

Exhibition Place Security Incident Report - June 30, 2017

Date: June 29, 2017
To: The Board of Governors of Exhibition Place
From: Dianne Young, Chief Executive Officer
Wards: Ward 19 - Trinity-Spadina

SUMMARY

This report provides a summary of the security trends occurring on the Exhibition Place property, the severity of these incidents, when the incidents are occurring and how they correlate to grounds attendance based on quarter by quarter or year over year analysis.

RECOMMENDATIONS

The Chief Executive Officer recommends that:

1. The Board receive this report for information.

FINANCIAL IMPACT

There are no financial implications to this report.

DECISION HISTORY

The Exhibition Place 2017 - 2019 Strategic Plan Draft has a Safety and Security Goal to *ensure a safe and secure environment for employees, guests, and for our property and assets* and as a Strategy to support this goal *we will implement a program focused on our guests, property and assets to reduce claims in all categories.*

COMMENTS

The collection of statistics is accomplished by the Exhibition Place Security Staff through the use of the Exhibition Place incident reporting system. Other information such as event client incident statistics received from show managers / tenants and their security providers are included to generate a database that tracks all incidents that take place on/around the grounds. It should be noted that while Exhibition Place Security endeavours to collect information on all incidents by either attendance or follow up with event clients and security partners, not all incidents are reported.

In order to identify the urgency of the incidents taking place on/around Exhibition Place grounds, levels were created and assigned to each occurrence to better classify the incident severity. These incidents levels are consistent with industry standards.

Incident Severity Levels:

Level 0

An incident that are documented solely for investigation notes for potential future claims such as unsecured doors and safety issues that can be identified as harmful.

Level 1

An incident involving assisting members of the public, by-law infractions, Provincial Offences Act charges, standard first aid and/or causing a disturbance.

Level 2

An incident that involves no physical harm but does involve property damage or loss under \$5000.00, a criminal incident considered to be a summary conviction offence, and/or requires professional medical attention but without transport to hospital.

Level 3

An incident involving bodily harm, damages or losses in excess of \$5000.00, creates a negative public view, involves assisting an individual in extreme crisis, requiring professional medical attention and transport to hospital.

Level 4

An incident involving serious bodily harm or death, extensive property damage or loss, initiates the Crisis Communication process, severely impacts normal operations, serious life threatening medical incident and/or involves a criminal incident considered to be an indictable offence.

Incidents Statistics: The chart below provides a summary of the severity levels on the grounds by quarter, and compares them to the previous year (2016) security trends over the first and second quarters.

Incident statistics are based on reports generated by Exhibition Place Security Services, in collaboration with events and tenants who continuously participate in the sharing of statistical information.

Table 1 - Incident Levels by Quarter and Year

QUARTER REPORTED	LEVEL 0	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	TOTAL
1ST QUARTER 2016	460	134	168	18	2	782
2ND QUARTER 2016	333	161	118	19	0	631
2016 Q1 & Q2 TOTAL	793	295	286	37	2	1413
1ST QUARTER 2017	135	69	127	24	2	357
2ND QUARTER 2017	228	63	86	15	0	392
2017 Q1 & Q2 TOTAL	363	132	213	39	2	749

Exhibition Place Attendance and Foot Traffic

Attendance figures are estimated and include all Board events, tenant events, general public visitation and events being held on neighbouring properties (Fort York, Budweiser Stage, Echo Beach, Ontario Place and Marilyn Bell Park) that generate foot traffic across the Exhibition Place grounds.

The information provided below is estimated and does not represent the exact quantity of guests that were present on site. The exact attendance is difficult to calculate given the multiple entrances to the grounds and integration into the neighbourhood. To improve our level of accuracy when collecting attendance details, we continue to work with the Neighbouring Venues, Transportation Partners, Event Services and clients to better track the number of visitors that will be on site or use the site to move to another location for each event.

Table 2 - Attendance & Foot Traffic 2017 vs 2016

QUARTER	2016	2017
1ST QUARTER 2017	826,205	793,725
2ND QUARTER 2017	1,045,305	1,082,920
TOTAL	1,871,510	1,876,645*

*Foot Traffic is based on crowd estimates included in this total.

Emergency Incidents

The following chart shows the Level 3 and Level 4 incidents, which pertain to police, medical or fire related events that have taken place. Each emergency incident was reported to Exhibition Place Security during the time it was taking place. Tabulated below are all the incidents that required emergency responses and the comparison to the previous year.

Table 3 - Level 3 and Level 4 Incidents

QUARTER	LEVEL 3	LEVEL 4
1ST QUARTER 2016	18	2
2ND QUARTER 2016	19	0
2016 TOTAL		39
1ST QUARTER 2017	24	2
2ND QUARTER 2017	15	0
2017 TOTAL		41

Security Incidents

Security statistics below show the incidents pertaining to Property and People on the Exhibition Place grounds in 2017 by quarter. It also shows the relationship between the number of incidents and the estimated attendance on/or passing through the grounds.

Table 4 - Incidents Pertaining to Property & People - Semi-Annual Total 2017

SECURITY INCIDENTS	1ST QUARTER	2ND QUARTER	TOTAL
PROPERTY RELATED	221	293	514
PEOPLE RELATED	136	99	235
ATTENDANCE TOTAL	1,876,645*		

Table 5 - Incidents Pertaining to Property & People - Q1 2017 vs Q2 2016

1ST QUARTER		LEVEL 0	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	TOTAL
PROPERTY RELATED	2016	4	0	134	1	0	139
	2017	133	9	78	1	0	221
PEOPLE RELATED	2016	0	112	18	3	1	134
	2017	2	60	49	23	2	136
ATTENDANCE	2016						826,205
	2017						793,725*

Table 6 - Incidents Pertaining to Property & People - Q2 2017 vs Q2 2016

2ND QUARTER		LEVEL 0	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	TOTAL
PROPERTY RELATED	2016	5	0	71	1	0	77
	2017	227	9	52	5	0	293
PEOPLE RELATED	2016	1	144	20	7	0	172
	2017	1	54	34	10	0	99
ATTENDANCE	2016						1,045,306

2ND QUARTER	LEVEL 0	LEVEL1	LEVEL 2	LEVEL 3	LEVEL 4	TOTAL
	2017					1,082,920

The Senior Management team continues to work with emergency response agencies to address major incidents as they occur.

CONTACT

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SIGNATURE

Dianne Young
 Chief Executive Officer