

2024 Six-Month Guest Safety Report

Date: July 1, 2024

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 of the Toronto Zoo on the guest incidents and related public safety initiatives for the first six months of 2024 - 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 team, our guests, our animals, and our community and we are committed to their safety and protection. 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 and our staff and volunteers to work in a safe environment.

Attached is the Guest Safety Summary, January to June 2024. This report summarizes and compares our incident rates to the same time period in previous years and outlines the related public safety initiatives and prevention programs of the Health & Safety Services Branch.

CONTACT

Joanne Eaton
Manager, Health & Safety
(416) 392-5093
jeaton@torontozoo.ca

SIGNATURE

Jennifer Tracey
Senior Director, Strategic Communications & Guest Experience

ATTACHMENTS

Attachment 1 - 2024 Six-Month Guest Safety Summary - January 1, 2024 to June 30, 2024