



STAFF REPORT

To: Board of Management

From: Senior Director, Corporate Projects and Human Resources

Subject: **2019 SIX-MONTH GUEST SAFETY REPORT**

Date: 2019-07-01

SUMMARY:

This report informs the Board on the guest accidents and related public safety initiatives for the year 2019.

RECOMMENDATION:

It is recommended that this report be received for information.

COMMENTS/DISCUSSION:

The Guest Safety Report for the period January to June, 2019 is attached. During this period there were a total of 52 guest accidents, which compares to 59 during the same time period in 2018.

The accident to attendance ratio for the first six months of 2019 was 1:9,556. This statistic represents a decrease over the 2018 six month ratio which was 1: 8,051.

The Zoo's guest accident prevention program includes inspections of all public areas by the Safety & Security Branch to identify actual or potential hazards to the public. Work orders to repair these hazards, as well as, for any hazard identified as the result of an investigation into a guest accident, are submitted to Facilities & Services or Horticulture for action.

The Public Safety Committee continues to review on-going issues. Capital improvements and operating projects continue to be a benefit in improving site conditions for our guests.

Lance Alexander
Senior Director, Corporate Projects and Human Resources

ATTACHMENTS:

2019 Six-Month Guest Safety Summary

TORONTO ZOO
2019 SIX MONTH GUEST SAFETY REPORT
2019-01-01 TO 2019-06-30

ACCIDENT HISTORY

In the first six months of 2019 there were 52 guest accidents resulting in injuries to Zoo guests that were investigated by Safety & Security. The accidents are classified in six different categories: Slip/Fall-Other, General Mishap, Contact, Slip/Fall-Public Pathway Exposure and Animal-Related. These totals do not include wasp or bee stings of which there have been zero reported in the first six months of 2019 and none reported in the first six months of 2018.

In the same time period Safety & Security staff responded to 30 calls involving guest illness. It is important to note that none of the reported illnesses were related to Zoo activity.

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A) 2019 GUEST ACCIDENT SUMMARY

<u>Type</u>	<u>2019 (YTD)</u>	<u>2019%</u>	<u>2018 (YTD)</u>	<u>2018%</u>
Slip/Fall-Other	18	34.6	32	54.2
Contact	13	25.0	10	17.0
Slip/Fall-Public Pathway	11	21.2	6	10.1
General Mishap	9	17.3	9	15.3
Animal Related	1	1.9	1	1.7
Exposure	0	0	1	1.7
Totals	52	100	59	100

When compared to the first six months of 2018, there has been a decrease in the number of accidents reported.

B) GUEST ACCIDENT RATIOS COMPARISON

A means of comparing our accident performance is the guest to accident ratio. The 2019 year to date Guest Accident Ratio is 1 accident for every 9,556 guests.

<u>Year</u>	<u>Guest Attendance -YTD</u>	<u>Accident: Attendance- YTD</u>
2014	491,839	1:14,904
2015	450,107	1:10,230
2016	564,670	1:8,823
2017	277,679	1:11,107
2018	475,016	1:8,051
Average	356,954	1:10,623
2019	496,949	1:9,556

EXPLANATION OF ACCIDENTS

In the first six months of 2019, we have observed decreases in the slip/fall other category. The remaining categories, contact and slip/fall public had increases while general mishap and animal related mishap remained consistent with the previous year.

During this period, there were 52 guest accidents, all of which were relatively minor in nature. Eighteen resulted from Slip/Fall-Other, 13 resulted from Contact related incidents that involved guests who bumped or came into contact with various objects/items. Eleven were slip/fall public pathways. There were nine General Mishap incidents consisting mostly of children roughhousing and playing. There was one Animal Related accident.

Slip/Fall-Other and General Mishap types of accidents, which involved guests tripping on their own feet/falling from objects and children injured while rough housing, are not attributable to actions taken or not taken by the Zoo and accounted for 52% of reported accidents.

Slip/Fall-Public Pathway injuries increased when compared to the first six months of 2018. Facilities & Services and Safety & Security staff continue to work together in identifying and correcting deficiencies in a proactive manner. Hazard recognition and correction of identified deficiencies will continue to be a priority. Concentrated efforts on correcting these issues on site, that have the potential to create liability, will continue to be a focus

Animal related incidents remained consistent when compared to 2018. This single incident involved a guest interacting with a wild animal within the Zoo.

Maintaining an adequate child to teacher ratio is important, especially with young children. Keeping young children in arms reach of their parents will be slightly more challenging. In all cases incidents were investigated by Safety & Security and first aid was rendered as required. Recommendations were made for corrective action and forwarded to the appropriate units for action. Safety & Security staff also will continue to take a proactive approach through general patrol in curbing activities that could lead to guest injuries.

D) SITE INSPECTIONS

The Safety & Security Branch has conducted four site safety inspections of various locations at the Toronto Zoo since January 2019 and has identified 33 potential hazards where work is, or may be, required to correct.

The Public Safety Committee conducts its own site reviews and verifies work completed, and establishes priorities for repairs.

E) INITIATIVES

The Toronto Zoo has always been pro-active with recognizing the need to provide a positive guest experience while ensuring public safety. Initiatives undertaken in the first six months of 2019 include the implementation of the the Toronto Zoo's Smoke-free and Vaporizer-free Environment for our guests. Overall, this initiative has been positively received.

In addition to this, as external threats have become more prevalent in the world, the Safety & Security Branch will undertake a security threat, vulnerability and impact assessment of the site. This initiative will assist in ensuring we are proactively planning and implementing for any additional safety and security measures that may be required. Additional measures may include new policies and processes to mitigate such risks and improve a coordinated response to any natural emergency or in the event of a deliberate threat.

Additionally, the Safety & Security Branch will evaluate all Public Safety Barriers using the Toronto Zoo standard created in the 2017 Dangerous Animal Barrier Audit and recommend changes to be implemented as required.

F) OBSERVATIONS/ACTION

1. Safety & Security will continue to report and initiate work orders to correct deficiencies found during routine patrols and as a part of the Public Safety Inspection process.
2. The Public Safety Committee and Safety & Security staff will continue to pro-actively identify and initiate work orders as necessary to correct identified hazards.
3. Facilities & Infrastructure Division will continue to undertake their annual asphalt repair program and correct identified areas of concern.
4. Ongoing collaboration with the Strategic Communications Division to ensure timely and relevant communications for public health & safety concerns