

2022 Six-Month Guest Safety Report

Date: September 27, 2022

To: Board of Management of the Toronto Zoo

From: Senior Director, Strategic Communications & Guest Experience

Wards: All

SUMMARY

This report is intended to update the Board of Management on the guest accidents and related public safety initiatives for the first six months of 2022 - the current calendar year.

RECOMMENDATIONS

The Senior Director, Strategic Communications & Guest Experience recommends that:

1. The Board of Management of the Toronto Zoo receive this report for information.

FINANCIAL IMPACT

There is no financial impact resulting from the adoption of the recommendations in this report.

DECISION HISTORY

There is no decision history available for this item.

COMMENTS

Our Toronto Zoo cares about our guests, partners, and our community. We are committed to the safety and protection of our most valued assets, our guests, staff, animals, our properties, and the surrounding community. Through the implementation of

our safety policies and programs, we endeavor to provide a safe and secure environment for our guests to enjoy our Zoo.

Attached is the Guest Safety Summary, January to June 2022. This report typically makes a comparison between the same reporting periods year after year to draw conclusions about increasing or decreasing accident frequency rates. It should be noted during the last 3 years, we have experienced closures at various times throughout the calendar year due to the global pandemic. These closures make accident frequency rate comparison an ineffective metric. For example, in the first six months of 2022, there were a total of 40 guest accidents, which compares to eight during the same time period in 2021. However, in 2022, we were closed for the first two months of the calendar year compared with 2021, when we were closed to the public for the first 5 ½ months of the year.

The accident to attendance ratio for the first six months of 2022 was 1: 11,667
This statistic represents an increase over the 2021 six-month ratio which was 1:21,318.

Our Zoo's guest accident prevention program includes inspections of all public areas by the Health & Safety 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.

CONTACT

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SIGNATURE

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ATTACHMENTS

Attachment 1 - 2022 Six-Month Guest Safety Summary - January 1, 2022 to June 30, 2022