



**ADVANIS**

# Police Service Benchmarks 2025 OPS Focus

July 2025

## 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 and Toronto Police Service (EPS and the Toronto Police Service Board also subscribe to this research program). OPS' results are also compared to four other police services of cities with populations of 900,000 or more.

## Report Sections

- 1a. Perception of Police Service (PSC Questions) - OPS Only
- 1b. Perception of Police Service (PSC Questions) - OPS vs. Other Police Services
- 2a. Perception of Public Safety (Advanis Questions) - OPS Only
- 2b. Perception of Public Safety (Advanis Questions) - OPS vs. Other Police Services
- 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 2025: 25,399 Canada-wide and 3,335 for OPS*
- *May-June 2024: 20,162 Canada-wide and 1,702 for OPS*
- *May-June 2023: 20,176 Canada-wide and 1,635 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: [matthijs.visser@advanis.net](mailto:matthijs.visser@advanis.net)*

**This report is also available online here: [Advanis Police Service Benchmarks 2025: OPS Focus](#)**

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

## Executive Summary

The overall perception of OPS in 2025 is **lower** than last year but consistent with 2023. Compared to six other cities in Canada that are a similar size to Ottawa (populations of 900,000 or more), residents rate it higher than three cities (including Toronto and Edmonton) and on par with the three remaining cities.

Citizens also rate OPS **lower** than last year on three of seven detailed statements. Providing the same quality of service to all citizens remains the top area of concern, with levels of concern consistent with those seen in 2020 to 2023.

Perceptions of OPS' ability to resolve violent crimes and response time have **fallen** from last year. However, perceptions that OPS exceeds its authority have **stayed the same**. Citizens in OPS' jurisdiction are less likely than those in four of the other six cities to say that their police service exceeds its authority. Citizens in OPS' jurisdiction are also more likely to say their police service resolves violent crimes than those in two of the six other cities and more likely to say that the police respond quickly than those in three of the six other cities.

The **degradation** seen last year in citizen perceptions of the amount of crime in OPS' jurisdiction **increased** in 2025. On the other hand, the percentage of citizens who feel safe walking alone in their community after dark is **consistent** with 2024. 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 other cities (and just as likely as the sixth); less likely to worry about crime than those in all six cities; and less likely to say crime has increased than those in two other cities (and just as likely as three others). 29% of citizens in OPS' jurisdiction say someone in their household has been a victim of crime in the last year, on par with all five previous years. And this rate is the same as in four other cities and lower than in the remaining two.

OPS began asking some of its own questions in 2022. In 2025, 82% of citizens in OPS' jurisdiction have a moderate or higher level of trust in OPS. And 48% have a high or very high level of trust, on par with last year and both higher than in 2022. Some **shifts** occurred in the area of being sensitive:

- to the needs of different cultures (44% of citizens agree or strongly agree with this statement, down from last year (50%) but up over 2022 and 2023 (34-37%)); and
- to the needs of individuals suffering from mental health issues (40% of citizens agree or strongly agree, also down from last year (45%) but up 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 **lower** than in 2024 on three out of six metrics. The remaining three are consistent with last year. New for 2025, 50% of residents agree or strongly agree that OPS avoids the use of unnecessary force while 22% disagree or strongly disagree.

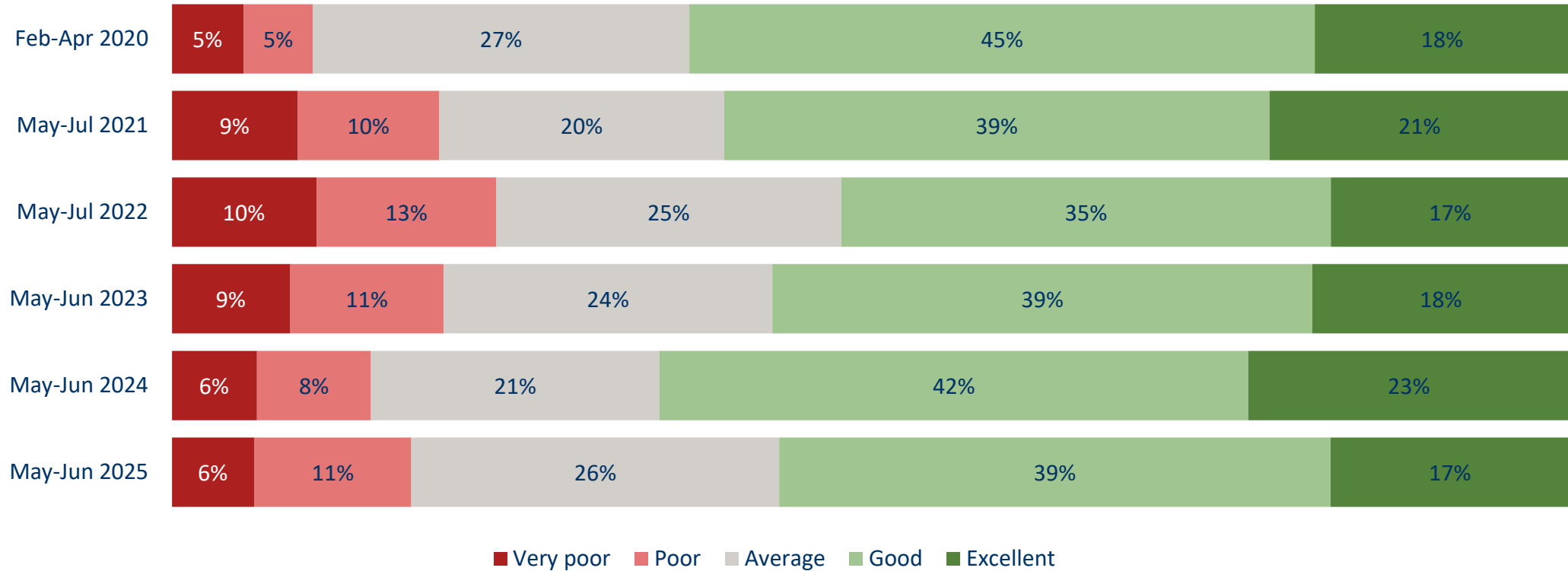
We examined four different groups. Similar to previous years, non-heterosexual and disabled citizens both rate OPS **lower** on key metrics than other citizens. Those with lower incomes generally rate OPS **higher**. Citizens who identify as only non-Indigenous/non-white rate OPS and the police **more positively** than those who are only white. Finally, citizens who are non-Indigenous rate OPS **more positively** on exceeding authority, resolving violent crimes, and responding quickly, than those who are Indigenous.

## **1a. Perception of Police Service (PSC Questions) - OPS Only**

The overall perception of OPS in 2025 is lower than last year.

- The percentage of citizens in OPS' jurisdiction who say that OPS is doing an *excellent* or *good* job is statistically lower this year than in the last year (57% in 2025 vs. 65% in 2024).
- However, the 2025 percentage is consistent with that seen in 2023 (57%).

### 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, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

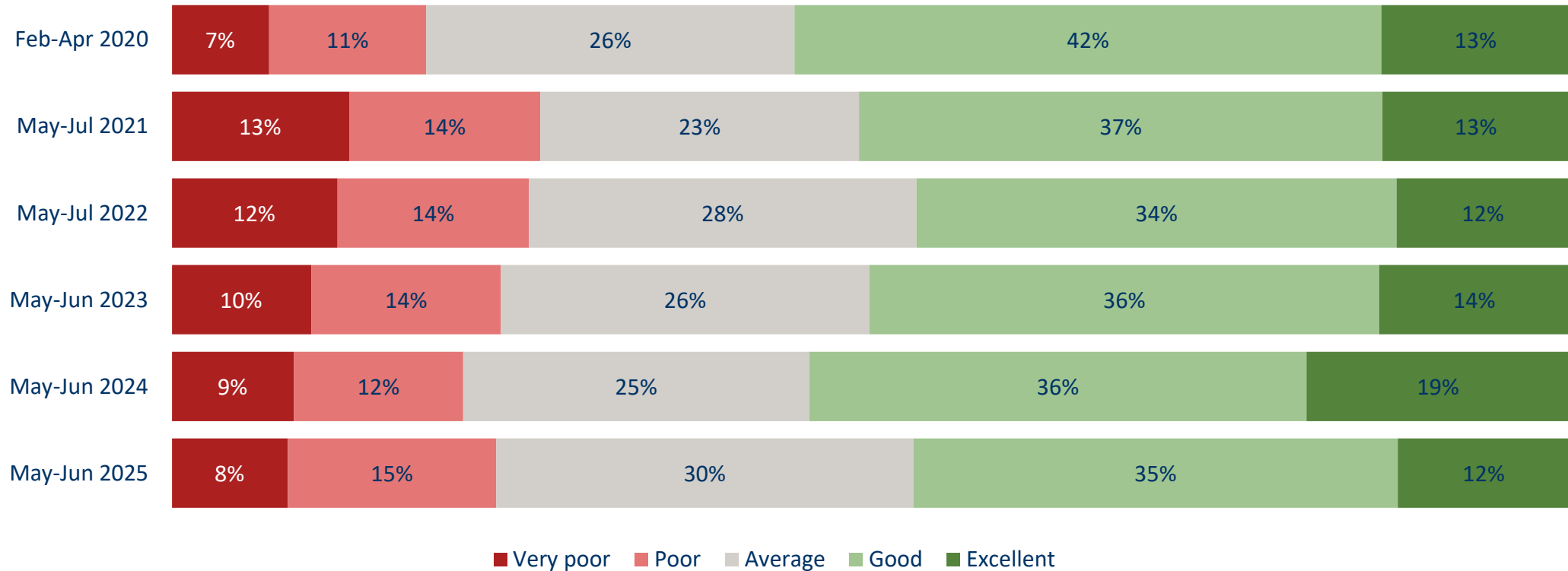
**Base Sizes:** Feb-Apr 2020 (n=592), May-Jul 2021 (n=1262), May-Jul 2022 (n=2123), May-Jun 2023 (n=1569), May-Jun 2024 (n=1610), May-Jun 2025 (n=3145)



Citizens in OPS' jurisdiction think *other* police services are doing a worse job than last year and a similar job as in 2023.

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



**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, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

**Base Sizes:** Feb-Apr 2020 (n=601), May-Jul 2021 (n=1263), May-Jul 2022 (n=2120), May-Jun 2023 (n=1555), May-Jun 2024 (n=1584), May-Jun 2025 (n=3124)



In 2025, citizens rate OPS lower than last year on three of the seven statements.

- Compared to 2024, fewer citizens in OPS' jurisdiction agree that *the police treat people with respect, the police are dealing with issues that matter to the community, and the police provide the same quality of service to all citizens.*
- Similar percentages of citizen in OPS' jurisdiction agree with the remaining four out of seven statements when compared to 2024.
- However, the percentage of citizens in OPS' jurisdiction who agree they *would support the police if asked, who generally support how the police usually act, and that the police treat people with respect* has remained higher in 2025 compared to levels seen in 2021 to 2023.

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	May-Jun 2025
SUPPORT I would help the police if asked.	86%	83%	80%	81%	87%	87%
					↑	
SUPPORT I feel a moral duty to follow police orders.	73%	70%	69%	74%	79%	77%
				↑	↑	
SUPPORT I generally support how the police usually act.	73%	64%	61%	65%	70%	70%
		↓				
BEHAVIOUR The police treat people with respect.	66%	58%	55%	60%	71%	65%
		↓			↑	↓
BEHAVIOUR The police make decisions based on facts.	58%	54%	50%	57%	61%	59%
				↑		
FOCUS The police are dealing with the things that matter to people in this community.	60%	58%	52%	54%	62%	54%
			↓		↑	↓
EQUITY The police provide the same quality of service to all citizens.	44%	40%	35%	40%	51%	44%
				↑	↑	↓

**NET Agree/Strongly agree with statements about your 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, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

Arrow indicates statistically significant change at the 95% level.

Statistical testing not performed when n<30 since statistical assumptions are not met.



Equity remains the top area of concern, being more of a concern than last year, but a similar level as in 2023.

- 38% of citizens *disagree or strongly disagree* that OPS provides the same quality of service to all citizens in 2025

Most metrics have held at levels consistent with those seen in 2024.

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	May-Jun 2025
SUPPORT I would help the police if asked.	4%	6%	9% ↑	7%	6%	6%
SUPPORT I feel a moral duty to follow police orders.	13%	13%	16%	14%	10% ↓	11%
SUPPORT I generally support how the police usually act.	11%	23% ↑	24%	21%	14% ↓	16%
BEHAVIOUR The police treat people with respect.	14%	26% ↑	28%	23% ↓	16% ↓	18%
BEHAVIOUR The police make decisions based on facts.	15%	23% ↑	29% ↑	24% ↓	16% ↓	18%
FOCUS The police are dealing with the things that matter to people in this community.	20%	25%	29%	26%	21% ↓	27% ↑
EQUITY The police provide the same quality of service to all citizens.	36%	43% ↑	50% ↑	42% ↓	32% ↓	38% ↑

(NET Disagree) When you think about the [POLICE SERVICE], to what extent do you agree or disagree with each of the following statements?

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, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

Arrow indicates statistically significant change at the 95% level.

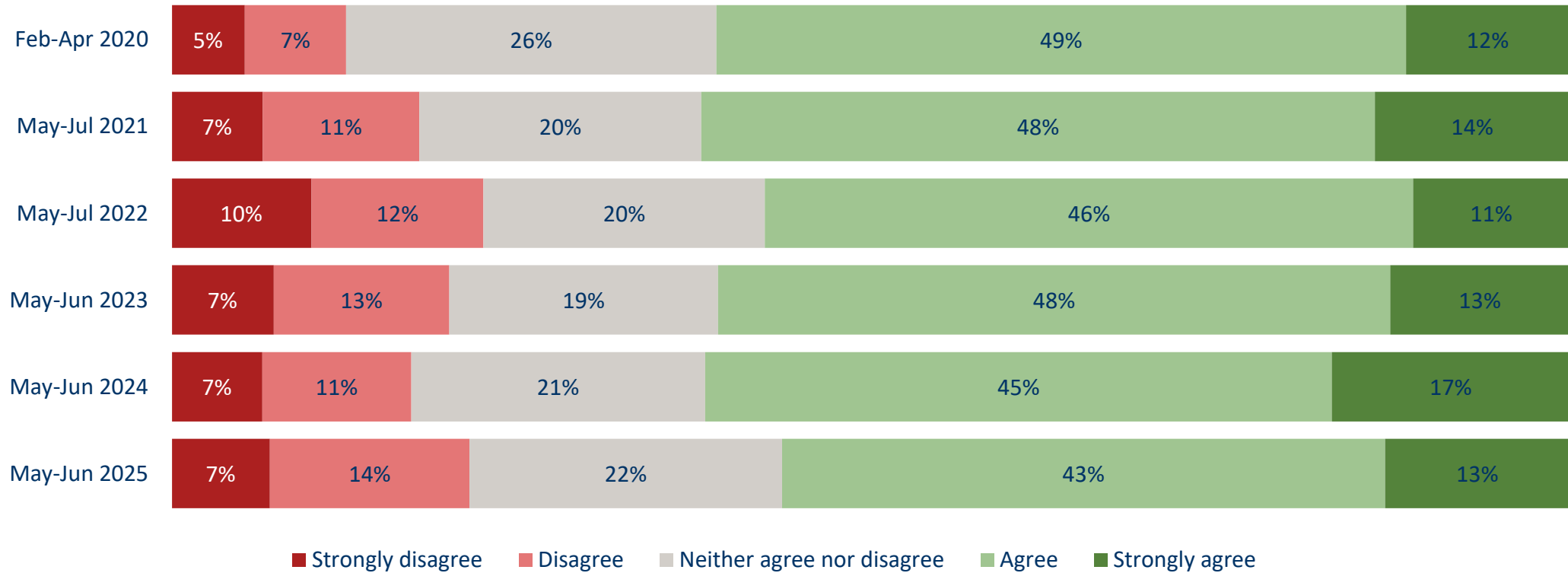
Statistical testing not performed when n<30 since statistical assumptions are not met.



Perceptions of **resolving violent crimes** have returned to levels similar to those seen in 2023: 13% of citizens *strongly agree* in 2025 vs. 17% in 2024 and 13% in 2023.

- In 2025, fewer citizens in OPS' jurisdiction *agree* or *strongly agree* that the OPS resolve crimes where violence is involved compared to 2024 (56% in 2025 vs. 62% in 2024).

### Resolving crimes where violence is involved



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

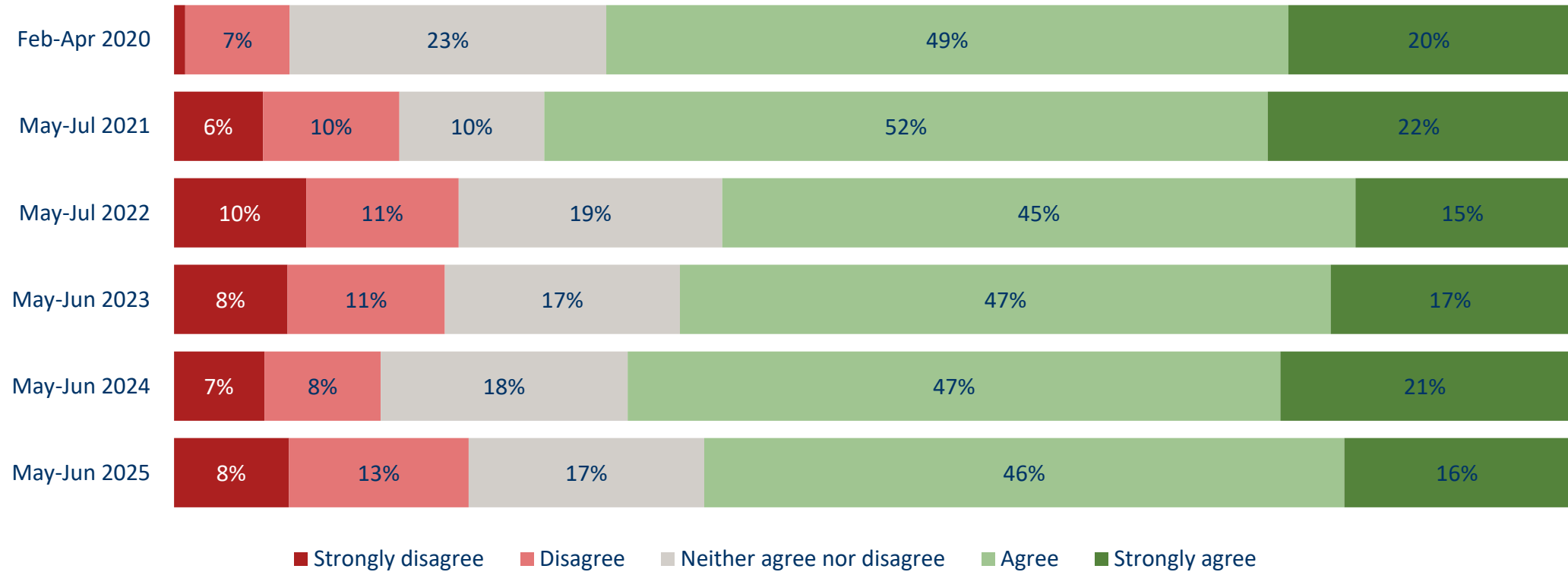
**Filters:** Cases to be included in analysis: Include in analysis, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

**Base Sizes:** Feb-Apr 2020 (n=563), May-Jul 2021 (n=1077), May-Jul 2022 (n=1803), May-Jun 2023 (n=1329), May-Jun 2024 (n=1374), May-Jun 2025 (n=2660)



Perceptions of **response time** have also returned to a level similar to that seen in 2023: 21% of citizens *disagree* or *strongly disagree* that OPS responds quickly, up from last year's 15%.

### Responding quickly to calls for assistance



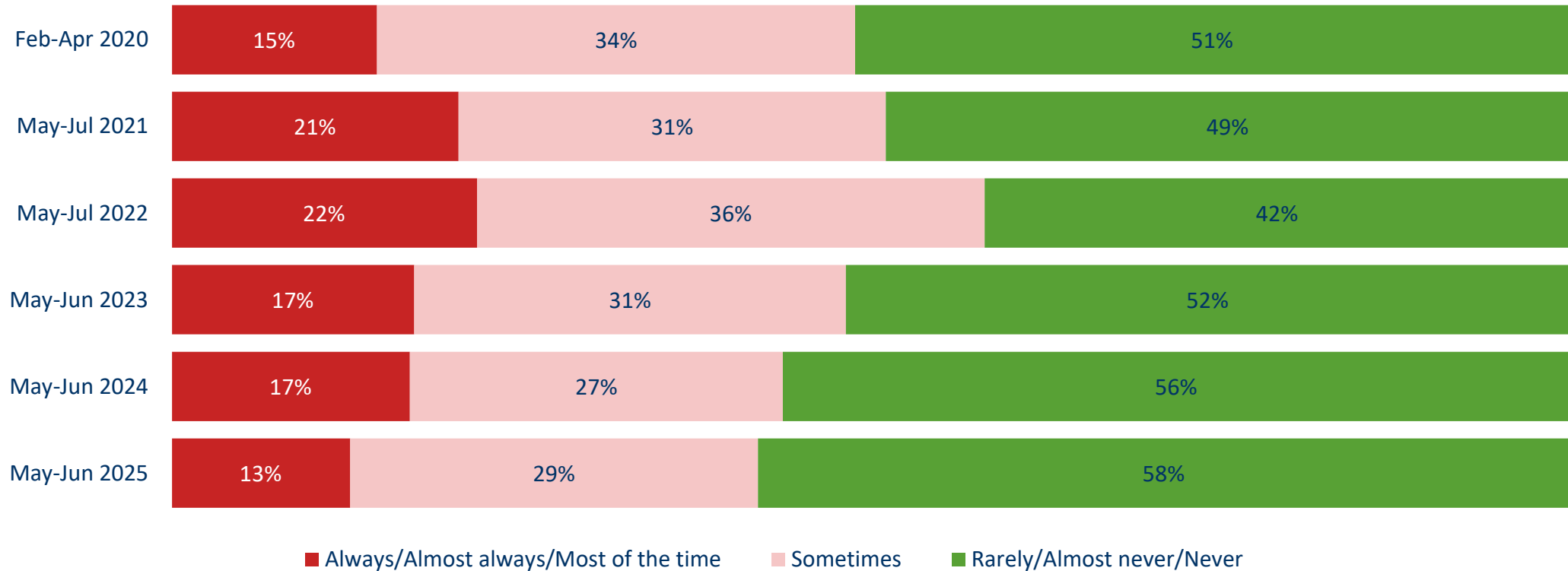
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

**Base Sizes:** Feb-Apr 2020 (n=581), May-Jul 2021 (n=1138), May-Jul 2022 (n=1923), May-Jun 2023 (n=1435), May-Jun 2024 (n=1475), May-Jun 2025 (n=2850)

Perceptions that OPS **exceeds its authority** have **stayed the same** as last year (no statistical differences between 2025 and 2024), but perceptions this year have continued to improve relative to 2022 and 2023.

### *Exceed their authority*



**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, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

**Base Sizes:** Feb-Apr 2020 (n=454), May-Jul 2021 (n=985), May-Jul 2022 (n=1681), May-Jun 2023 (n=1239), May-Jun 2024 (n=1237), May-Jun 2025 (n=2338)

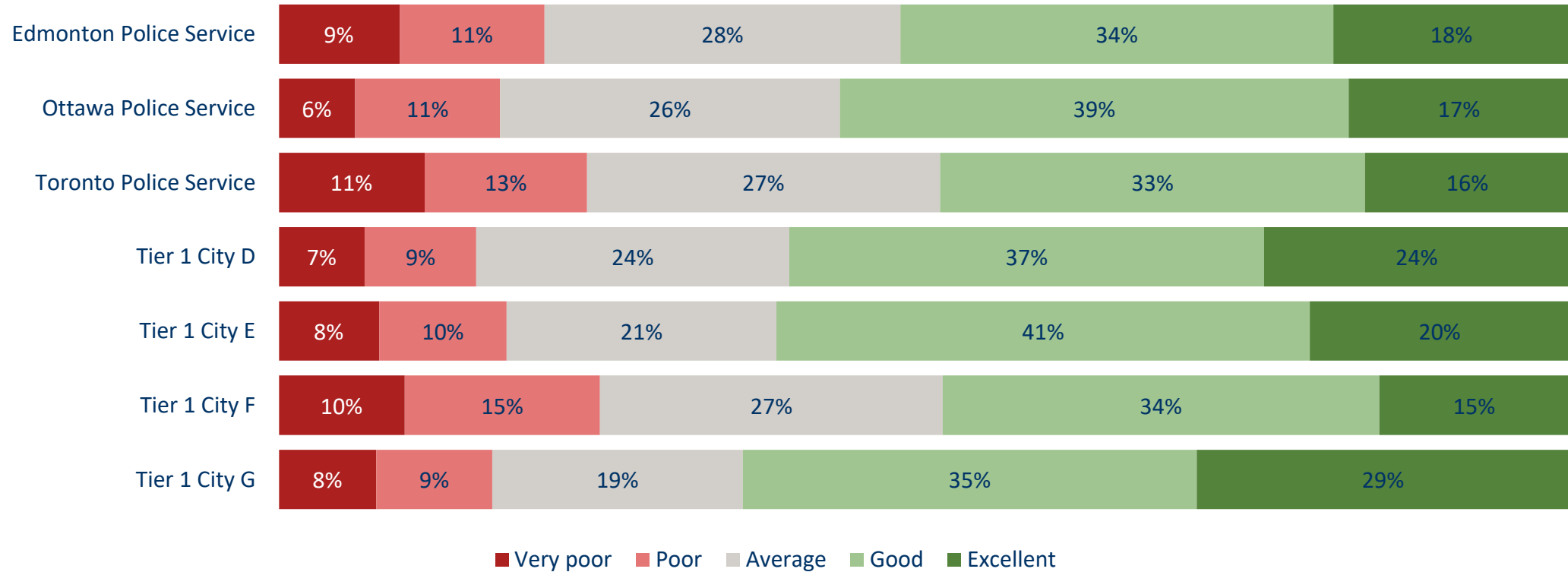


## **1b. Perception of Police Service (PSC Questions) – OPS vs. Other Police Services**

In 2025, 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 Edmonton, Toronto and F rate their own service; and
- **on par** with those in cities D, E, and G.

### 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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

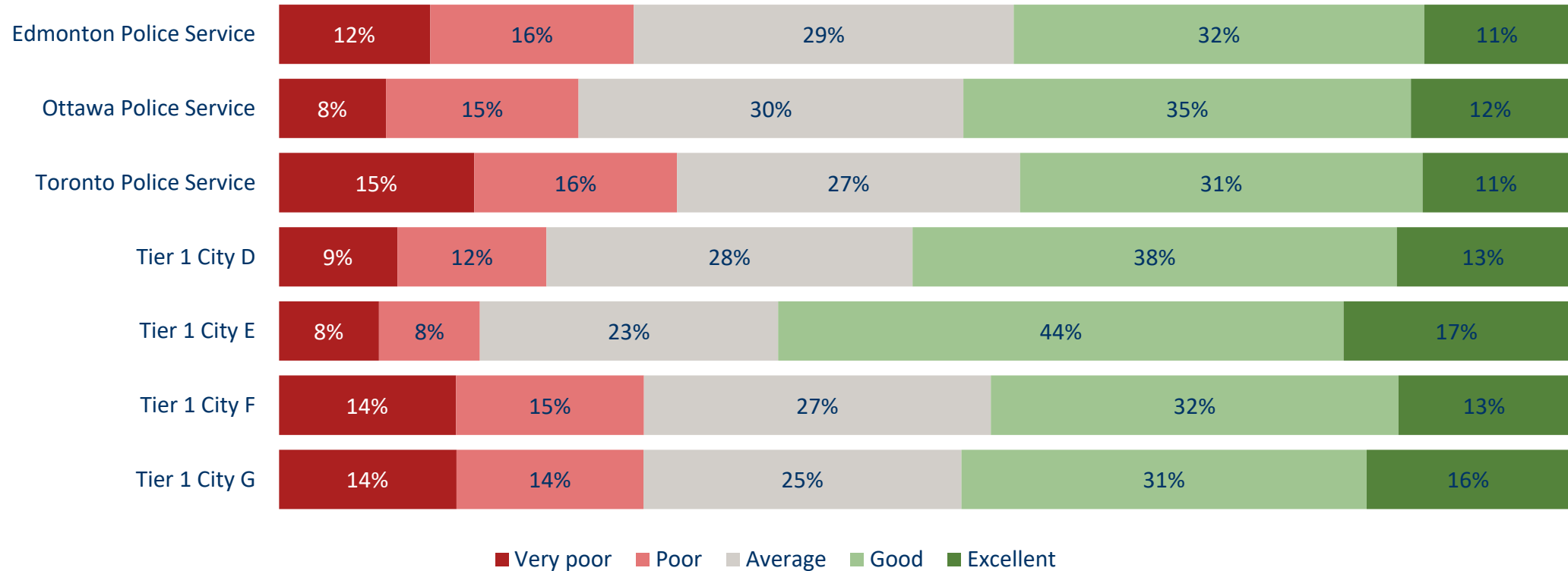
**Base Sizes:** Edmonton Police Service (n=1746), Ottawa Police Service (n=3145), Toronto Police Service (n=1810), Tier 1 City D (n=1028), Tier 1 City E (n=1103), Tier 1 City F (n=600), Tier 1 City G (n=360)



In 2025, 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 three cities (Edmonton, Toronto, and F);
- on par with those in two cities (D and G); and
- worse than those in one city (E).

### Overall job of police in your country



**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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

**Base Sizes:** Edmonton Police Service (n=1706), Ottawa Police Service (n=3124), Toronto Police Service (n=1758), Tier 1 City D (n=1013), Tier 1 City E (n=1048), Tier 1 City F (n=590), Tier 1 City G (n=358)



In 2025, compared to other cities in Tier 1 (cities with populations of 900,000 or more), OPS gets:

- higher ratings than one other city (Toronto) on **all statements**;
- higher ratings than four cities (Edmonton, Toronto, E, and F) on **generally support** how the police usually act;
- higher ratings than three other cities (Edmonton, Toronto, and E) on **would help** the police if asked;
- lower ratings than two other cities (D and G) on **police provide the same quality of service to all citizens** and the police are **dealing with things that matter to people in this community**;
- lower ratings than one city (F) on **feel a moral duty to follow police orders**; and
- lower ratings than one city (D) on **the police making decisions based on fact**.

NET Agree/Strongly agree with statements about your police service							
	EPS	OPS	TPS	Tier 1 City D	Tier 1 City E	Tier 1 City F	Tier 1 City G
	A	B	C	D	E	F	G
SUPPORT I would help the police if asked.	81%	87%	81%	85%	84%	87%	84%
		A C E		A C		A C	
SUPPORT I feel a moral duty to follow police orders.	73%	77%	72%	79%	78%	82%	80%
		A C		A C	A C	A B C	A C
SUPPORT I generally support how the police usually act.	66%	70%	61%	73%	65%	65%	69%
	C	A C E F		A C E F			C
BEHAVIOUR The police treat people with respect.	62%	65%	58%	68%	63%	65%	69%
	C	C		A C E	C	C	A C E
BEHAVIOUR The police make decisions based on facts.	60%	59%	51%	66%	60%	55%	65%
	C F	C		A B C E F	C		C F
FOCUS The police are dealing with the things that matter to people in this community.	52%	54%	48%	61%	57%	50%	61%
	C	C		A B C F	A C F		A B C F
EQUITY The police provide the same quality of service to all citizens.	43%	44%	39%	49%	46%	49%	55%
	C	C		A B C	C	A C	A B C 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-Jun 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, 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.

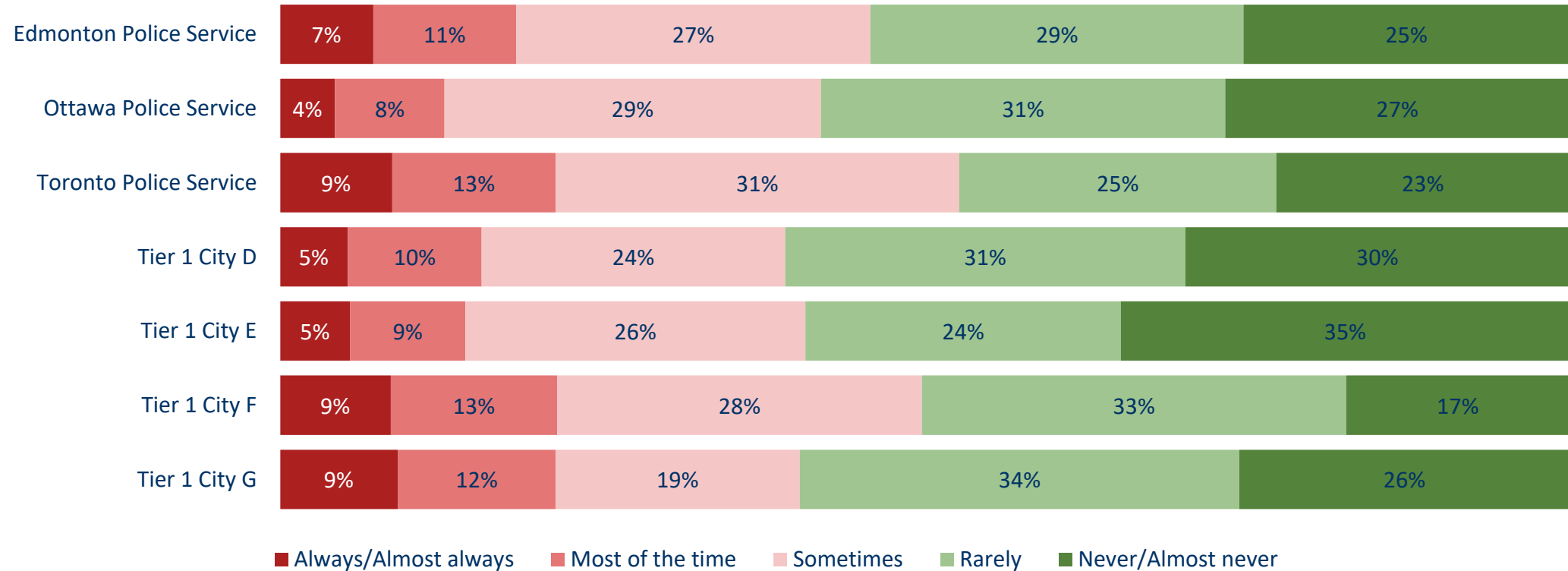
Statistical testing is not appropriate when n<30, interpret with caution.



In 2025, 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, Toronto, City F and City G; but
- just as likely as those in the other two cities (D and E)

### Exceed their authority



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

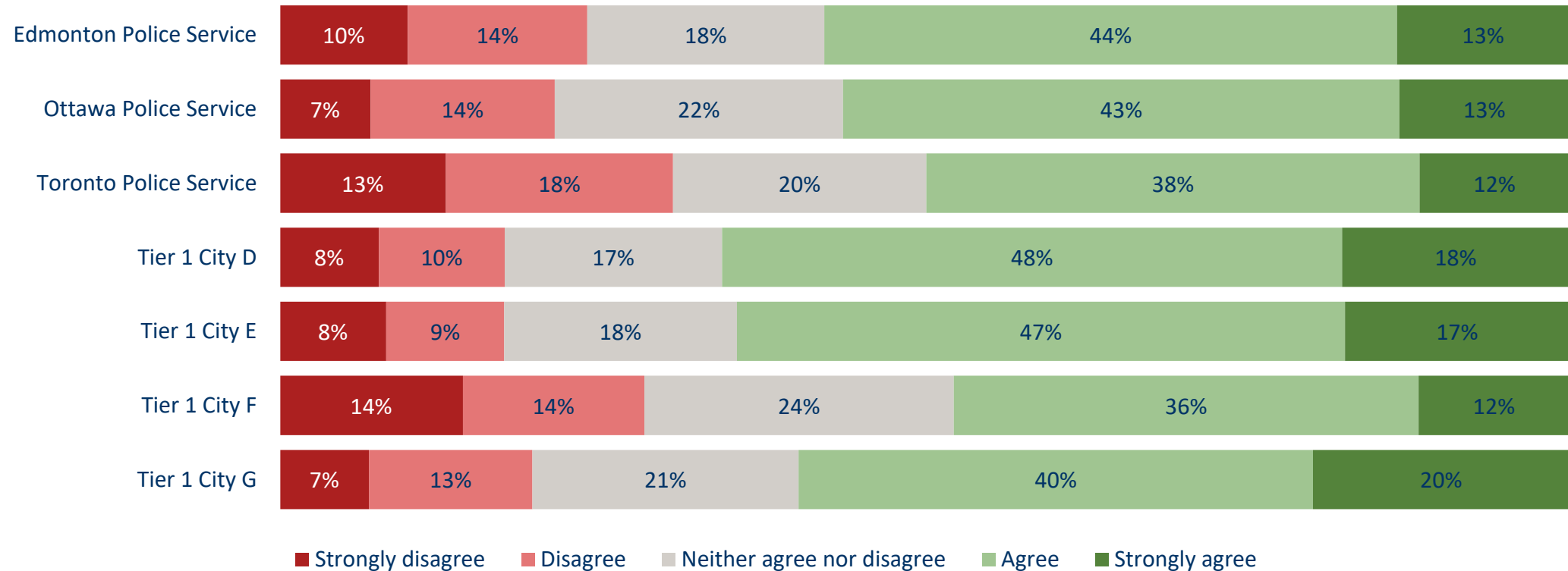
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

**Base Sizes:** Edmonton Police Service (n=1382), Ottawa Police Service (n=2338), Toronto Police Service (n=1405), Tier 1 City D (n=839), Tier 1 City E (n=938), Tier 1 City F (n=438), Tier 1 City G (n=270)

In 2025, 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 two cities (Edmonton and G);
- less likely than those in two cities (D and E); and
- more likely than those in two cities (C and F).

### 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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

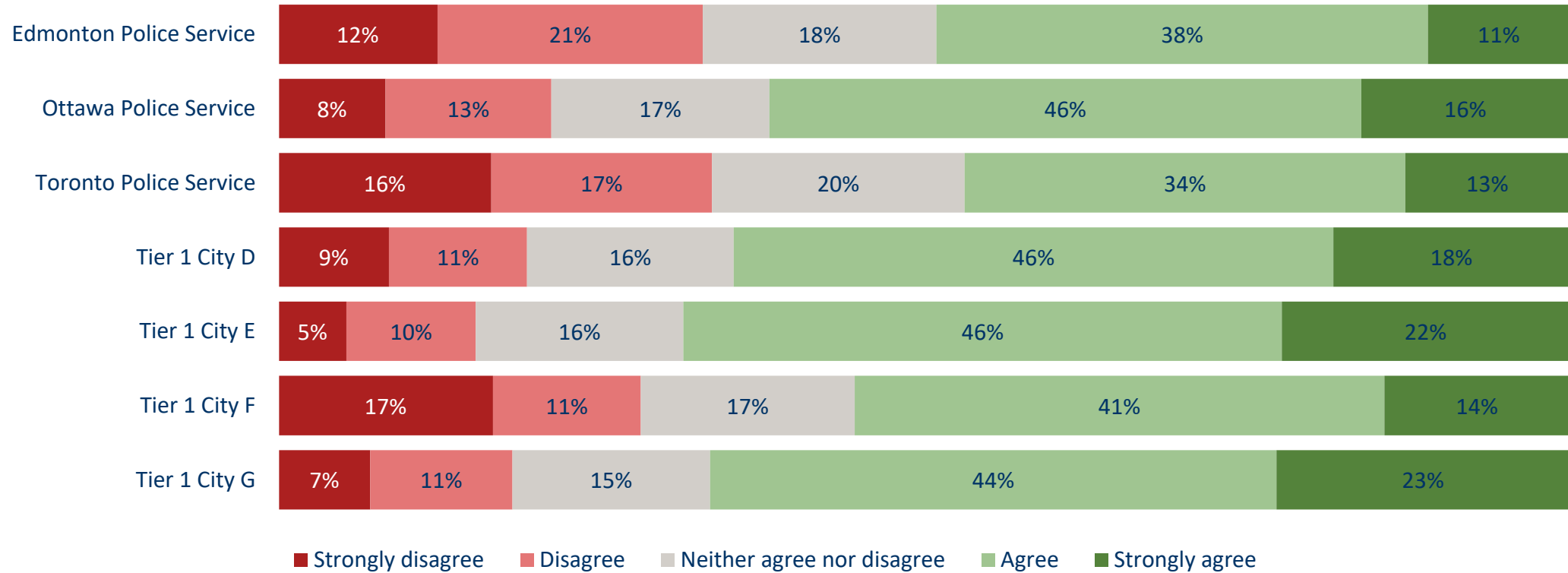
**Base Sizes:** Edmonton Police Service (n=1568), Ottawa Police Service (n=2660), Toronto Police Service (n=1637), Tier 1 City D (n=938), Tier 1 City E (n=992), Tier 1 City F (n=540), Tier 1 City G (n=317)



In 2025, 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 three cities (Edmonton, Toronto, and F);
- just as likely as those in two cities (D and G); and
- less likely than those in City E.

### 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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

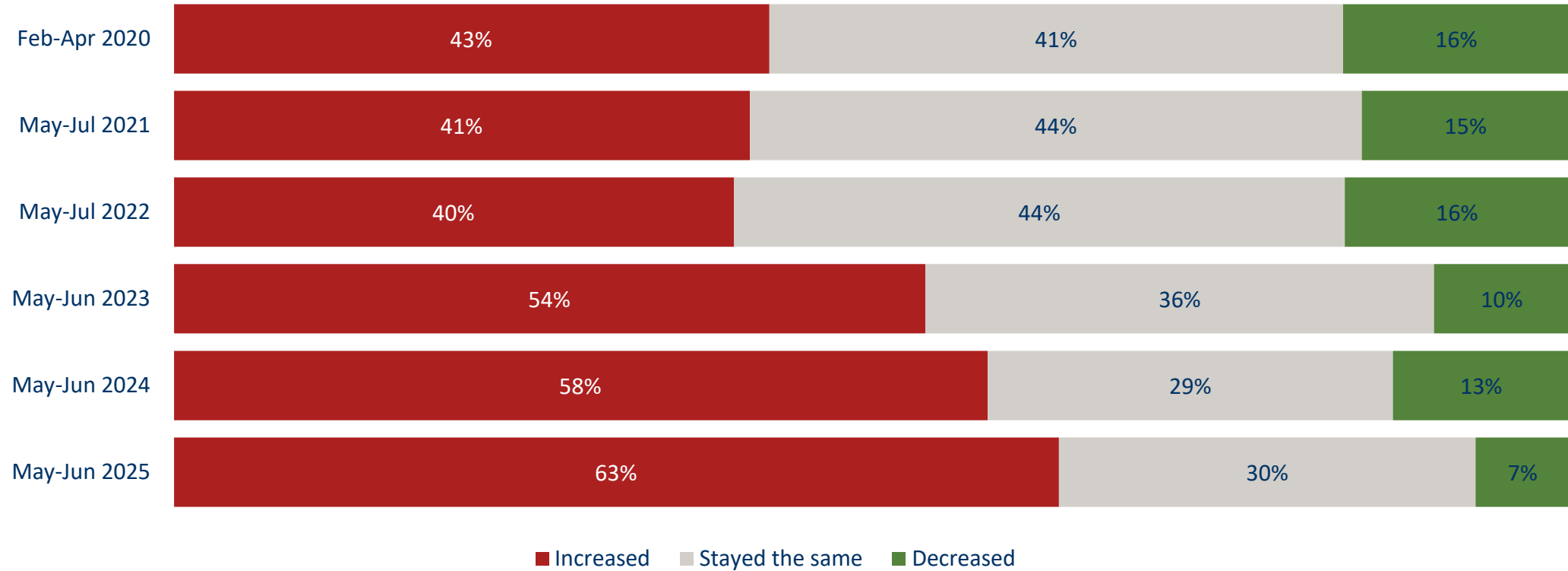
**Base Sizes:** Edmonton Police Service (n=1628), Ottawa Police Service (n=2850), Toronto Police Service (n=1705), Tier 1 City D (n=977), Tier 1 City E (n=1047), Tier 1 City F (n=562), Tier 1 City G (n=335)



## **2a. Perception of Public Safety (Advanis Questions) - OPS Only**

The big jump seen in 2023 in citizen perceptions of the **amount of crime** in OPS' jurisdiction continues to be sustained in 2025 with a higher percentage saying they have seen an increase in crime compared to all previous years.

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



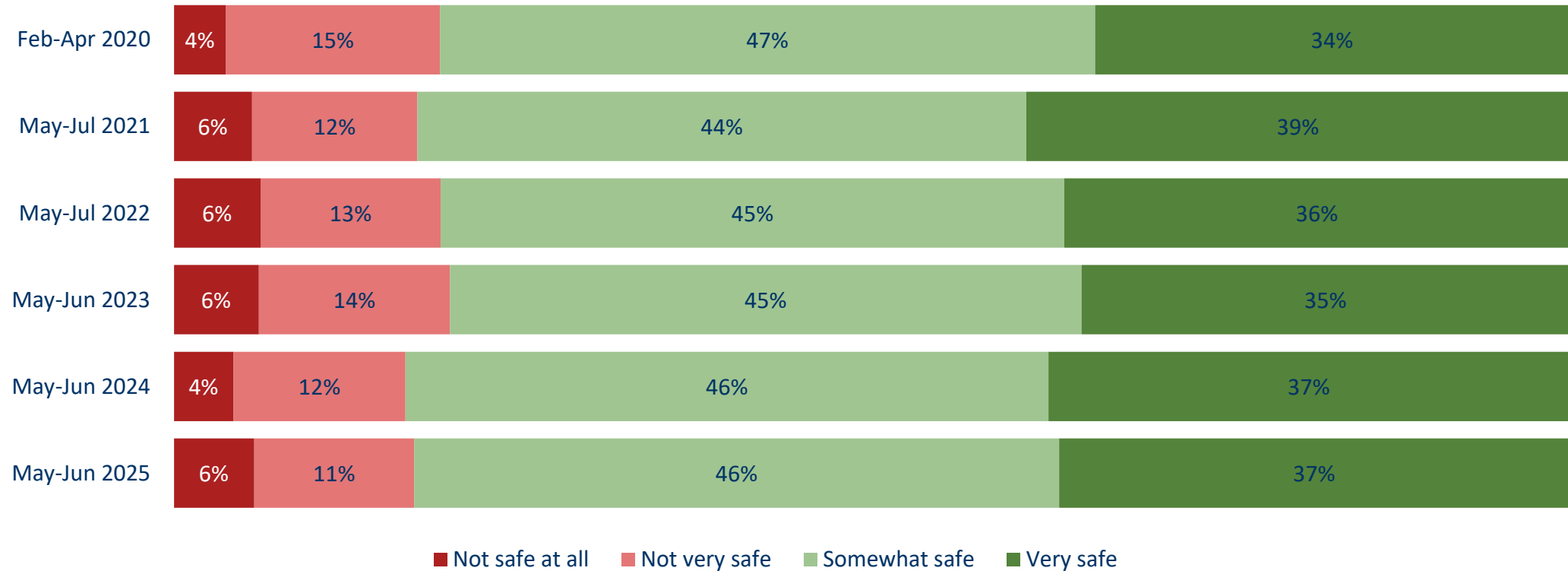
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

**Base Sizes:** Feb-Apr 2020 (n=459), May-Jul 2021 (n=913), May-Jul 2022 (n=1524), May-Jun 2023 (n=1201), May-Jun 2024 (n=1191), May-Jun 2025 (n=2632)

On the other hand, the percentage of citizens who **feel safe walking alone in their community after dark** has remained consistent with the percentage reported in 2024.

### *How safe when walking alone in your community after dark*



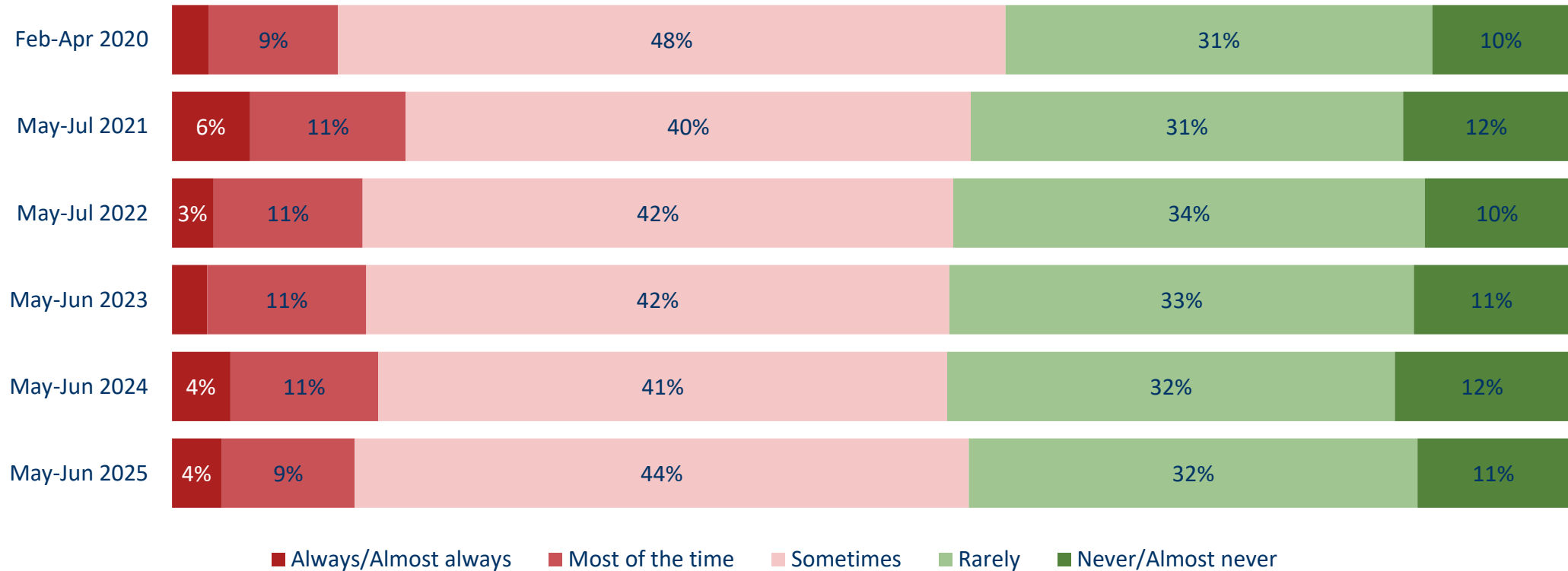
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

**Base Sizes:** Feb-Apr 2020 (n=609), May-Jul 2021 (n=1265), May-Jul 2022 (n=2140), May-Jun 2023 (n=1575), May-Jun 2024 (n=1630), May-Jun 2025 (n=3279)

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*.

### 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, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

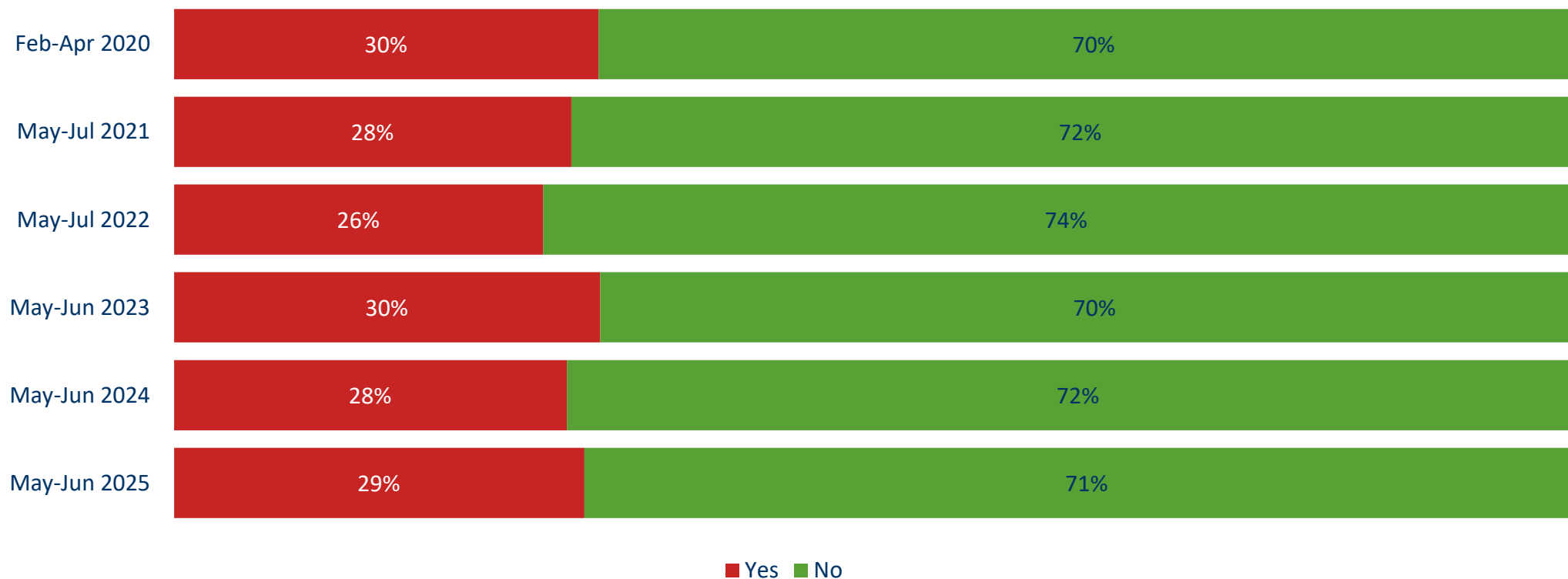
**Base Sizes:** Feb-Apr 2020 (n=623), May-Jul 2021 (n=1331), May-Jul 2022 (n=2219), May-Jun 2023 (n=1627), May-Jun 2024 (n=1692), May-Jun 2025 (n=3314)



29% 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)*



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

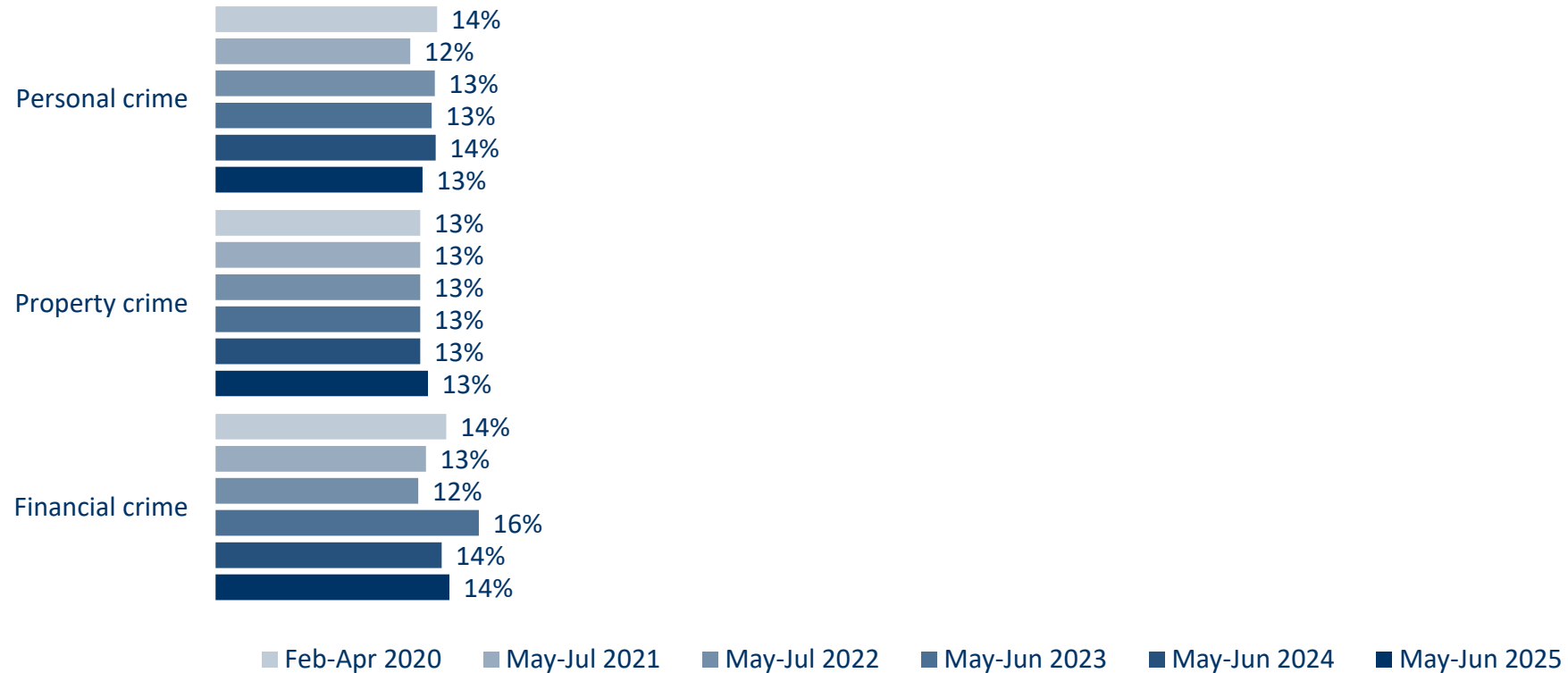
**Filters:** Cases to be included in analysis: Include in analysis, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

**Base Sizes:** Feb-Apr 2020 (n=624), May-Jul 2021 (n=1338), May-Jul 2022 (n=2232), May-Jun 2023 (n=1635), May-Jun 2024 (n=1702), May-Jun 2025 (n=3335)

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 2025 as in all other years.

### *Victim of crime, 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, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

**Base Sizes:** Personal crime (n=606-3255), Property crime (n=624-3275), Financial crime (n=607-3254)

Only 36% of **financial crimes are reported** to the police.

62% of **personal** and 59% 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	May-Jun 2025
Personal crime	54%*	63%	67%	63%	71%	62%
Property crime	63%	56%	60%	58%	64%	59%
Financial crime	50%*	41%	46%	31%	40%	36%

**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, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1), Time period based on month aggregation: Feb-Apr 2020, May-Jul 2021, May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

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

Arrow indicates statistically significant change at the 95% level.

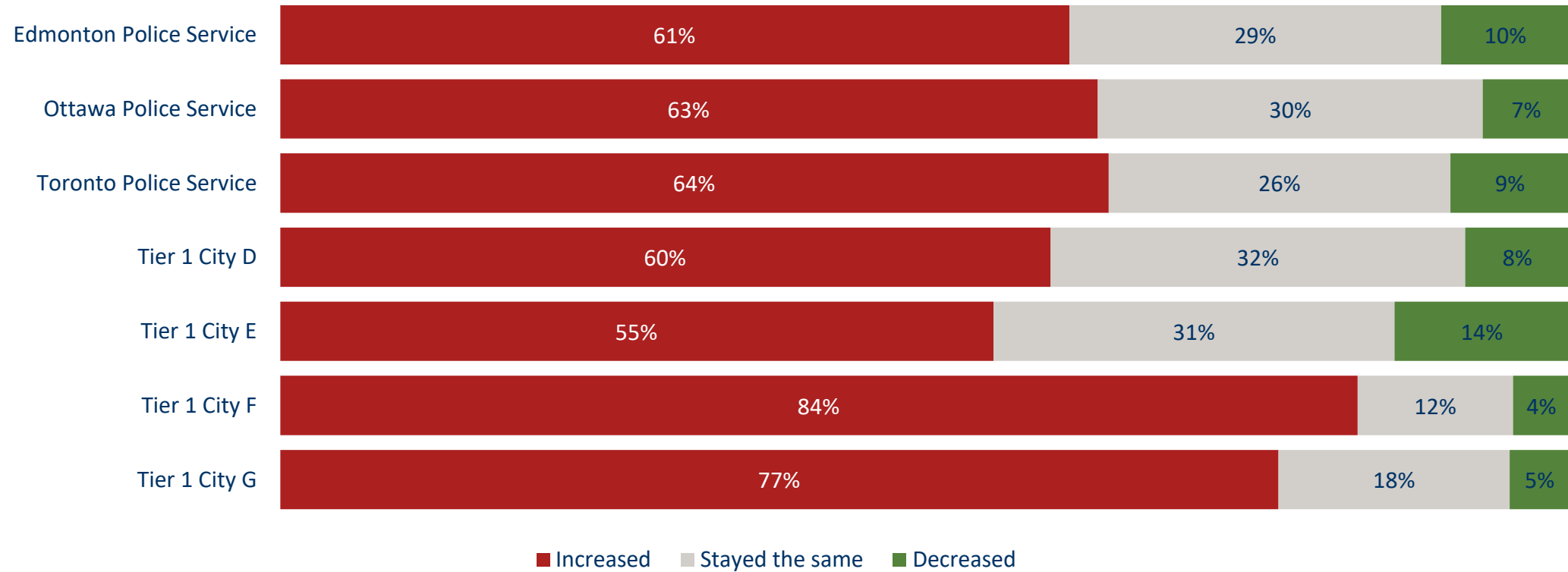
Statistical testing is not appropriate when n<30, interpret with caution.

## **2b. Perception of Public Safety (Advanis Questions) – OPS vs. Other Police Services**

In 2025, 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 (F and G);
- equally likely as those in three other cities (Edmonton, Toronto, and D); and
- more likely than those in City E.

### 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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

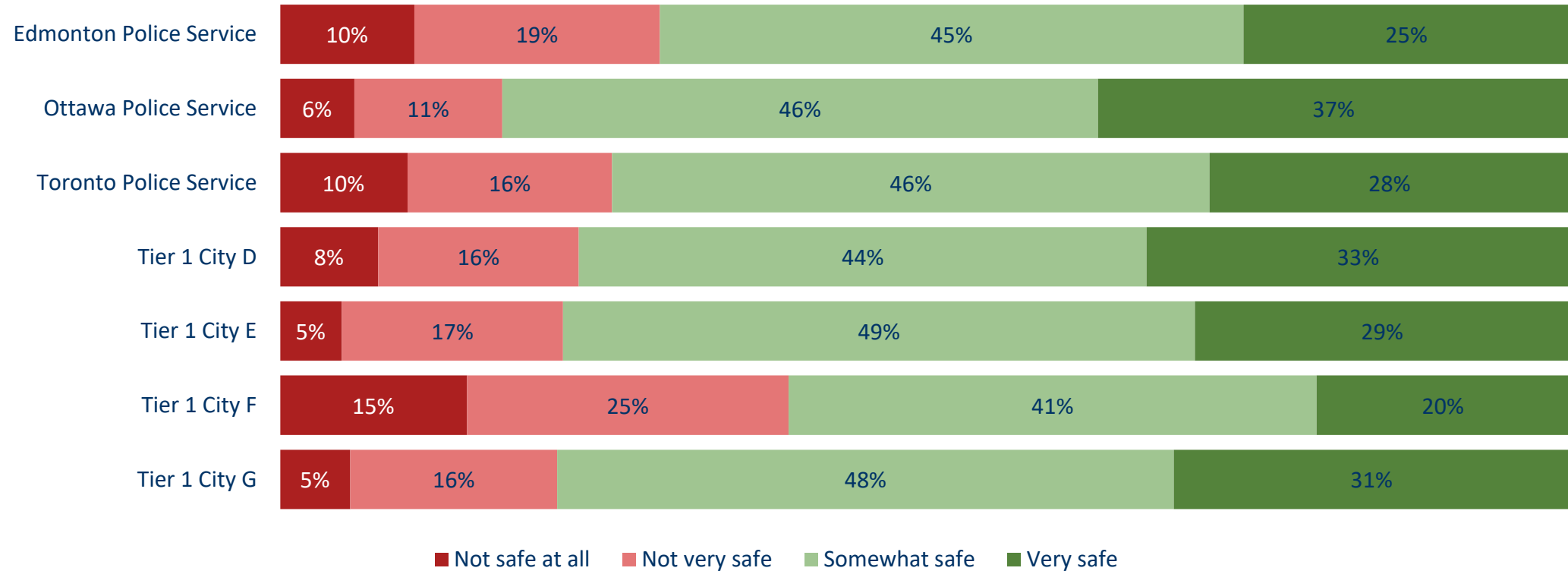
**Base Sizes:** Edmonton Police Service (n=1486), Ottawa Police Service (n=2632), Toronto Police Service (n=1480), Tier 1 City D (n=830), Tier 1 City E (n=790), Tier 1 City F (n=513), Tier 1 City G (n=296)



In 2025, 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, Toronto, 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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

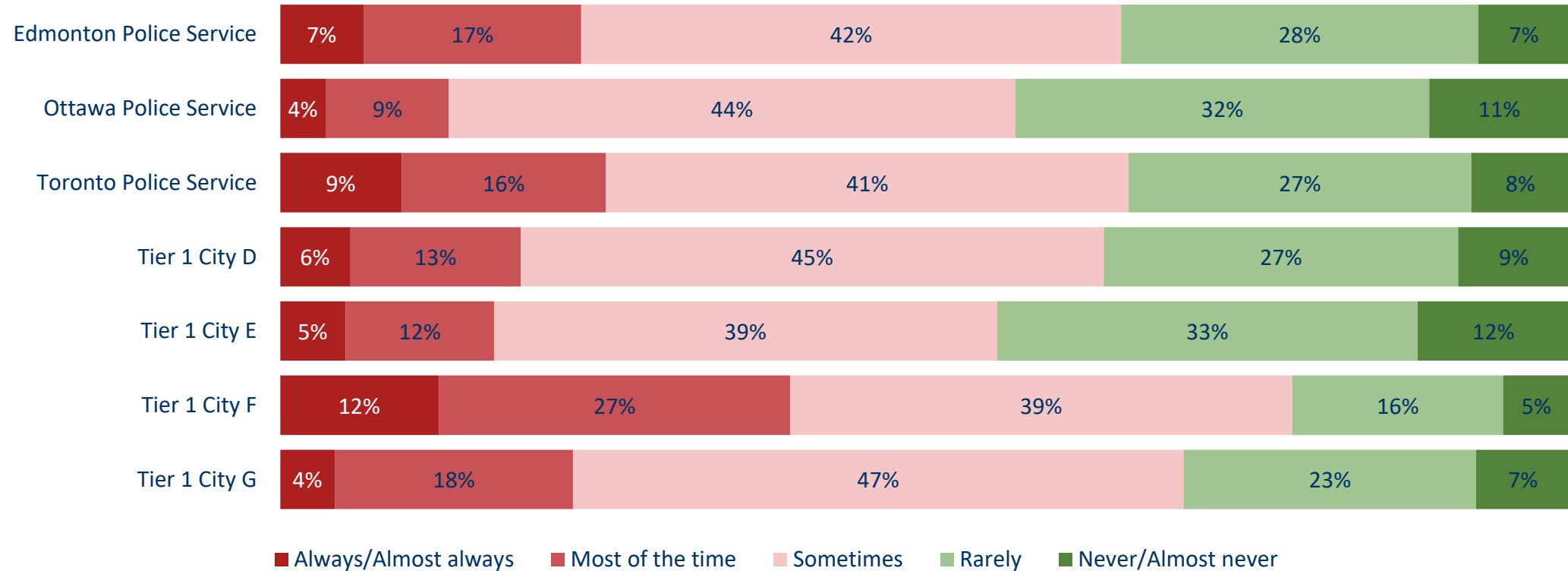
**Base Sizes:** Edmonton Police Service (n=1777), Ottawa Police Service (n=3279), Toronto Police Service (n=1844), Tier 1 City D (n=1050), Tier 1 City E (n=1130), Tier 1 City F (n=615), Tier 1 City G (n=360)



In 2025, 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 all other cities.

### 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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

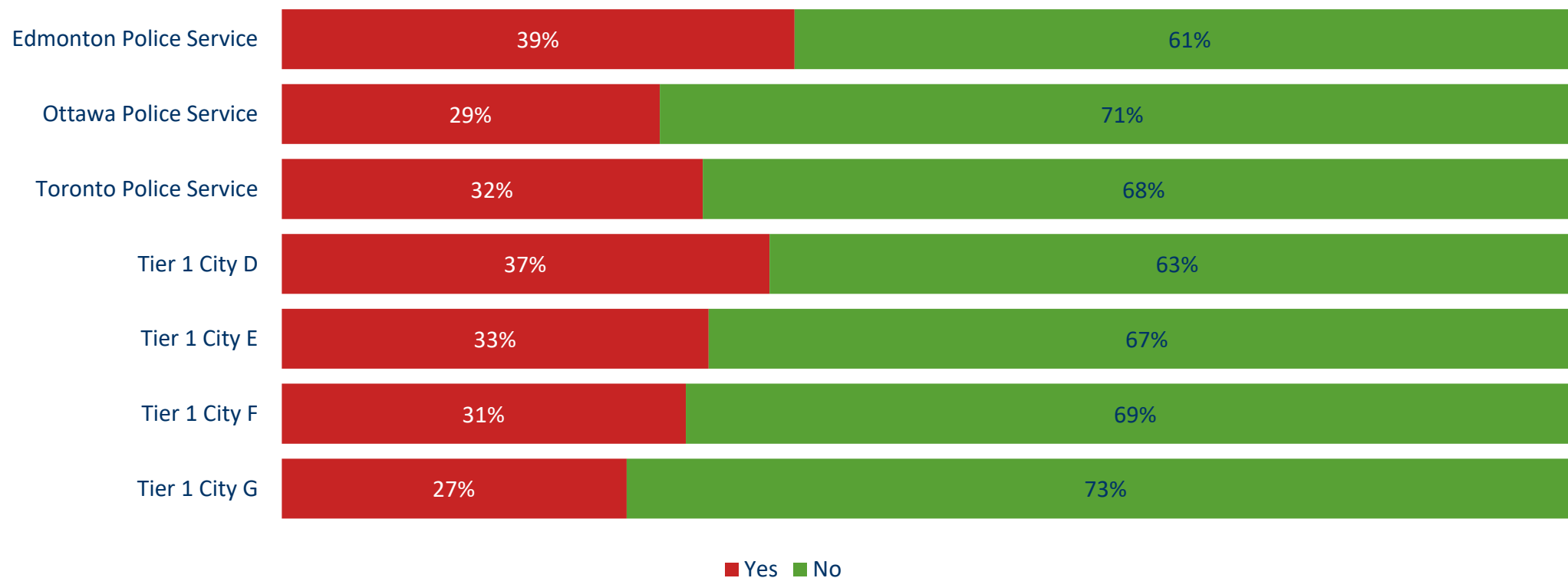
**Base Sizes:** Edmonton Police Service (n=1806), Ottawa Police Service (n=3314), Toronto Police Service (n=1865), Tier 1 City D (n=1073), Tier 1 City E (n=1129), Tier 1 City F (n=617), Tier 1 City G (n=367)



In 2025, 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 four cities (Toronto, E, F, and G); and
- lower than Edmonton and City D.

### *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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

**Base Sizes:** Edmonton Police Service (n=1819), Ottawa Police Service (n=3335), Toronto Police Service (n=1877), Tier 1 City D (n=1078), Tier 1 City E (n=1146), Tier 1 City F (n=626), Tier 1 City G (n=372)

In 2025, citizens in the OPS' jurisdiction report the same **victimization levels for each type** of crime as those in two other cities. Edmonton had higher percentages of reported victimization in all three types of crime while Toronto had higher reports of personal crime, City D had higher reports of personal and property crime, and City F had higher reports of personal crime.

Victim of crime, past 12 months (you or someone in household)							
	EPS	OPS	Toronto Police Service	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	17%	13%	18%	20%	11%	18%	13%
	B E		B E	B E G		B E	
Property crime	26%	13%	14%	22%	16%	14%	14%
	B C E F G			B C E F G			
Financial crime	18%	14%	17%	16%	17%	17%	17%
	B						

**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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, 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.

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



In 2025, citizens in the OPS' jurisdiction, who report they were victims of crime, **report crime** just as often as those in three other cities (Edmonton, Toronto, and G). Citizens in the the OPS' jurisdiction were less likely to report:

- **personal crime** than those in cities D and E;
- **property crime** than those in cities D and E; and
- **financial crime** than those in cities E and F.

Reported instances of crime to the police							
	EPS	OPS	Toronto Police Service	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	66%	62%	66%	74%	69%	79%	54%
				A B G		A B C G	
Property crime	60%	59%	60%	69%	65%	72%	67%
				A B C		A B C	
Financial crime	42%	36%	45%	43%	52%	52%	42%
					B	B	

**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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Edmonton Police Service, Ottawa Police Service, Toronto Police Service, 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.

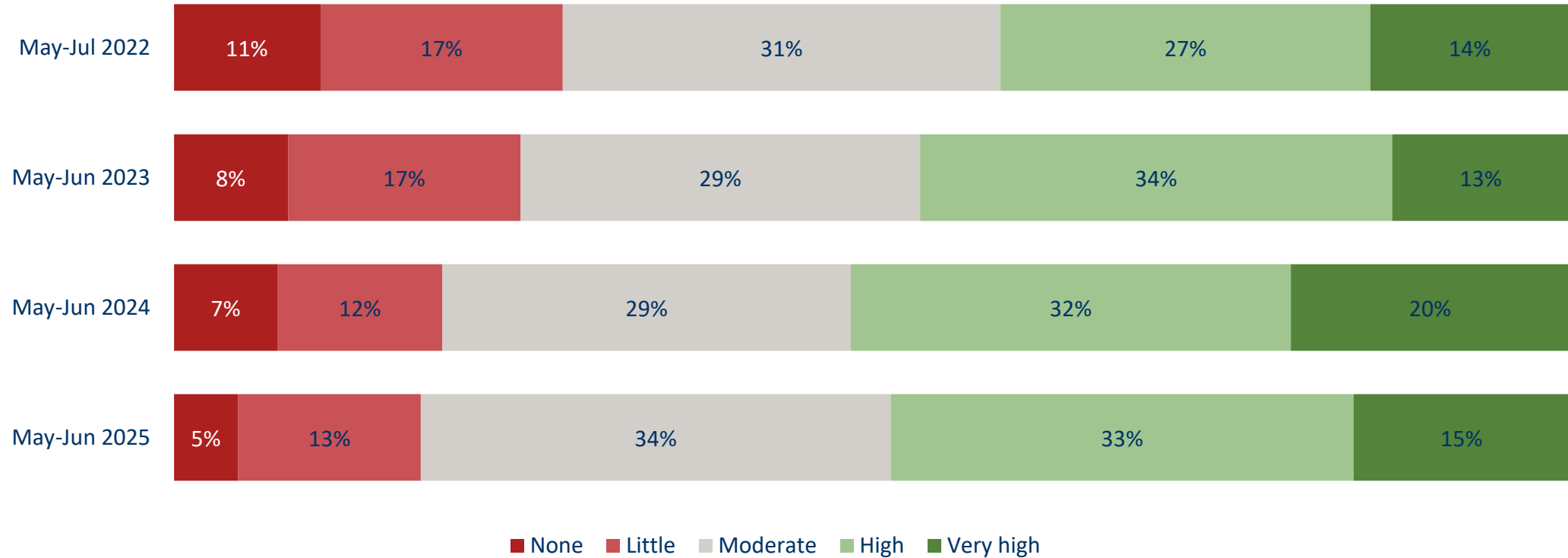
Statistical testing is not appropriate when n<30, interpret with caution.

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

In 2025, 82% of citizens in OPS' jurisdiction have a *moderate* or higher **level of trust** in OPS.

- And 48% have a *high* or *very high* level of trust, on par with last year.

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



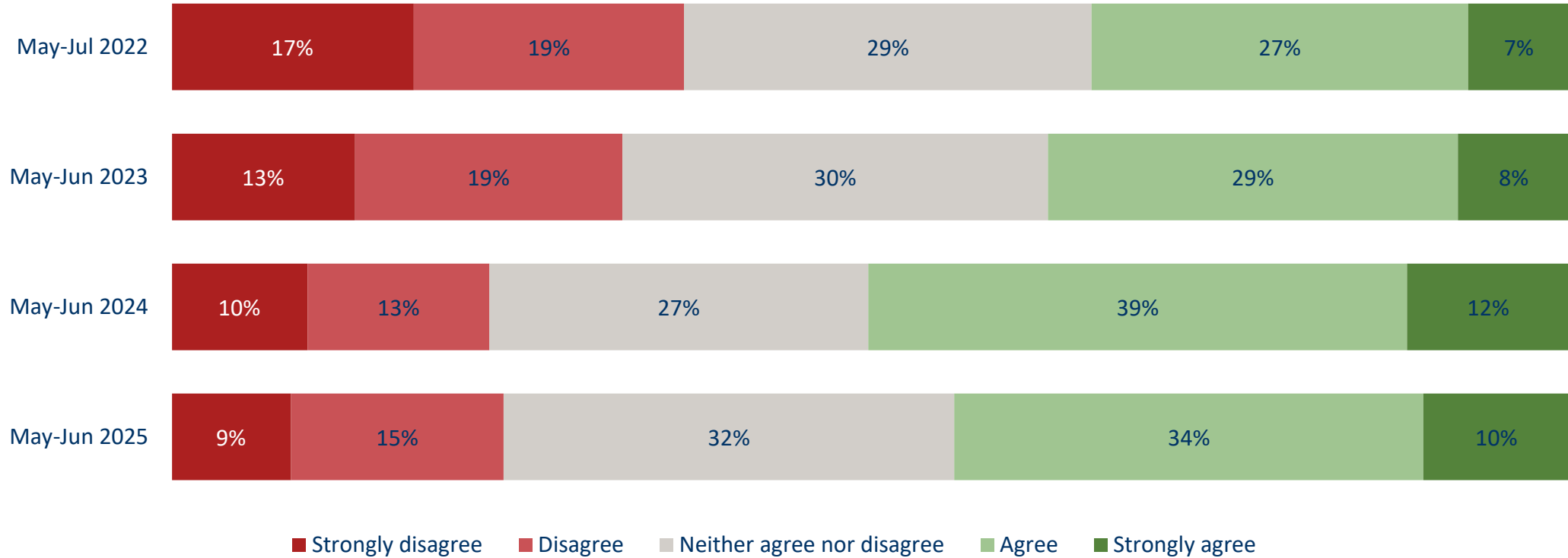
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**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, May-Jun 2025

**Base Sizes:** May-Jul 2022 (n=1771), May-Jun 2023 (n=1313), May-Jun 2024 (n=1234), May-Jun 2025 (n=2856)

In 2025, 44% of citizens in OPS' jurisdiction *agree* or *strongly agree* that OPS is **sensitive to the needs of different cultures**, down from the previous year but higher than 2022 and 2023.

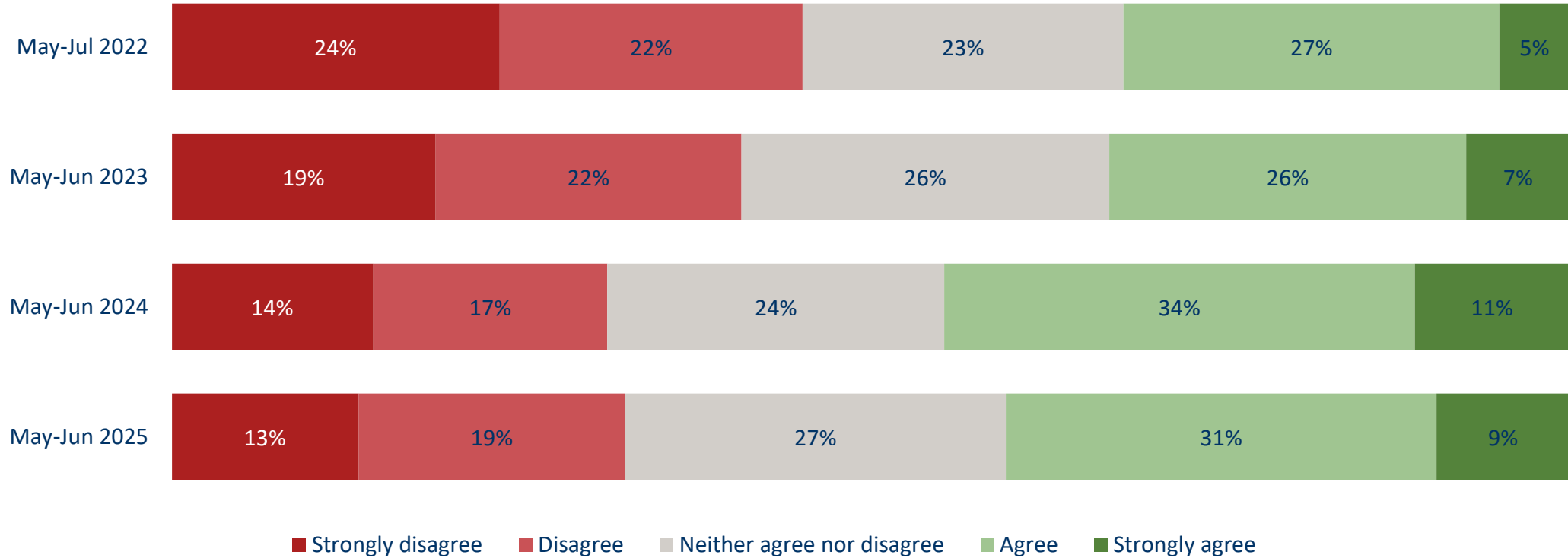
### *OPS is sensitive to the needs of different cultures*



**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, May-Jun 2025  
**Base Sizes:** May-Jul 2022 (n=1561), May-Jun 2023 (n=1136), May-Jun 2024 (n=1076), May-Jun 2025 (n=2464)

Similarly, 40% of citizens this year *agree* or *strongly agree* that OPS is **sensitive to the needs of individuals suffering from mental health issues**, down from 2024 but up 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, May-Jun 2025  
**Base Sizes:** May-Jul 2022 (n=1562), May-Jun 2023 (n=1162), May-Jun 2024 (n=1074), May-Jun 2025 (n=2513)

Among citizens in the OPS' jurisdiction, 50% *agree or strongly agree* that the OPS avoids the use of unnecessary force while 22% *disagree or strongly disagree*.

### *OPS avoids the use of unnecessary force*



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

**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 2025

**Base Sizes:** May-Jun 2025 (n=2521)

OPS's 2025 *good/very good* performance ratings are significantly lower than in 2024 for the *enforcing the law, preventing crime, and working with neighbourhood residents, businesses, and community groups* metrics, returning to levels observed in 2023. The remaining three metrics that were trended are consistent with the levels seen in 2024.

NET Good/Very Good Performance of the OPS				
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025
Enforcing the law	49%	55% ↑	61%	55% ↓
Responding to emergency calls	60%	65%	70%	66%
Ensuring public safety and security at public events	54%	63% ↑	69% ↑	70%
Assisting victims of crime	44%	45%	56% ↑	52%
Preventing crime	35%	40%	44%	37% ↓
Working with neighbourhood residents, businesses, and community groups to improve community safety and well-being	36%	41%	50% ↑	41% ↓
Responding to violence against women and gender-based violence	-*	-*	-*	54%
Responding to hate crime	-*	-*	-*	52%
Building partnerships with external community stakeholders and agencies to improve service delivery	-*	-*	-*	45%

**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, May-Jun 2025

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

Arrow indicates statistically significant change at the 95% level.

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

**Working with public stakeholders, preventing crime, and assisting victims** remain as top areas of concern.

That said, the three new metrics **responding to violence against women and gender-based violence, responding to hate crime, and building partnerships with external community stakeholders and agencies to improve service delivery** were also among the top areas of concern in 2025.

NET Poor/Very Poor Performance of the OPS				
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025
Enforcing the law	22%	19%	15%	15%
Responding to emergency calls	17%	14%	11%	11%
Ensuring public safety and security at public events	24%	17%	13%	10%
Assisting victims of crime	30%	28%	22%	22%
Preventing crime	31%	30%	30%	30%
Working with neighbourhood residents, businesses, and community groups to improve community safety and well-being	38%	32%	25%	28%
Responding to violence against women and gender-based violence	-*	-*	-*	22%
Responding to hate crime	-*	-*	-*	24%
Building partnerships with external community stakeholders and agencies to improve service delivery	-*	-*	-*	25%

**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, May-Jun 2025

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

Arrow indicates statistically significant change at the 95% level.

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

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 two-thirds 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 2022 to 2023, which is consistent with last year. There are also more citizens highlighting priorities related to crime in 2025 compared to all 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	May-Jun 2025
OPS: Operations, high-level	44%	46%	39%	39%
HR: Training/Education	47%	47%	29%	30%
CRIM: Crimes	40%	47%	56%	67%
CRIS: Crises	18%	22%	24%	24%

**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, Tier 0 and 1 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, May-Jun 2025

Arrow indicates statistically significant change at the 95% level.



Within each area, two of the largest individual changes are an increase in the percentage of citizens who want more **traffic / speeding enforcement** (up to 15% from 6% in 2024) and a decrease in those who mention **equality, diversity, and inclusion hiring and training** (down to 5% after dropping to 9% in 2024, continuing a downward trend from 2022 to 2023).

## 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	May-Jun 2025
OPS Reform of the OPS (e.g., organizational change, new leadership, priority adjustment, disarming the police, reducing police roles, etc.)	48%	35%	14%	14%
OPS Improve communication/listen to citizens/community engagement/outreach/restoring public trust/school programs	23%	28%	22%	22%
OPS Funding/Improve current spending practices	12%	11%	6%	6%
OPS Increase accountability	6%	6%	6%	3%
OPS Faster response	3%	1%	2%	4%
HR Improving police members (e.g., less aggressive, more respectful, professional, knowledgeable, better hiring procedures, etc.)	26%	26%	14%	17%
HR Training/education (other than mental health or EDI)	8%	16%	7%	5%
HR Equality, diversity and inclusion (EDI) hiring and training	19%	15%	9%	5%
HR Mental health training for police/more funding for mental health	11%	13%	10%	9%
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%	43%
CRIM Gangs/gang violence	7%	9%	5%	8%
CRIM Personal crime (results in physical or mental harm to a person, like assault, abuse, kidnapping, sex crimes)	5%	7%	9%	9%

Table continues on next page.

**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, Tier 0 and 1 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, May-Jun 2025

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	May-Jun 2025
CRIM Guns/firearms trafficking	7%	7%	4% ↓	6%
CRIM Property crime (deprives a person of the use or enjoyment of property, like theft, vandalism)	4%	7%	14% ↑	18%
CRIM Traffic enforcement/speeding	5%	7%	6%	15% ↑
CRIM Financial crime (deception or fraud for financial gain, like blackmail, embezzlement, cybercrime)	2%	4%	6%	5%
CRIS Drugs/opioid crisis	8%	9%	16% ↑	16%
CRIS Homelessness	3%	9% ↑	8%	7%
CRIS Comments about Protests (e.g., Freedom Convoy)	9%	6%	5%	6%
Other	5%	5%	10% ↑	5% ↓
Don't know/NA	1%	1%	3% ↑	1% ↓

**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, Tier 0 and 1 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, May-Jun 2025

Arrow indicates statistically significant change at the 95% level.

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

## Sexual Orientation

Just over one in ten 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	May-Jun 2025
NET heterosexual	83%	82%	82%	88% ↑
NET Not heterosexual	17%	18%	18%	12% ↓
Heterosexual	83%	82%	82%	88% ↑
Bisexual	6%	5%	7%	4% ↓
Gay	2%	4%	4%	2% ↓
Pansexual	2%	1%	1%	1%
Queer	2%	3% ↑	1% ↓	2%
Lesbian	1%	2%	2%	1%
Asexual	1%	1%	2% ↑	1%
Questioning	1%	1%	1%	0%
Two-spirit	1%	1%	0%	0%
Base	1465	1086	1066	2584

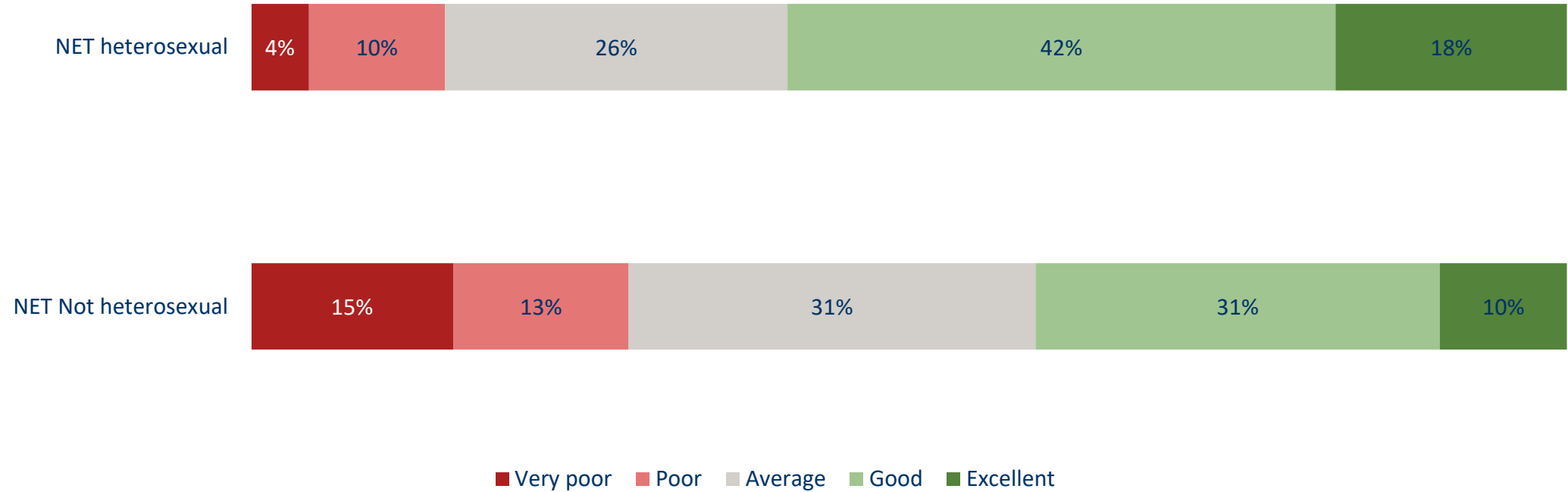
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**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, May-Jun 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Arrow indicates statistically significant change at the 95% level.

In 2025, it remains the case that non-heterosexuals are more likely than heterosexuals to say that **OPS is doing a *poor* or *very poor* 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 2025

Base Sizes: NET heterosexual (n=2224), NET Not heterosexual (n=238)

Heterosexuals are less likely in 2025 to say that OPS does a *good* job of policing in the community than in 2024 but are as likely as in 2022 and 2023.

Overall job of police in your community								
	NET heterosexual				NET Not heterosexual			
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025
Excellent/Good	53%	59%	68% ↑	59% ↓	28%	29%	36%	40%
Average	25%	24%	18% ↓	26% ↑	21%	28%	30%	31%
Poor/Very poor	22%	17%	14%	15%	51%	43%	34%	29%
Very poor	10%	6% ↓	5%	4%	26%	22%	17%	15%
Poor	13%	11%	9%	10%	25%	20%	17%	13%
Average	25%	24%	18% ↓	26% ↑	21%	28%	30%	31%
Good	37%	42%	49% ↑	42% ↓	20%	21%	23%	31%
Excellent	16%	18%	19%	18%	9%	8%	14%	10%
Base	1204	909	861	2224	189	139	161	238

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

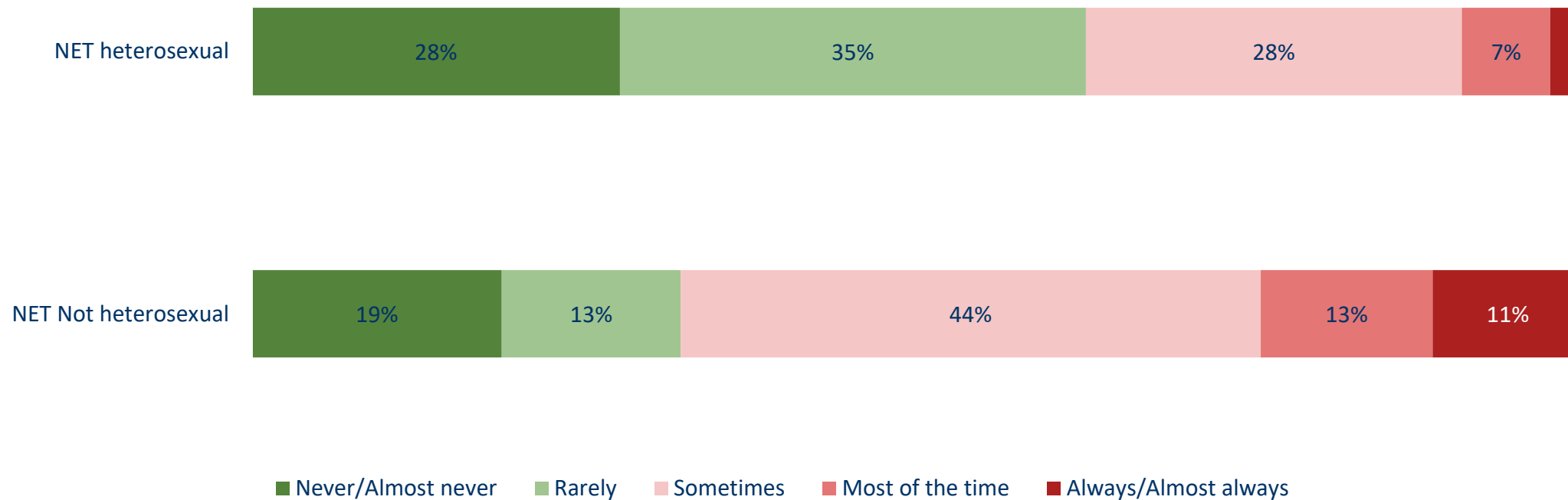
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

Arrow indicates statistically significant change at the 95% level.

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

In 2025, 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*.

### *Exceed their authority*



**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 2025  
**Base Sizes:** NET heterosexual (n=1653), NET Not heterosexual (n=184)

Non-heterosexuals' and perceptions of the police **exceeding their authority** have remained consistent over the last three years, with no statistically significant differences.

Heterosexuals are less likely to say that OPS exceeds its authority *always/almost always/most of the time* than in 2022 and 2023.

Exceed their authority									
	NET heterosexual				NET Not heterosexual				
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025	
Always/Almost always/Most of the time	17%	14%	11%	9%	42%	31%	36%	24%	
Sometimes	39%	31%	31%	28%	31%	43%	34%	44%	
Rarely/Almost never/Never	43%	55%	58%	63%	26%	26%	30%	32%	
Never/Almost never	18%	26%	28%	28%	9%	11%	16%	19%	
Rarely	25%	29%	30%	35%	17%	15%	14%	13%	
Sometimes	39%	31%	31%	28%	31%	43%	34%	44%	
Most of the time	11%	11%	7%	7%	24%	18%	22%	13%	
Always/Almost always	6%	4%	4%	2%	19%	13%	15%	11%	
Base	943	713	672	1653	164	121	135	184	

**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, May-Jun 2025

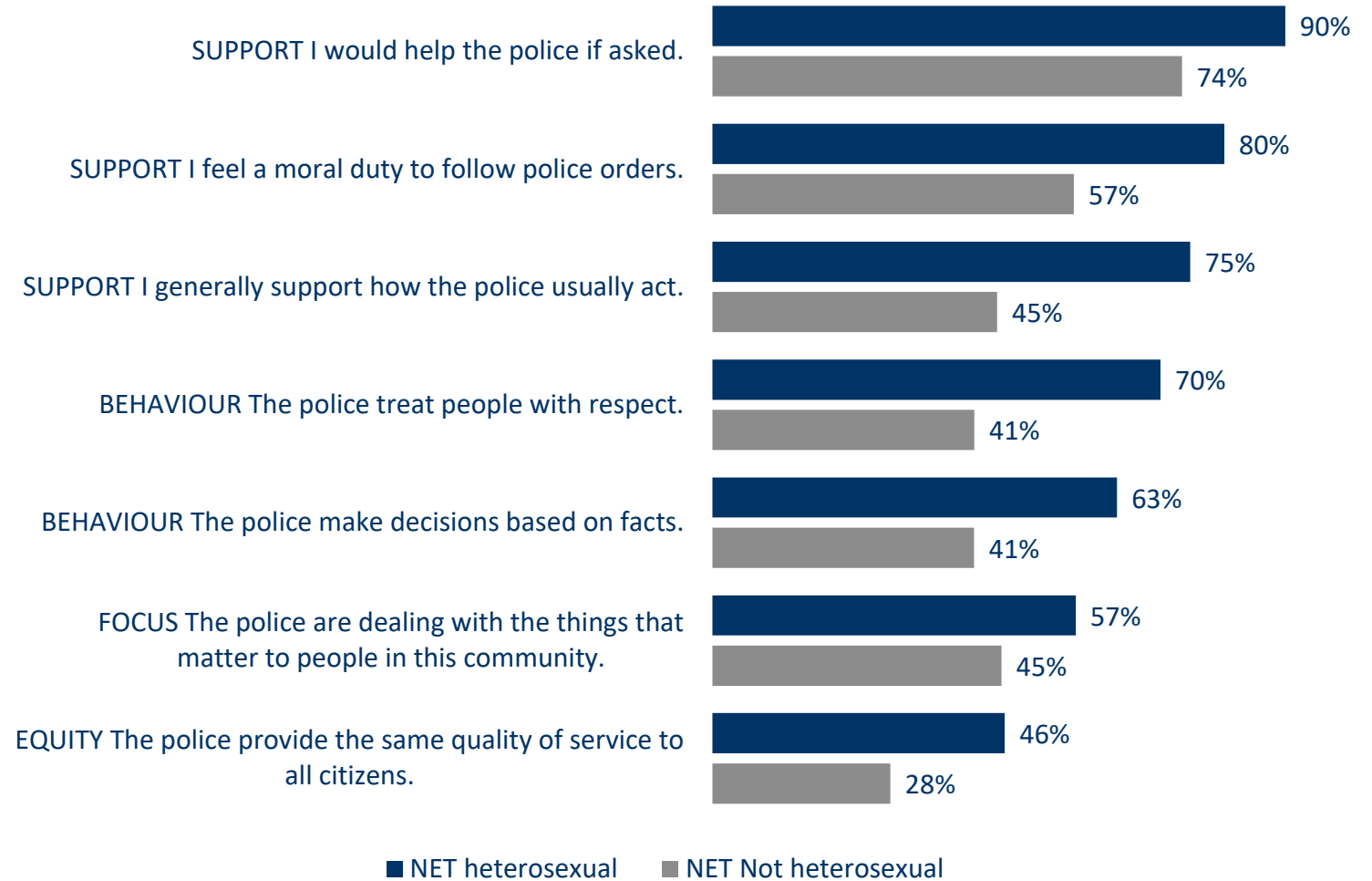
Upper case letters indicate significance at the 95% level.

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



Finally, it is still the case in 2025 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 2025

**Base Sizes:** SUPPORT I would help the police if asked. (n=243-2305), SUPPORT I feel a moral duty to follow police orders. (n=246-2317), SUPPORT I generally support how the police usually act. (n=245-2310), BEHAVIOUR The police treat people with respect. (n=239-2265), BEHAVIOUR The police make decisions based on facts. (n=228-2161), FOCUS The police are dealing with the things that matter to people in this community. (n=230-2226), EQUITY The police provide the same quality of service to all citizens. (n=232-2140)

Despite the fact that non-heterosexuals are less positive about OPS, there are positive signs: they are more likely than in 2022 and 2023 to agree that they **would help the police if asked** and **that the police are dealing with the things that matter to people in this community**. In 2025, non-heterosexuals are also more likely to agree to feeling a **moral duty to follow police orders** than in 2022.

Among heterosexuals, agreement has remained consistent with all metrics in 2025 relative to 2024 except for **the police are dealing with the things that matter to people in this community** which has decreased compared 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-Jun 2025	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025
SUPPORT I would help the police if asked.	84%	85%	89%	90%	48%	55%	68%	74%
SUPPORT I feel a moral duty to follow police orders.	72%	76%	82%	80%	38%	49%	48%	57%
SUPPORT I generally support how the police usually act.	63%	67%	71%	75%	34%	30%	49%	45%
BEHAVIOUR The police treat people with respect.	56%	60%	71%	70%	28%	35%	48%	41%
BEHAVIOUR The police make decisions based on facts.	51%	58%	63%	63%	29%	31%	42%	41%
FOCUS The police are dealing with the things that matter to people in this community.	53%	57%	66%	57%	26%	23%	36%	45%
EQUITY The police provide the same quality of service to all citizens.	33%	38%	48%	46%	16%	18%	29%	28%

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

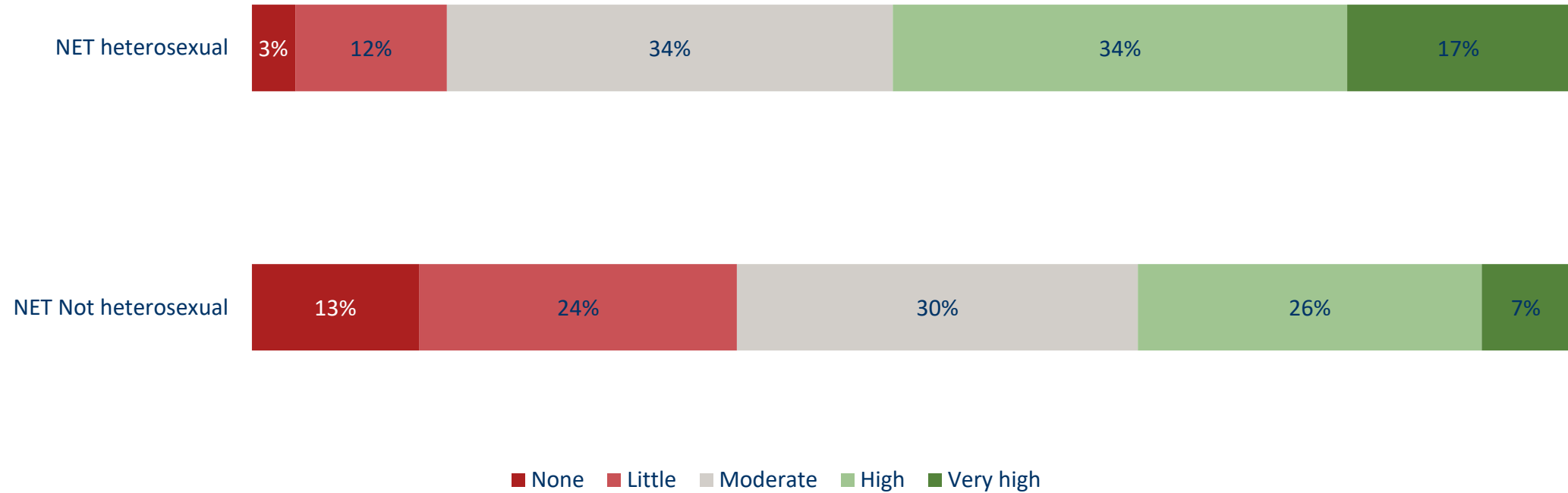
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025

Arrow indicates statistically significant change at the 95% level.

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

Non-heterosexuals are less likely to **trust OPS** than heterosexuals.

### *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: Time period based on month aggregation: May-Jun 2025, Cases to be included in analysis: Include in analysis

Base Sizes: NET heterosexual (n=2310), NET Not heterosexual (n=244)

Non-heterosexuals' and heterosexuals' trust in OPS are consistent with last year.

What level of trust do you have in the Ottawa Police Service?								
	NET heterosexual				NET Not heterosexual			
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025
NET None/Little	24%	20%	14%	15%	55%	51%	42%	37%
			↓					
Moderate	33%	31%	30%	34%	25%	30%	27%	30%
NET High/Very high	43%	49%	56%	51%	20%	20%	31%	33%
			↑					
None	8%	5%	4%	3%	24%	26%	18%	13%
		↓						
Little	16%	15%	9%	12%	31%	25%	24%	24%
			↓					
Moderate	33%	31%	30%	34%	25%	30%	27%	30%
High	28%	36%	36%	34%	17%	12%	17%	26%
		↑						
Very high	15%	13%	20%	17%	3%	7%	14%	7%
			↑					
Base	1260	936	889	2310	197	145	167	244

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

**Filters:** Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025, Cases to be included in analysis: Include in analysis

Arrow indicates statistically significant change at the 95% level.

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

## Disabilities

Nearly 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	May-Jun 2025
NET No disability	75%	74%	75%	78%
NET Has one or more disabilities	25%	26%	25%	22%
Psychological	10%	8%	8%	7%
Mobility	8%	9%	7%	6%
Hearing	5%	5%	7%	6%
Learning	4%	6%	4%	4%
		↑	↓	
Memory	4%	5%	3%	2%
			↓	
Seeing	3%	3%	3%	2%
Agility	3%	4%	4%	3%
Speech	1%	2%	1%	1%
Developmental	1%	2%	1%	1%
None of the above (have no disabilities)	75%	74%	75%	78%
Base	1581	1296	1577	3122

**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, May-Jun 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

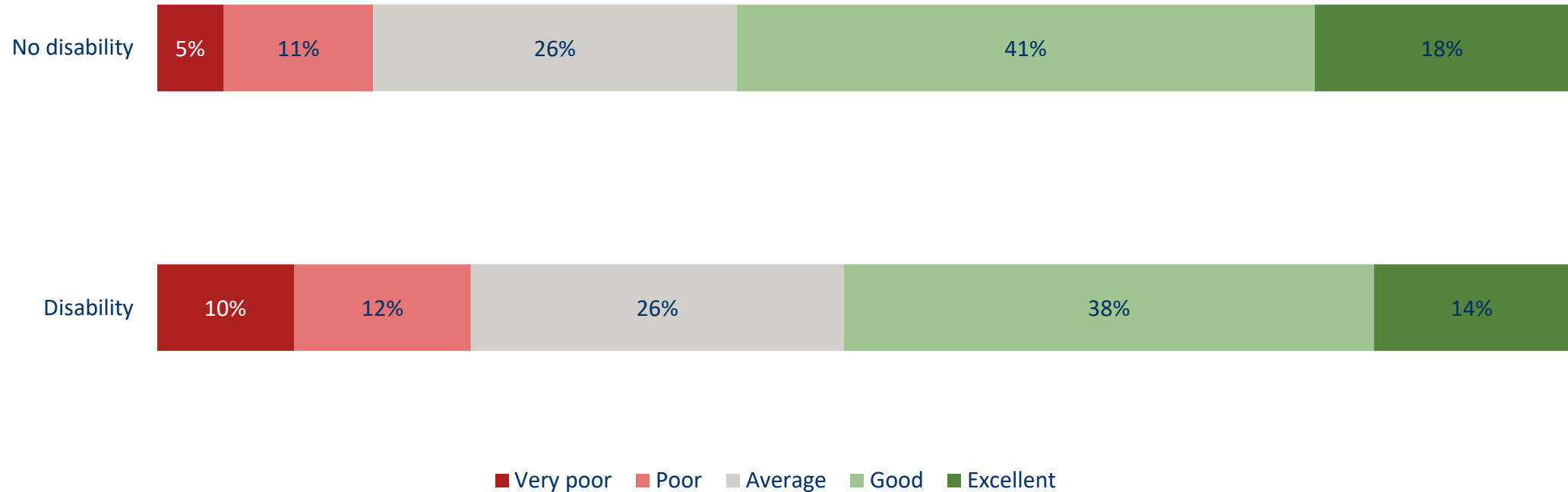
Arrow indicates statistically significant change at the 95% level.

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

In 2025, as compared to those without a disability, those with a disability are:

- less likely to say that OPS is doing a **good/excellent job**;
- as likely to say that OPS is doing an **average job**; and
- more likely to say that OPS is doing a **poor/very poor 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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Base Sizes: No disability (n=2317), Disability (n=634)

Citizens with a disability are as likely as in previous years to say that **OPS is doing a *poor or very poor* job.**

Citizens without a disability are more likely than in 2024 to say that **OPS is doing a *poor or very poor* job** and less likely to say **OPS is doing a *good or excellent* job.**

Overall job of police in your community								
	No disability				Disability			
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025
Excellent/Good	53%	60% ↑	71% ↑	59% ↓	51%	47%	54%	51%
Average	25%	22%	18%	26% ↑	19%	27%	27%	26%
Poor/Very poor	23%	18%	11% ↓	15% ↑	30%	26%	19%	22%
Very poor	10%	7%	4% ↓	5%	16%	14%	9%	10%
Poor	13%	11%	7%	11% ↑	13%	12%	10%	12%
Average	25%	22%	18%	26% ↑	19%	27%	27%	26%
Good	36%	42%	47%	41% ↓	34%	32%	34%	38%
Excellent	16%	18%	24% ↑	18% ↓	17%	15%	20%	14%
Base	1232	978	1181	2317	275	265	313	634

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

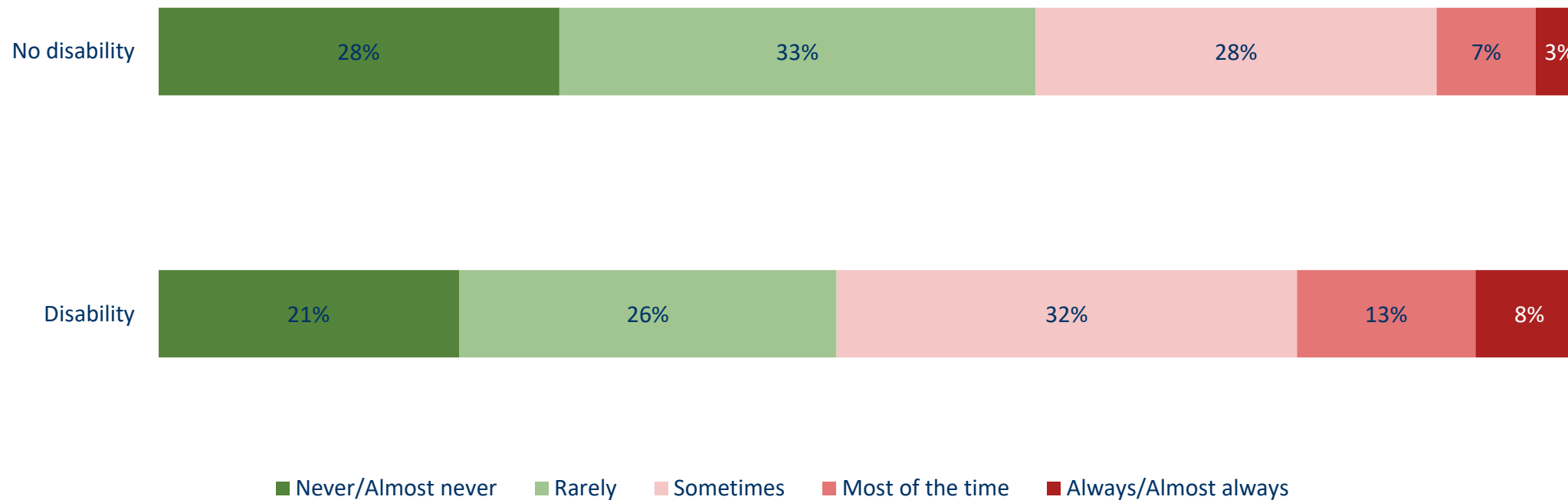
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Arrow indicates statistically significant change at the 95% level.



In 2025, citizens with a disability are more likely than those without to say that **OPS exceeds its authority** *always/almost always/most of the time*.

### Exceed their authority



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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Base Sizes: No disability (n=1697), Disability (n=495)

Citizens with a disability do not have any statistically different views in 2025 than the last three years when it comes to OPS exceeding its authority.

Among citizens without a disability, there have not been any changes in their views since 2023.

Exceed their authority								
	No disability				Disability			
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025
Always/Almost always/Most of the time	20%	14%	12%	10%	26%	23%	25%	20%
		↓						
Sometimes	39%	30%	26%	28%	36%	37%	27%	32%
		↓						
Rarely/Almost never/Never	42%	56%	61%	62%	38%	39%	49%	48%
		↑						
Never/Almost never	18%	28%	30%	28%	16%	16%	23%	21%
		↑						
Rarely	24%	28%	31%	33%	22%	24%	25%	26%
Sometimes	39%	30%	26%	28%	36%	37%	27%	32%
		↓						
Most of the time	13%	9%	8%	7%	14%	16%	16%	13%
Always/Almost always	7%	5%	4%	3%	12%	7%	8%	8%
Base	961	752	898	1697	235	214	257	495

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

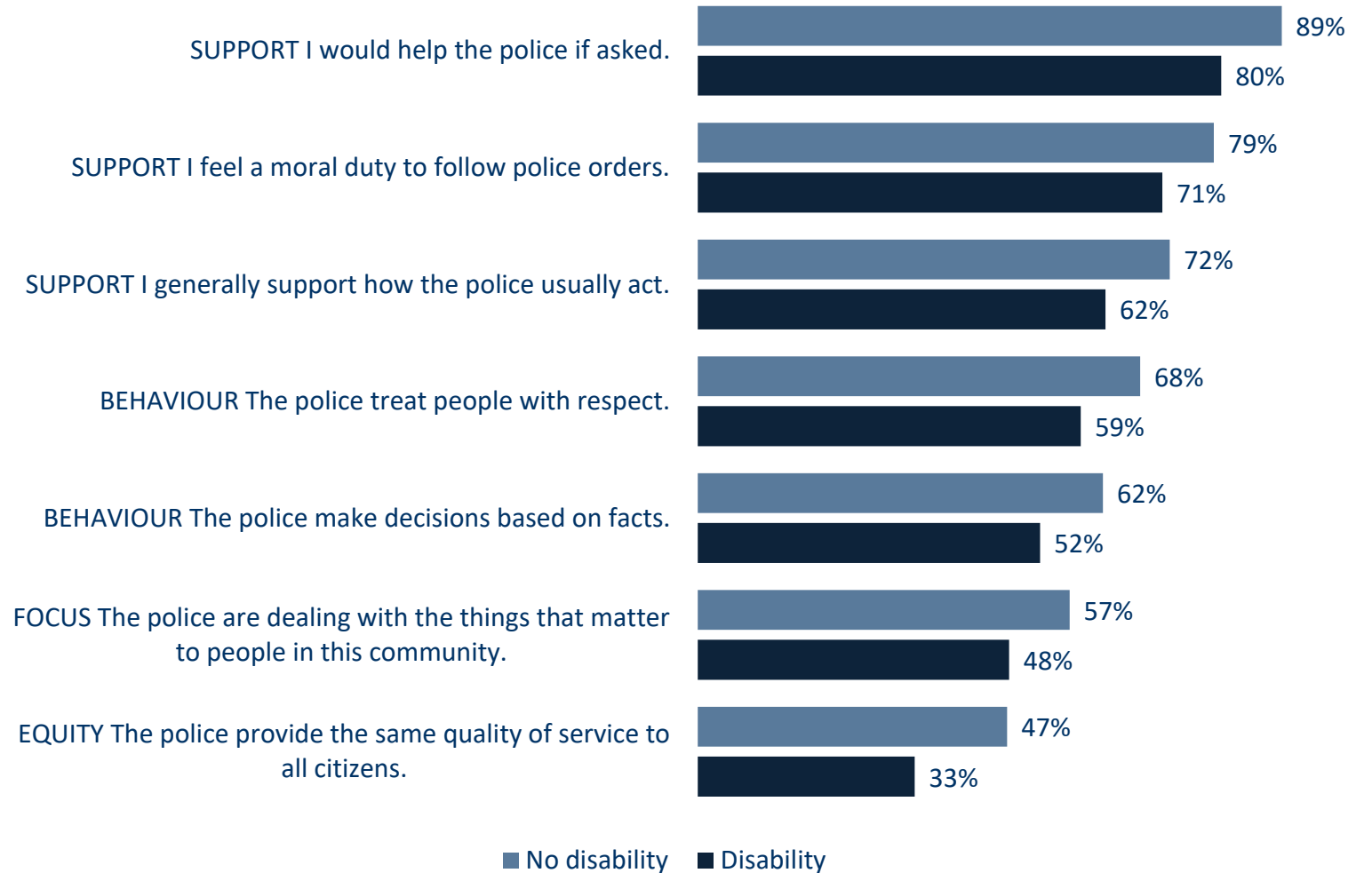
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Arrow indicates statistically significant change at the 95% level.



Finally, in 2025, citizens with a disability are less likely to agree or strongly agree with all 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 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

**Base Sizes:** SUPPORT I would help the police if asked. (n=664-2408), SUPPORT I feel a moral duty to follow police orders. (n=671-2423), SUPPORT I generally support how the police usually act. (n=669-2409), BEHAVIOUR The police treat people with respect. (n=653-2355), BEHAVIOUR The police make decisions based on facts. (n=620-2229), FOCUS The police are dealing with the things that matter to people in this community. (n=637-2302), EQUITY The police provide the same quality of service to all citizens. (n=617-2229)

In 2025, citizens with a disability are less likely to *agree or strongly agree* that the **police provide the same quality of service to all citizens** compared to 2024.

There has also been a reduction in the perceptions of citizens without a disability as they are less likely to *agree or strongly agree* with three out of seven **positive statements about OPS** compared to 2024.

NET Agree/Strongly agree with statements about your police service								
	No disability				Disability			
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025
SUPPORT I would help the police if asked.	83%	83%	90%	89%	73%	73%	78%	80%
SUPPORT I feel a moral duty to follow police orders.	71%	78%	83%	79%	66%	60%	72%	71%
SUPPORT I generally support how the police usually act.	60%	68%	72%	72%	61%	50%	68%	62%
BEHAVIOUR The police treat people with respect.	55%	64%	75%	68%	51%	46%	66%	59%
BEHAVIOUR The police make decisions based on facts.	53%	62%	65%	62%	44%	42%	54%	52%
FOCUS The police are dealing with the things that matter to people in this community.	54%	58%	66%	57%	47%	42%	57%	48%
EQUITY The police provide the same quality of service to all citizens.	34%	43%	54%	47%	31%	28%	43%	33%

**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, May-Jun 2025, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

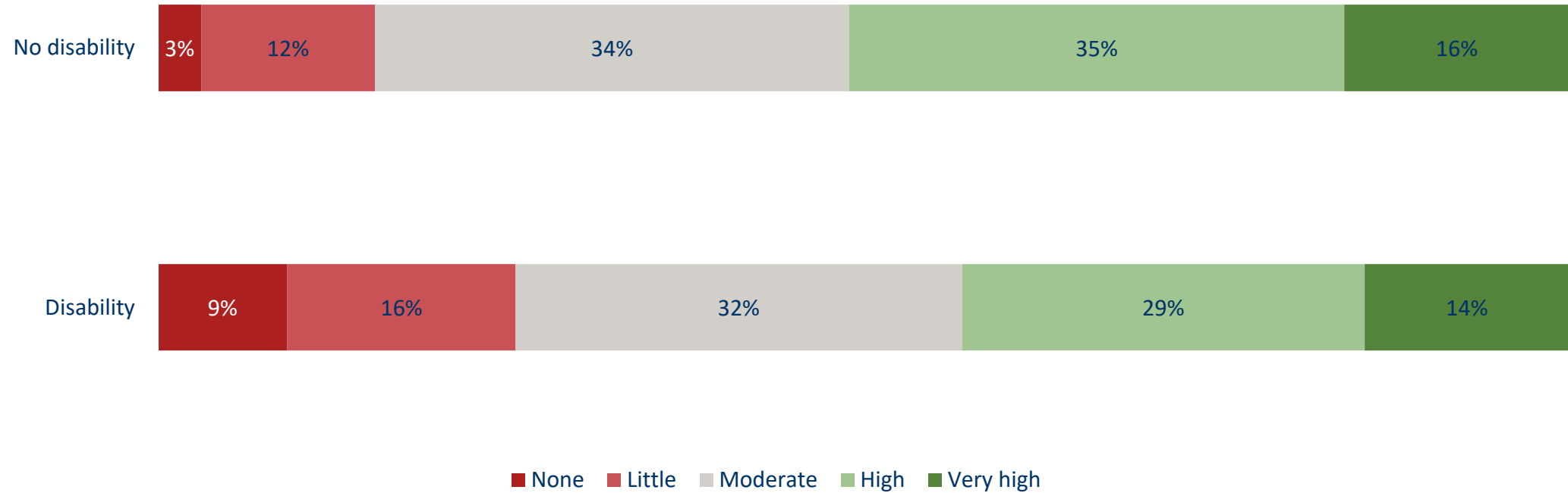
Arrow indicates statistically significant change at the 95% level.

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



Citizens with a disability are less likely to **trust OPS** than citizens without a disability.

### 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: Time period based on month aggregation: May-Jun 2025, Cases to be included in analysis: Include in analysis, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Base Sizes: No disability (n=2116), Disability (n=573)

**Trust in OPS** among citizens with a disability is consistent with last year.

Citizens without a disability are less likely to report *very high* trust in OPS compared to last year.

What level of trust do you have in the Ottawa Police Service?								
	No disability				Disability			
	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025	May-Jul 2022	May-Jun 2023	May-Jun 2024	May-Jun 2025
NET None/Little	24%	20%	15%	15%	33%	37%	26%	25%
Moderate	33%	30%	29%	34%	26%	25%	29%	32%
NET High/Very high	42%	50%	56%	51%	41%	38%	44%	43%
		↑						
None	8%	5%	5%	3%	15%	15%	10%	9%
		↓						
Little	16%	15%	10%	12%	18%	22%	16%	16%
			↓					
Moderate	33%	30%	29%	34%	26%	25%	29%	32%
High	28%	36%	33%	35%	28%	29%	29%	29%
		↑						
Very high	14%	14%	23%	16%	13%	9%	15%	14%
			↑	↓				
Base	1286	949	889	2116	285	248	253	573

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

**Filters:** Time period based on month aggregation: May-Jul 2022, May-Jun 2023, May-Jun 2024, May-Jun 2025, Cases to be included in analysis: Include in analysis, Tier 0 and 1 Police Services Subscribing and Other Tier 1 Cities: Ottawa Police Service

Arrow indicates statistically significant change at the 95% level.



## **3c. OPS' ratings of PSC questions, differences by income and ethnicity**

## Income

OPS citizens with household incomes under \$60k/year rate **OPS overall** higher 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	79%	61%	68%	56%	53%	56%	52%	52%	54%
	D E F G H I		E G H I						
Average	12%	23%	17%	30%	28%	29%	29%	30%	27%
				A C	A	A C	A	A C	A
Poor/Very poor	9%	16%	15%	14%	19%	15%	18%	18%	20%
									A
Base	130	177	223	287	343	359	299	203	666

**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 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

Upper case letters indicate significance at the 95% level.

OPS citizens with household incomes under \$60k/year are also more likely to *agree* or *strongly agree* than those with higher incomes that OPS is **dealing with things that matter to the community** and **provides 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.	91%	84%	89%	85%	88%	87%	89%	88%	86%	
SUPPORT I feel a moral duty to follow police orders.	84%	80%	80%	78%	71%	79%	79%	76%	76%	E
SUPPORT I generally support how the police usually act.	69%	70%	76%	64%	66%	73%	73%	73%	69%	D
BEHAVIOUR The police treat people with respect.	68%	71%	68%	56%	62%	68%	65%	70%	64%	D
BEHAVIOUR The police make decisions based on facts.	69%	65%	65%	57%	58%	63%	61%	65%	55%	I
FOCUS The police are dealing with the things that matter to people in this community.	73%	59%	59%	49%	52%	59%	54%	52%	51%	D E G H I
EQUITY The police provide the same quality of service to all citizens.	58%	60%	53%	37%	43%	45%	43%	41%	40%	D I

**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 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

Upper case letters indicate significance at the 95% level.

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



Likewise, those with lower incomes (under \$60k) 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	72%	70%	73%	58%	64%	57%	65%	62%	59%
			D F I						
Neither agree nor disagree	14%	7%	15%	18%	15%	20%	16%	18%	17%
						B			
NET Disagree	14%	22%	11%	24%	21%	23%	19%	21%	24%
				C		C			C
Strongly disagree	5%	15%	4%	7%	9%	6%	6%	7%	13%
		C							C D F G H
Disagree	9%	8%	7%	17%	12%	17%	13%	13%	11%
				C		C			
Neither agree nor disagree	14%	7%	15%	18%	15%	20%	16%	18%	17%
						B			
Agree	49%	39%	56%	40%	46%	43%	51%	52%	46%
			B D						
Strongly agree	23%	32%	17%	17%	18%	13%	14%	10%	13%
		C D E F G H I			H				
Base	125	162	216	256	312	325	274	187	594

**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 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

Upper case letters indicate significance at the 95% level.



All income segments have similar perceptions of OPS **exceeding 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	19%	14%	8%	11%	11%	9%	12%	14%	12%	
Sometimes	20%	20%	31%	40%	27%	36%	27%	24%	31%	A B E H
Rarely/Almost never/Never	61%	66%	62%	50%	62%	55%	61%	62%	57%	H
Never/Almost never	25%	30%	31%	26%	28%	24%	32%	25%	27%	
Rarely	36%	36%	31%	24%	34%	31%	29%	37%	31%	D
Sometimes	20%	20%	31%	40%	27%	36%	27%	24%	31%	A B E H
Most of the time	16%	10%	6%	7%	8%	6%	7%	10%	7%	H
Always/Almost always	3%	3%	2%	4%	3%	3%	5%	4%	5%	
Base	91	139	167	196	265	270	229	151	520	

**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 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

Upper case letters indicate significance at the 95% level.



Most income segments assess **OPS' ability to resolve violent crimes** equally.

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%	56%	58%	58%	53%	61%	57%	52%	56%
Neither agree nor disagree	26%	21%	29%	20%	22%	21%	23%	25%	18%
NET Disagree	14%	23%	13%	22%	25%	18%	20%	23%	26%
Strongly disagree	4%	10%	4%	8%	3%	7%	7%	6%	9%
Disagree	10%	13%	9%	14%	21%	11%	12%	16%	16%
Neither agree nor disagree	26%	21%	29%	20%	22%	21%	23%	25%	18%
Agree	36%	34%	47%	44%	43%	46%	47%	44%	42%
Strongly agree	24%	22%	11%	14%	11%	15%	10%	8%	14%
	H	E G H				H			
Base	119	152	206	232	290	308	256	180	546

**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 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

Upper case letters indicate significance at the 95% level.



OPS citizens with household incomes under \$60k/year are more likely to **trust OPS** than those with incomes of \$60k or more.

What level of trust do you have in the Ottawa 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
NET None/Little	11%	16%	12%	16%	18%	14%	23%	17%	21%
							C F		C
Moderate	21%	29%	35%	37%	31%	44%	31%	35%	32%
						A E G I			
NET High/Very high	68%	55%	53%	47%	50%	43%	47%	48%	48%
	D F G H I								
None	6%	7%	1%	5%	4%	3%	5%	2%	7%
									C H
Little	5%	9%	11%	11%	14%	11%	18%	15%	14%
							A	A	A
Moderate	21%	29%	35%	37%	31%	44%	31%	35%	32%
						A E G I			
High	48%	35%	37%	35%	35%	28%	30%	34%	30%
	F G I								
Very high	19%	20%	16%	12%	16%	15%	16%	14%	18%
Base	98	151	209	258	316	327	274	187	630

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

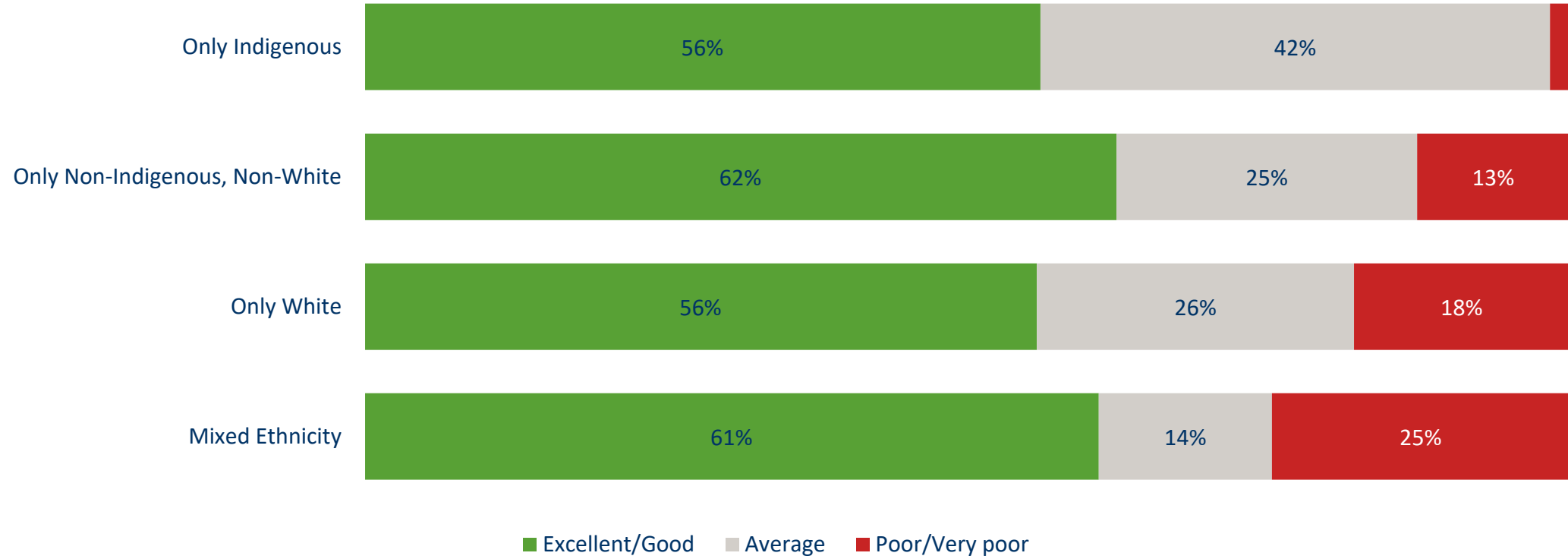
**Filters:** Time period based on month aggregation: May-Jun 2025, Cases to be included in analysis: Include in analysis, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

Upper case letters indicate significance at the 95% level.

## Ethnicity

Citizens who identify as only non-Indigenous/non-white rate **OPS higher overall** than citizens who are only white.

### 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 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

**Base Sizes:** Only Indigenous (n=28\*), Only Non-Indigenous, Non-White (n=565), Only White (n=2181), Mixed Ethnicity (n=63)

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

Citizens who identify as only non-Indigenous/non-white are more likely to agree that the **police provide the same quality of service to all citizens** than those who are only white or of mixed ethnicity.

	Only Indigenous	Only Non-Indigenous, Non-White	Only White	Mixed Ethnicity
	A	B	C	D
SUPPORT I would help the police if asked.	99%*	89%	87%	81%
	C D			
SUPPORT I feel a moral duty to follow police orders.	69%*	81%	76%	70%
SUPPORT I generally support how the police usually act.	66%*	67%	72%	64%
BEHAVIOUR The police treat people with respect.	66%*	66%	65%	63%
BEHAVIOUR The police make decisions based on facts.	68%*	60%	59%	60%
FOCUS The police are dealing with the things that matter to people in this community.	68%*	59%	54%	57%
EQUITY The police provide the same quality of service to all citizens.	55%*	55%	41%	31%
		C D		

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

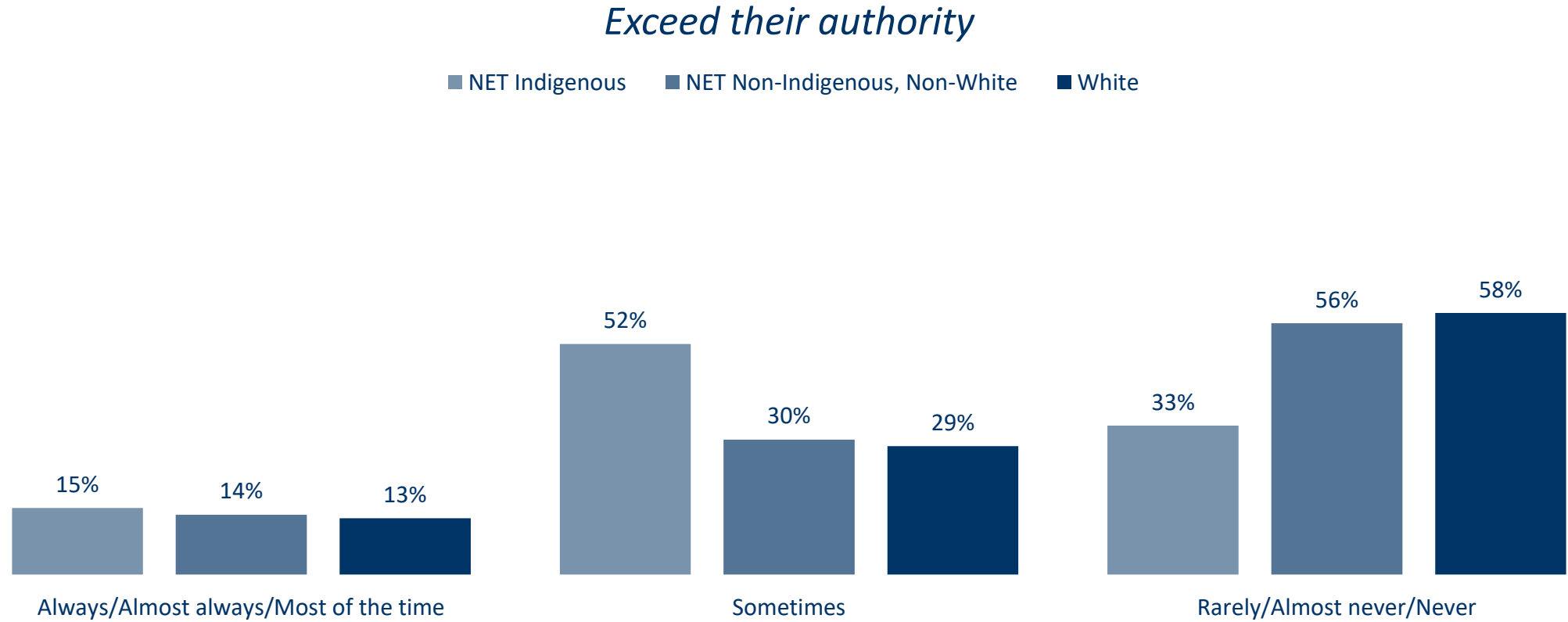
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

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

Upper case letters indicate significance at the 95% level.

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

On all three of **exceeding authority**, **resolving violent crimes**, and **responding quickly**, citizens who are non-Indigenous rate OPS higher than those who are Indigenous.



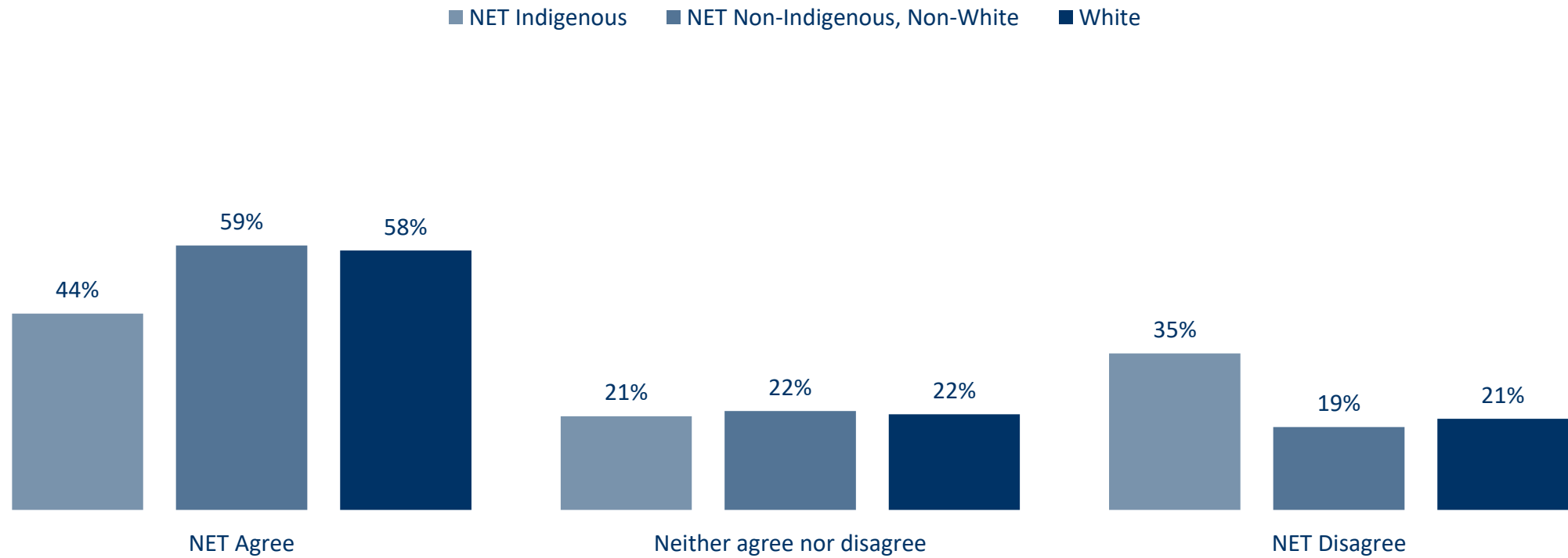
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

**Base Sizes:** Always/Almost always/Most of the time (n=35\*-1690), Sometimes (n=35\*-1690), Rarely/Almost never/Never (n=35\*-1690)

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

## Resolving crimes where violence is involved



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

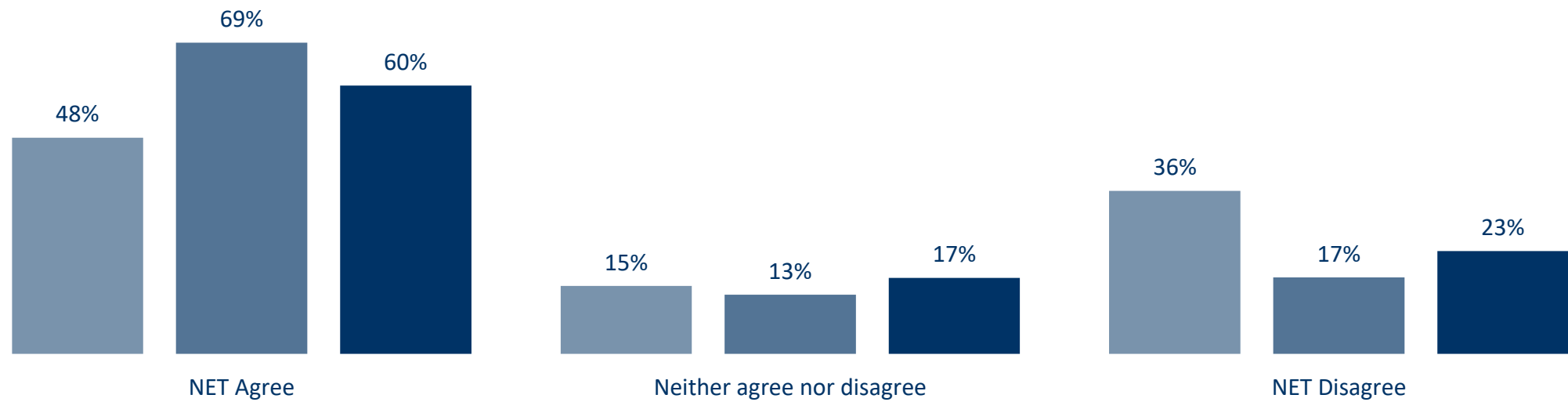
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

**Base Sizes:** NET Agree (n=35\*-1891), Neither agree nor disagree (n=35\*-1891), NET Disagree (n=35\*-1891)

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

## Responding quickly to calls for assistance

■ NET Indigenous   ■ NET Non-Indigenous, Non-White   ■ White



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

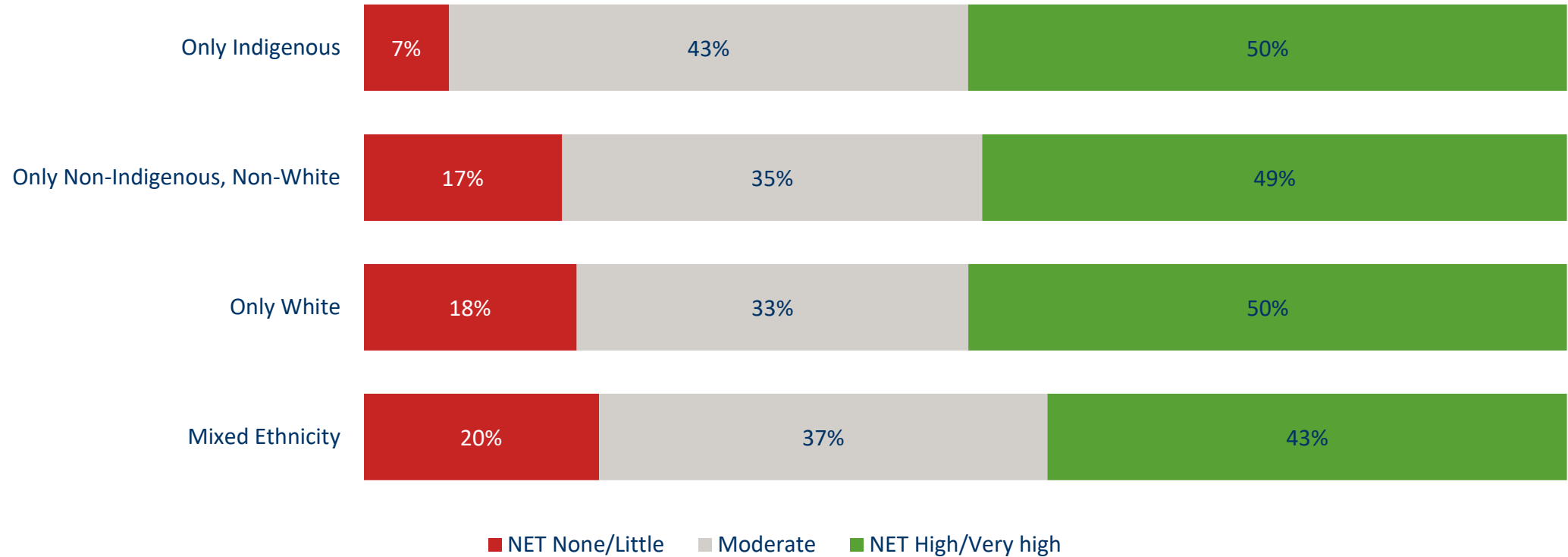
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jun 2025, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

**Base Sizes:** NET Agree (n=39\*-2022), Neither agree nor disagree (n=39\*-2022), NET Disagree (n=39\*-2022)

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

Trust in OPS is statistically similar across each of the ethnicity groupings.

### 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:** Time period based on month aggregation: May-Jun 2025, Cases to be included in analysis: Include in analysis, All Police Services Subscribing and Tier Averages: Ottawa Police Service (Tier 1)

**Base Sizes:** Only Indigenous (n=25\*), Only Non-Indigenous, Non-White (n=463), Only White (n=2042), Mixed Ethnicity (n=58)

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

## Demographics – OPS and Large City Police Services

- For detailed demographic tables, please see the end of this report online here: [Advanis Police Service Benchmarks 2025: 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/rsrscs/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 2025: 25,399 Canada-wide and 3,335 for OPS*
  - *Canada-wide results accurate to within +/- 0.6% and OPS +/- 1.7%, both 19 times out of 20*
- *May-June 2024: 19,541 Canada-wide and 1,702 for OPS (+/- 0.7% & +/- 2.4%)*
- *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: [matthijs.visser@advanis.net](mailto:matthijs.visser@advanis.net)*



[www.advanis.net](http://www.advanis.net)