



Ottawa Police Service

2025 Budget Consultation Results

Overview

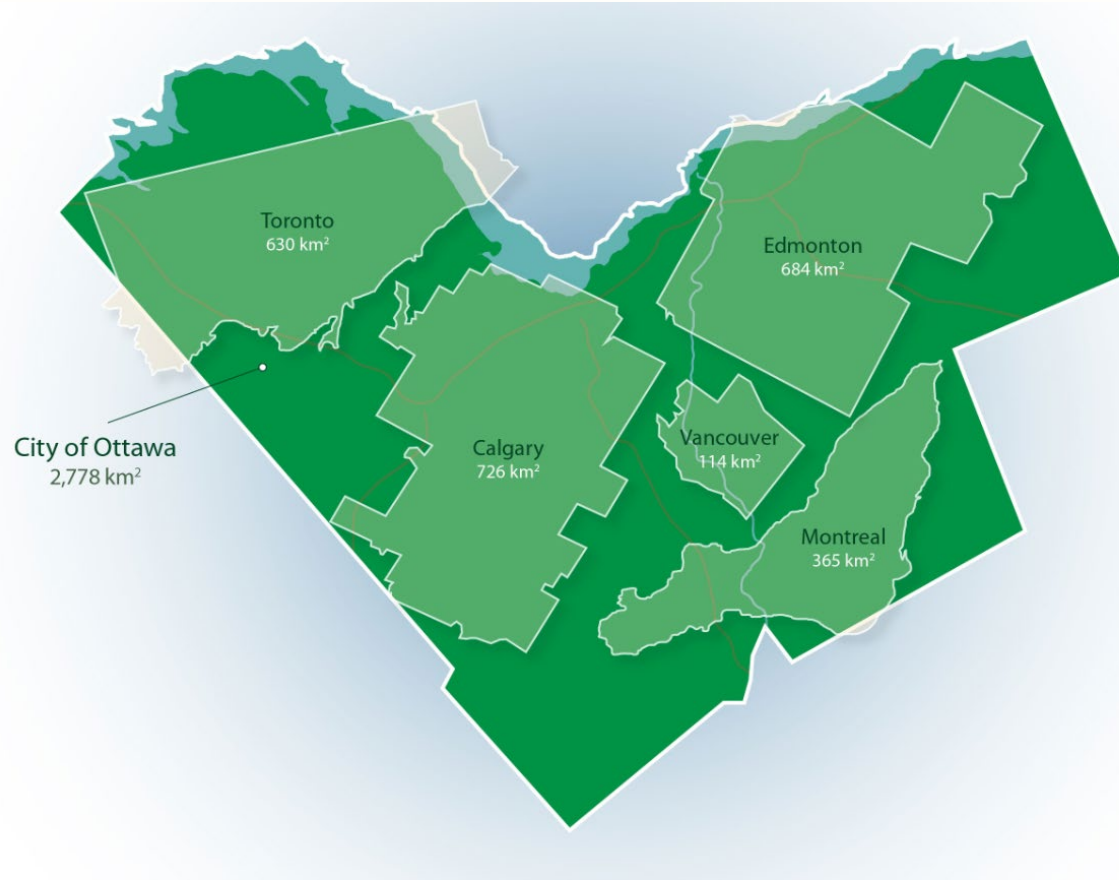
- ✓ Broad consultation aligned with **CSPA 2019 / OPSB policy CR-6** to reflect community voices in the 2025 budget.
- ✓ Engaged stakeholders (community/ members) to better understand policing needs.
- ✓ Feedback gathered via **mixed methods** informs public safety priorities and resource allocation.



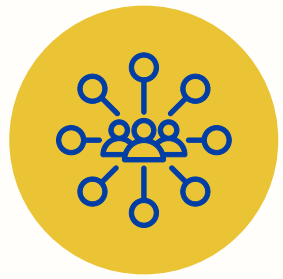
Approach

- ✔ **Leadership Connections:** Ongoing engagement from the Chief and Command through personalized discussions with Councillors, residents, and stakeholders.
- ✔ **Community-Centric Engagement:** Fulsome outreach involving meetings, dialogues, and surveys.
- ✔ **Inclusive Data Collection:** Thorough information gathering from a wide range of perspectives across various languages and platforms.
- ✔ **Data-Driven Insights:** Explored diverse needs of wards, operational pressures and policing benchmarks.

Ottawa Demographics



- ✓ **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.
- ✓ **Geography:** Rural, Suburban, Urban



Community Outreach

Community Outreach

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



What We Heard

1. Diversity and Inclusion

- ✔ Strong demand/focus on including **marginalized communities** (Black, Somali, Jewish, Palestinian, Muslim, LGBTQ+, Indigenous).
- ✔ **Sense of safety and protection. Communities need to feel belonged**, especially with global tensions (e.g., Middle East crisis) and feel OPS can help with that.

2. Community Safety and Crime Prevention

- ✔ Priorities around public safety, addressing hate crimes (e.g., hate-motivated incidents at religious and cultural institutions).
- ✔ Concerns about gun violence, particularly affecting Black communities (e.g., Congolese community), led to strategies like the CORE Strategy for safety and well-being.
- ✔ Youth Engagement in schools and neighbourhoods.

3. Building Trust and Strengthening Relationships

- ✔ Trust-building remains a top community priority, especially with racialized groups and youth.
- ✔ Initiatives like Community Conversations and Listening Circles have been organized to foster open dialogue and improve OPS-community relations.

What We Heard (cont.)

4. Education and Awareness

- ✔ Communities emphasize the need for **public education** on policing, hate crime, rights, and diversity.
- ✔ OPS efforts include educational outreach to **newcomers, immigrants**, and school boards, fostering mutual understanding.

5. Interest in the Use of Force Data/Report

- ✔ High community interest **in use of force data** and consultations.
- ✔ Calls for **more community involvement** in shaping OPS practices (e.g., use of force review panels).

6. Transparency and Accountability

- ✔ Community wants **greater transparency** in OPS operations.
- ✔ Initiatives like the **10-year race data report** and the **2023 Annual Report** show OPS commitment to **accountability**.

7. Celebrating Diversity

- ✔ Strong desire to **recognize diversity** and **community contributions**.



Advanis Citizen Perception Survey

Advanis Results

What we'll cover today

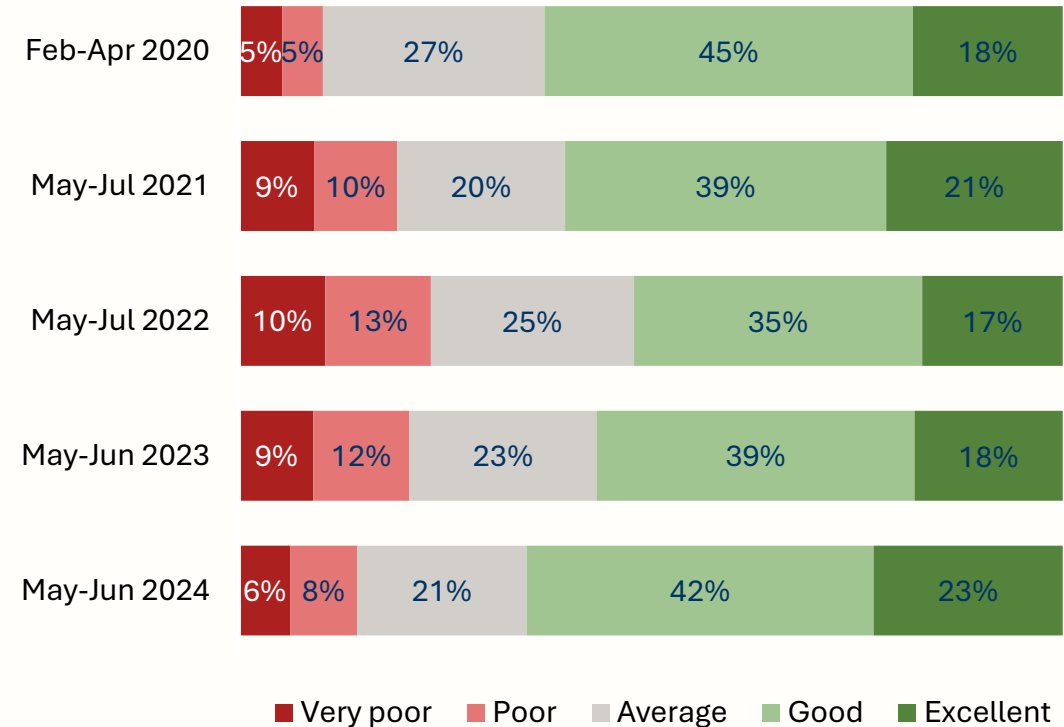
- ✔ Citizens' Perceptions **of OPS**
- ✔ Citizens' Perceptions **of Public Safety**
- ✔ Key Demographic Differences in Perceptions



Advanis Results – Citizen Perceptions of OPS

- In 2024, citizens' overall perception of OPS 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
OPS Trend



Advanis Results – Citizen Perceptions of OPS

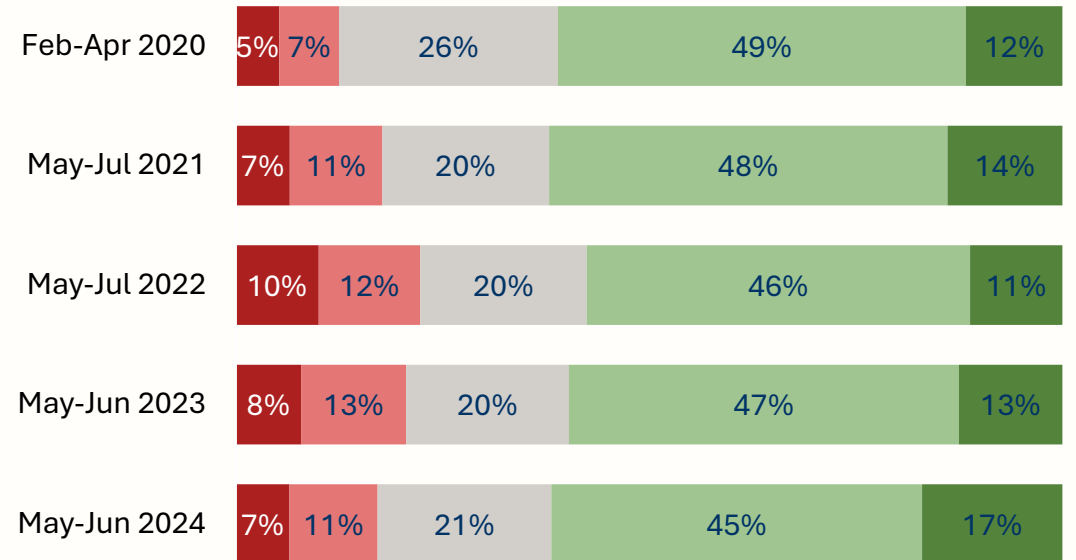
- In 2024, citizens rate OPS more highly than in the last two years on six out of seven statements about police service (the seventh remained stable).
- Equity remains the biggest challenge for OPS (lowest rating)...but this is also the case for all other large police services.
- That said, it's a positive sign that the equity metric (*OPS is providing the same quality of service to all citizens*) has improved markedly this year, up over 10% points.

Agree or strongly agree	May-Jun 2024
SUPPORT I would help the police if asked.	87% ↑
SUPPORT I feel a moral duty to follow police orders.	79% ↑
SUPPORT I generally support how the police usually act.	70% ↑
BEHAVIOUR The police treat people with respect.	71% ↑
BEHAVIOUR The police make decisions based on facts.	61% ↑
FOCUS The police are dealing with the things that matter to people in this community.	62% ↑
EQUITY The police provide the same quality of service to all citizens.	51% ↑

Advanis Results – Citizen Perceptions of OPS

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

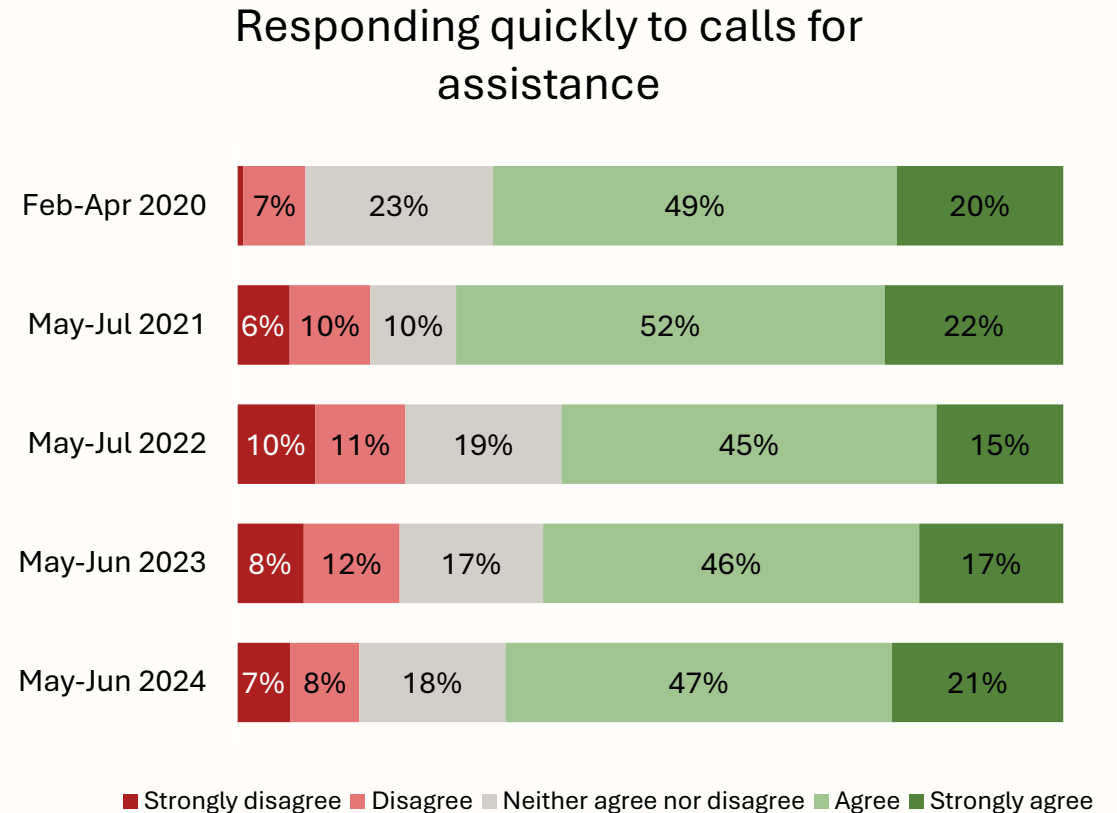
Resolving crimes where violence is involved



■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

Advanis Results – Citizen Perceptions of OPS

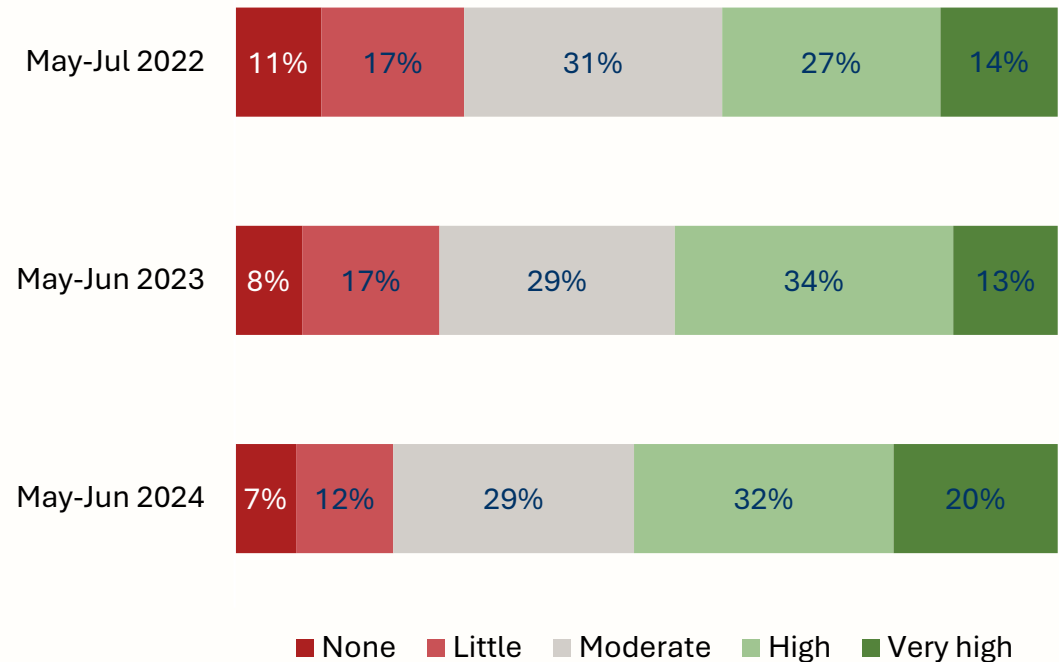
- Perceptions of **response time** also **improved**.
 - 15% of citizens *disagree* or *strongly disagree* that OPS responds quickly, down from about 20% in each of the two previous years.



Advanis Results – Citizen Perceptions of OPS

- In 2024, 80% of citizens in OPS' jurisdiction have a *moderate* or higher **level of trust** in OPS.
- 51% have a *high* or *very high* level of trust, on par with last year (47%) but both higher than in 2022 (41%).

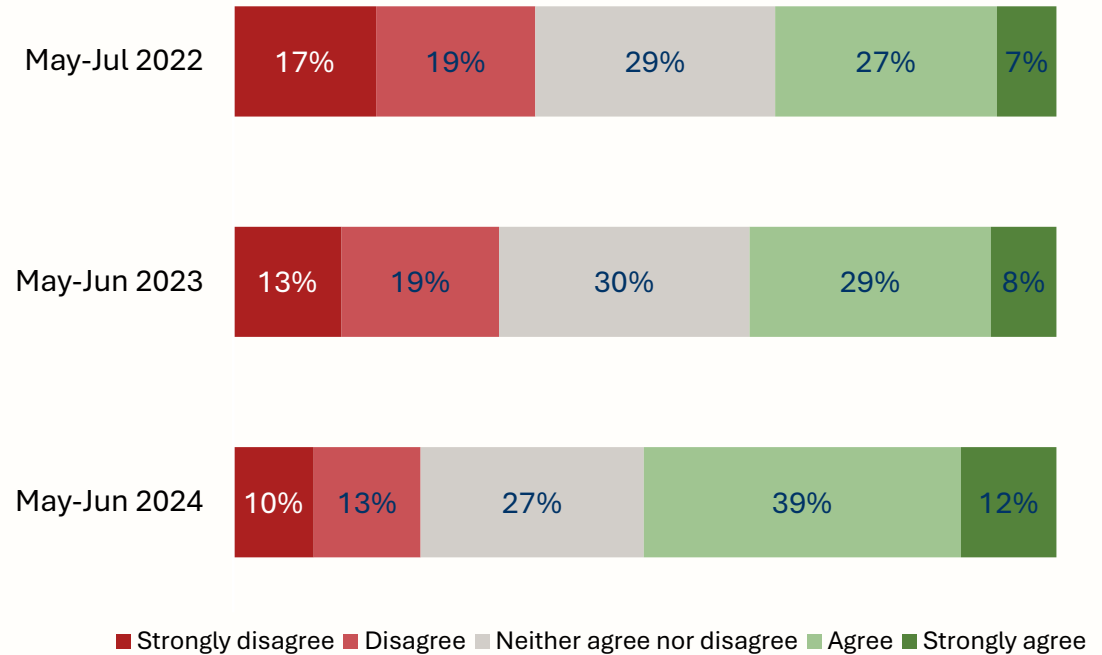
What level of trust do you have in the Ottawa Police Service?



Advanis Results – Citizen Perceptions of OPS

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

OPS is sensitive to the needs of different cultures



Advanis Results – Citizen Perceptions of OPS



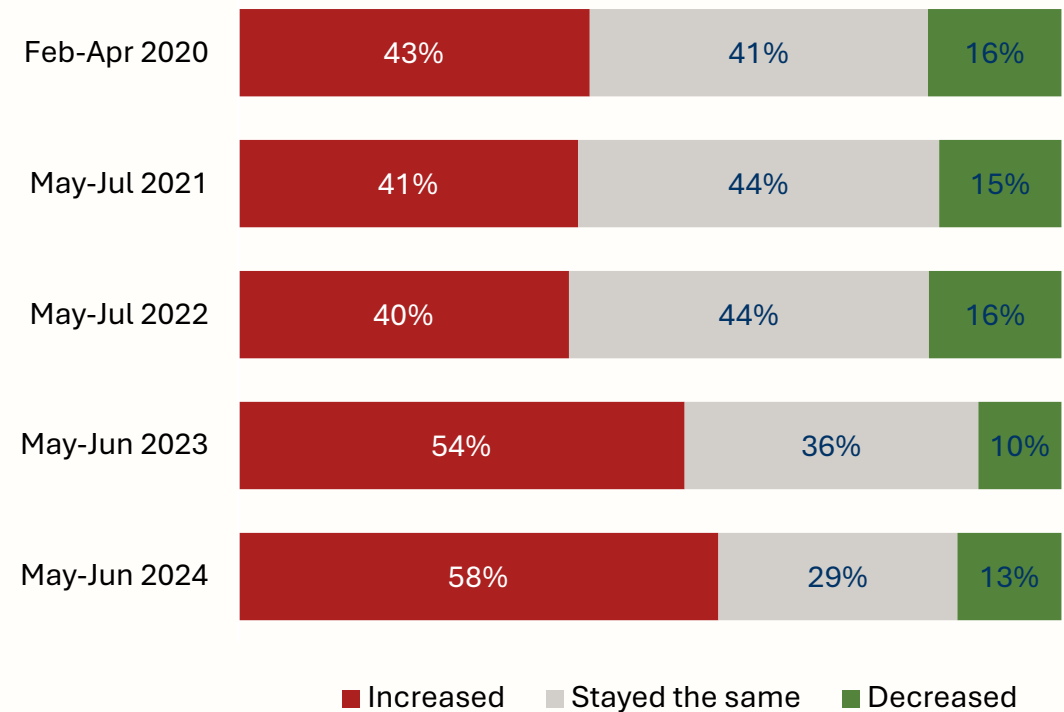
Citizens were asked for their **top priorities for OPS** in **their own words**.

- Over half of citizens name priorities related to specific crimes.
- **Far fewer** citizens highlight priorities related to training/education than previously.
- **Significant decrease** in the percentage of citizens who think OPS should be reformed.
- **A larger percentage** of citizens want community/public safety/crime prevention efforts.
- **A higher percentage** of citizens are concerned about property crimes and drugs/opioids than in the last two years.

Advanis Results – Citizen Perceptions of Public Safety

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

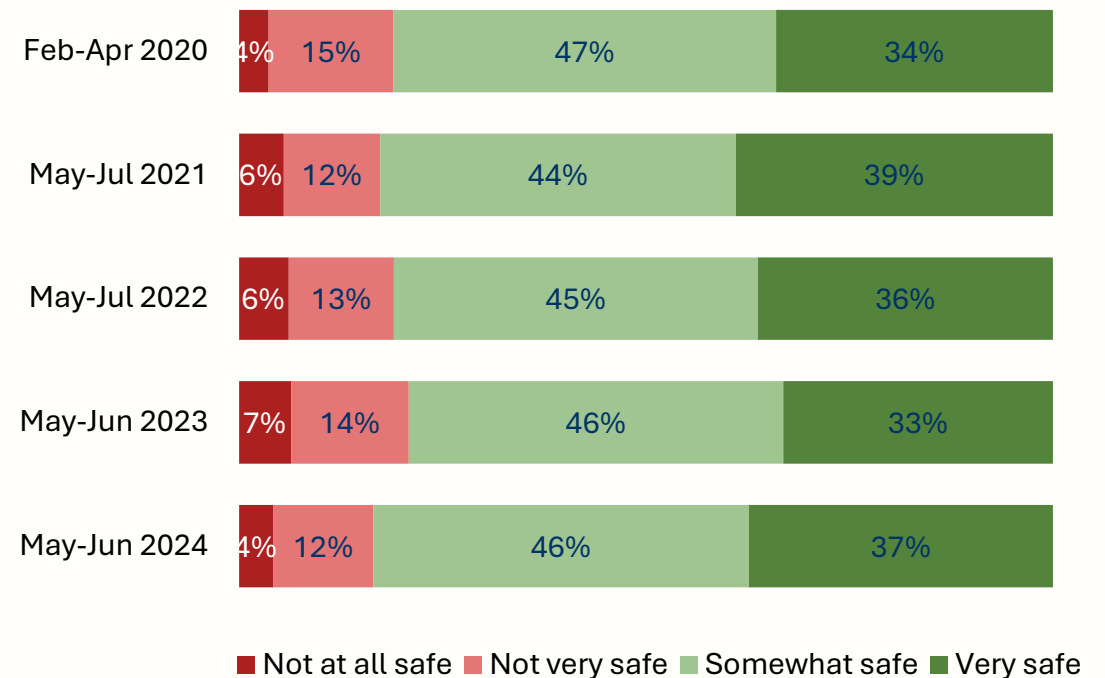
Change in amount of crime in your community in past 5 years



Advanis Results – Citizen Perceptions of Public Safety

- On the other hand, there has been an **increase in the percentage of citizens who feel safe** walking alone in their community after dark (83% this year, up from 79% last).

How safe when walking alone in your community after dark



Advanis Results – Demographics

Sexual Orientation

- Non-heterosexuals remain less positive about OPS' performance.
- However, 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.**

Income

- Lower-income citizens rate OPS more favourably, especially with respect to 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.**

Advanis Results – Demographics

Disabled

- Those with a disability are also less positive about OPS' performance.
- But we also see improvements in perceptions of this group in 2024 across most measures.

ByWard Market, Lowertown, and Sandy Hill (K1N)

- Citizens in K1N provide *nominally* lower ratings of OPS performance and trust in OPS.
- They also appear to feel less safe after dark and to worry more about crime.
- However, the differences are not statistically significant given K1N base size of 100-140, depending on the question.

Advanis Results - Summary

- ✔ Positive trends in perception, safety, and trust.
- ✔ Improvements in cultural and mental health sensitivity.
- ✔ Notable changes in citizen priorities and demographic insights.
Consider increasing sample size in K1N next year to get more precise estimates.
- ✔ Continue analyzing results and integrating them with other data points.
- ✔ Incorporate insights into budget and strategic planning processes.



Environics Analytics Ward Based Analysis

Environics Overview

- **Objective:** A ward with a view through the lens of safety, security, and trust and confidence in police and public sector institutions.

Key Analytical Questions:

- What is the **perception of safety** at each ward level?
- What **insecurities** are most acute for each ward population?
- What are each ward populations' **attitudes towards police** and their trust in police?
- What are the **demographic and socio-economic** characteristics of each ward population?
- To what extent does each ward population **feel safe and secure** in their respective communities?

Environics Approach

✓ Methodology

Integration of key variables from across multiple Environics Analytics datasets, including demographic, psychographic, perception, safety, trust, confidence and other attributes that aim to answer the key questions posed in the project outline.

✓ Approach

In this exercise, EA's approach was to synthesize and collate substantial intelligence about each ward into a single output that can be easily read and ingested. To do this:

- Where possible, we combined perception variables that came from 5-point scales to assign “high” and “low” confidence with respect to trust in institutions
- We identified the top 3 racialized (visible minority) populations within each ward. An important note here is that while only the top 3 were identified, there may be a presence of other racialized communities within each ward that were not captured in the context of the ward reports. This information remains available to the Ottawa Police Service through its licence access and through ENVISION.
- When looking at relative levels of trust, confidence and other perceptions, we measured each ward's output against the Ottawa CSD (census subdivision) average. This gives us a clear idea of how a variable ranks in each ward compared the city's average and gives us a sense for where the areas of investigation may lie.

Product Name	Geography Level
DemoStats	FSALDU
SocialValues (CAN)	FSALDU
Opticks Vividata	FSALDU
CommunityLife	FSALDU

Environics - Confidence in Police

Ward No	Ward Name	% with High Confidence in Police
1	Orleans East-Cumberland	56%
2	Orleans West-Innes	62%
3	Barrhaven West	57%
4	Kanata North	67%
5	West Carleton-March	13%
6	Stittsville	50%
7	Bay	62%
8	College	59%
9	Knoxdale-Merivale	65%
10	Gloucester-Southgate	60%
11	Beacon Hill-Cyrville	64%
12	Rideau-Vanier	45%

Ward No	Ward Name	% with High Confidence in Police
13	Rideau-Rockcliffe	58%
14	Somerset	41%
15	Kitchissippi	52%
16	River	62%
17	Capital	58%
18	Alta Vista	63%
19	Orleans South-Navan	58%
20	Osgoode	29%
21	Rideau-Jock	18%
22	Riverside South-Findlay Creek	60%
23	Kanata South	64%
24	Barrhaven East	63%

Index Legend:
index 110+ / index <=90

Environics - Key Insights

- **Ottawa residents lean towards showing high confidence in police** as 19 wards from the total of 24 wards showcase high confidence.
- **High confidence in police generally also showed high confidence levels in other public sector institutions** (Justice System, Federal Parliament, School System, and Canadian Media).
- **Average household income and confidence in the police are not directly correlated.**
- **Wards with a high presence of racialized groups tend to show higher confidence levels in police.**

Environics - Key Insights

- The analysis reveals **mixed perceptions of safety across the wards.**
- In Rideau-Vanier and Somerset, there are **higher concerns about violence and crime, which likely contribute to the lower trust in policing services** in these areas.
- Orleans South-Navan has a **high rate of security system purchases**, reflecting underlying concerns about safety despite reasonable trust in the police.
- This insight suggests that in certain wards, residents may feel the need to supplement policing efforts with their own security measures, pointing to a potential area where police visibility and response could be improved.

Environics - Using The Insights

- 1. Enhanced Community Policing in Low-Trust Wards** with targeted community policing initiatives (Increasing visibility, hosting public forums, and collaborating with local organizations to address specific concerns).
- 2. Focus on Cultural Competency and Anti-Discrimination Initiatives** through regular dialogues with community leaders, establishing advisory boards.
- 3. Youth Engagement and Educational Outreach in Progressive Wards** by partnering with local schools, universities, and youth organizations to co-create public safety programs could foster positive relationships between the police and younger residents.
- 4. Tailored Communication Strategies** that align with the social values and concerns of each community.



OPSB Community Needs Survey

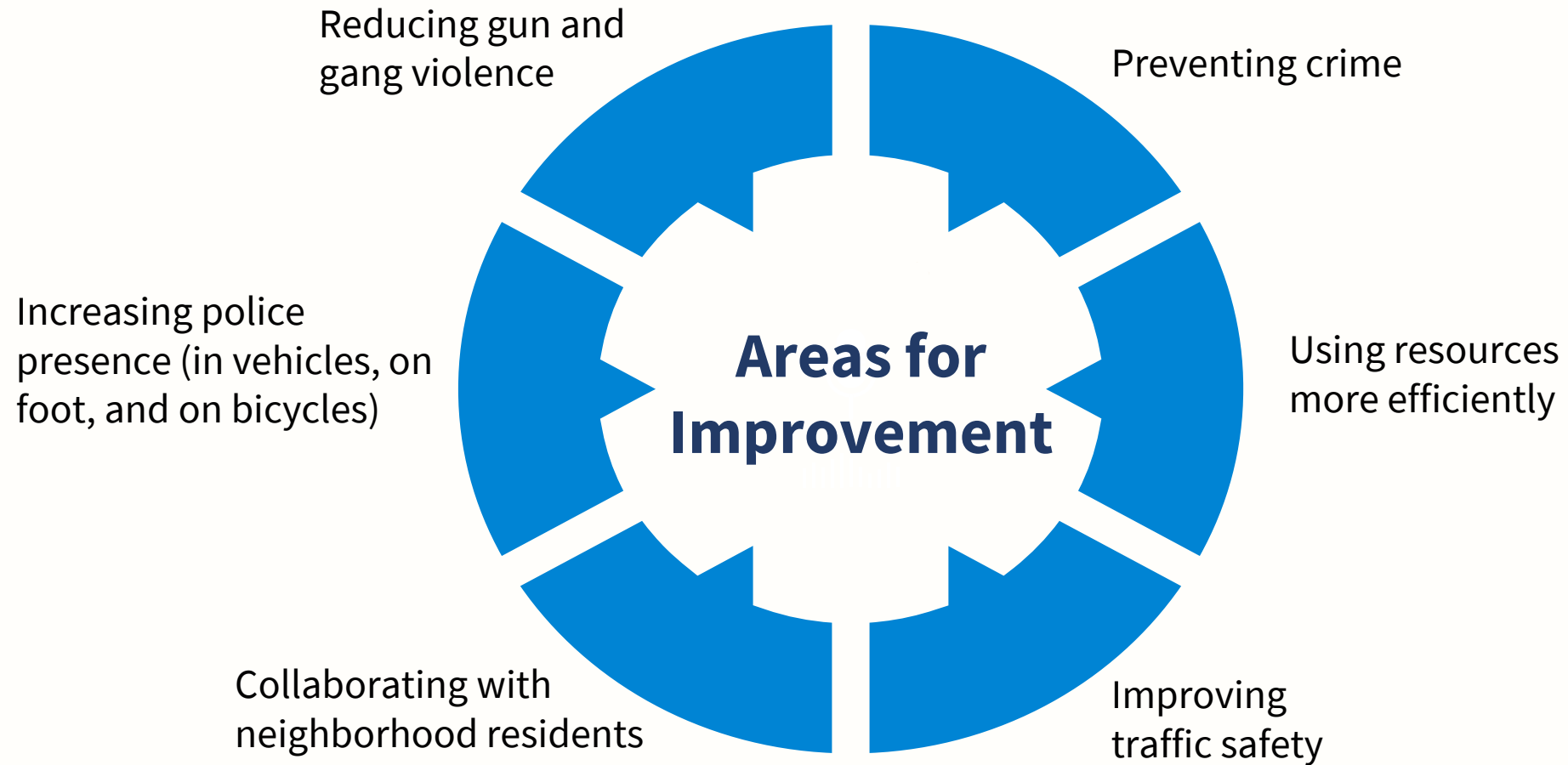
OPSB Community Needs Survey

- ✓ Perceptions of **TRUST** in line with previous year's results.
- ✓ 40% of respondents are *satisfied* with their **PERSONAL SAFETY**.
- ✓ 62% of respondents feel **COMMUNITY SAFETY** in Ottawa has decreased over the past 3 years,
- ✓ 78% of respondents believe that **TECHNOLOGY AND DATA-DRIVEN SOLUTIONS**, will improve OPS effectiveness and transparency.

The top community **CONCERNS**:

- Mental health
- Overdoses
- Addictions
- Auto theft
- Hate crimes

OPSB Community Needs Survey





Member Needs

Results from Employee Resource Groups

Member Needs (ERGs)

Currently four Employee Resource Groups (ERGS):

- ✓ Ethnocultural and Religious Diversity (ERD)
- ✓ Pride (2SLGBTQQIA+)
- ✓ Women's Internal Network & Support (WIN+S)
- ✓ Asian Association (AA)

Their functions include (but not limited to):

- ✓ Support the Board's Strategic Direction and the DRIVE2 Strategy.
- ✓ Support member engagement and inclusion; help identify and address issues regarding bias and discrimination
- ✓ The ERGs support professional development opportunities (leadership courses, mentorship programs, conferences, workshops, etc.) The ERGs lead and participate in various events, including days of significance.
- ✓ Leveraging the initiatives, achievements and impact of the ERGs can help us increase employee engagement and inclusion. They also support community engagement and help attract new employees by showing commitment to equity, diversity and inclusion (EDI).
- ✓ ERGS have an important role in amplifying underrepresented voices through networking with both members, leadership as well as our community at large (community service).

Activities of the ERG

The ERGs are looking at providing more member and community engagement by working with Front Line Directorates and other sections (i.e. collaborating with Recruitment).

Ethnocultural & Religious Diversity (ERD)

- ✓ Events to commemorate International Day of the Elimination of Racial Discrimination
- ✓ Champion the importance of representation in all processes and programs

Pride (2SLGBTQQIA+)

- ✓ Pride Week recognition and celebrations
- ✓ Toronto Police Pride Gala
- ✓ EGALE Canada (in-person training session on Workplace Inclusion for Gender & Sexual Diversity)

Women Internal Network + Support (WIN+S)

- ✓ International Women's Day Celebration
- ✓ Polar Plunge for Special Olympics
- ✓ Authentically True Event
- ✓ Women's only recruitment sessions
- ✓ Surveys and special projects

Asian Association

- ✓ "Sweet Home" Chinese Association Fundraiser
- ✓ Lunar New Year
- ✓ Participated in the 2024 National Asian Peace Officers' Association (NAPOA Leadership Training Symposium in Nashville, TN).





Police Statistics and Benchmarks

Police Statistics & Benchmarks

Between 2019 to 2023 demands for service have been growing



Dispatched Calls

▲ 6%

2023: **161,550**



**Service Time
Hours**

▲ 23%

2023: **369,200**



Police reports

▼ 4%

2023: **102,000**



Response Times

Priority Level

1	▼ 8%	7 minutes
2	▲ 15%	14 minutes
3	▲ 100%	47 minutes
4	▲ 82%	110 minutes

Response times are slowing

Figures from 2023. Change % from 2019 to 2023.

Police Statistics & Benchmarks

The volume of crime is up **12%** between 2019 and 2023 to **48,000** offences.

Homicide

▲ **8%**



2023: 14

Assaults

▲ **6%**



4,200

Robbery

▲ **12%**



770

Auto Theft

▲ **108%**



2,000

Shoplifting

▲ **59%**



11,300

Average shootings per year: **85**



Persons injured by
firearm **increased**
by **38% to 36**

Clearance Rate (%)



Declined by
5% to 29%
in 2023

Police Statistics & Benchmarks

Crime Severity Index

Largest 12 municipalities by population in Ontario:

6th lowest

Weighted Clearance Rate

Largest 12 municipalities by population in Ontario:

3th lowest

Violent Crime Severity Index

Largest 12 municipalities by population in Ontario:

3th lowest

Officers per Population

Largest 12 municipalities by population in Ontario:

5th lowest



Sources: 1. Statistics Canada Table: 35-10-0188-01 (formerly CANSIM 252-0085). Release date: 2024-07-25. Crime severity index and weighted clearance rates, police services in Ontario. 2. Statistics Canada Table: 35-10-0026-01 (formerly CANSIM 252-0052). Release date: 2024-07-25. Crime severity index and weighted clearance rates, Canada, provinces, territories and Census Metropolitan Areas. 35-10-0077-01 (formerly CANSIM 254-0004). Release date: 2024-03-26. Crime severity index and weighted clearance rates, police services in Ontario. Police personnel and selected crime statistics, municipal police services.



Next Steps

Next steps

- ✔ Community Outreach initiatives and studies provide key insights into concerns and expectations
- ✔ Ongoing analysis will support budget discussions, ensuring community voices remain central to policing strategies.
- ✔ This work is designed to be inclusive, continuous, and collaborative.
- ✔ Further analysis is available as needed.

