

**TORONTO ZOO
2025 YEAR-END GUEST SAFETY REPORT
2025-01-01 to 2025-12-31**

SUMMARY- GUEST SAFETY INITIATIVES & RELATED PROGRAMS

Your Toronto Zoo's public safety initiatives support our mission of connecting people, animals, conservation science, and traditional knowledge to help fight extinction. We are committed to proactive and responsive measures to provide a safe, secure, inclusive, and enjoyable experience for all guests. Safety is supported through comprehensive programs and policies and is a shared responsibility across all staff.

The Health & Safety Services Branch takes lead on comprehensive public and guest safety programs that protects guests through proactive inspections, incident response, medical support, and staff training. The program emphasizes prevention, thorough investigation, and continuous improvement to ensure a safe, secure, and positive guest experience. Program elements include:

- Routine audits of emergency equipment and monthly inspections of public areas, with hazards documented and corrective actions initiated.
- Coordinated response to all guest incidents, including assistance, investigation, reporting, and implementation of corrective measures.
- On-site nursing support for all guest medical incidents, including treatment, documentation, and follow-up to demonstrate duty of care.
- Targeted staff training (e.g., First Aid/CPR/AED, emergency preparedness, active threat, fire and life safety, and mental health awareness) to strengthen readiness and support guest safety.

Public and Guest Safety Committee (P&GSC)

Your Toronto Zoo's Public and Guest Safety Committee (P&GSC). The P&GSC, is chaired by the Manager, Health & Safety Services and consists of six Sr. Management members, representing a cross section of the Zoo's organizational structure which provides a broad and distinct perspectives in consideration of our Zoo's P&GSC activities and programs. Representation includes, Wildlife Care, Health & Safety Services, Project Management, Facilities & Infrastructure, Guest Operations, Guest Relations, Health & Wellness Services

Our mandate ensures the highest possible standards and legal requirements with respect to guest and public safety.

- Ensuring that our Emergency Preparedness and Response Plans are in place and tested on a regular basis.
- Conducts a review of all existing preventative maintenance programs and monitors these programs to ensure due diligence and responsibilities are met in consideration of safety and accessibility standards.
- Review summary of guest related incidents and insurance claims to identify trends and to make organizational-wide recommendations on actions and strategies to correct any identified deficiencies and gaps in current program.

- Conduct site inspections and audits of Zoo operations that impact guests, to ensure due diligence and responsibilities are met in consideration of safety and accessibility standards.
- including inspections prior to the opening of new animal habitats, buildings and review of special events planning.

2025 GUEST INCIDENT RATES

Guest Incidents, for which Health and Safety Services responds to and provides assistance for injuries, have been classified into 6 different categories and defined as follows:

- **Slip/Fall:** condition of site environment was a contributing factor that resulted in a reported incident (e.g. depression in pavement, snow/ice)
- **Slip/Fall-Other:** condition of site environment was not a contributing factor that resulted in a reported incident (e.g. falling from personal stroller/wagon, falling from rocks)
- **General Mishap:** involving guest rough housing or at play, resulting in a reported incident.
- **Contact:** guests who bumped into or came into contact with various objects/items that resulted in a reported incident (e.g. tripping on a rock, scratch from a tree branch, a splinter from a railing)
- **Wildlife Related:** guests that may encounter non-resident wildlife resulting in a reported incident (e.g. geese)
- **Exposure:** guests that may encounter an unexpected environmental condition or substance resulting in a reported incident (e.g. dust in eye, contact with a poison ivy plant)

2025 GUEST INCIDENT RATE COMPARED TO 2024:

In review of 2025, there were a total of 122 reported incidents as defined above, where Health & Safety Services responded and rendered assistance to our guests who sustained, mostly minor injuries, because of the incident. This represents a decrease of 15 (11%), from 2024 calendar year, where a total of 137 incidents across the same type were reported.

The table below, Figure 1, further breaks down the number of 2025 incidents by type and compares them to 2024 results, with percentages:

Figure 1, Illustrates the number of reported 2025 Incident by category in comparison to 2024 results:

Category	2025	Percent %	2024	Percent %
Slip/Fall	53	43.4 %	42	30.7 %
Slip/Fall -other	16	13.1 %	32	23.4 %
General Mishap	27	22.1 %	35	25.5 %
Contact	18	14.8 %	24	17.5 %
Wildlife Related	0	0 %	1	0.7 %
Exposure	8	6.6 %	3	2.2 %
Totals	122	100	137	100

As shown in Figure 1, Slip/Fall incidents related to site environmental conditions (e.g., pavement conditions, snow and ice) represented the largest proportion of incidents in 2025, accounting for 43.4% (53 incidents). While overall incident volume declined, the increased proportion of this category reinforces that environmental conditions remain the most significant source of guest injury risk. Our investment in the boardwalk expansion and ongoing preventive repaving efforts are key components for guest safety, accessibility and enjoyment. Our efforts will continue regarding seasonal hazard management, regular surface condition monitoring, timely remediation, and strengthened housekeeping and inspection protocols, all aimed at reducing risk and improving the overall guest experience.

In contrast, Slip/Fall-Other type incidents, where the site environment was not a contributing factor, declined significantly from 32 incidents in 2024 to 16 in 2025. This reduction suggests improved risk controls related to guest behaviours and use of personal equipment, supported by operational oversight and guest communication.

General Mishaps, typically associated with guest activity or play, and Contact-related incidents, involving incidental contact with objects or natural features, both decreased year over year. These trends indicate the effectiveness of preventive site design, maintenance practices, and staff presence, as well as continued efforts to manage guest movement and interaction within public areas.

Exposure-related incidents increased modestly from 3 to 8 incidents, remaining a low overall risk but highlighting the need for continued monitoring of environmental irritants and natural site conditions. Mitigation strategies include vegetation management, signage, and staff awareness to identify and respond to emerging exposure risks.

No wildlife-related incidents were reported in 2025, reflecting the effectiveness of existing wildlife management and deterrence measures.

Overall, while guest incidents declined in total, the data underscores the continued importance of proactive environmental risk management, particularly for slip and fall hazards, supported by trend analysis, targeted controls, and responsive on-site intervention.

Guest Support and Response

In addition, the Health & Safety Services Branch provided emergency medical response to 61 guests due to medical conditions of the guest and not related to Zoo environment. This represents an increase from the previous year of 58 medical related incidents.

The Health & Safety Services Branch also responds to incidents where guests or members of the public are in contravention of our Zoo's by-laws, being disruptive to other guests or animals. In 2025, Health & Safety Services responded to a total of 14 such calls. This is considerably down from the 38 reported incidents in 2024 and down from 51 reported in 2023.

The decrease in by-law Infraction type incidents can be directly attributed to a successful awareness campaign initiated in 2023 and carried out in 2024. The campaign aimed to increase awareness and educate our guests on the impacts that negative behaviours and activities can have on the health, safety and wellbeing of the animals in our care, team and other guests.

As applicable, for each of the above 2025 incidents, corrective actions were taken to mitigate future occurrences of a similar nature. Actions taken may have included work order submissions for improvements to the physical site, posting of signage and/ or improvements to procedures and processes. In addition, our Health & Safety Services team, continue to take a proactive approach through routine patrols to identify concerns and a presence on site to support our guests and curb activities that could lead to guest injuries or guest behaviours, which are contrary to our Zoo's by-laws.

GUEST INCIDENT FREQUENCY RATE, YEAR OVER YEAR:

The incident to attendance ratio is a means of tracking guest incident trends from 2020 to 2025, including a five-year historical average, and compares incident volumes against annual attendance to provide context for overall guest risk exposure.

The total number of reported guest incidents decreased by 15 in 2025 compared to 2024, the incident-to-guest ratio improved, increasing from 1 incident per 9,959 guests in 2024 to 1 incident per 10,252 guests in 2025, indicating fewer incidents relative to overall attendance.

Figure 2 illustrates the Guest Accidents for the period 2020 to 2025 and the average over the 5 prior years.

Year	Incident	Attendance	Accident: Attendance Ratio
2020	*21	431,517	1:20,548
2021	85	746,987	1:8,787
2022	104	1,210,817	1:11,642
2023	124	1,330,391	1:10,729
2024	137	1,364,476	1:9,959
AVERAGE	94.2	1,016,837	1:10,794
2025	122	1,250,840	1:10,252

When viewed in relation to attendance, the 2025 accident-to-attendance ratio was 1 incident per 10,252 guests, which is slightly lower than the five-year average ratio of 1:10,794, but reflects an improvement compared to 2024 (1:9,959). This indicates that while attendance decreased in 2025 compared to 2024, the rate of guest incidents declined, demonstrating improved risk performance relative to guest volume.

Year-over-year trends show that guest incidents increased from 2021 through 2024 as attendance rebounded following pandemic-related restrictions. The 2025 reduction in incidents, despite continued high attendance (1.25 million guests), suggests that enhanced operational controls, environmental risk management, and proactive Health & Safety interventions are having a positive impact on guest safety outcomes.

Overall, the data demonstrates that guest incident frequency generally tracks with attendance levels; however, the improvement in the accident-to-attendance ratio in 2025 reinforces the effectiveness of risk-based prevention strategies and on-site response measures, particularly in managing high-volume guest environments.

Health & Safety Guest and Public Site Inspections

Health & Safety Services Branch conducted eight guest and public safety, pro-active inspections in 2025. These inspections are conducted on a semi-annual basis, consisting of two cycles of full inspections occurring in May and October. During these inspections, 53 potential guest and public safety risks were identified for which work orders were submitted and are either resolved or in priority sequence to be resolved. In addition, as safety issues are identified, they are investigated and corrective actions taken to mitigate risks.

2025 INITIATIVES

The Toronto Zoo continues to take a proactive approach to delivering a positive guest experience while maintaining a strong focus on public safety.

In 2025, Health & Safety initiatives included the comprehensive review and update of emergency, health, safety, and security policies and training programs to reflect legislative changes and better align with the Zoo's evolving operational model. Key areas of focus included inclement weather response, dangerous animal incidents or escapes, and critical utility outages. The Health & Safety Services Branch and Wildlife Care teams routinely conducted tabletop exercises and discussions related to animal-related emergency procedures.

In addition, the Zoo successfully completed multiple site-wide emergency drills in 2025 in compliance with Association of Zoos and Aquariums (AZA) standards, including major medical emergencies, venomous bite incidents, natural disasters, active threat scenarios, and dangerous animal escape or incident responses. Lessons learned from these exercises have been incorporated into updated procedures and operational practices.

Ongoing improvements to security systems continued throughout the year, including the expansion of CCTV surveillance and monitoring capabilities, as well as upgrades to access control and intrusion detection systems.

The Zoo leveraged external expertise and partnerships in 2025, including Medical Consultants, the City of Toronto Office of Emergency Management, the Association of Zoos and Aquariums (AZA), other accredited North American zoos, and local emergency services to strengthen physical security measures and public safety initiatives.

Strong relationships were maintained with local police, fire, and paramedic services, the Scarborough Health Network, and Parks Canada – Rouge National Urban Park. These partners routinely participate in site inspections, tours, and information sharing related to training, emergency policies, and response protocols.

2026 OPPORTUNITIES FOR IMPROVEMENT AND PLANNED INITIATIVES

1. Health & Safety Services will continue to collaborate with all teams to achieve and exceed compliance with applicable legislation, AZA standards, and industry best practices through training, consultation, and operational support to maintain a safe environment for guests.
2. Security systems enhancements through Technology will continue, including expansion of CCTV coverage and upgrades to access control and intrusion detection systems.

3. The Emergency Response Program will be further strengthened through targeted, integrated training for teams.
4. Health & Safety Services will continue to identify deficiencies through routine patrols and the Guest/Public Safety Inspection (PSI) process and initiate corrective work orders.
5. The Guest & Public Safety Committee will continue to review incident trends and provide organization-wide recommendations to address identified risks.
6. General Maintenance will continue the annual asphalt repair program, and Horticulture and Grounds will proactively address path-edge and surface condition concerns.

The above measures will ensure that we are continually strengthening guest safety programs by proactively reducing risk and ensuring a safe, welcoming experience for all guests.