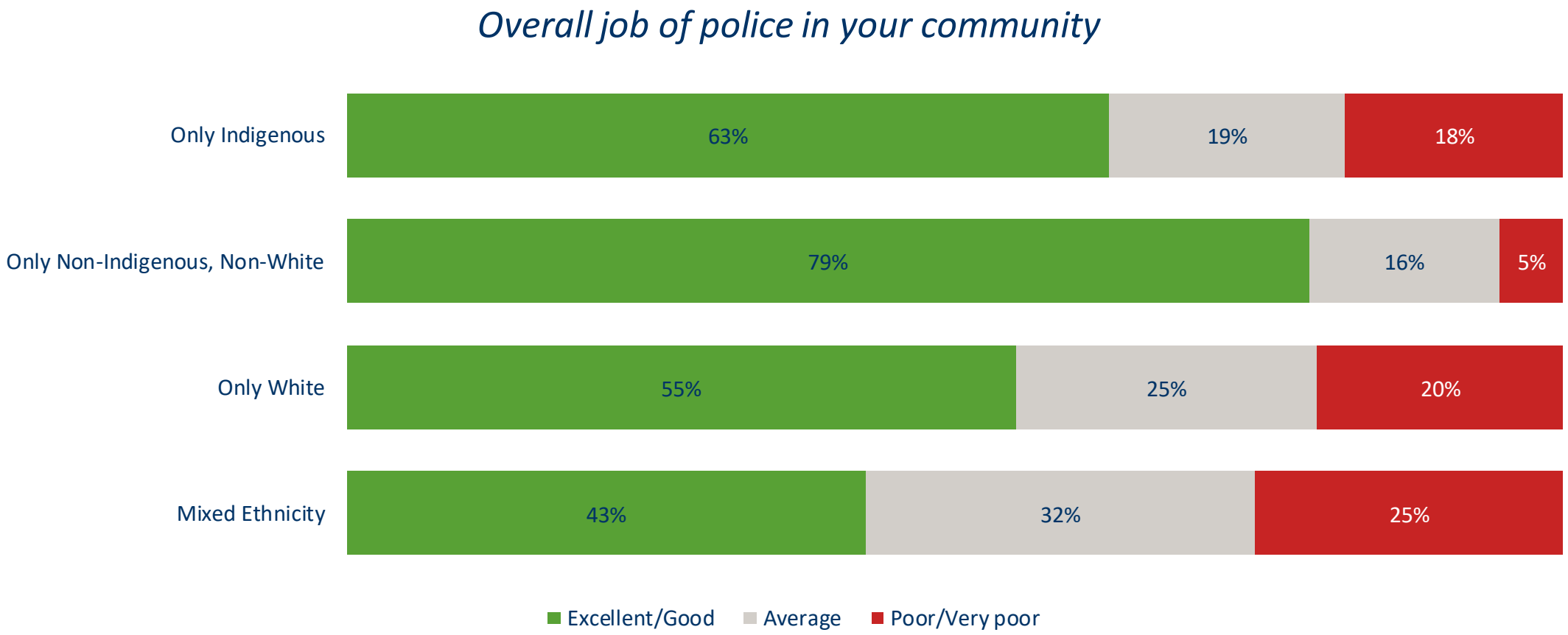
Ethnicity

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



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).*

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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.

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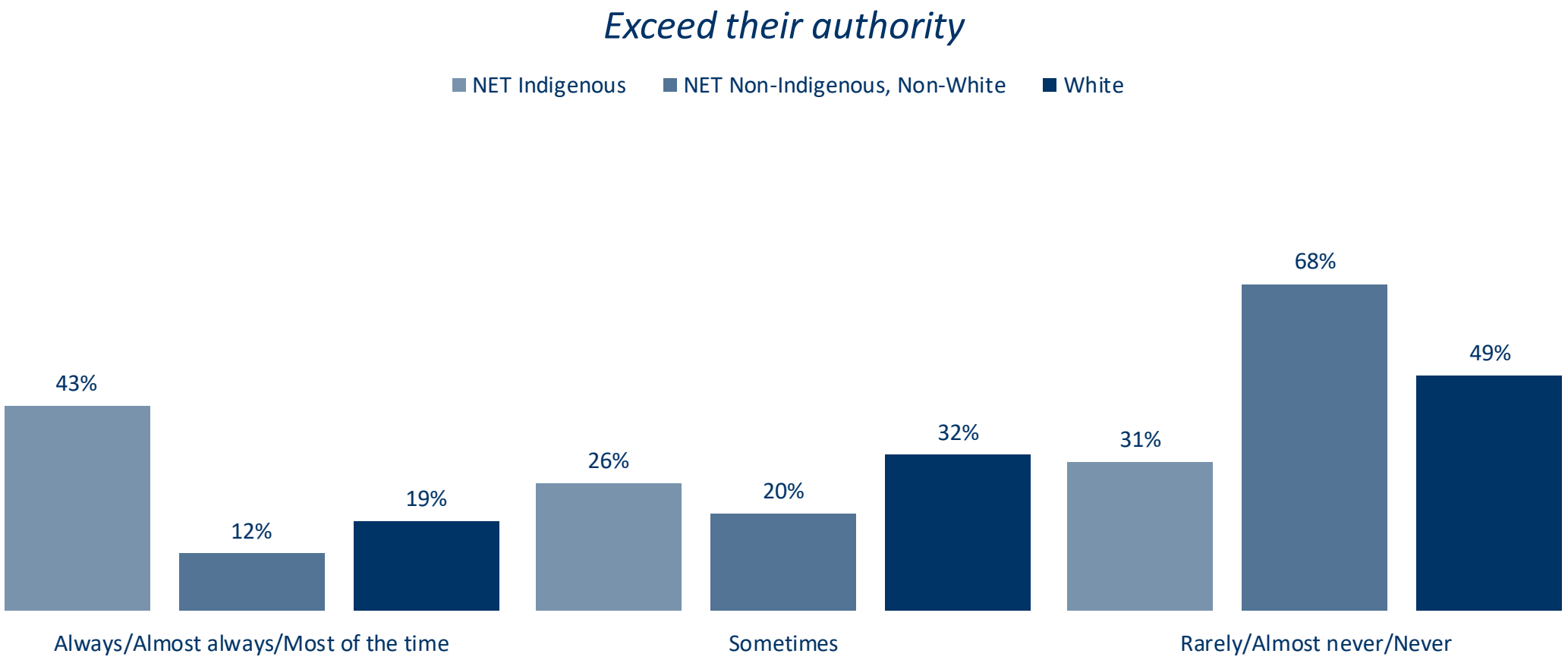
On all three of **exceeding authority**, **resolving violent crimes**, and **responding quickly**, citizens who are non-Indigenous/non-white rate OPS more highly than those who are only white or of mixed ethnicity.



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).*

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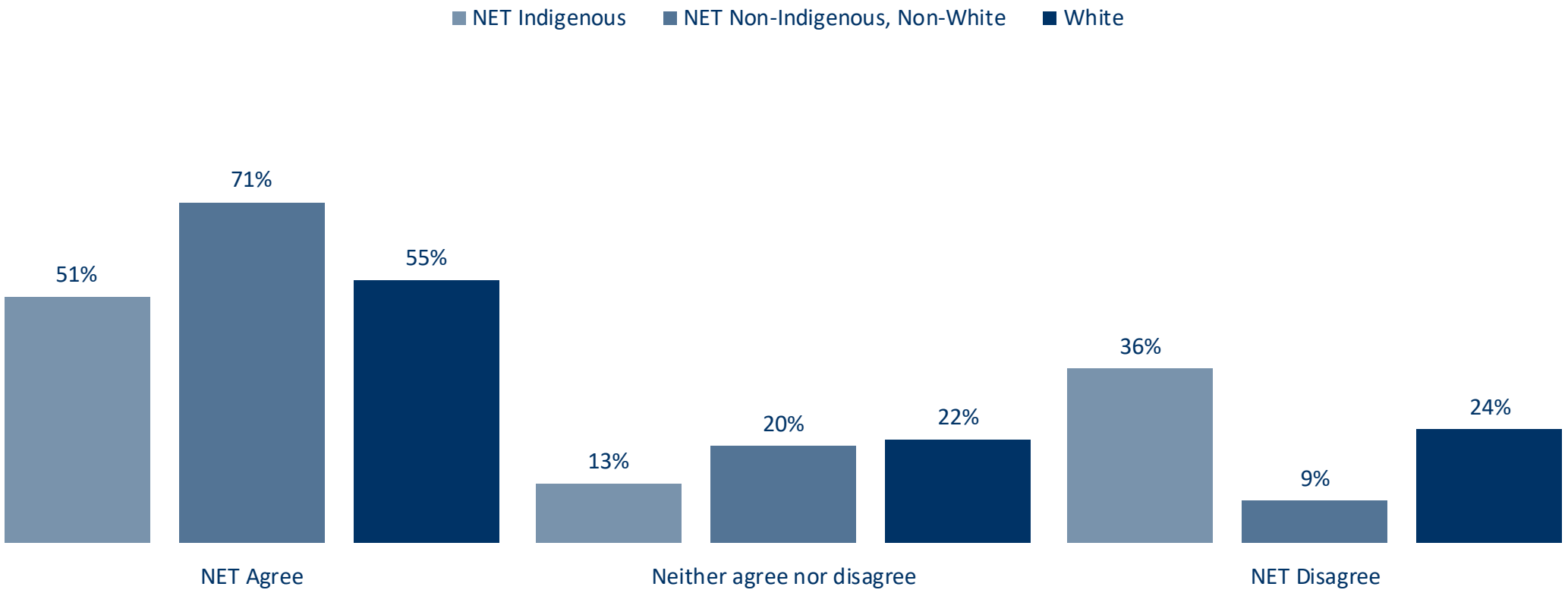
Resolving crimes where violence is involved



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 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).*

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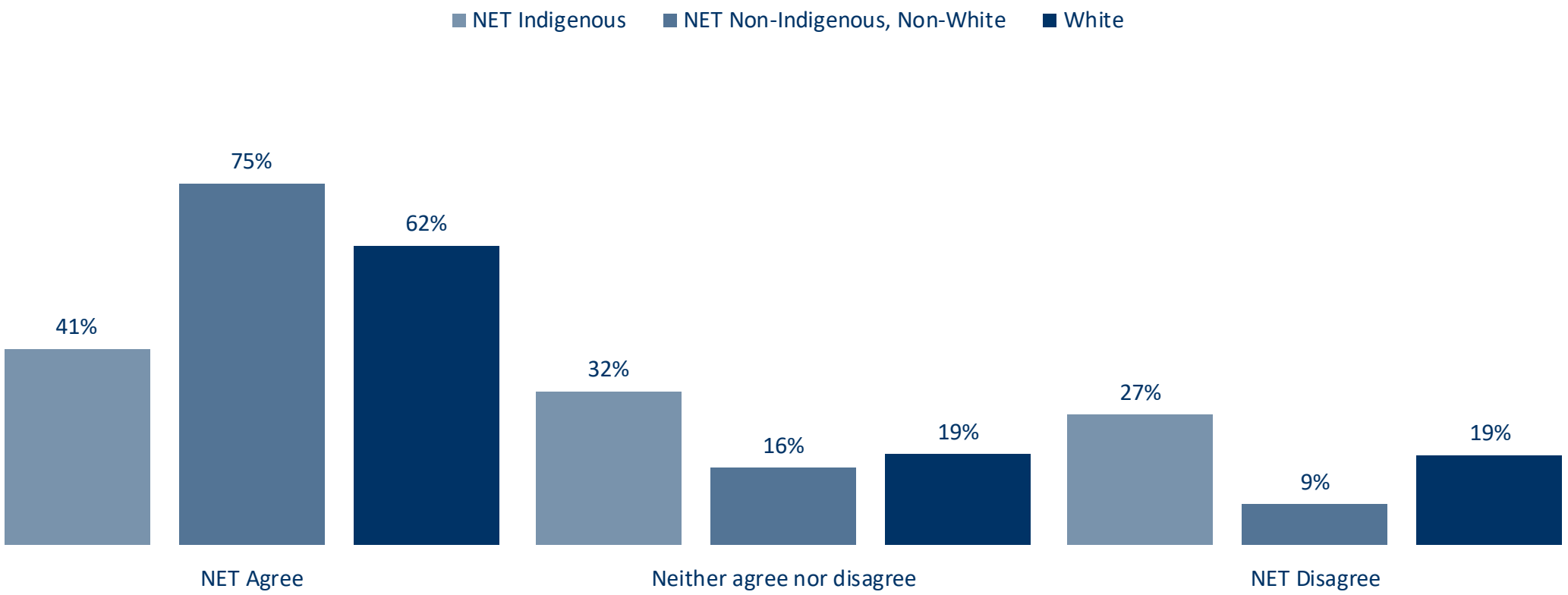
Responding quickly to calls for assistance



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 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).*

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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/rsrcs/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*
- *May-June 2023: 20,176 Canada-wide and 1,423 for OPS (+/- 0.7% & +/- 2.6%)*
- *May-June 2022: 21,682 Canada-wide and 2,232 for OPS (+/- 0.7% & +/- 2.1%)*
- *May-July 2021: 19,461 Canada-wide and 1,338 for OPS (+/- 0.7% & +/- 2.7%)*
- *February to April 2020: 17,604 Canada-wide and 624 for OPS, before OPS subscribed (+/- 0.7% & +/- 3.9%)*

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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