

2023 Year-End Guest Safety Report

Date: February 29, 2023

To: Board of Management of the Toronto Zoo

From: Jennifer Tracey, 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 2023.

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 recommendation in this report.

DECISION HISTORY

Our Toronto Zoo's guest accident prevention program includes inspections of all public areas by the Health & Safety Services Branch to identify actual or potential hazards to the public. This report is submitted to the Board semi-annually to provide information on our initiatives and programs which support and maintain a healthy and safe environment for our guests to enjoy. Health & Safety Services work in collaboration with all Divisions to ensure guest safety. In particular, we work closely with our Facilities and Infrastructure team to correct physical hazards identified as the result of our proactive inspections and also provide recommendations following our investigation for incidents that may have occurred as a result of our physical site conditions. The Public Safety Committee continues to review on-going issues and meets quarterly. Capital improvements and operating projects continue to be a benefit for improving site conditions for our guests.

COMMENTS

Your Toronto Zoo cares about our guests, our staff, our animals, and our 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.

The Guest Safety Summary for 2023 is attached. During this period there were total of 124 accidents resulted in injuries to Zoo guests as compared to 104 in 2022. It also outlines the related public safety initiatives and prevention programs of the Health & Safety Services Branch.

CONTACT

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SIGNATURE

Jennifer Tracey
Senior Director, Strategic Communications & Guest Experience

ATTACHMENTS

Attachment 1 - 2023 Guest Safety Report