



**ADVANIS**

# Police Service Benchmarks 2024 OPS: Comparing Downtown to Rest of Ottawa

July 2024

All of the tables below are set to calculate statistical differences between the three columns. If such differences exist, they are denoted by a capital letter underneath a percentage.

These are the differences identified:

- Those who live downtown are more likely to *feel **unsafe walking alone** in their community after dark (41% vs. 16%)*.
- Those who live downtown are less likely to *rarely or never **worry about crime** (29% vs. 45%)*.
- Those who live downtown are more likely to say OPS is *poor or very poor at **responding to emergency calls** (24% vs. 10%)*.
- The top four policing priorities of those who live downtown are:
  1. 28%: **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. (vs. 39% for non-downtown citizens; **not** statistically different)
  2. 27%: **Reform of the OPS** (vs. 13% for non-downtown citizens; statistically different)
  3. 25%: **Homelessness** (vs. 7% for non-downtown citizens; statistically different)
  4. 24%: **Drugs/opioid crisis** (vs. 15% for non-downtown citizens; **not** statistically different)

This report is also available online here: [3 2024 Advanis Police Service Benchmarks - OPS Comparing Downtown to Rest of Ottawa](#) (to those with a login ID for Advanis' Online Reporting Environment).

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

This table shows how many completed surveys Advanis collected.

We can only analyze those sample records which we can weight by age, gender, household income, and household property victimization (i.e., the respondent needs to have responded to all four of those questions for their record to be usable).

As such, the tables that follow this one report on the data in the second column ("include in analysis").

ops_division	Total	Include in analysis	0 Do not include in analysis (can't weight because of missing data)
K1N	3%	3%	6%
	148	142	6
Non-K1N	88%	90%	66%
	1501	1431	70
Unknown OPS division	9%	8%	28%
	159	129	30
Base	1808	1702	106

## 1a. PSC Questions - OPS Only

Overall job of police in your community			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Excellent/Good	56%	65%	66%
Average	27%	20%	24%
Poor/Very poor	17%	15%	10%
Very poor	12%	6%	4%
Poor	5%	8%	6%
Average	27%	20%	24%
Good	37%	43%	39%
Excellent	19%	23%	28%
Base	134	1354	122

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis  
*Upper case letters indicate significance at the 95% level.*

NET Agree/Strongly agree with statements about your police service			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
SUPPORT I would help the police if asked.	87%	86%	87%
SUPPORT I feel a moral duty to follow police orders.	70%	78%	88% A B
SUPPORT I generally support how the police usually act.	65%	70%	70%
BEHAVIOUR The police treat people with respect.	67%	71%	69%
BEHAVIOUR The police make decisions based on facts.	61%	61%	60%
FOCUS The police are dealing with the things that matter to people in this community.	63%	63%	60%
EQUITY The police provide the same quality of service to all citizens.	45%	50%	57%

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

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Upper case letters indicate significance at the 95% level.

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

Exceed their authority			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Always/Almost always/Most of the time	21%	16%	28%
			B
Sometimes	23%	28%	17%
Rarely/Almost never/Never	57%	56%	54%
Never/Almost never	20%	28%	19%
Rarely	36%	28%	35%
Sometimes	23%	28%	17%
Most of the time	13%	10%	15%
Always/Almost always	7%	6%	13%
Base	97	1048	92

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis  
*Upper case letters indicate significance at the 95% level.*

Resolving crimes where violence is involved			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
NET Agree	52%	62%	67%
Neither agree nor disagree	24%	21%	17%
NET Disagree	24%	17%	16%
Strongly disagree	10%	7%	5%
Disagree	14%	11%	11%
Neither agree nor disagree	24%	21%	17%
Agree	37%	46%	40%
Strongly agree	15%	16%	27%
			B
Base	113	1150	111

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis

Upper case letters indicate significance at the 95% level.



Responding quickly to calls for assistance				
	ops_division			
	K1N	Non-K1N	Unknown OPS division	
	A	B	C	
NET Agree	68%	67%	71%	
Neither agree nor disagree	9%	18%	18%	
NET Disagree	23%	15%	12%	
Strongly disagree	14%	6%	5%	
Disagree	9%	8%	7%	
Neither agree nor disagree	9%	18%	18%	
Agree	47%	47%	44%	
Strongly agree	21%	20%	27%	
Base	125	1233	117	

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis  
*Upper case letters indicate significance at the 95% level.*

## 2a. Advanis Crime Questions - OPS Only

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

	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Increased	58%	59%	53%
Stayed the same	28%	29%	33%
Decreased	14%	12%	14%
Base	104	999	88

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

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Those who live downtown are much more likely to *feel unsafe walking alone in their community after dark*.

	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
NET Safe	59%	84%	83%
		A	A
NET Unsafe	41%	16%	17%
	B C		
Not at all safe	17%	4%	5%
	B C		
Not very safe	24%	12%	12%
	B		
Somewhat safe	44%	46%	44%
Very safe	15%	38%	39%
		A	A
Base	141	1369	120

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis

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Those who do not live downtown are more likely to *rarely or never worry about crime*.

How often worry about crime	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Always/Almost always/Most of the time	22%	14%	17%
Sometimes	50%	40%	40%
Never/Rarely	29%	45%	43%
Never/Almost never	5%	13%	13%
Rarely	23%	32%	30%
Sometimes	50%	40%	40%
Most of the time	16%	10%	10%
Always/Almost always	5%	4%	7%
Base	142	1424	126

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis  
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**Victim of any of 3 crime types, past 12 months (you or someone in household)**

	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Yes	35%	28%	25%
No	65%	72%	75%
Base	142	1431	129

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis  
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### Victim of crime, past 12 months (you or someone in household)

	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Personal crime	17%	14%	13%
Property crime	16%	13%	7%
Financial crime	11%	14%	16%

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in analysis: Include in analysis

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Reported instances of crime to the police			
	ops_division		
	K1N	Non-K1N	Unknown OPS division
	A	B	C
Personal crime	78%*	72%	57%*
Property crime	57%*	64%	66%*
Financial crime	50%*	38%	59%*

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

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

Questions only answered by those who continued to complete the entire survey, including questions specific to their police service...which is why the base sizes are lower here.

- 87% (124/142) of those who live downtown and 79% (1124/1431) of those who do not responded to the OPS-specific questions.

What level of trust do you have in the Ottawa Police Service?		
	ops_division	
	K1N	Non-K1N
	A	B
NET None/Little	20%	19%
Moderate	35%	29%
NET High/Very high	45%	52%
None	9%	7%
Little	11%	12%
Moderate	35%	29%
High	29%	32%
Very high	16%	20%
Base	124	1110

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

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Those who live downtown are more likely to still prioritize "reform of OPS" among their top 4 individual concerns:

1. 28%: 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. (vs. 39% for non-downtown citizens; **not** statistically different)
2. 27%: Reform of the OPS (vs. 13% for non-downtown citizens; statistically different)
3. 25%: Homelessness (vs. 7% for non-downtown citizens; statistically different)
4. 24%: Drugs/opioid crisis (vs. 15% for non-downtown citizens; **not** statistically different)

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 years?		
	K1N	Non-K1N
	A	B
OPS: Operations, high-level	43%	39%
HR: Training/Education	27%	30%
CRIM: Crimes	44%	57%
CRIS: Crises	41%	23%
	B	
Base	104	768

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 years?		
	K1N	Non-K1N
	A	B
OPS Reform of the OPS (e.g., organizational change, new leadership, priority adjustment, disarming the police, reducing police roles, etc.)	27%	13%
	B	
OPS Improve communication/ listen to citizens/ community engagement/ outreach/restoring public trust/ school programs	11%	23%
		A
OPS Funding/Improve current spending practices	4%	6%
OPS Increase accountability	8%	6%
OPS Faster response	2%	2%
HR Improving police members (e.g., less aggressive, more respectful, professional, knowledgeable, better hiring procedures, etc.)	16%	14%
HR Training/education (other than mental health or EDI)	5%	7%
HR Equality, diversity and inclusion (EDI) hiring and training	8%	9%
HR Mental health training for police/more funding for mental health	6%	10%
Base	104	768

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 to 3 years?		
	K1N	Non-K1N
	A	B
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.)	28%	39%
CRIM Gangs/gang violence	1%	6%
CRIM Personal crime (results in physical or mental harm to a person, like assault, abuse, kidnapping, sex crimes)	13%	9%
CRIM Guns/firearms trafficking	5%	4%
CRIM Property crime (deprives a person of the use or enjoyment of property, like theft, vandalism)	6%	15%
		A
CRIM Traffic enforcement/speeding	1%	6%
CRIM Financial crime (deception or fraud for financial gain, like blackmail, embezzlement, cybercrime)	2%	6%
CRIS Drugs/opioid crisis	24%	15%
CRIS Homelessness	25%	7%
	B	
CRIS Comments about Protests (e.g., Freedom Convoy)	3%	5%
Other	17%	10%
Don't know/NA	4%	3%
Base	104	768

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OPS is sensitive to the needs of different cultures		
	ops_division	
	K1N	Non-K1N
	A	B
NET Disagree/Strongly disagree	30%	23%
Neither	17%	27%
NET Agree/Strongly agree	54%	50%
Strongly disagree	14%	10%
Disagree	16%	13%
Neither agree nor disagree	17%	27%
Agree	39%	39%
Strongly agree	15%	12%
Base	105	971

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

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*Upper case letters indicate significance at the 95% level.*

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

	ops_division	
	K1N	Non-K1N
	A	B
NET Disagree/Strongly disagree	37%	31%
Neither	16%	24%
NET Agree/Strongly agree	47%	45%
Strongly disagree	17%	14%
Disagree	21%	17%
Neither agree nor disagree	16%	24%
Agree	38%	34%
Strongly agree	9%	11%
Base	106	968

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

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*\*Caution, small base (<=50).*

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NET Good/Very good performance of the OPS		
	ops_division	
	K1N	Non-K1N
	A	B
Enforcing the law	59%	61%
Responding to emergency calls	59%	70%
Ensuring public safety and security at public events	65%	69%
Assisting victims of crime	60%	56%
Preventing crime	41%	44%
Working with neighbourhood residents, businesses, and community groups to improve community safety and well-being	50%	50%

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in a analysis: Include in analysis

*\*Caution, small base (<=50).*

*Upper case letters indicate significance at the 95% level.*

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

Those who live downtown are more likely to say OPS is *poor* or *very poor* at responding to emergency calls.

NET Poor/Very poor performance of the OPS		
	ops_division	
	K1N	Non-K1N
	A	B
Enforcing the law	24%	14%
Responding to emergency calls	24%	10%
	B	
Ensuring public safety and security at public events	15%	13%
Assisting victims of crime	23%	22%
Preventing crime	31%	30%
Working with neighbourhood residents, businesses, and community groups to improve community safety and well-being	35%	25%

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

**Filters:** Time period based on month aggregation: May-Jun 2024, Police Services Subscribing and Tier Averages: Ottawa Police Service, Cases to be included in a analysis: Include in a analysis

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"PSC questions" designed by Public Safety Canada and Halifax Regional Police per: <https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/2019-s003/index-en.aspx>

Some questions designed by Advanis, some by OPS, as specified in report.

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>)*

*For questions, please contact: [gary.offenberger@advanis.ca](mailto:gary.offenberger@advanis.ca)*





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