

**TORONTO ZOO
2026 SIX-MONTH GUEST SAFETY REPORT
2026-01-01 TO 2026-06-30**

PUBLIC & GUEST SAFETY PROGRAM:

Your Toronto Zoo maintains a comprehensive public safety program focused on prevention, incident response, emergency preparedness, and continuous improvement led by the Health & Safety Services team. The staff led Public & Guest Safety Committee provides oversight of guest safety performance, emergency preparedness, inspections, hazard mitigation, and public safety risk management.

Key program activities include:

- Guest incident investigation and follow-up
- Public area inspections and hazard mitigation
- Emergency preparedness planning and exercises
- Staff safety and emergency response training
- Public safety reviews for new facilities, exhibits, and guest experiences

MID-YEAR SAFETY DASHBOARD:

KPI:	RESULT:
Guest Attendance	522,748
Guest Incidents	50
Incident Ratio	1:10,455
Emergency Drills Completed	3/6
Major Public Safety Events	0
Public Area Inspections	Ongoing Monthly
Corrective Actions	Ongoing

SUMMARY- GUEST SAFETY INITATIVES & RELATED PROGRAMS

January 1 – June 30, 2026

During the first six months of 2026, the Toronto Zoo welcomed 522,748 guests and investigated 50 reported guest incidents. While reported incidents increased compared to the same period in 2025 (36 incidents), the increase is believed to be attributable to enhanced incident reporting and data integration processes implemented in 2026.

The majority of incidents involved general mishaps and slip/fall events. No major public safety events occurred during the reporting period.

2026SIX-MONTH GUEST INCIDENT TRENDS AND STATISTICS

- 50 guest incidents were reported and investigated, compared to 36 during the same period in 2025. Improved reporting integration between Health & Wellness and Health & Safety Services contributed to more complete incident capture.
- Guest incident ratio was 1 incident per 10,455 guests.
- General mishaps and slip/fall incidents represented 82% of all reported incidents.
- No significant emerging public safety risks requiring immediate operational changes were identified.

Guest Incidents, for which Health and Safety Services responds to and provides assistance for incidents, 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., 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. allergic reactions, dust in eye, contact with a poison ivy plant)

Guest Medical Illnesses:

Health & Safety Services and the Health & Wellness team, also respond to and assist guests who may become ill during their visit at the Zoo. It is important to note that guest medical illnesses are tracked separately from guest incidents and as a result are not captured in the guest incident summary. However, in the first six-months of 2026, there were 27 guest medical illness reports, down from 46 reported during the same time period last year. Guests were provided first aid by trained staff and in some cases, Emergency Medical Services was required.

A) 2026 GUEST INCIDENT SUMMARY:

The following table summarizes the Guest Incident per category type, for the first six months of 2026, compared to the same period in 2025.

<u>Type</u>	<u>2026 (YTD)</u>	<u>2026 %</u>	<u>2025 (YTD)</u>	<u>2025 %</u>
Slip/Fall-Other	12	24	5	13.9
Slip/Fall-Public Pathway	13	26	7	19.4
Contact	9	18	4	11.1
General Mishap	16	32	13	36.1
Exposure	0	0	2	5.6
Wildlife Related	0	0	5	13.9
Totals	50	100 %	36	100 %

Figure 1. Guest Incidents by Category (2025 vs 2026)

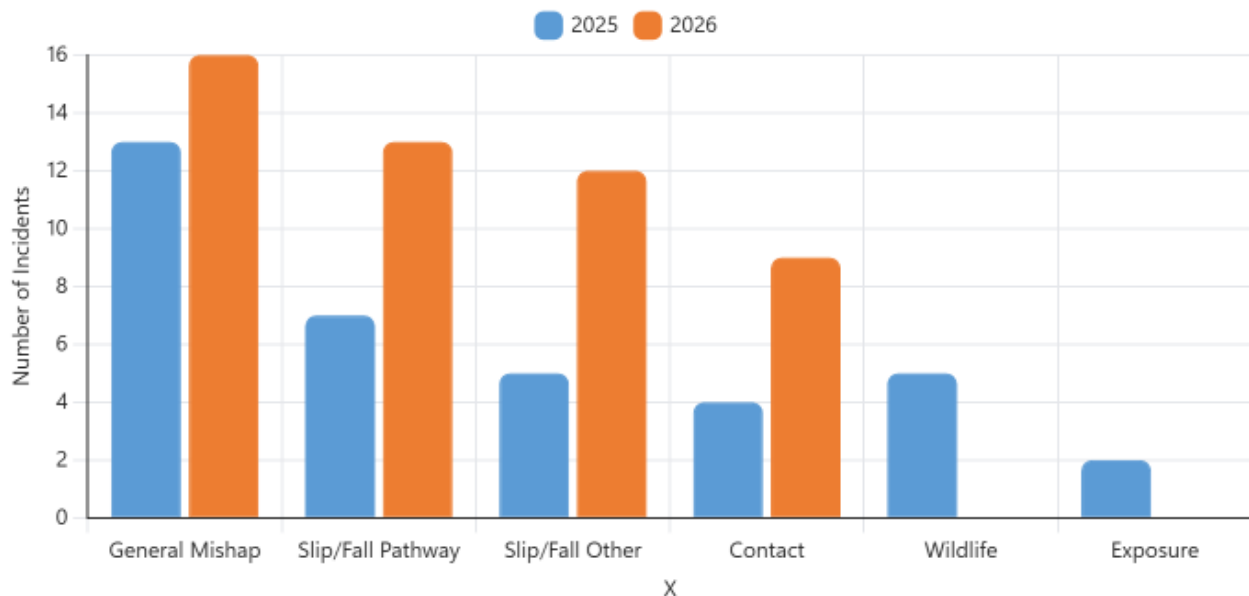


Figure 1. Guest Incidents by Category (2025 vs. 2026 YTD):

General Mishaps, Slip/Fall Pathway incidents, and Slip/Fall Other incidents accounted for the majority of reported guest incidents in 2026. A review of the data indicates an increase of 14 guest incidents, representing a 38.9% increase over last reporting period. This increase is primarily associated with attraction and experience areas where staff are present to actively observe, assist, and report incidents as they occur. The higher reporting levels in these areas may therefore reflect stronger staff presence, improved incident awareness, and more consistent reporting practices, rather than an overall increase in the severity or frequency of guest incidents across the Zoo.

The data highlights the value of having staff actively engaged in these areas, supporting timely identification, response, documentation, and follow-up of guest incidents.

B) Guest Incident Ratio:

The guest -incident ratio is used to assess incident performance relative to attendance levels. During the first six months of 2026, the Toronto Zoo recorded one guest incident for every 10,455 visitors, compared to one incident for every 14,199 visitors during the same period in 2025.

While attendance increased modestly by 2.3% in the first six-months of 2026 over 2025, the 38.9% increase in reported incidents may be attributable in part to enhancements in incident reporting and data integration processes implemented in 2026, resulting in more comprehensive capture of guest incidents across the organization.

<u>Year</u>	<u>Guest Attendance - YTD</u>	<u>Incident: Attendance – YTD (ratio)</u>
2023	529,599	1:11,033
2024	590,080	1:21,100
2025	511,181	1:14,199
2026	522,748	1:10,455

Figure 2. Guest Attendance and Incident Ratio Trend

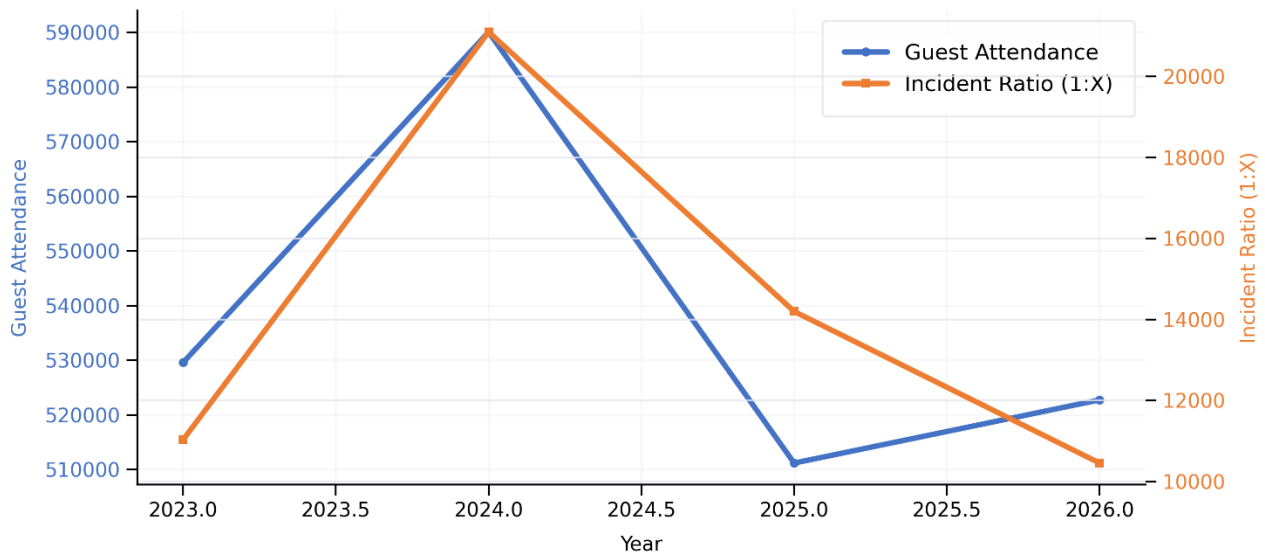


Figure 2. Guest Attendance and Incident Ratio Trend (2023-2026 YTD): Lower incident ratio values indicate more reported incidents relative to guest attendance.

C) 2026 KEY INITIATIVES:

Initiative:	Status:
Emergency Action Plan Policy Review	Complete
Active Threat Response Enhancements	Complete
Site-Wide Emergency Drills	Ongoing ((3 of 6 required AZA drills completed)
Emergency Tabletop Exercises	Ongoing
External Agency Partnerships	Ongoing
Security Infrastructure Planning	Ongoing

Efforts during the reporting period focused on strengthening emergency preparedness, updating security-related procedures, enhancing staff readiness through drills and exercises, and expanding collaboration with external emergency response partners.

D) ONGOING ACTIONS:

Priority:	Status:
Safety Compliance & Advisory Services	Ongoing
CCTV and Access Control Enhancements	Ongoing
Hazard Identification and Corrective Action	Ongoing
Public Safety Committee Reviews	Ongoing
Infrastructure Repairs and Asphalt Program	Ongoing
Guest Safety Communications and Proactive Operational planning	Ongoing