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OPSB/OPS Budget Consultation Survey 2021

FINDINGS REPORT FOR THE PUBLIC AND STAKEHOLDER
CONSULTATION SURVEY

Ottawa Police Service
OCT 25, 2021



OPSB/OPS Budget Consultation Survey 2021: Findings Report

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BACKGROUND

On July 20, 2021 the Ottawa Police Service (OPS) brought forward a draft Budget Consultation plan to the Ottawa Police Service Board for review and approval. This multi-faceted plan was approved and was executed over a four-month period. The plan included a range of data collection methods, including the development of a Public and Stakeholder Consultation Survey.

The 2021 Public and Stakeholder Consultation Survey was developed with review and input from the OPSB, the Community Equity Council, DiversiPro, and consultants engaged by the OPSB (PACE and StrategyCorp).

This report outlines the results from this consultation survey.

METHODOLOGY AND LIMITATIONS

Survey Method and Sample

Survey Method

To make the survey accessible to as many Ottawa residents as possible, the **survey was posted on the OPS and OPSB websites** and was available in paper and accessible formats upon request.

Languages

The **survey was translated and made available in multiple languages** selected based on Statistics Canada Census data for Ottawa: English, French, Spanish, Arabic, Traditional Chinese, Simplified Chinese, Somali and Farsi. The survey was also translated into Inuktitut and distributed to various Indigenous agencies in Ottawa.

Promotion

OPS Corporate Communications and Media Relations developed a **communications plan that included a variety of methods to encourage broad awareness and participation in the survey**. This included the use of traditional and social media, media outlets that reach diverse and multi-lingual audiences, paid advertising, and earned media.

In addition, the **survey was promoted via OPS and OPSB's contacts** in the business community, school boards, community agencies, and partners to ensure broad participation amongst traditionally marginalized groups such as women, people with disabilities, 2SLGBTQIA+, faith-based, Indigenous, Black, and other racialized groups. Numerous reminders and promotional messages were used throughout the survey period.

Survey Period

The survey was **launched on September 1st, 2021 and closed on October 1st, 2021**.



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Survey Response

The final survey sample size was 4,443 responses in total, with 73% (3,200) fully completing the survey.



As the survey was not distributed to a random sample and was instead made available on the OPS and OPSB websites, a true level of confidence and confidence interval cannot be estimated. However, for reference, given a population size of 1 million, a sample size of 1,000 would be considered a robust sample with a confidence level of 95% and confidence interval of ±3%.

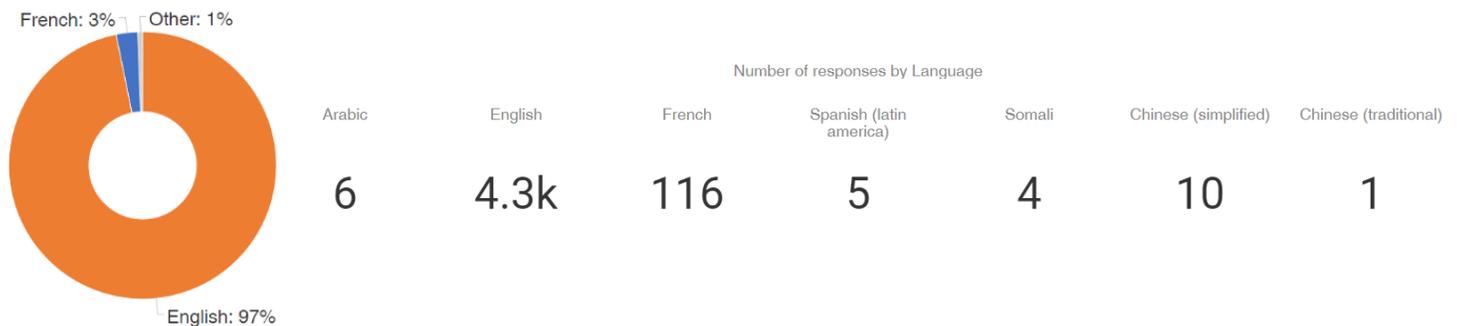
Survey respondents provided a large volume of open-ended feedback in the survey. In total, there were 17,183 qualitative comments (12,652 responses to open-ended short answer questions and 4,531 "other specify" responses). Notes on the approach used to code qualitative data are included in Appendix A.

Languages

The vast majority of survey respondents participated in English.

The vast majority (97%) of survey respondents participated in the survey in English and three percent participated in French. The remaining <1% participated in the survey in other languages as shown below. However, there was slightly more uptake in other languages than in past surveys.

Respondent language





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Demographic Profile

The survey sample is fairly diverse, and somewhat consistent with community demographics; however, some population sub-groups are under-represented relative to their proportion of the population.

Demographics	Survey Sample # Respondents	Survey Sample %	City of Ottawa %
Age			
• 18-34 (sample)/15-34 (City)	763	24%	26.8%
• 35-54	1274	40%	34.7%
• 55+	982	30%	28.4%
• Prefer not to answer	203	6%	n/a
Household Income			
• <\$60K	428	14%	33.4%
• \$60K-\$100K	675	21%	24.5%
• \$100K-\$200K	1146	36%	31.8%
• \$200K+	354	11%	10.2%
• Prefer not to answer	617	19%	n/a
Race/Ethnicity/Indigenous			
• White	2400	74%	73.7%
• Black	77	2%	6.6%
• Latin/Hispanic	28	1%	1.2%
• Middle Eastern	59	2%	5.5%
• South Asian	33	1%	4.2%
• East Asian/Southeast Asian	69	2%	7.7%
• Indigenous	62	2%	4.6%
• Prefer not to answer	389	12%	n/a
Immigrated past 5 yrs	52	2%	3.3%
Geographic Distribution			
• Urban	1600	49%	55%
• Rural	250	8%	10%
• Suburban	1400	43%	35%
Persons with a Disability	416	13%	22%

In general, the sample under-represents certain groups:

- lower income households (<\$60K)
- persons with a disability
- Indigenous, Black, Middle Eastern, and Asian residents

However, the sample distribution is fairly close to other community demographics:

- age distribution
- middle- to high-income households (>\$60K)
- geographic distribution (urban/rural/suburban)
- immigration to Canada in past 5 years
- White and Latin/Hispanic residents

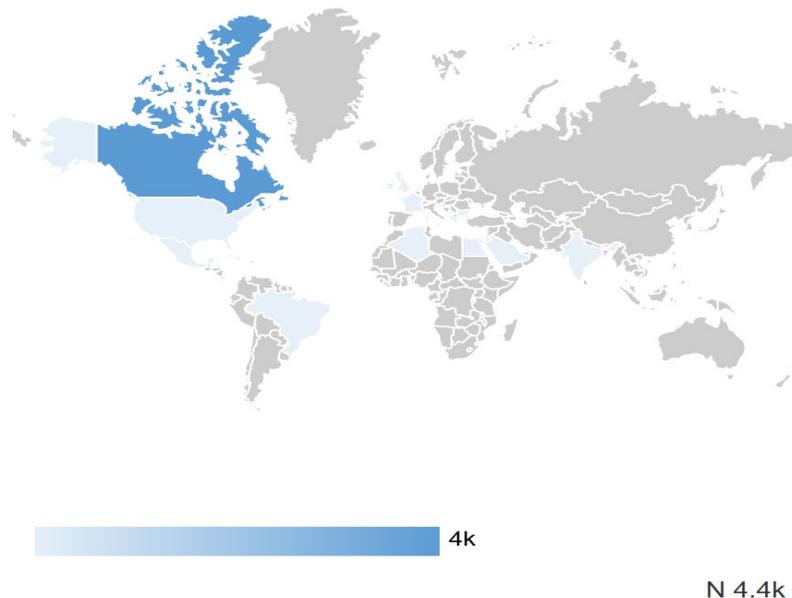


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Geographic Distribution

The vast majority of survey responses used Canadian IP addresses, predominantly from the Ottawa region. As shown in the map and barchart below, the vast majority of survey responses used Canadian IP addresses, although, a small minority were from outside Canada (potentially from Ottawa residents who were visiting abroad).

Country by IP



Most surveys were completed by those within Ontario, primarily the Ottawa region, although there were some completed in other regions in Ontario and in other provinces:

- Eastern Ontario (other than Ottawa and neighbouring cities): 42
- Central Ontario: 162 (including 149 in Toronto)
- Southwest Ontario: 27
- Northern Ontario: 6
- Montreal: 135
- Gatineau: 32

Region by IP - Top 9

	Count	% of responses	%
Ontario	3.9k		88%
Quebec	408		9%
British Columbia	24		1%
Alberta	19		0%
Nova Scotia	15		0%
New Brunswick	8		0%
New York	5		0%
Prince Edward Island	4		0%
Manitoba	3		0%



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Limitations

One limitation of the survey that should be noted is the **non-probability method of survey distribution**. Typically, using a sampling method designed to ensure all those in a given geography have an equal probability of being selected provides more confidence that the sample will be representative of the population and reduces sampling bias. Yet, probability sampling methods are not without their own drawbacks. This includes a general decline in survey response rates which can influence the ability to make generalizations about the population, as well as greater costs and time required for data collection.¹ These factors have contributed to an increase in the use of non-probability sampling methods in recent years², including by the City of Ottawa and Statistics Canada³.

The decision to post the survey link on the OPS and OPSB websites had several advantages including low cost and quick turnaround in results. As well, it allowed access to anyone to participate in the survey and share their opinions; if survey invitations had been distributed to a random sample of households, this would have restricted the ability of those with interest to participate. The decision also reflected the OPS's experience in 2018 in which mixed methods were used to conduct a Public Opinion survey. Both a probability sampling method was used (a mail-to-online approach in which a stratified random sample of households were issued survey invitations) and a non-probability method (posting the survey link on the OPS and OPSB websites). The results and samples of the two methods were compared. Despite the high level of effort and cost associated with the stratified random sample, the open link yielded a slightly more diverse sample that better reflected Ottawa's age distribution. Key survey results were directionally very similar between the two methods, though perceptions were slightly less favourable towards the OPS in the open link sample.

A second limitation of the 2021 survey is that it was **conducted online**, given the prevalence of households with internet access.⁴ This may have made participation more challenging for those without internet access; however, all requests for paper copies or alternate means of participation were accommodated.

Another drawback of an open link survey link is that it is **not possible to control access to ensure that survey participants reside in Ottawa or that they respond only once**. An analysis of the respondent IP addresses found that the majority were used only once. However, the same IP address was used 2-5 times in some cases, one was used 10 times, one 15 times and another 42 times. This suggests the link was shared with non-residents of Ottawa and/or a portion of responses originating from outside Ottawa may have been from Ottawa residents participating while out of town. In a sample of over 4,400, these would have a negligible impact on results.

Finally, another limitation is the **use of a survey to gauge public and stakeholder perceptions regarding a complex topic such as the OPS 2022 Budget**. A link with background information relevant to the budget was provided in the survey, and a number of questions with various broad options were included in the survey to assess perceptions regarding the budget. A survey cannot effectively outline all possible budget scenarios and gauge levels of support for each option. Thus, an open-ended question was included to try to capture more "nuanced" opinions that may not perfectly align with the response categories in an effort to address this issue.

¹ <https://www150.statcan.gc.ca/n1/edu/power-pouvoir/ch13/nonprob/5214898-eng.htm>, <https://www150.statcan.gc.ca/n1/en/catalogue/11-522-X201300014288>

² <https://onlinelibrary.wiley.com/doi/10.1002/poi3.238>

³ <https://engage.ottawa.ca/>, <https://ppforum.ca/publications/the-data-talks-how-statistics-canada-measured-a-pandemic/>

⁴ <https://crtc.gc.ca/eng/publications/reports/policymonitoring/2019/cmr1.htm#a2>



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EXECUTIVE SUMMARY

Perceptions of Safety

Most think community safety has declined in Ottawa but remained the same in their neighbourhood.

Respondent perceptions regarding community safety are somewhat varied, about half of the survey sample (47%) had the perception that community safety had decreased in the City of Ottawa as a whole in the past two years, while the same percentage (47%) had the perception that community safety had remained the same in their neighbourhood, or in the community they represent or serve, over the past two years.

The majority are satisfied with their personal safety from crime.

Just over half of respondents (52%) indicated that they are satisfied or very satisfied with their personal safety from crime or the safety from crime in the community they represent or serve. Another 26% responded neutrally, while 20% were dissatisfied or very dissatisfied.

Crime/Disorder Concerns

The top crime and disorder concerns remain similar to past surveys (gun/gangs/drug violence, traffic safety, violence against women), though the level of concern regarding overdoses/addictions/mental health has increased.

When asked to rate their level of concern in regards to a range of crimes and disorder issues for the City of Ottawa overall, the greatest amount of concern was expressed relating to:

- overdoses/addictions/mental health care (66% extremely/very concerned)
- gun violence/gang violence/drug violence (63% extremely/very concerned)
- violence against women (60% extremely/very concerned)
- distracted driving (56% extremely/very concerned)
- sexual assault (55% extremely/very concerned)

The top concerns in terms of crimes and disorder issues for the neighbourhood or community represented/served differed slightly from the list for the City overall, with the following topping the list:

- traffic safety (51% extremely/very concerned)
- distracted driving (49% extremely/very concerned)
- overdoses/addictions/mental health care (42% extremely/very concerned)
- gun violence/gang violence/drug violence (39% extremely/very concerned)
- violence against women (38% extremely/very concerned)



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Perceptions of OPS

Perceptions of OPS are mixed and there is significant room for improvement.

Respondents were asked to rate the OPS on various aspects of service, some of which were viewed more favourably than others.

OPS was rated most positively on the following aspects of service:

- ensuring public safety and security at public events (48% very good/good)
- providing services in both English and French (46% very good/good)
- responding to emergency calls (43% very good/good)
- providing police presence at community events (39% very good/good)
- enforcing the law (38% very good/good)

However, OPS was rated less positively on other aspects of service:

- reducing gun & gang-related violence (43% very poor/poor)
- using financial and human resources efficiently (36% very poor/poor)
- preventing crime (35% very poor/poor)
- providing police presence on foot or bicycle (33% very poor/poor)
- working with neighbourhood residents, businesses and community groups to improve community safety and well-being (31% very poor/poor)

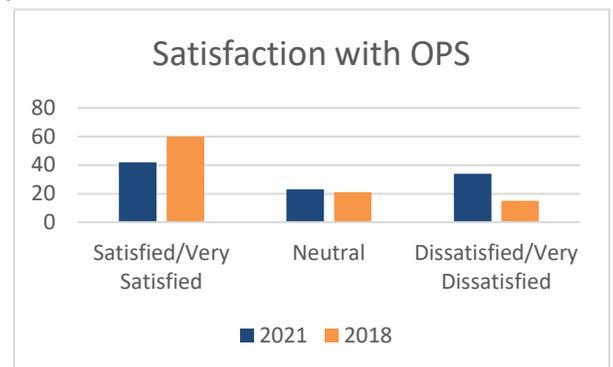
Satisfaction with Quality of Service

Overall satisfaction with OPS has declined, with satisfaction lower amongst some demographic groups, particularly some traditionally marginalized groups.

Overall quality of service ratings were mixed, with 42% indicating they were very satisfied or satisfied, 23% responded neutrally, and 34% indicated they were dissatisfied or very dissatisfied.

The level of satisfaction has declined compared to the 2018 OPS Public Opinion Survey which was posted as an open link on the OPS and OPSB websites, in which 60% were satisfied/very satisfied, 21% neutral, and 15% were dissatisfied/very dissatisfied.

Analysis of the satisfaction ratings in the current survey by various demographics revealed satisfaction is lowest amongst the following sub-groups, many of whom are traditionally marginalized:



- Indigenous and South Asian
- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (<\$40K)
- Urban residents
- Non-immigrants
- Persons with a disability



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Suggestions for increasing service quality relate primarily to number and allocation of officers, amount of funding, crime in general or particular types of crime, mental health response, training and recruitment, and service delivery.

A review of the over 2,300 comments relating to how to improve service quality revealed several key themes:

- Number and deployment of police officers - police presence/visibility, quantity of officers
- OPS Budget - amount of funding for OPS, whether funding should increase or decrease
- Crime - OPS efficacy/focus on particular crimes, enforcement, prevention, etc.
- Mental health response - improvements for OPS response to mental health calls (e.g., training for officers, hiring subject matter experts, closer partnerships with external subject matter experts) or transfer of responsibility for response to mental health calls to external agencies, or creating an alternative model for mental health response that redefines roles and responsibilities of the OPS and other community partners
- Training and recruitment of officers – improvements to recruitment methods and training practices
- Service delivery – improvements to various types of interactions with the public

Trust

The OPS must address the perceived lack of transparency, integrity, and provide equitable and respectful service that demonstrates duty of care and the judicious use of force.

The survey included various questions relating to perceptions of police legitimacy, as well as procedural and distributive justice, all of which contribute to trust.

OPS was rated most positively on the following statements, though there is clearly room for improvement:

- makes a positive contribution towards community safety and well-being (50% strongly agree/agree)
- treats people with respect (48% strongly agree/agree)
- respects people's Charter and human rights (46% strongly agree/agree)
- is committed to building public trust (46% strongly agree/agree)
- shows duty of care and compassion for the welfare of the citizens they deal with (45% strongly agree/agree)

However, the most negatively rated statements suggest particular areas in which OPS must improve:

- is an open and transparent organization (46% strongly disagree/disagree)
- provides the same quality of service to all citizens (41% strongly disagree/disagree)
- is sensitive to the needs of people with mental health issues and provides quality services to them (39% strongly disagree/disagree)
- is an organization with integrity (33% strongly disagree/disagree)
- uses force only when necessary (32% strongly disagree/disagree)

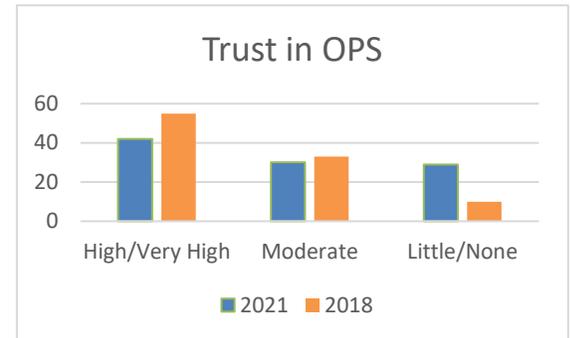


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Overall trust in OPS has declined and is lowest amongst certain demographics, including some traditionally marginalized groups.

Respondents were asked to indicate their level of trust in OPS; 42% reported that they had a very high or high level of trust in OPS. Another 30% responded that they had a moderate level of trust and 29% indicated they had little or no trust in OPS.

When we compare these results to trust ratings in the 2018 OPS public survey posted on the OPS and OPSB websites, it suggests that trust has eroded. In 2018, 55% indicated they had very high or high trust in OPS, 33% moderate trust and 10% stated they had little or no trust.



An analysis of trust ratings by demographic groups reveals that trust is lowest amongst the following groups of respondents, many of whom are traditionally marginalized groups:

- Indigenous and South Asian
- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (<\$40K)
- Urban residents
- Persons with a disability
- Victims of crime in past 2 years
- Those who had contact with OPS in past 2 years

Suggestions for how to build trust relate to a wide variety of themes, the most prevalent of which are: increasing police presence and optimizing methods of deployment, increasing accountability, integrity and transparency, increasing meaningful public engagement and outreach, improving public-police interactions, enhancing recruitment methods, transferring OPS funding to community/social services, enhancing leadership and positive feedback about OPS.

The survey asked for open-ended feedback about how trust in OPS could be strengthened. Over 2,000 comments were provided. The top themes that emerged relate to:

- Increasing police presence and methods of deployment
 - increasing police presence/visibility in general or in specific areas of the city
 - putting greater focus on community policing/neighbourhood resource teams
 - hiring more officers/ensuring the number of officers is appropriate for city size/growth
- Increasing accountability, integrity and transparency
 - increasing accountability and consequences for misconduct, actively weeding out "bad apples"
 - increasing transparency, openness and integrity
 - firing or suspending without pay OPS members who commit crime/misconduct
- Increasing meaningful public engagement and outreach
 - increasing engagement/consultation with the public, greater involvement of the public in decisions
 - increasing outreach efforts with the public in general or particular groups to build relationships/trust



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- Improving public-police interactions and service
 - ensuring that the public are treated equitably, with duty of care, compassion, and respect
 - reducing or eliminating barriers or divisions between the police and the public that are perceived as intimidating or offensive (e.g., "militaristic" equipment and uniforms, weapons, 'Thin Blue Line' symbols)
 - using the least amount of force required and/or more reliance on de-escalation techniques
 - overall service improvement
- Improving recruitment methods
 - enhancing recruitment methods to ensure that the screening process is based on merit and selects only the best/most qualified officers
 - enhancing recruitment methods to increase OPS diversity to better reflect community demographics
- Transferring funding from the OPS Budget to community/social services
 - shifting funding from OPS Budget to community/social services/social programs and/or those with expertise in social issues
- Enhancing OPS/OPSB leadership and/or decision-making

OPS/OPSB Priorities

Suggested priorities included calls to effectively addressing crime; increase police presence; improve outreach, accountability, transparency, mental health responses, officer training, public interactions, and service efficiency; but also to decrease the OPS Budget and transfer funding to social services.

Survey respondents were asked about priorities for the OPS and OPSB in two ways in the survey. First, they were asked to suggest the top three priorities for the OPS/OPSB over the next 1-3 years in their own words.

Over 2,600 open-ended comments were provided, and these were analyzed and themed. The top themes that emerged (in order of prevalence) are listed below:

- increase focus/efficacy on crime - particularly guns, violence, gangs, road safety, drugs, gender based violence/intimate partner violence as well as crime in general
- increase presence/visibility of officers - in general and particular areas (e.g. rural, suburban, high crime areas)
- increase OPS staffing - more officers to provide adequate policing services across a growing city
- increasing public outreach - in general and in particular groups (e.g. racialized, Indigenous, youth, 2SGLBTQ+, etc.) to strengthen relationships and build trust
- increase accountability and transparency - more accountability and consequences for OPS staff who commit crimes/misconduct, weed out "bad apples", increase integrity, openness, transparency
- decrease OPS Budget - reducing funding to OPS
- improve response to mental health calls - in general
- transfer budget from OPS to community/social services/programs/subject matter experts in social issues
- increase and improve training to OPS officers - overall and with respect to dealing effectively with persons with mental health issues/in mental health crisis



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- increase community policing - support for neighbourhood resource teams, assign officers to communities to strengthen relationships with local residents, businesses and address local crime issues
- strengthen community relations by improving equitable treatment of all members of the public
- improve service efficiency - utilize and allocate resources effectively and efficiently and reduce costs

Finally, there were numerous comments relating to broad social issues within the City that are beyond the scope of OPS to resolve but which impact crime, community safety and well-being (e.g., poverty, homelessness, lack of affordable housing, addictions, mental health issues, etc.)

Rankings of OPS-identified priorities emphasized an alternative mental health model, as well as investments in expanded community policing, responses to violence against women, a new youth strategy, and traffic safety. Respondents were also asked about priorities in a closed-ended question. Based on various consultations and feedback over the past few years from the public, community partners, and other stakeholders, the OPS had identified a number of priority areas for investment and reform. The survey requested input on which of these priorities were also a priority to respondents.

The top five shared priorities were:

- creating an alternative model to mental health response (over 2.2K supported)
- community policing (over 1.7K supported)
- violence against women (over 1.7K supported)
- youth strategy (over 1.5K supported)
- traffic safety (over 1.5K supported)

OPS Budget

The majority of survey respondents favour increasing the OPS Budget (about double the proportion who prefer decreasing the budget), though support for reducing funding is higher amongst some demographic groups, including some traditionally marginalized groups

Survey respondents were directed to links to background information that pertains to the OPS 2022 Budget and then asked to express their preference between various broad options. Finally, they had the opportunity to offer open-ended comments in their own words with regards to the 2022 OPS Budget.

When asked about their preference between increasing, decreasing, and maintaining the OPS Budget at the current level, about half (51%) favoured increasing the budget, about one quarter (26%) favoured decreasing the budget, with the remainder split between preferring to maintain the budget at 2021 levels (16%) and those who selected no opinion/uncertain (8%).



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Demographic analysis reveals the preference to decrease the budget is highest amongst the following groups of respondents, many of whom are more traditionally marginalized groups:

- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (<\$40K)
- Urban residents
- Non-immigrants
- Persons with a disability
- Victims of crime in past 2 years

The majority of survey respondents favour increasing the number of OPS officers (more than double the proportion who prefer decreasing the number of officers), though support for reducing number of officers is highest amongst certain demographic groups, including some traditionally marginalized groups.

Survey respondents were also asked about their preference regarding OPS's sworn officer staffing complement increasing, decreasing, or remaining the same. Just over half (53%) preferred an increase in OPS officers, 21% preferred decreasing the number of OPS officers, 18% preferred maintaining the current staffing level, and 8% selected uncertain/no opinion.

Demographic analysis shows that the preference to decrease the number of OPS officers was highest amongst the following subgroups of respondents, some of whom are traditionally marginalized:

- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (\$20-\$40K)
- Urban residents
- Non-immigrants
- Persons with a disability
- Victims of crime in past 2 years
- Those who have had contact with OPS in past 2 years

The majority of survey respondents favour increased OPS investment in service delivery and reform (nearly five times the proportion who prefer decreased investment), though support for increasing investment is lowest amongst certain sub-groups, including some traditionally marginalized groups.

The survey included a question about preferences relating to OPS's level of investment in service delivery and reform. The majority (57%) would like to see increased investment, 19% favoured the current level of investment, 12% preferred decreased investment, and 12% selected uncertain/no opinion.

Demographic analysis showed that support for increased investment was lowest amongst the following groups:

- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (\$20-\$40K)
- Urban residents
- Victims of crime in past 2 years
- Those who have had contact with OPS in past 2 years



OPSB/OPS Budget Consultation Survey 2021: Findings Report

A large proportion of survey respondents favour an increase in services provided by OPS (nearly double the proportion who prefer a decrease in services).

Respondents were asked about their preference relating to the services provided by the OPS, and 43% were in favour of increasing services, 25% preferred OPS maintain the current services provided, 24% preferred a reduction in services provided, and 8% were uncertain or had no opinion.

A strong majority of survey respondents favour shifting at least some of the responsibility for social issues from the OPS to community services (more than three times the proportion who prefer the status quo). Support for shifting roles and responsibilities was highest amongst some demographic groups, including some traditionally marginalized groups.

A question regarding roles and responsibilities of the OPS with respect to response to social issues was included in the survey. The vast majority (73%) preferred shifting some responsibility from OPS to community services, 22% preferred that OPS maintains current roles and responsibilities, and 4% were uncertain/no opinion.

The sample subgroups that were most likely to support a change in roles and responsibilities were:

- Younger (25-44 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree and < high school completion)
- Urban residents
- Non-immigrants
- Persons with a disability

A large majority of survey respondents favour increased City investment in programs and services addressing social issues (ten times the proportion who prefer decreased investment)

A question about the level of investment by the City of Ottawa in programs and services addressing social issues was included in the survey. A strong majority (70%) would like to see increased investment in such programs and services by the City. The remainder were split between a preference to maintain current investment in social programs and services (18%), a small percentage who would like investment to be decreased (7%), and 5% who answered uncertain/no opinion.



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OPSB/OPS Budget Consultation Survey 2021: Findings Report

A wide array of themes emerged in analysis of open-ended comments relating to the budget, with the most prevalent being: improving service efficiency, narrowing OPS scope to “core policing” and shifting responsibility for social issues to external agencies/experts, increasing OPS Budget and staffing, maintaining OPS Budget, increasing investment in social programs, transferring OPS funding to social services, decreasing OPS Budget, increasing officer presence, and improving mental health partnerships.

The survey included an open-ended question to capture other comments relating to the OPS Budget. A total of 987 comments were themed and analyzed. The top themes (in order of prevalence) related to:

- Improving service efficiency - comments about the need to improve the efficiency or allocation of resources, to conduct audits or other analyses to reduce costs, and suggestions relating to optimization of resources
- Narrowing OPS scope - comments about OPS focusing on "core policing" activities and excluding response to social issues and/or suggestions to transfer responsibility for social issues to external agencies/experts
- Increasing OPS Budget - comments about the desire for funding to OPS to be increased and/or comments about willingness to pay more taxes to ensure a safe community/to invest in OPS reforms
- Increasing OPS staffing complement - comments about the desire for an increase in the number of OPS staff/officers or the perception that the OPS is understaffed relative to the size of the community or to other police services
- Positive comments about OPS - favourable/positive comments relating to OPS performance overall, particular aspects of service, examples or specific OPS members, or expressions of gratitude for service
- Maintaining OPS Budget and/or lack of support for reducing OPS funding - comments indicating support for freezing the Budget, comments indicating lack of support for an increase in the Budget from present level, or comments indicating lack of support for defunding/reducing OPS funding
- Increasing social program funding - comments supporting the need for further funding/investment in social programs (with or without impact on police funding), or comments supporting upstream investment that benefits the community and prevents factors that contribute to crime
- Transfer OPS Budget to social services - comments supporting "transferring" funds from the OPS Budget to community/social services/social supports or programs, and comments suggesting reducing OPS funding and increasing community/social services funding
- Negative comments about OPS - negative/critical comments relating to OPS performance or success in preventing/addressing crime, or negative observations regarding OPS staff
- Decreasing OPS Budget - comments about the desire for funding to OPS to be reduced (with or without transfer of responsibilities to external agencies), or comments that Budget cuts would have no impact on community safety/crime
- Budget general/other - comments about the Budget in general that do not specify a preference for increasing/decreasing/maintaining Budget
- Increasing officer presence - comments indicating support for more police presence/visibility in general or in particular areas, support for more patrolling or police presence at community meetings/events, or support for more foot/bike patrols



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- Out of scope and social issues - comments relating to things outside of the scope of the OPS (e.g., other City departments, road safety interventions/road design/traffic control), comments on social issues beyond the scope of policing to resolve (e.g., poverty, addictions, homelessness, mental health issues etc.)
- Improving mental health partnership - comments supporting closer/more seamless collaboration/partnership between OPS and social services, comments suggesting need for expertise of both police and social service providers, and for police to provide protection for social service providers in some interactions with those with mental health issues

Familiarity with Roles and Responsibilities of OPS/OPSB

Most indicated they were at least somewhat familiar with the roles and responsibilities of the OPS and OPSB

Approximately 60% of respondents indicated they were very or somewhat familiar with the requirements of the OPS, and the OPSB. Of those familiar with OPSB's roles and requirements, 31% rated the performance of the OPSB as good or very good, while another 37% rated it as poor or very poor.

Respondents were asked about influences on their perceptions of the OPS and/or OPSB. Their answers indicate they are primarily influenced by media/news outlets, direct interactions and the opinions of peers, friends or family. Social media and community organizations play less of an important role.



OPSB/OPS Budget Consultation Survey 2021: Findings Report

DETAILED RESULTS

Perceptions of Safety

Respondent perceptions regarding community safety are somewhat mixed. About half of the survey sample (47%) had the perception that community safety had decreased in Ottawa as a whole in the past two years, and the same proportion (47%) had the perception that community safety had remained the same in their own neighbourhood or in the community they represent or serve, over the past two years.

Just over half of respondents (52%) indicated they are satisfied or very satisfied with their personal safety from crime or the safety from crime in the community they represent or serve. Another 26% responded neutrally, while 20% were dissatisfied or very dissatisfied.

In the past two years, do you think community safety has decreased, remained the same, or increased across Ottawa?

	Count	% of responses	%
Decreased	1.9k		47%
Remained the same	1.3k		33%
Increased	482		12%
I don't know	354		9%

N 4.1k

FOR THOSE PARTICIPATING AS AN INDIVIDUAL RESIDENT: What about in your neighbourhood? In the past two years, do you think community safety has decreased, remained the same, or increased? FOR THOSE PARTICIPATING AS A REPRESENTATIVE/SERVICE PROVIDER: What about in the community/communities you represent or serve? In the past two years, do you think community safety has decreased, remained the same, or increased?

	Count	% of responses	%
Decreased	1.5k		37%
Remained the same	1.9k		47%
Increased	415		10%
I don't know	211		5%

N 4k



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FOR THOSE PARTICIPATING AS AN INDIVIDUAL RESIDENT: In general, how satisfied are you with your personal safety from crime? FOR THOSE PARTICIPATING AS A REPRESENTATIVE/SERVICE PROVIDER: In general, how satisfied are you with the level of safety from crime in the community/communities you represent or serve?

	Count	% of responses	%
Very satisfied	522		13%
Satisfied	1.6k		39%
Neutral	1.1k		26%
Dissatisfied	629		15%
Very Dissatisfied	203		5%
I don't know	59		1%

N 4.1k

Crime/Disorder Concerns

When asked to rate their level of concern with a range of crimes and disorder issues for the City of Ottawa overall, the greatest amount of concern was expressed relating to:

- overdoses/addictions/mental health care (66% extremely/very concerned)
- gun violence/gang violence/drug violence (63% extremely/very concerned)
- violence against women (60% extremely/very concerned)
- distracted driving (56% extremely/very concerned)
- sexual assault (55% extremely/very concerned)

The top concerns in terms of crimes and disorder issues for the neighbourhood or community represented/served differed slightly from the list for the City overall, with the following topping the list:

- traffic safety (e.g. speeding, stunt driving, bike safety, pedestrian safety, school zone safety) (51% extremely/very concerned)
- distracted driving (49% extremely/very concerned)
- overdoses/addictions/mental health care (42% extremely/very concerned)
- gun violence/gang violence/drug violence (39% extremely/very concerned)
- violence against women (38% extremely/very concerned)



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How concerned are you that the following are an issue for Ottawa?

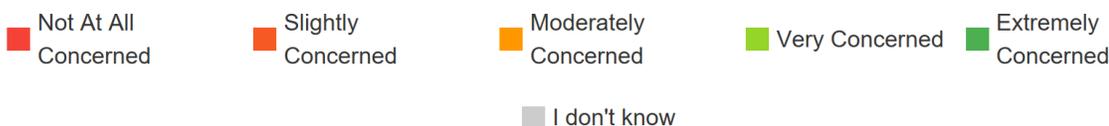


N 3.7k



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How concerned are you that the following are an issue for your neighbourhood or the community/communities you represent or serve?



N 3.6k



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Perceptions of OPS

Respondents were asked to rate the OPS on various aspects of service, some of which were viewed more favourably than others.

OPS was rated most positively on the following aspects:

- ensuring public safety and security at public events (48% very good/good)
- providing services in both English and French (46% very good/good)
- responding to emergency calls (43% very good/good)
- providing police presence at community events (39% very good/good)
- enforcing the law (38% very good/good)

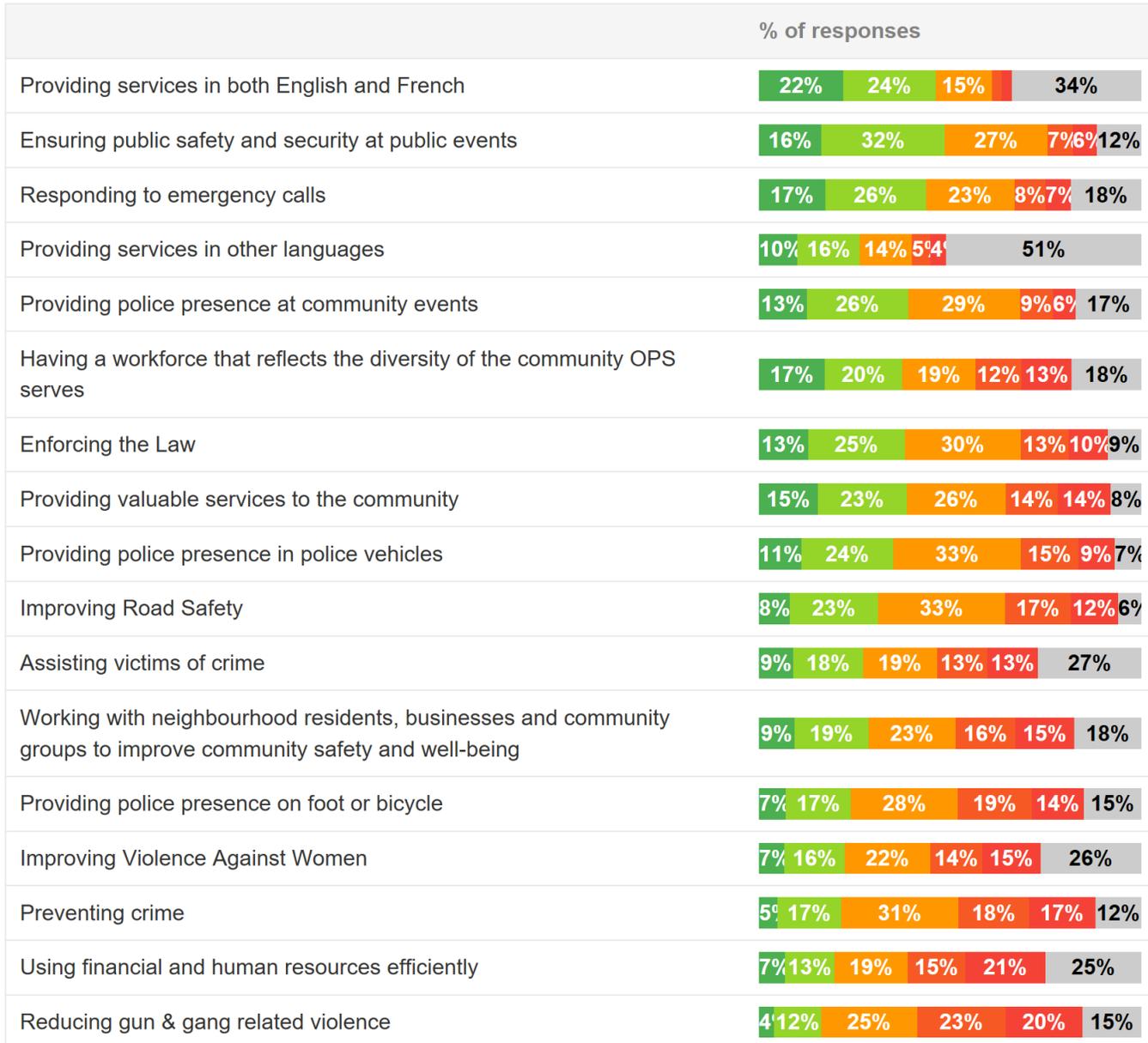
OPS was most negatively rated on the following aspects:

- reducing gun & gang-related violence (43% very poor/poor)
- using financial and human resources efficiently (36% very poor/poor)
- preventing crime (35% very poor/poor)
- providing police presence on foot or bicycle (33% very poor/poor)
- working with neighbourhood residents, businesses and community groups to improve community safety and well-being (31% very poor/poor)



OPSB/OPS Budget Consultation Survey 2021: Findings Report

How would you rate the performance of the Ottawa Police Service on each of the following?



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

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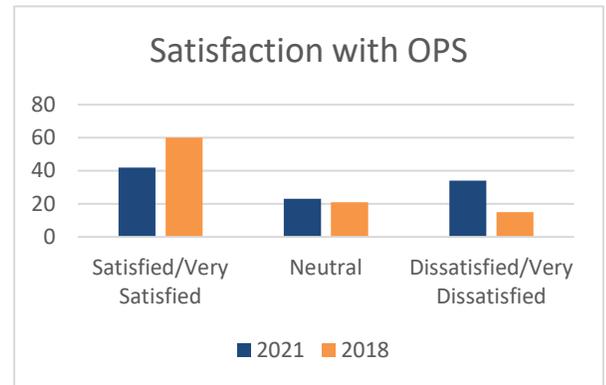
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Satisfaction with Quality of Service

Respondents were asked to provide an overall rating of satisfaction with service provided by OPS. Responses were mixed with 42% indicating they were very satisfied or satisfied, 23% responded neutrally and 34% indicated they were dissatisfied or very dissatisfied.

The level of satisfaction has declined compared to the 2018 OPS Public Opinion Survey which was posted as an open link on the OPS and OPSB websites, in which 60% were satisfied/very satisfied, 21% neutral, and 15% were dissatisfied/very dissatisfied.

An analysis of the level of satisfaction by various demographics was conducted to identify patterns in response. Full results are available in the Appendix, but overall, satisfaction is lower amongst the following groups of respondents:



- Indigenous and South Asian
- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (<\$40K)
- Urban residents
- Non-immigrants
- Persons with a disability

Respondents were offered the opportunity to provide feedback in an open-ended question about how OPS could improve the quality of service provided. Over 2,300 comments were provided. A wide range of comments and opinions were offered. The "word cloud" below captures some of the most common words which relate to a wide variety of topics including:

- Number and deployment of police officers - police presence/visibility, quantity of officers
- OPS Budget - amount of funding for OPS, whether funding should increase or decrease
- Crime - OPS efficacy/focus on particular crimes, enforcement, prevention, etc.
- Mental health response - improvements for OPS response to mental health calls (e.g. training for officers, hiring subject matter experts, closer partnerships with external subject matter experts) or transfer of responsibility for response to mental health calls to external agencies, or creating an alternative model for mental health response that redefines roles and responsibilities of the OPS and other community partners
- Training and recruitment of officers – improvements to recruitment methods and training practices
- Service delivery – improvements to various types of interactions with the public



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Trust

The survey included various questions relating to perceptions of police legitimacy, as well as procedural and distributive justice, all of which contribute to trust.

OPS was rated most positively on the following statements, though there is clearly room for improvement:

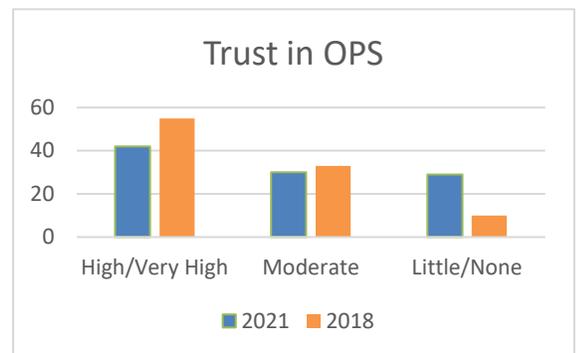
- makes a positive contribution towards community safety and well-being (50% strongly agree/agree)
- treats people with respect (48% strongly agree/agree)
- respects people's Charter and human rights (46% strongly agree/agree)
- is committed to building public trust (46% strongly agree/agree)
- shows duty of care and compassion for the welfare of the citizens they deal with (45% strongly agree/agree)

However, the most negatively rated statements suggest particular areas in which OPS must improve:

- is an open and transparent organization (46% strongly disagree/disagree)
- provides the same quality of service to all citizens (41% strongly disagree/disagree)
- is sensitive to the needs of people with mental health issues and provides quality services to them (39% strongly disagree/disagree)
- is an organization with integrity (33% strongly disagree/disagree)
- uses force only when necessary (32% strongly disagree/disagree)

Respondents were asked to indicate their level of trust in OPS; 42% reported that they had a very high or high level of trust in OPS. Another 30% responded that they had a moderate level of trust and 29% indicated they had little or no trust in OPS.

When we compare these results to trust ratings in the 2018 OPS public survey posted on the OPS and OPSB websites, it suggests that trust has eroded. In 2018, 55% indicated they had very high or high trust in OPS, 33% moderate trust and 10% stated they had little or no trust.



An analysis of the level of trust amongst different demographic groups in the sample was conducted to identify patterns in response. Full results are available in the Appendix, but overall, trust is lowest amongst:

- Indigenous and South Asian
- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (<\$40K)
- Urban residents
- Persons with a disability
- Victims of crime in past 2 years
- Those who had contact with OPS in past 2 years



OPSB/OPS Budget Consultation Survey 2021: Findings Report

The survey asked for open-ended feedback about how trust in OPS could be strengthened. Over 2,000 comments were provided. A full list is provided in the Appendix, however, the most prevalent themes that emerged relate to:

- Increasing police presence and methods of deployment
 - increasing police presence/visibility in general or in specific areas of the city
 - putting greater focus on community policing/neighbourhood resource teams
 - hiring more officers/ensuring the number of officers is appropriate for city size/growth
- Increasing accountability, integrity, and transparency
 - increasing accountability and consequences for misconduct, actively weeding out "bad apples"
 - increasing transparency, openness, and integrity
 - firing or suspending without pay OPS members who commit crime/misconduct
- Increasing meaningful public engagement and outreach
 - increasing engagement/consultation with the public, greater involvement of the public in decisions
 - increasing outreach efforts with the public in general or particular groups to build relationships/trust
- Improving public-police interactions and service
 - ensuring that the public are treated equitably, with duty of care, compassion, and respect
 - reducing or eliminating barriers or divisions between the police and the public that are perceived as intimidating or offensive (e.g., "militaristic" equipment and uniforms, weapons, 'Thin Blue Line' symbols)
 - using the least amount of force required and/or more reliance on de-escalation techniques
 - overall service improvement
- Improving recruitment methods
 - enhancing recruitment methods to ensure that the screening process is based on merit and selects only the best/most qualified officers
 - enhancing recruitment methods to increase OPS diversity to better reflect community demographics
- Transferring funding from the OPS Budget to community/social services
 - shifting funding from OPS Budget to community/social services/social programs and/or those with expertise in social issues
- Enhancing OPS/OPSB leadership and/or decision-making



OPSB/OPS Budget Consultation Survey 2021: Findings Report

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

	% of responses					
makes a positive contribution towards community safety and well-being	17%	33%	21%	12%	12%	4%
respects people's Charter and Human rights	16%	30%	19%	12%	13%	11%
treats people with respect	16%	32%	20%	14%	14%	5%
shows duty of care and compassion for the welfare of the citizens they deal with	15%	30%	19%	14%	14%	8%
is committed to advancing equity, diversity and inclusion	15%	26%	18%	12%	15%	14%
is committed to building public trust	16%	30%	19%	14%	16%	6%
uses force only when necessary	18%	25%	14%	15%	17%	11%
enforces the law fairly	15%	28%	18%	16%	15%	9%
makes decisions based on facts	12%	27%	21%	14%	13%	13%
works effectively in multi-cultural settings guided by the principles of equity, diversity and inclusion	13%	23%	17%	13%	15%	19%
deals with the crime/disorder/safety concerns that matter to people in this community	11%	29%	24%	17%	13%	7%
works well in partnership with community including co-designing, co-delivering, and co-evaluating programs	10%	21%	19%	12%	13%	26%
is an organization with integrity	12%	28%	22%	15%	18%	5%
provides the same quality of service to all citizens	15%	21%	13%	18%	23%	10%
is sensitive to the needs of people with mental health issues and provides quality services to them	12%	22%	16%	16%	23%	11%
is an open and transparent organization	7%	17%	21%	22%	24%	8%

■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree
 ■ I don't know



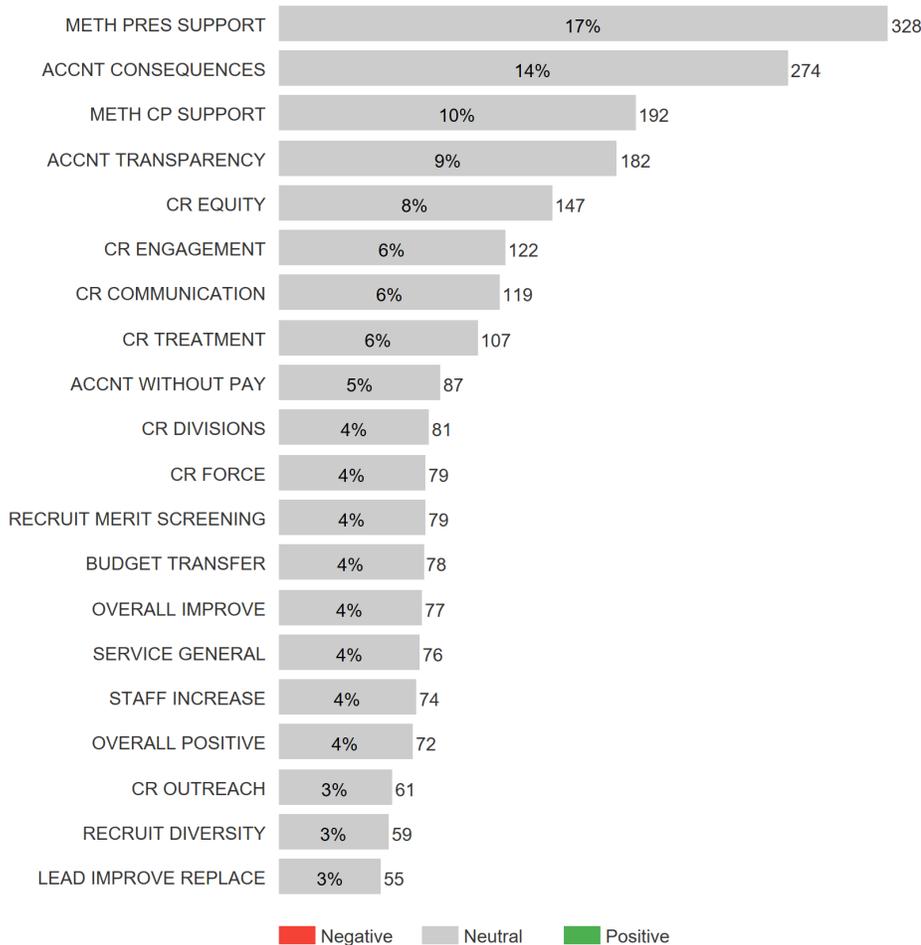
OPSB/OPS Budget Consultation Survey 2021: Findings Report

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

	Count	% of responses	%
Very High	575		18%
High	776		24%
Moderate	971		30%
Little	610		19%
None	322		10%
I don't know	26		1%

N 3.3k

What can the Ottawa Police Service do to continue to build trust in the community? Top 20 Themes



N 1.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

OPS/OPSB Priorities

Survey respondents were asked about priorities for the OPS and OPSB in two ways in the survey. First, they were asked to suggest three priorities for the OPS/OPSB over the next 1-3 years in their own words.

Over 2,600 comments were provided in the survey, and these were analyzed and themed. The most prevalent themes that emerged are listed below:

- increase focus/efficacy on crime - particularly guns, violence, gangs, road safety, drugs, gender based violence/intimate partner violence as well as crime in general
- increase presence/visibility of officers - in general and particular areas (e.g. rural, suburban, high crime areas)
- increase OPS staffing - more officers to provide adequate policing services across a growing city
- increase public outreach - in general and in particular groups (e.g. racialized, Indigenous, youth, 2SGLBTQ+, etc.) to strengthen relationships and build trust
- increase accountability and transparency - more accountability and consequences for OPS staff who commit crimes/misconduct, weed out "bad apples", increase integrity, openness, transparency
- decrease OPS Budget - reducing funding to OPS
- improve response to mental health calls - in general
- transfer budget from OPS to community/social services/programs/subject matter experts in social issues
- increase and improve training to OPS officers - overall and with respect to dealing effectively with persons with mental health issues/in mental health crisis
- increase community policing - support for neighbourhood resource teams, assign officers to communities to strengthen relationships with local residents, businesses and address local crime issues
- strengthen community relations by improving equitable treatment of all members of the public
- improve service efficiency - utilize and allocate resources effectively and efficiently and reducing costs

Finally there were numerous comments relating to broad social issues within the City that are beyond the scope of OPS to resolve but which impact crime, community safety and well-being (e.g., poverty, homelessness, lack of affordable housing, addictions, mental health issues, etc.)

Based on various consultations and feedback over the past few years from the public, community partners, and other stakeholders, the OPS had identified a number of priority areas for investment and reform. The survey requested input on which of these priorities were also a priority to respondents.

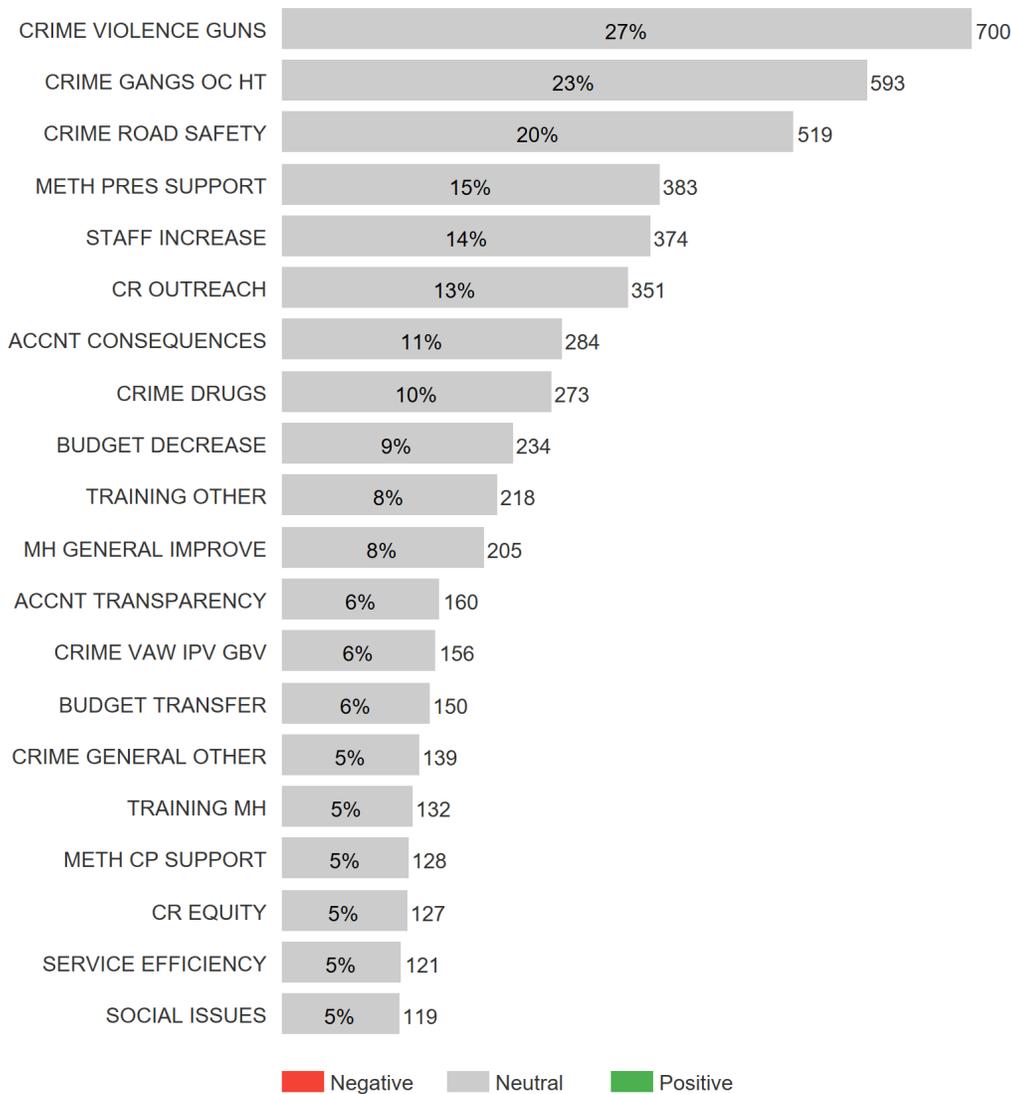
The top five shared priorities were:

- creating an alternative model to mental health response (over 2.2K supported)
- community policing (over 1.7K supported)
- violence against women (over 1.7K supported)
- youth strategy (over 1.5K supported)
- traffic safety (over 1.5K supported)



OPSB/OPS Budget Consultation Survey 2021: Findings Report

What should be the top priorities for the Ottawa Police Services Board / Ottawa Police Service over the next 1 – 3 years? Top 20 Themes

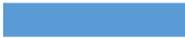
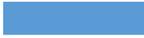
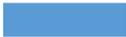
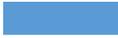


N 2.6k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

The Ottawa Police Service has prioritized a number of investments in improvements and reforms over the next few years. For more details, please see <http://www.ottawapolice.ca/2022Budget>. Please indicate which of the following would be a priority to you? Please check all that apply

	Count	% of responses	%
Creating an alternative model for mental health response - so that calls for service are referred to external partners/service providers rather than the OPS	2.2k		70%
Community Policing – expansion of Neighbourhood Resource Teams to Suburban and Rural communities	1.7k		55%
Violence Against Women - investments to provide a more victim-centred and trauma-informed response	1.7k		54%
Youth Strategy - youth outreach to reduce victimization and criminality	1.5k		48%
Traffic Safety - including education, enforcement, and new technologies to make our streets safer for all road users	1.5k		47%
Respect Ethics and Values – initiatives to improve both organizational culture and community service, such as Anti-Black/Anti-Indigenous Racism training, sexual violence and harassment prevention initiatives	1.4k		44%
Partnership with the Indigenous and Inuit communities - to develop customized and cultural appropriate services and improved access to police services	1.2k		39%
Hate and Bias Crime Unit – enhancements to enable more outreach, education and prevention in addition to current investigation capacity	1.1k		35%
Diversify the OPS workforce – enhancements to recruitment to better reflect the community OPS serves	907		29%
Unsolved Homicide Unit – establishment of a dedicated unit to solve cold cases	784		25%
Modernization - Improvement projects related to HR, IT, Financial and Risk Management	750		24%

N 3.1k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

OPS Budget

Survey respondents were directed to links with background information that pertains to the OPS 2022 Budget and asked a series of questions to assess their preferences between various broad options. They were also offered the opportunity to provide input in their own words with regards to the 2022 OPS Budget.

When asked about their preference between increasing, decreasing and maintaining the OPS Budget at the current level, about half (51%) favoured increasing the Budget, about one quarter (26%) favoured decreasing the Budget, with the remainder split between preferring to maintain the Budget at 2021 levels (16%) and those who selected no opinion/uncertain (8%).

An analysis of the preference for OPS funding amongst different demographic groups in the sample was conducted to identify patterns in response. Full results are available in the Appendix, but overall, the preference to decrease the budget is highest amongst the following groups of respondents:

- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (<\$40K)
- Urban residents
- Non-immigrants
- Persons with a disability
- Victims of crime in past 2 years

Survey respondents were also asked about their preference regarding OPS's sworn officer staffing complement increasing, decreasing or remaining the same. Just over half (53%) preferred an increase in OPS officers, 21% preferred decreasing the number of OPS officers, 18% preferred maintaining the current level, and 8% selected uncertain/no opinion.

A demographic analysis on responses to this question was conducted. Full results are available in the Appendix, but overall, the preference to decrease the number of OPS officers was highest amongst the following subgroups:

- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (\$20-\$40K)
- Urban residents
- Non-immigrants
- Persons with a disability
- Victims of crime in past 2 years
- Those who have had contact with OPS in past 2 years

The survey included a question about preferences relating to OPS's level of investment in service delivery and reform. The majority (57%) would like to see increased investment, 19% favoured the current level of investment, 12% preferred decreased investment, and 12% selected uncertain/no opinion.



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Patterns of response were analyzed by demographics and are available in the Appendix, but support for decreasing OPS investment in service delivery and reform was lowest amongst the following groups:

- Younger (<45 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree)
- Lower income (\$20-\$40K)
- Urban residents
- Victims of crime in past 2 years
- Those who have had contact with OPS in past 2 years

Respondents were asked about their preference relating to the services provided by the OPS, and 43% were in favour of increasing services, 25% preferred that OPS maintain the current services provided, 24% preferred a reduction in services provided, and 8% were uncertain or had no opinion.

A question regarding roles and responsibilities of the OPS with respect to responses to social issues was included in the survey. The vast majority (73%) were in favour of OPS shifting some responsibility from police to community services while 22% preferred that OPS maintains current roles and responsibilities, and 4% were uncertain or had no opinion.

The full analysis of the question regarding roles and responsibilities by demographics is provided in the Appendix, but in general, the sample subgroups that were most supportive of a change in roles and responsibilities were:

- Younger (25-44 years)
- Transgender/other gender
- Non-heterosexual
- Higher educational status (> undergraduate university degree and < high school completion)
- Urban residents
- Non-immigrants
- Persons with a disability

A question about the level of investment by the City of Ottawa in programs and services addressing social issues was included in the survey. A strong majority (70%) would like to see increased investment in such programs and services by the City. The remainder were split between a preference to maintain current investment in social programs and services (18%), a small percentage who would like investment to be decreased (7%), and 5% who answered uncertain/no opinion.



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The survey included an open-ended question to capture other comments relating to the OPS Budget. A total of 987 comments were themed. The full results are provided in the Appendix and the top themes (in order of prevalence) included comments related to:

- Improving service efficiency - comments about the need to improve the efficiency or allocation of resources, to conduct audits or other analyses to reduce costs, and suggestions re. resource optimization
- Narrowing OPS scope - comments about OPS focusing on "core policing" activities and excluding response to social issues and/or suggestions to transfer responsibility for social issues to external agencies/experts
- Increasing OPS Budget - comments about the desire for funding to OPS to be increased and/or comments about willingness to pay more taxes to ensure a safe community/to invest in OPS reforms
- Increasing OPS staffing complement - comments about the desire for an increase in the number of OPS staff/officers, or the perception that the OPS is understaffed relative to the size of the community or to other police services
- Positive comments about OPS - favourable/positive comments relating to OPS performance overall, particular aspects of service, examples or specific OPS members, or expressions of gratitude for service
- Maintaining OPS Budget and/or lack of support for reducing OPS funding - comments indicating support for freezing the Budget, comments indicating lack of support for an increase in the Budget from present level, or comments indicating lack of support for defunding/reducing OPS funding
- Increasing social program funding - comments supporting the need for further funding/investment in social programs (with or without impact on police funding), or comments supporting upstream investment that benefits the community and prevents factors that contribute to crime
- Transfer OPS Budget to social services - comments supporting "transferring" funds from the OPS Budget to community/social services/social supports or programs, and comments suggesting reducing OPS funding and increasing community/social services funding
- Negative comments about OPS - negative/critical comments relating to OPS performance or success in preventing/addressing crime, or negative observations regarding OPS staff
- Decreasing OPS Budget - comments about the desire for funding to OPS to be reduced (with or without transfer of responsibilities to external agencies), or comments that Budget cuts would have no impact on community safety/crime
- Budget general/other - comments about the Budget in general that do not specify a preference for increasing/decreasing/maintaining Budget
- Increasing officer presence - comments indicating support for more police presence/visibility in general or in particular areas, support for more patrolling or police presence at community meetings/events, or support for more foot/bike patrols
- Out of scope and social issues - comments relating to things outside of the scope of the OPS (e.g., other City departments, road safety interventions/road design/traffic control), comments on social issues beyond the scope of policing to resolve (e.g., poverty, addictions, homelessness, mental health issues)
- Improving mental health partnership - comments supporting closer/more seamless collaboration/partnership between OPS and social services, comments suggesting need for expertise of both police and social service providers and for police to provide protection for social service providers in some interactions with those with mental health issues



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Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:

	Count	% of responses	%
increasing the OPS budget	1.6k		51%
maintaining the OPS budget at the current level	514		16%
decreasing the OPS budget	834		26%
Uncertain/no opinion	261		8%

N 3.3k

Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:

	Count	% of responses	%
increasing the number of OPS police officers	1.7k		53%
maintaining the number of OPS police officers at the current level	570		18%
decreasing the number of OPS police officers	677		21%
Uncertain/no opinion	272		8%

N 3.3k

Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:

	Count	% of responses	%
increasing investment in OPS service delivery improvements and reform	1.8k		57%
maintaining current level of investment in OPS service delivery improvements and reform	617		19%
decreasing investment in OPS service delivery improvements and reform	402		12%
Uncertain/no opinion	386		12%

N 3.2k



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Please indicate which of the following preferences you support relating to the services provided by the Ottawa Police Service:

	Count	% of responses	%
increasing the services provided by the OPS	1.4k		43%
maintaining services currently provided by the OPS	823		25%
decreasing the services provided by the OPS	790		24%
Uncertain/no opinion	246		8%

N 3.2k

Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:

	Count	% of responses	%
police maintaining current roles and responsibilities	730		22%
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	2.4k		73%
Uncertain/no opinion	143		4%

N 3.2k

Please indicate which of the following preferences you support relating to the level of investment by the City of Ottawa in programs and services addressing social issues (e.g. poverty, homelessness, mental health, substance abuse):

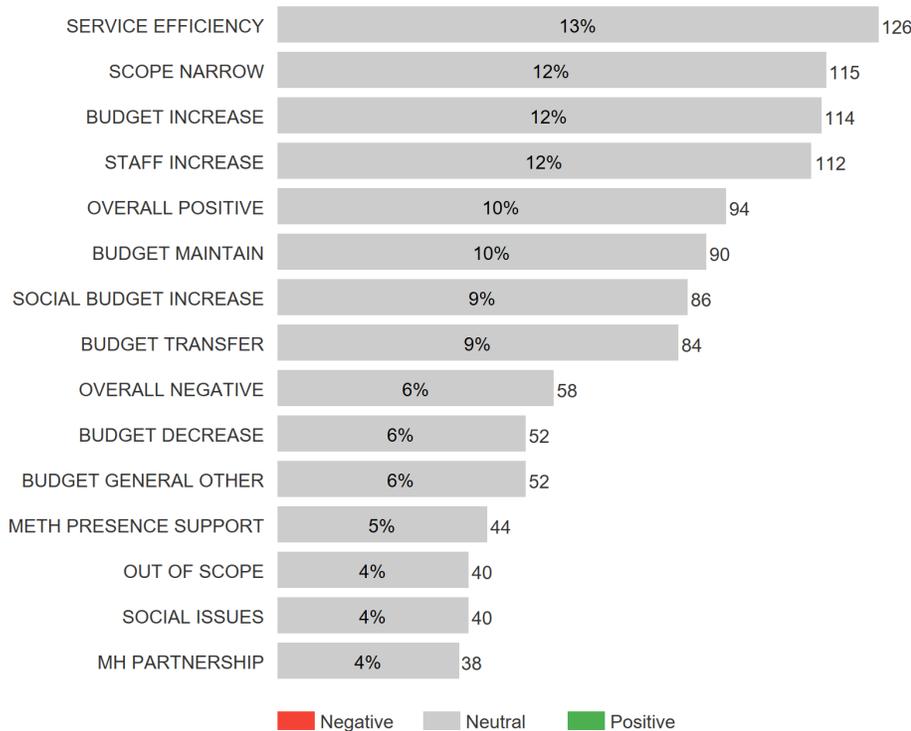
	Count	% of responses	%
increasing investment in programs and services addressing social issues	2.2k		70%
maintaining the current level of investment in programs and services addressing social issues	595		18%
decreasing investment in programs and services addressing social issues	234		7%
Uncertain/no opinion	157		5%

N 3.2k



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Please provide any other comments you would like to share regarding the Ottawa Police Service budget. Top 15 Themes



N 937

Familiarity with Roles and Responsibilities of OPS/OPSB

The survey included a few questions to gauge familiarity with the roles and responsibilities required by provincial legislation to ensure adequate and effective policing.

Approximately 60% of respondents indicated they were very or somewhat familiar with the requirements of the OPS, and the OPSB. Of those familiar with OPSB's roles and requirements, 31% rated the performance of the OPSB as good or very good, while another 37% rated it as poor or very poor.

Respondents were asked about influences on their perceptions of the OPS and/or OPSB. Their answers indicate they are primarily influenced by media/news outlets, direct interactions, and the opinions of peers, friends or family. Social media and community organizations play less of an important role.



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How familiar are you with the roles and responsibilities required of the Ottawa Police Service by provincial legislation to ensure adequate and effective police services?

	Count	% of responses	%
Very Familiar	713		22%
Somewhat Familiar	1.3k		41%
Not Very Familiar	728		23%
Not At All Familiar	354		11%
I don't know	98		3%

N 3.2k

How familiar are you with the roles and responsibilities required of the Ottawa Police Services Board by provincial legislation to oversee the Ottawa Police Service and ensure adequate and effective police services?

	Count	% of responses	%
Very Familiar	574		18%
Somewhat Familiar	1.3k		40%
Not Very Familiar	848		26%
Not At All Familiar	402		12%
I don't know	104		3%

N 3.2k

How would you rate the performance of the Ottawa Police Services Board in fulfilling their roles and responsibilities?

	Count	% of responses	%
Very Good	104		6%
Good	478		25%
Fair	537		29%
Poor	387		21%
Very Poor	294		16%
I don't know	77		4%

N 1.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

In general, which of the following influence your perceptions of the Ottawa Police Service and/or Ottawa Police Services Board? Please select all that apply.

	Count	% of responses	%
Media/news outlets	2.3k		72%
Direct interactions	1.9k		61%
Peers / friends / family	1.7k		52%
Social media	1.3k		41%
Community organizations	1.1k		35%
Other, please specify	304		9%

N 3.2k



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DEMOGRAPHICS/CLASSIFICATION QUESTIONS

The survey included a number of demographic/classification questions in order to allow for analysis of the results by subgroups. Each of these questions were voluntary and most had a "prefer not to answer" category of response.

Here is a brief summary of the survey sample, with comparisons where possible to demographics for the City of Ottawa:

- The vast majority (94%) of survey respondents participated as individual residents
- Of the 3% who indicated they represented one or more communities/special interest groups, the most represented were: Criminal Justice System, Racialized communities, Community and Social Services, Youth/Children, Women, Poverty/Homelessness, 2SLGBTQQIA+, Equity/Social Justice, and Immigrants/Refugees
- 25% indicated they had been the victim of a crime in the past 2 years
- 61% had some sort of contact with the OPS in the past 2 years
- The survey sample under-represents lower income households (<\$60K) compared to the population income distribution statistics, although the other income groupings were proportionately represented (note: a large proportion elected not to answer this question)
- The age distribution is fairly close to the population age distribution
- The geographic distribution (urban/rural/suburban) is fairly close to the population distribution
- Higher education beyond a university degree are over-represented in the sample, those without post-secondary education are under-represented, and other educational levels are proportionately represented
- The proportion of the survey sample who indicated that the language spoken most often at home was English was higher relative to statistics for Ottawa, although Census survey respondents could select multiple responses and this survey requested they select one and indicate other languages spoken in the home (note: many of the survey respondents who participated in English indicated that they also spoke other languages at home)
- The proportion of the survey sample that indicated they are White and Latin/Hispanic are about proportional to population race/ethnicity statistics; however, Black, Middle Eastern, East Asian/Southeast Asian, South Asian, and Indigenous groups are under-represented compared to population statistics (note: 12% of the survey sample declined to answer the question)
- The proportion of recent immigrants to Canada in the sample is close to proportional for the population
- Persons with a disability are under-represented in the survey compared to population statistics



OPSB/OPS Budget Consultation Survey 2021: Findings Report

It is important to hear the perspectives of a wide range of individual community members as well as from those who work as a service provider or who represent the interests of various communities within Ottawa. Please indicate whether you are participating in this survey as an individual resident OR as a representative of a coalition/association/organization or a service provider.

	Count	% of responses	%
Individual resident	4.2k		94%
Representative of a coalition/association/organization OR a service provider	112		3%
I prefer not to answer	153		3%

N 4.4k

Please indicate which of the following communities/interest groups you represent. Please check all that apply

	Count	% of responses	%
Criminal justice system	36		35%
Racialized communities	28		27%
Community and social services	27		26%
Youth/children	25		24%
Women	24		23%
Low income/people living in poverty/homelessness	23		22%
Community/neighbourhood interests	23		22%
2SLGBTQQIA+	20		19%
Equity/social justice	19		18%
Newcomers/immigrants/refugees	17		16%
Indigenous Peoples (First Nations, Inuit, Métis)	17		16%
People with disabilities	17		16%
Health/wellness	17		16%
Francophone	15		14%
Education system/schools	12		12%
Religious/faith communities	10		10%
Business/commercial interests	10		10%
I prefer not to answer	9		9%

N 104



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In the past two years, have you been a victim of any crime?

	Count	% of responses	%
Yes	805		25%
No	2.4k		75%

N 3.2k

In the past two years, have you had any contact of any sort with the Ottawa Police Service?

	Count	% of responses	%
Yes	2.0k		61%
No	1.2k		39%

N 3.2k

Would you consider your community to be:

	Count	% of responses	%
Mainly urban	1.6k		49%
Mainly rural	258		8%
Mainly suburban	1.4k		43%

N 3.2k

Geographic Distribution for Ottawa (Statistics Canada)

Urban: 55%

Rural: 10%

Suburban: 35%

Source: City of Ottawa 2016 Annual Development Report https://documents.ottawa.ca/sites/documents/files/2016_report_en.pdf



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

	Count	% of responses	%
Less than \$20,000	62		2%
\$20,000 - \$40,000	145		5%
\$40,001 - \$60,000	221		7%
\$60,001 - \$80,000	316		10%
\$80,001 - \$100,000	359		11%
\$100,001 - \$150,000	710		22%
\$150,001 - \$200,000	436		14%
Over \$200,000	354		11%
I prefer not to answer	617		19%

N 3.2k

Income Distribution for Ottawa

<\$60K: 33%
\$60K-\$100K: 25%
\$100K-\$200K: 32%
\$200K+: 10%

Source: Statistics Canada Census 2016 <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Geo2=PR&Code2=01&SearchType=Begins&SearchPR=01&TABID=1&B1=All&type=0&Code1=3506008&SearchText=ottawa>

What is your current highest level of education?

	Count	% of responses	%
Less than high school	20		1%
High school graduate	153		5%
Some college, university or trade school	383		12%
College diploma, trade school diploma or university undergraduate degree	1.6k		49%
Graduate degree or professional designation (M.A., M.Sc., M.Ed., Ph.D., P.Eng., D.Sc., D.Ed.)	794		25%
Degree in Law, Medicine, Dentistry, Veterinary Medicine, or Optometry (LL.B, J.D., M.D., D.D.S., D.M.D., D.V.M., O.D.)	79		2%
I prefer not to answer	206		6%

N 3.2k

Education Distribution for Ottawa



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English: 74%

French: 9%

Non-Official Language: 11%

English & French: 1%

English & Non-Official Language: 4%

French & Non-Official Language: 0.4%

English, French & Non-Official Language: 0.5%

Source: Statistics Canada Census 2016 <https://www12.statcan.gc.ca/census-recensement/2016/dp->

[pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Geo2=PR&Code2=01&SearchType=Begins&SearchPR=01&TABID=1&B1=All&type=0&Code1=3506008&SearchText=ottawa](https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Geo2=PR&Code2=01&SearchType=Begins&SearchPR=01&TABID=1&B1=All&type=0&Code1=3506008&SearchText=ottawa)

Please indicate in which age group you belong.

	Count	% of responses	%
18 to 24 years old	157		5%
25 to 34 years old	606		19%
35 to 44 years old	641		20%
45 to 54 years old	633		20%
55 to 64 years old	511		16%
65 to 74 years old	367		11%
75 years old and above	104		3%
I prefer not to answer	203		6%

N 3.2k

Age Distribution for Ottawa

15-34: 27%

35-54: 35%

55+: 28%

Source: Statistics Canada Census 2016 <https://www12.statcan.gc.ca/census-recensement/2016/dp->

[pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Geo2=PR&Code2=01&SearchType=Begins&SearchPR=01&TABID=1&B1=All&type=0&Code1=3506008&SearchText=ottawa](https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Geo2=PR&Code2=01&SearchType=Begins&SearchPR=01&TABID=1&B1=All&type=0&Code1=3506008&SearchText=ottawa)



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Do you identify yourself as?

	Count	% of responses	%
Male	1.3k		42%
Female	1.5k		47%
Two-Spirited	10		0%
Transgender	27		1%
Other, please specify	42		1%
I prefer not to answer	291		9%

N 3.2k

Gender Distribution for Ottawa

Male: 49%

Female: 51%

Source: Statistics Canada Census 2016 <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Geo2=PR&Code2=01&SearchType=Begins&SearchPR=01&TABID=1&B1=All&type=0&Code1=3506008&SearchText=ottawa>

Which of the following best describes your sexual orientation?

	Count	% of responses	%
Heterosexual (Straight)	2.4k		74%
Lesbian	38		1%
Gay	88		3%
Bisexual	122		4%
Pansexual	32		1%
Queer	51		2%
Questioning	6		0%
Asexual	14		0%
Two-Spirit	5		0%
Other, please specify	31		1%
I prefer not to answer	456		14%

N 3.2k

Do you consider yourself to be:



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	Count	% of responses	%
Indigenous Peoples	62		2%
White	2.4k		74%
Black	77		2%
East Asian / Southeast Asian	69		2%
South Asian	33		1%
Middle Eastern	59		2%
Latin/Hispanic	28		1%
Other, please specify	120		4%
I prefer not to answer	389		12%

N 3.2k

Race/Ethnicity Distribution for Ottawa

- White: 73%
- East Asian/Southeast Asian: 7%
- Black: 6%
- Middle Eastern: 5%
- South Asian: 4%
- Indigenous: 4%
- Latin/Hispanic: 1%

Source: Statistics Canada Census 2016 <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Geo2=PR&Code2=01&SearchType=Begins&SearchPR=01&TABID=1&B1=All&type=0&Code1=3506008&SearchText=ottawa>

Have you immigrated to Canada in the last 5 years?

	Count	% of responses	%
Yes	52		2%
No	3.0k		94%
I prefer not to answer	138		4%

N 3.2k



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Recent Immigrant to Ottawa

Yes: 3%
Source: Statistics Canada Census 2016 <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Geo2=PR&Code2=01&SearchType=Begins&SearchPR=01&TABID=1&B1=All&type=0&Code1=3506008&SearchText=ottawa>

Where is your country of birth?

	Count	% of responses	%
North America	14		27%
South America	3		6%
Europe	9		17%
Africa	5		10%
Asia / Middle East	11		21%
Oceania / Australia	1		2%
Antartica	0		
Other, please specify	5		10%
I prefer not to answer	4		8%

N 52

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

	Count	% of responses	%
Yes	416		13%
No	2.6k		81%
I prefer not to answer	196		6%

N 3.2k

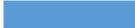
Persons with a Disability in Ottawa

Persons with a disability: 24%
Source: Statistics Canada <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1310075001>



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Please indicate what disability or disabilities. Please check all that apply.

	Count	% of responses	%
Mobility	151		36%
Psychological	142		34%
Other, please specify	73		18%
Learning	56		13%
Hearing	51		12%
I prefer not to answer	50		12%
Agility	47		11%
Memory	41		10%
Seeing	24		6%
Developmental	15		4%
Speech	8		2%

N 415



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APPENDICES



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Appendix A: Notes on Coding Qualitative Data

CheckMarket research software was used to gather data and to assist with data analysis. Qualitative data were gathered through open-ended responses to various questions, including:

- What changes would most improve the quality of service delivery provided by the OPS?
- What can the OPS do to continue to build trust in the community?
- What should be the top priorities for the OPS/OPSB?
- Please provide any other comments you would like to share regarding the OPS 2022 Budget.

After an initial review of responses to these questions, an interactive, grounded process of codebook construction was engaged in by the research team (Saldana, Miles, and Huberman 2013; Charmaz 2006). A draft codebook was created drawing up emerging themes in the data. This draft codebook was tested by members of the research team on hundreds of responses using the analytic tools in CheckMarket. This tool allows comments to be coded, allowing for comment synthesis and analysis.

After testing the draft codebook, the team met virtually to discuss the themes, revise the codebook, and clarify the meaning of each code. Revisions and clarifications of the codebook continued over the span of several days to optimize clarity and capture participant sentiments and concerns. Research team members also reviewed coding done by other members in order to assess for consistency in the application of codes.

In recognition that some comments addressed more than one code, agreement was made amongst the research team that an individual comment could be assigned multiple codes. Other jointly-made decisions about coding included:

- Where the meaning of a comment was unclear, the research team would code the comment as 'other'.
- However, in cases of what clearly seemed to be a typo, comments were coded according to the perceived intent. For example, the comment 'Defend' was coded as 'Defund'.
- Where there was uncertainty, members of the research team would flag a comment and check with other members for consensus before finalizing the code.
- In some places on the survey, respondents could enter text in multiple boxes. Where respondents wrote comments like 'see above' or 'see previous comments,' researchers coded these comments as 'other' since due to the way data are aggregated within the software, researchers could not identify the nature of those referenced comments.
- Comments written in languages other than French and English were flagged and sent for translation prior to being coded.

References

Charmaz, Kathy. 2006. *Constructing Grounded Theory: A Practical Guide through Qualitative Analysis*. 1st ed. London; Thousand Oaks: Sage Publications.

Saldana, Johnny, Matthew B. Miles, and Michael Huberman. 2013. *Qualitative Data Analysis*. 3rd ed. Thousand Oaks: Sage Publications.



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Appendix B: Cross-tabs By Demographics

Cross tab for Budget Preference by Race/Ethnicity

	Do you consider yourself to be:								Total
	Indigenous Peoples	White	Black	East Asian / Southeast Asian	South Asian	Middle Eastern	Latin/Hispanic	Other, please specify	
	A	B	C	D	E	F	G	H	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:									
increasing the OPS budget	35 (61%)	1171 (54%) Ⓢ	46 (62%)	37 (59%)	16 (52%)	33 (65%)	11 (44%)	68 (64%) Ⓢ	1417 (55%)
maintaining the OPS budget at the current level	8 (14%)	387 (18%)	8 (11%)	14 (22%)	4 (13%)	5 (10%)	7 (28%)	16 (15%)	449 (17%)
decreasing the OPS budget	14 (25%)	615 (28%)	20 (27%)	12 (19%)	11 (35%)	13 (25%)	7 (28%)	22 (21%)	714 (28%)
Total	57 (2%)	2173 (84%)	74 (3%)	63 (2%)	31 (1%)	51 (2%)	25 (1%)	106 (4%)	2580

N 2.6k



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Cross tab for Budget Preference by Age Group

	Please indicate in which age group you belong.							Total
	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	
	A	B	C	D	E	F	G	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:								
increasing the OPS budget	48 (32%) B C D E F G	233 (41%) A C D E F G	305 (52%) A B D E F G	375 (64%) A B C	324 (69%) A B C F	193 (60%) A B C E	57 (66%) A B C	1535 (55%)
maintaining the OPS budget at the current level	21 (14%) F	65 (11%) C D F G	99 (17%) B F	112 (19%) B F	72 (15%) F	88 (27%) A B C D E	19 (22%) B	476 (17%)
decreasing the OPS budget	81 (54%) C D E F G	269 (47%) G D E F G	185 (31%) A B D E F G	97 (17%) A B C	71 (15%) A B C	43 (13%) A B C	11 (13%) A B C	757 (27%)
Total	150 (5%)	567 (20%)	589 (21%)	584 (21%)	467 (17%)	324 (12%)	87 (3%)	2768

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Gender

	Do you identify yourself as?					Total
	Male	Female	Two-Spirited	Transgender	Other, please specify	
	A	B	C	D	E	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:						
increasing the OPS budget	732 (58%) D E	751 (56%) D E	5 (56%) E	5 (21%) A B	3 (8%) A B C	1496 (56%)
maintaining the OPS budget at the current level	239 (19%) D	226 (17%) D	1 (11%)	1 (4%) A B	5 (13%)	472 (18%)
decreasing the OPS budget	293 (23%) B D E	369 (27%) A D E	3 (33%) D E	18 (75%) A B C	31 (79%) A B C	714 (27%)
Total	1264 (47%)	1346 (50%)	9 (0%)	24 (1%)	39 (1%)	2682

N 2.7k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Sexual Orientation

	Which of the following best describes your sexual orientation?										Total
	Heterosexual (Straight)	Lesbian	Gay	Bisexual	Pansexual	Queer	Questioning	Asexual	Two-Spirit	Other, please specify	
	A	B	C	D	E	F	G	H	I	J	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:											
increasing the OPS budget	1326 (61%) C D E F H J	14 (38%) A E F	33 (39%) A D E F H	26 (23%) A C E F	1 (3%) A B C D J	4 (8%) A B C D E	2 (33%)	2 (14%) A C	2 (50%)	11 (39%) A E F	1421 (56%)
maintaining the OPS budget at the current level	400 (18%) B D F I	2 (5%) A C J	17 (20%) B E F	12 (11%) A I J	6 (20%) E F I	2 (4%) A C E J	1 (17%)	1 (7%)	0 (0%) A C D E J	8 (29%) B D E F I	449 (18%)
decreasing the OPS budget	443 (20%) D E F H	21 (57%) A E I	34 (40%) A D E F H	74 (66%) A C E F I	23 (77%) A C J	44 (88%) A B C D E I	3 (50%)	11 (79%) A C J	2 (50%)	9 (32%) B D E F H	664 (26%)
Total	2169 (86%)	37 (1%)	84 (3%)	112 (4%)	30 (1%)	50 (2%)	6 (0%)	14 (1%)	4 (0%)	28 (1%)	2534



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Educational Status

	What is your current highest level of education?						Total
	Less than high school	High school graduate	Some college, university or trade school	College diploma, trade school diploma 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 Law, Medicine, Dentistry, Veterinary Medicine, or Optometry (L.L.B., J.D., M.D., D.D.S., D.M.D., D.V.M., O.D.)	
	A	B	C	D	E	F	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:							
increasing the OPS budget	8 (42%) D	99 (74%) A C D E F	212 (61%) D E F	925 (63%) D E F	262 (36%) D C D	28 (36%) D C D	1534 (55%)
maintaining the OPS budget at the current level	8 (42%) C D F	15 (11%) A C E	65 (19%) A E	219 (15%) A E	153 (21%) B D	14 (18%) A	474 (17%)
decreasing the OPS budget	3 (16%) E F	19 (14%) D E F	72 (21%) E F	322 (22%) B E F	313 (43%) A B C D	35 (45%) A B C D	764 (28%)
Total	19 (1%)	133 (5%)	349 (13%)	1466 (53%)	728 (26%)	77 (3%)	2772

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Annual Household Income

	Which of the following best describes your total, annual household income before taxes?								Total
	Less than \$20,000	\$20,000 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	\$100,001 - \$150,000	\$150,001 - \$200,000	Over \$200,000	
	A	B	C	D	E	F	G	H	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:									
increasing the OPS budget	20 (38%) C D E F G H	51 (39%) C D E F G H	106 (55%) A B	154 (52%) A B	189 (57%) A B	388 (58%) A B	244 (59%) A B	180 (54%) A B	1332 (55%)
maintaining the OPS budget at the current level	11 (21%)	21 (16%)	30 (16%)	45 (15%)	44 (13%) D	107 (16%)	72 (17%)	70 (21%) E	400 (17%)
decreasing the OPS budget	22 (42%) F G H	59 (45%) C D E F G H	56 (29%) D	95 (32%) D E F G H	96 (29%) D	169 (25%) A B D	99 (24%) A B D	82 (25%) A B D	678 (28%)
Total	53 (2%)	131 (5%)	192 (8%)	294 (12%)	329 (14%)	664 (28%)	415 (17%)	332 (14%)	2410

N 2.4k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Geographic Area

	Would you consider your community to be:			
	Mainly urban	Mainly rural	Mainly suburban	Total
	A	B	C	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:				
increasing the OPS budget	648 (45%) B C	169 (71%) A C	802 (63%) A B	1619 (55%)
maintaining the OPS budget at the current level	220 (15%) C	48 (20%)	240 (19%) A	508 (17%)
decreasing the OPS budget	562 (39%) B C	20 (8%) A C	240 (19%) A B	822 (28%)
Total	1430 (48%)	237 (8%)	1282 (43%)	2949

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Immigration to Canada in Past 5 Years

	Have you immigrated to Canada in the last 5 years?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:			
increasing the OPS budget	32 (74%) B	1522 (55%) A	1554 (55%)
maintaining the OPS budget at the current level	3 (7%) B	483 (17%) A	486 (17%)
decreasing the OPS budget	8 (19%)	775 (28%)	783 (28%)
Total	43 (2%)	2780 (98%)	2823

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Disability Status

	Do you consider yourself to be a person with a disability?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:			
increasing the OPS budget	191 (50%) B	1346 (56%) A	1537 (55%)
maintaining the OPS budget at the current level	60 (16%)	422 (18%)	482 (17%)
decreasing the OPS budget	129 (34%) B	627 (26%) A	756 (27%)
Total	380 (14%)	2395 (86%)	2775

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Respondent Type

It is important to hear the perspectives of a wide range of individual community members as well as from those who work as a service provider or who represent the interests of various communities within Ottawa. Please indicate whether you are participating in this survey as an individual resident

Individual resident	Representative of a coalition/association/organization OR a service provider	Total
A	B	

Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:

increasing the OPS budget	1536 (54%)	48 (65%)	1584 (54%)
maintaining the OPS budget at the current level	500 (18%) B	5 (7%) A	505 (17%)
decreasing the OPS budget	804 (28%)	21 (28%)	825 (28%)
Total	2840 (97%)	74 (3%)	2914

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Crime Victim Status

	In the past two years, have you been a victim of any crime?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:			
increasing the OPS budget	384 (51%) B	1242 (56%) A	1626 (55%)
maintaining the OPS budget at the current level	107 (14%) B	399 (18%) A	506 (17%)
decreasing the OPS budget	260 (35%) B	565 (26%) A	825 (28%)
Total	751 (25%)	2206 (75%)	2957

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Budget Preference by Contact with OPS

In the past two years, have you had any contact of any sort with the Ottawa Police Service?		
Yes	No	Total
A	B	

Please indicate which of the following preferences you support relating to the Ottawa Police Service budget:			
increasing the OPS budget	1018 (55%)	603 (55%)	1621 (55%)
maintaining the OPS budget at the current level	291 (16%) B	215 (19%) A	506 (17%)
decreasing the OPS budget	537 (29%)	286 (26%)	823 (28%)
Total	1846 (63%)	1104 (37%)	2950

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Race/Ethnicity

	Do you consider yourself to be:								Total
	Indigenous Peoples	White	Black	East Asian / Southeast Asian	South Asian	Middle Eastern	Latin/Hispanic	Other, please specify	
	A	B	C	D	E	F	G	H	
Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:									
increasing the number of OPS police officers	40 (69%)	1234 (57%) D	47 (66%)	40 (65%)	17 (52%)	33 (60%)	16 (59%)	71 (67%) B	1498 (58%)
maintaining the number of OPS police officers at the current level	7 (12%)	420 (19%)	11 (15%)	12 (19%)	7 (21%)	13 (24%)	6 (22%)	18 (17%)	494 (19%)
decreasing the number of OPS police officers	11 (19%)	502 (23%) B	13 (18%)	10 (16%)	9 (27%)	9 (16%)	5 (19%)	17 (16%) D	576 (22%)
Total	58 (2%)	2156 (84%)	71 (3%)	62 (2%)	33 (1%)	55 (2%)	27 (1%)	106 (4%)	2568

N 2.6k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Age Group

Please indicate in which age group you belong.								Total
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		
A	B	C	D	E	F	G		

Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:								
increasing the number of OPS police officers	54 (36%) C D E F G	238 (42%) C D E F G	322 (55%) A B D E F G	398 (68%) A B C	344 (73%) A B C F	208 (65%) A B C E	58 (67%) A B C	1622 (59%)
maintaining the number of OPS police officers at the current level	29 (19%)	93 (17%) F	113 (19%) F	109 (19%) F	77 (16%) F	82 (25%) B C D E	16 (19%)	519 (19%)
decreasing the number of OPS police officers	67 (45%) C D E F G	230 (41%) G D E F G	149 (26%) A B D E F G	76 (13%) A B C	49 (10%) A B C	32 (10%) A B C	12 (14%) A B C	615 (22%)
Total	150 (5%)	561 (20%)	584 (21%)	583 (21%)	470 (17%)	322 (12%)	86 (3%)	2756

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Gender

	Do you identify yourself as?					Total
	Male	Female	Two-Spirited	Transgender	Other, please specify	
	A	B	C	D	E	
Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:						
increasing the number of OPS police officers	767 (61%) D E	796 (59%) D E	6 (60%) D E	5 (22%) A B C	6 (16%) A B C	1580 (59%)
maintaining the number of OPS police officers at the current level	255 (20%)	257 (19%)	2 (20%)	2 (9%)	4 (11%)	520 (19%)
decreasing the number of OPS police officers	237 (19%) D E	291 (22%) D E	2 (20%) D E	16 (70%) A B C	27 (73%) A B C	573 (21%)
Total	1259 (47%)	1344 (50%)	10 (0%)	23 (1%)	37 (1%)	2673

N 2.7k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Sexual Orientation

	Which of the following best describes your sexual orientation?										Total
	Heterosexual (Straight)	Lesbian	Gay	Bisexual	Pansexual	Queer	Questioning	Asexual	Two-Spirit	Other, please specify	
	A	B	C	D	E	F	G	H	I	J	
Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:											
increasing the number of OPS police officers	1404 (65%) B C D E F H	14 (40%) A B F H	38 (46%) A D E G H	28 (25%) A C E F	1 (4%) A B D D H	2 (4%) A B C D H	2 (33%)	2 (14%) A B C H	2 (50%)	12 (44%) A B F H	1505 (60%)
maintaining the number of OPS police officers at the current level	418 (19%) B	2 (6%) A C D E H	16 (19%) E	23 (21%) B	8 (30%) B	5 (11%)	1 (17%)	3 (21%)	1 (25%)	8 (30%) B	485 (19%)
decreasing the number of OPS police officers	349 (16%) B C D E F H	19 (54%) A F J	29 (35%) A D E H	60 (54%) A C F J	18 (67%) A C J	40 (85%) A B C D I J	3 (50%)	9 (64%) A C E	1 (25%) E	7 (26%) B D E F H	535 (21%)
Total	2171 (86%)	35 (1%)	83 (3%)	111 (4%)	27 (1%)	47 (2%)	6 (0%)	14 (1%)	4 (0%)	27 (1%)	2525

N 2.5k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Educational Status

	What is your current highest level of education?						Total
	Less than high school	High school graduate	Some college, university or trade school	College diploma, trade school diploma 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 Law, Medicine, Dentistry, Veterinary Medicine, or Optometry (L.L.B., J.D., M.D., D.D.S., D.M.D., D.V.M., O.D.)	
	A	B	C	D	E	F	
Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:							
increasing the number of OPS police officers	11 (58%)	111 (77%) C D E F	221 (64%) D E F	970 (66%) D E F	277 (39%) D C D	27 (39%) C C D	1617 (59%)
maintaining the number of OPS police officers at the current level	7 (37%) B	19 (13%) A C E	70 (20%) E	237 (16%) E	172 (24%) B D	16 (23%)	521 (19%)
decreasing the number of OPS police officers	1 (5%) D E F	15 (10%) D E F	55 (16%) E F	257 (18%) A B E F	270 (38%) A B C D	26 (38%) A B C D	624 (23%)
Total	19 (1%)	145 (5%)	346 (13%)	1464 (53%)	719 (26%)	69 (3%)	2762

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Annual Household Income

	Which of the following best describes your total, annual household income before taxes?								Total
	Less than \$20,000	\$20,000 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	\$100,001 - \$150,000	\$150,001 - \$200,000	Over \$200,000	
	A	B	C	D	E	F	G	H	
Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:									
increasing the number of OPS police officers	27 (51%)	58 (44%) A D E F G H	116 (59%) B	162 (56%) B	194 (58%) B	408 (62%) B	244 (59%) B	191 (59%) B	1400 (58%)
maintaining the number of OPS police officers at the current level	12 (23%)	19 (14%) A	31 (16%)	54 (19%)	67 (20%)	107 (16%) A	90 (22%) B F	64 (20%)	444 (19%)
decreasing the number of OPS police officers	14 (26%) B	56 (42%) A C D E F G H	49 (25%) B	74 (26%) B G	71 (21%) B	140 (21%) B	77 (19%) B D	70 (22%) B	551 (23%)
Total	53 (2%)	133 (6%)	196 (8%)	290 (12%)	332 (14%)	655 (27%)	411 (17%)	325 (14%)	2395

N 2.4k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Disability Status

	Do you consider yourself to be a person with a disability?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:			
increasing the number of OPS police officers	206 (55%)	1415 (59%)	1621 (59%)
maintaining the number of OPS police officers at the current level	63 (17%)	465 (19%)	528 (19%)
decreasing the number of OPS police officers	104 (28%) B	509 (21%) A	613 (22%)
Total	373 (14%)	2389 (87%)	2762

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Geographic Area

	Would you consider your community to be:			
	Mainly urban	Mainly rural	Mainly suburban	Total
	A	B	C	
Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:				
increasing the number of OPS police officers	690 (49%) B C	179 (75%) A C	839 (65%) A B	1708 (58%)
maintaining the number of OPS police officers at the current level	267 (19%)	42 (18%)	251 (20%)	560 (19%)
decreasing the number of OPS police officers	461 (33%) B C	17 (7%) A C	192 (15%) A B	670 (23%)
Total	1418 (48%)	238 (8%)	1282 (44%)	2938

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Immigration to Canada in the Last 5 Years

	Have you immigrated to Canada in the last 5 years?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:			
increasing the number of OPS police officers	34 (74%) B	1604 (58%) A	1638 (58%)
maintaining the number of OPS police officers at the current level	6 (13%)	535 (19%)	541 (19%)
decreasing the number of OPS police officers	6 (13%)	629 (23%)	635 (23%)
Total	46 (2%)	2768 (98%)	2814

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Respondent Type

It is important to hear the perspectives of a wide range of individual community members as well as from those who work as a service provider or who represent the interests of various communities within Ottawa. Please indicate whether you are participating in this survey as an individual resident

Individual resident	Representative of a coalition/association/organization OR a service provider	Total
A	B	

Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:

increasing the number of OPS police officers	1625 (57%)	49 (66%)	1674 (58%)
maintaining the number of OPS police officers at the current level	553 (20%) B	5 (7%) A	558 (19%)
decreasing the number of OPS police officers	649 (23%)	20 (27%)	669 (23%)
Total	2827 (97%)	74 (3%)	2901

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Crime Victim Status

	In the past two years, have you been a victim of any crime?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:			
increasing the number of OPS police officers	423 (56%)	1291 (59%)	1714 (58%)
maintaining the number of OPS police officers at the current level	118 (16%) B	442 (20%) A	560 (19%)
decreasing the number of OPS police officers	210 (28%) B	462 (21%) A	672 (23%)
Total	751 (25%)	2195 (75%)	2946

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Staffing Preference by Contact with OPS

In the past two years, have you had any contact of any sort with the Ottawa Police Service?		
Yes	No	Total
A	B	

Please indicate which of the following preferences you support relating to the number of Ottawa Police Service Police Officers:			
increasing the number of OPS police officers	1072 (59%)	637 (57%)	1709 (58%)
maintaining the number of OPS police officers at the current level	313 (17%) B	246 (22%) A	559 (19%)
decreasing the number of OPS police officers	440 (24%) B	231 (21%) A	671 (23%)
Total	1825 (62%)	1114 (38%)	2939

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Race/Ethnicity

	Do you consider yourself to be:								Total
	Indigenous Peoples	White	Black	East Asian / Southeast Asian	South Asian	Middle Eastern	Latin/Hispanic	Other, please specify	
	A	B	C	D	E	F	G	H	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:									
increasing investment in OPS service delivery improvements and reform	34 (63%)	1332 (64%)	45 (63%)	47 (75%) 👍	16 (53%) 👎	36 (69%)	19 (76%)	67 (64%)	1596 (65%)
maintaining current level of investment in OPS service delivery improvements and reform	13 (24%)	445 (22%)	19 (26%)	9 (14%)	8 (27%)	10 (19%)	3 (12%)	25 (24%)	532 (22%)
decreasing investment in OPS service delivery improvements and reform	7 (13%)	290 (14%)	8 (11%)	7 (11%)	6 (20%)	6 (12%)	3 (12%)	12 (12%)	339 (14%)
Total	54 (2%)	2067 (84%)	72 (3%)	63 (3%)	30 (1%)	52 (2%)	25 (1%)	104 (4%)	2467

N 2.5k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Age Group

Please indicate in which age group you belong.								Total
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		
A	B	C	D	E	F	G		

Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:

increasing investment in OPS service delivery improvements and reform	68 (52%) D E F G	315 (58%) D E F G	343 (61%) D E F	384 (69%) A B C	325 (71%) A B C	218 (70%) A B C	61 (70%) A B	1714 (65%)
maintaining current level of investment in OPS service delivery improvements and reform	33 (25%) B	88 (16%) A C D E F	127 (22%) B	131 (23%) B	97 (21%) B	79 (25%) B	20 (23%)	575 (22%)
decreasing investment in OPS service delivery improvements and reform	29 (22%) D E F G	136 (25%) C D E F G	96 (17%) B D E F G	43 (8%) A B C	33 (7%) A B C	16 (5%) A B C	6 (7%) A B C	359 (14%)
Total	130 (5%)	539 (20%)	566 (21%)	558 (21%)	455 (17%)	313 (12%)	87 (3%)	2648

N 2.6k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Gender

	Do you identify yourself as?					Total
	Male	Female	Two-Spirited	Transgender	Other, please specify	
	A	B	C	D	E	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:						
increasing investment in OPS service delivery improvements and reform	781 (64%) B D E	872 (68%) A D E	5 (56%)	7 (35%) A B	8 (26%) A B	1673 (65%)
maintaining current level of investment in OPS service delivery improvements and reform	295 (24%) B	253 (20%) A	3 (33%)	3 (15%)	9 (29%)	563 (22%)
decreasing investment in OPS service delivery improvements and reform	154 (13%) D E	160 (12%) D E	1 (11%) D E	10 (50%) A B C	14 (45%) A B C	339 (13%)
Total	1230 (48%)	1285 (50%)	9 (0%)	20 (1%)	31 (1%)	2575

N 2.6k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Sexual Orientation

	Which of the following best describes your sexual orientation?										Total
	Heterosexual (Straight)	Lesbian	Gay	Bisexual	Pansexual	Queer	Questioning	Asexual	Two-Spirit	Other, please specify	
	A	B	C	D	E	F	G	H	I	J	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:											
increasing investment in OPS service delivery improvements and reform	1446 (69%) E D E E D E	20 (61%) E F J	45 (55%) A E F	48 (48%) A E F	4 (17%) A B C D I	9 (21%) A B C D I	2 (33%)	3 (30%) A I	4 (80%) E F H J	8 (33%) A B I	1589 (65%)
maintaining current level of investment in OPS service delivery improvements and reform	455 (22%) E E I A	2 (6%) A C E F G H J	19 (23%) E I J	15 (15%) E I J	10 (42%) A B D I	9 (21%) B I J	3 (50%) B I	4 (40%) E I	0 (0%) A C D E F G H J	11 (46%) A E C D F I	528 (22%)
decreasing investment in OPS service delivery improvements and reform	209 (10%) A C D E F	11 (33%) A F	18 (22%) A D F	36 (36%) A C F	10 (42%) A	25 (58%) A B C D E F G	1 (17%) F	3 (30%)	1 (20%) F	5 (21%) F	319 (13%)
Total	2110 (87%)	33 (1%)	82 (3%)	99 (4%)	24 (1%)	43 (2%)	6 (0%)	10 (0%)	5 (0%)	24 (1%)	2436



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Educational Status

	What is your current highest level of education?						Total
	Less than high school	High school graduate	Some college, university or trade school	College diploma, trade school diploma 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 Law, Medicine, Dentistry, Veterinary Medicine, or Optometry (L.L.B., J.D., M.D., D.D.S., D.M.D., D.V.M., O.D.)	
	A	B	C	D	E	F	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:							
increasing investment in OPS service delivery improvements and reform	9 (53%) D	99 (80%) A C D E F	233 (71%) D E F	986 (69%) D E F	357 (52%) D C D	34 (49%) D C D	1718 (65%)
maintaining current level of investment in OPS service delivery improvements and reform	7 (41%) B	18 (15%) A E	68 (21%)	286 (20%) E	171 (25%) B D	17 (24%)	567 (21%)
decreasing investment in OPS service delivery improvements and reform	1 (6%) E F	7 (6%) D E F	27 (8%) E F	148 (10%) B E F	162 (23%) A B C D	19 (27%) A B C D	364 (14%)
Total	17 (1%)	124 (5%)	328 (12%)	1420 (54%)	690 (26%)	70 (3%)	2649

N 2.6k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Household Income

	Which of the following best describes your total, annual household income before taxes?								Total
	Less than \$20,000	\$20,000 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	\$100,001 - \$150,000	\$150,001 - \$200,000	Over \$200,000	
	A	B	C	D	E	F	G	H	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:									
increasing investment in OPS service delivery improvements and reform	27 (57%)	63 (51%) A B C D E F G H	121 (64%) E	186 (65%) E	198 (63%) E	433 (68%) E	260 (65%) E	207 (64%) E	1495 (65%)
maintaining current level of investment in OPS service delivery improvements and reform	10 (21%)	30 (24%)	35 (19%)	61 (21%)	68 (22%)	123 (19%)	89 (22%)	74 (23%)	490 (21%)
decreasing investment in OPS service delivery improvements and reform	10 (21%)	30 (24%) A B C D E F G H	32 (17%)	37 (13%) D	48 (15%) D	81 (13%) D	51 (13%) D	40 (12%) D	329 (14%)
Total	47 (2%)	123 (5%)	188 (8%)	284 (12%)	314 (14%)	637 (28%)	400 (17%)	321 (14%)	2314

N 2.3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Geographic Area

	Would you consider your community to be:			
	Mainly urban	Mainly rural	Mainly suburban	Total
	A	B	C	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:				
increasing investment in OPS service delivery improvements and reform	775 (57%) B C	171 (73%) A	867 (70%) A	1813 (64%)
maintaining current level of investment in OPS service delivery improvements and reform	296 (22%)	53 (23%)	261 (21%)	610 (22%)
decreasing investment in OPS service delivery improvements and reform	279 (21%) B C	9 (4%) A C	107 (9%) A B	395 (14%)
Total	1350 (48%)	233 (8%)	1235 (44%)	2818

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Immigration to Canada in Past 5 Years

	Have you immigrated to Canada in the last 5 years?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:			
increasing investment in OPS service delivery improvements and reform	28 (62%)	1719 (65%)	1747 (65%)
maintaining current level of investment in OPS service delivery improvements and reform	13 (29%)	571 (21%)	584 (22%)
decreasing investment in OPS service delivery improvements and reform	4 (9%)	370 (14%)	374 (14%)
Total	45 (2%)	2660 (98%)	2705

N 2.7k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Disability Status

	Do you consider yourself to be a person with a disability?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:			
increasing investment in OPS service delivery improvements and reform	220 (63%)	1507 (65%)	1727 (65%)
maintaining current level of investment in OPS service delivery improvements and reform	74 (21%)	499 (22%)	573 (22%)
decreasing investment in OPS service delivery improvements and reform	58 (16%)	304 (13%)	362 (14%)
Total	352 (13%)	2310 (87%)	2662

N 2.7k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Respondent Type

It is important to hear the perspectives of a wide range of individual community members as well as from those who work as a service provider or who represent the interests of various communities within Ottawa. Please indicate whether you are participating in this survey as an individual resident

Individual resident	Representative of a coalition/association/organization OR a service provider	Total
A	B	

Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:

increasing investment in OPS service delivery improvements and reform	1735 (64%)	47 (64%)	1782 (64%)
maintaining current level of investment in OPS service delivery improvements and reform	591 (22%)	12 (16%)	603 (22%)
decreasing investment in OPS service delivery improvements and reform	383 (14%)	15 (20%)	398 (14%)
Total	2709 (97%)	74 (3%)	2783

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Crime Victim Status

	In the past two years, have you been a victim of any crime?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:			
increasing investment in OPS service delivery improvements and reform	431 (62%)	1388 (65%)	1819 (64%)
maintaining current level of investment in OPS service delivery improvements and reform	133 (19%)	478 (22%)	611 (22%)
decreasing investment in OPS service delivery improvements and reform	133 (19%) B	264 (12%) A	397 (14%)
Total	697 (25%)	2130 (75%)	2827

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Investment in Reform by Contact with OPS

In the past two years, have you had any contact of any sort with the Ottawa Police Service?			
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the Ottawa Police Service's level of investment in service delivery improvement and reform:			
increasing investment in OPS service delivery improvements and reform	1138 (65%)	677 (64%)	1815 (64%)
maintaining current level of investment in OPS service delivery improvements and reform	348 (20%) B	261 (25%) A	609 (22%)
decreasing investment in OPS service delivery improvements and reform	277 (16%) B	119 (11%) A	396 (14%)
Total	1763 (63%)	1057 (37%)	2820

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Race/Ethnicity

	Do you consider yourself to be:								Total
	Indigenous Peoples	White	Black	East Asian / Southeast Asian	South Asian	Middle Eastern	Latin/Hispanic	Other, please specify	
	A	B	C	D	E	F	G	H	
Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:									
police maintaining current roles and responsibilities	16 (27%)	482 (21%) F H	23 (31%)	20 (29%)	8 (28%)	21 (39%) G	8 (30%)	35 (32%) G	613 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	43 (73%)	1785 (79%) F H	52 (69%)	48 (71%)	21 (72%)	33 (61%) H	19 (70%)	76 (68%) H	2077 (77%)
Total	59 (2%)	2267 (84%)	75 (3%)	68 (3%)	29 (1%)	54 (2%)	27 (1%)	111 (4%)	2690

N 2.7k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Age Group

Please indicate in which age group you belong.								Total
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		
A	B	C	D	E	F	G		

Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:

police maintaining current roles and responsibilities	33 (22%)	113 (19%) D E	128 (21%) D E	171 (28%) B C G	130 (27%) B C G	77 (23%)	18 (18%) D E	670 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	119 (78%)	476 (81%) D E	483 (79%) D E	438 (72%) B C G	355 (73%) B C G	259 (77%)	81 (82%) D E	2211 (77%)
Total	152 (5%)	589 (20%)	611 (21%)	609 (21%)	485 (17%)	336 (12%)	99 (3%)	2881

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Gender

	Do you identify yourself as?					Total
	Male	Female	Two-Spirited	Transgender	Other, please specify	
	A	B	C	D	E	
Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:						
police maintaining current roles and responsibilities	348 (27%) B D	298 (21%) A D	1 (10%)	1 (4%) A B	7 (17%)	655 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	942 (73%) B D	1123 (79%) A D	9 (90%)	26 (96%) A B	34 (83%)	2134 (77%)
Total	1290 (46%)	1421 (51%)	10 (0%)	27 (1%)	41 (1%)	2789

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Sexual Orientation

	Which of the following best describes your sexual orientation?										Total
	Heterosexual (Straight)	Lesbian	Gay	Bisexual	Pansexual	Queer	Questioning	Asexual	Two-Spirit	Other, please specify	
	A	B	C	D	E	F	G	H	I	J	
Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:											
police maintaining current roles and responsibilities	585 (26%) E G C D E F H I J	3 (8%) A J	9 (11%) A E F I J	8 (7%) A E I J	0 (0%) A C D J	1 (2%) A C J	1 (17%)	1 (7%) A J	0 (0%) A C D J	13 (45%) A B C D E F H I	621 (24%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	1671 (74%) E C D E F H I J	34 (92%) A J	75 (89%) A E F I J	110 (93%) A E I J	31 (100%) A C D J	50 (98%) A C J	5 (83%)	13 (93%) A J	5 (100%) A C D J	16 (55%) A B C D E F H I	2010 (76%)
Total	2256 (86%)	37 (1%)	84 (3%)	118 (4%)	31 (1%)	51 (2%)	6 (0%)	14 (1%)	5 (0%)	29 (1%)	2631

N 2.6k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Educational Status

	What is your current highest level of education?						Total
	Less than high school	High school graduate	Some college, university or trade school	College diploma, trade school diploma 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 Law, Medicine, Dentistry, Veterinary Medicine, or Optometry (LL.B., J.D., M.D., D.D.S., D.M.D., D.V.M., O.D.)	
	A	B	C	D	E	F	
Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:							
police maintaining current roles and responsibilities	4 (21%) ●	58 (41%) ●●●●●	88 (25%) ●●	378 (25%) ●●	124 (16%) ●●●●	20 (26%) ●	672 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	15 (79%) ●	83 (59%) ●●●●●	270 (75%) ●●	1145 (75%) ●●	642 (84%) ●●●●	56 (74%) ●	2211 (77%)
Total	19 (1%)	141 (5%)	358 (12%)	1523 (53%)	766 (27%)	76 (3%)	2883

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Household Income

	Which of the following best describes your total, annual household income before taxes?								Total
	Less than \$20,000	\$20,000 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	\$100,001 - \$150,000	\$150,001 - \$200,000	Over \$200,000	
	A	B	C	D	E	F	G	H	
Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:									
police maintaining current roles and responsibilities	10 (18%)	27 (20%)	43 (21%)	73 (24%)	73 (21%)	160 (23%)	95 (22%)	90 (26%)	571 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	46 (82%)	111 (80%)	165 (79%)	227 (76%)	271 (79%)	531 (77%)	330 (78%)	252 (74%)	1933 (77%)
Total	56 (2%)	138 (6%)	208 (8%)	300 (12%)	344 (14%)	691 (28%)	425 (17%)	342 (14%)	2504

N 2.5k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Geographic Area

	Would you consider your community to be:			
	Mainly urban	Mainly rural	Mainly suburban	Total
	A	B	C	
Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:				
police maintaining current roles and responsibilities	282 (19%) B C	79 (31%) A	355 (27%) A	716 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	1204 (81%) B C	172 (69%) A	974 (73%) A	2350 (77%)
Total	1486 (48%)	251 (8%)	1329 (43%)	3066

N 3.1k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Immigration to Canada in Past 5 Years

	Have you immigrated to Canada in the last 5 years?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:			
police maintaining current roles and responsibilities	18 (39%) B	665 (23%) A	683 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	28 (61%) B	2228 (77%) A	2256 (77%)
Total	46 (2%)	2893 (98%)	2939

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Disability Status

	Do you consider yourself to be a person with a disability?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:			
police maintaining current roles and responsibilities	72 (18%) B	596 (24%) A	668 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	319 (82%) B	1901 (76%) A	2220 (77%)
Total	391 (14%)	2497 (86%)	2888

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Respondent Type

It is important to hear the perspectives of a wide range of individual community members as well as from those who work as a service provider or who represent the interests of various communities within Ottawa. Please indicate whether you are participating in this survey as an individual resident

Individual resident	Representative of a coalition/association/organization OR a service provider	Total
A	B	

Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:

police maintaining current roles and responsibilities	676 (23%)	26 (33%)	702 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	2277 (77%)	52 (67%)	2329 (77%)
Total	2953 (97%)	78 (3%)	3031

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Crime Victim Status

	In the past two years, have you been a victim of any crime?		
	Yes	No	Total
	A	B	
Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:			
police maintaining current roles and responsibilities	183 (24%)	536 (23%)	719 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	590 (76%)	1764 (77%)	2354 (77%)
Total	773 (25%)	2300 (75%)	3073

N 3.1k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Preference re OPS Roles and Responsibilities by Contact with OPS

In the past two years, have you had any contact of any sort with the Ottawa Police Service?		
Yes	No	Total
A	B	

Please indicate which of the following preferences you support relating to the roles and responsibilities of the Ottawa Police Service:			
police maintaining current roles and responsibilities	451 (24%)	267 (23%)	718 (23%)
shifting some responsibility from police to community services for response to social issues (e.g. poverty, homelessness, mental health, substance abuse)	1440 (76%)	908 (77%)	2348 (77%)
Total	1891 (62%)	1175 (38%)	3066

N 3.1k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Race/Ethnicity

	Do you consider yourself to be:								Total
	Indigenous Peoples	White	Black	East Asian / Southeast Asian	South Asian	Middle Eastern	Latin/Hispanic	Other, please specify	
	A	B	C	D	E	F	G	H	
What level of trust do you have in the Ottawa Police Service?									
Very High	12 (19%)	401 (17%)	11 (14%)	13 (19%)	5 (15%)	11 (19%)	4 (14%)	20 (17%)	477 (17%)
High	11 (18%)	570 (24%) E	22 (29%) E	15 (22%)	4 (12%) D D D	15 (25%)	5 (18%)	32 (27%) E	674 (24%)
Moderate	15 (24%)	721 (31%)	19 (25%)	21 (31%)	12 (36%)	21 (36%)	9 (32%)	37 (31%)	855 (31%)
Little	18 (29%) F D	422 (18%)	17 (22%)	15 (22%)	9 (27%)	8 (14%) D	8 (29%)	15 (13%) A	512 (18%)
None	6 (10%)	229 (10%)	8 (10%)	4 (6%)	3 (9%)	4 (7%)	2 (7%)	15 (13%)	271 (10%)
Total	62 (2%)	2343 (84%)	77 (3%)	68 (2%)	33 (1%)	59 (2%)	28 (1%)	119 (4%)	2789

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Age Group

Please indicate in which 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	Total
	A	B	C	D	E	F	G	
What level of trust do you have in the Ottawa Police Service?								
Very High	20 (13%) D G	94 (16%) D G	118 (19%)	125 (20%) A B	88 (18%)	58 (16%)	25 (25%) A B	528 (18%)
High	28 (18%) D E F	89 (15%) C D E F G	130 (20%) B D E F	192 (31%) A B C	136 (27%) A B C	119 (33%) A B C	27 (27%) B	721 (24%)
Moderate	26 (17%) B C D E F G	144 (24%) A E F G	176 (28%) A E F	175 (28%) A E F	196 (39%) A B C D	141 (39%) A B C D	37 (37%) A B	895 (30%)
Little	41 (27%) D E F G	148 (25%) D E F G	143 (22%) D E F G	99 (16%) A B C G	67 (13%) A B C	42 (12%) A B C	9 (9%) A B C D	549 (18%)
None	38 (25%) C D E F G	128 (21%) C D E F G	69 (11%) A B D E F G	35 (6%) A B C E F G	16 (3%) A B C D F	3 (1%) A B C D E	1 (1%) A B C D	290 (10%)
Total	153 (5%)	603 (20%)	636 (21%)	626 (21%)	503 (17%)	363 (12%)	99 (3%)	2983

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Gender

	Do you identify yourself as?					Total
	Male	Female	Two-Spirited	Transgender	Other, please specify	
	A	B	C	D	E	
What level of trust do you have in the Ottawa Police Service?						
Very High	264 (20%) B E	241 (16%) A E	2 (22%)	3 (12%)	1 (2%) A B	511 (18%)
High	333 (25%) D E	373 (25%) D E	4 (44%) D E	0 (0%) A B C	3 (7%) A B C	713 (25%)
Moderate	414 (31%) D E	465 (31%) D E	2 (22%)	3 (12%) A B	3 (7%) A B	887 (31%)
Little	225 (17%) C E	280 (19%) C E	0 (0%) A B D E	8 (32%) C	14 (33%) A B C	527 (18%)
None	97 (7%) D E	130 (9%) D E	1 (11%) D E	11 (44%) A B C	21 (50%) A B C	260 (9%)
Total	1333 (46%)	1489 (51%)	9 (0%)	25 (1%)	42 (1%)	2898

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Sexual Orientation

Which of the following best describes your sexual orientation?

	Heterosexual (Straight)	Lesbian	Gay	Bisexual	Pansexual	Queer	Questioning	Asexual	Two-Spirit	Other, please specify	Total
	A	B	C	D	E	F	G	H	I	J	
What level of trust do you have in the Ottawa Police Service?											
Very High	464 (20%) D E F H	5 (13%) E H	12 (14%) D E F H	6 (5%) A C E H	0 (0%) A B C D	1 (2%) A C	1 (25%)	0 (0%) A B C D	1 (20%)	4 (13%) E H	494 (18%)
High	630 (27%) D E F	6 (16%) F	22 (25%) D E F	13 (11%) A C F	2 (7%) A C	1 (2%) A B C D	1 (25%)	2 (14%)	1 (20%)	6 (19%) F	684 (25%)
Moderate	747 (32%) D E F G	4 (11%) A C D	22 (25%) E F	29 (24%) D F	5 (17%) A	3 (6%) A C D	2 (50%)	3 (21%)	2 (40%)	5 (16%) A	822 (30%)
Little	374 (16%) B D E F G I	12 (32%) A G I	20 (23%) E G I	34 (29%) A G I	13 (43%) A C G I	19 (38%) A G I	0 (0%) A B C D E F H J	5 (36%) E I	0 (0%) A B C D E F H J	8 (26%) G I	485 (18%)
None	136 (6%) B C D E F G H	11 (29%) A F G	12 (14%) A D E F G	37 (31%) A C F G	10 (33%) A C G	26 (52%) A B C D E G H	0 (0%) A B C D E F H J	4 (29%) G	1 (20%)	8 (26%) A F G	245 (9%)
Total	2351 (86%)	38 (1%)	88 (3%)	119 (4%)	30 (1%)	50 (2%)	4 (0%)	14 (1%)	5 (0%)	31 (1%)	2730

N 2.7k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Educational Status

	What is your current highest level of education?						Total
	Less than high school	High school graduate	Some college, university or trade school	College diploma, trade school diploma 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 Law, Medicine, Dentistry, Veterinary Medicine, or Optometry (LL.B., J.D., M.D., D.D.S., D.M.D., D.V.M., O.D.)	
	A	B	C	D	E	F	
What level of trust do you have in the Ottawa Police Service?							
Very High	2 (10%) D	40 (27%) A C E F	63 (17%) B E	324 (21%) E	89 (11%) B C D	12 (15%) B	530 (18%)
High	7 (35%)	48 (32%) E	100 (26%) E	394 (25%) E	151 (19%) B C D	18 (23%)	718 (24%)
Moderate	7 (35%)	38 (25%)	127 (34%) D	442 (28%) D	246 (32%)	20 (25%)	880 (30%)
Little	2 (10%) E	16 (11%) D E	57 (15%) E	283 (18%) B E	185 (24%) A B C D	15 (19%)	558 (19%)
None	2 (10%)	8 (5%) E F	31 (8%) E F	130 (8%) B F	108 (14%) B C D	14 (18%) B C D	293 (10%)
Total	20 (1%)	150 (5%)	378 (13%)	1573 (53%)	779 (26%)	79 (3%)	2979

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Household Income

	Which of the following best describes your total, annual household income before taxes?								Total
	Less than \$20,000	\$20,000 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	\$100,001 - \$150,000	\$150,001 - \$200,000	Over \$200,000	
	A	B	C	D	E	F	G	H	
What level of trust do you have in the Ottawa Police Service?									
Very High	8 (13%)	13 (9%) D E F G H	29 (13%) D H	61 (19%) D	65 (18%) D	124 (18%) D	93 (21%) D G	71 (21%) D G	464 (18%)
High	7 (11%) D E F G H	30 (21%) H	49 (22%) A H	64 (20%) H	85 (24%) A	180 (26%) A	114 (26%) A	105 (30%) A B C D	634 (25%)
Moderate	19 (31%)	38 (27%)	74 (34%) D	88 (28%)	112 (31%)	192 (27%)	123 (28%)	88 (25%) D	734 (28%)
Little	14 (23%)	26 (18%)	42 (19%)	67 (21%)	57 (16%) F	153 (22%) D G	69 (16%) F	58 (17%)	486 (19%)
None	13 (21%) E F G H	36 (25%) C D E F G H	25 (11%) D	34 (11%) D	37 (10%) A B	57 (8%) A B	35 (8%) A B	24 (7%) A B	261 (10%)
Total	61 (2%)	143 (6%)	219 (8%)	314 (12%)	356 (14%)	706 (27%)	434 (17%)	346 (13%)	2579

N 2.6k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Geographic Area

	Would you consider your community to be:			
	Mainly urban	Mainly rural	Mainly suburban	Total
	A	B	C	
What level of trust do you have in the Ottawa Police Service?				
Very High	222 (14%) B C	54 (21%) A	282 (20%) A	558 (18%)
High	298 (19%) B C	81 (31%) A	380 (28%) A	759 (24%)
Moderate	428 (28%) B	95 (37%) A C	420 (30%) B	943 (30%)
Little	363 (24%) B C	22 (9%) A C	212 (15%) A B	597 (19%)
None	224 (15%) B C	6 (2%) A C	87 (6%) A B	317 (10%)
Total	1535 (48%)	258 (8%)	1381 (44%)	3174

N 3.2k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Immigration to Canada in Past 5 Years

	Have you immigrated to Canada in the last 5 years?		
	Yes	No	Total
	A	B	
What level of trust do you have in the Ottawa Police Service?			
Very High	13 (25%)	515 (17%)	528 (17%)
High	15 (29%)	722 (24%)	737 (24%)
Moderate	14 (27%)	899 (30%)	913 (30%)
Little	6 (12%)	569 (19%)	575 (19%)
None	3 (6%)	293 (10%)	296 (10%)
Total	51 (2%)	2998 (98%)	3049

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Disability Status

	Do you consider yourself to be a person with a disability?		
	Yes	No	Total
	A	B	
What level of trust do you have in the Ottawa Police Service?			
Very High	50 (12%) B	481 (19%) A	531 (18%)
High	78 (19%) B	645 (25%) A	723 (24%)
Moderate	125 (31%)	777 (30%)	902 (30%)
Little	87 (21%)	464 (18%)	551 (18%)
None	68 (17%) B	214 (8%) A	282 (9%)
Total	408 (14%)	2581 (86%)	2989

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Respondent Type

It is important to hear the perspectives of a wide range of individual community members as well as from those who work as a service provider or who represent the interests of various communities within Ottawa. Please indicate whether you are participating in this survey as an individual resident

	Individual resident	Representative of a coalition/association/organization OR a service provider	Total
	A	B	
What level of trust do you have in the Ottawa Police Service?			
Very High	537 (17%)	17 (22%)	554 (17%)
High	734 (24%)	19 (24%)	753 (24%)
Moderate	929 (30%)	23 (29%)	952 (30%)
Little	586 (19%)	13 (16%)	599 (19%)
None	311 (10%)	7 (9%)	318 (10%)
Total	3097 (98%)	79 (2%)	3176

N 3.2k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Crime Victim Status

	In the past two years, have you been a victim of any crime?		
	Yes	No	Total
	A	B	
What level of trust do you have in the Ottawa Police Service?			
Very High	121 (15%) B	439 (18%) A	560 (18%)
High	157 (20%) B	605 (25%) A	762 (24%)
Moderate	198 (25%) B	745 (31%) A	943 (30%)
Little	186 (23%) B	412 (17%) A	598 (19%)
None	132 (17%) B	187 (8%) A	319 (10%)
Total	794 (25%)	2388 (75%)	3182

N 3.2k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Level of Trust by Contact with the OPS

In the past two years, have you had any contact of any sort with the Ottawa Police Service?			
	Yes	No	Total
	A	B	

What level of trust do you have in the Ottawa Police Service?			
Very High	372 (19%) B	187 (15%) A	559 (18%)
High	447 (23%)	314 (26%)	761 (24%)
Moderate	510 (26%) B	431 (35%) A	941 (30%)
Little	392 (20%) B	204 (17%) A	596 (19%)
None	229 (12%) B	89 (7%) A	318 (10%)
Total	1950 (61%)	1225 (39%)	3175

N 3.2k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Race/Ethnicity

	Do you consider yourself to be:								Total
	Indigenous Peoples	White	Black	East Asian / Southeast Asian	South Asian	Middle Eastern	Latin/Hispanic	Other, please specify	
	A	B	C	D	E	F	G	H	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?									
Very Satisfied	7 (11%)	279 (12%)	10 (13%)	8 (12%)	4 (12%)	7 (12%)	3 (11%)	13 (11%)	331 (12%)
Satisfied	13 (21%) D C	743 (32%) A E	28 (37%) A E	17 (25%)	5 (15%) D C F H	21 (37%) E	6 (21%)	36 (30%) E	869 (31%)
Neutral	14 (23%)	548 (24%)	15 (20%)	21 (31%)	8 (24%)	14 (25%)	8 (29%)	37 (31%)	665 (24%)
Dissatisfied	12 (20%)	425 (18%)	11 (14%) E	14 (21%)	11 (33%) E	9 (16%)	8 (29%)	23 (19%)	513 (18%)
Very Dissatisfied	15 (25%) F H	336 (14%)	12 (16%)	8 (12%)	5 (15%)	6 (11%) A	3 (11%)	11 (9%) A	396 (14%)
Total	61 (2%)	2331 (84%)	76 (3%)	68 (2%)	33 (1%)	57 (2%)	28 (1%)	120 (4%)	2774

N 2.8k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Age Group

	Please indicate in which age group you belong.							Total
	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	
	A	B	C	D	E	F	G	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?								
Very Satisfied	20 (13%)	56 (9%)	81 (13%)	72 (12%)	65 (13%)	47 (13%)	13 (13%)	354 (12%)
Satisfied	33 (21%) D E F G	122 (20%) C D E F G	161 (25%) B D E F G	242 (39%) A B C	183 (37%) A B C	152 (43%) A B C	44 (43%) A B C	937 (32%)
Neutral	25 (16%) D E F G	131 (22%) E	138 (22%) E	149 (24%) A	138 (28%) A B C	86 (24%) A	30 (29%) A	697 (23%)
Dissatisfied	29 (19%) G	125 (21%) E F G	149 (24%) D E F G	111 (18%) C G	78 (16%) B C G	56 (16%) B C G	9 (9%) A B C D E F	557 (19%)
Very Dissatisfied	48 (31%) C D E F G	165 (28%) G D E F G	103 (16%) A B D E F G	52 (8%) A B C F	36 (7%) A B C	16 (4%) A B C D	7 (7%) A B C	427 (14%)
Total	155 (5%)	599 (20%)	632 (21%)	626 (21%)	500 (17%)	357 (12%)	103 (3%)	2972

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Gender

	Do you identify yourself as?					Total
	Male	Female	Two-Spirited	Transgender	Other, please specify	
	A	B	C	D	E	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?						
Very Satisfied	160 (12%) E	185 (13%) E	2 (20%)	2 (8%)	1 (2%) A B	350 (12%)
Satisfied	451 (34%) D E	463 (31%) D E	3 (30%)	1 (4%) A B	2 (5%) A B	920 (32%)
Neutral	309 (23%)	365 (25%)	3 (30%)	4 (15%)	7 (17%)	688 (24%)
Dissatisfied	250 (19%)	268 (18%)	1 (10%)	4 (15%)	7 (17%)	530 (18%)
Very Dissatisfied	163 (12%) D E	192 (13%) D E	1 (10%) E	15 (58%) A B C	25 (60%) A B C	396 (14%)
Total	1333 (46%)	1473 (51%)	10 (0%)	26 (1%)	42 (1%)	2884

N 2.9k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Sexual Orientation

	Which of the following best describes your sexual orientation?										Total
	Heterosexual (Straight)	Lesbian	Gay	Bisexual	Pansexual	Queer	Questioning	Asexual	Two-Spirit	Other, please specify	
	A	B	C	D	E	F	G	H	I	J	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?											
Very Satisfied	320 (14%) B D E F G H	2 (5%) A	11 (13%) E F G H	8 (7%) A E G H	0 (0%) A C D	1 (2%) A C	0 (0%) A C D	0 (0%) A C D	1 (20%)	2 (6%)	345 (13%)
Satisfied	811 (35%) B C D E F G H	7 (18%) A B F	22 (25%) A D E F	15 (13%) A C E F G	0 (0%) A B C D H	2 (4%) A B C D G	3 (60%) D E F	2 (14%) D	2 (40%)	5 (16%) A E	869 (32%)
Neutral	565 (24%) F I	7 (18%) I	17 (19%) F I A	29 (24%) F I	11 (35%) F I	3 (6%) A C D E H	2 (40%)	2 (14%)	0 (0%) A B C D E F	12 (38%) C F I	648 (24%)
Dissatisfied	401 (17%) F G	8 (21%) G	17 (19%) G	24 (20%) G	10 (32%) G	17 (33%) A G	0 (0%) A B C D E F H I	4 (29%) G	1 (20%)	6 (19%) G	488 (18%)
Very Dissatisfied	235 (10%) D C D E F G H	14 (37%) A G	21 (24%) A D D G	44 (37%) A C F G H	10 (32%) A F G	28 (55%) A C D E G H	0 (0%) A B C D E F H I	6 (43%) A G	1 (20%)	6 (19%) D F G	365 (13%)
Total	2332 (86%)	38 (1%)	88 (3%)	120 (4%)	31 (1%)	51 (2%)	5 (0%)	14 (1%)	5 (0%)	31 (1%)	2715

N 2.7k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Educational Status

	What is your current highest level of education?						Total
	Less than high school	High school graduate	Some college, university or trade school	College diploma, trade school diploma 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 Law, Medicine, Dentistry, Veterinary Medicine, or Optometry (LL.B., J.D., M.D., D.D.S., D.M.D., D.V.M., O.D.)	
	A	B	C	D	E	F	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?							
Very Satisfied	3 (16%)	33 (22%) G D E F	38 (10%) D D	222 (14%) D C E E	54 (7%) D D	5 (6%) D D	355 (12%)
Satisfied	5 (26%)	58 (39%) E	124 (33%) E	513 (33%) E	205 (26%) D C D	21 (27%)	926 (31%)
Neutral	5 (26%)	32 (21%)	101 (27%)	361 (23%)	178 (23%)	15 (19%)	692 (23%)
Dissatisfied	4 (21%)	15 (10%) D D E F	71 (19%) E	274 (18%) E E	177 (23%) E D	19 (24%) E	560 (19%)
Very Dissatisfied	2 (11%)	11 (7%) D E F	46 (12%) E F	194 (12%) E E E	164 (21%) E C D	18 (23%) E C D	435 (15%)
Total	19 (1%)	149 (5%)	380 (13%)	1564 (53%)	778 (26%)	78 (3%)	2968

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Household Income

	Which of the following best describes your total, annual household income before taxes?								Total
	Less than \$20,000	\$20,000 - \$40,000	\$40,001 - \$60,000	\$60,001 - \$80,000	\$80,001 - \$100,000	\$100,001 - \$150,000	\$150,001 - \$200,000	Over \$200,000	
	A	B	C	D	E	F	G	H	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?									
Very Satisfied	9 (15%)	10 (7%) ⓐⓑ	27 (12%)	39 (12%)	43 (12%)	76 (11%) Ⓒ	66 (15%) ⓐⓑ	45 (13%) ⓐ	315 (12%)
Satisfied	16 (26%)	35 (24%) ⓐⓑⓓ	64 (29%)	91 (29%)	108 (30%)	227 (33%) ⓑ	142 (33%) ⓑ	121 (35%) ⓐ	804 (31%)
Neutral	13 (21%)	33 (23%)	50 (23%)	75 (24%)	88 (25%)	161 (23%)	93 (22%)	78 (22%)	591 (23%)
Dissatisfied	10 (16%)	22 (15%)	41 (19%)	54 (17%)	65 (18%)	136 (19%)	80 (19%)	70 (20%)	478 (19%)
Very Dissatisfied	13 (21%) ⓑ	44 (31%) ⒸⒹⒺⒻⒼ	37 (17%) ⓐⓑ	55 (18%) ⓐⓑⓓ	53 (15%) ⓐ	98 (14%) ⓐ	48 (11%) ⓐⓑ	36 (10%) ⓐⓑⓓⓔ	384 (15%)
Total	61 (2%)	144 (6%)	219 (9%)	314 (12%)	357 (14%)	698 (27%)	429 (17%)	350 (14%)	2572

N 2.6*



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Geographic Area

	Would you consider your community to be:			
	Mainly urban	Mainly rural	Mainly suburban	Total
	A	B	C	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?				
Very Satisfied	136 (9%) B C	40 (16%) A	199 (15%) A	375 (12%)
Satisfied	399 (26%) B C	111 (43%) A C	464 (34%) A B	974 (31%)
Neutral	355 (23%)	56 (22%)	330 (24%)	741 (23%)
Dissatisfied	328 (21%) B C	33 (13%) A C	241 (18%) A B	602 (19%)
Very Dissatisfied	318 (21%) B C	17 (7%) A	134 (10%) A	469 (15%)
Total	1536 (49%)	257 (8%)	1368 (43%)	3161

N 3.2k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Immigration to Canada in Past 5 Years

	Have you immigrated to Canada in the last 5 years?		
	Yes	No	Total
	A	B	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?			
Very Satisfied	11 (23%)	351 (12%)	362 (12%)
Satisfied	15 (31%)	930 (31%)	945 (31%)
Neutral	15 (31%)	695 (23%)	710 (23%)
Dissatisfied	4 (8%) B	569 (19%) A	573 (19%)
Very Dissatisfied	3 (6%) B	440 (15%) A	443 (15%)
Total	48 (2%)	2985 (98%)	3033

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Disability Status

	Do you consider yourself to be a person with a disability?		
	Yes	No	Total
	A	B	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?			
Very Satisfied	38 (9%) B	326 (13%) A	364 (12%)
Satisfied	104 (26%) B	828 (32%) A	932 (31%)
Neutral	92 (23%)	609 (24%)	701 (24%)
Dissatisfied	88 (22%)	469 (18%)	557 (19%)
Very Dissatisfied	85 (21%) B	336 (13%) A	421 (14%)
Total	407 (14%)	2568 (86%)	2975

N 3k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Respondent Type

It is important to hear the perspectives of a wide range of individual community members as well as from those who work as a service provider or who represent the interests of various communities within Ottawa. Please indicate whether you are participating in this survey as an individual resident

	Individual resident	Representative of a coalition/association/organization OR a service provider	Total
	A	B	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?			
Very Satisfied	364 (12%)	11 (14%)	375 (12%)
Satisfied	947 (31%)	27 (34%)	974 (31%)
Neutral	725 (23%)	19 (24%)	744 (23%)
Dissatisfied	594 (19%)	10 (13%)	604 (19%)
Very Dissatisfied	459 (15%)	12 (15%)	471 (15%)
Total	3089 (98%)	79 (2%)	3168

N 3.2k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with OPS Service by Crime Victim Status

	In the past two years, have you been a victim of any crime?		
	Yes	No	Total
	A	B	
Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?			
Very Satisfied	69 (9%) B	308 (13%) A	377 (12%)
Satisfied	184 (23%) B	793 (33%) A	977 (31%)
Neutral	158 (20%) B	583 (25%) A	741 (23%)
Dissatisfied	197 (25%) B	407 (17%) A	604 (19%)
Very Dissatisfied	188 (24%) B	282 (12%) A	470 (15%)
Total	796 (25%)	2373 (75%)	3169

N 3.2k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Cross tab for Satisfaction with Service by Contact with OPS

In the past two years, have you had any contact of any sort with the Ottawa Police Service?		
Yes	No	Total
A	B	

Overall, how satisfied are you with the quality of the service delivered by the Ottawa Police Service?			
Very Satisfied	242 (12%)	134 (11%)	376 (12%)
Satisfied	579 (30%)	397 (33%)	976 (31%)
Neutral	399 (20%) B	339 (28%) A	738 (23%)
Dissatisfied	383 (20%)	220 (18%)	603 (19%)
Very Dissatisfied	348 (18%) B	121 (10%) A	469 (15%)
Total	1951 (62%)	1211 (38%)	3162

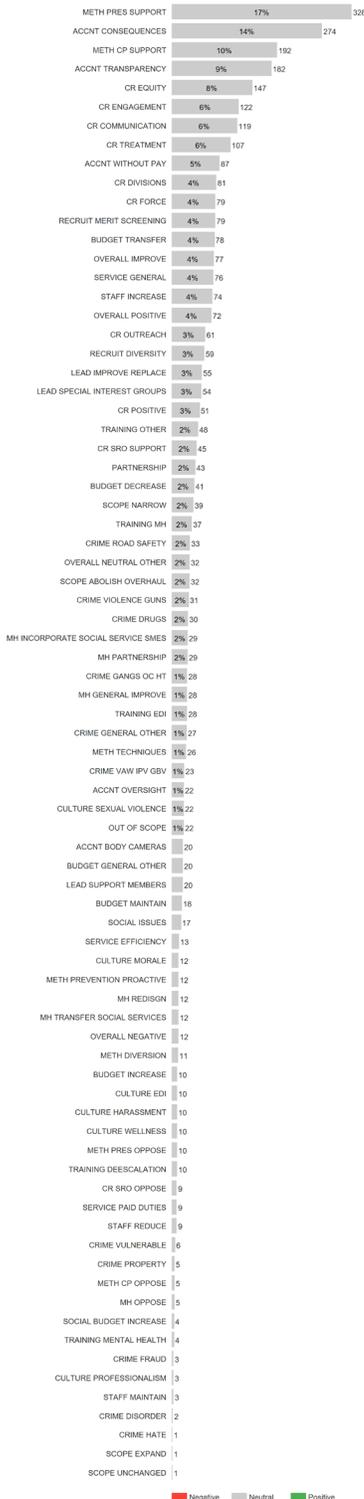
N 3.2k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Appendix C: Full Distribution of Themes for Open-Ended Questions

What can the Ottawa Police Service do to continue to build trust in the community?

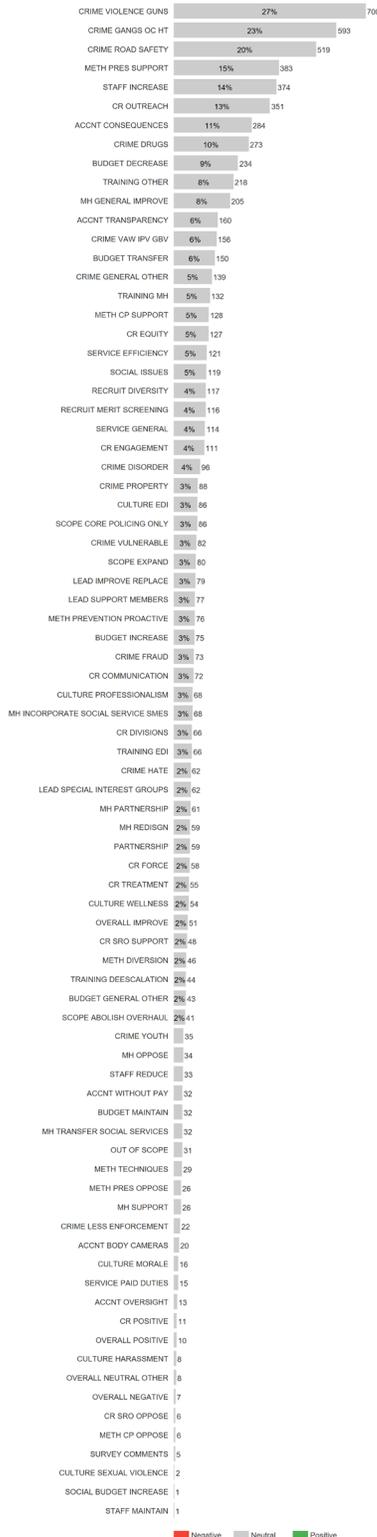


N 1.9K



OPSB/OPS Budget Consultation Survey 2021: Findings Report

What should be the top priorities for the OPSB / OPS over the next 1 – 3 years?

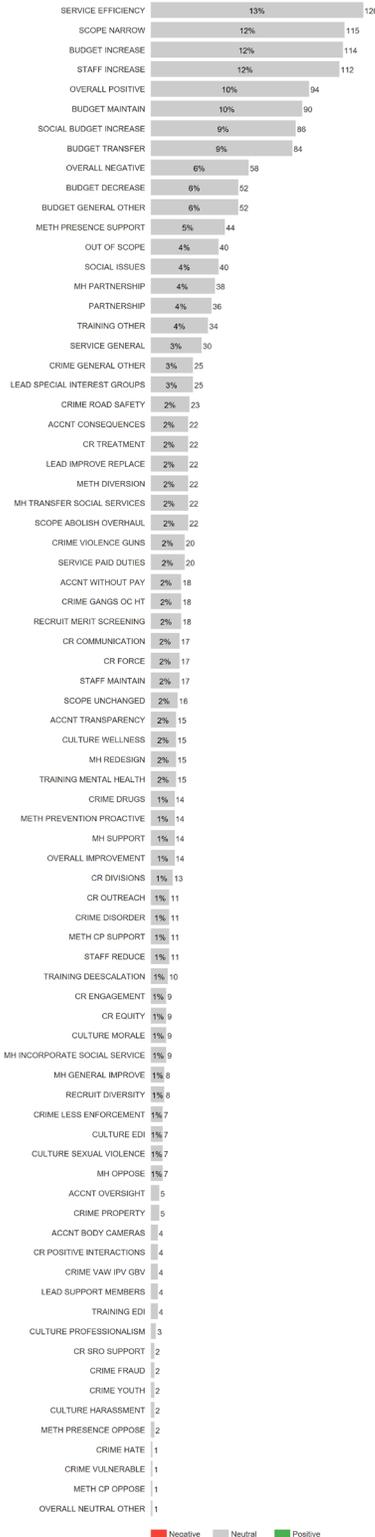


N: 2,6k



OPSB/OPS Budget Consultation Survey 2021: Findings Report

Please provide any other comments you would like to share regarding the Ottawa Police Service budget.



N 937