

Exhibition Place Security Report - Year-End 2024

Date: April 10, 2025
To: The Board of Governors of Exhibition Place
From: Don Boyle, Chief Executive Officer
Wards: Ward 10 - Spadina-Fort York

SUMMARY

This report provides a summary of the security trends for the year 2024 occurring on Exhibition Place property, the severity of these incidents, when the incidents are occurring, and how they correlate to grounds visitation based on a quarter by quarter and a year over year comparison.

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 2022 - 2026 Strategic Plan has a goal to Exceed Client and Visitor Expectations to ensure visitors have a safe experience through site safety and as a strategy to support this goal we will implement a program focused on our visitors, employees, property, and assets to reduce claims in all categories.

COMMENTS

The collection of incident statistics is completed by Exhibition Place Security Staff using the Exhibition Place incident reporting system. Other information such as, client event incident statistics received from show managers/tenants and their security providers are included to generate a database that tracks all reported incidents that take place on and 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 understand the impact of the incidents taking place on and around Exhibition Place grounds, incident severity levels were created and assigned to each occurrence to better classify the incident severity. These incidents levels classification is 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 \$5,000.00, 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 \$5,000.00, 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 affects normal operations, serious life-threatening medical incident, and/or involves a criminal incident considered 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 security trends of the previous year (2023-2024).

Table 1 - 2023 Incident Levels by Quarter and Year

Quarter Reported	Level 0	Level 1	Level 2	Level 3	Level 4	Total
First Quarter 2023	20	32	32	25	1	110
Second Quarter 2023	20	43	35	18	7	123
Third Quarter 2023	123	319	154	48	0	644
Fourth Quarter 2023	22	471	39	22	2	556
2023 Total	185	865	260	113	10	1433

Table 2 - 2024 Incident Levels by Quarter and Year

Quarter Reported	Level 0	Level 1	Level 2	Level 3	Level 4	Total
First Quarter 2024	26	578	28	18	0	650
Second Quarter 2024	33	919	36	28	0	1016
Third Quarter 2024	137	839	231	82	3	1292
Fourth Quarter 2024	39	620	29	24	2	714
2024 Total	235	2956	324	152	5	3672

Year over Year Notes:

- Level 1 increase in 2024 compared to 2023 relates mainly to an enhancement to the Parking Enforcement Program.
- Level 4 decrease in 2024 compared to 2023 relate to a change in how reports are categorized by reducing the overall severity rating.

Exhibition Place Attendance and Related Traffic

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

The information provided below is an estimate 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 1 - Attendance and Related Traffic 2023 vs 2024

Quarter	2023	2024
First Quarter	487,799	523,007
Second Quarter	1,132,558	1,126,965
Third Quarter	3,500,048	3,438,110
Fourth Quarter	1,100,959	1,113,052
Total	6,221,364	6,201,134

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

Emergency Incidents

The following chart shows the Level 3 and Level 4 incidents, which pertains 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 2 - Level 3 and Level 4 Incidents

Quarter	Level 3 - 2023	Level 4 - 2023	Level 3 - 2024	Level 4 - 2024
First Quarter	25	1	18	0
Second Quarter	18	7	28	0
Third Quarter	48	0	82	3
Fourth Quarter	22	2	24	2
Total	113	10	152	5

Security Incidents

Security statistics below show the incidents pertaining to Property and People on the Exhibition Place grounds in 2024 by quarter. It also shows the relationship between the number of incidents and the estimated attendance on or passing through the grounds.

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

Quarter	People	Property
First Quarter 2024	25	46
Second Quarter 2024	44	56
Third Quarter 2024	364	88
Fourth Quarter 2024	36	41
Total	469	231

Security Summary

While Exhibition Place Security responded to more overall incidents in 2024 compared to 2023, most of that increase was the result of an enhanced Parking Enforcement Program necessitated by the removal of the pay at entrance model to a barrier free model utilizing Mobile Pay, QR Codes, or Pay-by-Plate technology-based forms of payment. Parking Infraction Notices are categorized as Level 1 as a result of them being parking by-law infractions.

Overall attendance numbers were flat year over year and did not have a significant impact on our Security Programs.

Increases in our third quarter attendance numbers and incidents each year relate mainly to Exhibition Place Security's reporting functions for some of our summer event clients which traditionally have larger attendance numbers resulting in more overall incidents requiring some type of response.

Exhibition Place Security continues to evolve as more modern technology is added to our operations. Our reporting continues to change year over year and does reflect any significant changes or concerns in the overall Safety and Security of Exhibition Place's guests or employees.

CONTACT

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SIGNATURE

Don Boyle
Chief Executive Officer