

Exhibition Place Security Report - Year 2016

Date: February 23, 2017
To: The Board of Governors of Exhibition Place
From: Dianne Young, Chief Executive Officer
Wards: Ward 19 - Trinity-Spadina

SUMMARY

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

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 2014 - 2016 Strategic Plan had a Safety and Security Goal *to ensure a safe and secure environment for employees, guests, and for our property and assets* and as a Strategy to support this goal *we will implement a program focused on our guests, property and assets to reduce claims in all categories.*

COMMENTS

The collection of statistics is accomplished by the Exhibition Place Security Staff through the use of the Exhibition Place incident reporting system. Other information

such as event client incident statistics received from show managers / tenants and their security providers are included to generate a database that tracks all incidents that take place on/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 identify the urgency of the incidents taking place on/around Exhibition Place grounds, levels were created and assigned to each occurrence to better classify the incident severity. These incidents levels are consistent with industry standards.

Incident Severity Levels:

Level 0

Incidents 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

Incidents 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 \$5000.00, 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 \$5000.00, creates a negative public view, involves assisting an individual in extreme crisis, requires 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 impacts normal operations, serious life threatening medical incident and/or involves a criminal incident considered to be an indictable offence.

Incidents Statistics: The chart below provides a summary of the severity levels on the grounds by quarter.

Again, incident statistics are based on reports generated by Exhibition Place Security Services, in collaboration with events and tenants who continuously participate in the sharing of statistical information.

Table 1 - Incident Levels by Quarter

| QUARTER REPORTED | LEVEL 0 | LEVEL 1 | LEVEL 2 | LEVEL 3 | LEVEL 4 | TOTAL |
|------------------|---------|---------|---------|---------|---------|-------|
|------------------|---------|---------|---------|---------|---------|-------|

| QUARTER REPORTED | LEVEL 0 | LEVEL 1 | LEVEL 2 | LEVEL 3 | LEVEL 4 | TOTAL |
|-------------------------|----------------|----------------|----------------|----------------|----------------|--------------|
| 1ST QUARTER | 460 | 134 | 168 | 18 | 2 | 182 |
| 2ND QUARTER | 333 | 161 | 118 | 19 | 0 | 631 |
| 3RD QUARTER | 292 | 191 | 962 | 127 | 6 | 1578 |
| 4TH QUARTER | 241 | 34 | 137 | 12 | 0 | 242 |
| TOTAL | 1326 | 520 | 1385 | 176 | 8 | 3415 |

Exhibition Place Attendance and Foot Traffic

Attendance figures are estimated and include all Board events, tenant events, general public visitation and events being held on neighbouring properties (Fort York, Molson Amphitheater, Echo Beach, Ontario Place and Marilyn Bell Park) that generate foot traffic across the Exhibition Place grounds.

The information provided below is estimated only and these numbers do not represent the exact quantity of guests that were present on site which is not possible to calculate given the multiple entrances to the grounds and the fact that the site is not gated. 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 2 - Attendance & Foot Traffic

| QUARTER | TOTAL |
|---|-------------------|
| 1ST QUARTER | 826,205 |
| 2ND QUARTER | 1,045,306 |
| 3RD QUARTER | 3,879,350 |
| 4TH QUARTER | 1,237,240 |
| YTD TOTAL | 6,988,101* |
| *Foot Traffic is based on crowd estimates included in this total. | |

Emergency Incidents

The following chart shows the Level 3 and Level 4 incidents, which pertain 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.

Table 3 - Level 3 and Level 4 Incidents

| QUARTER | LEVEL 3 | LEVEL 4 |
|--------------|---------|------------|
| 1ST QUARTER | 18 | 2 |
| 2ND QUARTER | 19 | 0 |
| 3RD QUARTER | 127 | 6 |
| 4TH QUARTER | 12 | 0 |
| TOTAL | | 184 |

Security Incidents

Security statistics below show the incidents pertaining to Property and People on the Exhibition Place grounds in 2016 annually and then by quarter and also shows the relationship between the number of incidents and the estimated attendance on or passing through the grounds.

Table 4 - Incidents Pertaining to Property & People - Total

| SECURITY INCIDENTS | 1ST QUARTER | 2ND QUARTER | 3RD QUARTER | 4TH QUARTER | TOTAL |
|-------------------------|------------------|-------------|-------------|-------------|-------|
| PROPERTY RELATED | 139 | 77 | 143 | 72 | 431 |
| PEOPLE RELATED | 134 | 172 | 487 | 90 | 883 |
| ATTENDANCE TOTAL | 6,988,101 | | | | |

Table 5 - Incidents Pertaining to Property & People - 1st Quarter

| 1ST QUARTER | LEVEL 0 | LEVEL 1 | LEVEL 2 | LEVEL 3 | LEVEL 4 | TOTAL |
|-------------|---------|---------|---------|---------|---------|-------|
| | | | | | | |

| 1ST QUARTER | LEVEL 0 | LEVEL 1 | LEVEL 2 | LEVEL 3 | LEVEL 4 | TOTAL |
|--------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| PROPERTY RELATED | 4 | 0 | 134 | 1 | 0 | 139 |
| PEOPLE RELATED | 0 | 112 | 18 | 3 | 1 | 134 |
| ATTENDANCE | | | | | | 826,205 |

Table 6 - Incidents Pertaining to Property & People - 2nd Quarter

| 2ND QUARTER | LEVEL 0 | LEVEL 1 | LEVEL 2 | LEVEL 3 | LEVEL 4 | TOTAL |
|--------------------|----------------|----------------|----------------|----------------|----------------|------------------|
| PROPERTY RELATED | 5 | 0 | 71 | 1 | 0 | 77 |
| PEOPLE RELATED | 1 | 144 | 20 | 7 | 0 | 172 |
| ATTENDANCE | | | | | | 1,045,306 |

Table 7 - Incidents Pertaining to Property & People - 3rd Quarter

| 3RD QUARTER | LEVEL 0 | LEVEL 1 | LEVEL 2 | LEVEL 3 | LEVEL 4 | TOTAL |
|--------------------|----------------|----------------|----------------|----------------|----------------|------------------|
| PROPERTY RELATED | 6 | 7 | 129 | 1 | 0 | 143 |
| PEOPLE RELATED | 5 | 17 | 286 | 25 | 1 | 487 |
| ATTENDANCE | | | | | | 3,879,350 |

Table 8 - Incidents Pertaining to Property & People - 4th Quarter

| 4TH QUARTER | LEVEL 0 | LEVEL 1 | LEVEL 2 | LEVEL 3 | LEVEL 4 | TOTAL |
|--------------------|----------------|----------------|----------------|----------------|----------------|--------------|
| PROPERTY RELATED | 2 | 0 | 68 | 2 | 0 | 72 |

| 4TH QUARTER | LEVEL 0 | LEVEL 1 | LEVEL 2 | LEVEL 3 | LEVEL 4 | TOTAL |
|--------------------|----------------|----------------|----------------|----------------|----------------|------------------|
| PEOPLE RELATED | 4 | 34 | 46 | 6 | 0 | 90 |
| ATTENDANCE | | | | | | 1,237,240 |

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

In addition to the collection and information / data, Exhibition Place also has an active prevention direction with extensive use of door swipe cards for offices / key areas and 182 cameras located across the grounds (both inside / outside buildings). On an annual basis, both of door swipe and cameras programs are updated and / or expanded in accordance with the level of the Operating budget.

CONTACT

Arlene Campbell, General Manager Sales & Event Management, 416-263-3030,
 acampbell@enercarecentre.com

Tony Porter, Director Parking & Security Services, 416-263-3564,
 tporter@explace.on.ca

SIGNATURE

Dianne Young
 Chief Executive Officer