



OTTAWA POLICE SERVICES BOARD
COMMISSION DE SERVICES POLICIERIS D'OTTAWA
A Trusted Partner in Community Safety
Un partenaire fiable de la sécurité communautaire



OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA
A Trusted Partner in Community Safety
Un partenaire fiable de la sécurité communautaire

Ottawa Police Services Board /
Ottawa Police Service

2018 Public Research

REPORT ISSUED SEPTEMBER 21 2018

Contents

03	Background and Objectives	79	Public-wide survey (Not Representative)
04	Methodology and Limitations	113	Social Media Scan
11	Executive Summary	128	Community Engagement Sessions
19	Representative Survey of Residents	147	Appendix

Background & Objectives

- The Ottawa Police Services Board (OPSB), in collaboration with the Ottawa Police Service (OPS), is in the process of developing a Strategic Plan for 2019-2021 and sought the input of Ottawa residents. Specifically, the OPSB wanted to better understand residents' perceptions of safety, crime and disorder, trust, and the key priorities to address over the next few years. This information, along with other crime data and input, will be used to determine the strategic priorities, goals and objectives.
- The OPS and OPSB gathered input using various methods, including:
 1. A representative sample of Ottawa residents surveyed based on a randomly-drawn sample of households;
 2. An online public-wide version of the survey published on the OPS and OPSB websites and promoted via social media for all interested residents to provide feedback;
 3. Hosting four in-person Partnership in Action Community Consultation sessions;
 4. The distribution of Community Engagement Consultation Toolkits to allow those who would like to host their own discussion and provide input as a group; and,
 5. A social media scan of mentions of OPS/OPSB over the past year.

Methodology & Limitations

Representative Survey

Survey Approach

A stratified, random sample of 17,200 Ottawa residents were invited to participate in the survey¹. The sample was stratified by municipal ward and each household was mailed an invitation to complete the survey online. Smaller wards were over-sampled in order to ensure a minimum of n=100 completed surveys per ward for analysis purposes.

The survey was made available to residents in the city's 8 most common languages (English, French, Mandarin, Cantonese, Spanish, Arabic, Somali, and Farsi) and was offered in paper and accessible formats upon request. The survey was conducted between June 27 and August 6, 2018. A reminder letter was mailed during the fieldwork (on July 23, 2018) to encourage more residents to participate. The survey contained 47 questions and took residents an average of 20 minutes to complete online.

Response Rate and Margin of Error

A total of 3,553 residents completed the survey, reflecting an overall response rate of 21%, which is excellent for a mail-to-online survey method. The final sample includes 3,329 surveys completed in English, 196 in French, and 28 in another language. A total of 3,443 surveys were completed online and 110 were completed on paper. A sample of this size yields a margin of error of +/-1.9%, 19 times out of 20. The margin of error will be larger for data that is based on sub-groups of the total sample.

¹ The 17,200 figure reflects the total outgo and includes a small number of invitations that were incorrectly mailed to households outside of the City of Ottawa boundaries (n=134) and includes those invitations returned to sender due to the occupant having moved, being deceased, etc. (estimated at about 1,000).

Methodology & Limitations

Representative Survey (continued)

Weighting, Statistical Testing and Rounding

The final, unweighted sample distribution among many key demographics closely matches that of the adult population of Ottawa. As happens regularly with surveys using invitations mailed to households, multi-unit dwellings and younger individuals were underrepresented in the sample. This is consistent with the 2015 survey. To improve this, the sample of those under age 35 was supplemented by respondents to the open-link survey. The final data were weighted by gender identity and municipal ward. To be consistent with the 2015 survey for tracking purposes, the data were not weighted by age.

Given concern that the survey may not be sufficient to represent the views of racialized/visible minorities and hard-to-reach residents, the OPSB/OPS sought to supplement the feedback of these individuals and groups through the open-link survey promoted to the community, as well as through outreach to community groups to participate in facilitated and self-directed engagement sessions.

Where past survey data is available, results of previous survey questions are presented to track trends over time. Statistically significant changes in opinions and experiences compared to the previous OPSB/OPS survey conducted in 2015, at the 95% confidence level, have been highlighted. Shifts that represent a positive change have been highlighted in green and shifts that represent a negative change have been highlighted in red.

Totals that do not add to 100% are due to rounding or because respondents were able to provide more than one response. Also due to rounding, on some occasions, the % top 2 box (% agree) may not be the exact same as the sum of % top box (strongly agree) plus % second box (somewhat agree), depending upon the decimal point.

Methodology & Limitations

Public-Wide Survey

A copy of the representative survey was published on the OPS website and the OPSB website, and promoted via social media and stakeholder distribution lists/networks in order to allow any interested resident the opportunity to participate. The survey was made available to residents in 8 languages (English, French, Mandarin, Cantonese, Spanish, Arabic, Somali, and Farsi) and was offered in paper and accessible formats upon request. Respondents could choose to complete the survey as an individual or as a representative of a group of residents (e.g. community group). The survey was available between June 27 and August 6, 2018.

A total of 1,526 residents completed the survey (excluding those under 35 shifted to the mail-online survey). No margin of error is available given that the survey was not intended to be completed by a proportionate or representative sample of residents. The final sample includes 1,429 surveys completed in English, 86 in French, and 11 in another language.

Social Media Scan

A scan was conducted to capture the volume of mentions of OPSB/OPS on social media and to understand the sentiment of those mentions. The scan included mentions made between July 30, 2017 and July 30, 2018 on public-facing social media sites, with a primary focus on Twitter. The scan found 66,017 mentions from 24,124 users; a random sample of 300 were analyzed for sentiment.

Methodology & Limitations

Community Engagement

OPSB/OPS invited community organizations and harder-to-reach residents to provide input in one of two ways: by attending one of four OPSB/OPS-sponsored Partnership in Action (PIA) consultation sessions – facilitated by independent firm Synapcity and held in Accora Village, Alexander, Overbrook, and Heron – or by hosting their own event.

A Community Engagement Consultation Toolkit was designed to provide stakeholders, residents, and community partners interested in hosting a discussion with the necessary tools in order to host their own sessions, whether it be with those in the same geographic community/neighbourhood or those belonging to or representing the interests of a particular subgroup (or subgroups) of the city.

Session leaders were encouraged to have a note-taker at the session to record the feedback and to provide a summary of the feedback directly via Ipsos's confidential online feedback form. Only one submission per session was permitted.

A total of 20 sessions were held and reported to Ipsos: the four PIA sessions and 16 sessions run by community organizations/residents themselves. The notes of the 20 sessions were uploaded to Ipsos's confidential online feedback form for analysis.

The sessions were held between June 26 and August 24, 2018.

Methodology & Limitations

Community Engagement (continued)

The Partnership in Action (PIA) sessions and self-directed community sessions were each structured in much the same way, and asked participants to discuss and provide feedback on four main questions:

1. **What are the biggest crime and disorder concerns for your community?**
2. **What changes would most improve the quality of service provided by the Ottawa Police?**
3. **What can the Ottawa Police Service do to continue to build the trust of your community?**
4. **What should the top strategic priorities be for the Ottawa Police Services Board/the Ottawa Police Service over the next three years?**

The following slides describe the attendance of the Partnership in Action and self-directed community sessions.

Methodology & Limitations

Partnership in Action (PIA) Consultation Sessions

Participating community organizations

- Association pour l'intégration communautaire d'Ottawa
- Black Agenda Noir
- Britannia Woods
- Brookside Briarbrook
- Caldwell Family Centre
- Carleton University
- Carlingwood Community Association
- City for All Women Initiative
- Community Development Framework
- Chinese Canadian National Council
- City of Ottawa
- Civic Engagement Circle
- Clarington Community Association
- Council on Aging
- Coalition for Community Health Centres
- Community Service Provider – Eastern Ottawa Resource Centre
- Convent Glen Orleans Woods Community Association
- Crime Prevention Ottawa
- Elizabeth Fry Society of Ottawa
- Federation of Citizens' Associations of Ottawa
- Fédération des aîné.e.s et retraité.e.s francophones de l'Ontario (FARFO) régionale d'Ottawa
- Flotilla for Friendship
- Helping with Furniture
- Hintonburg Community Association
- Hunt Club Park Community Association
- Lowertown Community Association
- Mechanicsville Community Association
- Neighbourhood Watch
- Ottawa Asian Heritage Month Society
- Ottawa Community Housing
- Ottawa Coalition to End Violence Against Women
- Ottawa Inuit Children's Centre
- Ottawa Victim Services
- Ottawa Withdrawal Management Centre
- Pinecrest-Queensway Community Health Centre
- Riverside Park Community Association
- Safety Committee of the Civic Hospital Neighbourhood Association
- Somali Centre for Family Services
- Somerset West Community Health Centre
- South Sudanese Community Association of Ottawa
- Strathcona Heights Community Circle
- The Hurt Association
- Vanier Community Association
- Western Ottawa Community Resource Centre

A total of 122 participants, representing 44 community organizations attended the four Partnership in Action Community Consultation sessions.

For each session, independent facilitation firm Synapcity provided a note-taker and results were uploaded to Ipsos's confidential online feedback form for analysis.

Methodology & Limitations

Self-Directed Sessions

A total of 360 participants attended the 16 community organized sessions.

The table to the right shows the names of community groups that provided feedback. They represent a diverse set of residents and community groups organized around geographic communities or communities of sub-groups with common interests, including those of women, youth, black Canadians, GLBTQ2s, newcomers to Canada etc.

Three community groups chose to submit their feedback anonymously.

Participating Community Groups

Banff Avenue Community House
Byward Market Business Improvement Area
Coalition of Community Health & Resource Centre's Community Develop. Network
Community Leaders of Ward 10
Cornerstone Housing for Women
Crime Prevention Ottawa
Nepean Rideau Osgoode Community Resource Centre
North-South Development Roots and Culture Canada
OPS GLBT Liaison Committee
Ottawa Coalition to End Violence Against Women
Ottawa Police Youth Advisory Committee (YAC)
Rural Community Development Framework Project (Osgoode) through Nepean Rideau Osgoode Community Resource Centre
Western Ottawa Community Resource Centre, Ward 5 residents
+ 3 anonymous groups

EXECUTIVE SUMMARY

Executive Summary

Perceptions of Crime

Ottawa residents think crime is on the rise

- The perceived increase is seen mainly at the city level: three in four residents (73%) think crime across Ottawa has gone up in the past three years – a 22-point jump from 2015.
- Conversely, a majority of residents (64%) continue to think that the level of crime in their own neighbourhood has held steady over the same period. Indeed, seven in ten (69%) see their neighbourhood as having less crime than others in Ottawa, in line with previous years.

Residents believe that gun violence is increasing

- This split is likely explained by the issues that are of concern to residents: while traffic issues such as distracted driving and speeding remain of most concern at both the neighbourhood and city level, gun violence and street gangs are of significantly more concern across Ottawa as a whole. What's more, concern about gun violence in Ottawa has increased more than any other issue, up 8 points since 2015 to 81%.
- Different levels of perceived crime are also visible in feelings of personal safety. While nearly all residents feel safe during the day while at home (97%) or in their neighbourhood (92%), fewer feel safe in public spaces further afield, including on public transit (70%), downtown (68%), along bike paths and walking trails (59%), or in the Byward Market/Rideau (51%). These feelings have not changed much since 2015. At night, perceived safety drops across all areas, but especially in parks and on public transit.

Boomers, non-males, citizens with disabilities, and the less educated (high school or less) are among the most likely to perceive Ottawa's crime rate as having increased.

Concerns that neighbourhood crime is on the rise are above average in Gloucester-Southgate, Rideau-Goulbourn and Somerset.

Executive Summary (cont'd)

Perceptions of the Quality of OPS Services

Satisfaction has declined, particularly in terms of OPS' effectiveness in preventing gun violence and gangs

- A majority of Ottawa residents are satisfied with the quality of service provided by OPS (72%), but satisfaction has declined significantly from three years ago (down 6 points from 78%). Comparatively fewer residents rate the OPS well in many areas, however, the greatest declines are seen in areas such as reducing crimes related to gun violence and gangs (down 25 points from 46% to just 21% who rate the performance of OPS as very good/good) and presence in local schools (which is down to 48% from 66%).
- Among those who have interacted with the OPS in recent years, satisfaction with how the interaction went varies quite substantially, with the lowest levels of satisfaction given among those who spoke to police as a victim of crime (63%) and those who reported a crime online (55%).

Preventing gun violence and gangs, reducing violence against women and traffic safety are the public's top concerns

- When it comes to the three Operational Priorities selected by the Chief for particular focus (one of which is guns and gangs), many residents don't know enough to offer an opinion on how well OPS is performing in addressing them. Yet these three priorities – reducing violence against women, increasing traffic safety, and reducing crimes related to guns and gangs – are citizens' top issues of concern with regard to crime in Ottawa.

Concerns with the OPS' performance preventing crime are above average in Rideau-Vanier and Osgoode wards.

Ottawa citizens who do not identify as either male or female are nearly four times more likely to indicate that they are *very dissatisfied* with the quality of services provided by the OPS.

Millennials (18-34), crime victims, citizens with disabilities, and those who contacted the police within the past three years are all less likely to express satisfaction with the quality of services provided.

Executive Summary (cont'd)

Perceptions of the Quality of OPS Services

The decline in satisfaction with OPS services is correlated with concerns about how officers are being deployed and how money is being spent

- Correlation analysis shows that preventing crime, the presence of police in communities/community policing, and public perceptions of how effectively OPS is managing spending and deploying officers are not only the areas most strongly correlated with satisfaction with the quality of OPS services, but are also the areas where OPS is perceived to be performing worst. This explains the drop in satisfaction that has occurred.

Community groups and residents want a return to community policing and feel it is time for culture change within the OPS

- Similar concerns were raised by community groups who felt that a return to community policing with a focus on addressing the root causes of crime would be beneficial. However, there is a perception among community groups that much also needs to change within the OPS itself, including greater diversity among frontline officers and executive levels, and the need for education and training in cultural differences.
- Hiring people with more diverse skillsets including counsellors, therapists, and social workers to help police communicate with the communities they serve was mentioned by community groups.

Perceptions of how well the OPS is working with residents in local neighbourhoods to solve local crime and improve community safety, security and wellbeing are lowest in Rideau-Vanier.

Concerns that OPS is not using financial and human resources efficiently/wisely are greatest in Rideau-Vanier and Somerset.

Concerns about a lack of presence in the community are greatest in: (foot and bike) Gloucester-Southgate, Stittsville; (in cars) Osgoode, Rideau-Goulbourn; and (in schools) Kanata North and Barrhaven.

Executive Summary (cont'd)

Trust in OPS

Decline in satisfaction with OPS performance on key priorities could erode public trust

- Overall, the lower performance ratings for OPS have not yet had a significant impact on the public's trust in the police. Nearly two in three residents (64%) have a good level of trust in the Ottawa Police, rating it as high or very high. This is in line with previous years. However, of concern is that twice as many residents say their trust in the OPS has declined compared to three years ago. Residents who do not identify as either male or female, Millennials (18-34), crime victims, citizens with disabilities, and those who contacted the police within the past three years are significantly more likely to say their level of trust has declined.

Equal treatment of people, openness/transparency about internal OPS issues are important to trust

- Openness and transparency and treating people equally are among the strongest predictors of trust in the OPS, yet compared to 2015, fewer residents agree OPS is doing well in these areas. These are the areas where OPS needs to focus in order to strengthen the public's trust.
- Community groups specifically mentioned that priorities should be on Peelian Principles, as well accountability, being less dismissive, better listening and approachability, improved communications of positive police interactions/ actions, a focus on youth, and improving the reporting process.

Less than half of respondents with an opinion feel OPS treats everyone equally.

Issues such as police brutality and perceived indifference to crimes are frequently mentioned among those who feel their trust in the OPS has deteriorated.

Millennials (18-34), crime victims, and those who contacted the police within the past three years rate the OPS lower on trust and are more likely to think that the quality of police services has deteriorated, over the past three years.

Executive Summary (cont'd)

Priorities for OPSB/OPS

In addition to reducing the number of guns and gangs, residents want the OPS to prioritize reducing violence against specific groups

- Given the opportunity to suggest top priorities for the OPSB and/or the OPS over the next three years, many residents (80%) focus on reducing crime, especially as it relates to guns, knives, gangs, drugs, and violence against specific groups, including women, youth, seniors, ethnic minorities, the LGBTQ2 community, and more.

To be effective, officers require better education and training on cultural diversity, mental health and the root causes of crime. There is a desire to see OPS work with the community and youth.

- Yet nearly half (45%) of all respondents also say that more police education and training is needed on issues like cultural diversity, mental health, and the root causes of crime, as well as being more visible in the community (including rural communities). The community groups echoed this priority with specific mention that OPS should work more with community partners in its outreach to help rebuild community policing with a particular focus on developing relationships with youth in schools.
- Road Safety is cited by more than one in three residents (36%) as a priority to be focus on, in line with its current status as an Operational Priority. Distracted driving and cycling are cited by many as areas that needs to be addressed, ahead of transportation law enforcement, aggressive driving/cycling, speeding and other issues.

Executive Summary (cont'd)

Victims of Crime

- Compared to past years, more residents (18%) say that they or an immediate family member have been a victim of crime in the past three years (+5 pts).
 - **What:** The most commonly reported crimes include theft of a value of \$5,000 or less (35%), mischief/vandalism (20%), break and enter (16%), threats or intimidation (15%), and robbery (13%).
 - **Where:** Most crimes were committed at the victim's home or on their property (55%, +4 pts), or on the street or some other public place (25%, +1 pt).
 - **How:** The overwhelming majority of crimes did not involve a weapon. Among the 5% that did, knives (46%) and guns (37%) were most typically involved. The incidence of gun crime has increased 16 points since 2015, in line with public concern about guns.
- A majority (71%) continue to notify OPS when a crime occurs, but this still leaves three in ten who do not alert the police. In many cases, those who did not notify OPS say the crime was too small to report (24%) or that nothing of real value was stolen or damaged (11%). Yet nearly one in ten say they chose not to report the crime because they felt that the police would not be effective (8%) or wouldn't consider the incident important enough (7%).
- Meanwhile, only half (50%) of those who do notify OPS are satisfied with the actions taken by police (27% are dissatisfied, 17% are neutral). Two in three (64%) are satisfied with how well they were treated by OPS, leaving 16% who are dissatisfied and 14% who fall somewhere in the middle.

Recommendations

Police Presence vs. Community Policing

- The research confirms the public's desire for **greater police presence** on the streets and in rural communities, whether it be through foot patrols and bike patrols or patrolling in police cars. Greater presence is seen as necessary to prevent crime, particularly gun violence, gangs, and violence against women and vulnerable groups, but also to improve road safety and traffic crimes (e.g. distracted driving).
- However, it is also clear that for many, community presence does not equal community policing. It is not just about more boots on the ground. **Community policing** is needed to address the underlying issues that give rise to crime; a return to community policing where officers are working with the community, community groups and leaders, schools and youth to build relationships and solve problems that support the community and its members.
- Community policing is mentioned frequently among racialized and marginalized groups, as it is seen as an effective way to **address the roots causes of crime** and ultimately prevent people from committing crime, and feel safer and more confident reporting crime to the OPS if they were ever to be a victim or witness.
- To the extent that trade-offs need to be made between the presence of officers in the streets and a return to community policing, OPS should tread carefully. The research suggests that the OPS should **consult with the public and community groups** on the appropriate allocation of spending of each of these prior to making significant decisions. The OPS needs the support of the public in how it is deploying officers and spending funds effectively, as views on both of these have a significant impact on the public's overall perceptions of the OPS/OPSB.

The desire for a culture change

- In order to work effectively with the community, the OPS needs to heed the guidance of residents and take a hard look at its culture. That entails not only improving the **diversity of its workforce**, but adopting an overall **attitude of openness** that involves investigating acts of discrimination and other mistakes among officers and supporting officers in training cultural diversity and mental health.
- **The time to act is now** as the public's trust is at a tipping point.

REPRESENTATIVE SURVEY OF RESIDENTS

Key Differences Between Residents

Perceptions of Crime

- Ottawa residents think crime in the city has increased over the past three years, and some groups are more likely than others to perceive an upward trend. Boomers, non-males, citizens with disabilities, and the less educated (high school or less) are among the most likely to perceive Ottawa's crime rate as having increased.
- At the neighbourhood level, different groups see a rise in crime. Millennial women, crime victims, and citizens who have interacted with the OPS are among the most likely to think that the crime rate has increased in their neighbourhood. In fact, these groups, as well as people of non-binary gender and Millennials more generally are statistically more likely to think that their neighbourhood has *more crime*, compared to the average neighbourhood in Ottawa.

Perception of Quality of OPS Services

- Ottawa citizens who do not identify as either male or female are nearly four times more likely to indicate that they are *very dissatisfied* with the quality of services provided by the Ottawa Police. Additionally, Millennials (18-34), crime victims, citizens with disabilities, and those who contacted the police within the past three years are all less likely to express satisfaction with the quality of services provided.
- Gender has a significant impact on how Ottawa residents rate the performance of the Ottawa Police Service. People of non-binary gender are much less likely than male or female respondents to rate OPS favourably on enforcing the law, responding promptly to emergency calls, ensuring public safety and security at public events, assisting victims of crime, preventing crime, working with residents to solve crime, or having a workforce that reflects gender diversity.

Key Differences Between Residents

Perceptions of Quality of OPS Services (continued)

- Millennials are less likely than older Ottawa residents to agree that the OPS can be relied on, shows concern for the welfare of its citizens, and addresses citizens in a respectful manner. Citizens who do not identify as either male or female are less likely to agree that the OPS can be relied on and is open and transparent.
- Francophone Ottawans are significantly less likely than Anglophone residents to rate OPS highly on providing services in both French and English.
- Residents who have been a victim of crime in the past three years (or who have a close family member who's been a victim of crime) are noticeably less likely to agree with many perceptions about the OPS, including the idea that OPS makes decisions based on facts, respects people's rights, addresses citizens respectfully, shows care and concern, is open and transparent, and avoids the use of unnecessary force.

Trust in OPS

- Millennials (18-34), crime victims, citizens with disabilities, and those who contacted the police within the past three years rate the OPS lower on trust and are more likely to think that the quality of police services has deteriorated, over the past three years. In fact, with the exception of citizens with disabilities, the aforementioned groups all trust the OPS less than they did three years ago – in line with a general downturn in trust among the population at large.
- Residents who have been victims of crime in the past three years are not only less likely to trust OPS, they are more likely to say that their level of trust in the organization has gone down in the past three years.

Key Differences Between Residents

Cooperation, Contact and Interaction

- Virtually all Ottawa citizens would report suspicious activity, contact the police to report a crime, cooperate with the police, or provide evidence in a court of law. Notably, however, non-males (i.e., women and people of non-binary gender) and disabled people are less likely to agree that they would engage in any of these actions.
- Baby Boomer males (aged 55+) are the demographic least likely to have had any contact or interactions with the OPS over the past three years. Conversely, the highly educated (University degree or higher) and those with a reported income in excess of \$100K are more likely to have had contact with the OPS.
- Citizens who had contact or interactions with the OPS within the past three years were asked to rate their satisfaction with their experience(s). In most cases, Millennials and people of non-binary gender score directionally lower, in terms of their satisfaction.

OPSB and Public Interaction

- The highly educated (university degree or higher), men, crime victims, and citizens who had interactions with the OPS within the past three years are more likely to indicate awareness of the Ottawa Police Services Board (OPSB).
- In line with broader opinion, most of these groups do not perceive the OPSB as being in touch with the public. More specifically, Millennials, crime victims, citizens who identify as disabled or with a non-binary gender, and most notably, those who previously contacted the OPS are less likely to think that the OPSB understands the needs and perceptions of the public.
- There are limited differences across the key subgroups in terms of how interactions with the public can be improved, however. Boomers are less likely to agree that social media would be an effective way to bridge the gap.

Key Differences Between Residents

Victims of Crime

- Citizens who report being a victim of crime or having a family member who was a victim of a crime are more likely to be: Millennials, disabled, of non-binary gender, or people who had contact with OPS in the past three years. English-speaking Ottawa residents are more likely than French-speaking residents to say they have been a victim of crime.
 - Millennials and citizens who identify as disabled are more likely to have experienced threats or sexual assault. Millennials are also more likely to have received harassing phone calls.
 - Citizens with disabilities are four times more likely than those without disabilities to claim that the incident itself involved a weapon. Millennials and Gen X'ers (aged 35-54) are also more likely to report that a weapon was involved.
 - Citizens with disabilities are nearly twice as likely to report that the incident took place in a commercial building. Millennials are more likely to report that the incident occurred on a street or in a public place.
 - Women are more likely than men to have notified the Ottawa Police of the crime committed against them, as are Millennials compared to Baby Boomers.
 - In cases where police were notified of the crime, Millennials are more likely to express dissatisfaction with action taken by police as a result, and with how they personally were treated by police.

Your Neighbourhood & The City



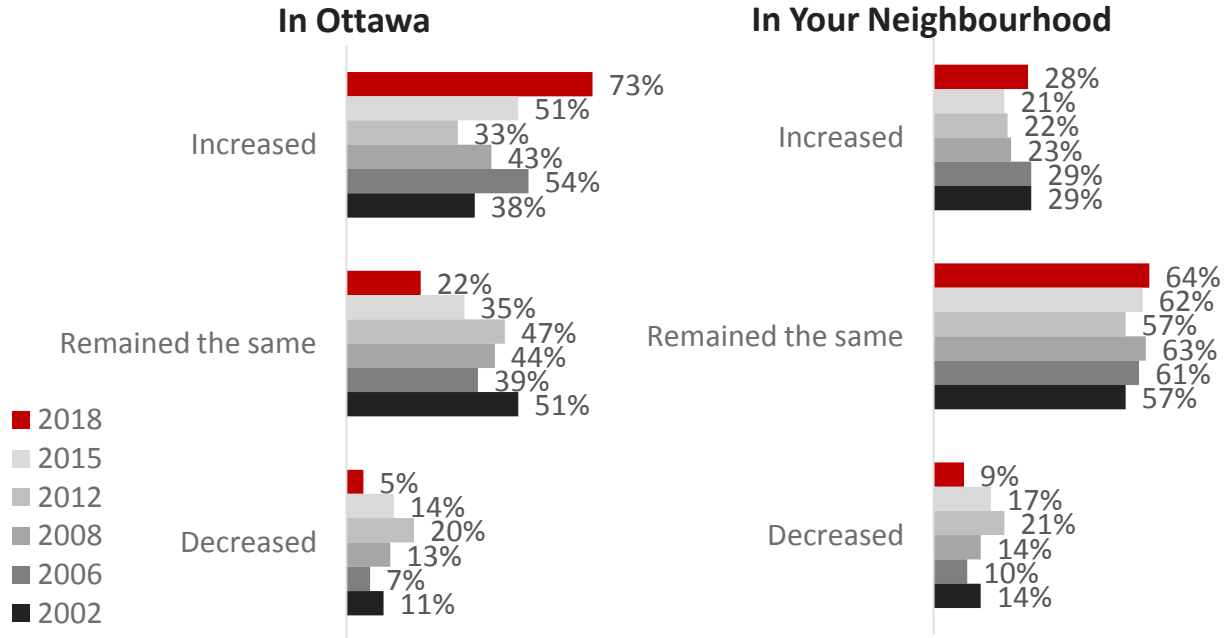
PERCEPTIONS OF CRIME IN PAST THREE YEARS

Ottawa residents are significantly more likely to perceive an increase in crime across the city as a whole (73%) than in their own neighbourhood (28%). Both figures are up since 2015, but for Ottawa the jump is especially large – 22 points.

This marks the second wave of tracking in which perceptions of an increase in crime at the city level have spiked significantly, bringing this opinion to an all-time high.

Boomers, non-males, citizens with disabilities, and the less educated (HS or less) are among the most likely to perceive Ottawa's crime rate as having increased.

At the neighbourhood level, different groups see a rise in crime. Millennial women, crime victims, and citizens who have interacted with the OPS are among the most likely to think that the crime rate has increased in their neighbourhood.



Your Neighbourhood & The City



PERCEPTIONS OF CRIME IN PAST THREE YEARS

	In Ottawa	In Your Neighbourhood
	Proportion is significantly higher than average in the following wards...	Proportion is significantly higher than average in the following wards...
Increased	Gloucester-Southgate (83%) Cumberland (80%)	Gloucester-Southgate (60%) Rideau-Goulbourn (51%) Somerset (43%)
Remained the Same	Capital (33%) Bay (30%)	West Carleton-March (85%) Stittsville (81%) Orleans (78%) Osgoode (77%) Innes (76%) Rideau-Goulbourn (76%)
Decreased	Kitchissippi (11%) West Carleton-March (10%)	None

Your Neighbourhood & The City

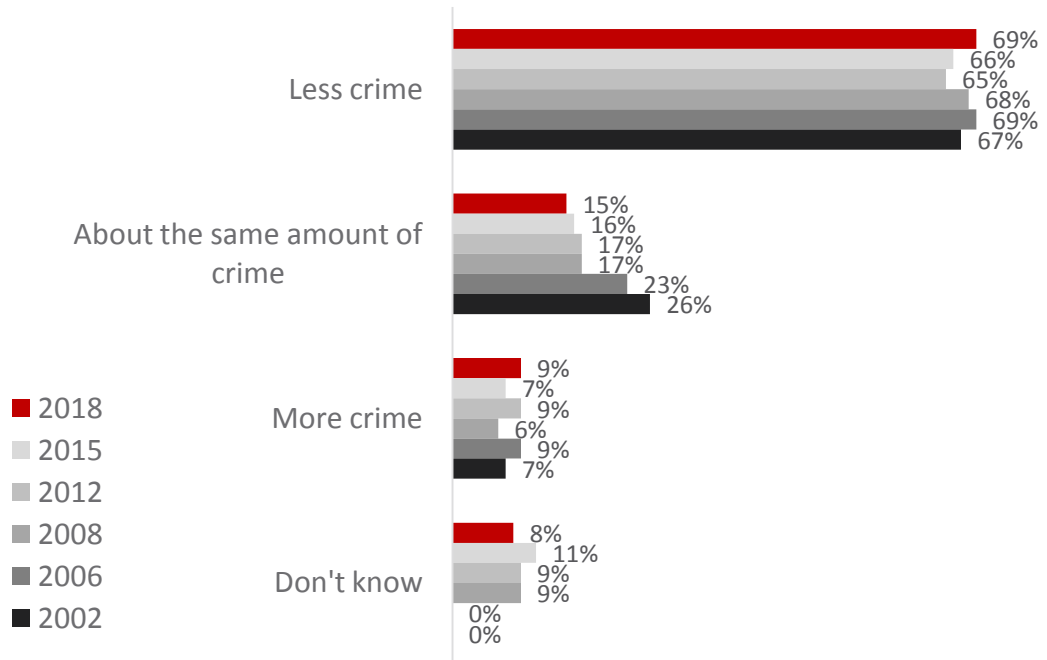


HOW YOUR NEIGHBOURHOOD COMPARES WITH OTHERS IN OTTAWA

A majority of Ottawa residents (69%) think their neighbourhood has less crime compared to other Ottawa neighbourhoods. The perception of less crime at the neighbourhood level has been gradually trending up since the dip seen in 2012.

One in ten residents (10%) take the opposite view, saying there is more crime in their neighbourhood compared to others. This point of view is up 2 points from 2015, and in line with 2006.

Millennial women, crime victims, and citizens who have interacted with the OPS, people of non-binary gender and Millennials more generally are statistically more likely to think that their neighbourhood has *more crime*, compared to the average neighbourhood in Ottawa.



Your Neighbourhood & The City



HOW YOUR NEIGHBOURHOOD COMPARES WITH OTHERS IN OTTAWA

	Proportion is significantly higher than average in the following wards...	
More crime	Rideau-Vanier (49%) Somerset (29%) Gloucester Southgate (27%)	
About the same amount of crime	River (24%) AltaVista (23%) Rideau-Vanier (25%) Somerset (23%) Gloucester Southgate (21%)	
Less crime	Rideau-Goulbourn (91%) Osgoode (89%) Kanata North (88%) Stittsville (87%) West Carleton-March (86%) Cumberland (85 %)	Kanata South (85%) Gloucester South-Nepean (82%) Innes (80%) Orleans (80%) Knoxdale-Merivale (80%)

Your Neighbourhood & The City



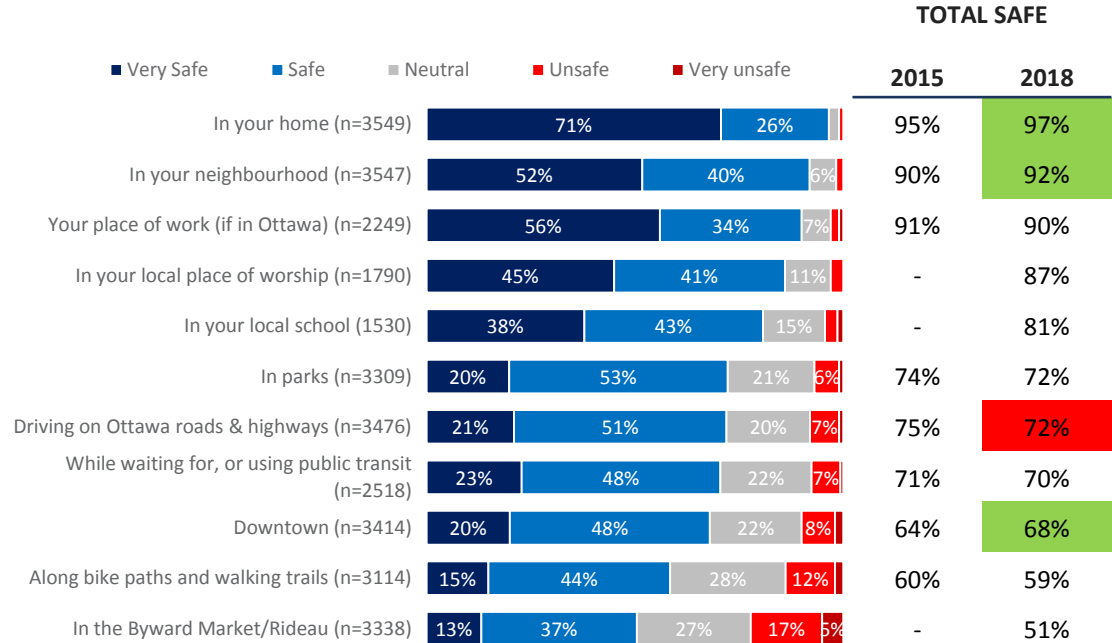
FEELINGS OF SAFETY DURING THE DAY

During the day, Ottawans feel safest in their home or in their neighbourhood.

Eight in ten feel safe in their Ottawa workplace, local place of worship, or in their local school, while seven in ten feel the same about parks, roads & highways, public transit, and the downtown area.

Fewer Ottawans see bike paths and walking trails as safe (59%), while only half (51%) say they feel safe in the Byward Market/Rideau area during the day.

While feeling of safety are mostly on par with levels found in 2015, fewer residents feel safe on roads and highways and more residents feel safe in the Downtown core, at home and in their neighbourhood.



<4% not labelled

Your Neighbourhood & The City



FEELINGS OF SAFETY DURING THE DAY

	Total Safe is significantly higher in the following wards...	Total Unsafe is significantly higher in the following wards ...
In your home	Stittsville (100%) College (100%) Kanata North (99%)	Rideau-Vanier (4%) Somerset (3%)
Downtown	Capital (84%) Somerset (82%) Kitchissippi (78%) Bay (76%)	Beacon Hill-Cyrville (17%) Barrhaven (14%) Gloucester Southgate (14%) Kanata South (14%) Cumberland (13%) Rideau-Vanier (13%)
In the Byward Market/Rideau	Capital (67%) Somerset (67%) Kitchissippi (63%) Rideau Vanier (62%)	Rideau-Goulbourn (37%) Kanata South (31%) Stittsville (29%)

Your Neighbourhood & The City



FEELINGS OF SAFETY DURING THE DAY

	Total Safe is significantly higher in the following wards...	Total Unsafe is significantly higher in the following wards ...
In your neighbourhood	Innes (98%) Kanata North (97%) Orleans (97%) West Carleton-March (97%) Capital (97%) Cumberland (97%) Rideau-Goulbourn (96%) Stittsville (96%) Barrhaven (96%)	Rideau-Vanier (12%)
While waiting for, or using public transit	Capital (81%) Innes (81%)	Rideau-Vanier (16%) Beacon Hill-Cyrville (12%) Osgoode (12%) Rideau-Rockcliffe (12%) Kanata South (10%)
Driving on Ottawa roads & highways	Kitchissippi (79%) Kanata South (79%) Kanata North (76%) Orleans (75%)	Osgoode (13%) Rideau-Vanier (12%)
In parks	Kanata North (81%) Capital (80%) College (79%) Gloucester South-Nepean (78%)	Rideau-Vanier (12%) Beacon Hill-Cyrville (12%) Gloucester-Southgate (11%) Rideau-Rockcliffe (11%)

Your Neighbourhood & The City



FEELINGS OF SAFETY DURING THE DAY

	Total Safe is significantly higher in the following wards...	Total Unsafe is significantly higher in the following wards ...
Your place of work (if in Ottawa)	Kanata South (97%) Kanata North (96%)	Gloucester-Southgate (6%) Rideau-Rockcliffe (5%)
Along bike paths and walking trails	Kanata North (70%) Kitchissippi (64%) Capital (65%)	Rideau-Vanier (20%) Gloucester-Southgate (20%) Innes (19%)
In your local place of worship	Cumberland (94%) West Carleton-March (92%)	Rideau-Rockcliffe (8%)
In your local school (elementary, high school or postsecondary)	Capital (90%) Kanata North (88%) Bay (86%)	Gloucester-Southgate (10%) Kanata South (7%)

Your Neighbourhood & The City

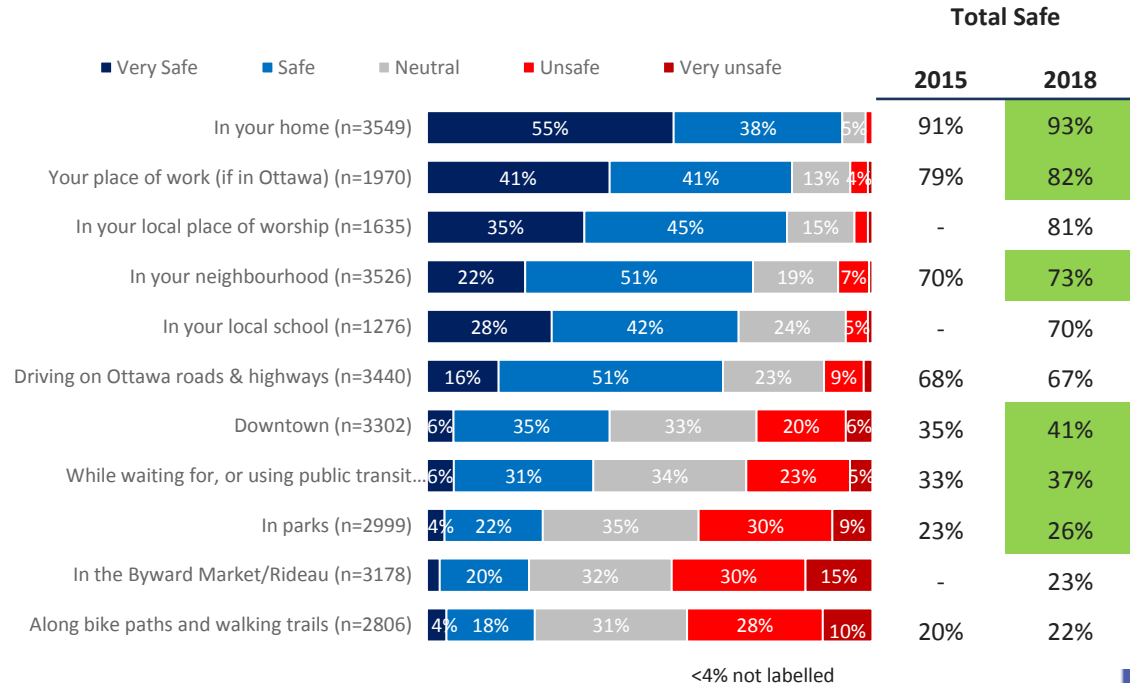


FEELINGS OF SAFETY AFTER DARK

In line with strengthened perceptions of less crime at the neighbourhood level, the proportion of Ottawa residents who feel safe in their neighbourhood after dark (73%) is up since 2015.

Feelings of safety while downtown after dark (41%) are up 6 points from 2015, on transit up 4 points and in parks up 3 points.

The lowest levels of perceived personal safety after dark include public transit (37% up 4 pts), parks (26%), in Byward Market (23%) and along bike paths and walking trails (22%).



Your Neighbourhood & The City



FEELINGS OF SAFETY AFTER DARK

	Total Safe is significantly higher in the following wards...	Total Unsafe is significantly higher in the following wards ...
In your home	Barrhaven (98%) Osgoode (97%) College (97%)	Rideau-Vanier (7%)
Downtown	Capital (64%) Somerset (58%) Kitchissippi (54%) Rideau-Vanier (49%)	Barrhaven (39%) Orleans (32%) BeaconHill-Cyrville (31%)
In the Byward Market/Rideau	Capital (36%) Kitchissippi (34%) Somerset (31%) Rideau-Vanier (30%) River (29%)	Barrhaven (54%) Rideau-Goulbourn (53%) Stittsville (51%) Orleans (50%) Innes (50%) Gloucester Southgate (50%)

Your Neighbourhood & The City



FEELINGS OF SAFETY AFTER DARK

	Total Safe is significantly higher in the following wards...	Total Unsafe is significantly higher in the following wards ...
In your neighbourhood	Osgoode (90%) West Carleton-March (89%) Capital (89%) Rideau-Goulbourn (87%) Cumberland (87%) Kanata North (86%)	Rideau-Vanier (27%) Gloucester Southgate (23%)
While waiting for, or using public transit	AltaVista (51%) River (47%) Innes (46%) Capital (45%) Kitchissippi (45%) Cumberland (44%)	Gloucester Southgate (42%) Knoxdale-Merivale (35%)
Driving on Ottawa roads & highways	Cumberland (72%) Kitchissippi (72%) College (72%) Kanata North (71%)	Gloucester Southgate (16%) Rideau-Vanier (16%)

Your Neighbourhood & The City



FEELINGS OF SAFETY AFTER DARK

	Total Safe is significantly higher in the following wards...	Total Unsafe is significantly higher in the following wards ...
In parks	Alta Vista (32%) Innes (31%)	Gloucester Southgate (56%) Rideau-Vanier (49%) Rideau-Rockcliffe (48%)
Your place of work (if in Ottawa)	Cumberland (91%) Kanata North (89%) West Carleton-March (88%) Bay (88%)	Rideau-Vanier (13%) Gloucester-Southgate (13%)
Along bike paths and walking trails	Kanata North (27%) West Carleton-March (27%) Capital (26%)	Gloucester Southgate (59%) Cumberland (56%) Rideau-Vanier (54%)
In your local place of worship	Cumberland (91%) College (89%)	Capital (9%) Rideau-Rockcliffe (9%)
In your local school (elementary, high school or postsecondary)	Somerset (90%) Osgoode (80%) Kanata South (79%) Kanata North (78%)	Gloucester-Southgate (22%)

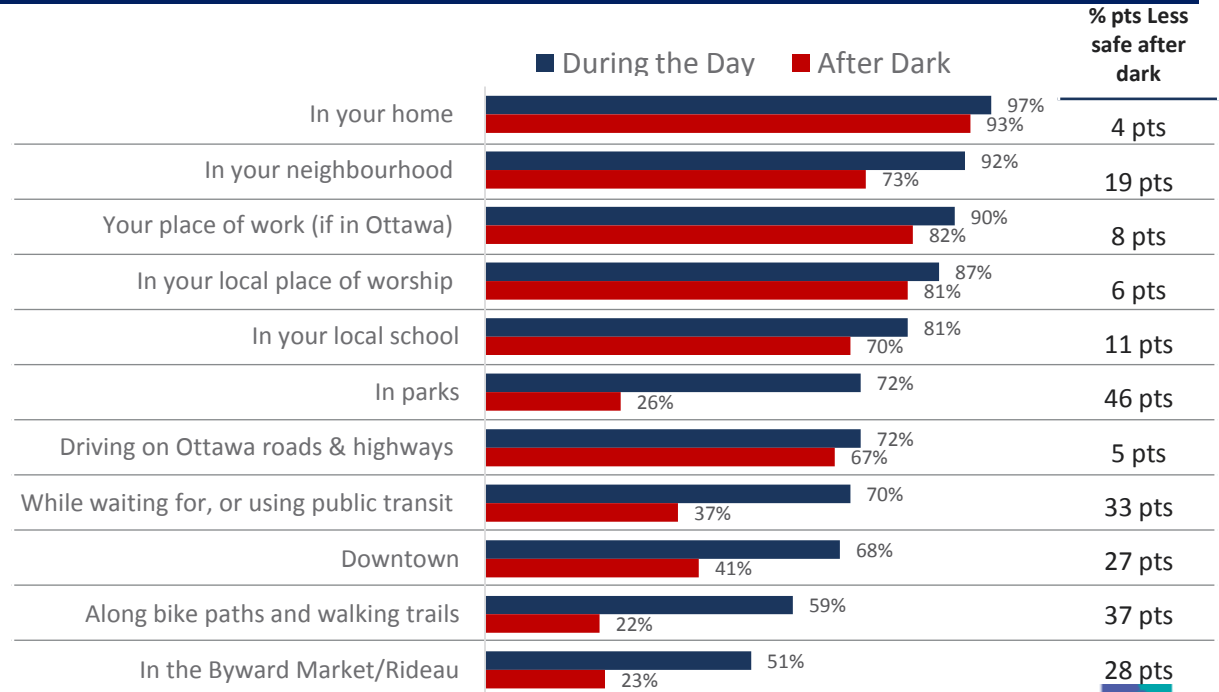
Your Neighbourhood & The City



FEELINGS OF SAFETY: DURING THE DAY VS. AFTER DARK (T2B)

Parks have the biggest dip in perceived personal safety from day (72%) to night (26%), at -46 points.

While Ottawa residents tend to feel at least somewhat less safe in all areas after dark compared to during the day, other places with the most significant differences include bike paths and walking trails (-37 pts), the Byward Market/Rideau area (-28 pts), and waiting for or using public transit (-33 pts).



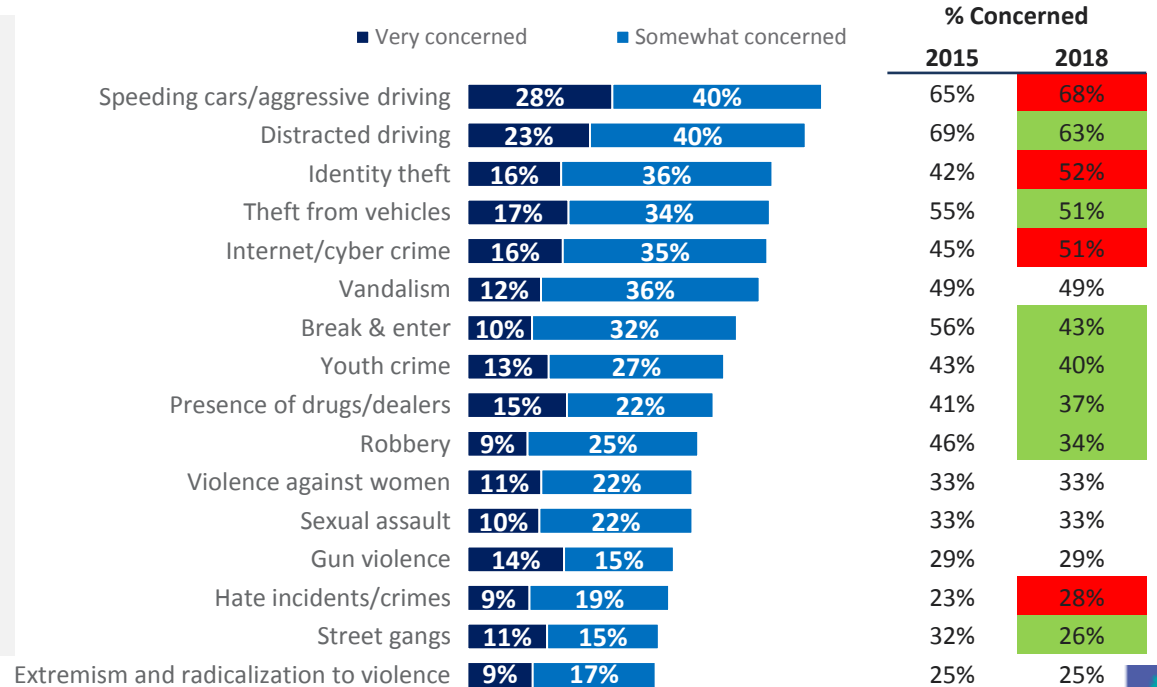
Your Neighbourhood & The City



CONCERN ABOUT ISSUES IN YOUR NEIGHBOURHOOD

As was the case in 2015, concern about traffic-related issues is noticeably lower at the neighbourhood level than for Ottawa as a whole. However, traffic and auto issues still dominate as leading neighbourhood concerns for Ottawa residents, including half (51%) who are concerned about theft from vehicles.

Ottawans are less likely to show concern about issues such as gun violence or street gangs in their immediate surroundings, but more likely to be worried about identity theft (52%, +10 pts), internet/cyber crimes (51%, +6 pts), and vandalism (49%, unchanged). While concern about hate incidents/crimes at the neighbourhood level is comparatively low at 28%, this has increased by 5 points since 2015.



Base: Total Respondents (n= 3,553)

Q6A.How concerned are you that the following are an issue IN YOUR NEIGHBOURHOOD?

If something not on this list is more concerning to you please type it into the Other specify box.

Your Neighbourhood & The City



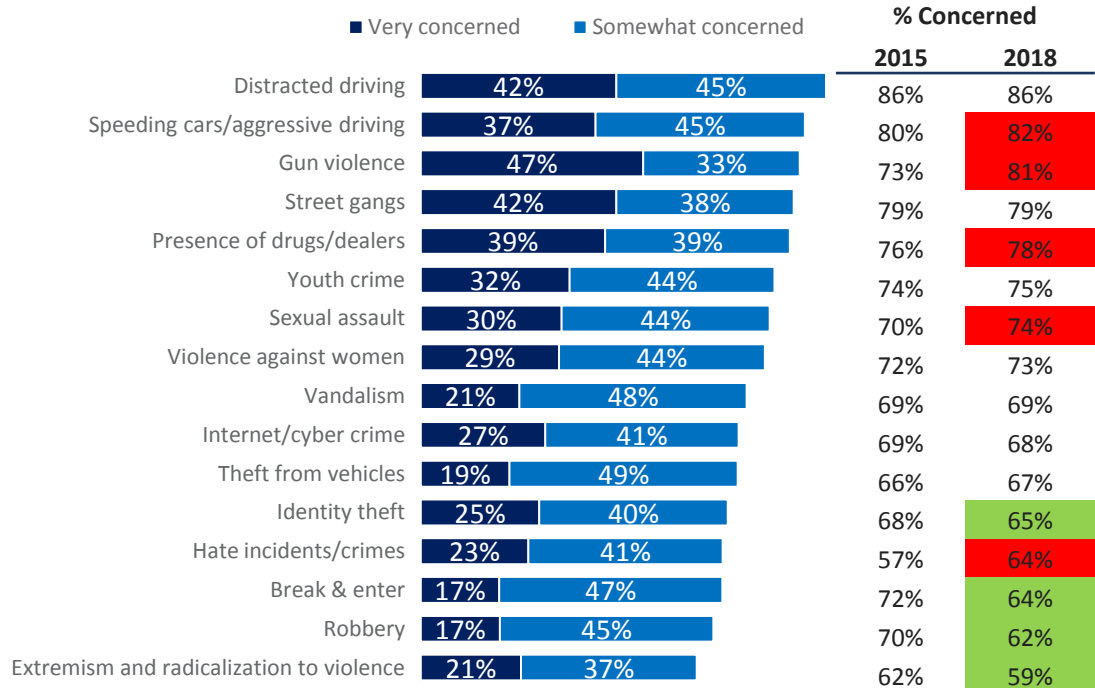
CONCERN ABOUT ISSUES IN THE CITY OF OTTAWA

Traffic-related issues such as distracted driving (86%) and speeding (82%) draw the most concern in Ottawa as a whole, slightly ahead of worries over gun violence (81%), street gangs (79%), and drug dealers (78%).

However, concern about gun violence has increased by 8 points since 2015, and nearly half of Ottawa residents (47%) say they're "very concerned" about gun violence.

Concern about hate incidents/crimes is up 7 points to 64%, while concern about sexual assault is now at 74%, up 4 points.

Conversely, there is now less concern than in 2015 about break & enter (64%, -8 pts) or robbery (62%, -8pts).



Base: Total Respondents (n=3,553)

Q6B. How concerned are you that the following are an issue IN THE CITY OF OTTAWA?

If something not on this list is more concerning to you please type it into the Other specify box.

Police Services

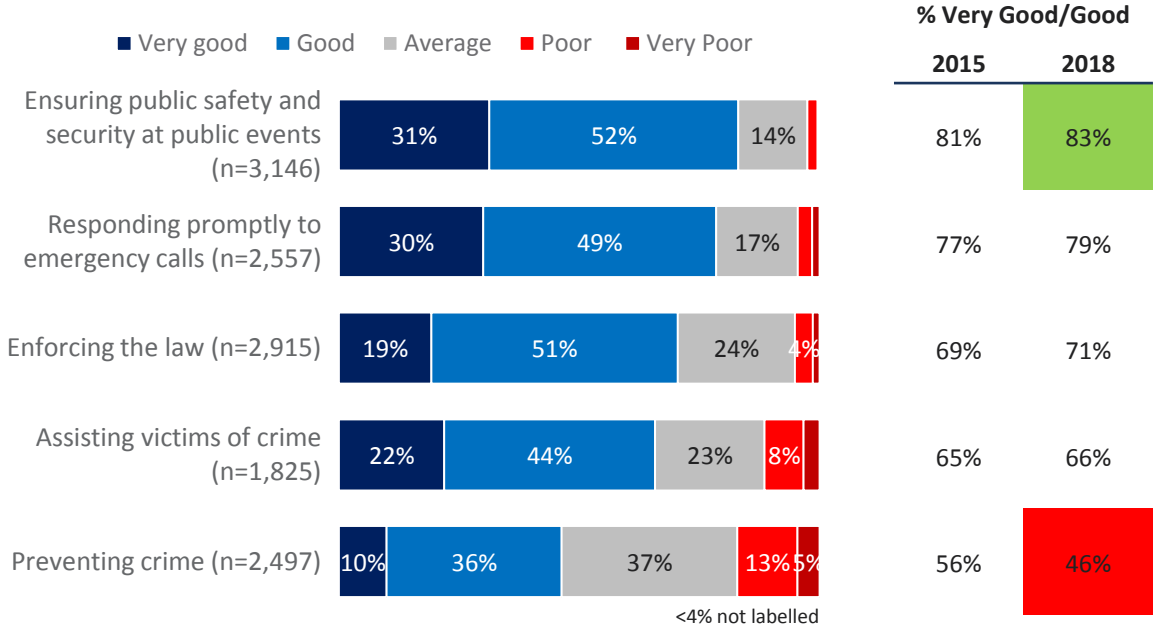


PERFORMANCE OF OTTAWA POLICE SERVICE – CORE RESPONSIBILITIES

Ottawa residents with an opinion on OPS performance rate the police service most favourably on their core responsibilities. Eight in ten find their performance to be good or very good on ensuring public safety and security at public events (83%), and responding promptly to emergency calls (79%).

Overall, performance ratings on core responsibilities have remained stable compared to 2015 – with the exception of crime prevention. Fewer than half of Ottawa residents (46%) say OPS is doing a good/very good job on preventing crime, marking a 10-point downturn over the past three years.

It should be noted that a large proportion of residents (12%-49%) are not aware of how the police is doing on any of these metrics, and that the numbers on this page are shown among those with who offered an opinion.



Police Services



PERFORMANCE OF OTTAWA POLICE SERVICE – CORE RESPONSIBILITIES

	Very Good/Good is sig. higher in ...	Poor/Very Poor is sig. higher in ...
Enforcing the law	Rideau-Rockcliffe (79%) Capital (78%) Innes (78%) Kanata North (77%) Gloucester South-Nepean (77%)	Rideau-Vanier (8%)
Responding promptly to emergency calls	Knoxdale-Merivale (87%) Beacon Hill-Cyrville (86%)	Rideau-Rockcliffe (8%)
Ensuring public safety and security at public events	Rideau-Vanier (90%) Beacon Hill-Cyrville (90%) Cumberland (89%) Capital (88%)	Kanata South (5%)
Assisting victims of crime	Knoxdale-Merivale (82%) Kanata North (78%)	-
Preventing crime	Cumberland (59%) Beacon Hill-Cyrville (58%) Gloucester South-Nepean (58%)	Rideau-Vanier (26%) Osgoode (25%)

Police Services



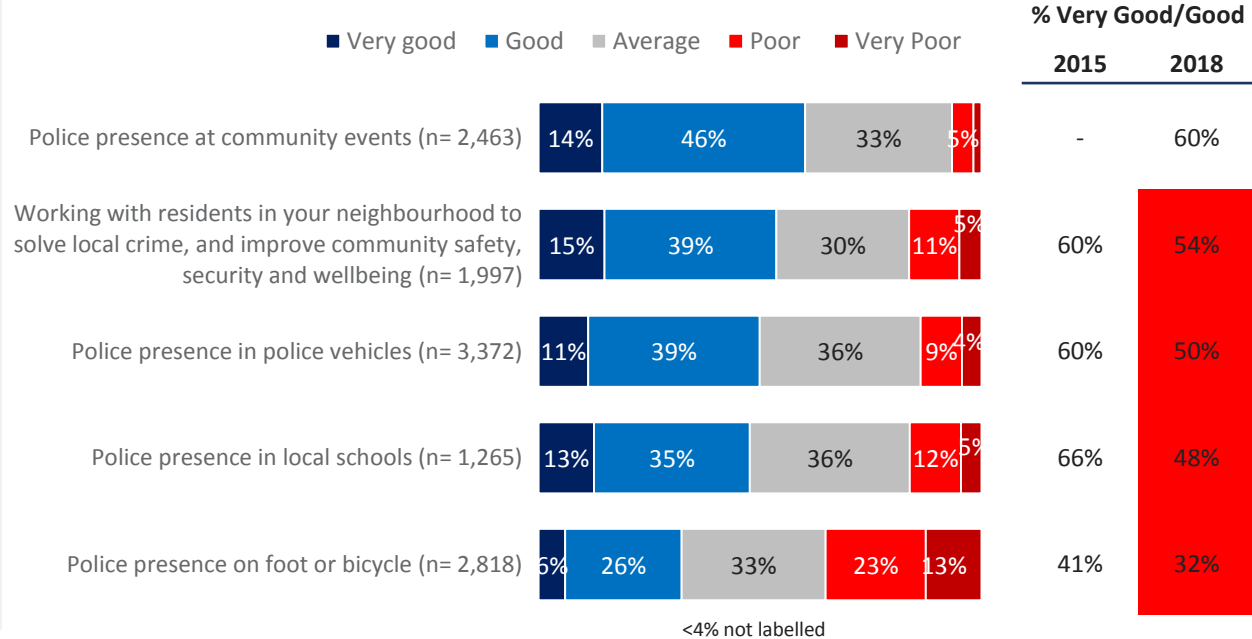
PERFORMANCE OF OTTAWA POLICE SERVICE — PARTNERSHIP/ENGAGEMENT ACTIVITIES/VISIBILITY

A majority of those with an opinion rate OPS favourably on their presence at community events (60%) and working with residents (54%, -6 pts).

Other opinions appear to have shifted downward as well. Fewer residents give OPS a favourable rating on their presence in police vehicles (50%, -10 pts), local schools (48%, -18 pts), or on foot or bicycle (32%, -9 pts).

On most metrics, favourable opinions are more prevalent than unfavourable ones. One area on which opinion is more divided is police presence on foot or bicycle, where 32% say OPS is doing well, 35% think they're doing poorly, and 33% say they fall somewhere in the middle.

Again, a large proportion of residents (5%-64%) are not aware of how the police is doing on any of these metrics, and that the numbers on this page are shown among those with who offered an opinion.



Police Services



PERFORMANCE OF OTTAWA POLICE SERVICE — PARTNERSHIP/ENGAGEMENT ACTIVITIES/VISIBILITY

	Very Good/Good is significantly higher in ...	Poor/Very Poor is significantly higher in ...
Working with residents in your neighbourhood to solve local crime, and improve community safety, security and wellbeing	Beacon Hill-Cyrville (69%) Alta Vista (67%) Kanata South (64%) Knoxdale-Merivale (64%) Orleans (64%)	Rideau-Vanier (26%)
Police presence on foot or bicycle	Beacon Hill-Cyrville (49%) Rideau-Rockcliffe (43%) Somerset (43%)	Gloucester-Southgate (44%) Stittsville (43%)
Police presence in police vehicles	Rideau-Vanier (62%) Beacon Hill-Cyrville (60%) Somerset (59%) Rideau-Rockcliffe (58%)	Osgoode (24%) Rideau-Goulbourn (23%)
Police presence in local schools	Rideau-Rockcliffe (73%) Kanata South (67%) Stittsville (60%) Bay (59%)	Kanata North (43%) Barrhaven (23%)
Police presence at community events	Rideau-Rockcliffe (76%) Innes (70%)	Rideau-Vanier (11%) Rideau-Goulbourn (10%)

Police Services



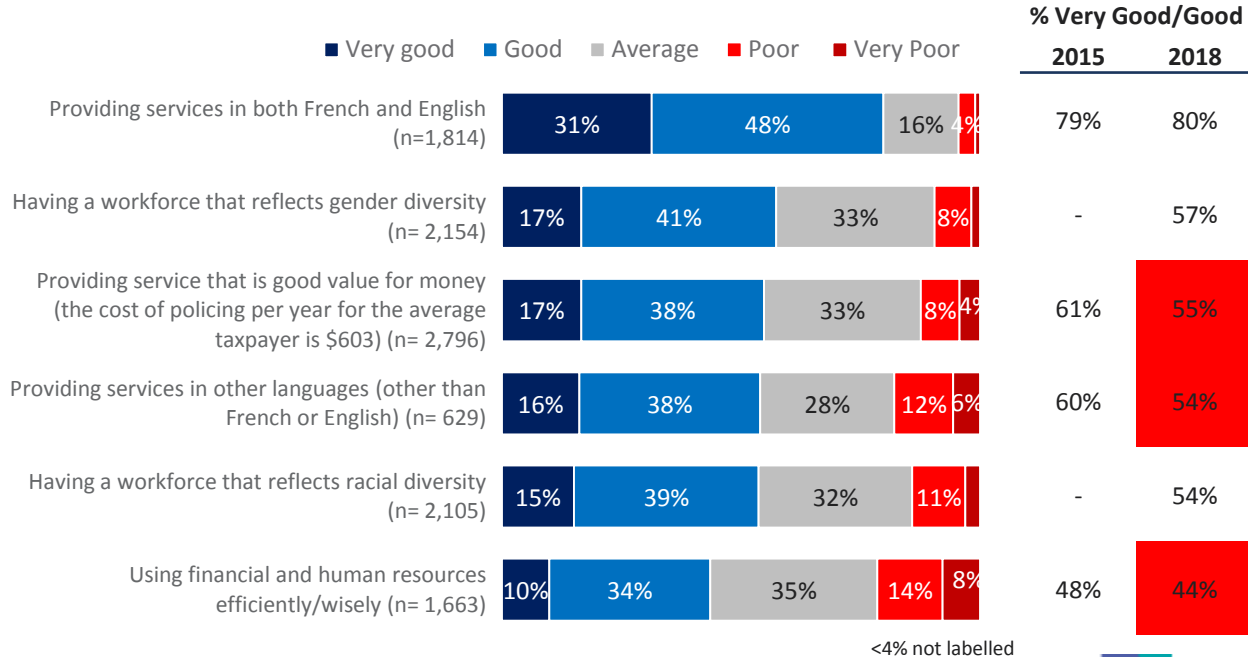
PERFORMANCE OF OTTAWA POLICE SERVICE – SERVICE

OPS receives a strong overall rating (80%, +1 pt) for providing services in both French and English. A majority rate OPS favourably on having a workforce that reflects gender (57%) and racial (54%) diversity, offers service that is good value for money (55%), and serves Ottawa residents in languages other than French or English.

Fewer rate the police service favourably on the efficient and wise use of financial and human resources: 44% say OPS does well here, down 4 points from 2015.

Francophone Ottawans are significantly less likely than Anglophone residents to rate OPS highly on providing services in both French and English.

A large proportion of residents (21%-82%) are not aware of how the police is doing on any of these metrics, and that the numbers on this page are shown among those with who offered an opinion.



Police Services



PERFORMANCE OF OTTAWA POLICE SERVICE – SERVICE

	Very Good/Good is sig. higher in ...	Poor/Very Poor is sig. higher in ...
Providing services in both French and English	Gloucester South-Nepean (91%) Kitchissippi (89%) Capital (89%)	Beacon Hill-Cyrville (14%) Rideau-Rockcliffe (14%)
Providing services in other languages (other than French or English)	Innes (77.4%)	Barrhaven (29%) Kitchissippi (27%)
Having a workforce that reflects gender diversity	Cumberland (68%) Gloucester South-Nepean (67%)	Kitchissippi (25%) Somerset (20%) Rideau-Vanier (20%)
Having a workforce that reflects racial diversity	Gloucester South-Nepean (65%) Kanata South (65%) West Carleton-March (61%)	Kitchissippi (29%) Rideau-Vanier (23%) Somerset (20%)
Providing service that is good value for money (the cost of policing per year for the average taxpayer is \$603)	Beacon Hill-Cyrville (63%) Capital (62%) Orleans (62%) Rideau-Rockcliffe (62%) Bay (61%)	Rideau-Vanier (21%) Osgoode (19%)
Using financial and human resources efficiently/wisely	Kanata North (61%) Innes (54%) Beacon Hill-Cyrville (54%)	Somerset (31%) Rideau-Vanier (30%)

Police Services

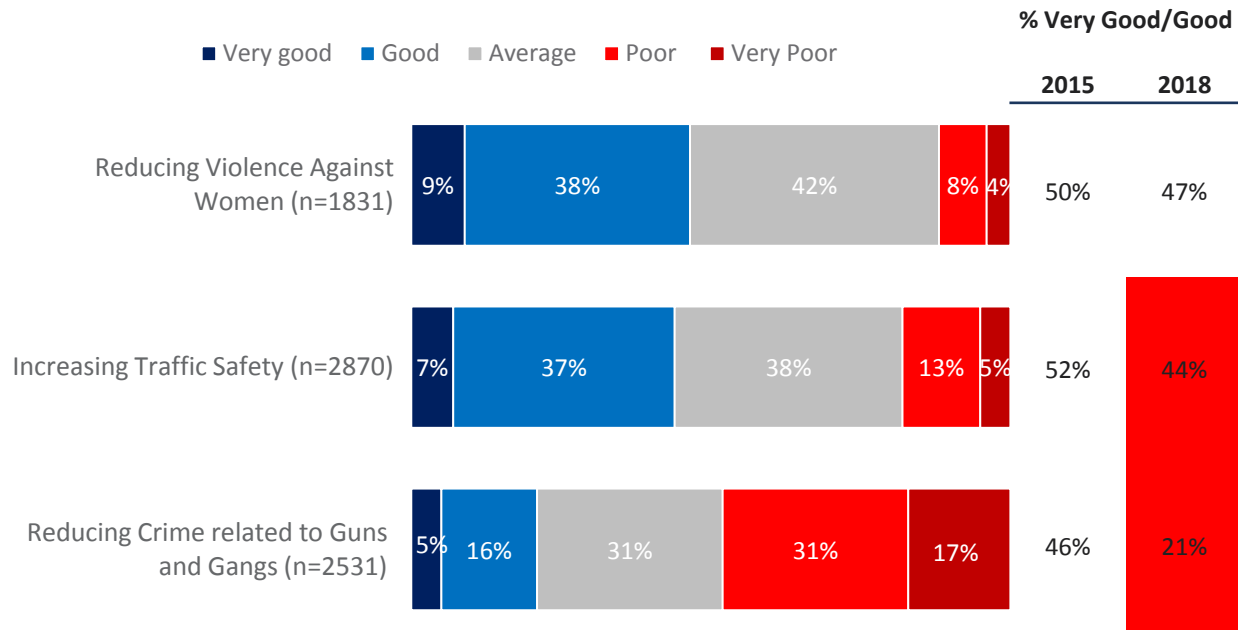


PERFORMANCE IN THREE AREAS OF FOCUS

Ottawa residents are less inclined than in 2015 to rate the OPS favourably on their performance in these three areas. The most significant downturn is seen in ratings for reducing crime related to guns and gangs; an area where just 21% say the OPS is doing well – a 25-point drop since 2015.

Many admit they're not sure how the OPS is doing in addressing these areas. This is particularly evident when it comes to reducing violence against women, where half (49%) of Ottawa residents aren't sure how to rate OPS performance.

The numbers on this page are shown among those with who offered an opinion. A large proportion of residents (19%-49%) are not aware of the performance of the OPS in these areas.



Base: DK excluded (varies)

Q8. As you may be aware, the Chief selected three Operational Priorities for particular focus based on analysis of crime and input gathered from the 2015 public survey: Guns and Gangs, Violence Against Women and Traffic Safety. How would you rate the performance of the Ottawa Police Service in terms of these 3 areas of focus?

Police Services



PERFORMANCE IN THREE AREAS OF FOCUS

	Very Good/Good is significantly higher in ...	Poor/Very Poor is significantly higher in ...
Reducing Violence Against Women	Cumberland (64%) Knoxdale-Merivale (64%) Rideau-Rockcliffe (58%) Innes (56%) Alta Vista (55%) Gloucester South-Nepean (54%) Orleans (54%)	Capital (18%) Rideau-Vanier (18%) West Carleton-March (16%)
Increasing Traffic Safety	Cumberland (56%) Kanata North (55%) Beacon Hill-Cyrville (53%) Rideau-Rockcliffe (51%)	Kitchissippi (26%) Rideau-Vanier (26%)
Reducing Crimes Related to Guns and Gangs	Orleans (31%) Rideau-Rockcliffe (28%) College (28%)	Rideau-Goulbourn (61%) Rideau-Vanier (60%) Stittsville (58%)

Base: DK excluded (varies)

Q8. As you may be aware, the Chief selected three Operational Priorities for particular focus based on analysis of crime and input gathered from the 2015 public survey: Guns and Gangs, Violence Against Women and Traffic Safety. How would you rate the performance of the Ottawa Police Service in terms of these 3 areas of focus?

Police Services

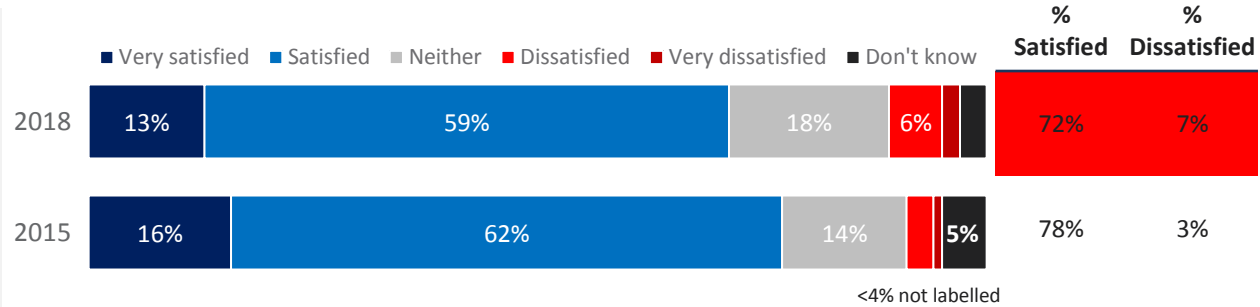


SATISFACTION WITH QUALITY OF OPS SERVICE

A significant majority of Ottawa residents – seven in ten (72%) – continue to be satisfied with the quality of service provided by the Ottawa Police. Satisfaction has declined somewhat, by 6 points, since 2015.

Very few (7%) are dissatisfied with the quality of service provided. However, this has increased 4 points, since 2015. Dissatisfaction peaks at just over one in ten (12%) in Rideau-Goulbourn.

Ottawa citizens who do not identify as either male or female are nearly four times more likely to indicate that they are *very dissatisfied* with the quality of services provided by the Ottawa Police.



Satisfied is significantly higher in ...	Dissatisfied is significantly higher in ...
Orleans (81%) Rideau-Rockcliffe (78%) Innes (77%) Gloucester South Nepean (77%)	Rideau-Goulbourn (12%)

Police Services



DRIVERS OF SATISFACTION WITH QUALITY OF OPS SERVICE

OPS performance in certain areas are stronger predictor of the public's overall satisfaction with the quality of service provided by OPS.

The areas that correlate strongest with satisfaction include using financial and HR resources efficiently, preventing crime, enforcing the law, assisting victims, offering value for money, and working with residents.

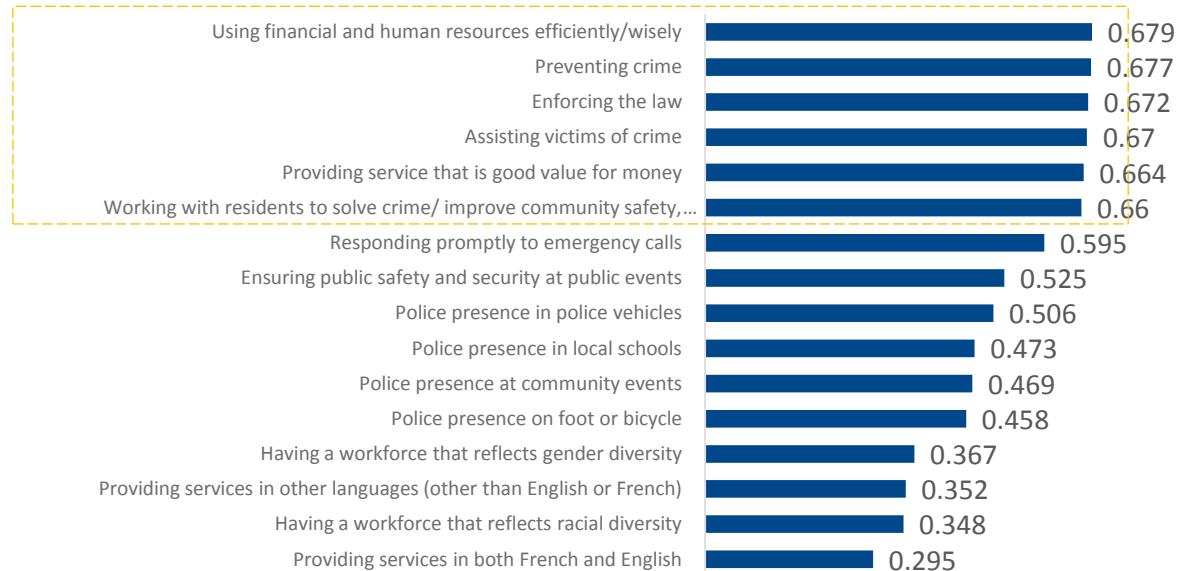
When Ottawa residents rate OPS performance in any of these areas highly, they are more likely to be satisfied with the quality of service provided by OPS.

By contrast, areas such as providing services in both official languages or having a workforce that reflects racial diversity are not strongly correlated with satisfaction. This means that even if OPS is seen to be doing a very good job in these areas, it does not necessarily follow that satisfaction with quality of service will be high.

Satisfaction with Quality of OPS Service:

0: No correlation with satisfaction

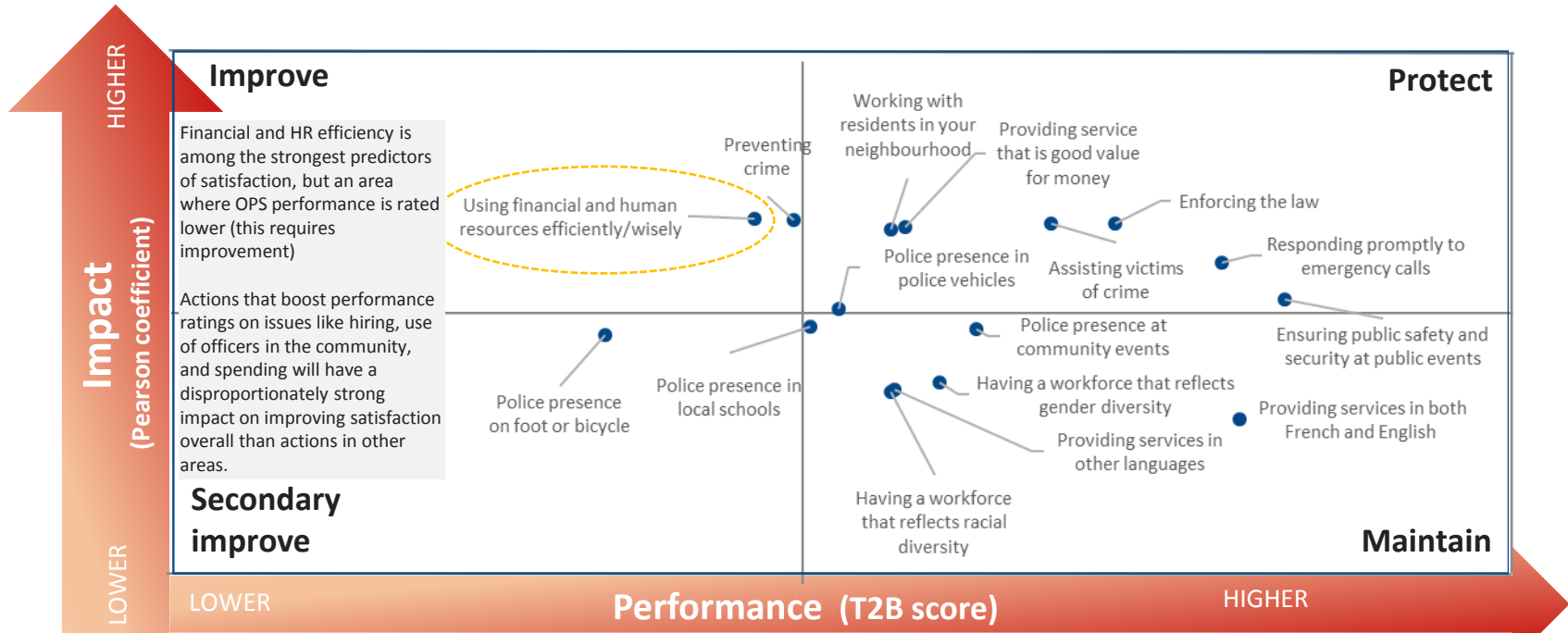
1: Perfect correlation with satisfaction



Police Services



RECOMMENDED ACTIONS TO IMPROVE RESIDENT SATISFACTION



Police Services

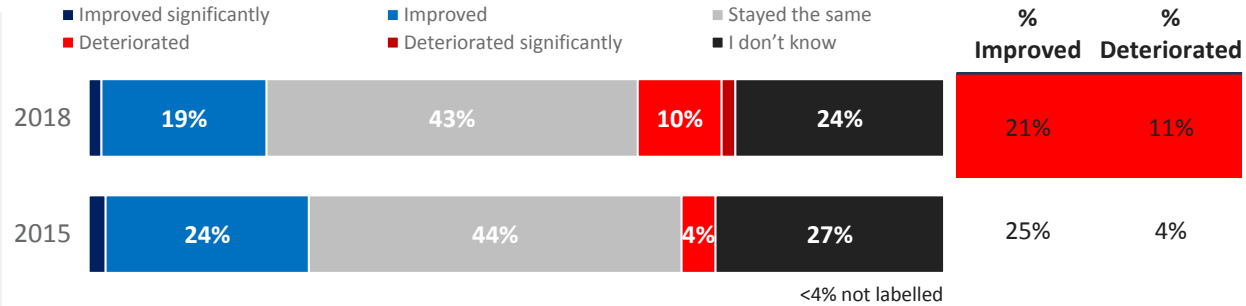


PERCEIVED CHANGES IN OPS QUALITY OF SERVICE

Similarly to 2015, a little more than four in ten Ottawa residents think the quality of police service has stayed the same in the last three years. Two in ten (21%, -4 pts) feel it's improved, while one in ten (11%, +7 pts) say it's deteriorated. This has nearly tripled over the three years.

Perceptions of improved service are strongest in Innes and Orleans, while perceived deterioration is most prevalent in wards including Osgoode, Rideau-Goulbourn, and Rideau-Vanier.

Millennials (18-34), crime victims, citizens with disabilities, and those who contacted the police within the past three years are all less likely to express satisfaction with the quality of services provided.



Improved is significantly higher in ...	Deteriorated is significantly higher in ...
Innes (34%) Orleans (28%)	Osgoode (17%) Rideau-Goulbourn (17%) Rideau-Vanier (16%) Gloucester Southgate (16%)

Police Services

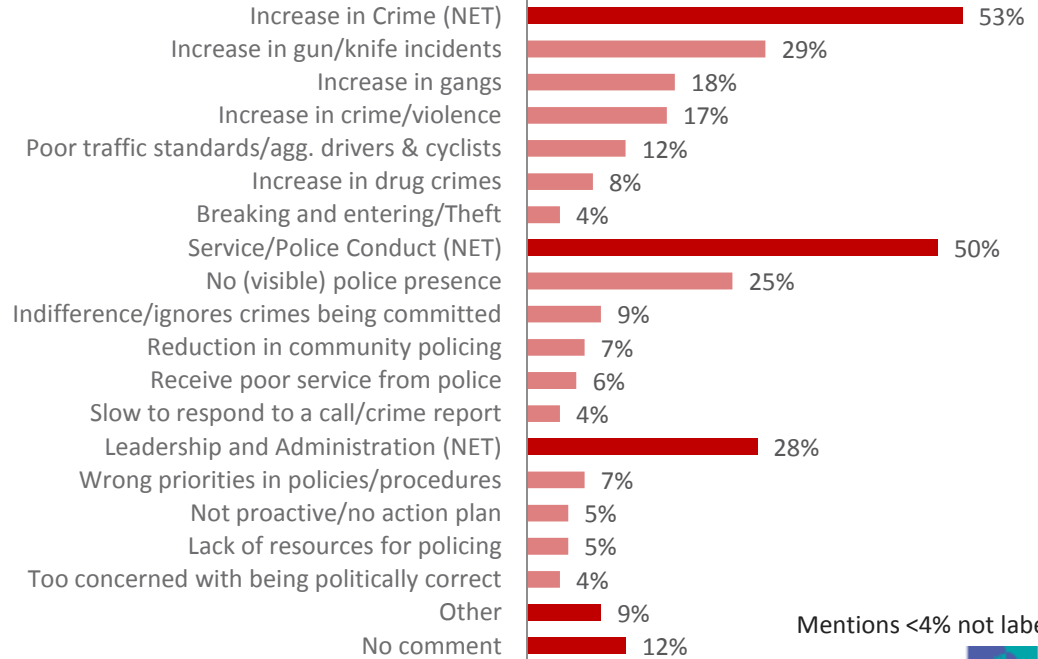


OPS QUALITY OF SERVICE: WHY DETERIORATED

The 11% of Ottawa residents who feel the quality of police service has deteriorated in the past three years are most likely to cite a perceived increase in crime or to issues related to OPS service or conduct.

Specific mentions are strongest for gun and knife incidents (29%) and a perceived lack of police presence (25%). Nearly two in ten reference gangs (18%) or mention general crime or violence (17%).

Among the 28% who say OPS leadership or administration is at issue, nearly one in ten (7%) think the police are focusing on the wrong priorities when it comes to policies and procedures. For example, perceptions that image takes priority over performance, not listening to front-line officers on what priorities should be, lack of trust in the chief's priorities, etc.



Police Services



OPS QUALITY OF SERVICE: WHY DETERIORATED

“Gun violence continues to spread and grow. I recognize that it is a terrible problem, but I do not see that the force has a handle on it at all.”

“In my opinion, you’ve lost control of the gang situation in this city. There has been a lot of gang related activity, crime, murders and shootings in the more notorious neighbourhoods where gang crime is at its highest.”

“Poor response times to calls. Never see a police presence in my area except to hand out speeding tickets.”

“I just don’t feel the presence of police as much as I used to. Seeing crime increasing leads me to believe there’s not enough resources.”

“In my role as a retail manager I have seen shoplifting skyrocket these past few years, with some of my locations literally losing thousands of dollars a day. Your support of retail is completely non-existent.”

“Need more police to get rid of drugs and dealers in ALL of Ottawa, rural too!”

Police Services

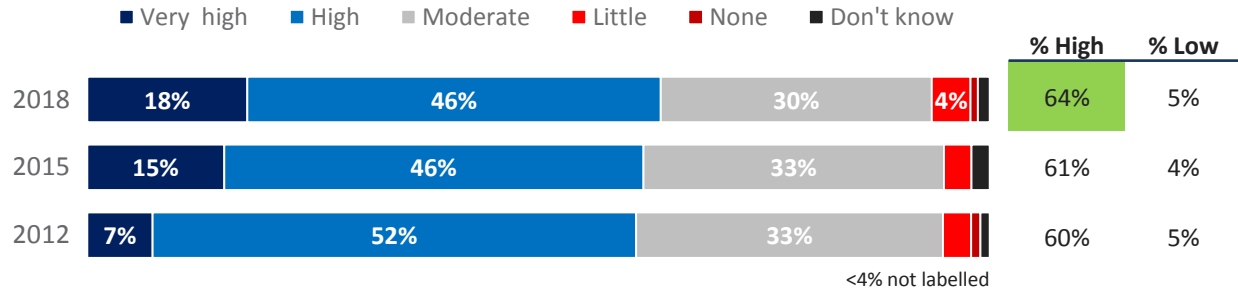


PUBLIC TRUST IN THE OTTAWA POLICE SERVICE

Lower performance ratings have not yet negatively impacted public trust in the OPS.

Nearly two in three residents (64%) have a good level of trust in the Ottawa Police, rating it as high or very high. This is in line with previous years (+3 pts), despite a wording change in the question to “trust” from the previous “confidence.” A further three in ten (30%) have a moderate level of trust, while only 5% say they have little to no trust in the OPS.

Trust is strongest in Alta Vista, West Carleton-March, Cumberland (all 71%), and Innes (70%), while distrust is strongest in Rideau-Goulbourn (8%).



High level of trust is significantly greater in ...	Low level of trust is significantly greater in ...
West Carleton-March (71%) AltaVista (71%) Cumberland (71%) Innes (70%)	Rideau-Goulbourn (8%)

Police Services



DRIVERS OF PUBLIC TRUST IN THE OTTAWA POLICE SERVICE

Public trust in OPS is impacted by a variety of perceptions: nearly all perceptions measured in this survey correlate with trust to a similar extent.

This makes things more challenging for OPS as there are so many different criteria that factor into citizens' decision to trust them or not.

The grid analysis on the following slide helps to identify where to focus the greatest attention to strengthen public trust.

Level of Trust in OPS:

0: No correlation with trust

1: Perfect correlation with trust

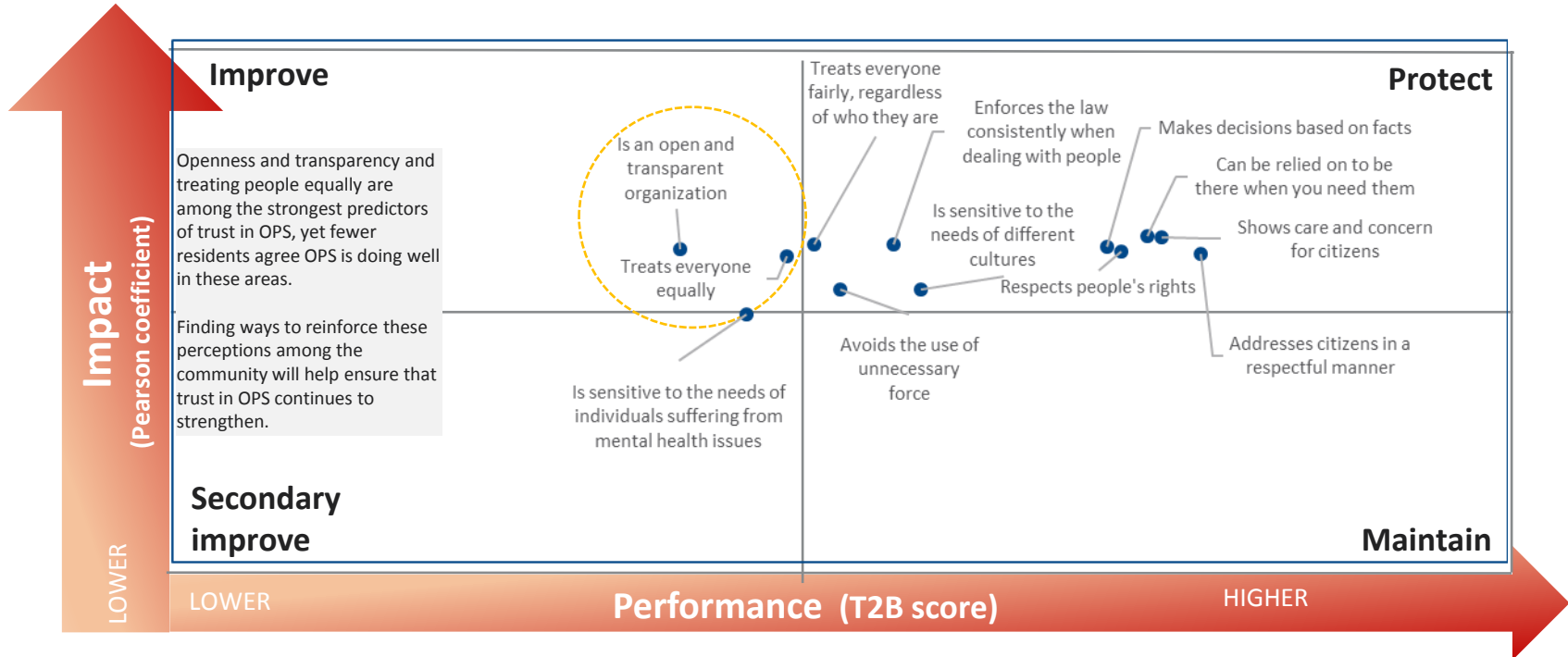
The Ottawa Police Service...



Police Services



RECOMMENDED ACTIONS TO IMPROVE RESIDENT TRUST



Police Services

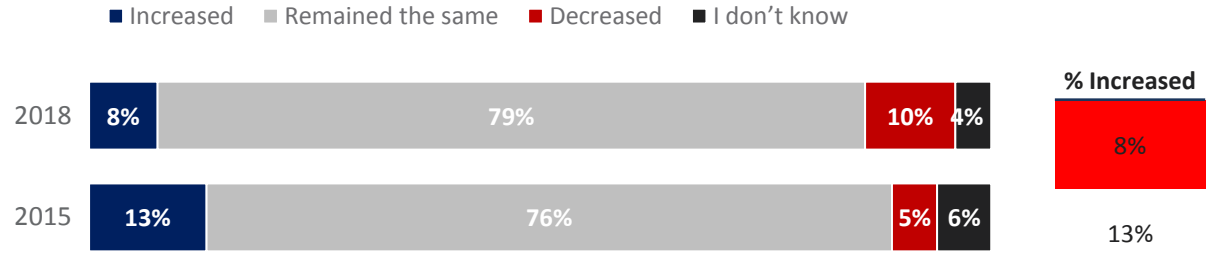


TRUST IN OPS: CHANGE OVER TIME

A majority – eight in ten (79%, +3 pts) – say their trust in the OPS hasn't changed in the past three years, while about one in ten say their trust has increased or decreased.

Trust is most likely to have strengthened in Kanata North (12%) and Innes (11%). Downturns in trust are more prominent in Rideau-Vanier (16%) and Osgoode (15%).

Millennials (18-34), crime victims, citizens with disabilities, and those who contacted the police within the past three years rate the OPS lower on trust and are more likely to think that the quality of police services has deteriorated, over the past three years. In fact, with the exception of citizens with disabilities, the aforementioned groups all trust the OPS less than they did three years ago – in line with a general downturn in trust among the population at large.



<4% not labelled

Significantly higher in ...	
Increased	Kanata North (12%) Innes (11%)
Remained the same	Knoxdale-Merivale (87%) Cumberland (87%) West Carleton-March (86%)
Decreased	Rideau-Vanier (16%) Osgoode (15%)

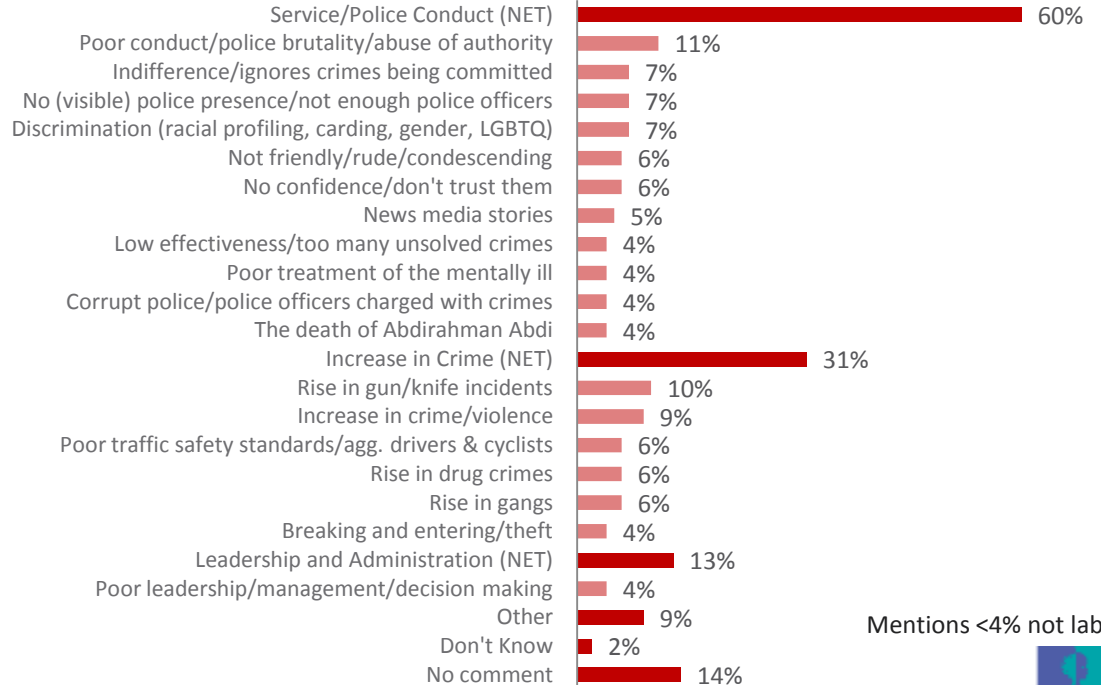
Police Services



TRUST IN OPS: WHY DECREASED

Among the one in ten whose trust in OPS has declined, service or police conduct are the most predominant underlying causes (60%). Issues such as police brutality and perceived indifference to crimes are mentioned, as is a lack of visible police presence and discrimination against minority groups. A small number (4%) specifically call out the 2016 death of Abdirahman Abdi.

Three in ten (31%) say they trust the police less than before because of an increase various types of crime, while a little over one in ten (13%) cite issues with police leadership.



Mentions <4% not labelled

Police Services



TRUST IN OPS: WHY DECREASED

“Lack of officers means I fail to trust that if I call, my call will actually receive the attention it needs. Instead I trust that responding officers, or call takers even, will write the call off and try to talk a complainant into not requiring police.”

“You don’t seem to have a handle on guns and gangs and it’s getting worse.”

“There have been a few cases of violence by the police against purported criminals that have been unnecessarily brutal. There appears to be racism among some of the officers.”

“Still hiring officers who have little to no understanding of mental health issues. Not training the officers appropriately regarding these issues.”

“They don’t do anything when I report crime and things that happen in my neighbourhood.”

“Ottawa Police has shown that they have zero respect for Indigenous people and other People of Colour – especially those that are disadvantaged and homeless. How can I trust a service that is supposed to protect, when they do more harm than good – and are flat out racist and discriminatory towards many marginalized groups.”

Police Services

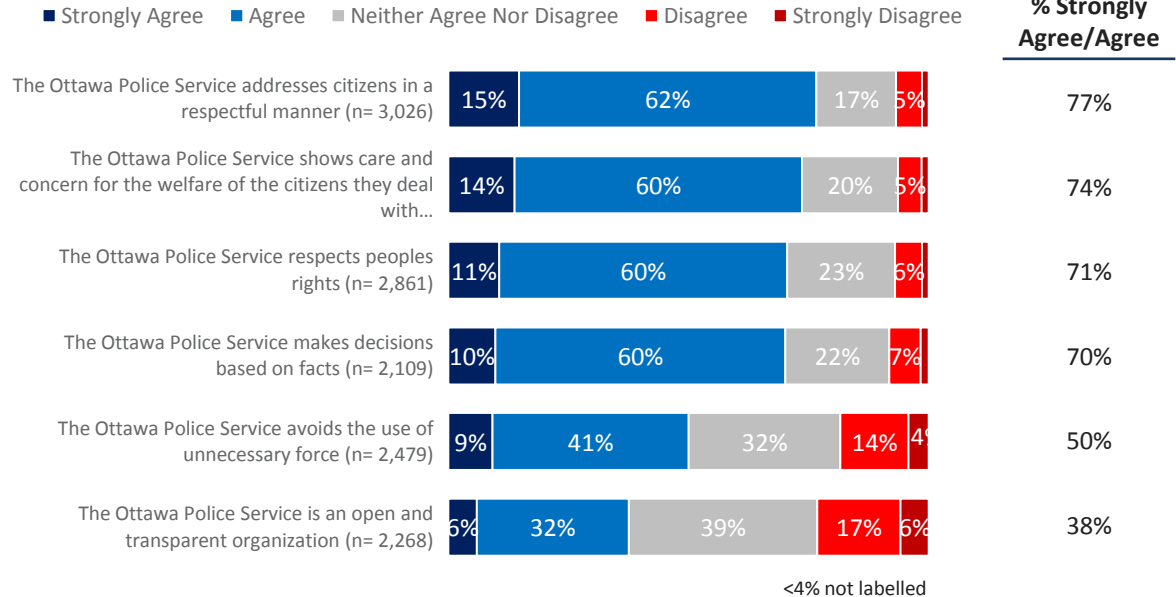


PERCEPTIONS OF OPS: *PROCEDURAL JUSTICE*

The OPS is widely seen to be doing well on matters of procedural justice, with a majority agreeing the police are respectful (77%), show care and concern (74%), respects people rights (71%), and make decisions based on facts (70%).

Opinion is more divided on whether the OPS avoids the use of unnecessary force: only half (50%) agree, while one in three (32%) aren't sure and 18% disagree.

Transparency is seen as an area for improvement: 38% agree the OPS is an open and transparent organization, while 39% take a more neutral view, and a further 23% disagree.

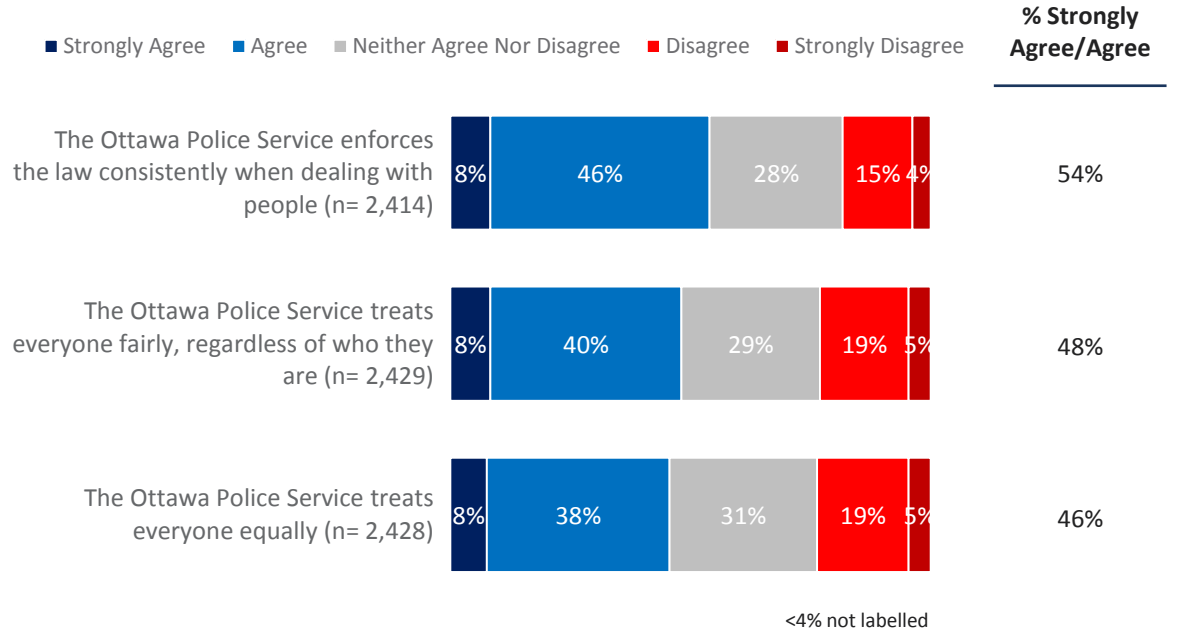


Police Services



PERCEPTIONS OF OPS: *DISTRIBUTIVE JUSTICE*

Opinion is more divided when it comes to distributive justice. Ottawa residents are more likely to agree than disagree that OPS is consistent in enforcing the law (54%), and treats everyone fairly (48%) and equally (46%). However, these positive opinions are only held by around half of Ottawa residents, while about three in ten have no strong views either way.



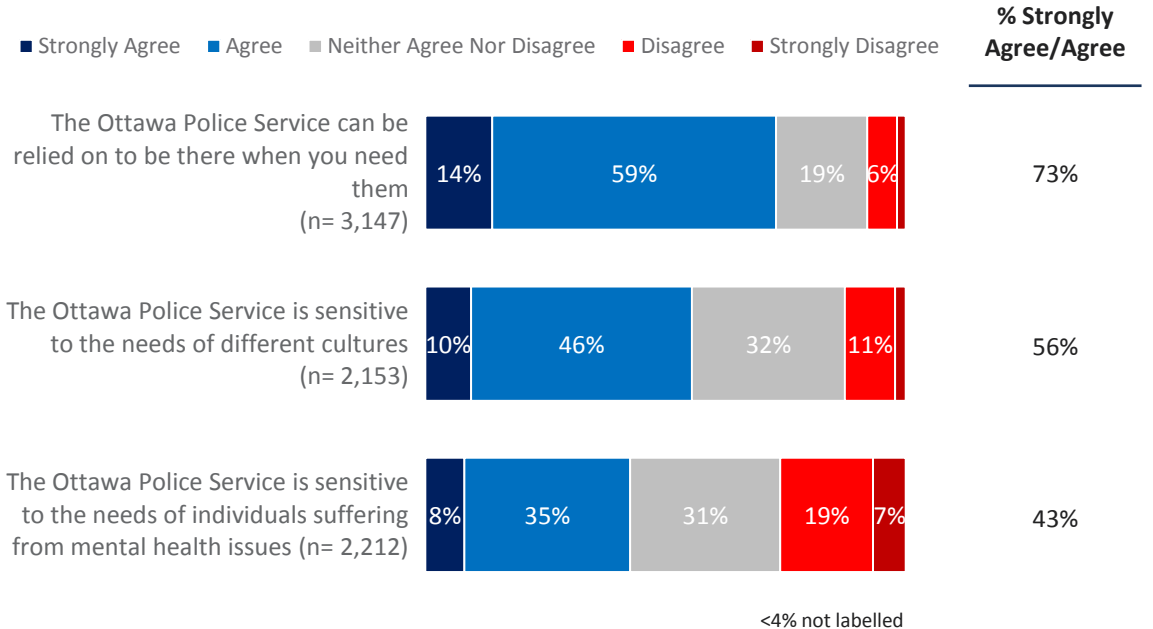
Police Services



PERCEPTIONS OF OPS: COMMUNITY ENGAGEMENT

When it comes to community engagement, three in four Ottawa residents (73%) agree that the OPS can be relied upon to be there when needed.

More than half (56%) feel OPS is sensitive to the needs of different cultures (only 13% disagree). However, just four in ten (43%) agree that OPS is sensitive to the needs of individuals suffering from mental health issues – an issue seen elsewhere in the study to be one of the reasons why some say they are less likely to trust the police than was once the case.



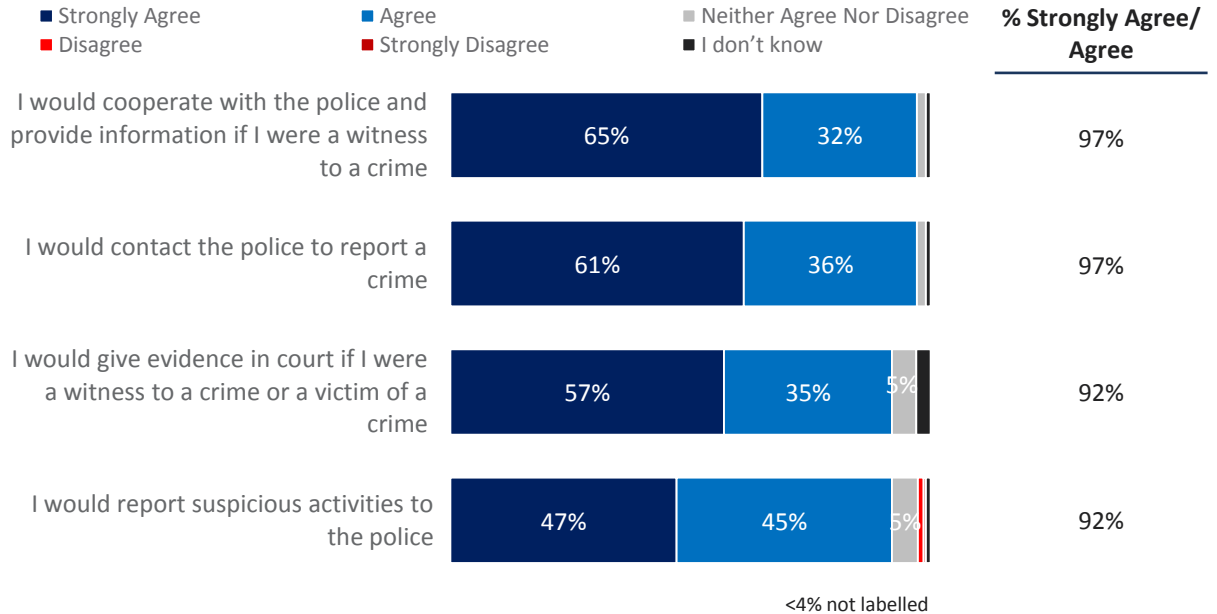
Police Services



COOPERATION WITH POLICE

While overall trust in the police is at 64%, significantly more Ottawa residents – nine in ten – say they’d be willing to cooperate or communicate with the police if the need arose.

Two in three (65%) “strongly agree” they would cooperate with the police and provide information if they witnessed a crime. By contrast, under half (47%) say the same about reporting suspicious activities to the police.



Police Services

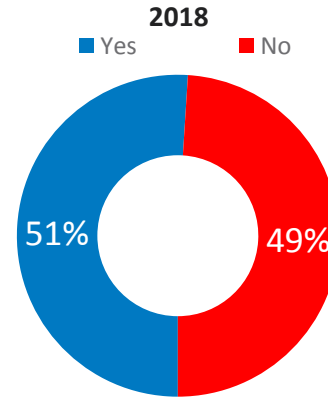


CONTACT WITH OTTAWA POLICE

About half of Ottawa residents (51%) claim to have had contact with the Ottawa Police over the past three years.

Contact with police is most prevalent in the Rideau-Vanier ward, where two in three residents (66%) have had some form of contact recently. It is more rare in Alta Vista, where two in three residents (65%) say they haven't had any police contact in the past three years.

Baby Boomer males (aged 55+) are the demographic least likely to have had any contact or interactions with the OPS over the past three years. Conversely, the highly educated (University degree or higher) and those with a reported income in excess of \$100K are more likely to have had contact with the OPS.



Higher incidence of contact...

Rideau-Vanier (66%)
Somerset (64%)
Osgoode (57%)
Bay (57%)

Lower incidence of contact...

AltaVista (65%)
Barrhaven (60%)
Cumberland (59%)
Knoxdale-Merivale (58%)

Police Services

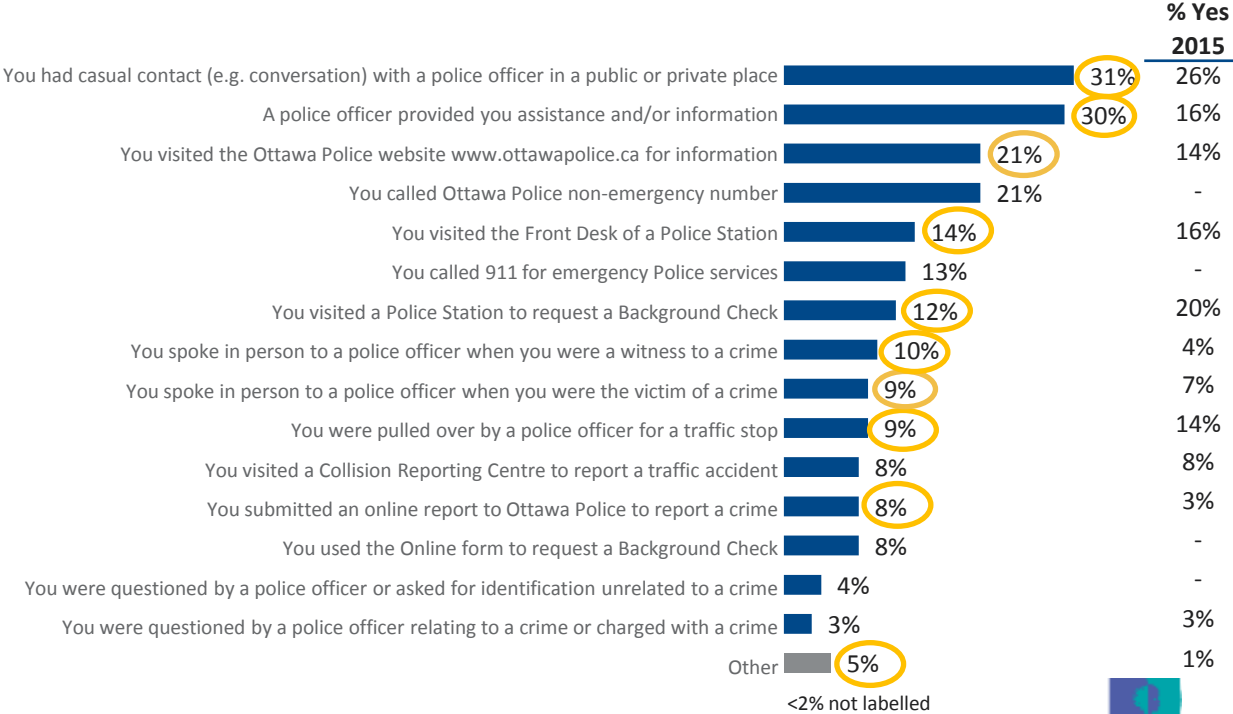


TYPES OF CONTACT/INTERACTION WITH OTTAWA POLICE

The most typical forms of interaction with Ottawa Police include casual conversation (31%) or receiving assistance or information from a police officer (30%). Both of these are up considerably since 2015.

Two in ten Ottawans used police services such as the website (21%) or the non-emergency number, while more than one in ten visited the front desk of a police station (14%), called 911 (13%), or visited a police station to request a background check (12%).

Smaller numbers admit to being questioned or asked for ID unrelated to a crime (4%), or being questioned or charged with a crime (3%).



Indicates statistically significant differences which could be represent a positive or negative change.

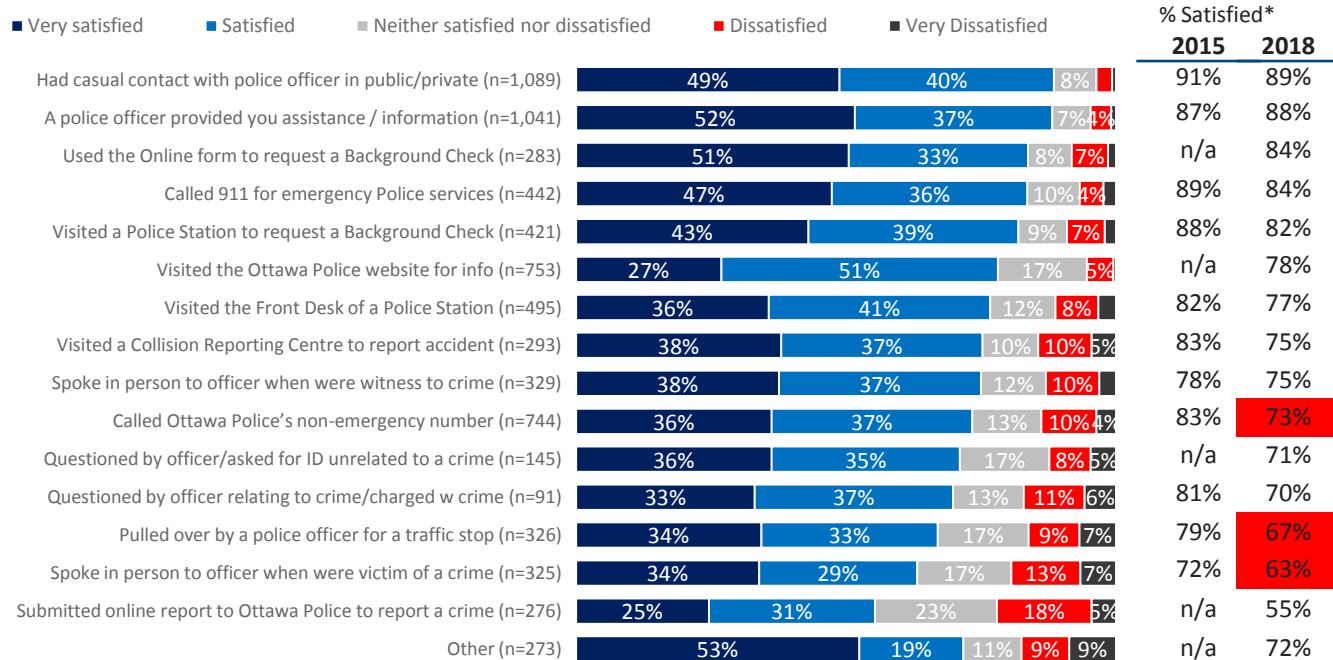
Police Services



SATISFACTION WITH CONTACT/INTERACTION

Regardless of the type of contact or interaction with Ottawa Police, a majority of residents claim to be satisfied or even very satisfied with the experience.

Satisfaction is highest with regards to casual contact (89%) and receiving assistance/information (88%). It is lowest with regards to online reports to OPS to report crime – just over half (55%) of residents who have submitted an online report say they were satisfied with the experience.



Base: Had contact/interaction with Ottawa Police in past three years (varies)

Q19. Now please indicate your overall level of satisfaction with this contact or interaction with the Ottawa Police in the past 3 years.

<4% not labelled

*note: the question was slightly different in 2015 – Do you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree.. Overall, I am satisfied with [insert]

Police Services



WHY DISSATISFIED WITH CONTACT/INTERACTION

“I was targeted as a result of the car that I drive.”

“Was never contacted to resolve the crime.”

“The agent was not very sympathetic.”

“There was no follow up.”

“Did not get any assistance re being a victim of crime.”

“Waiting time is too long and usually unfriendly.”

“Cold and unwelcoming attitude.”

“My issue was not dealt with effectively.”

“Police officer advised filing a report would take too long.”

“I feel profiled as a visible minority.”

Police Services

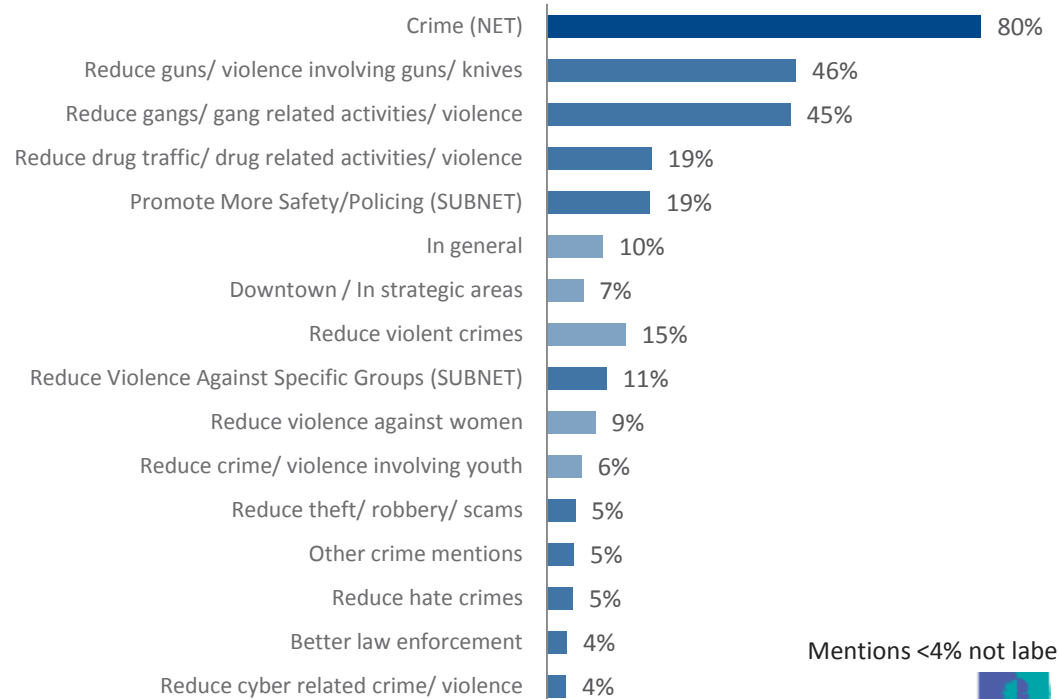


TOP PRIORITIES FOR OPSB/OPS (1/2)

Asked what the OPSB and OPS should focus on for the next three years, tackling crime emerged as the main priority.

Top mentions include reducing the presence of guns and knives and associated violence (46%) and reducing gangs and gang violence (45%).

Some Ottawa residents are calling for safety to be promoted more, while others say there is a need to reduce violence against specific groups.



Mentions <4% not labelled

Police Services

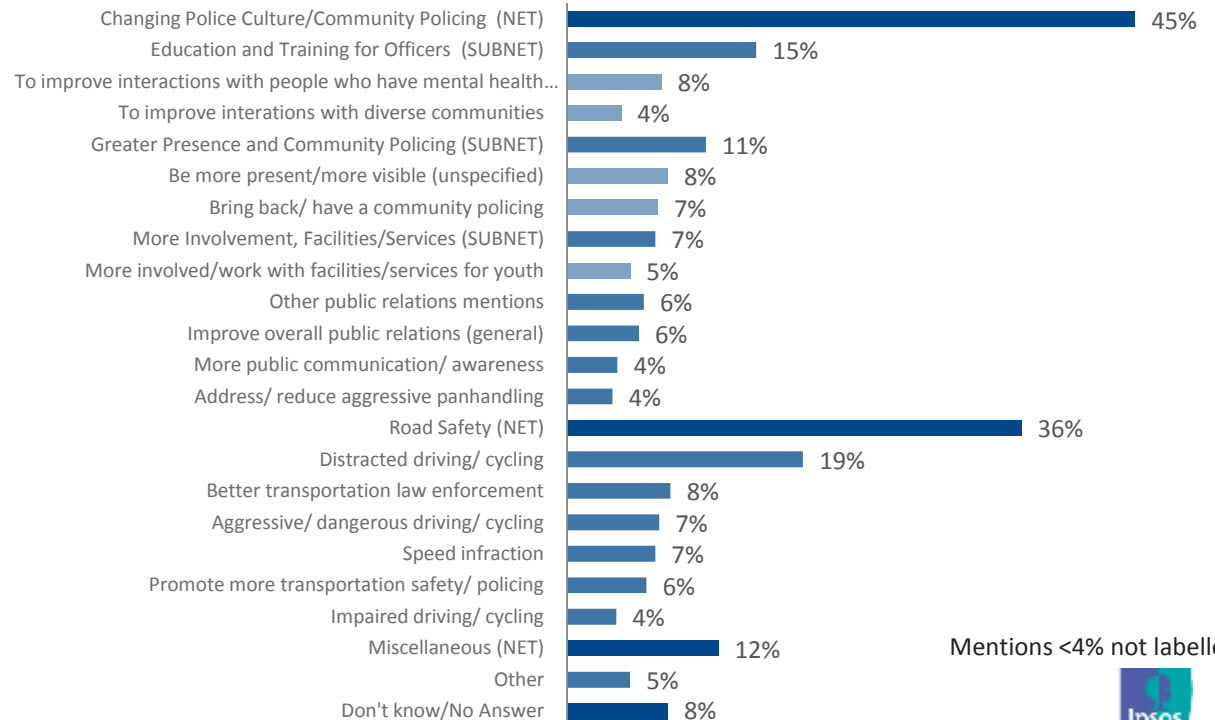


TOP PRIORITIES FOR OPSB/OPS (2/2)

Changing police culture (45%) and focusing on transit issues (36%) also emerged as priority areas of focus for the next three years.

Key themes related to police culture include training police officers to better interact with people with mental health issues and people from diverse ethnic backgrounds. Others say there is a need for police to be more visible and more involved.

On road safety, cracking down on distracted drivers and cyclists is by far the most pressing area of concern, ahead of better transportation law enforcement, dangerous driving/cycling and speed infractions.



Mentions <4% not labelled

Ottawa Police Services Board



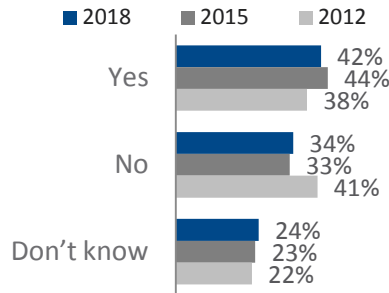
AWARENESS OF & INTERACTION WITH OPSB

In line with previous years, about four in ten Ottawa residents (42%) claim to be aware of OPSB's role and responsibilities.

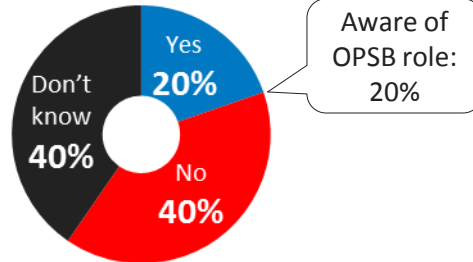
Only two in ten (20%) think the OPSB has enough interaction with the public to understand public needs and perceptions – existing awareness of OPSB's role does not strengthen this perception. Four in ten (40%) say OPSB doesn't interact enough, but this is a perception that can be shifted with further awareness: 40% of Ottawa residents don't know enough about OPSB to offer an opinion either way.

Those who say public interaction is lacking point to increased participation in public meeting (79%), interaction on social media (59%) and more public research (55%) are all part of the way forward. Many (39%) also point to the OPSB website as a means of communicating with the public.

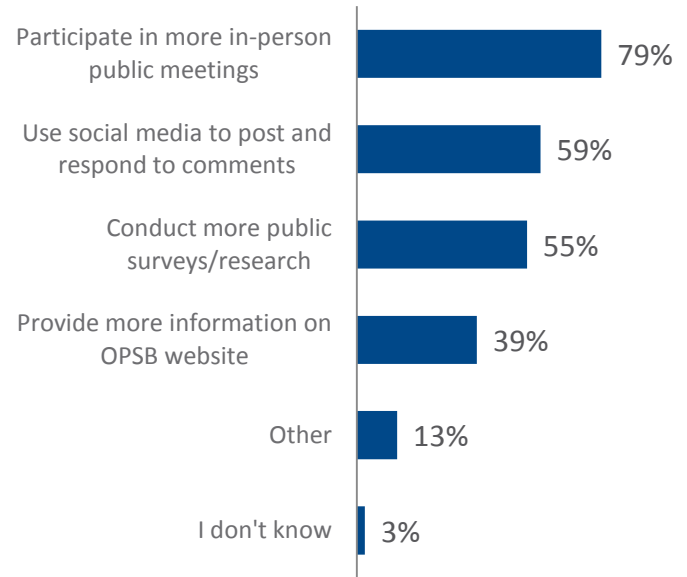
Aware of OPSB Role?



Enough Public Interaction?



How to Have Greater Public Interaction?



Q22. Are you aware of the responsibilities of the Ottawa Police Services Board in its role to oversee the Ottawa Police Service and ensure the provision of adequate and effective police services? Base: Total Respondents (n=3,553)

Q23. Do you feel that the Ottawa Police Services Board has enough interaction with the public to understand public needs and perceptions? Base: Aware of OPSB responsibilities (n=1,515)

Q24. How should the Ottawa Police Services Board have greater interaction with the public? Base: Don't feel OPSB has enough interaction (n=602)

Your Experience with Crime

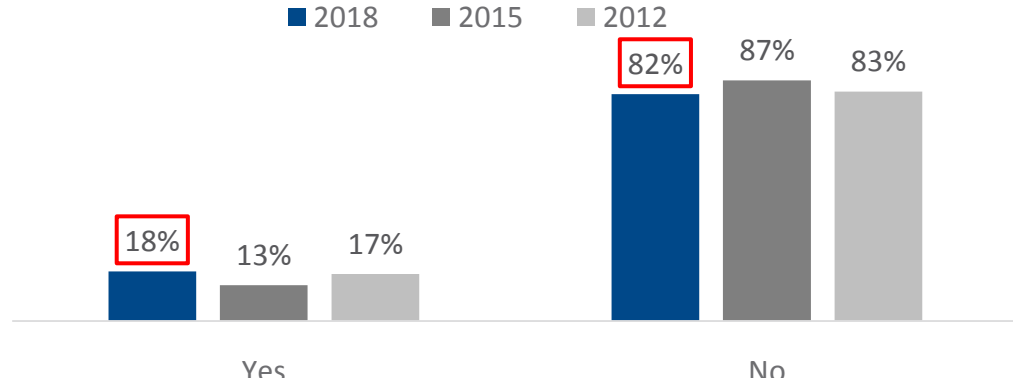


VICTIM OF CRIME IN PAST 3 YEARS

Just under two in ten Ottawa residents (18%) say that they or a member of their immediate family have been a victim of crime in the past three years. This is up five points from 2015, but in line with the 17% seen in 2012.

At the municipal ward level, the highest incidence of crime is reported in Rideau-Vanier (32%) and the lowest is in Cumberland, where nine in ten (93%) have *not* been a victim of crime.

Citizens who report being a victim of crime or having a family member who was a victim of a crime are more likely to be: Millennials, disabled, of non-binary gender, or people who had contact with OPS in the past three years. English-speaking Ottawa residents are more likely than French-speaking residents to say they have been a victim of crime.



Higher incidence of crime...

Rideau-Vanier (32%)
Somerset (28%)
Kitchissippi (26%)
Capital (23%)
Gloucester-Southgate (23%)

Lower incidence of crime...

Cumberland (93%)
Kanata South (90%)
Beacon Hill-Cyrville (90%)
Rideau-Goulbourn (88%)
Innes (88%)
Knoxdale-Merivale (87%)

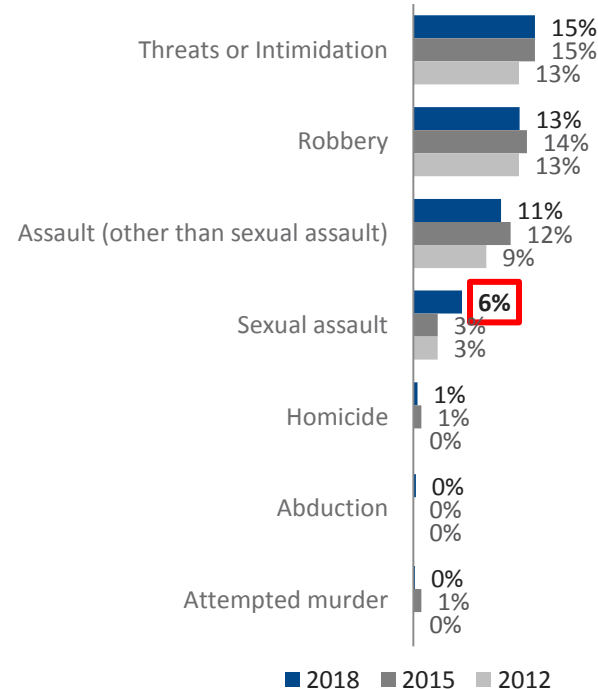
Your Experience with Crime



TYPE OF CRIME(S) COMMITTED – *CRIMES AGAINST PERSONS*

The most commonly experienced types of crimes against persons include threats/intimidation (15%), robbery (13%) and non-sexual assault (11%). Reported incidence rates for these crimes have not increased significantly over time.

While comparatively few (6%) say they or an immediate family member has been a victim of sexual assault, this is twice the rate seen in 2015.



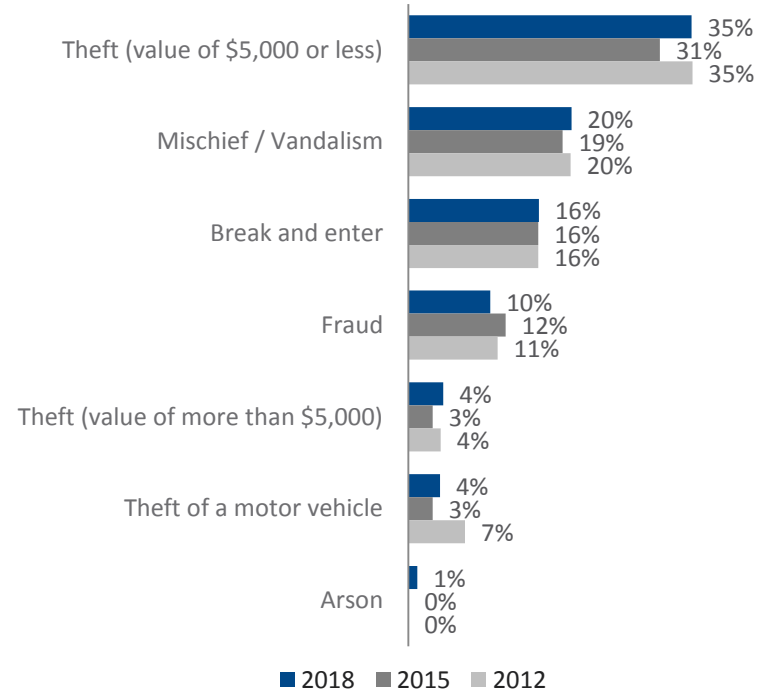
Your Experience with Crime



TYPE OF CRIME(S) COMMITTED – *CRIMES AGAINST PROPERTY*

Experience of crimes against property is most likely to involve being a victim of theft of \$5,000 or less: one in three (35%) fell victim to this crime within the past three years, up 4 point since 2015, but broadly in line with the historical trend.

Mischief/vandalism (20%, +1 pt) and break and enter (16%, unchanged) follow in terms of prevalence. No major changes have been noted since the previous wave of tracking.



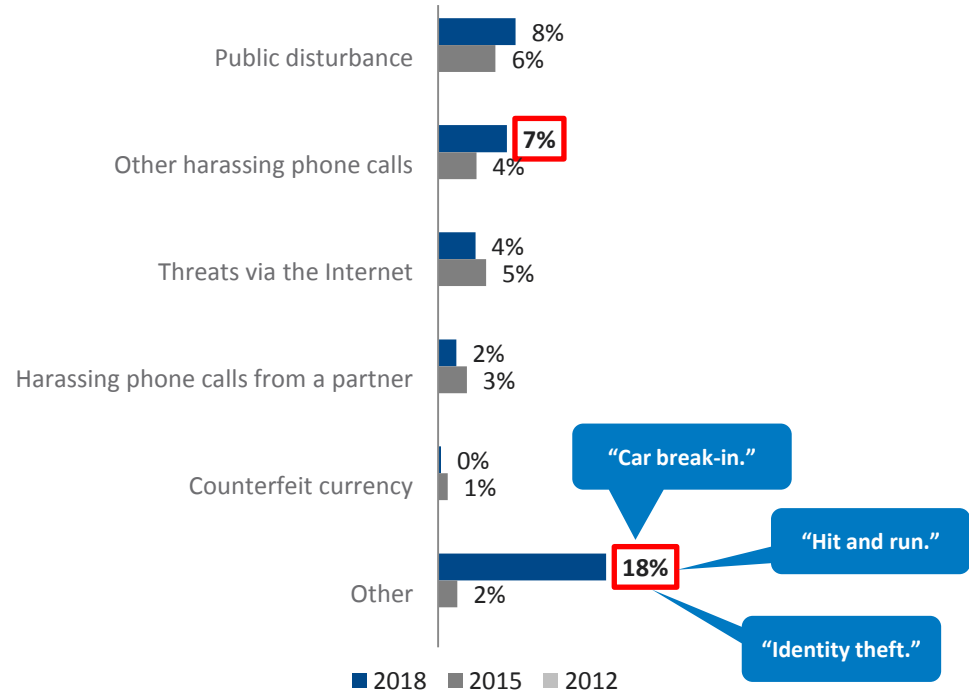
Your Experience with Crime



TYPE OF CRIME(S) COMMITTED – *OTHER CRIMES*

About one in ten have fallen victim to crimes of public disturbance (8%) or harassing phone calls (7%).

More Ottawa residents (18%) claimed to have been the victim of another type of crime this year, including specific mentions of vehicle break-ins, hit and run accidents, and identity theft.



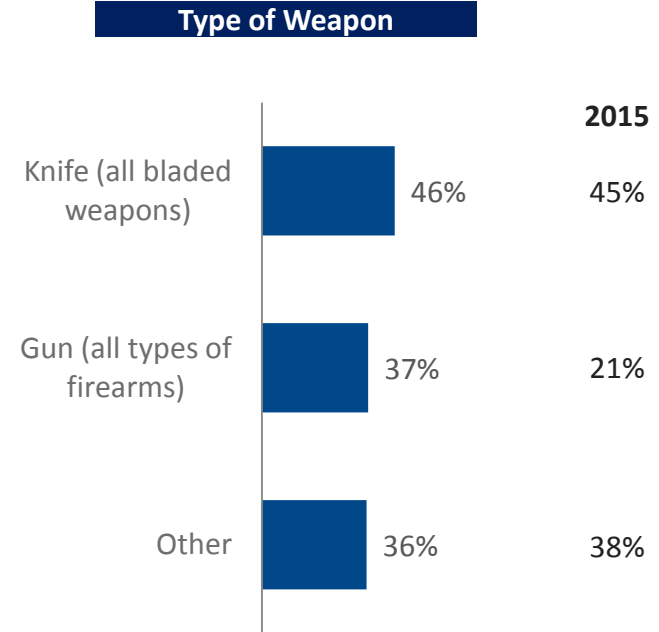
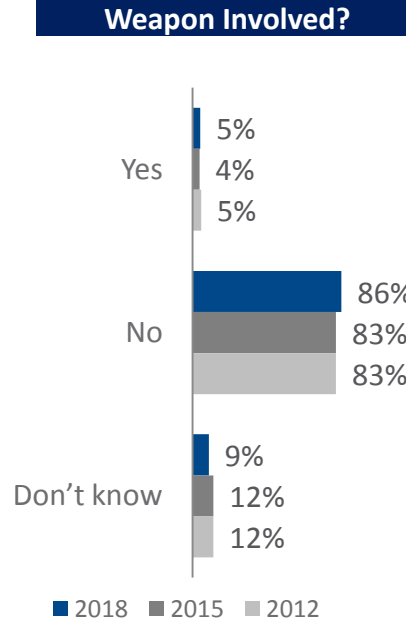
Your Experience with Crime



CRIME(S) INVOLVING A WEAPON

As seen in previous waves of tracking, most crime experienced over the past three years (86%) did not involve a weapon.

Knives are the most frequently used weapon (46%, +1 pt), and their prevalence among the 5% of crimes that involve a weapon is virtually unchanged. By contrast, guns are noticeably more prevalent in weapons-based crime : 37% of this group say a gun was involved, up **16 points from 2015**.



Your Experience with Crime

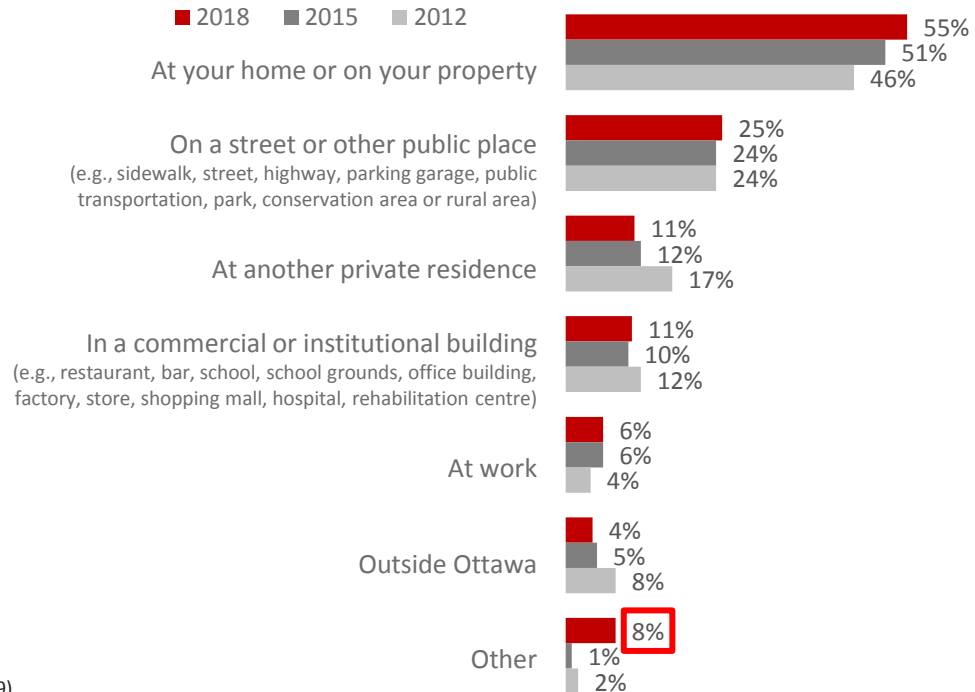


WHERE DID CRIME OCCUR

More than half of those who have been a victim of crime in the past three years (55%) say the crime took place at their home or somewhere on their property, marking a second increase in as many waves.

One in four (25%) say the crime took place on the street or in another public place, virtually unchanged since 2015.

The incidence of crimes experienced at another private residence (11%), in a commercial or institutional building (11%), or outside Ottawa (4%) appears to be trending down over time.



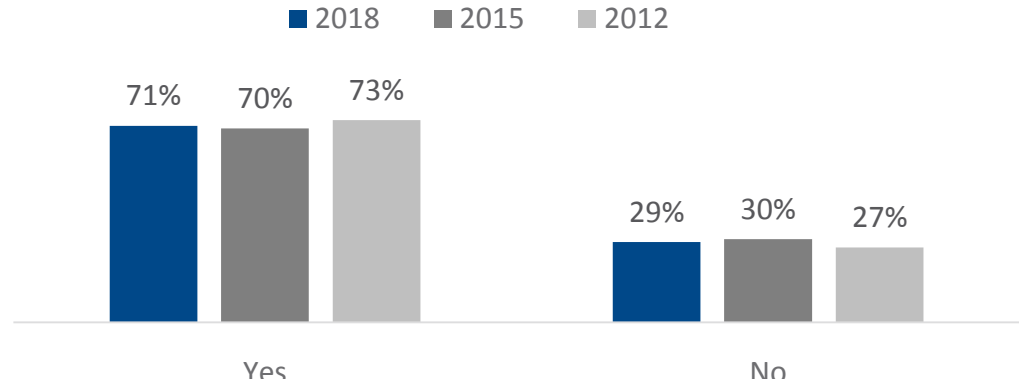
Your Experience with Crime



WAS OPS NOTIFIED?

After the most recent incident, seven in ten crime victims (71%) reported the crime to OPS, in line with previous years.

Though the number of residents to have experienced a crime in the past three years is small when broken out at the municipal ward level, there are some statistically significant differences. These suggest that OPS is more likely to be notified of a crime in the Bay (88%) and Orleans (87%) wards, and less so in Capital (42%) and Kitchissippi (38%).



More likely to notify OPS...	Less likely to notify OPS...
Bay (88%) Orleans (87%)	Capital (42%) Kitchissippi (38%)

Your Experience with Crime



WHY WASN'T OPS NOTIFIED

Those who chose not to notify OPS of the crime they experienced were most likely to say that the crime was minor (24%) or that nothing of real value was stolen or damaged (11%).

Others avoided notifying OPS because they felt the police wouldn't be effective (8%) or wouldn't find the incident important enough (7%).



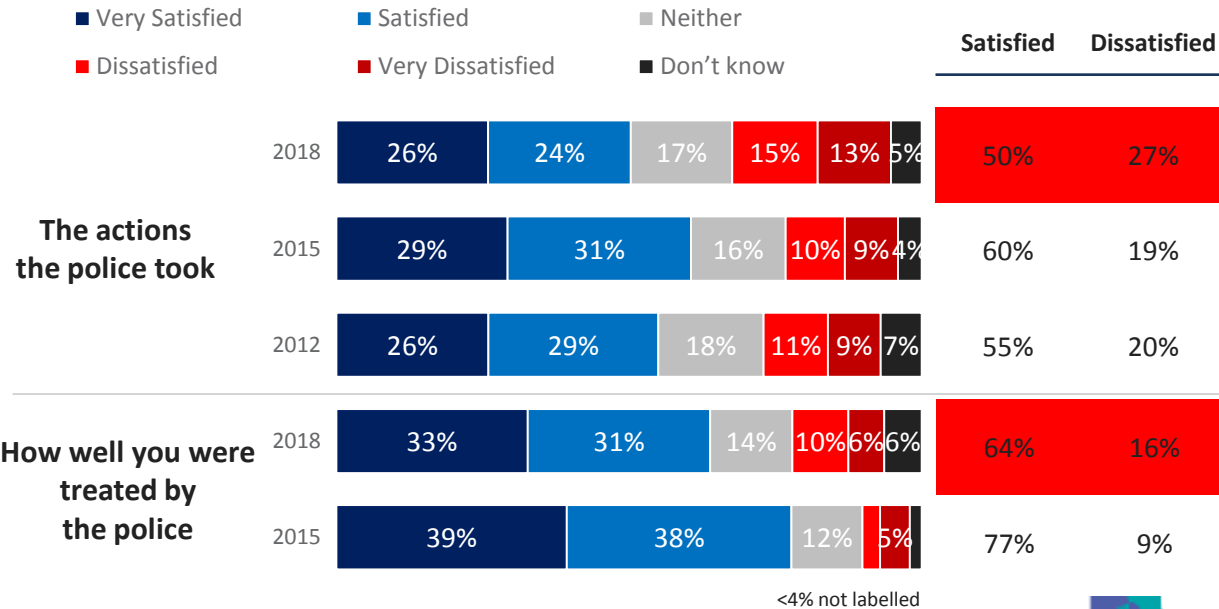
Your Experience with Crime



SATISFACTION WITH ACTIONS AND POLICE TREATMENT

Among those who reported a crime to OPS, half (50%) were satisfied with the actions taken by the police, and two in three (64%) were satisfied with how well they were treated by the police.

Satisfaction on both measures is down since 2015. As was the case historically, however, those who filed a report are more likely to be satisfied than dissatisfied with the experience – many either have a neutral opinion or aren't sure.



PUBLIC-WIDE SURVEY (NOT REPRESENTATIVE)

Description of the Public-wide Survey

PURPOSE AND COMPARABILITY WITH REPRESENTATIVE SURVEY

- The public-wide survey was publicized by the OPS and OPSB websites and social media channels, as well as through promotion to its community partners and networks. While the survey was available to be taken by any Ottawa resident, the sample of respondents is not representative of the distribution of age, gender, dwelling type or municipal ward.
- The purpose of the public-wide survey is therefore to offer as many Ottawa residents as possible a chance to share their opinions, and also to serve as a point of comparison against the representative mail-to-online survey and other methodologies used in the 2018 OPSB/OPS research.
- The feedback from the public-wide open-link survey differs from the representative mail-to-online survey in that perceptions of crime tend to be more pronounced, while performance ratings and attitudes toward the OPS and key metrics such as satisfaction and trust in the police service are more subdued.
- Some degree of difference is to be expected, given the possibility for bias in the open link survey results (people who voluntarily take the survey are more likely to have strong feelings about local crime and the police than a random sample of residents). It's important to note, however, that in most cases, the differences between the two studies are not unusually large. Further, responses tend to follow a similar pattern, meaning that the same issues are fueling concern and driving opinions for each group of respondents.

Feedback Survey

HOW THE FEEDBACK IS SIMILAR TO, OR DIFFERENT FROM, THE REPRESENTATIVE SURVEY

- Overall, the feedback of the public-wide open link story is broadly similar to the one seen in the representative mail-to-online survey. :
 - Many respondents think crime is on the rise around Ottawa, if not necessarily in their own neighbourhood.
 - People are concerned about traffic-related issues such as speeding, distracted driving and theft from vehicles. At the city level, there is also significant concern about street gangs and gun violence.
 - OPS is seen to be performing well on providing services in both official languages, ensuring safety at public events, and responding to emergency calls.
 - Performance is perceived to be less strong on metrics such as preventing crime, police presence in the community, and the efficient use of financial and human resources.
 - With many unaware of OPS progress on the three Operational Priorities selected by the Chief (increasing traffic safety, reducing violence against women, reducing crime related to guns and gangs), few are inclined to say the police are doing well on any of them. Of the three, people are more likely to think OPS is doing a good job on reducing violence against women, and less likely to think so in relation to tackling gun crime.
 - A majority are satisfied with the quality of service provided by OPS, though slightly more respondents think quality has deteriorated over the past three years than think it's improved.
 - Just over half rate their trust in the OPS as high or very high, while another one in three describe their trust as moderate. While most say their level of trust hasn't changed in the past three years, more respondents say their trust has gone down than up.
 - Top priorities suggested for OPSB/OPS are similar to its current Operational Priorities, focusing on crime (reducing gang activity, guns, knives), promoting safety in strategic areas of the city and reducing violence (including against women), improving police culture through better training and a stronger police presence, and cracking down on transit issues such as distracted driving and cycling.

Your Neighbourhood & The City

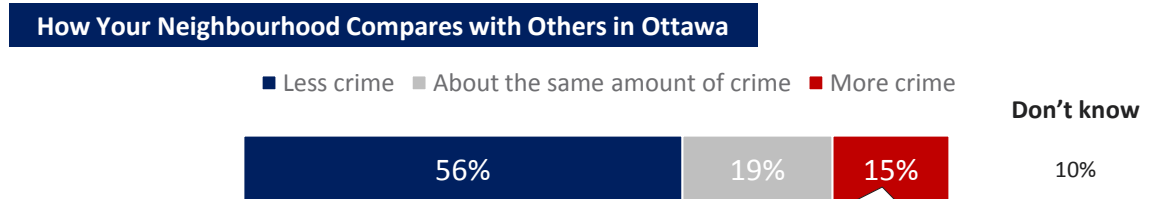
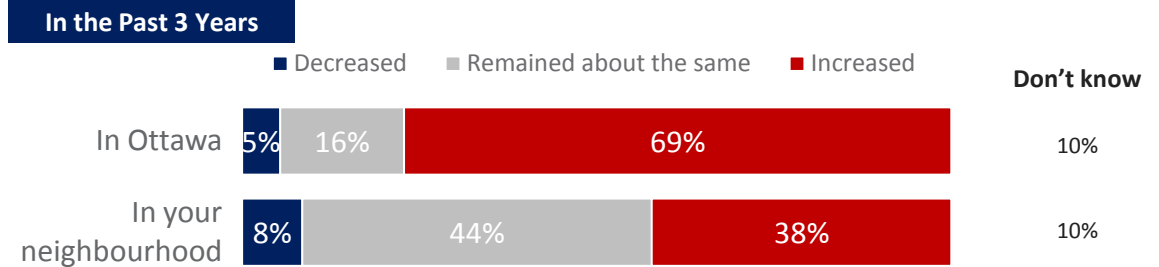


PERCEPTIONS OF CRIME

Respondents are much more likely to perceive a rise in crime around Ottawa as a whole (69%) than in their own neighbourhood (38%) over the past three years.

This is in line with the figures seen in the representative mail-to-online survey, though perceptions of crime going up are slightly lower among respondents in the public-wide survey.

Since perceptions of crime are stronger at the city level, it follows that a majority (56%) think their own neighbourhood has less crime than others in Ottawa, just as seen in the representative study, where 69% shared this opinion.



More Crime
 Individual Residents: 15%
 Community Group Reps: 31%

Base: Total Respondents (n=1526)

Q1. In the past three years, do you think crime has decreased, remained the same, or increased across Ottawa? What about in your neighbourhood?

Q2. In the past three years, do you think crime has decreased, remained the same or increased in your neighbourhood?

Q3. How do you think your neighbourhood compares with other neighbourhoods in Ottawa in terms of the amount of crime? Would you say your neighbourhood has...

Your Neighbourhood & The City

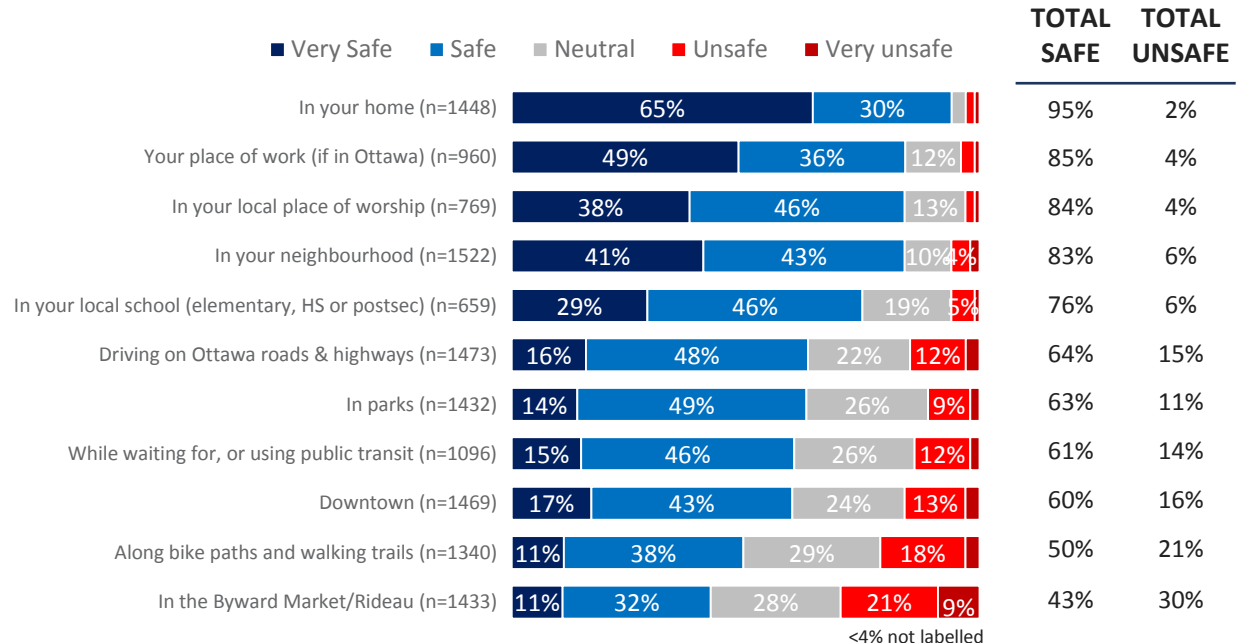


FEELINGS OF SAFETY DURING THE DAY

During the day, nearly all respondents (95%) feel safest in their own home, followed by their place of work (85%), local place of worship (84%), neighbourhood (83%) and, more distantly, in their local school (76%).

While overall perceptions of safety tend to follow the same pattern in both studies, fewer public-wide survey respondents claim to feel safe in parks, downtown, along bike paths and walking trails, or in the Byward Market/Rideau.

Notably, as many as 30% of respondents say they feel unsafe in the Byward Market/Rideau during the daytime.



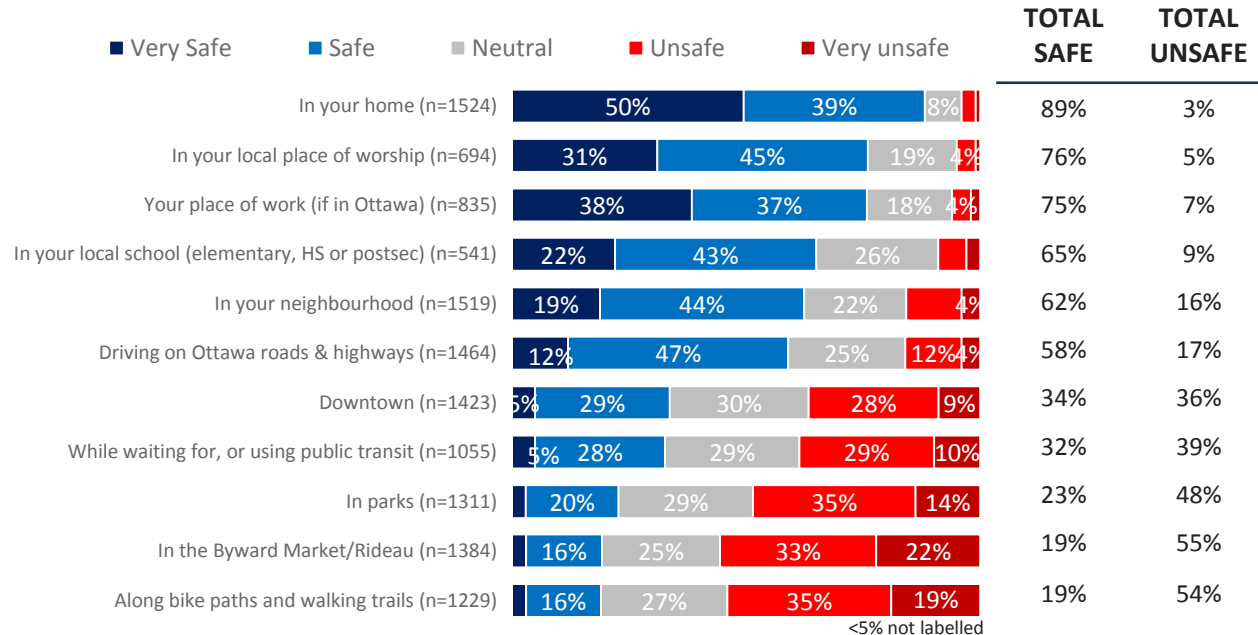
Your Neighbourhood & The City



FEELINGS OF SAFETY AFTER DARK

After dark, home remains the place where respondents feel safest. Perceived safety at the neighbourhood level drops considerably from 89% to 62% as it does for being at work from 85% to 75%. While 58% feel safe driving on Ottawa roads and highways.

As seen with perceptions of daytime safety, public-wide survey respondents are somewhat less likely than participants in the representative study to say they feel safe in their neighbourhood, while driving, or downtown.



Base: Total Respondents (n=1526)

Q5. How safe do you feel AFTER DARK for the following?

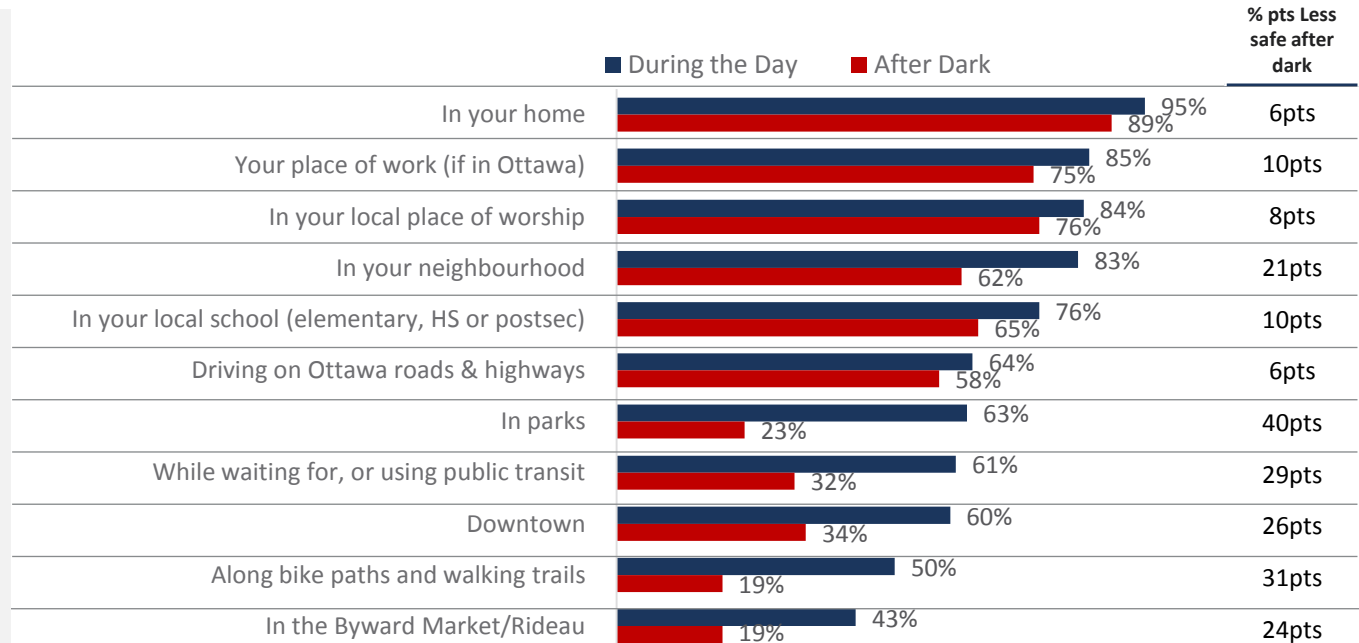
Your Neighbourhood & The City



FEELINGS OF SAFETY: DURING THE DAY VS. AFTER DARK (T2B)

Similarly to the representative study, parks have the most significant drop in perceived personal safety from day (63%) to night (23%), at -40 points.

Perceived safety diminishes in all areas as night falls. Besides parks, it is particularly affected along bike paths and walking trails (-31 pts), on public transit (-29 pts), in the Byward Market (-24pts) and around the neighbourhood (-21 pts).



Base: Total Respondents (n=1526, but base varies since excludes DK/NA)
 Q5. How safe do you feel DURING THE DAY / AFTER DARK for the following?

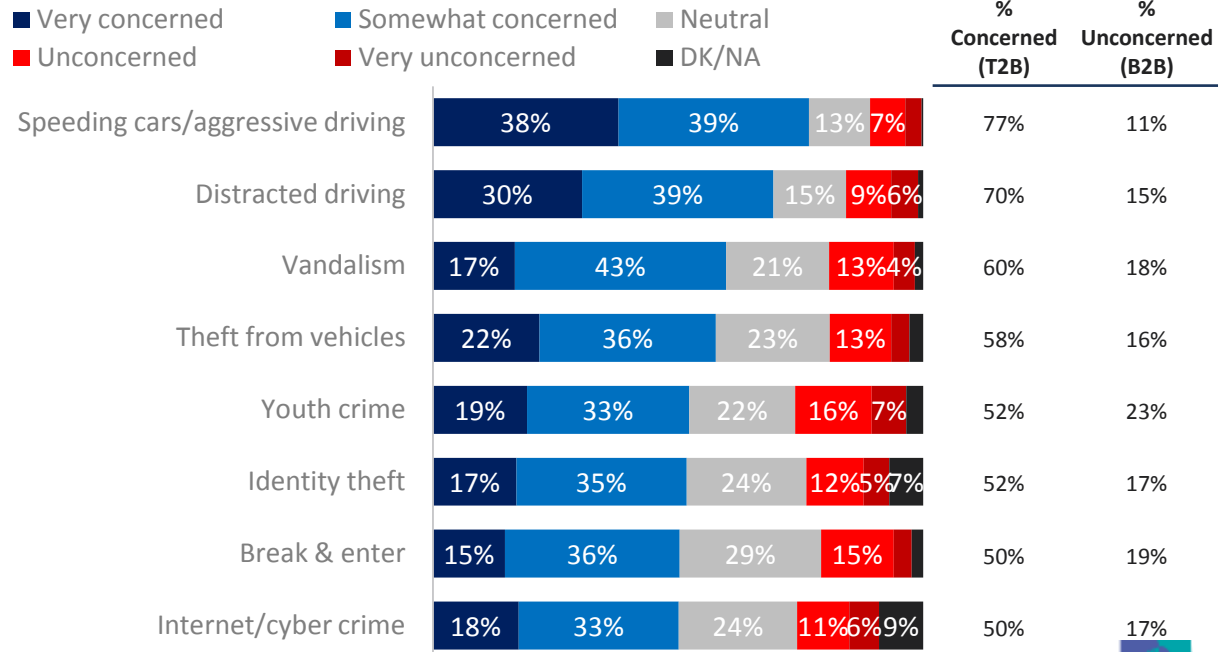
Your Neighbourhood & The City



CONCERN ABOUT ISSUES IN YOUR NEIGHBOURHOOD (1/2)

At the neighbourhood level, concern is greatest about issues related to traffic, such as speeding (77%) and distracted driving (70%). Theft from vehicles is also a concern for a majority of respondents (58%).

Concerns around neighbourhood traffic are also prominent in the representative study. Public-wide survey respondents are somewhat more likely to be concerned about most of these issues.



<4% not labelled

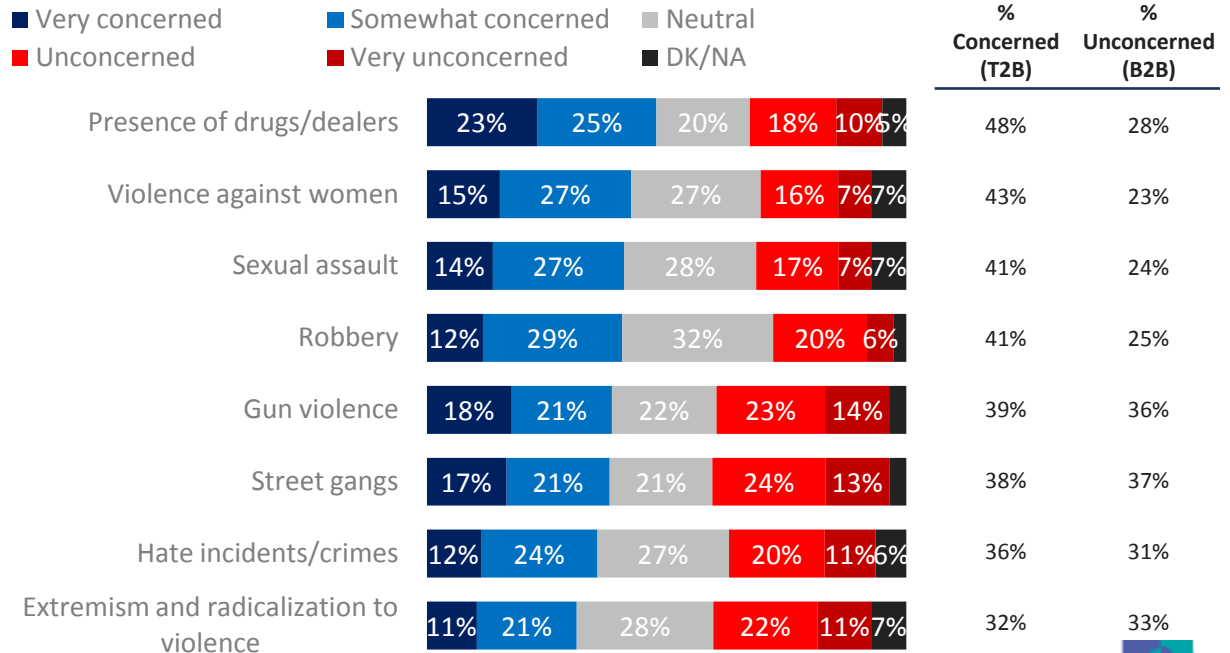
Your Neighbourhood & The City



CONCERN ABOUT ISSUES IN YOUR NEIGHBOURHOOD (2/2)

About half (48%) are concerned about the presence of drugs and drug dealers, while four in ten voice concern about violence against women (43%) and sexual assault (41%).

As in the representative survey, there is less concern about extremism and radicalization compared to other neighbourhood issues, but concern about this and other issues remains higher overall among public-wide survey respondents.



<4% not labelled

Your Neighbourhood & The City

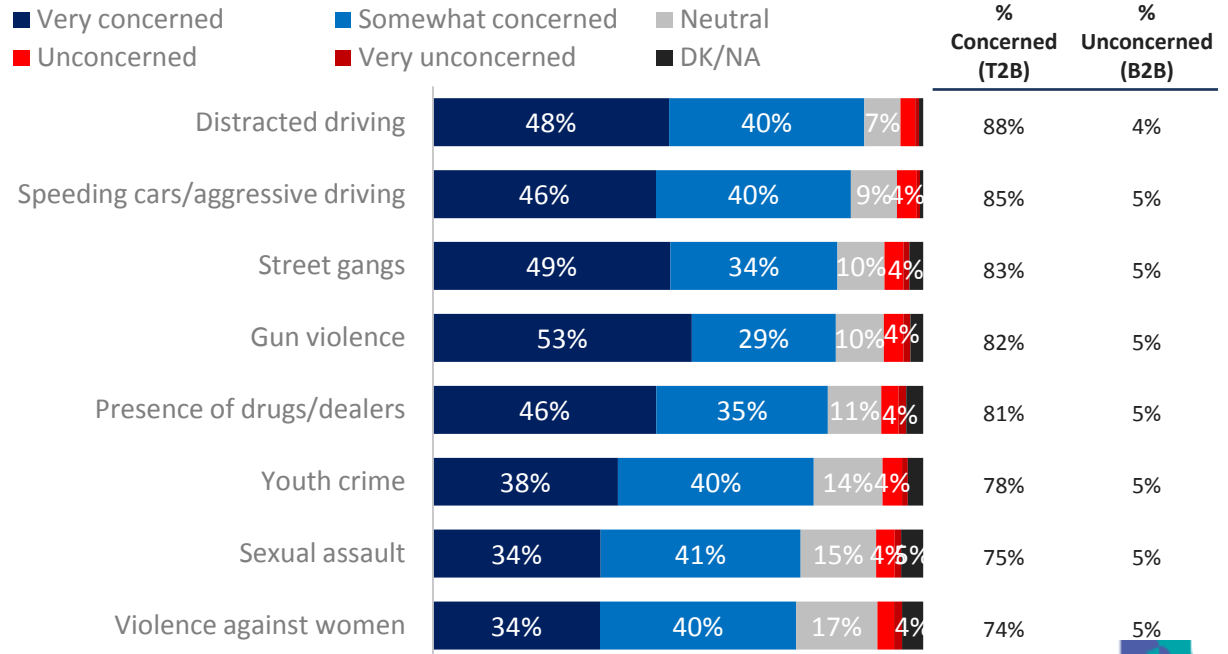


CONCERN ABOUT ISSUES IN THE CITY OF OTTAWA (1/2)

Across Ottawa as a whole, distracted driving (88%) and speeding (85%) continue to top the list of concerns, even more so than at the neighbourhood level.

Eight in ten respondents are also concerned about street gangs (83%), gun violence (82%), the presence of drugs/dealers (81%), and youth crime (78%), issues that also of significant and growing concern in the representative survey.

Public concern about these issues in Ottawa is at a comparable level across both surveys.



Base: Total Respondents (n=1526)

Q6b. How concerned are you that the following are an issue IN THE CITY OF OTTAWA??

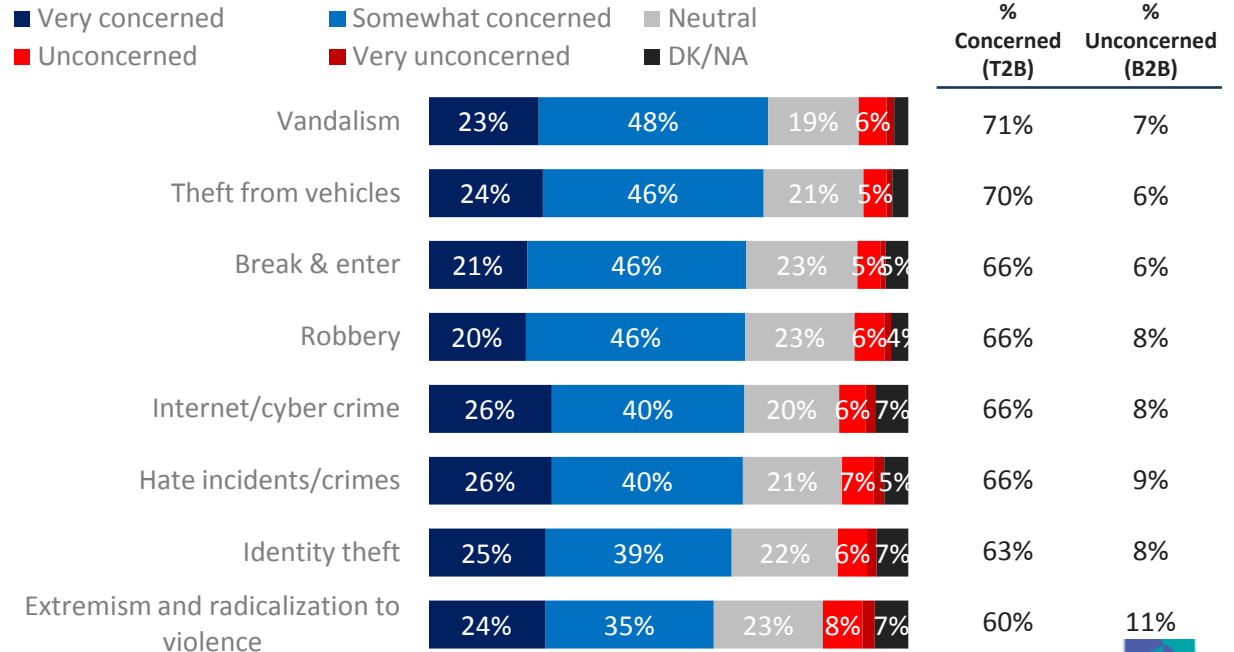
<4% not labelled

Your Neighbourhood & The City



CONCERN ABOUT ISSUES IN THE CITY OF OTTAWA (2/2)

A majority of respondents express concern about all of these issues in Ottawa, and at a comparable levels as in the representative survey. As noted in that study, public concern about extremism and radicalization to violence is twice as high for the city as a whole (60%) than it is at the neighbourhood level (32%).



<4% not labelled

Police Services

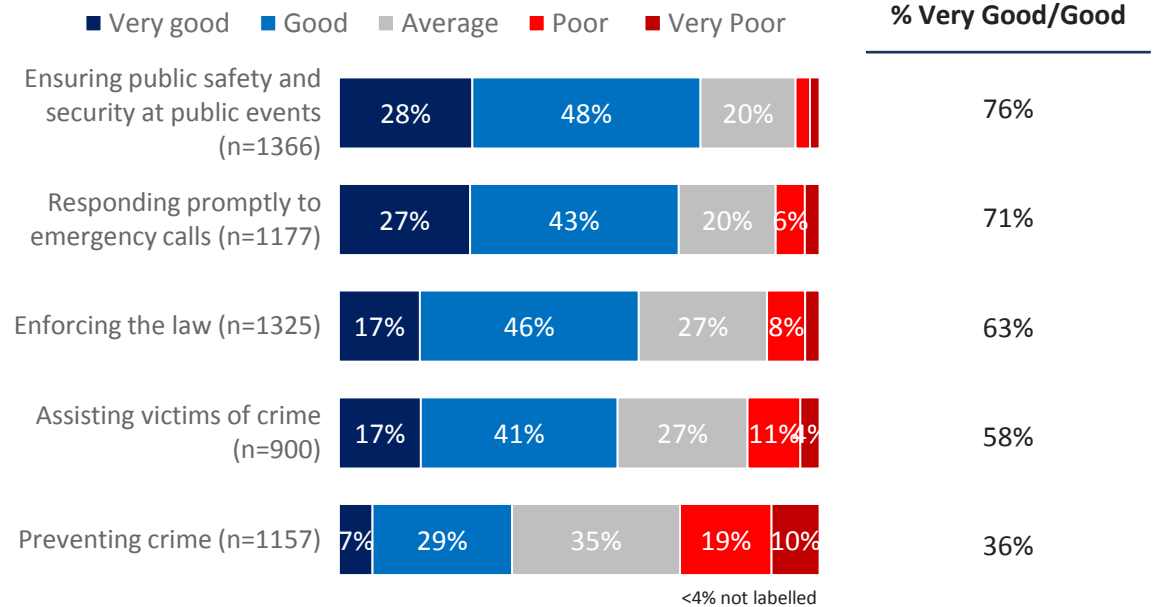


PERFORMANCE OF OTTAWA POLICE SERVICE – CORE RESPONSIBILITIES

Respondents with an opinion on OPS rate the police better on some core responsibilities than others. The public is more inclined to rate favourably on ensuring public safety at events (76%) and responding promptly to emergency calls (71%), but less so on preventing crime (36%).

This is also the general tendency observed in the representative survey, though in the public-wide survey, respondents are a bit less likely to rate the police highly.

It should be noted that a large proportion of residents are not aware of how the police is doing on any of these metrics, and that the numbers on this page are shown among those with who offered an opinion.



Base: DK excluded (varies)

Q7. How do you rate the performance of the Ottawa Police Service on each of the following?

Police Services

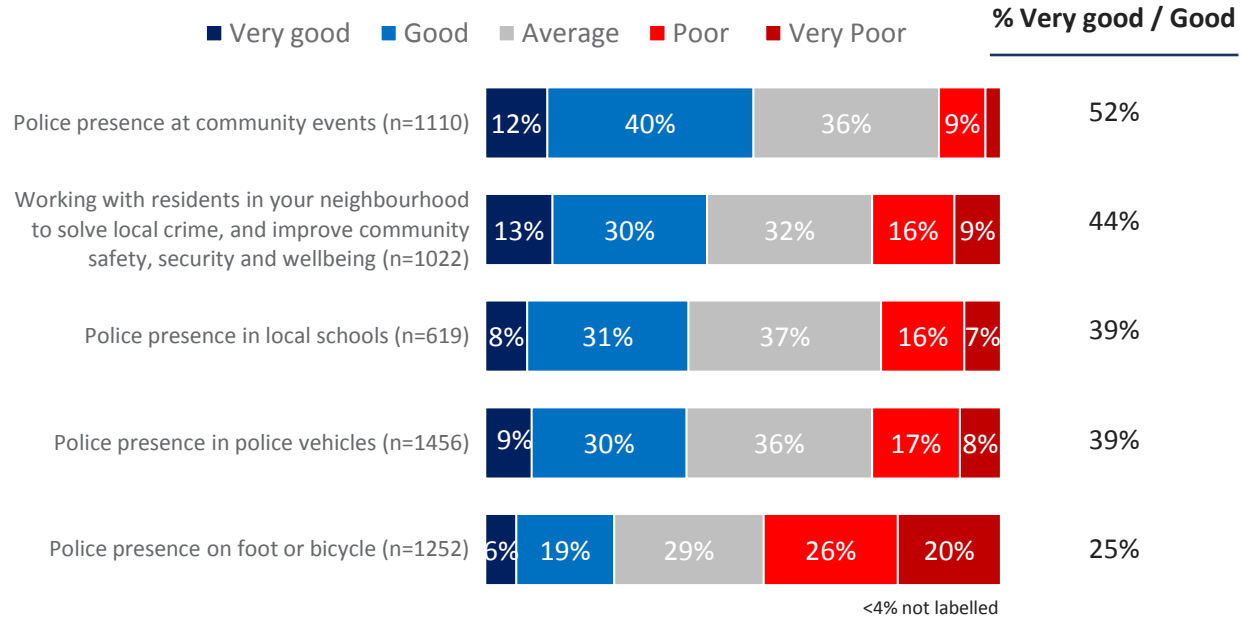


PERFORMANCE OF OTTAWA POLICE SERVICE — PARTNERSHIP/ENGAGEMENT ACTIVITIES/VISIBILITY

Just over half (52%) of respondents rate OPS as good or very good in terms of police presence at community events. While performance ratings in all areas are more likely to be positive than negative, fewer than half of respondents rate OPS favourably on any other metric.

As in the representative survey, police presence appears to be an area of contention, particularly when it comes to presence on foot or bicycle. Just one in four respondents (25%) say OPS is doing well here.

Again, a large proportion of residents are not aware of how the police is doing on any of these metrics, and that the numbers on this page are shown among those with who offered an opinion.



Base: DK excluded (varies)

Police Services

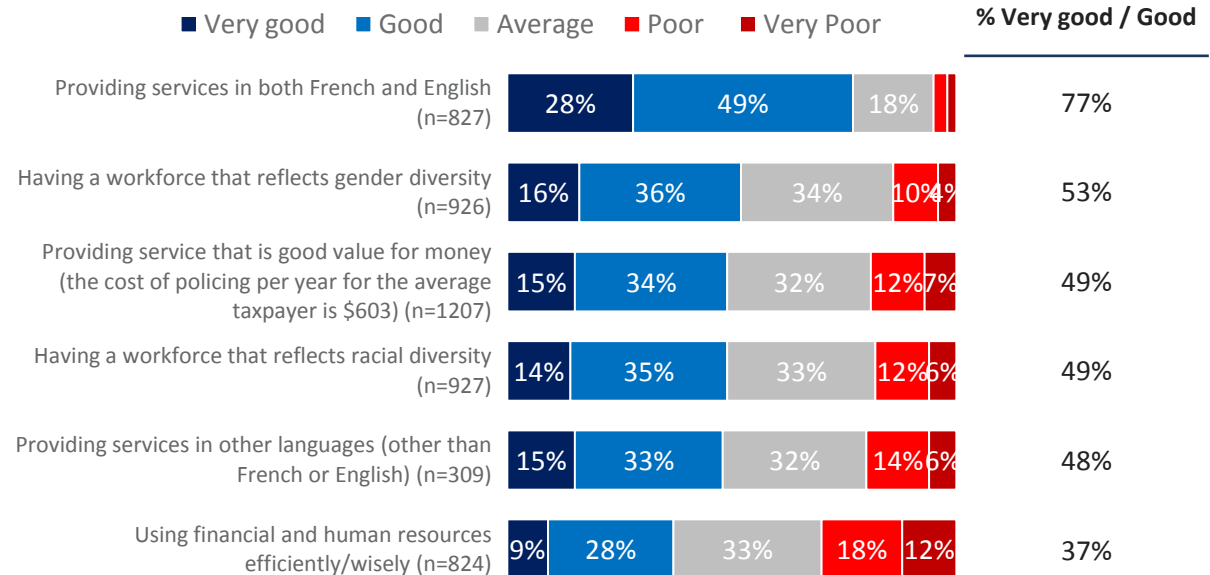


PERFORMANCE OF OTTAWA POLICE SERVICE – SERVICE

On service, those with an opinion are most likely to rate OPS favourably on providing services in both official languages (77%) and least likely to do so on using financial and HR resources wisely (37%).

Overall, performance ratings in the public-wide study mirror the order of those seen in the representative study, with slightly lower scores across all metrics.

A large proportion of residents are not aware of how the police is doing on any of these metrics, and that the numbers on this page are shown among those with who offered an opinion.



Base: DK excluded (varies)

Q7. How do you rate the performance of the Ottawa Police Service on each of the following?

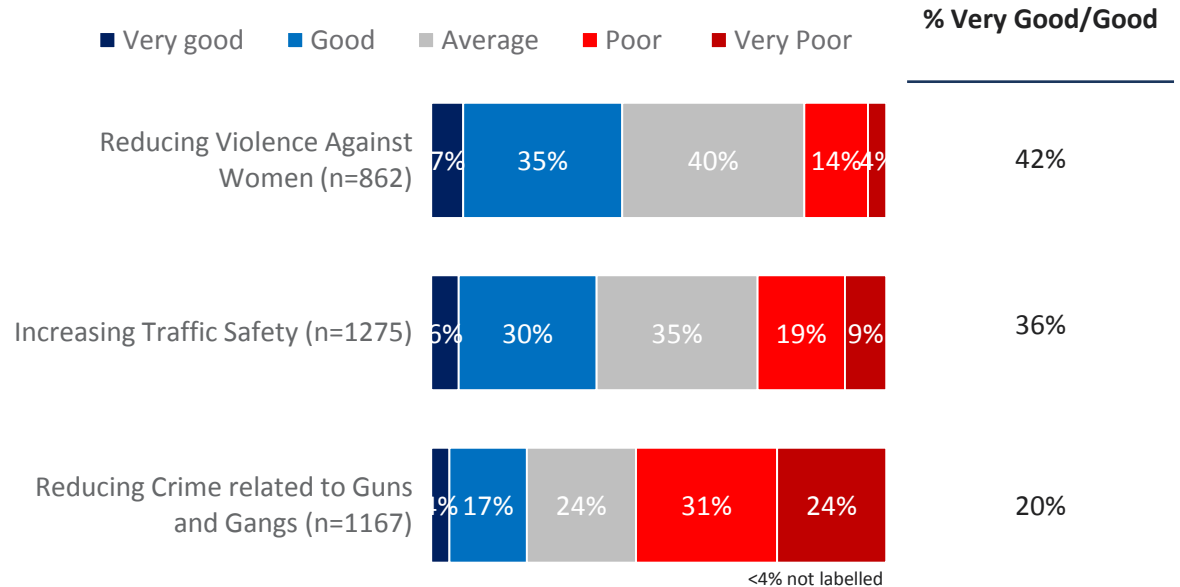
Police Services



PERFORMANCE IN THREE AREAS OF FOCUS

Compared to the representative survey, the public-wide survey sees slightly lower ratings for OPS on reducing violence against women (42%) and increasing traffic safety (36%). However, perceptions of police performance on reducing crime related to guns and gangs are virtually identical between the two – only two in ten respondents with an opinion (20%) this OPS is doing well in this area.

The numbers on this page are shown among those with who offered an opinion (excluding those who don't know).



Base: DK excluded (n=varies)
 Q8. As you may be aware, the Chief selected three Operational Priorities for particular focus based on analysis of crime and input gathered from the 2015 public survey: Guns and Gangs, Violence Against Women and Traffic Safety. How would you rate the performance of the Ottawa Police Service in terms of these 3 areas of focus?

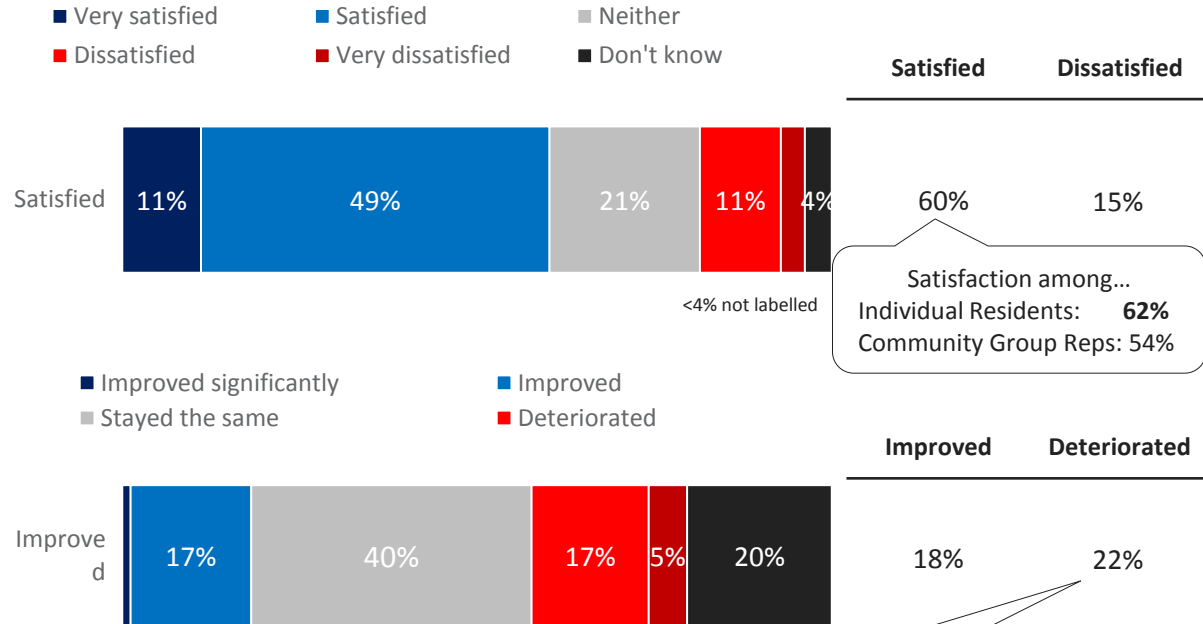
Police Services



SATISFACTION & PERCEIVED CHANGES IN OPS QUALITY OF SERVICE

Six in ten respondents (60%) say they're satisfied with the quality of service provided by the Ottawa Police, compared to 72% in the representative survey. As with that study, just a handful are actively dissatisfied with the quality of service they received.

Fewer (18%) think the quality of police service in Ottawa has improved over the past three year, on par with representative survey results. Indeed, more see a deterioration in the quality of service (22%) than an improvement.



Base: Total Respondents (n=1526)

Q9. Overall, how satisfied are you with the quality of the service provided by the Ottawa Police?

Q10. Has the quality of police service in Ottawa improved, stayed the same or deteriorated in the last 3 years?

Deteriorated among...
Individual Residents: 21%
Community Group Reps: 34%

Police Services

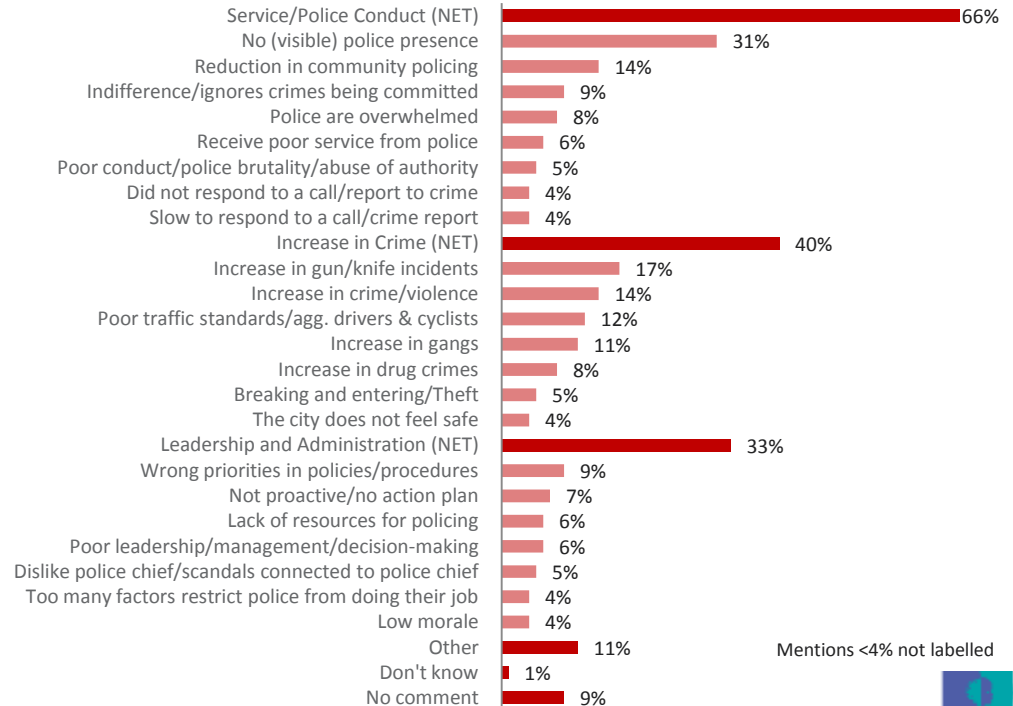


OPS QUALITY OF SERVICE: WHY DETERIORATED

The 14% of respondents who feel the quality of service from OPS has gone down in the past three years are most likely to point to police conduct (66%) or an increase in crime (40%) as the driving force behind their opinion.

A lack of visible police presence (31%) is the single most cited issue, unlike in the representative survey, where just as many as many talk about a rise in gun/knife incidents. In this study, only half as many (17%) say guns and knives are behind their perception that OPS service has deteriorated.

Similar numbers point to leadership and administration issues (33%) as hindering quality of service. These respondents point to what they see as a focus on the wrong priorities (9%) and the lack of an action plan (7%).



Police Services



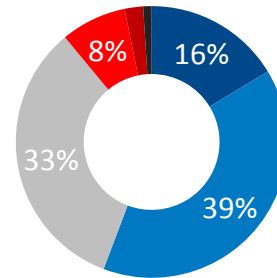
TRUST IN OPS & CHANGE OVER TIME

More than half of respondents (56%) describe their trust in OPS as high or very high, while one in ten (10%) say they actively distrust OPS.

A majority – seven in ten (71%) say their trust in the OPS has held steady over the past three years. More say their trust has decreased (17%) than increased (8%), unlike the representative survey, where the opposite is true.

Trust in OPS

- Very High
- High
- Moderate
- Little
- None
- I don't know

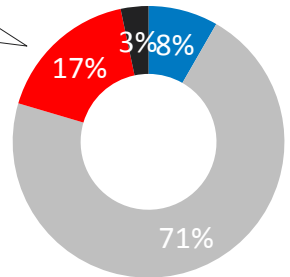


High (T2B)	Low (B2B)
56%	10%

Trust in OPS among...
 Individual Residents: **58%**
 Community Group Reps: **38%**

Change over Time

Decreased among...
 Individual Residents: 16%
 Community Group Reps: **28%**



- Increased
- Remained the same
- Decreased

Base: Total Respondents (n=1526)

Q12. What level of trust do you have in the Ottawa Police Service?

Q13. In the past three years, would you say that your level of trust in the Ottawa Police Service has increased, remained the same or decreased?

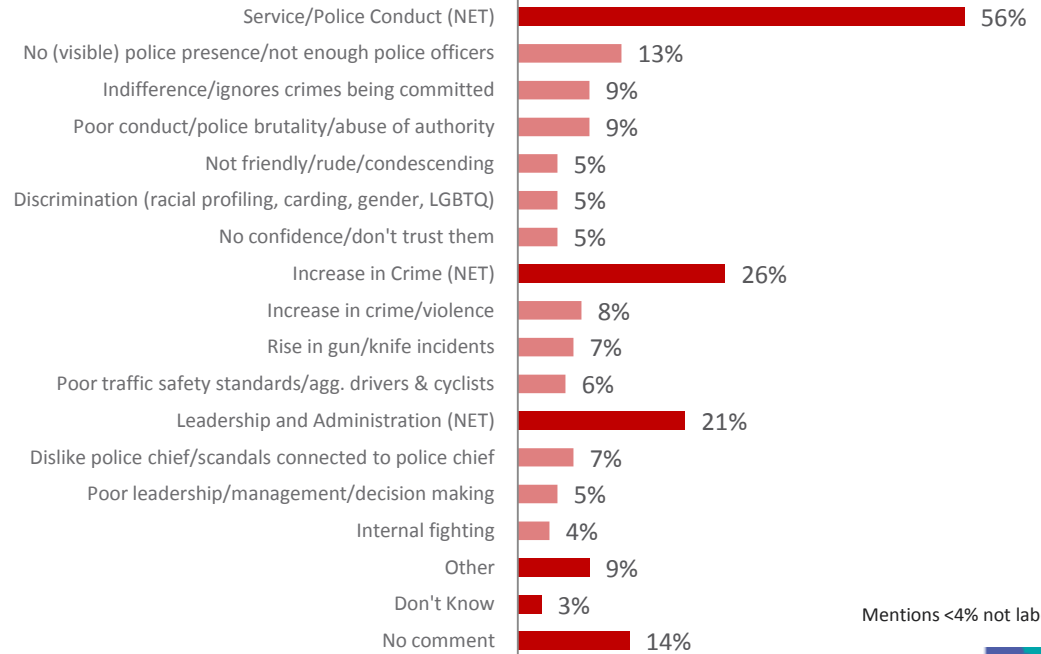
Police Services



TRUST IN OPS: WHY DECREASED

For the one in ten whose trust in OPS has decreased, police conduct issues such as a perceived lack of police officers (13%), indifference (9%) or brutality (9%) are most likely to have shaped opinions. Similarly to the representative study, about one in four (26%) say their trust has suffered as crime has increased.

Respondents to the public-wide survey are noticeably more likely to attribute their declining trust to leadership and administration issues.



Mentions <4% not labelled

Base: Level of trust had decreased (n=261)

Q14. Please explain why your level of trust has decreased in the last 3 years in the space below.

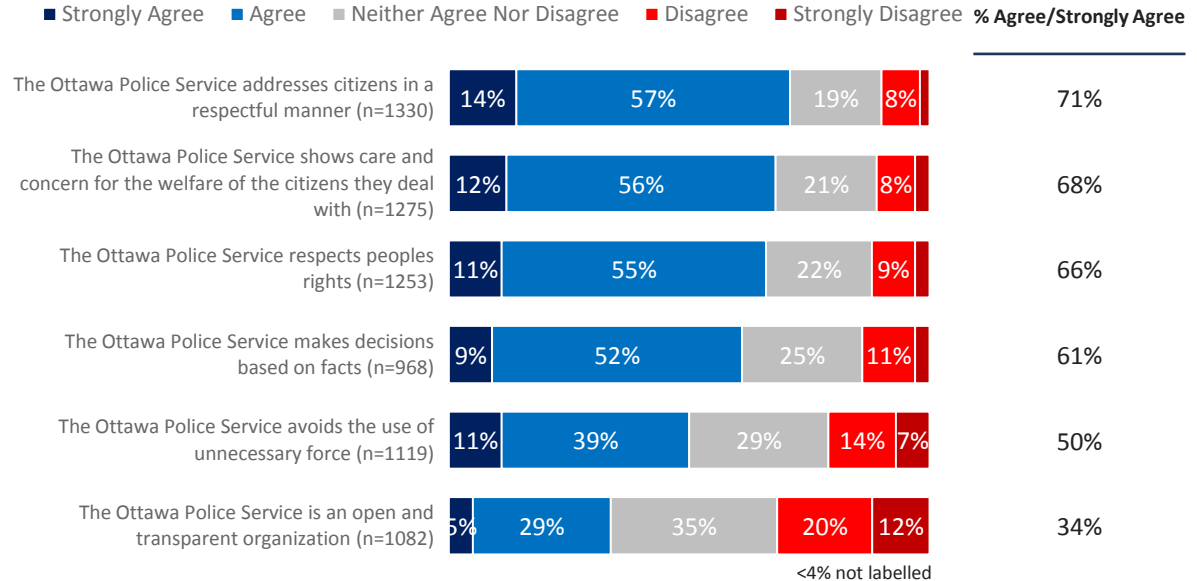
Police Services



PERCEPTIONS OF OPS: *PROCEDURAL JUSTICE*

On procedural justice, OPS is strongest on being seen to address citizens in a respectful manner (71%) and to show care and concern for the welfare of citizens (68%). However, only half (50%) agree that OPS avoids using unnecessary force, and just one in three (34%) see it as an open and transparent organization.

These views are similar to those expressed in the representative survey.



Base: DK excluded (varies)

Q15. When you think about Ottawa Police Service, to what extent do you agree or disagree with each of the following statements?

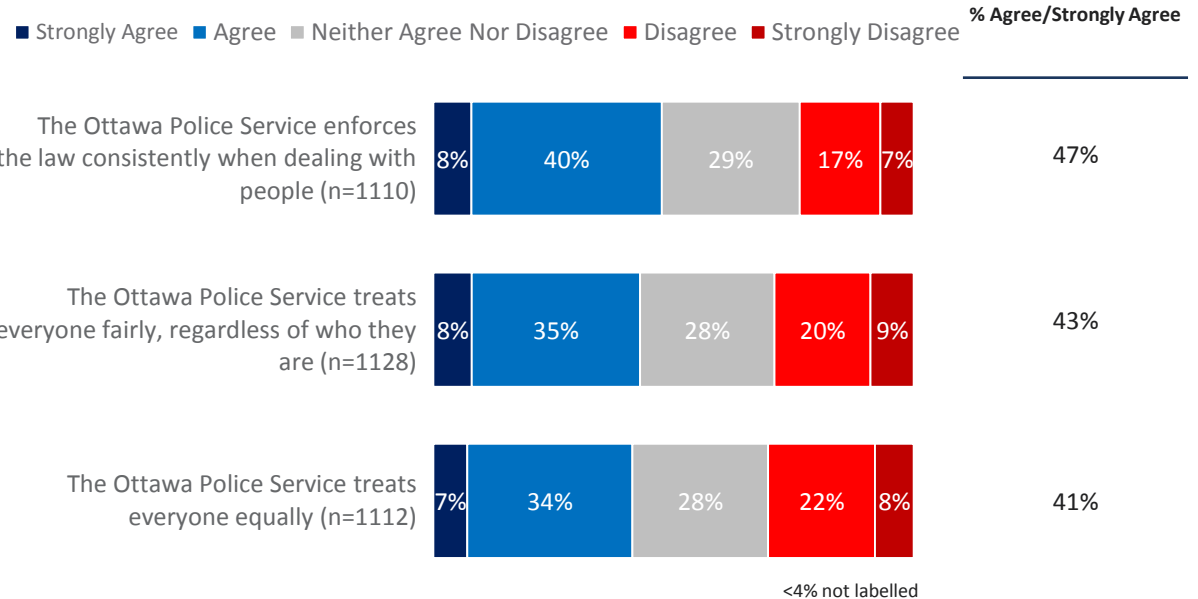
Police Services



PERCEPTIONS OF OPS: *DISTRIBUTIVE JUSTICE*

Fewer than half of respondents agree the OPS enforces the law consistently (47%), or treats everyone fairly (43%) and equally (41%).

While fewer respondents agree with these perceptions of the OPS than in the representative study, opinions are similar in that the overall view of distributive justice metrics is noticeably less strong than for procedural justice metrics.



Base: DK excluded (varies)

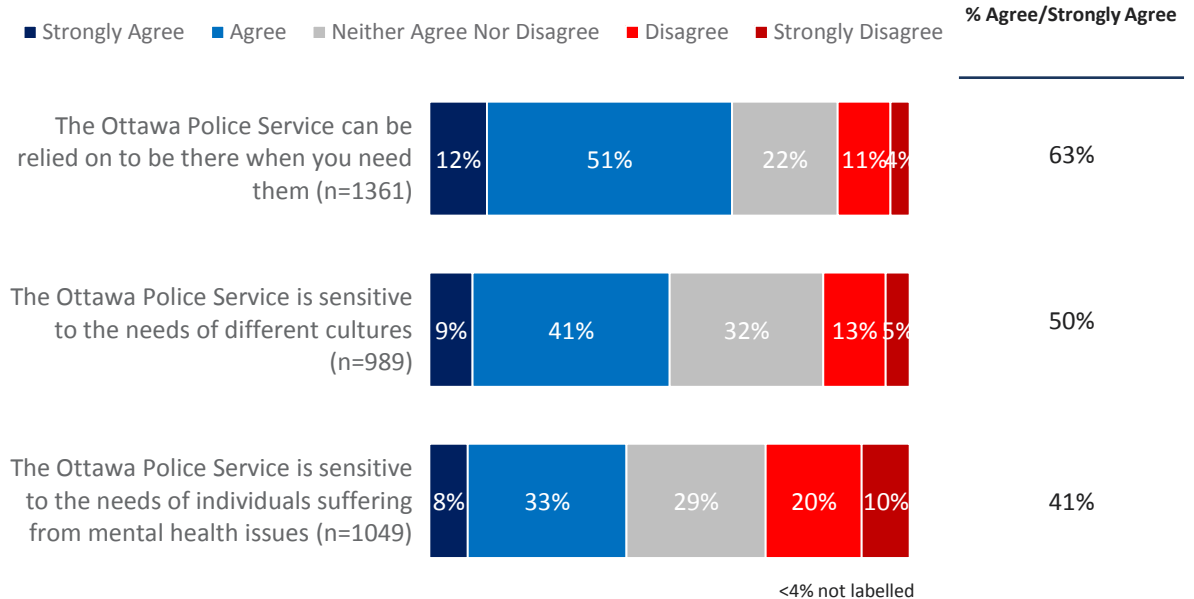
Police Services



PERCEPTIONS OF OPS: *COMMUNITY ENGAGEMENT*

Those who have an opinion on community engagement are most likely to agree that OPS can be relied upon to be there where needed (63%), in line with findings from the representative survey (though the level of agreement is lower).

Similar levels of agreement between the two studies are seen with regards to OPS's perceived sensitivity to the needs of different culture (50% agree) and to the needs of people suffering from mental health issues (41% agree).



Base: DK excluded (varies)

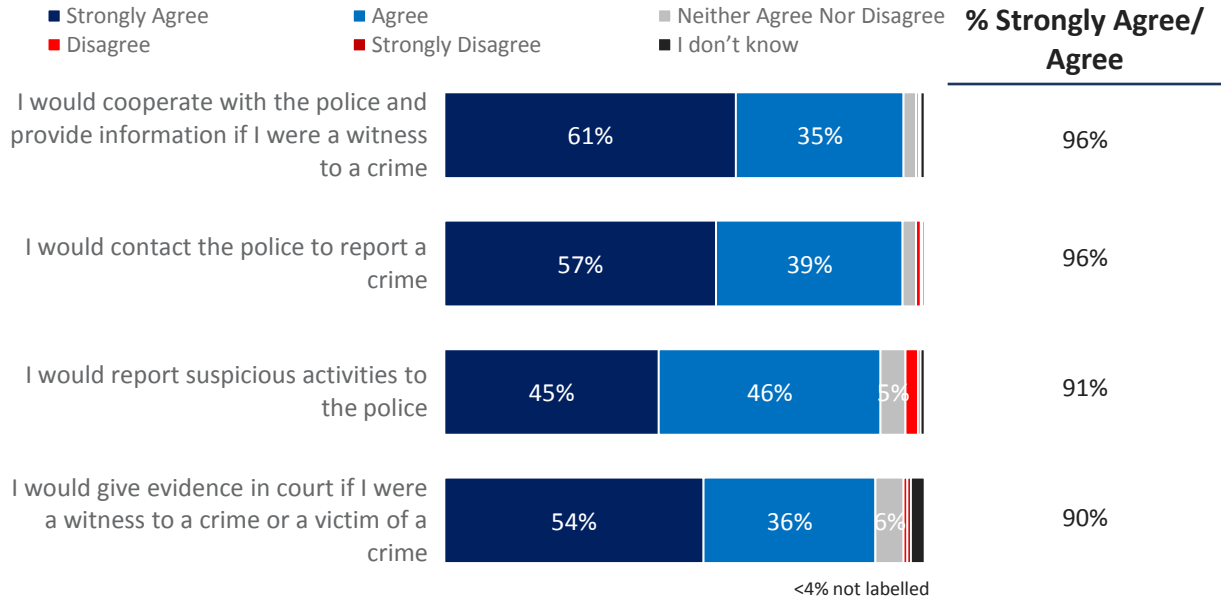
Police Services



COOPERATION WITH POLICE

The overwhelming majority of respondents would be willing to cooperate or communicate with the police about witnessing a crime.

As seen in the representative survey, fewer respondents “strongly agree” that they would report suspicious activities to the police (45%).



Base: Total Respondents (n=1526)

Q16. To what extent do you agree or disagree with each of the following statements?

Police Services



TYPES OF CONTACT/INTERACTION WITH OTTAWA POLICE

A little more than half (56%) of respondents have had some kind of interaction with the Ottawa police in the past three years.

Among those who have, casual contact (39%) and receiving assistance/information from a police officer (36%) are the most likely forms of contact, followed by visiting the OPS website (30%).

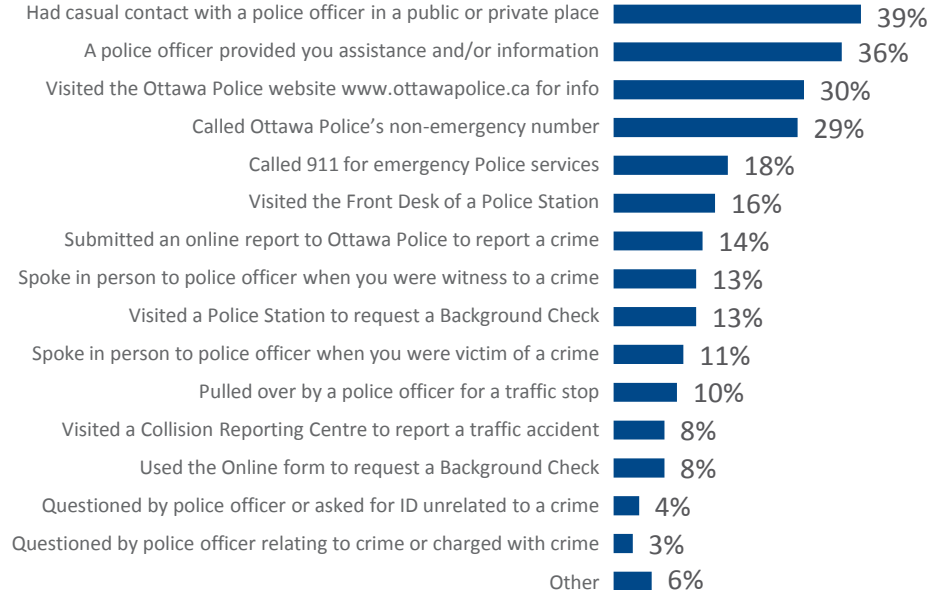
The overall distribution of types of contact is comparable across survey instruments.

Contact with OPS?

Yes, 56%

No, 44%

Yes, had contact:
Individual Residents: 55%
Community Group Reps: 65%



Q17 : During the past 3 years, have you had any type of contact with the Ottawa Police (whether in person, by phone or online, and whether this was related or unrelated to a crime or emergency)? Base: Total Respondents (n=1526)

Q18. Please indicate the types of contact or interaction you have had with Ottawa Police in the past 3 years. Base: Had contact with Ottawa Police in past 3 years (n=859)

Police Services

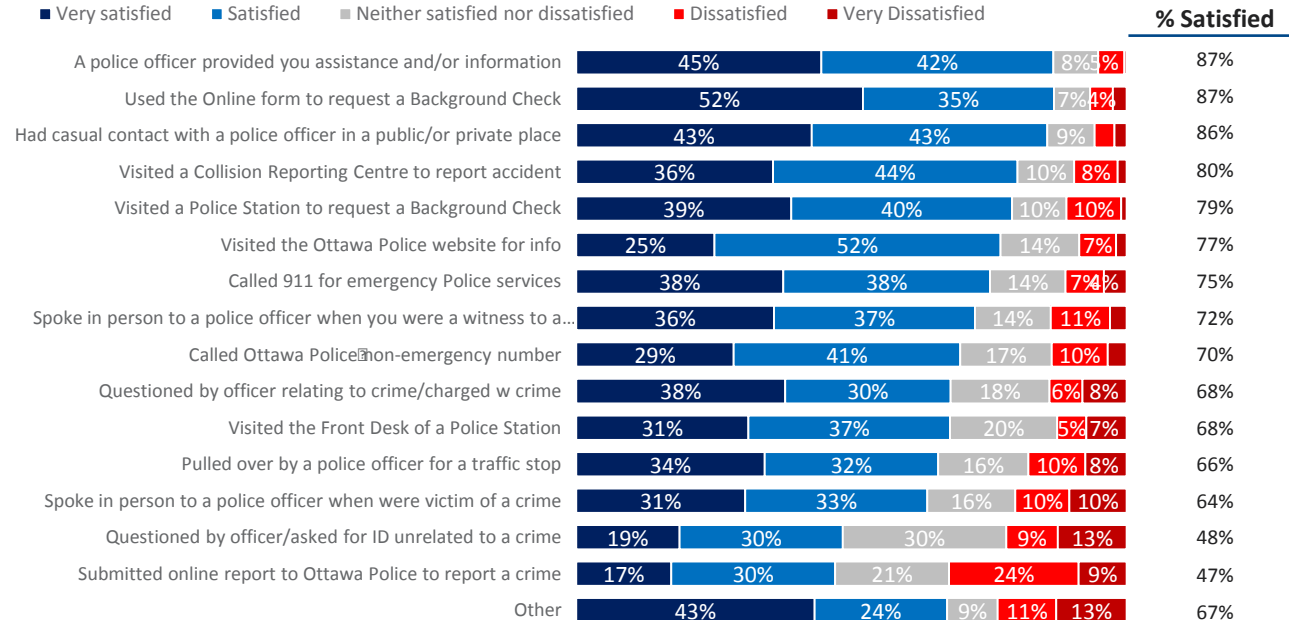


SATISFACTION WITH CONTACT/INTERACTION

As seen across both surveys, a majority of respondents report being satisfied with the police interaction that they have had.

Satisfaction is highest with obtaining assistance/information from a police officer (87%), using the online form to request a background check (87%), and casual contact with an officer (86%).

Fewer than half of those who spoke in person to a police officer when they were a victim of a crime (48%) or were questioned by an officer or asked for identification unrelated to a crime are satisfied with these types of contact.

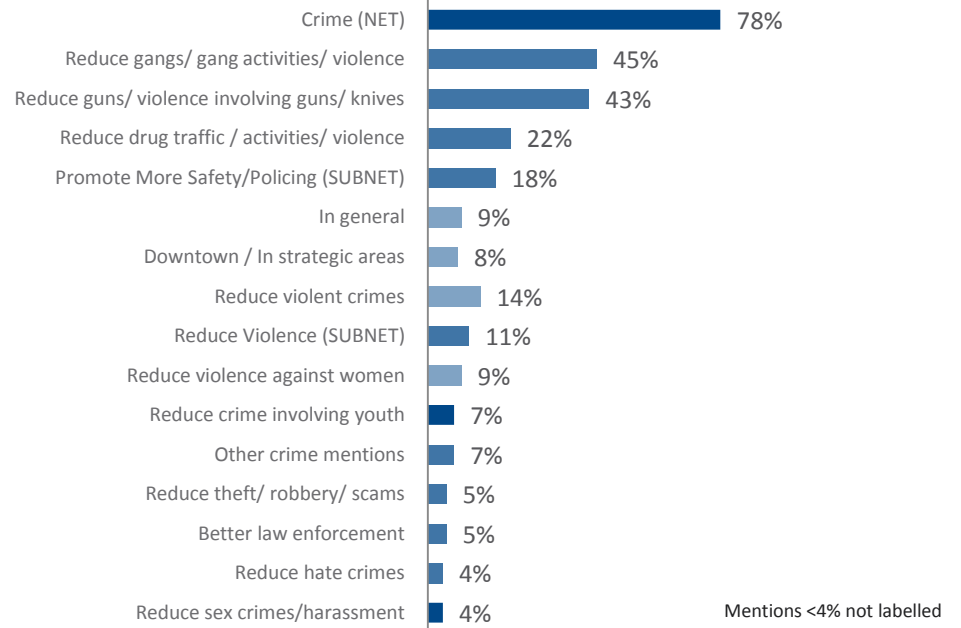


Police Services



TOP PRIORITIES FOR OPSB/OPS (1/2)

Top priorities for the OPSB and/or the OPS revolve around crime – particularly gangs , guns and drugs. Smaller groups call for more to be done to promote safety and reduce violence against specific groups including women. These priorities closely resemble those seen in the representative study.



Q21. Please suggest what you think the top priorities of the Ottawa Police Services Board and/or the Ottawa Police Service should be over the next three years.

Police Services

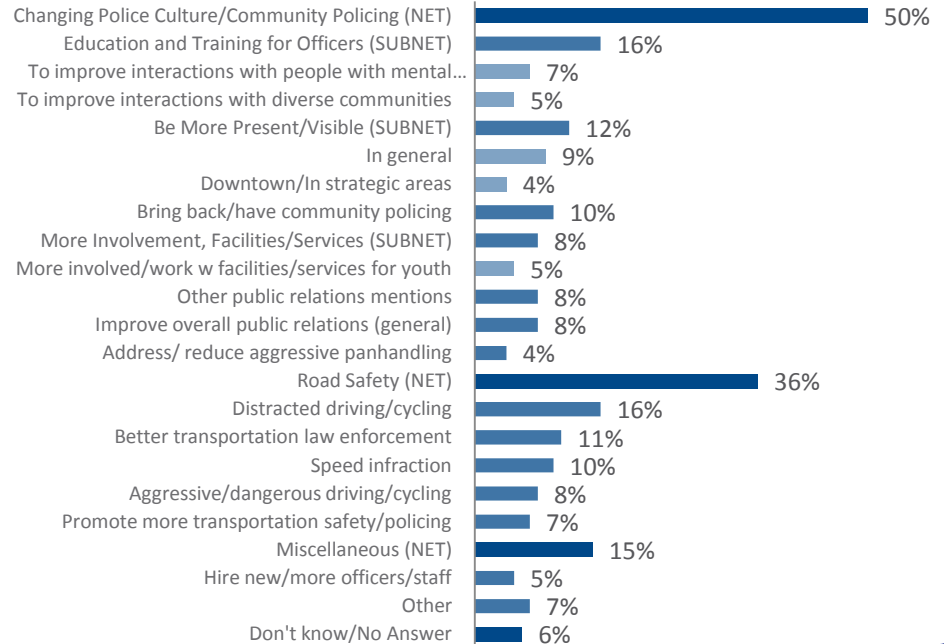


TOP PRIORITIES FOR OPSB/OPS (2/2)

Other top priorities also mirror the pattern seen in the representative study, with the same issues coming to the fore.

Half of respondents (50%) see a need to change police culture and move toward community policing as a priority area of improvement. Top mentions include calls for police to have more training on issues like mental health and diversity, and for OPS to be more visible around different areas of the city.

Likewise, more than one in three (36%) say road safety should be a priority for OPSB/OPS. Distracted driving and cycling (16%) is a top mention, ahead of enforcing transportation law (11%) and cracking down on speeding (11%).



Q21. Please suggest what you think the top priorities of the Ottawa Police Services Board and/or the Ottawa Police Service should be over the next three years.

Ottawa Police Services Board



AWARENESS & INTERACTION WITH OPSB

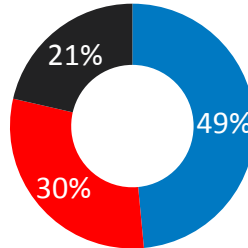
About half of respondents (49%) claim to be aware of OPSB's role and responsibilities, marking a higher level of awareness than seen in the representative survey (42%).

However, the public view on whether OPSB has enough interaction with the public is unchanged: only two in ten (19%) say that it does, while the rest either disagree (52%) or don't know (29%). Greater initial awareness of OPSB among this group of respondents likely accounts for the lower proportion of those who are unsure about its level of interaction (29% vs. 40% in the representative survey).

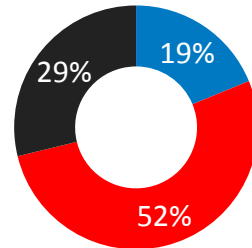
More in-person participation at public meetings (77%), conducting more research (62%), and social media outreach (58%) are seen as the best ways for OPSB to have greater interaction with the public. These findings apply across both studies.

Aware of OPSB Role?

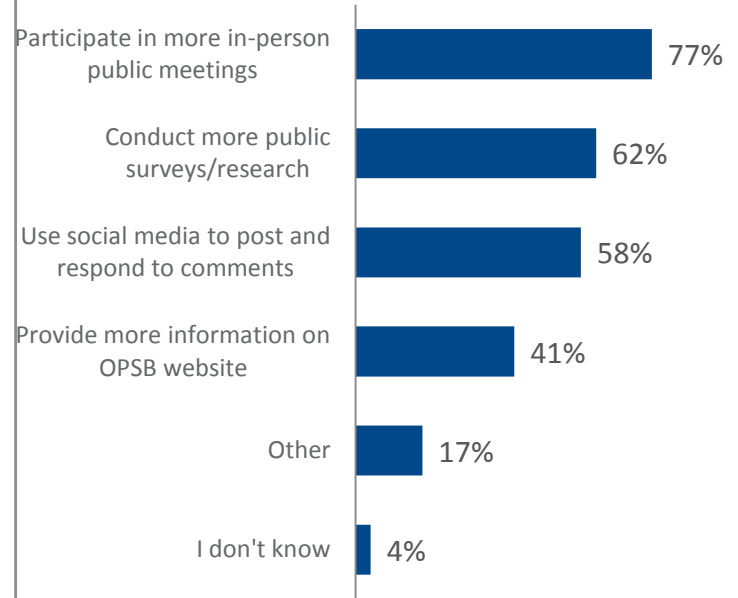
■ Yes ■ No ■ I don't know



Enough Public Interaction?



How to Have Greater Public Interaction?



Base: Total Respondents (n=1526)

Q22. Are you aware of the responsibilities of the Ottawa Police Services Board in its role to oversee the Ottawa Police Service and ensure the provision of adequate and effective police services? Q23. Do you feel that the Ottawa Police Services Board has enough interaction with the public to understand public needs and perceptions? Q24. How should the Ottawa Police Services Board have greater interaction with the public?

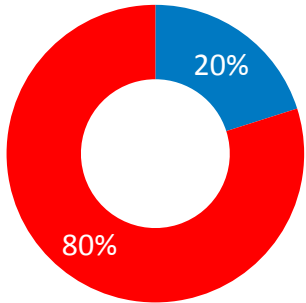
Your Experience with Crime



VICTIM OF CRIME IN PAST 3 YEARS

In line with the representative survey, two in ten respondents (18%) say that they or an immediate member of their family have been victims of crime in the past three years. The most commonly experienced crimes include theft of items worth \$5,000 or less (37%), threats or intimidation (22%), and mischief/vandalism (22%).

■ Yes ■ No ■ I don't know



Crimes Against Persons	
Threats or Intimidation	22%
Assault (other than sexual assault)	15%
Robbery	12%
Sexual assault	3%
Attempted murder	1%
Homicide	0%
Abduction	0%

Crimes Against Property	
Theft (value of \$5,000 or less)	37%
Mischief / Vandalism	22%
Break and enter	18%
Fraud	9%
Theft of a motor vehicle	4%
Theft (value of more than \$5,000)	4%
Arson	1%

Other Crimes	
Public disturbance	14%
Other harassing phone calls	8%
Threats via the Internet	5%
Harassing phone calls from a partner	2%
Counterfeit currency	1%
Other	17%

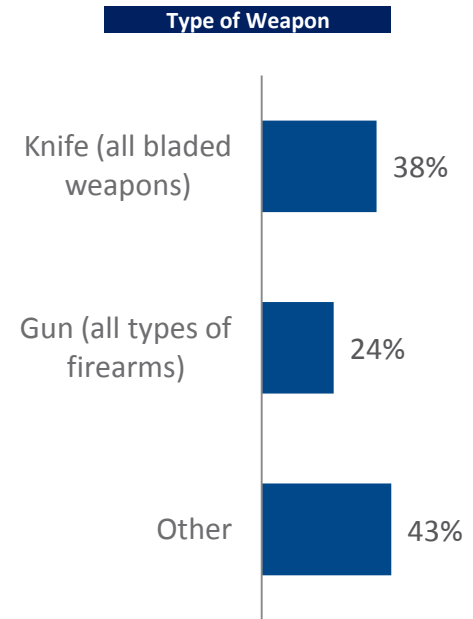
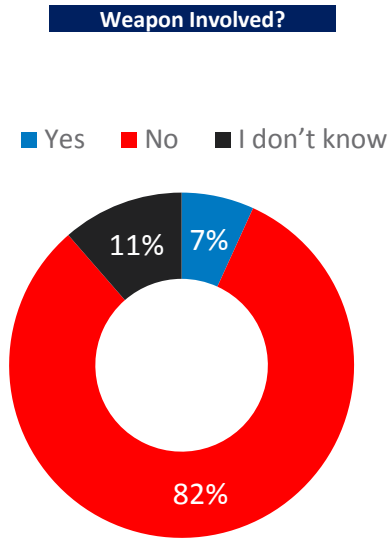
Your Experience with Crime



CRIME(S) INVOLVING A WEAPON

Of the 20% of respondents who were victims of crime, only 7% say a weapon was involved in the crime they experienced.

Among this very small group (n=21), knives were the most commonly used weapon, followed by guns and other weapons, in line with the pattern seen in the representative survey.

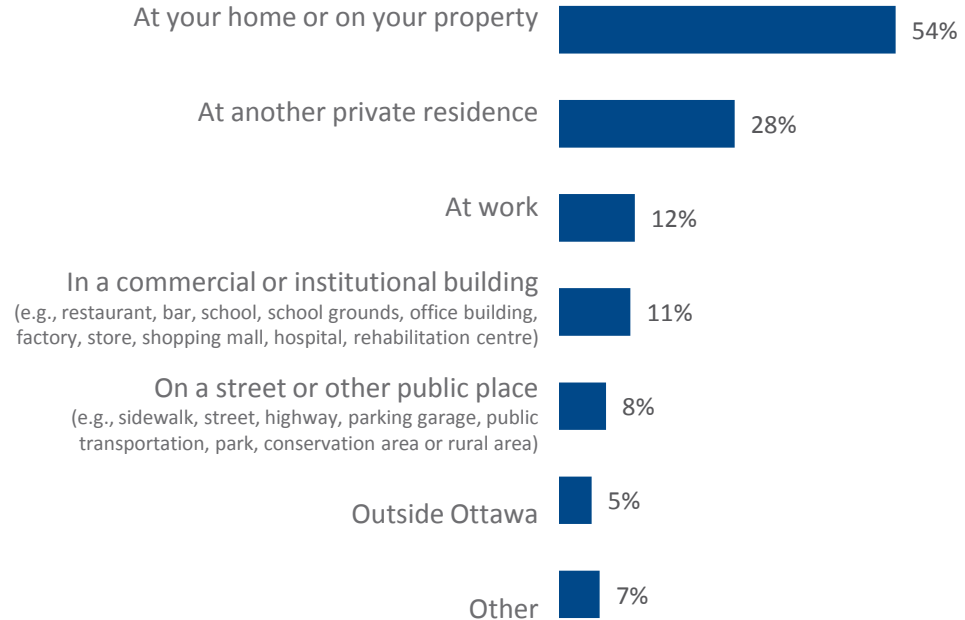


Your Experience with Crime



WHERE DID CRIME OCCUR

More than half of crimes occurred at home or around the victim's property (54%), in line with the representative survey. One key difference to emerge is that crimes committed at another private residence are much more prevalent in the public-wide study, while crimes committed on the street or in another public place account for just 8% of crimes, compared to 25% in the representative study.



Your Experience with Crime



WAS OPS NOTIFIED

As seen in the representative survey, a majority of crime victims – seven in ten (70%) say they notified OPS of the crime. Three in ten did not.



Q30. Thinking of the most recent incident, was the Ottawa Police Service notified? Base: Victim of crime in past 3 years (n=307)

Q31. Why wasn't the Ottawa Police notified? Base: Ottawa Police not notified (n=91)

Your Experience with Crime



WHY WASN'T OPS NOTIFIED – OTHER REASONS

“The police have more important and serious issues to deal with. These thefts are basically, I believe, related to drug needs and mental illness.”

“The incident happened outside Ottawa.”

“We get threatened multiple times a week at work by clients. We don't take it personally unless the threat is specific and of serious nature.”

“The victim was a teenager and was confused by what had happened.”

“Police don't take visibly queer people or sexual assault seriously.”

“Too shocked at the time.”

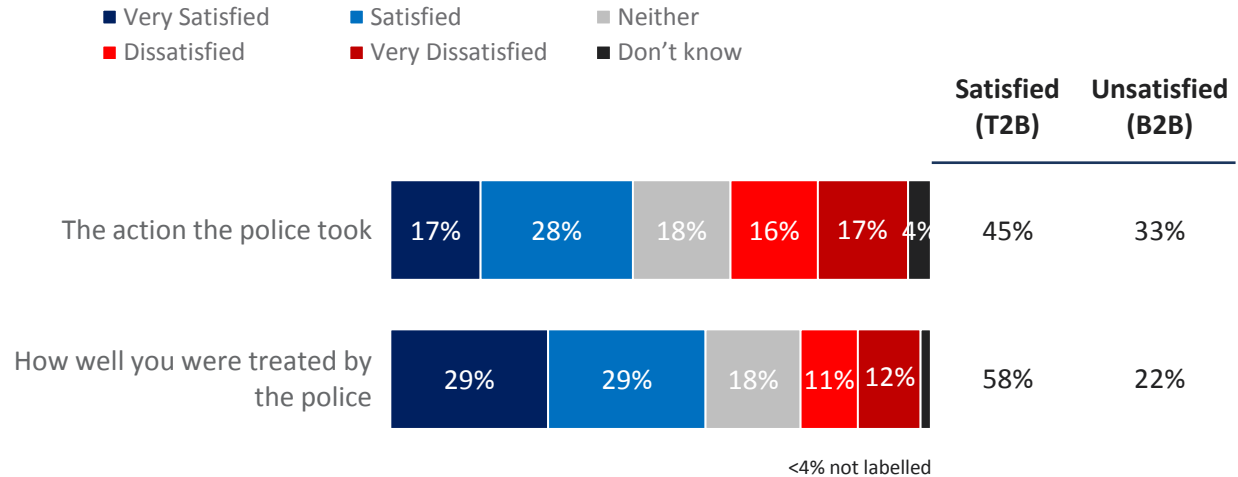
Your Experience with Crime



SATISFACTION WITH ACTIONS AND POLICE TREATMENT

Fewer than half (45%) of those who notified OPS of the crime they experience are satisfied with the action the police took, while one in three (33%) are dissatisfied.

Despite relatively low satisfaction with police action – five points below the 50% level seen in the representative survey – a majority of those who notified OPS (58%) say they’re satisfied with how well they were treated by police.



Base: Ottawa police were notified (n=216)

SOCIAL MEDIA SCAN

Summary of Engagement

What is being said?

- Social media discussion on policing in Ottawa includes concern surrounding traffic violations, gun violence, and building safer communities.
 - On Crime and Order, social media users share police updates on missing persons, but also express concern about perceived increases in gun violence.
 - When examining the mentions related to the quality of service, six in ten mentions were positive.
 - Though there are comparatively fewer mentions related to community trust in the OPS, discussion on this topic focused primarily on a perceived lack of leadership when it comes to tackling important crime-related issues in the community.
- A majority of the discussion online comes from twitter mentions. Half of the tweets are re-tweets from other accounts.

Sources of Social Media Mentions:



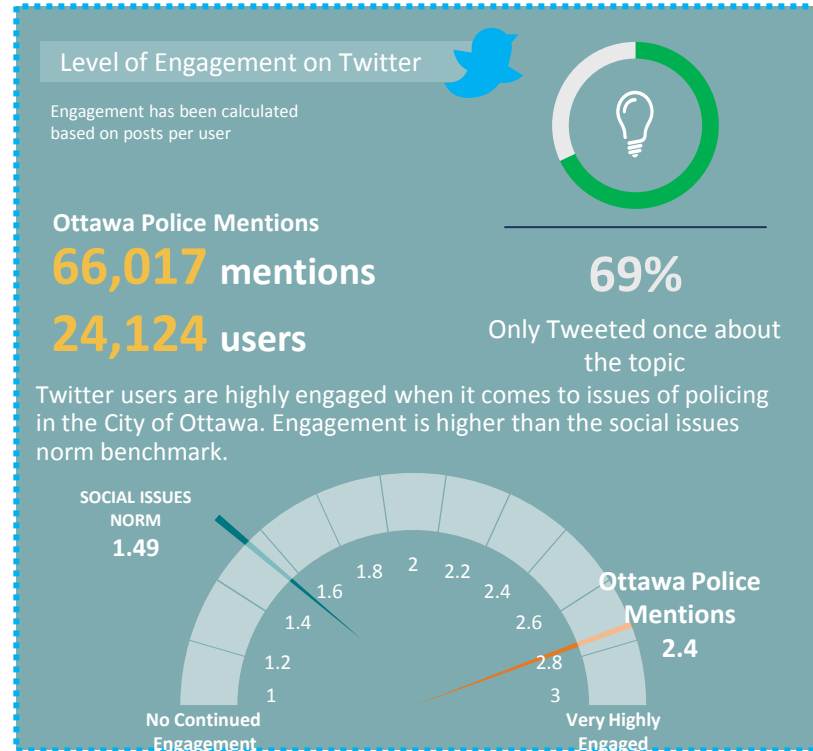
98%
On Twitter



2%
Other Sources
(Reddit, Blogs, Forums, Tumblr, Instagram)



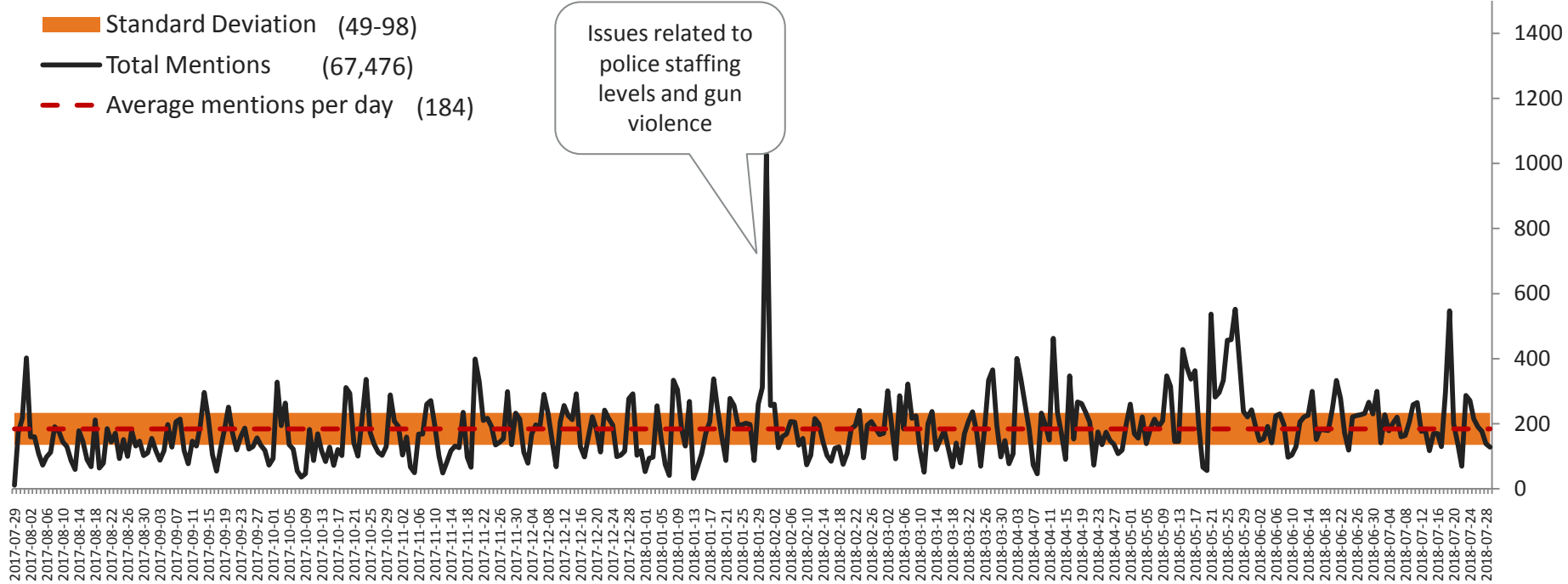
55%
Retweets



The Social Issues Norm is the average engagement on twitter related to social issues. A higher norm score indicates sustained and engaged discussion on twitter on the issue.

ONLINE DISCUSSION ON POLICING IN OTTAWA: YEAR IN REVIEW

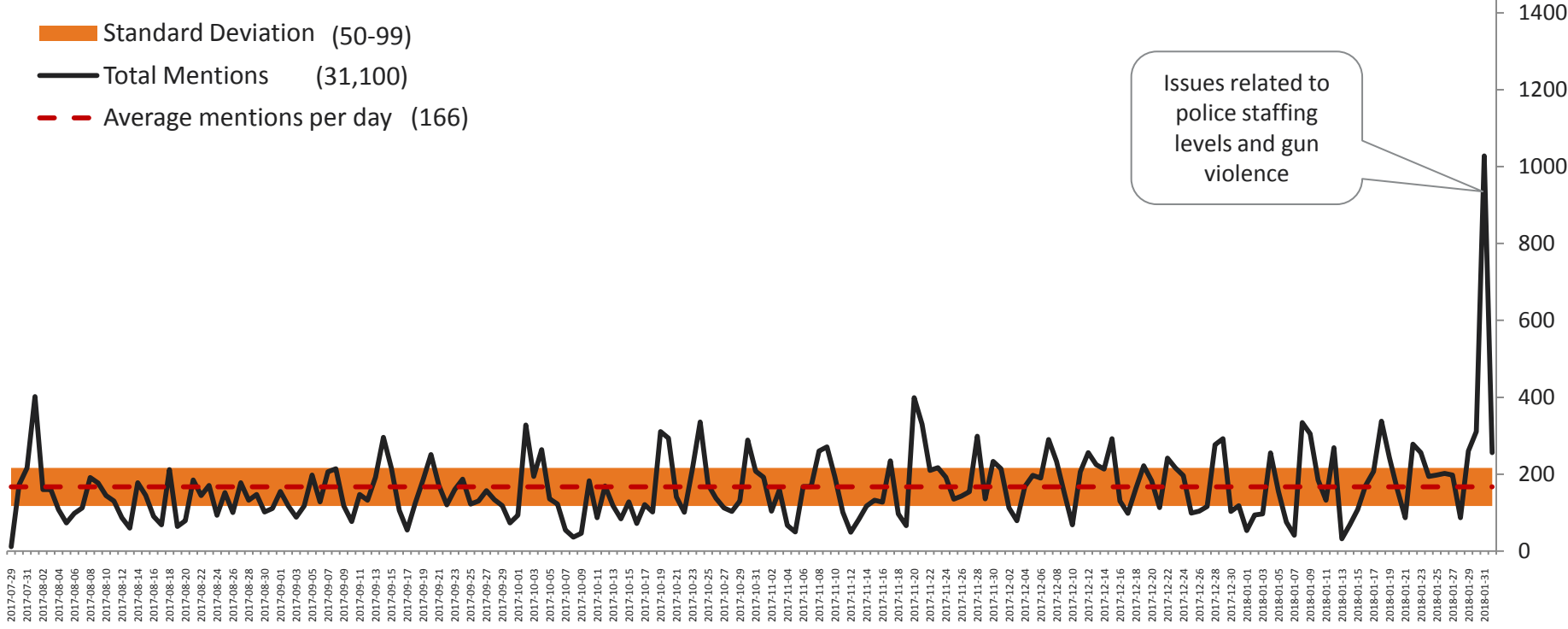
184 average daily mentions between News sites, blogs, and Twitter with a standard deviation of +/- 98 for July 30th 2017 to July 30th, 2018.



POPULARITY, TOTAL MENTIONS BETWEEN JULY 30TH 2017 TO JULY 30TH 2018
 BOOLEAN SEARCH TERMS FILTER OTTAWA

ONLINE DISCUSSION ON POLICING IN OTTAWA: JULY 30, 2017 – JANUARY 31, 2018

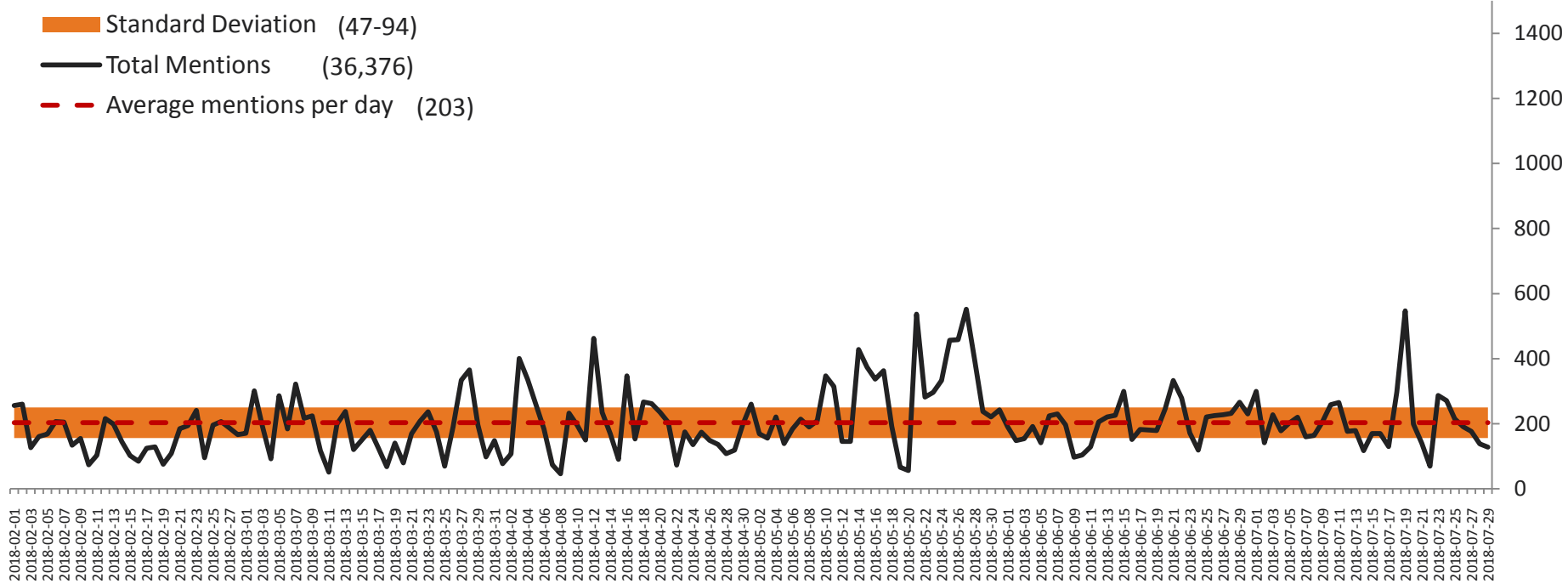
166 average daily mentions between News sites, blogs, and Twitter with a standard deviation of +/- 98 for July 30th 2017 to January 31st, 2018.



POPULARITY, TOTAL MENTIONS BETWEEN JULY 30TH 2017 TO JANUARY 31ST 2018
 BOOLEAN SEARCH TERMS FILTER OTTAWA

ONLINE DISCUSSION ON POLICING IN OTTAWA: FEBRUARY 1, 2018 – JULY 30, 2018

203 average daily mentions between News sites, blogs, and Twitter with a standard deviation of +/- 98 for February 1st 2018 to July 30th, 2018.



POPULARITY, TOTAL MENTIONS BETWEEN JULY 30TH 2017 TO JULY 30TH 2018
 BOOLEAN SEARCH TERMS FILTER OTTAWA

Discussion Breakdown

On Twitter, the discussion broke down into four main categories:



Crime and Order

Mentions mainly consisted of shared news alerts related to traffic issues and gun violence.



Quality of Service

Users made mentions of helpful police service and community programs hosted by the police.



Trust

On trust, mentions were closely related to a perceived lack of police leadership on community issues.

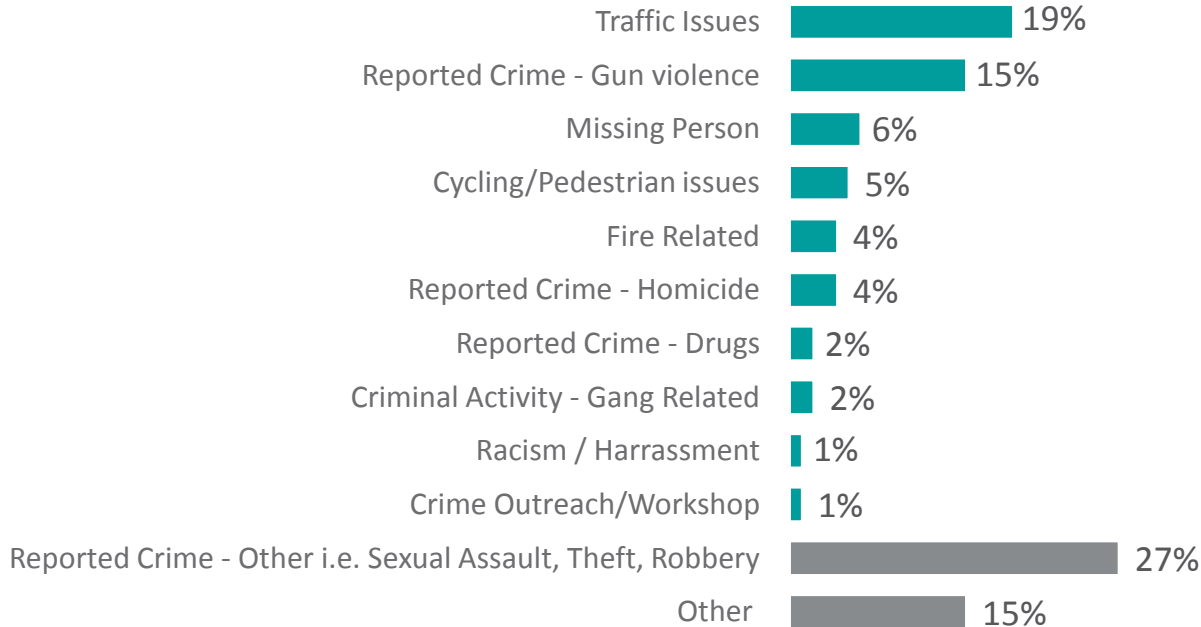


Priorities

Priorities for the OPS to focus on include enforcing traffic laws, creating a safer community and addressing the issue of gun violence.

Top mentions on Crime and Order

Traffic issues and gun violence are the most frequently mentioned concerns about crime and disorder in Ottawa. Many shared reports of traffic disruptions and their growing concern with gun violence in the city.



Social Media Captures – Crime and Disorder

Tweets related to crime and disorder specifically focus on sharing news articles or retweets of news of crime. Other mentions included community issues related to gang violence and gun violence.

1310 NEWS @1310NEWS

.@OttawaPolice warn of fraudulent website to book road tests. #ottnews #fraud #fraudalert

Crime Alert: Fraudulent "Book your road test" website for Ontario drivers

FOR IMMEDIATE RELEASE: Friday, August 18, 2017 3:40 pm

(Ottawa) — The Ottawa Police Service has received several public complaints from unsuspecting drivers who attempted to book a road test using a fraudulent website, at this address: www.bookyourroadtest.com

This website may appear to be legitimate at first glance and shows up on top of a Google search for 'road test'. This is due to advertisement/promotion by fraudsters.

The data collected via the fraudulent website is considered very valuable, as it includes credit card number, driver's licence number, address, date of birth and phone number, which can be used for identity thefts.

Ottawa residents are reminded to be cautious and take the time to verify that they are booking from the Ontario Government's official Drive Test Centre website.

Anyone who has been a victim of this scam is asked to notify their respective financial institution and credit bureaus, Equifax and TransUnion, and report it to the [Canadian Anti-Fraud Centre](#).

1:00 PM - 18 Aug 2017

10 Retweets 2 Likes

Paul Howard @PaulHoward_IMIT

Replying to @herongatetc @CFRAOttawa

Busy kids make really positive and healthy choices - don't join GANGS

A GUN for some young men is an allure of 'false power'..

So what #Ottawa needs to understand is RECREATION, ❤️ MENTORSHIP & PROGRAMMING ... BEATS THE ANGER AND FALSE ALLURE OF A GUN MOST EVERY SINGLE TIME

Karen-Luz Sison @WrenCityReport

Investigations reveal Small # of criminals using weapons for protection & intimidation of competitors according to @ChiefBordeleau #OttCity #ottnews

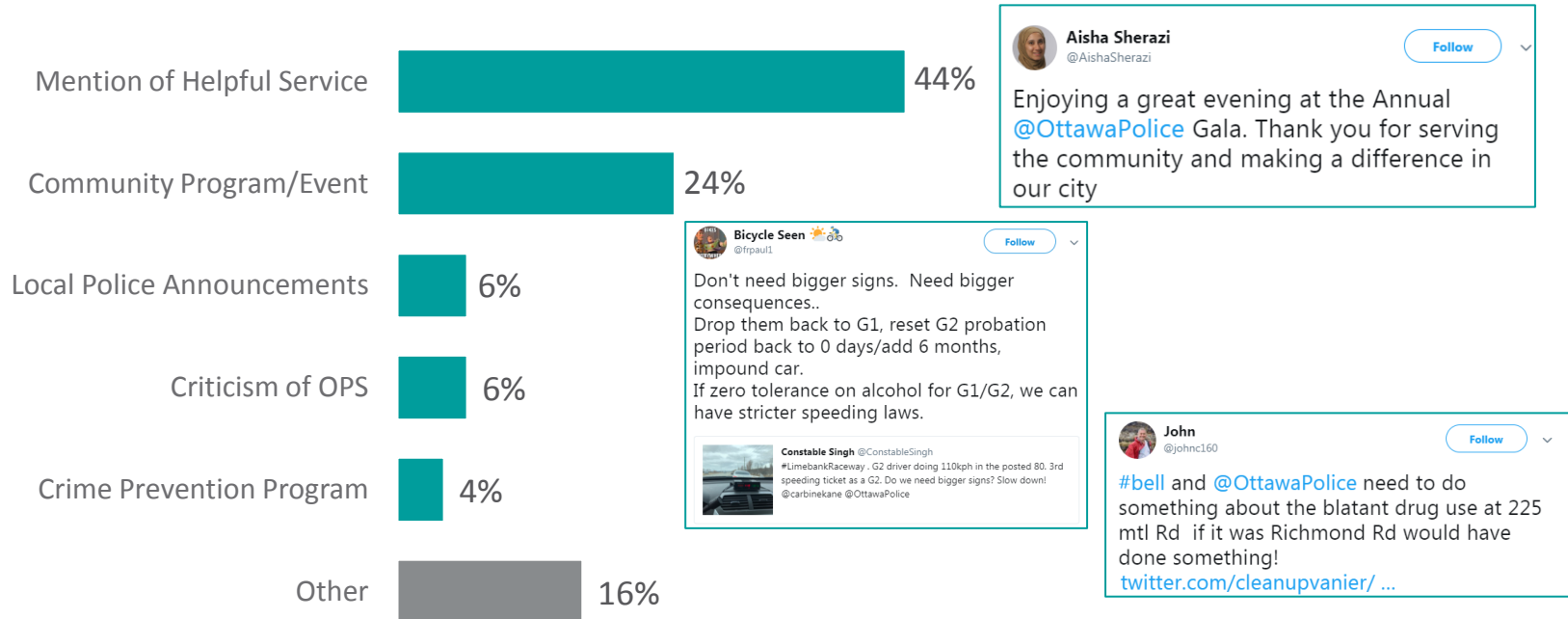
1:01 PM - 26 Jan 2018

1 Retweet

QUALITY OF SERVICE

Top mentions on Quality of Services

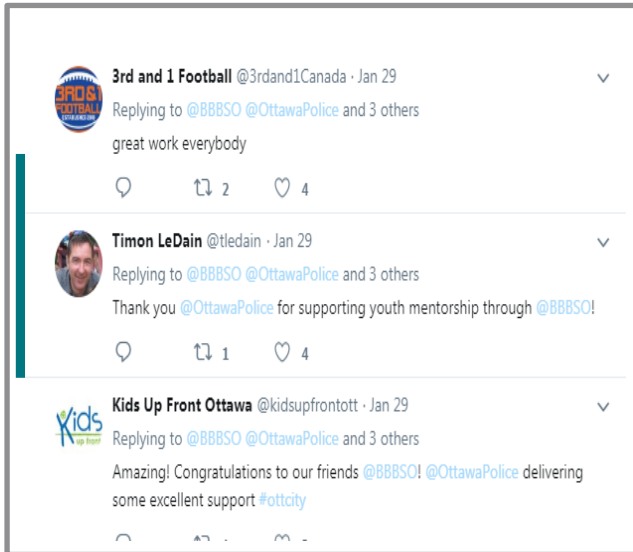
Mentions related to Quality of Services mostly focus on specific instances of the police being helpful as well as sharing the event details of local events hosted by the police force in the community. Criticism of the OPS when related to quality of service focused on lack of enforcement on traffic related offences.



QUALITY OF SERVICE

Social Media Captures – Quality of Service

Specific mentions are made of the Ottawa Police Service’s engagement with local charity efforts and workshops and educational seminars being held in the city. As well, many tweets included mentions of official police accounts, including Chief Bordeleau’s account.



3rd and 1 Football @3rdand1Canada · Jan 29
Replying to @BBBSO @OttawaPolice and 3 others
great work everybody
2 Retweets 4 Likes

Timon LeDain @tledain · Jan 29
Replying to @BBBSO @OttawaPolice and 3 others
Thank you @OttawaPolice for supporting youth mentorship through @BBBSO!
1 Retweet 4 Likes

Kids Up Front Ottawa @kidsupfrontott · Jan 29
Replying to @BBBSO @OttawaPolice and 3 others
Amazing! Congratulations to our friends @BBBSO! @OttawaPolice delivering some excellent support #ottcity
1 Retweet 5 Likes



Charles Bordeleau @ChiefBordeleau
Very proud of our @ottawapolice recruits learning more about diversity from community partners #Trust #Partnerships

Police Diversity Training
New recruits to Ottawa's police force get some face to face lessons in diversity.
cbc.ca

9:54 AM - 2 Nov 2017
7 Retweets 27 Likes
27 Likes



Donna Watson-Elliott @elliottd_

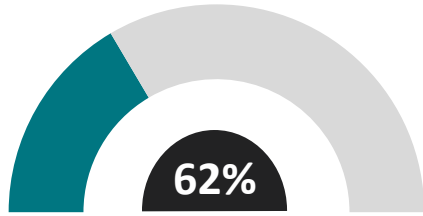
Informative discussions today @cpopco @CRCRR_RRCRC @SEOHC on providing supports to neighborhoods post incidents #workingtogether @OttawaPolice

7:38 AM - 5 Jun 2018 from Ottawa, Ontario
1 Retweet 5 Likes

QUALITY OF SERVICE

Public Sentiment – Quality of Service

When filtering Twitter mentions based on tweets that contained @Ottawapolice, a majority of tweets related to quality of service are positive, with only one in ten tweets containing negative mentions.



Positive Mentions



mumsews
@mumsews

Follow

Replying to @TheBeardedCop @lamachinefr and 3 others

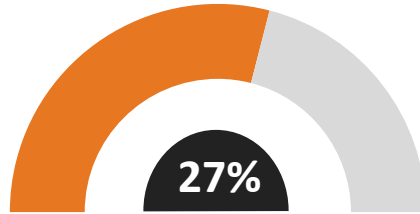
Well deserved... your team logged a LOT of hours and made everybody feel safe to enjoy the spectacle.

6:13 AM - 31 Jul 2017

1 Retweet 12 Likes



1 1 12



Neutral Mentions

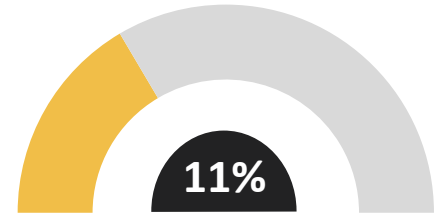


Phil Kane
@carbinekane

Follow

FYI : @OttawaPolice officers will be doing enforcement in school zones across #Ottawa as kids return to school this week.

#ProjectInterlude



Negative Mentions



Bicycle Seen
@frpaul

Follow

Don't need bigger signs. Need bigger consequences.. Drop them back to G1, reset G2 probation period back to 0 days/add 6 months, impound car. If zero tolerance on alcohol for G1/G2, we can have stricter speeding laws.



Constable Singh @ConstableSingh
#LimebankRaceway - G2 driver doing 110kph in the posted 80. 3rd speeding ticket as a G2. Do we need bigger signs? Slow down!
@carbinekane @OttawaPolice

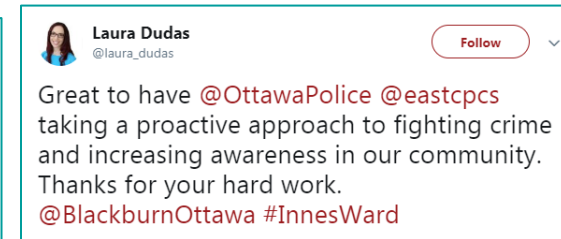
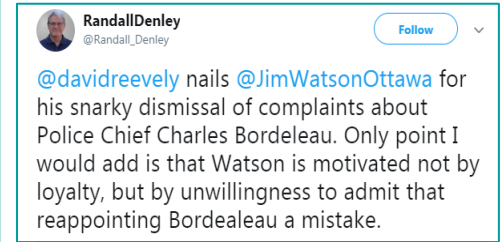
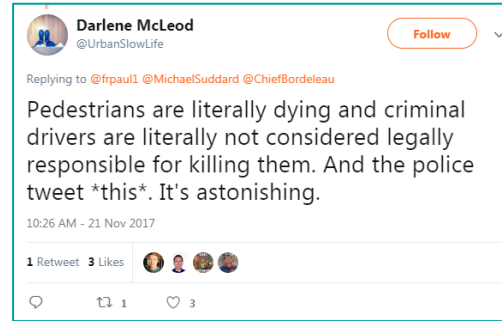
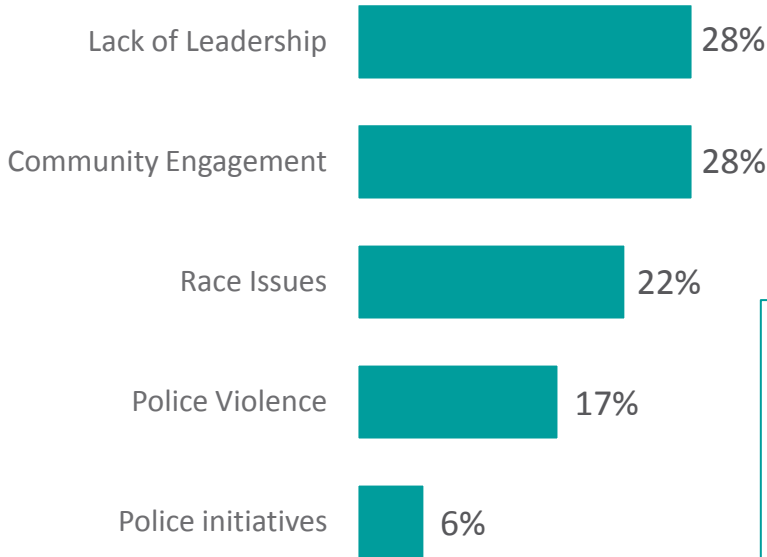
11:50 AM - 3 Mar 2018

4 Retweets 6 Likes



Top mentions on Trust

Fewer mentions are being made in relation to Community Trust. Among these mentions, key themes include a perceived lack of leadership and criticism of police outreach and engagement. Race issues also account for two in ten mentions.



Social Media Captures – Trust

Mentions related to issues of trust include issues related to race and diversity, criticism of Ottawa’s leadership in City Hall and in the Police Service, and concern about increased police surveillance.

CBC Ottawa @CBCOttawa Follow

'We're all human': Ottawa's faith communities remember Quebec mosque shooting ift.tt/2Eizcoq #ottnews #ottawa



1:09 AM - 29 Jan 2018

4 Retweets 11 Likes

CBC Ottawa @CBCOttawa · Jan 26
Mayor @JimWatsonOttawa and @ChiefBordeleau providing update on Ottawa's street violence & gang strategy today at 3:50 p.m. #ottawa #ottnews

4 5 8

Joe @panuccio62 Follow

Replying to @CBCOttawa @JimWatsonOttawa @ChiefBordeleau

These two ?? Need to step down and we need real people to do the job ,not these fakes,all talk no action.

3:15 PM - 27 Jan 2018

Matt Cicero @MattCiceroSSW Follow

Awesome! Ottawa police have another way to surveille people. I feel safer already...

"Ottawa police are flying their first two drones, and they will be on display"



Ottawa police are flying their first two drones, and they will ...
Ottawa police now have their first two drones in operation, and you can see them Monday morning as part of Police Week. ottawacitizen.com

12:07 PM - 12 May 2018

PRIORITIES FOR THE OPS

Top mentions on Priorities for the Service

Community safety ranks first as a top priority for the OPS, followed by the need for more police attention when it comes to traffic violations. Concern about gun violence translates into a desire among residents to make this an issue to address.

Safer Community 33%

Traffic Violations 29%

Gun Violence 19%

Improved Bike Routes 10%



Strategic Plan Mentions 10%



PRIORITIES FOR THE OPS


Social Media Captures - Priorities




Mentions related to the priorities for the Ottawa Police Service include improving cycling and biking routes, addressing gun violence, and enforcing traffic violations.


 **Moggy Bee** 
@MoggyBee Follow

And drivers turn suddenly, try to race peds, don't use signals. These T intersections are crazy. We need enforcement & cameras!

10:25 PM - 6 Nov 2017

2 Retweets 4 Likes 

 1  2  4

 **Brian**
@NOTheBorder Follow


Replying to @anneallman14 @HenryBorris and 2 others


Hi Anne from Savannah.

Ottawa has seen 25 shootings this year, the majority with hand guns. In a country that has some of the toughest gun control laws and where it is virtually impossible to get a permit for a hand gun.




What we have isn't working.

3:58 PM - 2 Apr 2018

1 Like 

 **James Wooten** @rantonstupidity · Jun 13 Follow

Meanwhile, Ottawa Police let drivers in #OttCity get away with virtually every bad behaviour they can possibly think of. Maybe if people were shooting at each other from cars, it would get Bordeleau's attention?

 1  2  1

COMMUNITY ENGAGEMENT SESSIONS

Community Engagement Review of Methodology

As noted in the Methodology and Limitations section of this report, OPSB/OPS invited community organizations and harder to reach residents to provide input in one of two ways – by attending one of four OPSB/OPS sponsored Partnership in Action (PIA) consultation sessions, facilitated by independent firm Synapcity and held in Accora Village, Alexander, Overbrook and Heron, or by hosting their own event.

A Community Engagement Consultation Toolkit was designed to provide stakeholders, residents and community partners who would like to host their own discussion with the necessary tools in order to host their own sessions, whether it be with those in the same geographic community/ neighbourhood or those belonging to or representing the interests of a particular subgroup (or subgroups) of the city.

A total of 20 sessions were held and reported to Ipsos: the four PIA sessions and 16 sessions run by community organizations/residents themselves. The notes of the 20 sessions were uploaded to Ipsos' confidential online feedback form for analysis.

The Partnership in Action (PIA) sessions and self-directed community sessions were each structured in much the same way and asked participants to discuss and provide feedback on four main questions:

- 1. What are the biggest crime and disorder concerns for your community?**
- 2. What changes would most improve the quality of service provided by the Ottawa Police?**
- 3. What can the Ottawa Police Service do to continue to build the trust of your community?**
- 4. What should the top strategic priorities be for the Ottawa Police Services Board/the Ottawa Police Service over the next three years?**

Community Concerns (Drugs, Guns, Gangs, Crimes of Poverty)

Poverty

The engagement sessions that were held by PIA and individual community groups revealed many of the same concerns that emerged in the public surveys, such as **drugs, gun violence, gangs, youth crime, property crime, speeding, and driving offenses**. However, in these discussions there was a greater focus on the **underlying causes of crime that participants indicated are not being adequately addressed, specifically petty crimes related to poverty and the inequality of opportunities that leads residents to make poor choices**.

More community policing was mentioned frequently as a means of preventing crime, and in particular, providing more youth activities in the community, so that youth are less likely to join a gang.

Some groups mentioned that often there is a reluctance to report crime to the police for fear they will not be taken seriously (primarily youth) or that the police will not adequately follow up on reports of crime.

Q1. What are the biggest crime and disorder concerns for your community?

Community Concerns (Drugs, Guns, Gangs, Crimes of Poverty)



Gun violence and drugs (using and selling). OPS can be more visible in neighbourhood to deter crime. Surveillance cameras in strategic placement are recommended.



The biggest crime our society faces is systematic oppression, [and] inequality with opportunities which leads to poor choices: Crime, robbery, gangs & guns, and prostitution...



Residents have identified speeding as the biggest crime and disorder concern for the community. Residents suggest that a higher police presence in our community would help. Community members feel as though the current traffic calming measures down main street are not solutions (a speed board and new stop signs).



Teenagers involved in swarmings, facilitated by social media groups with about 2000 people where swarmings are reported. Swarmings are when a large group of people gang up on a single individual and take anything of value.

Community Concerns (Intimate Partner and Domestic Abuse, Sexual Violence)



Concerns about **domestic abuse, sexual assault, human trafficking, gender-based violence, intimate partner and domestic abuse**, the under-reporting of **hate crimes against LGBT and two-spirited persons as well as male (and masculine trans) victims within the community and within their own families, especially among youth** were also mentioned frequently.

Same-sex partners and trans identified people in relationships are **particularly vulnerable to intimate partner violence and other forms of domestic abuse** as they stand outside the traditional violence against women narrative.

The community acknowledges the need for expanded shelter services, but due to security concerns, would much rather see **more smaller shelters spread out across the city** than one super shelter (as proposed for Vanier).

Q1. What are the biggest crime and disorder concerns for your community?

Community Concerns (Intimate Partner and Domestic Abuse and Sexual Violence)



1. Human Trafficking and Sex Work
2. Violence (gang and domestic)
3. Drugs and Addictions
4. Low-Reporting and Customer Service
5. Socio-Economic Issues (youth, families, social isolation, poverty, mental health)



Physical abuse, strangulation, traumatic brain injuries, concussions and post-concussive syndrome (this is higher in women who experience domestic violence than NFL players), threats, sexual violence in the context of domestic violence.

Community Concerns (Supervised Injection Sites)



Several groups mentioned supervised injection sites. Some feel these make the community safer overall, while others feel the opposite is true. While some groups mentioned the need for and positive benefits of safe injection sites, they also feel that this attracts drug dealers who prey on the vulnerable who are struggling to maintain recovery.



Increased drug activity in Centretown, a positive outcome for users is safe injection sites, negative outcome is that it brings people around who prey on vulnerable populations. Drug dealing in open spaces which can tempt neighbors in recovery. Crimes of poverty.

Q1. What are the biggest crime and disorder concerns for your community?

Quality of Service (Community Policing and Greater Presence in General)



Community groups feel that the OPS needs to be much more present in both rural and urban communities and interact with residents in positive ways to prevent crime and build trust. **“Allow for relationships to be built with community members, rather than pulling up in patrol cars which is more intimidating.”**

Some groups also mentioned the need for easier methods of reporting crimes and one suggested that foot patrols would be more approachable than police who were only seen in cars. The current perception is that community police officers are spread too thin and do not have time to take reports. Foot and bike patrols and more police presence generally was also mentioned as way in which OPS can improve community safety.

“People need to feel confident that if they take the time to report a crime that it will be followed up on, otherwise they will not bother reporting in the future.”

One group suggested having police officers in schools, others suggested using social media to reach out to youth.



Q2. What changes would most improve the quality of service provided by the Ottawa Police?

Quality of Service (Community Policing and Greater Presence in General)



Connect with youth outside of uniform. A sure way to earn the trust of the community elders is to earn the trust of their grandchildren.



Residents do not count on the response time or that there will be a presence in the village. Building trust in the community could look like sending cruisers out more often to do their paperwork in local parking lots, having officers visit local community groups.



[Greater] presence of police in the community as community police not “White police”. OPSB [is a] very political organization... Why is the police only seen in neighbourhoods after shootings yet absent in normal life.

Quality of Service (Community Policing and Greater Presence in General)



We have funding [for] youth-police dialogues in high needs neighbourhoods with the objective of improving relationships and we appreciate police participation. In the consultation for the Ottawa Street Violence and Gang Strategy, many concerns were noted about the tone of interventions. The OPS agreed to the following recommendations:

5.0 Enforcement & Suppression

5.1 Continue to enforce laws through targeted and sustained policing of street violence and criminal gang activity, prosecution, sentencing, incarceration, and court-ordered community supervision after release.

5.2 Improve the consistency of a policing approach that is based on respect and dignity for residents in affected neighbourhoods, not just through formal engagement opportunities but in everyday enforcement interactions between police officers and residents.

5.3 Support positive and effective responses of police and other institutions to calls and issues related to low-level violence in affected neighbourhoods including harassment, intimidation, retribution, assault, underage substance misuse, and activities / incidents related to drug dealing..

Quality of Service (Changing the Police Culture)



Most community groups feel that the police lacks the trust of newcomers, people of colour (comments of discrimination within the service), and women, and that gaining the trust of these groups would help make communities safer.

Better communication in general between police and members of diverse groups was mentioned, but for this to work, officers require better education regarding cultural diversity (understanding cultural activities that may appear suspicious or potentially criminal to someone outside of the culture), mental health, and addictions.

A few groups mentioned that racism within the police force made it difficult for the police to gain trust in communities of colour as they were seen as more likely to arrest a black person than a white person. Two groups suggested the city make an effort to have a more diverse police force including more women, LGBTQ2 people, people with disabilities (particularly deafness), and people of colour. There were also suggestions that police receive training in de-escalation tactics, particularly when the people with mental illnesses were involved and take sensitivity training for dealing with victims of abuse.

Q2. What changes would most improve the quality of service provided by the Ottawa Police?

Quality of Service (Changing the Police Culture)



The change that would most improve the quality of service provided by Ottawa Police Service is the change of police culture. This can only be achieved by having a critical mass (30-35%) of Black officers in the Service, and at all levels.



Police need more training in how to deal with the public; how to de-escalate a situation, how do you deal with those who have negative reactions/sentiments towards police due to past encounters. Establish a consistent group of police on a beat to ensure positive relationships, not a rotation of officers. Have police teams that are diverse and trained in mental health and addiction. More compassion and sensitivity towards people struggling with mental health and addiction issues.

Quality of Service (Changing the Police Culture)



Overall, there is an understanding that things have improved vastly, though the communities are broadly divided about approval and trust.

- 1. Education on cultural practices.** Many communities participate in activities which, to the outsider, appear suspicious or potentially criminal, for example the arresting of indigenous Bella Coola and Haida participants in traditional potlatch exchanges.
- 2. Mental health and well-being policies for officers.** Many members of the community have mentioned to service providers that they are concerned about the mental health and well-being of the police officers. These community members have reported that when they receive poor service from OPS members, it is often transparent to them that these officers are suffering from a traumatic experience they witnessed earlier that day or week....
- 3. Internal OPS police culture.** Although many of the interviewed community members are aware of the principle that the uniform itself does most of the work, and that an officer present is often sufficient in diffusing or controlling a situation, there is a recommendation to identify a method for teaching officers how to create a positive version of this. Of replacing toxic, aggressive masculinity with a more nurturing and indirect form of authority.

Quality of Service (Education and Outreach)



There were also suggestions that the police team up with social organizations already working in the communities to better engage with community members and that police try not to get involved in overdose cases because – despite the enactment of the Good Samaritan Drug Overdose Act in 2017 – drug users might be afraid to call them since they were also committing a crime.

Expanding on that, some groups feel that the police need to be more proactive in educating communities about their own rights and what an officer can and cannot do when dealing with legally gray situations (e.g. the unwillingness of reporting tainted drugs or abusive sex work clients for fear of also being arrested).

“There is a fear that by reporting an incident to the police that it may make things worse for themselves or others, and will treat the police as a last possible resource. The police need to be more assertive and proactive with regards to educating the community about their own rights, to be clear why they're doing what they're doing, and what an officer can and cannot do.”

Quality of Service (Human Resources)



A few groups said that more police officers were needed, but that there was too little money to pay more salaries. There were a range of suggestions to deal with this problem, including a salary freeze for current officers, creating a lower paid position to deal with things like directing traffic so that police officers were free to be patrolling communities.

Some groups mentioned the desire for the OPS to more effectively recognize those officers providing good service and those providing bad service to the public. The idea being that if the police can do a better job of holding officers accountable and recognized for their actions this will create better quality of service and ultimately build greater public trust. **“They are allowing morale to slip at all-time lows and refusing to hold managers accountable”.**

There is some concern that officers themselves are suffering from mental health illness or suffer stress from witnessing traumatic events that are not treated.

Q2. What changes would most improve the quality of service provided by the Ottawa Police?

Building Trust (Transparency and Accountability)



Several groups requested more transparency and accountability in terms of police practices and in terms of any data collected by the police. Specifically, greater openness of how data is being used. There was discussion of a need for greater accountability when a police officer mistreats a member of the public or otherwise behaves badly and follow-up including a disclosure of the consequences for the officer.

Participants also suggested that the culture of the police force be less antagonistic and competitive and be more welcoming and community oriented. Hiring people with more diverse skillsets including counselors, therapists, and social workers to help police communicate with the communities they serve was mentioned.

Q3. What can the Ottawa Police Service do to continue to build the trust of your community?·

Building Trust (Transparency and Accountability)



Take responsibility when wrongs have been committed. Work with people, help protect our rights. Assess community readiness; what are the existing strengths, leaders, assets. Work alongside the community with the community.



Consultations, events and being present.



1. Peelian Principles, accountability.
2. Less dismissive, better listening and approachability.
3. Proactive relationships with community.
4. Diversity and representations.
5. Improved communications of positive police interactions/ actions .
6. Focus on youth.
7. Improve the reporting process.

Building Trust (Community Engagement and Peelian Principles)



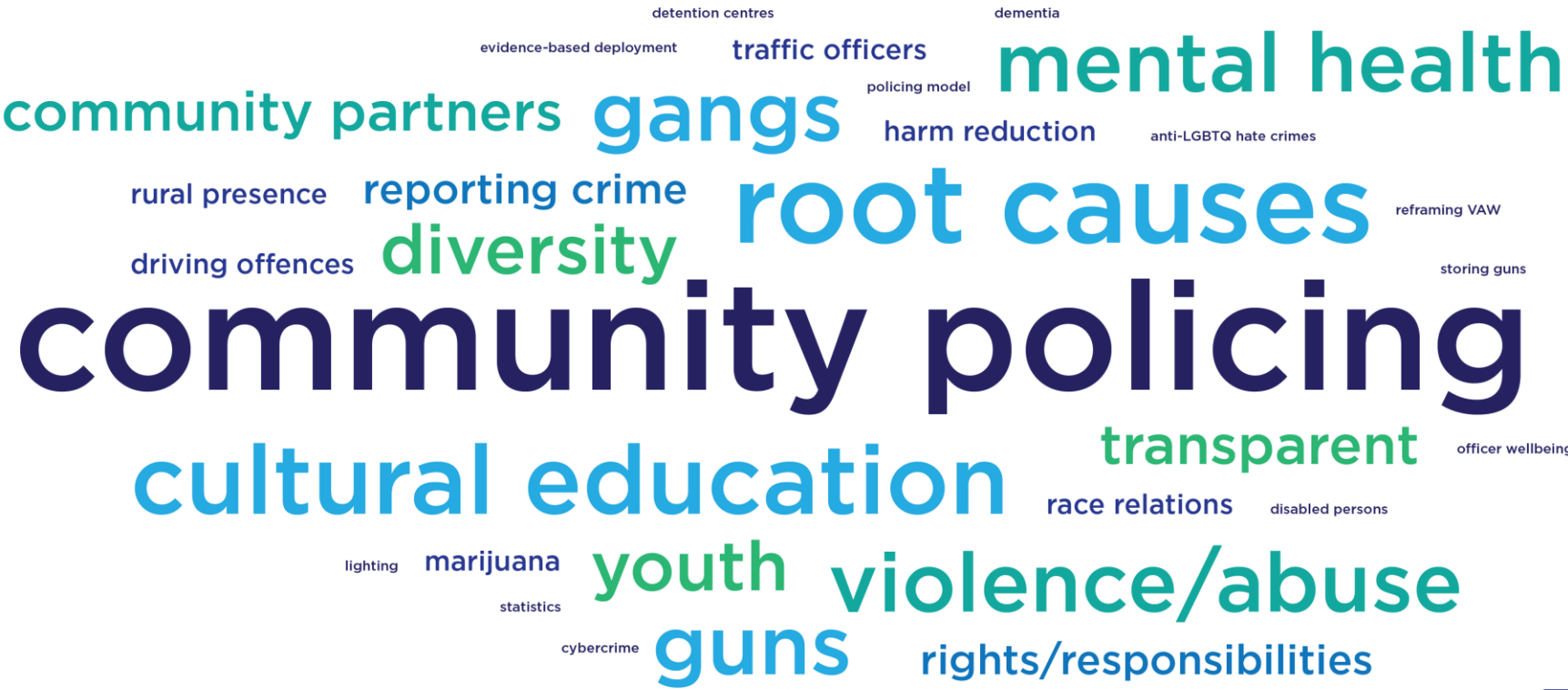
Groups really stressed the need for police officers to have greater community engagement. They suggested frequent meetings with the community, more visibility at community events, ensuring that police had the ability to communicate with non-English or French speakers, and a greater social media presence as ways for the police to become more entrenched in the community.

A couple of groups specifically mentioned that priorities should be on Peelian Principles, as well accountability, being less dismissive, better listening and approachability, improved communications of positive police interactions/ actions, focus on youth, and improve the reporting process.

Hiring people with more diverse skillsets including counselors, therapists, and social workers to help police communicate with the communities they serve was mentioned.

Q3. What can the Ottawa Police Service do to continue to build the trust of your community?·

Suggested Priorities for OPS/OPSB

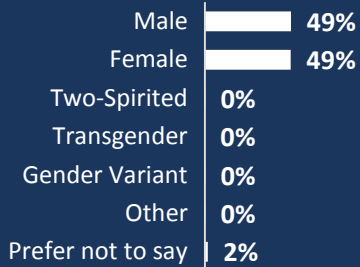


Q4. What should the top strategic priorities be for the Ottawa Police Services Board/the Ottawa Police Service over the next three years?

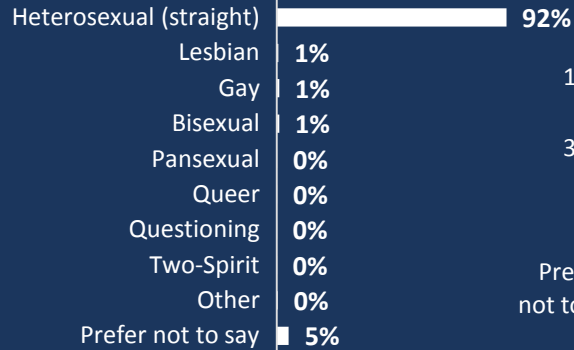
APPENDIX

Demographics: Representative Survey

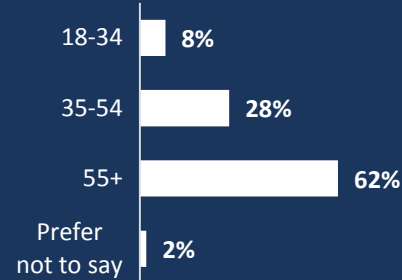
IDENTITY



ORIENTATION



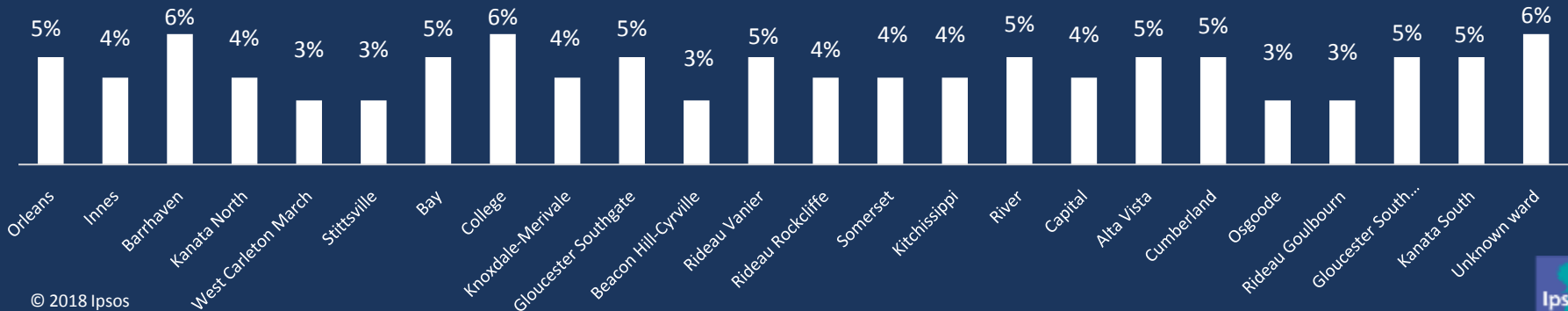
AGE



HOUSEHOLD INCOME

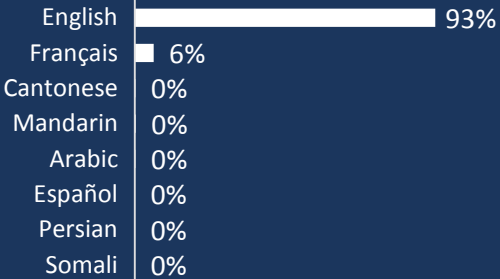


MUNICIPAL WARD

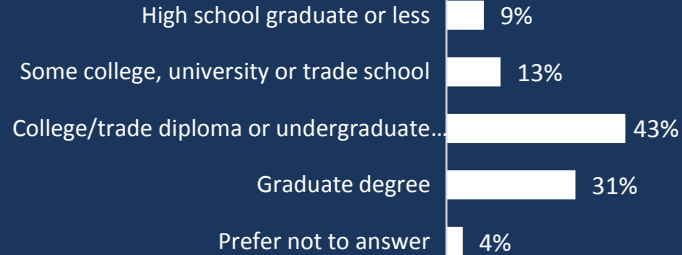


Demographics: Representative Survey

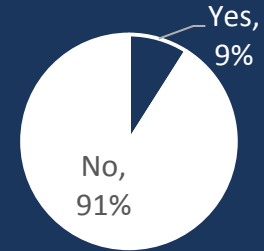
LANGUAGE OF SURVEY



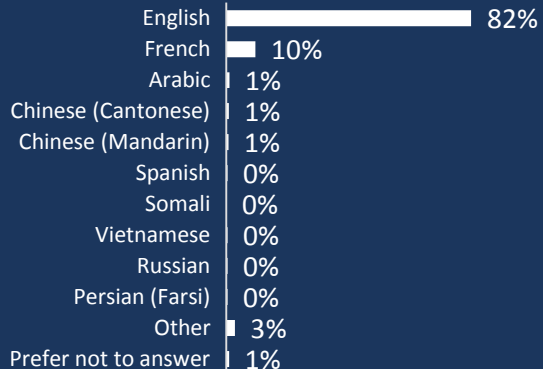
EDUCATION



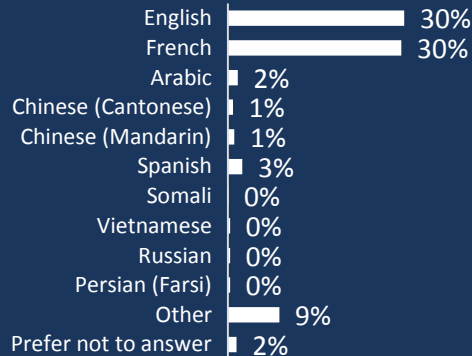
PERSON WITH A DISABILITY



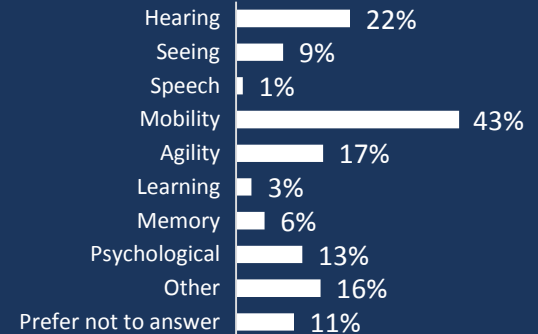
LANGUAGE SPOKEN MOST OFTEN



OTHER LANGUAGES SPOKEN

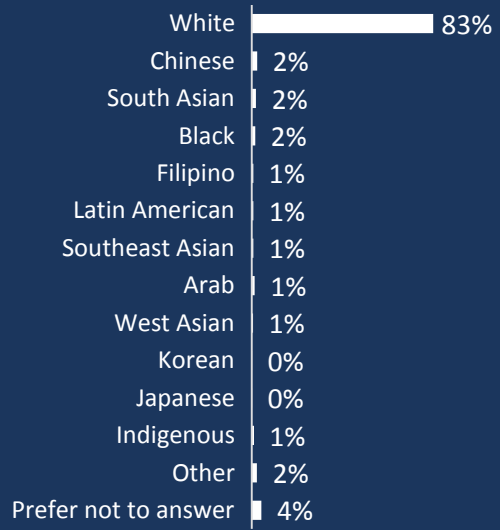


DISABILITY

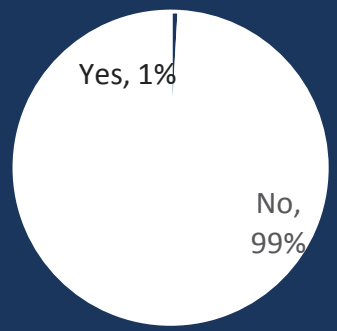


Demographics: Representative Survey

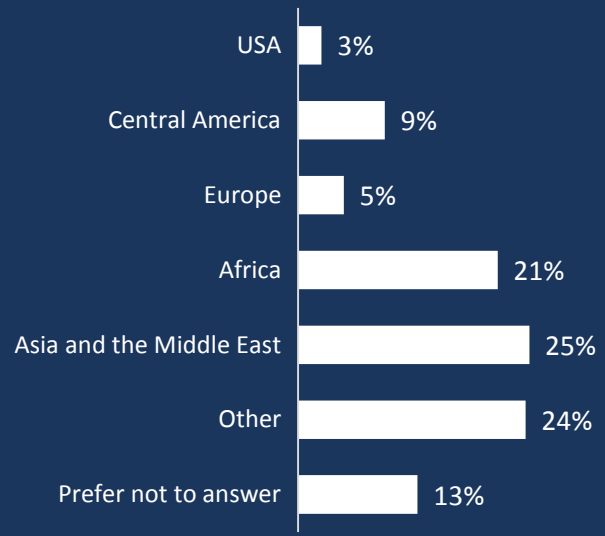
ETHNICITY



IMMIGRATED IN LAST 5 YEARS



COUNTRY OF BIRTH (IF IMMIGRATED IN THE LAST 5 YEARS)



QUESTIONNAIRE

Questionnaire

The Ottawa Police Services Board, in collaboration with the Ottawa Police Service, has developed this survey to better understand residents' perceptions of crime, neighbourhood concerns and satisfaction with police services in the city of Ottawa.

Your participation in completing the survey will assist us to determine future directions and police priorities. The information collected will be used to better address the needs of residents, to enhance service delivery, and to strengthen community relations.

The survey should only take 10-15 minutes to complete. You have been randomly selected to participate in this survey. It is completely voluntary and anonymous.* You are not asked to identify yourself, and all information collected will remain confidential.

Please answer each question that applies to you. You will be asked to either check a square or type your answer in the space provided. You must be 18 years of age or older to complete the survey.

Thank you for taking the time to complete the survey

*: The phrase "You have been randomly selected to participate in this survey" was not shown in the Public-Wide survey.

Questionnaire

Section A: About Your Neighbourhood & The City

1. In the past three years, do you think crime has decreased, remained the same, or increased across Ottawa?
 - Decreased
 - Remained the same
 - Increased
 - I don't know
2. What about in your neighbourhood? In the past three years, do you think crime has decreased, remained the same or increased in your neighbourhood?
 - Decreased
 - Remained the same
 - Increased
 - I don't know
3. How do you think your neighbourhood compares with other neighbourhoods in Ottawa in terms of the amount of crime? Would you say your neighbourhood has:
 - Less crime
 - About the same amount of crime
 - More crime
 - I don't know
4. How safe do you feel DURING THE DAY for the following? (Please check one answer only for each part of the question.)
 - In your home
 - Downtown
 - In the Byward Market/Rideau
 - In your neighbourhood
 - While waiting for, or using public transit
 - Driving on Ottawa roads & highways
 - In parks
 - Your place of work (if in Ottawa)
 - Along bike paths and walking trails
 - In your local place of worship
 - In your local school (elementary, high school or postsecondary)

Answer options

- Very safe
- Safe
- Neutral
- Unsafe
- Very unsafe
- I don't know/Not applicable

Questionnaire

5. How safe do you feel AFTER DARK for the following? (Please check one answer only for each part of the question.)

- In your home
- Downtown
- In the Byward Market/Rideau
- In your neighbourhood
- While waiting for, or using public transit
- Driving on Ottawa roads & highways
- In parks
- Your place of work (if in Ottawa)
- Along bike paths and walking trails
- In your local place of worship
- In your local school (elementary, high school or postsecondary)

Answer options

- Very safe
- Safe
- Neutral
- Unsafe
- Very unsafe
- I don't know/Not applicable

6A. How concerned are you that the following are an issue IN YOUR NEIGHBOURHOOD? If something not on this list is more concerning to you, please type it into the Other specify box.

- Distracted driving
- Speeding cars/aggressive driving
- Break & enter
- Theft from vehicles
- Robbery
- Street gangs
- Gun violence
- Youth crime
- Presence of drugs/dealers
- Violence against women
- Sexual assault
- Internet/cyber crime
- Identity theft
- Extremism and radicalization to violence
- Hate incidents/crimes
- Vandalism
- Other (specify): _____

Answer options

- Not at all concerned
- Unconcerned
- Neutral
- Concerned
- Very concerned
- I don't know

Questionnaire

6B. How concerned are you that the following are an issue IN THE CITY OF OTTAWA? If something not on this list is more concerning to you, please type it into the Other specify box.

- Distracted driving
- Speeding cars/aggressive driving
- Break & enter
- Theft from vehicles
- Robbery
- Street gangs
- Gun violence
- Youth crime
- Presence of drugs/dealers
- Violence against women
- Sexual assault
- Internet/cyber crime
- Identity theft
- Extremism and radicalization to violence
- Hate incidents/crimes
- Vandalism
- Other (specify): _____

Answer options

- Not at all concerned
- Unconcerned
- Neutral
- Concerned
- Very concerned
- I don't know

Questionnaire

Section B: About Police Services

7. How do you rate the performance of the Ottawa Police Service on each of the following? (Please check one answer only for each part of the question)
Note: If you are not familiar with particular aspects of performance, please check “I don’t know.”

Core Responsibilities

- Enforcing the law
- Responding promptly to emergency calls
- Ensuring public safety and security at public events
- Assisting victims of crime
- Preventing crime

Partnership/Engagement Activities

- Working with residents in your neighbourhood to solve local crime, and improve community safety, security and wellbeing

Visibility

- Police presence on foot or bicycle
- Police presence in police vehicles
- Police presence in local schools
- Police presence at community events

Service

- Providing services in both French and English
- Providing services in other languages (other than French or English)
- Having a workforce that reflects gender diversity
- Having a workforce that reflects racial diversity
- Providing service that is good value for money (the cost of policing per year for the average taxpayer in \$603)
- Using financial and human resources efficiently/wisely

Answer options

- Very good
- Good
- Average
- Poor
- Very poor
- I don’t know

Questionnaire

8. As you may be aware, the Chief selected three Operational Priorities for particular focus based on analysis of crime and input gathered from the 2015 public survey: Guns and Gangs, Violence Against Women and Traffic Safety. How would you rate the performance of the Ottawa Police Service in terms of these 3 areas of focus?

- Reducing Violence Against Women
- Increasing Traffic Safety
 - Reducing Crime related to Guns and Gangs

Answer options

- Very Good
- Good
- Average
- Poor
- Very Poor
- I don't know

9. Overall, how satisfied are you with the quality of the service provided by the Ottawa Police?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- I don't know

10. Has the quality of police service in Ottawa improved, stayed the same or deteriorated in the last 3 years?

- Improved significantly
- Improved
- Stayed the same
- Deteriorated
- Deteriorated significantly
- I don't know

11. Please explain how the quality of police service in Ottawa has deteriorated in the last 3 years in the space below.

Questionnaire

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

- Very High
- High
- Moderate
- Little
- None
- I don't know

13. In the past three years, would you say that your level of trust in the Ottawa Police Service has increased, remained the same or decreased?

- Increased
- Remained the same
- Decreased
- I don't know

[IF 'DECREASED' AT Q13, ASK Q14. OTHERS SKIP TO Q15]

14. Please explain why your level of trust has decreased in the last 3 years in the space below.

15. When you think about Ottawa Police Service, to what extent do you agree or disagree with each of the following statements? Note: If you are not familiar with particular aspects of police interactions, please check "I don't know".

Procedural Justice

- The Ottawa Police Service makes decisions based on facts
- The Ottawa Police Service respects people's rights
- The Ottawa Police Service addresses citizens in a respectful manner
- The Ottawa Police Service shows care and concern for the welfare of the citizens they deal with
- The Ottawa Police Service is an open and transparent organization
- The Ottawa Police Service avoids the use of unnecessary force

Answer options

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- I don't know

Questionnaire

15. [cont'd] When you think about Ottawa Police Service, to what extent do you agree or disagree with each of the following statements? Note: If you are not familiar with particular aspects of police interactions, please check "I don't know".

Distributive Justice

- The Ottawa Police Service treats everyone equally
- The Ottawa Police Service enforces the law consistently when dealing with people
- The Ottawa Police Service treats everyone fairly, regardless of who they are

Community Engagement

- The Ottawa Police Service can be relied on to be there when you need them
- The Ottawa Police Service is sensitive to the needs of different cultures
- The Ottawa Police Service is sensitive to the needs of individuals suffering from mental health issues

Answer options

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- I don't know

16. To what extent do you agree or disagree with each of the following statements?

- I would report suspicious activities to the police
- I would contact the police to report a crime
- I would cooperate with the police and provide information if I were a witness to a crime
- I would give evidence in court if I were a witness to a crime or a victim of a crime

17. During the past 3 years, have you had any type of contact with the Ottawa Police (whether in person, by phone or online, and whether this was related or unrelated to a crime or emergency)?

- Yes
- No

[IF 'YES' AT Q17, ASK Q18. OTHERS SKIP TO Q21.]

18. Please indicate the types of contact or interaction you have had with Ottawa Police in the past 3 years.

- You had casual contact (e.g. conversation) with a police officer in a public or private place
- A police officer provided you assistance and/or information
- You spoke in person to a police officer when you were a witness to a crime
- You spoke in person to a police officer when you were the victim of a crime
- You called 911 for emergency Police services
- You called Ottawa Police's non-emergency number
- You submitted an online report to Ottawa Police to report a crime
- You were pulled over by a police officer for a traffic stop
- You were questioned by a police officer relating to a crime or charged with a crime
- You were questioned by a police officer or asked for identification unrelated to a crime
- You visited a Collision Reporting Centre to report a traffic accident
- You visited the Ottawa Police website www.ottawapolice.ca for information
- You visited a Police Station to request a Background Check
- You used the Online form to request a Background Check
- You visited the Front Desk of a Police Station
- Other: (please specify): _____

[IF 'NO' TO ALL AT Q18, SKIP TO Q21. ALL OTHERS CONTINUE TO Q19.]

Questionnaire

19. Now please indicate your overall level of satisfaction with this contact or interaction with the Ottawa Police in the past 3 years.

- **[ITEMS TO WHICH 'YES' AT Q18]** Answer options
 - Very satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Very dissatisfied

[IF 'VERY SATISFIED/SATISFIED/NEITHER SATISFIED NOR DISSATISFIED' TO ALL AT Q19, SKIP TO Q21. ALL OTHERS CONTINUE TO Q20]

20. You mentioned feeling dissatisfied with your contact(s) with the Ottawa Police in the past 3 years. If there is anything further you would like to add about your experience, please do so in the space provided below.

- **[ITEMS TO WHICH 'DISSATISFIED'/'VERY DISSATISFIED' WITH AT Q19]**

21. Please suggest what you think the top priorities of the Ottawa Police Services Board and/or the Ottawa Police Service should be over the next three years.

Section C: About Ottawa Police Services Board

22. Are you aware of the responsibilities of the Ottawa Police Services Board in its role to oversee the Ottawa Police Service and ensure the provision of adequate and effective police services?

- Yes
- No
- I don't know

[IF 'YES' AT Q22, ASK Q23. OTHERS SKIP TO TEXT BEFORE Q25.]

23. Do you feel that the Ottawa Police Services Board has enough interaction with the public to understand public needs and perceptions?

- Participate in more in-person public meetings
- Conduct more public surveys/research
- Provide more information on OPSB website
- Use social media to post and respond to comments
- Other (please specify): _____
- I don't know

Questionnaire

Section D: About Your Experience With Crime

25. Have you or an immediate member of your family been a victim of crime in the past 3 years?

- Yes
- No

[IF 'NO' AT Q25, SKIP TO TEXT BEFORE Q33.]

26. Thinking of the most recent incident, what type of crime(s) was committed against you or your immediate family member? (Check all that apply.)

Crimes Against Persons

- Homicide
- Attempted murder
- Assault (other than sexual assault)
- Robbery
- Threats or intimidation
- Abduction

Crimes Against Property

- Break and enter
- Theft of a motor vehicle
- Theft (value of \$5,000 or less)
- Theft (value of more than \$5,000)
- Fraud
- Mischief/Vandalism
- Arson

Other Crimes

- Public disturbance
- Harassing phone calls from a partner
- Other harassing phone calls
- Threats via the Internet
- Counterfeit currency
- Other (please specify): _____

Questionnaire

27. Referring to the most recent incident, did the crime(s) involve a weapon?

- Yes
- No **[IF NO, SKIP TO Q29]**
- I don't know **[IF DON'T KNOW, SKIP TO Q29]**

28. What type(s) of weapon was (were) involved in the crime(s) (check all that apply)?

- Gun (all type of firearms)
- Knife (all bladed weapons)
- Other (Please specify): _____

29. Referring to the most recent incident, where did the crime(s) occur? (Please check all that apply.)

- At your home or on your property
- At another private residence
- At work
- In a commercial or institutional building (e.g., restaurant, bar, school, school grounds, office building, factory, store, shopping mall, hospital, rehabilitation centre)
- On a street or other public place (e.g., sidewalk, street, highway, parking garage, public transportation, park, conservation area or rural area)
- Outside Ottawa
- Other (Please specify): _____

30. Thinking of the most recent incident, was the Ottawa Police Service notified?

- Yes **[IF YES, SKIP TO Q32.]**
- No

Questionnaire

31. Why wasn't the Ottawa Police notified? (Select one main reason)

- I did not know how to contact the police
- Reported to other official
- Crime minor, not worth time to report
- There was nothing of real value that was stolen or damaged
- No one was harmed
- Did not want offender to be in trouble with law
- No harm intended
- Lack of evidence
- Police would not be efficient/effective
- Didn't think offender would be convicted or adequately punished
- Did not want hassle of dealing with police
- Did not want to go through court process
- Police would not consider incident important enough
- Police service unsatisfactory in the past
- You thought police would be biased
- You believed that your insurance costs would increase as a result
- It was handled in another way
- Would cause trouble with the law for you
- You did not want anyone to find out about the incident
- Would cause shame or dishonour
- You did not want any publicity or media coverage
- Prevented by someone
- Fear of revenge by the offender or others
- Other (Please specify): _____

[SKIP TO Q33 AFTER ANSWER Q31]

Questionnaire

32. Thinking of the most recent incident, how satisfied were you with the following?

- The action the police took
- How well you were treated by the police

Answer options

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- Don't know

[SKIP TO Q33 AFTER ANSWER Q31]

Section E: About You

Now we would like to ask you a few questions about yourself. The Ottawa Police aims to provide quality services in an equitable and accessible manner and prides itself on being a diverse and non-discriminatory police service. These questions will be compiled for statistical purposes only. *We will ensure that your individual answers remain confidential.*

33. What are the first three characters of your postal code? __ __ __

34. Do you identify yourself as?

- Male
- Female
- Two-Spirited
- Transgender
- Gender Variant
- Other (specify): _____
- I prefer not to answer

Questionnaire

35. Which of the following best describes your sexual orientation?

- Heterosexual (Straight)
- Lesbian
- Gay
- Bisexual
- Pansexual
- Queer
- Questioning
- Asexual
- Two-Spirit
- Other (specify): _____
- I prefer not to answer

36. Please indicate in what age group you belong.

- 18 to 24 years old
- 25 to 34 years old
- 35 to 44 years old
- 45 to 54 years old
- 55 to 64 years old
- 65 to 74 years old
- 75 years old and above
- I prefer not to answer

37. What language is spoken MOST OFTEN in your home? (Please check one.)

- English
- French
- Arabic
- Chinese (Cantonese)
- Chinese (Mandarin)
- Spanish
- Somali
- Vietnamese
- Russian
- Persian (Farsi)
- Other (please specify): _____
- I prefer not to answer

Questionnaire

38. What other languages are spoken in your home? (Please check as many answers as apply.)

- English
- French
- Arabic
- Chinese (Cantonese)
- Chinese (Mandarin)
- Spanish
- Somali
- Vietnamese
- Russian
- Persian (Farsi)
- Other (please specify): _____
- I prefer not to answer

39. Which of the following best describes your total, annual household income before taxes?

- Less than \$20,000
- \$20,000 - \$40,000
- \$40,001 - \$60,000
- \$60,001 - \$80,000
- \$80,001 - \$100,000
- \$100,001 - \$150,000
- \$150,000 - \$200,000
- Over \$200,000
- I prefer not to answer

40. What is your current highest level of education?

- Less than high school
- High school graduate
- Some college, university or trade school
- College diploma, trade school or university undergraduate degree
- Graduate degree or professional designation (M.A., M.Sc., M.Ed., Ph.D., P.Eng., D.Sc., D.Ed.)
- Degree in Medicine, Dentistry, Veterinary Medicine, or Optometry (M.D., D.D.S., D.M.D., D.V.M., O.D.)
- I prefer not to answer

Questionnaire

41. Do you consider yourself to be a person with a disability?

- Yes
- No **[IF NO, SKIP TO Q43]**

42. Please indicate what disability. (Please check all that apply)

- Hearing
- Seeing
- Speech
- Mobility
- Agility
- Learning
- Memory
- Psychological
- Developmental
- Other (please specify): _____
- I prefer not to answer

43. Do you consider yourself to be:

- White
- Chinese
- South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
- Black
- Filipino
- Latin American
- Southeast Asian (e.g., Cambodian, Malaysian, Laotian, Vietnamese)
- Arab
- West Asian (e.g., Iranian, Afghan)
- Korean
- Japanese
- Aboriginal (North American Indian, Metis or Inuit)
- Other (please specify): _____
- I prefer not to answer

Questionnaire

44. Have you immigrated to Canada in the last 5 years?

- Yes
- No **[IF NO, SKIP TO Q46]**

45. Where is your country of birth?

- United States of America
- Central America
- Caribbean and Bermuda
- South America
- Europe (Please specify): _____
- Africa
- Asia and the Middle East
- Oceania
- Other: (e.g. Greenland, Saint Pierre and Miquelon; please specify): _____
- I prefer not to answer

46. Please indicate whether you are answering this survey as an individual resident or as a representative of a community association/organization/group that provides services to or represents the interests of particular groups listed below.

Please check all that apply.

- Individual resident

OR Representative of a Community Association/Organization/Service Provider relating to:

- Youth
- Newcomers
- Refugees
- Racialized
- Indigenous (First Nation, Metis, Inuit)
- Religious/Faith-based
- GLBTQ2s
- Women
- Low socioeconomic status
- Community/neighbourhood interests
- Other (Please specify): _____
- I prefer not to answer

*: Q46 was not asked in the Public-Wide survey.

Questionnaire

47. If you have any other comments you would like to make, please share them with us in the space below.

THANK YOU

On behalf of the Ottawa Police Service and the Ottawa Police Services Board, we want to thank you for your time and valuable contribution. Once again, we assure you that your responses will be kept strictly confidential.

Contacts



Mitra Thompson

Senior Account Manager,
Ipsos Public Affairs

 mitra.thompson@ipsos.com

 +514 904-4329



Sandra Guiry

Senior Vice-President,
Ipsos Public Affairs

 sandra.guiry@ipsos.com

 +416 324-2018

ABOUT IPSOS

Ipsos ranks third in the global research industry. With a strong presence in 87 countries, Ipsos employs more than 16,000 people and has the ability to conduct research programs in more than 100 countries. Founded in France in 1975, Ipsos is controlled and managed by research professionals. They have built a solid Group around a multi-specialist positioning – Media and advertising research; Marketing research; Client and employee relationship management; Opinion & social research; Mobile, Online, Offline data collection and delivery.

Ipsos is listed on Eurolist – NYSE – Euronext. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP

www.ipsos.com

GAME CHANGERS

At Ipsos we are passionately curious about people, markets, brands and society. We deliver information and analysis that makes our complex world easier and faster to navigate and inspires our clients to make smarter decisions.

We believe that our work is important. Security, simplicity, speed and substance applies to everything we do.

Through specialisation, we offer our clients a unique depth of knowledge and expertise. Learning from different experiences gives us perspective and inspires us to boldly call things into question, to be creative.

By nurturing a culture of collaboration and curiosity, we attract the highest calibre of people who have the ability and desire to influence and shape the future.

“GAME CHANGERS” – our tagline – summarises our ambition.