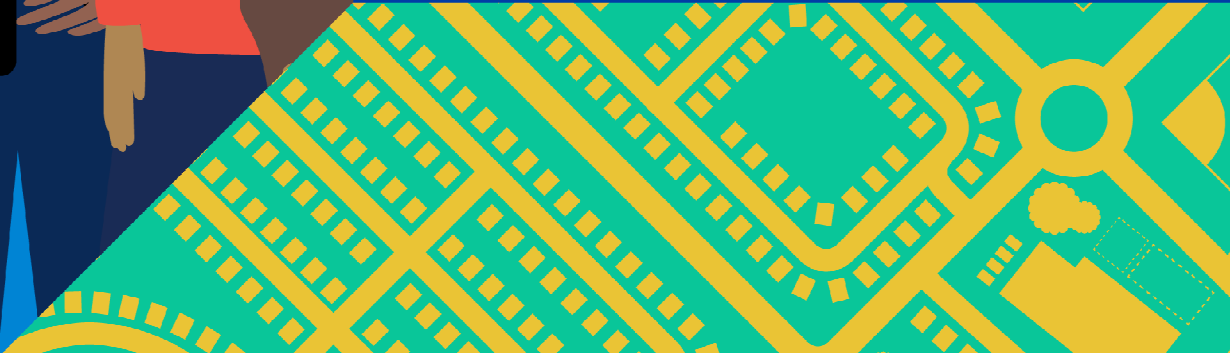




Budget Consultation Summary

October 20, 2021



Overview



The OPS and Board developed an ambitious, multi-faceted Budget Consultation plan to support the development of the 2022 OPS Draft Budget.

Informed by a wide diversity of data collection methods

- More than 8,000 survey respondents
- Focus groups, one-on-ones consultations, study reviews, social media analysis, delegations, and environmental scan
- **Emphasis on obtaining feedback from diverse, racialized, and marginalized communities**
 - Surveys in 9 languages
 - Targeted outreach which opened new communication and engagement channels



Key Learnings



- **Police services matter to Ottawa residents and residents want improvements.**
 - Their input will guide the Budget and future strategic planning
- **A majority of respondents do not support a reduction in the OPS Budget.** However, a large segment (26%) are in favour of reducing funding to the OPS
- **Earn back public trust.** Engage better with diverse, marginalized, and racialized communities
- **Develop an alternate responses method to social issues,** particularly mental illness and addiction
- **Address community safety issues,** especially road and pedestrian safety, violence against women, and violent crime/gun violence

OPS/OPSB Public and Stakeholder Opinion Survey – Police Service



This Public Survey gathered quantitative and qualitative input from over 4,400 participants in September 2021.

- **Respondents more satisfied than dissatisfied with OPS quality of service**
 - 42% very satisfied/satisfied, 34% dissatisfied/very dissatisfied
- **Trust in OPS has been eroded**
 - 42% very high/high level of trust in OPS (down from 55% in 2018)
 - 29% little or no trust in OPS (up from 10% in 2018)
- **Most respondents want to increase or at least maintain OPS Budget**
 - 51% prefer to increase the budget, 16% to maintain it, 26% to decrease it
- **An alternative model for mental health response is a top priority**
 - 70% want to see increased investment in programs and services addressing social issues by the City.

OPS/OPSB Public and Stakeholder Opinion Survey – Crime and Safety



- **Perceptions of community and personal safety are divided**
 - 47% perceive that community safety for the City of Ottawa as a whole has decreased whereas 47% felt that safety in their own community/neighbourhood has remained unchanged
 - 52% are satisfied/very satisfied with their personal safety from crime, while 20% are dissatisfied/very dissatisfied
- **Increased focus on crime and police presence are top priorities for the majority**
 - 68% favour increasing or maintaining services provided by police
 - 57% want increased investment from the OPS in service delivery and reform
 - 53% prefer increasing the number of OPS officers
 - In open-ended survey comments, increased police visibility and improving service were key themes
- **Key crime/disorder issues**
 - Overdoses/addictions/mental health care (66% extremely/very concerned)
 - Gun violence/gang violence/drug violence (63% extremely/very concerned)
 - Violence against women (60%) and sexual assault (55% extremely/very concerned)
 - Distracted driving (56% extremely/very concerned)



OPS/OPSB Public and Stakeholder Opinion Survey - Demographics



Over 4,400 people participated in the OPS/OPS Public & Stakeholder survey; over 3,200 completed it in full.

- **Sample was diverse and reflected community demographics well in many respects, but Indigenous, Black, Middle Eastern, and Asian residents were under-represented**
- **Worst perceptions of OPS were from some racialized groups of respondents**
 - Overall satisfaction with quality of service provided by OPS was significantly lower amongst Indigenous and South Asian respondents, and slightly lower amongst Latin/Hispanic respondents, but significantly higher amongst Black and Middle Eastern respondents
 - Perceptions of trust in OPS was significantly lower amongst Indigenous and South Asian survey respondents, and slightly lower amongst Latin/Hispanic and Black respondents
- **Across race/ethnicity categories, majority of respondents preferred an increase to the number of OPS officers, an increase to the OPS budget, and a shift of some responsibility for response to social issues from OPS to community services**

Focus Groups, One-on-One Consultations, and Consultations with Diverse Communities



In recognition that diverse groups were under-represented in the survey, and that they expressed dissatisfaction and lack of trust in the OPS, the OPS purposefully reached out to racialized and marginalized groups for additional consultations.

- **Participants focused on:**
 - **More investment in community and social services and alternative response methods** for mental health and drug use
 - **Build relationships, trust and confidence with specific groups** (racialized, those with disabilities, business owners etc.)
 - **Foster engagement with racialized youth**
 - **Continue to invest in diversification of OPS staff; maintain EDI initiatives**

Advanis conducted national public opinion surveys using random sampling methods in 2020 and 2021 on the topic of crime, personal safety, and perceptions of police.

- **Majority report OPS is doing a good job**
 - 60% of participants in 2021 reported that the OPS is doing a good/excellent job; slightly down from 63% in 2020.
 - But perception that police are doing a poor/very poor job almost doubled from 10% in 2020 to 19% in 2021
- **Perceptions that police treat people with respect and that they provide same quality of service to everyone decreased**
- **Fear of crime has increased; in 2021, 17% worry about crime always/almost always (up from 12% in 2020)**
- **Negative perceptions about OPS response times have doubled**
 - In 2021, 16% disagreed/strongly disagreed that police respond quickly to calls, compared to 8% in 2020

National Polls Generally Consistent with OPS/OPSB 2021 Survey Results



Similar to the sentiments expressed in the OPS/OPSB survey, national opinion polls conducted by Angus Reid in August 2020 and by Environics in February 2021 have highlighted issues of declining public trust and satisfaction with police, concerns relating to equitable treatment of racialized communities by police and the need to improve or redesign response to social issues.

In terms of support for defunding, the Angus Reid and Environics national opinion polls are consistent with OPS results:

- ***“Calls to simply reduce police department budgets are not widely supported, though structural change is desired by many.”***
 - 25% of respondents indicated that the amount of money spent on police in their community was too much and should be reduced, 38% felt that it was about right, 19% that it was too little and should be increased, and 19% responded “I don’t know”.
 - Source: <https://angusreid.org/rcmp-systemic-racism-indigenous/>
- ***“A majority of Canadians don’t appear to be on board with the defund-the-police movement.”***
 - 28% of respondents preferred police budgets and staffing were reduced with the money reallocated to social services, 27% said current scope and budget of police should be maintained, and 29% of respondents indicated that police funding should be increased and more officers hired so that they are better equipped to perform current responsibilities, 2% were in favour of eliminating the police altogether and replacing them with social services, 6% said “other” and 9% “don’t know”.
 - Source: <https://torontosun.com/news/national/most-canadians-against-defunding-police-report>

Focus Groups, One-on-One Consultations, and Consultations with Diverse Communities



The OPS used focus groups, one-on-one consultations, and consultations with diverse groups to ensure diverse groups were approached to provide input on the OPS Budget.

- **Participants did not express desire to see police services cut or defunded; asked for increased presence, increased investments, and more initiatives**
 - Also calls to see more investment in community and social services and alternative response methods for mental health and drug use
- **Build relationships, trust and confidence with specific groups (racialized, those with disabilities, business owners etc.)**
- **Foster engagement with racialized youth**
- **Continue to invest in diversification of OPS staff; maintain EDI initiatives**

Environmental Scan



OPS regularly conducts environmental scans in order to examine the range of factors that impact how policing services are delivered.

- **The greatest risk for police services is declining levels of trust and confidence.** High profile interventions requiring force have led to strong advocacy for police reform and budget reallocation, and have contributed to declining trust.
- **The impact of the COVID-19 pandemic will continue to have a global impact for generations.**
- **Growing social inequity, mental health, and addictions crisis.** These have created greater urgency for improved system integration and partnerships.
- **Road safety remains a top priority for residents locally.** As a country, Canada has some of the highest rates of traffic fatalities among developed nations.
- **Street violence and shootings are also growing concerns.** Across Canada and locally in Ottawa, street violence continues to escalate (Example: shootings and hate crimes are on the rise).
- **Additional concerns about rise in electronic crime and social media-driven misinformation**

OPS Member Engagement Survey



The most recent survey of OPS members, conducted in 2020, indicates that job satisfaction was low within the Service, while frustration and burnout were on the rise.

- **Overall engagement by OPS members decreased from 48% in 2018 to 43% in 2020**
- **Job satisfaction also decreased slightly from 62% in 2018 to 58% in 2020**
 - Only 40% feel their skills were valued and used effectively by OPS
 - Members report feeling stretched thin and burnt out
- **Progress is evident in key areas. Despite a general downward trend in engagement, the top three key drivers of engagement have increased since 2018**
 - Professional Growth, which was rated at 50% favourable (increase of 2)
 - Organizational Performance, rated at 19% (increase of 4)
 - Executive Command, rated at 25% (increase of 4).
- **Among members, 68% indicated they felt their work “is making a difference in keeping our community safe”**

OPS/OPSB Community Budget Consultation



As part of the Budget consultation process, the OPS and OPSB hosted a virtual Community Consultation on September 14, 2021; 56 individuals attended.

- **Of 35 participants who completed a poll about the OPS Budget**
 - 33% described the current Budget as not enough
 - 4% said it was about the right amount, and
 - 56% said it was too much
- **Among the priorities identified by the OPS, mental health, VAW, and community policing were most favourably ranked participants**
- **Similarly, among the priorities proposed by participants, alternative responses to mental health and improved responses to VAW were top concerns. Youth engagement was also a key priority for participants**

Mayor and Councillors Input



Input from the Mayor and Councillors was gathered through a survey in September 2020 (15 respondents) and through 11 consultation sessions held recently.

- **Almost two-thirds of surveyed Councillors were satisfied with or neutral toward OPS a year ago, while in recent consultations, almost three-quarters of Councillors were supportive of OPS**
- **Many Councillors wanted increased police presence and visibility, particularly with regard to road safety**
 - Traffic, including speeding, stunt driving, and dangerous driving, was a nearly unanimous concern across City Wards
- **In surveys and consultations, Councillors advocated for increased community engagement and partnerships**
- **Councillors identified various areas for improvement, particularly with respect to equitable treatment of residents**
 - Majority of Councillors disagree that police provide the same quality of service to all citizens in the survey

Conclusion and Next Steps



- **Consultation directed by Board**
- **OPS is using the information to guide Budget development**
- **Continue to gather feedback**
- **Nov. 3 Budget tabling consultation**
- **Consultation Summary at Nov. 22 Board Meeting**



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