



OTTAWA POLICE SERVICES BOARD
COMMISSION DE SERVICES POLICIER 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

NOVEMBER 21ST, 2018 PRESENTATION

© 2018 Ipsos. All rights reserved. Contains Ipsos' Confidential and Proprietary information and may not be disclosed or reproduced without the prior written consent of Ipsos.



Methodology



The OPS and OPSB gathered input using various methods to maximize the inclusion of harder-to-reach residents such as racialized/visible minorities and other vulnerable groups. Methods included:

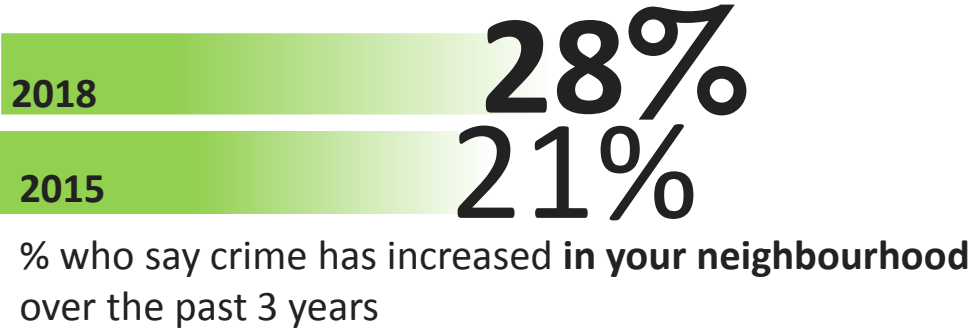
1. **A representative sample of 3,553 Ottawa residents** surveyed based on a randomly-drawn sample of households;
2. **An online public-wide version of the survey** published on the OPS and OPSB websites and promoted via social media and stakeholder distribution lists/networks for all interested residents to provide feedback, **which generated n=1,526 completed surveys**;
3. **Hosting 4 in-person Partnership in Action Community Consultation sessions** of which 122 participants representing 44 community organizations attended;
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, of which 360 participants from **16 community organizations** representing geographic neighbourhoods and those belonging to or representing the interests of a particular subgroup (or subgroups) of the city; and,
5. **A social media scan** of mentions of OPSB/OPS over the past year.

Residents think crime is on the rise in Ottawa but stable in their neighbourhood

Ottawa

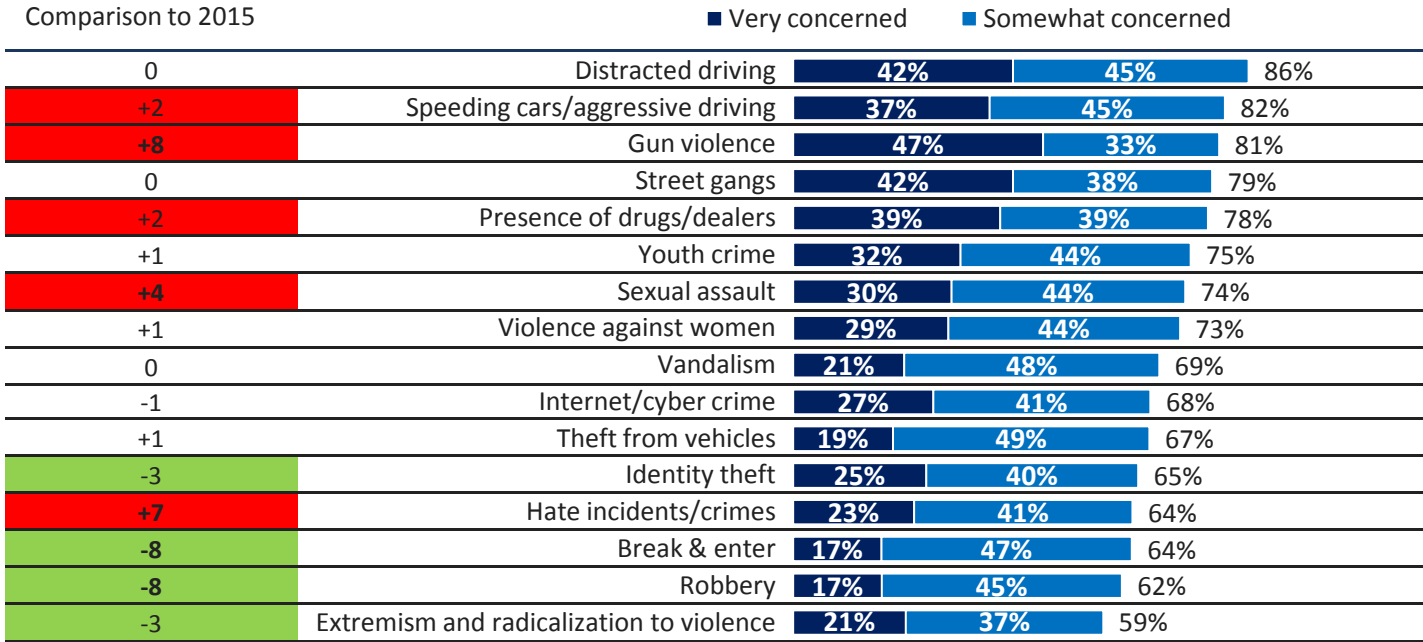


Neighbourhood



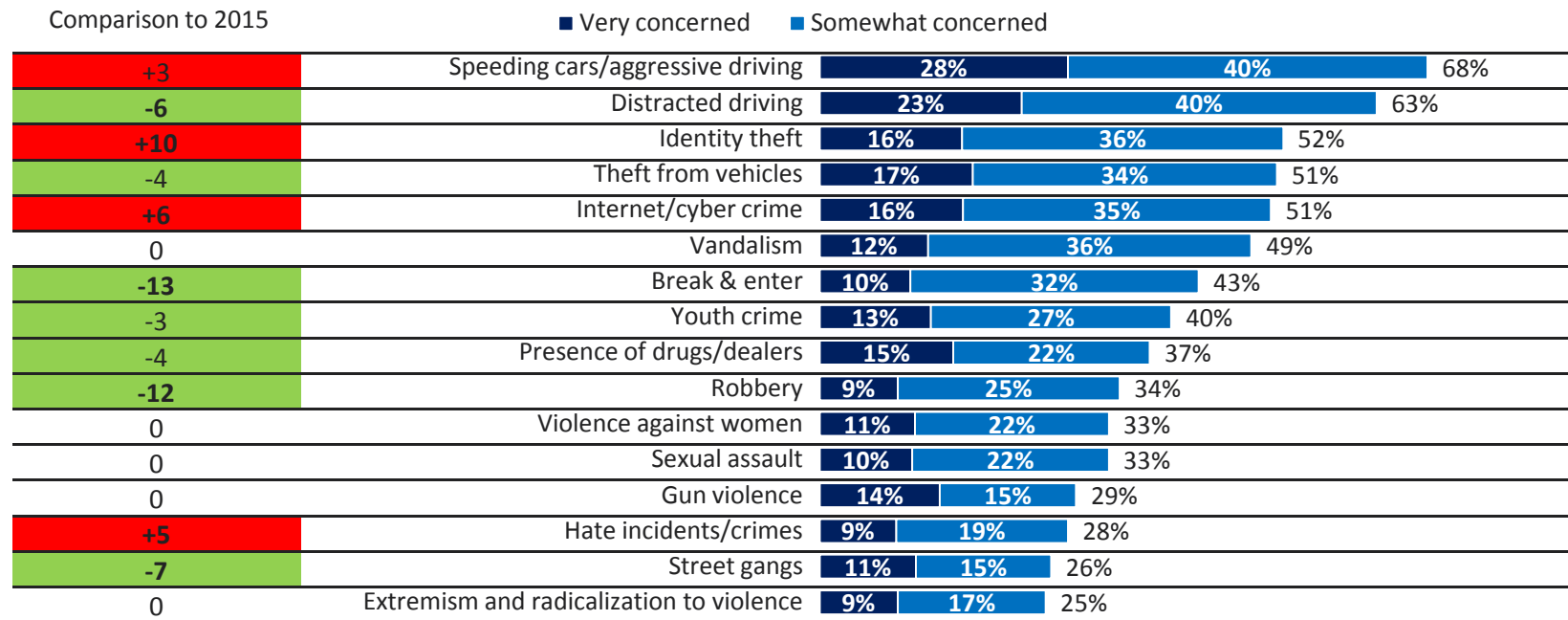
City Concerns

Driving offenses remain the top concern, but there has been a significant increase in concern about gun violence, hate crimes and sexual assault



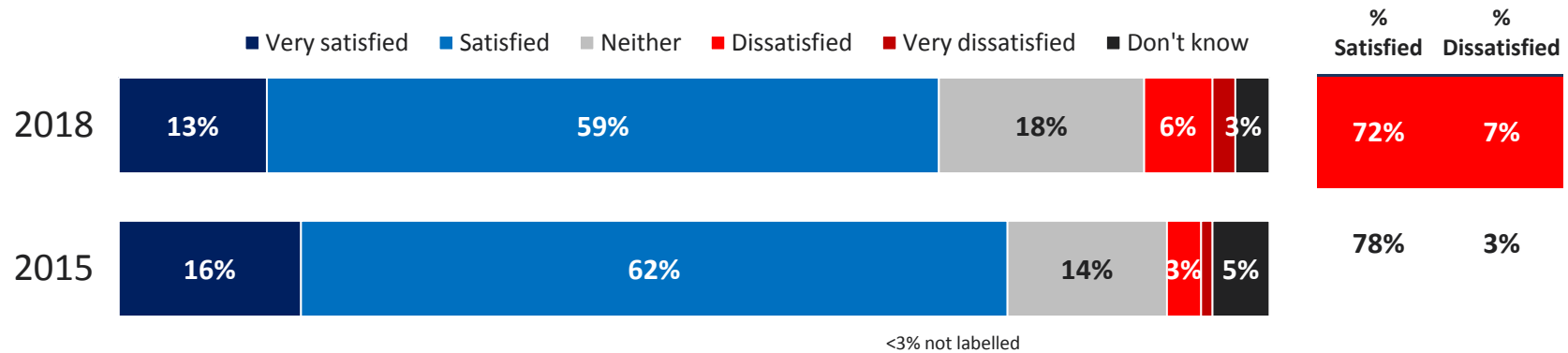
Neighbourhood Concerns

Driving offenses remain the top concern, but concerns about identity theft, cyber crime and hate crime are up



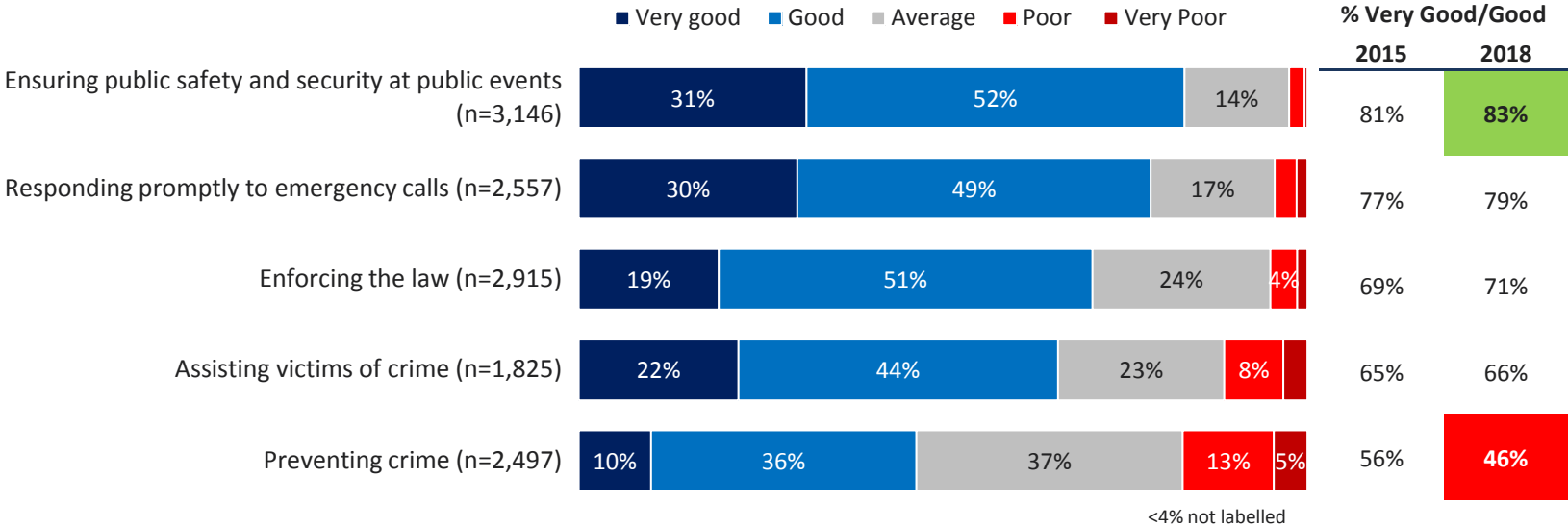
Satisfaction with OPS Services

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



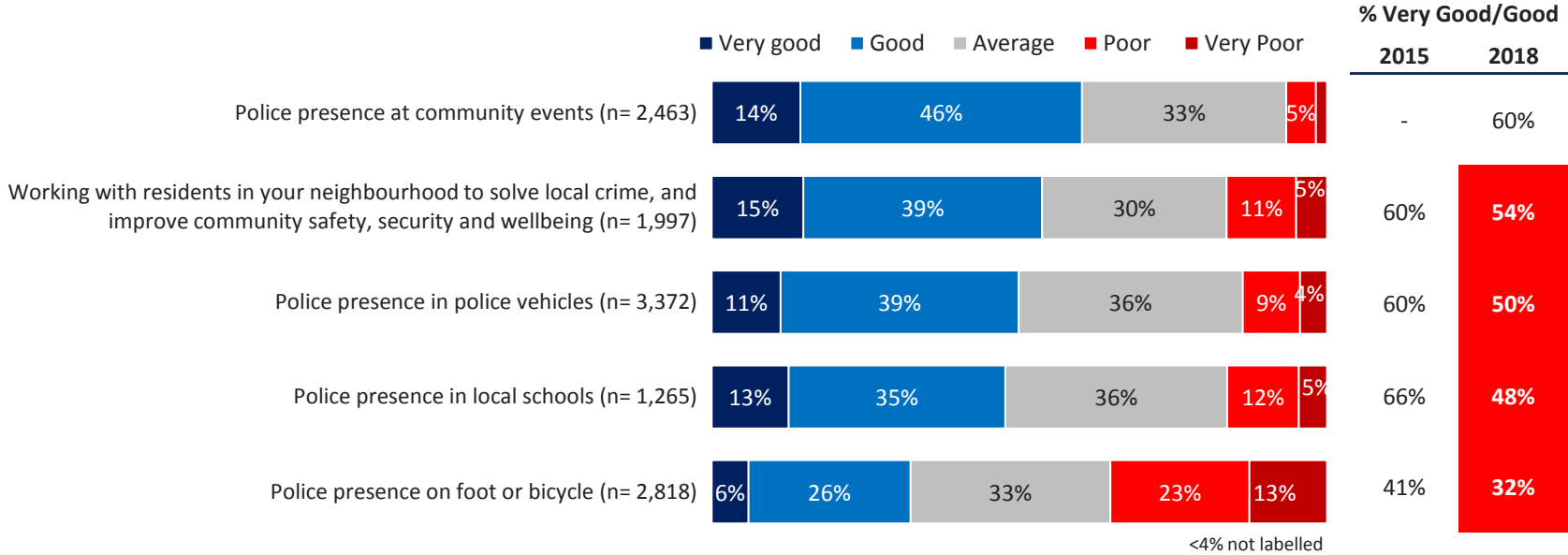
Perceptions of OPS

Perceptions of how well OPS is preventing crime are down 10 points



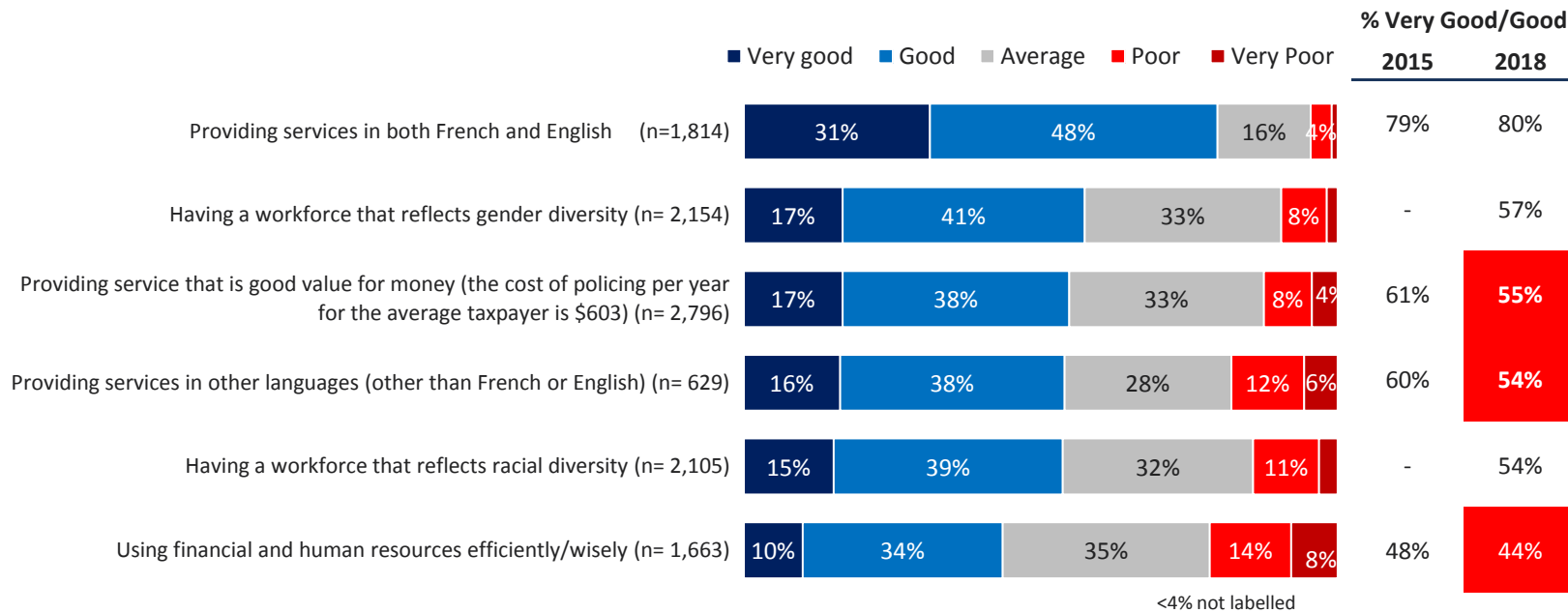
Perceptions of OPS

Perceptions of police presence are down



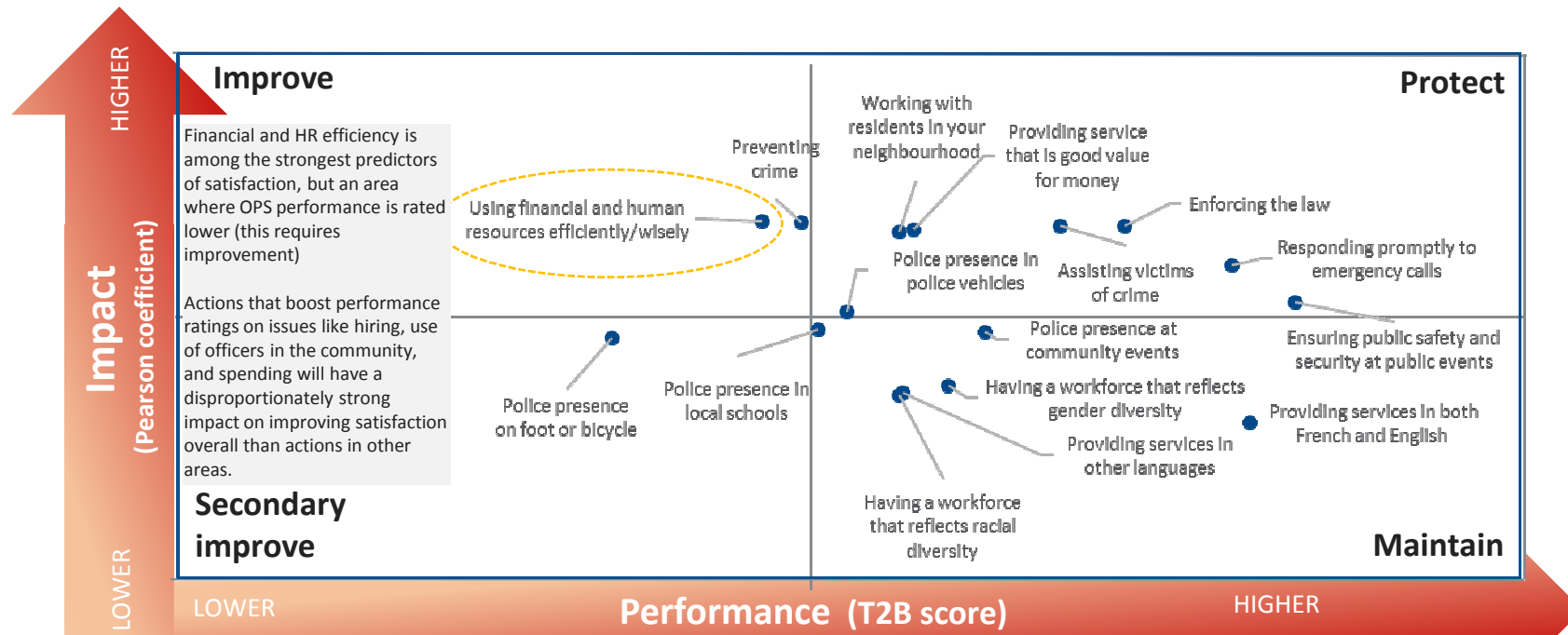
Perceptions of OPS

Perceptions of value, spending and deploying officers, and language are down



Improving Perceptions of Quality of Services

... focus on how officers are deployed, community policing, and presence overall

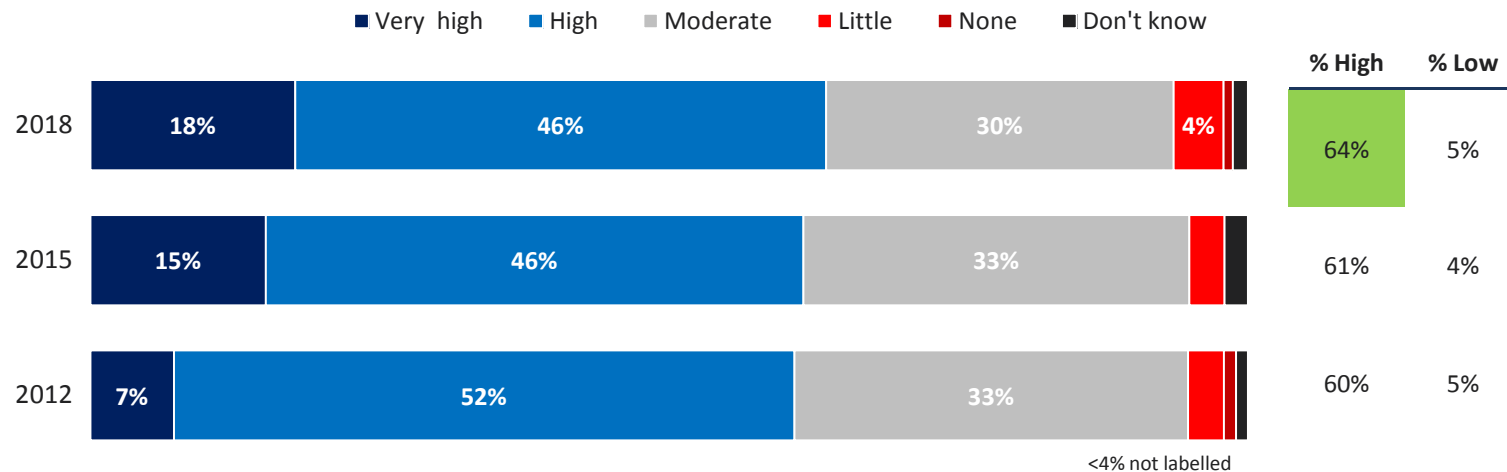


© 2018 Ipsos Q7. How do you rate the performance of the Ottawa Police Service on each of the following? (Please check one answer only for each part of the question) Base: DK excluded (varies)
 Q9. Overall, how satisfied are you with the quality of the service provided by the Ottawa Police? Base: Total Respondents (n=3,553)



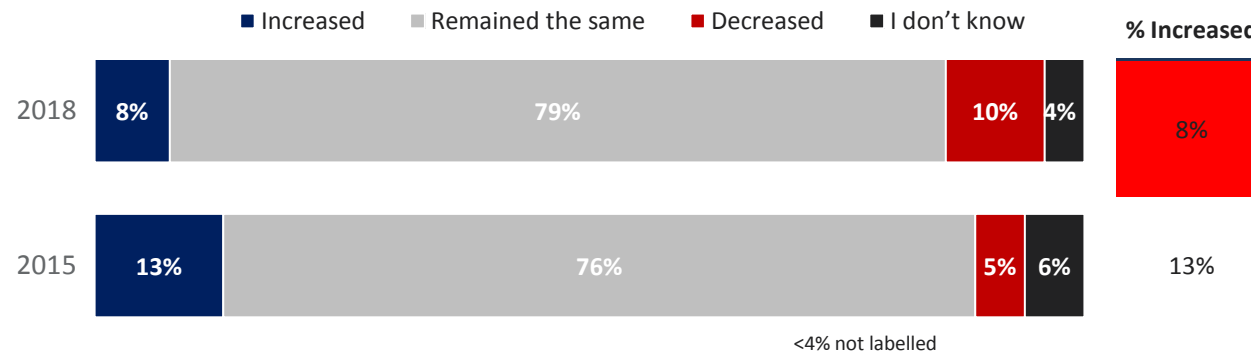
Trust in OPS

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



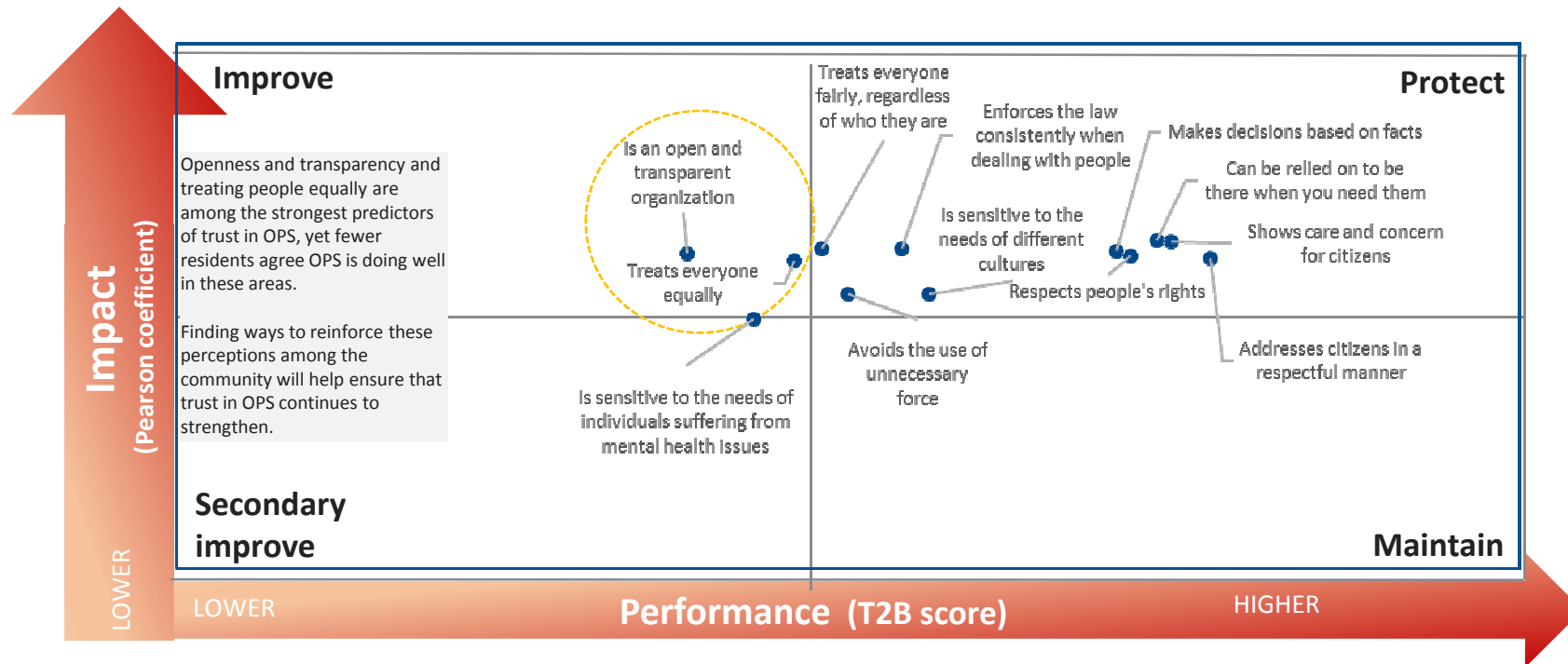
Trust in OPS

Most say their trust is about the same, but % who say it has decreased has doubled



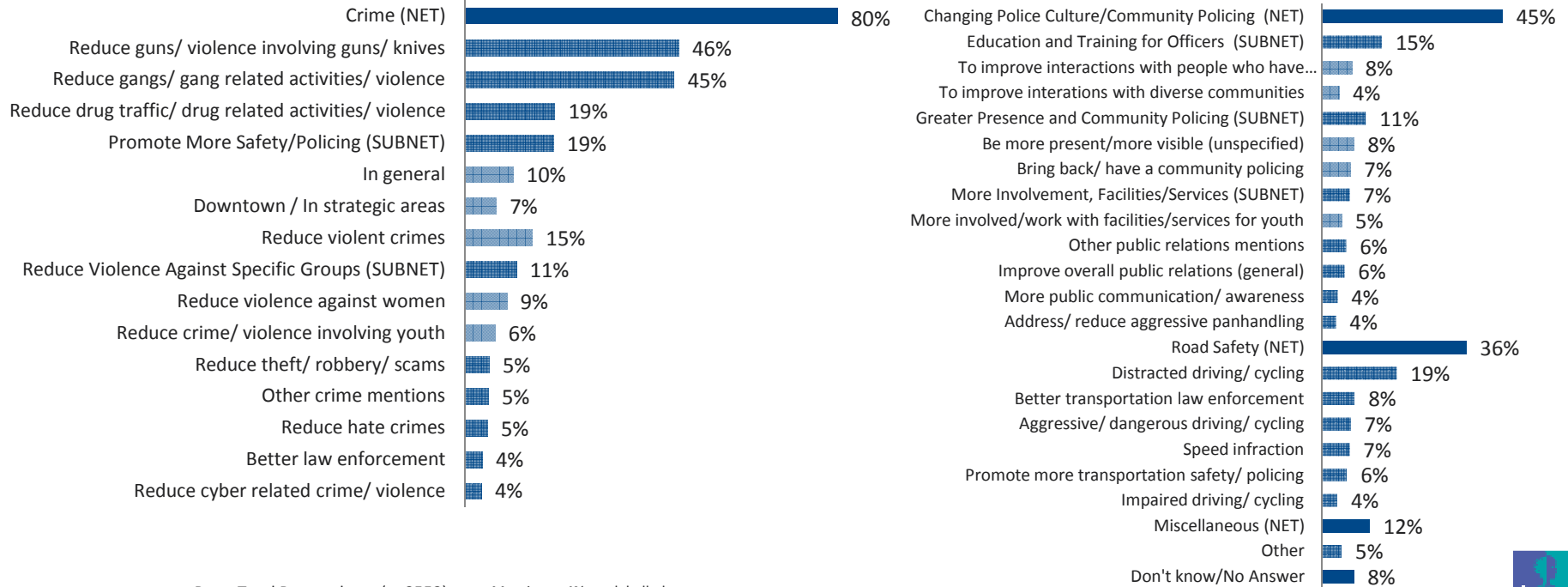
Improving Trust in the OPS

... focus on openness/transparency and treating everyone equally

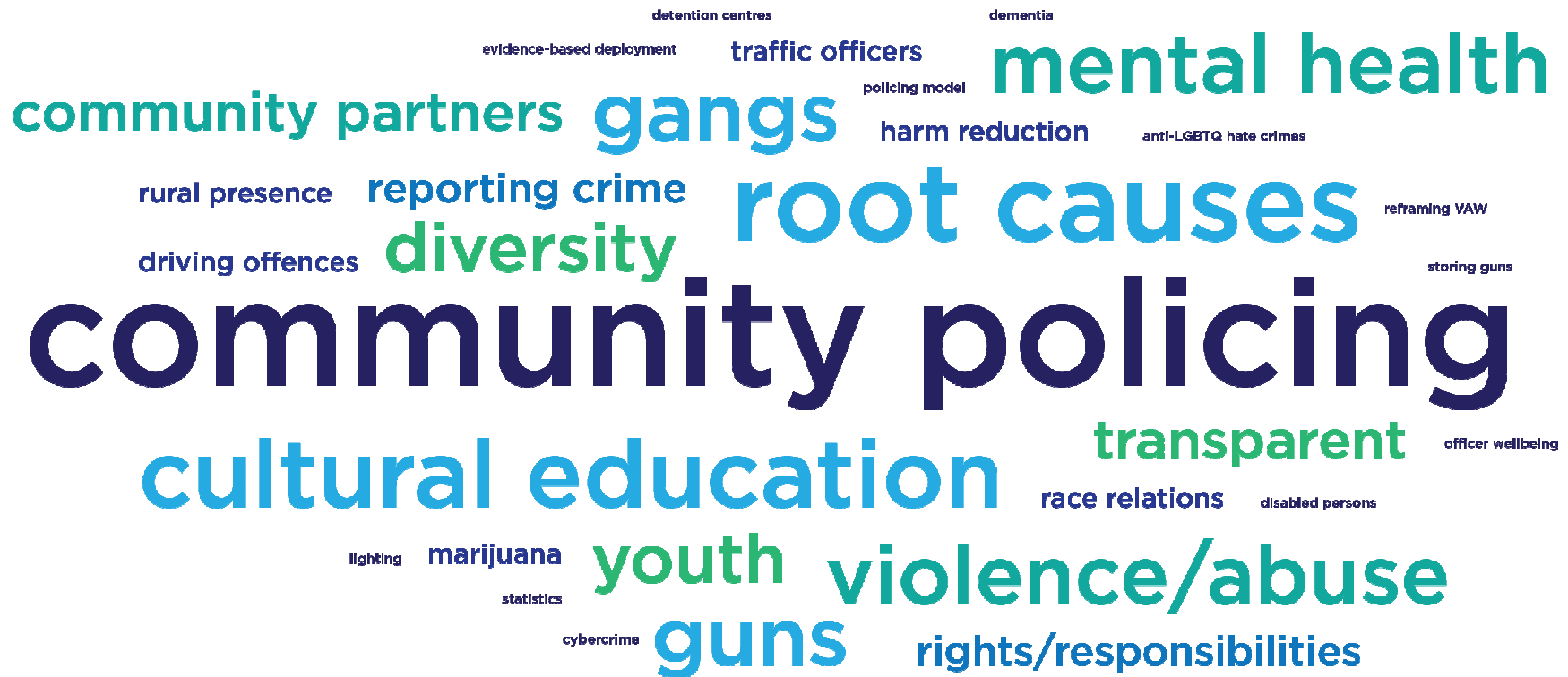


What Residents Think Should Be Priorities

Reducing weapons, gang violence, other violent crime, drugs...



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?

Recommendations

Police Presence vs. Community Policing

- There is a desire for **greater police presence** 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.

Recommendations

Police Presence vs. Community Policing

- **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.

**THANK YOU.
QUESTIONS?**