

AGENDA

Potter Park Zoo Advisory Board
1301 S. Pennsylvania Avenue ~ Lansing, MI 48912
Telephone: 517.342.2776; Fax: 517.316.3894

The Board information packet is available on-line by going to www.potterparkzoo.org, selecting "About," clicking on "Zoo Board Meetings" and clicking "August 12, 2020".

POTTER PARK ZOO ADVISORY BOARD MEETING

Wednesday, August 12, 2020

6:00 PM

Via Zoom

<https://us02web.zoom.us/j/82891101807?pwd=VVBhM3RPcitROTNBZjZKY0E4U1FJZz09>

Meeting ID: 828 9110 1807

Passcode: 5zjKr0

- 1. Call to Order**
- 2. Approval of July 08, 2020 Meeting Minutes.**
- 3. Limited Public Comment** – *Limited to 3 minutes with no discussion*
- 4. Late Items/Deletions/Consent Items**
- 5. Director's Report**
 - a. July 2020 Finance Report – Delphine Breeze
 - b. Director Report – Cynthia Wagner/Amy Morris
- 6. New Business**
 - a. Potter Park Zoo Animal Welfare Process – Sarah Foote
- 7. Old Business**
 - a. Zoo Reopening Update
 - b. Financial Sustainability Subcommittee – Kyle Binkley
 - c. Strategy Subcommittee – Mary Leys
 - d. External Relations Subcommittee – Cheryl Bergman
- 8. Board Comments**
- 9. Limited Public Comment** - *Limited to 3 minutes with no discussion*
- 10. Upcoming Meeting**
 - a. Zoo Advisory Board Meeting **August 12, 2020 at 6:00 PM**
- 11. Adjournment**

Official minutes are stored and available for inspection at the address noted at the top of this agenda. Potter Park Zoo will provide necessary reasonable auxiliary aids and services, such as interpreters for the hearing impaired and audio tapes of printed materials being considered at the meeting for the visually impaired, for individuals with disabilities at the meeting upon five (5) working days' notice to the Zoo. Individuals with disabilities requiring auxiliary aids or services should contact the Zoo by writing to: Zoo Director, 1301 S. Pennsylvania Ave., Lansing, MI 48912, or by calling 517.342.2776.

**MINUTES – INGHAM COUNTY
POTTER PARK ZOO ADVISORY BOARD**

**1301 S. Pennsylvania Avenue,
Lansing, MI, July 08, 2020**

The Ingham County Potter Park Zoo Advisory Board held a regularly scheduled meeting via Zoom due to the health emergency which was permitted per Executive Order #2020-129.

BOARD MEMBERS

PRESENT: Commissioner Tennis, Chair John Groen, Dr. Richard Snider, Molly Korn, Cheryl Bergman, Cindy Kangas, and Mary Leys

ALSO PRESENT: Cynthia Wagner, Zoo Director and Amy L. Morris-Hall, Zoological Society Executive Director

ABSENT: Commissioner Trubac, Vice Chair Kyle Binkley, Julie Pingston, Mary Hauser, and Yanice Jackson Long

CALL TO ORDER: Chair John Groen called the regular meeting of the Ingham County Zoo Advisory Board to order at 6:01 p.m.

MINUTES: Moved by Cheryl Bergman and supported by Mary Leys to approve the minutes of the June 10, 2020 meeting as written, **Yes-7; No-0; MOTION CARRIED.**

LIMITED PUBLIC COMMENT

None

LATE ITEMS/DELETIONS/CONSENT ITEMS

None

FINANCIAL REPORTS

Zoo Financial Report

Director Wagner reported that the unrestricted Fund Balance is at \$596,594 as of the end of June. Ms. Wagner stated she believes the zoo needs to bring in \$500,000 in revenue before the end of the year to finish the year with some money still in fund balance. Chair Groen asked how July was going so far and Director Wagner stated that people are visiting the zoo, mornings are most popular, and numbers have dropped with the increase in temperatures.

Chair Groen asked if we have been pushing online sales for the gift shop. Director Wagner stated we have not been pushing online merchandise, but when we have a request we fill it and send the merchandise. The new point of sale system will have the capability to do an online store, but Director Wagner stated you can only list and sell what you have the ability to get out quickly so that will need to be staffed. Chair Groen asked how much revenue Director Wagner felt we needed to bring in by the end of July to be on track and Director Wagner replied at least \$200,000. Chair Groen asked what would be done if we don't reach that \$200,000 mark and Director Wagner stated we would need to make cuts where necessary. She explained there are some added wages just for being open including 16 hours a day for sanitizing handrails, viewing windows, etc. and eight hours a day for someone to keep an accurate

capacity count at admissions. Chair Groen asked if raising rates or adding a fee would help. Director Wagner stated we had not decreased fees this season even with some experiences closed so she did not feel we should add a fee.

Cindy Kangas asked if it would be helpful for her to meet with the zoo's development person to review grants she had applied for and see if the zoo could apply for those. Director Morris-Hall stated that would be very helpful and she would be happy to meet with her. Cindy Kangas stated she thought it was important to find sources of revenue outside of the zoo through grants and sponsorships. Director Morris explained grants that they apply for are typically not available for municipal entities so they are focusing on grants that help the Society with operating expenses so the Society can continue to have the means to work on fund development for the zoo.

Mary Leys asked if it is possible to individually bag merchandise to allow people to walk through. Director Wagner stated they could look into it. Molly Korn stated it should be considered how many guests are utilizing it to determine if the time and resources are worth it. Cheryl Bergman asked if Big Zoo Lesson would be taking place and Director Morris-Hall confirmed there are no field trips this school year which includes Big Zoo Lesson.

ATTENDANCE REPORT

Director Wagner stated the admission report shows an increase in member visits compared to 2019 and that is a result of the three member only days.

ZOO DIRECTOR REPORT

Directors Wagner and Morris-Hall then reviewed major elements of their report:

The response and feedback has been overwhelmingly positive from our guests. Our guests say they feel safe and appreciate all of the safety measures that have been put in place.

Reopening is going as well as it could be. Chair Goen asked if there have been issues with mask compliance. Director Wagner stated initially they were asking guests that did not have a mask if they wanted to purchase a mask and not many were. She stated they have since changed their language if a guest doesn't have a mask to say "we have them for sale, how many do you need?" and this has greatly increased the amount of guests wearing masks. She also shared that many people are wearing them throughout the zoo and that the two areas likely to be the most congested are the otter and rhino viewing areas.

The annual AZA conference will be held virtually this year.

The Society has put together social distancing packages for weddings and small events, but they have not booked any yet. There are a few larger private events on the books that are not cancelled yet, but with the current guidelines we do not feel we can accommodate these large events and will be talking with those organizations.

Dr. Snider asked if we have a live cam that we can show on the website to stay in contact with members and talk about the Centennial. Director Wagner explained we do have cameras that we use to record and show the videos on social media that are followed by many. She stated a live feed is not possible with the lack of internet coverage at the zoo.

Cindy Kangas asked if we have a text to donate option. Director Morris-Hall replied that we do not have text to donate yet, but that we do have PayPal that is connected to donation software. Director Morris-Hall said we have received more donations than we typically would this year as compared to past years, but that we have wanted to have text to donate and would look into it.

The elk have become a fantastic exhibit species as they all frequently spend time near the front of the exhibit and the calves play in the pond.

NEW BUSINESS

None

OLD BUSINESS

Zoo Reopening Plan

Chair Groen asked if there was anything further to discuss about reopening. Director Wagner said overall things have gone well and that we have not had any complaints about animal visibility this season so far. Keepers are working hard to ensure animals are on exhibit during zoo hours. She stated we have been hiring as fast as can for guest service positions and that we need to move some things into phase 2 like opening the gift shop.

Dr. Snider asked if there is a donation bucket at admissions. Director Wagner stated there is not. Director Morris-Hall stated there is a sign stating where to donate. Director Wagner stated they could try it with the staff person that counts near the exit. Cindy Kangas asked if there is the ability to round up. Director Wagner stated the software does not currently allow for that and that VSI has to write it into the software. She stated she would explore asking for a set amount at admissions for a donation. Chair Groen stated he felt asking for a \$1 donation at admissions would be good.

2021 Requested Budget

Director Wagner asked if the new excel spreadsheet showing the 2021 requested budget included in the packet was helpful. Chair Groen said that it was helpful and that he did not have any questions.

Strategy Subcommittee

No report

External Relations Subcommittee

No report

Financial Sustainability Subcommittee

Director Wagner stated she would contact Vice-Chair Kyle Binkley to set up a meeting before the August board meeting.

BOARD COMMENTS

Chair Groen stated he did not think the sub-committees needed to meet right now unless Directors Morris-Hall and Wagner needed them to.

Dr. Snider stated he thought it would be helpful to have all of the board members brainstorming ideas for the zoo and writing them down to discuss. He also stated we need to get the endowment started.

Dr. Snider asked if there were any copies of the Masterplan available and Director Wagner said yes and that she would leave them at the front desk of the Welcome Center for him to pick up.

Mary Leys stated she feels the Directors are doing a great job and that shows through the positive visitor feedback.

LIMITED PUBLIC COMMENT

None

ADJOURNMENT

Being no further business, the meeting was adjourned at 6:49PM

POTTER PARK ZOO
MONTHLY ATTENDANCE REPORT
FOR MONTH AND YTD ENDING July 31, 2020

ADMISSION TYPE	CURRENT MONTH			YEAR-TO-DATE		
	2019 COUNT	2020 COUNT	BETTER (WORSE) THAN PY	2019 COUNT	2020 COUNT	BETTER (WORSE) THAN PY
GENERAL						
CHILDREN	4,306	4,947	641	9,607	2,201	(7,406)
CHILDREN - UNDER 3	2,022	713	(1,309)	6,292	1,044	(5,248)
CHILDREN - OFF SEASON	0	0	0	1,675	1,290	(385)
ADULT RESIDENT	3,743	4,935	1,192	11,680	2,371	(9,309)
ADULT NON-RESIDENT	3,652	4,813	1,161	7,974	1,817	(6,157)
ADULT - OFF SEASON	0	0	0	3,919	3,131	(788)
SENIOR/MILITARY RESIDENT	473	335	(138)	1,116	230	(886)
SENIOR/MILITARY NON-RESIDENT	690	332	(358)	1,376	155	(1,221)
GROUPS	1,187	0	(1,187)	7,430	39	(7,391)
SUBTOTAL	16,073	16,075	2	51,069	12,278	(38,791)
MEMBERSHIPS/PROGRAMS						
PPZ MEMBERS	2,729	1,806	(923)	9,517	6,747	(2,770)
EVENTS (Zoo Days)	8,366	0	(8,366)	9,290	780	(8,510)
RECIPROCAL ZOO MEMBERS	1,214	1	(1,213)	3,579	194	(3,385)
RECIPROCAL ZOO MEMBERS (100%)	530	15	(515)	1,176	177	(999)
MONDAY PROGRAM	1,622	872	(750)	4,252	659	(3,593)
OTHER (non-paying)	119	88	(31)	2,577	771	(1,806)
SUBTOTAL	14,580	2,782	(11,798)	30,391	9,328	(21,063)
GRAND TOTAL	30,653	18,857	(11,796)	81,460	21,606	(59,854)

ADMISSION TYPE	DESCRIPTION
CHILDREN	All Children, any county ages 3-16 (\$4)
CHILDREN - UNDER 3	All Children, any county under age 3 (Free)
CHILDREN - OFF SEASON	All Children, any county ages 3-16 Nov. 1- March 31 (\$2)
ADULT RESIDENT	Adult of Ingham county April 1 - Oct. 31 (\$6)
ADULT NON-RESIDENT	Adult Out of Ingham County April 1 -Oct. 31 (\$11)
ADULT OFF SEASON	All Adults, Any County Nov. 1 - March 31 (\$3)
SENIOR RESIDENT	Discount for Ingham seniors ages 60+ April 1 - Oct. 31 (\$5)
SENIOR NON-RESIDENT	Discount for Out of County seniors ages 60+ April 1- Oct. 31 (\$10)
PPZ MEMBERS	Visitors holding membership at PPZ - one time payment
SPECIAL EVENTS - PPZ	Admission included in event fee
SPECIAL EVENTS - COUNTY	Admission included in event fee
RECIPROCAL ZOO MEMBERS	Reciprocal Zoo memberships (Discount varies)
RECIPROCAL ZOO MEMBERS (100%)	Reciprocal Zoo Members (Free admission)
GROUPS	20 or more guests paying together (\$1 off per person)
MONDAY PROGRAM	Ingham Co. Residents free 9-12 PM on non-holiday Mondays
OTHER (non-paying)	Any Coupon related attendee

POTTER PARK ZOO
MONTHLY PARKING REPORT
FOR MONTH AND YTD ENDING July 31, 2020

ADMISSION TYPE	CURRENT MONTH			YEAR-TO-DATE		
	2019 COUNT	2020 COUNT	BETTER (WORSE) THAN PY	2019 COUNT	2020 COUNT	BETTER (WORSE) THAN PY
ANNUAL RESIDENT PASS	16	2	(14)	275	2	(273)
ANNUAL NON-RESIDENT PASS	1	0	(1)	31	0	(31)
PPZ MEMBER DELUXE/PREMIUM	357	349	(8)	1,388	821	(567)
DAILY RESIDENT PARKING	3,094	2,781	(313)	11,689	4,715	(6,974)
DAILY NON-RESIDENT PARKING	3,365	2,417	(948)	14,227	3,837	(10,390)
EVENTS	2,296	0	(2,296)	4,166	0	(4,166)
OTHER (non-paying)	1,112	361	(751)	7,045	565	(6,480)
TOTAL	10,241	5,910	(4,331)	38,821	9,940	(28,881)

ADMISSION TYPE	AMOUNT
ANNUAL RESIDENT PASS	\$32.00
ANNUAL NON-RESIDENT PASS	\$42.00
RESIDENT DAILY PASS	\$3.00
NON-RESIDENT DAILY PASS	\$5.00

POTTER PARK ZOO
YEAR TO DATE BUDGET/ACTUAL REPORT - PRELIMINARY
FOR 7 MONTHS ENDED JULY 31, 2020

	2020 BUDGET	JULY 2020 YTD ACTUAL	BUDGET REMAINING	% OF BUDGET	JULY 2019 YTD ACTUAL
REVENUES					
PROPERTY TAX	\$ 3,134,484	\$ 3,122,971	\$ 11,513	99.63%	\$ 2,964,476
UNALLOCATED PORTION OF TAXES (5 MONTHS)		\$ (1,301,239)			\$ (1,235,199)
ADMISSIONS	\$ 610,000	\$ 149,865	\$ 460,135	24.57%	\$ 409,969
CONCESSIONS, GIFT SHOP, VENDING	\$ 500,500	\$ 81,312	\$ 419,188	16.25%	\$ 385,978
PARKING FEES	\$ 190,000	\$ 32,036	\$ 157,964	16.86%	\$ 115,085
INTERACTIVE SITES	\$ 64,455	\$ 9,172	\$ 55,283	14.23%	\$ 109,253
INTEREST INCOME	\$ 28,000	\$ 20,098	\$ 7,902	71.78%	\$ 34,614
OTHER REVENUES	\$ 133,265	\$ 60,670	\$ 72,595	45.53%	\$ 94,259
TOTAL REVENUES	\$ 4,660,704	\$ 2,174,885	\$ 2,485,819	46.66%	\$ 2,878,435
EXPENDITURES					
PERSONNEL SERVICES					
Salaries & Wages - Full Time	\$ 1,563,127	\$ 888,976	\$ 674,151	56.87%	\$ 745,224
Salaries & Wages - Seasonal	\$ 453,284	\$ 206,912	\$ 246,372	45.65%	\$ 316,547
Benefits	\$ 1,003,708	\$ 510,225	\$ 493,483	50.83%	\$ 412,465
Total Personnel Services	\$ 3,020,119	\$ 1,606,113	\$ 1,414,006	53.18%	\$ 1,474,236
CONTROLLABLE EXPENDITURES					
Supplies	\$ 330,000	\$ 142,647	\$ 187,353	43.23%	\$ 220,155
Animal Care	\$ 278,000	\$ 147,204	\$ 130,796	52.95%	\$ 165,247
Purchased Services	\$ 384,078	\$ 265,467	\$ 118,611	69.12%	\$ 239,762
Utilities - Telephone	\$ 24,125	\$ 8,846	\$ 15,279	36.67%	\$ 11,774
Rentals & Leases	\$ 2,000	\$ 1,072	\$ 928	53.60%	\$ 746
Other Expenses	\$ 118,600	\$ 54,163	\$ 64,437	45.67%	\$ 59,252
Total Controllable Expenditures	\$ 1,136,803	\$ 619,399	\$ 517,404	54.49%	\$ 696,936
NON-CONTROLLABLE EXPENDITURES					
Utilities	\$ 210,000	\$ 127,084	\$ 82,916	60.52%	\$ 116,430
Insurance	\$ 80,000	\$ 60,448	\$ 19,552	75.56%	\$ 57,023
IT Support Expense	\$ 79,928	\$ 49,932	\$ 29,996	62.47%	\$ 55,405
Other Expenses	\$ 401	\$ 320	\$ 81	79.80%	\$ 274
Total Non-Controllable Expenditures	\$ 370,329	\$ 237,784	\$ 132,545	64.21%	\$ 229,132
CAPITAL OUTLAY					
Capital Improvements	\$ -	\$ 27,709	\$ (27,709)		\$ -
TOTAL EXPENDITURES	\$ 4,527,251	\$ 2,491,005	\$ 2,036,246	55.02%	\$ 2,400,304
TOTAL CHANGE IN FUND BALANCE	\$ 133,453	\$ (316,120)			\$ 478,131
FUND BALANCE AS OF 1/1/20					
NON-SPENDABLE		\$ 148,457			
UNRESTRICTED		\$ 954,547			
		<u>\$ 1,103,004</u>			
FUND BALANCE AS OF 7/31/20		\$ 786,884			
FUND BALANCE AS OF 7/31/20					
UNSPENDABLE		\$ 57,580			
UNRESTRICTED		\$ 729,304			
		<u>\$ 786,884</u>			

POTTER PARK ZOO
BALANCE SHEET - PRELIMINARY
July 31, 2020

ASSETS

CASH	\$ 1,802,295
DEPOSITORY CASH	219,312
IMPREST CASH	8,000
TAXES REC - CURRENT LEVY	32,541
TAXES REC - DELINQUENT	31,958
ESTIMATED UNCOLLECTIBLE DELINQUENT TAXES	(15,359)
IFT TAX RECEIVABLE	(13,743)
PROPERTY TAX RECEIVABLE	-
INTEREST RECEIVABLE	5,158
DUE FROM STATE	-
INVENTORY	57,580
PREPAID EXPENSES	-

TOTAL ASSETS	<u><u>\$ 2,127,742</u></u>
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LIABILITIES

VOUCHERS PAYABLE	
DUE TO ZOOLOGICAL SOCIETY	9,954
TAX LEVY LIABILITY	22,000
SALES TAX PAYABLE	2
ACCRUED PAYROLL	-
ACCOUNTS PAYABLE	-
DEFERRED REVENUE - PROPERTY TAXES	1,301,239
DEFERRED REVENUE - DELINQUENT TAXES	7,663

TOTAL LIABILITIES	<u>1,340,858</u>
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FUND BALANCE

UNSPENDABLE	57,580
UNRESTRICTED FUND BALANCE	<u>729,304</u>
	786,884

TOTAL LIABILITIES AND FUND BALANCE	<u><u>\$ 2,127,742</u></u>
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Director Report August 12, 2020

Conservation and Research

Animal Programs Manager, Sarah Foote, is now a steering committee member on the AZA North American Turtle SAFE program. As the Blanding's turtle SSP coordinator she was selected for this position.

MSU students are conducting research in the pollinator garden. Another group of MSU students will be collecting rainwater in the park for a research project.

We did not sell bookmarks this year to raise money for the conservation funds. We are continuing to offer Quarters for Conservation and will donate those funds at the end of the year.

Guest Services

The camel ride is going very well and guests are excited they are being offered. We will not be opening Wings of Wonder, the Pony Path or the Contact Area this season.

The online portion of the new Point of Sale system went live the evening of Tuesday, Aug. 4. Wednesday, Aug. 5 guests were able to purchase tickets for parking and admissions, memberships, adopts, and rent pavilions online. We are now using all major aspects of the system and will continue working through any challenges as they arise.

Public Safety

There was a power outage in three zoo buildings the night of Aug. 4. Board of Water and Light (BWL) responded and reported the situation was contained to the zoo. Repairs may be needed underground in the hoof stock yard across from penguins.

TB tests were offered at the zoo by the Ingham County Health Department Tuesday, Aug. 11. The health department will return to read the tests Thursday, Aug. 12. TB tests are scheduled annually for all staff that need one as a requirement of their position. We will be scheduling all keeper staff that have had their rabies vaccination for a rabies titer test soon. Rabies titers must be done bi-annually.

Society Updates

As the Society continues to respond to the COVID-19 situation and the upcoming school year, additional decisions have been made in regard to the 4th quarter of 2020.

Education department:

- The Eaton RESA high school class will be taking place either remotely or in person depending on school board decisions for each district. The contract is fully executed guaranteeing funds for the 2020-2021 year.
- Big Zoo Lesson will not take place in 2020 and likely not for the entire 2020-2021 school year.
- FALCONERS and Zoo in Your Neighborhood will resume in some capacity depending on CDC, state and local guidelines.
- Mariah Martinez will be returning Aug. 10 to assist with membership sales and staffing the front desk in the Discovery Center, as well as making recommendations regarding FALCONERS and Zoo in Your Neighborhood.
- Dennis Laidler, Jennifer Horvatin and Megan Weidman will not be returning in the 4th quarter of 2020 and decisions will be made as information becomes available regarding their return in the first quarter of 2021.
- Live animal programming is undergoing some changes to incorporate more educational opportunities for guests at the zoo, improve animal welfare, and incorporate all AZA program animal standards.

Events team:

- Outdoor events for less than 100 people will resume in late August and September. These events will be held with two sided tents to prevent weather from becoming an issue.
- Some sort of fall festival will be held in place of Boo at the Zoo. We are currently developing ideas for this. We will also be holding a modified version of Wonderland of Lights eliminating most or all of the indoor activities.
- Adrian Ramirez will be working for the Society on an as needed basis beginning August 10 for event prep.
- Carolyn Fabro will also be returning on an as needed basis for scheduled events.
- Member's Night will not take place this year due to zoo capacity limits and other limitations due to current safety guidelines.

Donations

Admissions now has an option to ask guests if they would like to donate \$1 towards the zoo's recovery. In the future when the software allows, this will be a round up option.

Donor Board

The new donor board recognizes donors for contributions at the following levels:

Birds - donors who have provided \$100,000 and above

Acorns - donors who have provided \$25,000 to \$99,999

Gold leaves - donors who have provided \$10,000 or \$24,999

Silver leaves - donors who have provided \$5000 to \$9,999

Bronze leaves - donors who have provided \$1000 to \$4,999



Since the board was installed we have had several inquiries about how individuals can get their name on the board.



National Zookeeper Week was July 17-23. We posted about each of the zookeepers throughout the week and also highlighted the other animal care team positions; veterinarian, veterinary technician, animal care supervisor, and animal programs manager. We value our zookeepers and their dedication to providing excellent animal welfare, expert animal training, enrichment for the animals, and educational experiences to zoo visitors.

Guest Feedback



Seltzer In Place @VernorsHerzog · Jun 28

Shoutout to [@potterparkzoo](#) for creating a very nice pandemic experience

- clear one way path through the exhibits
- no indoor exhibits
- plenty of sanitizer and water refill stations
- prominent social distancing markers
- masks required in some areas



0:16 642 views

29

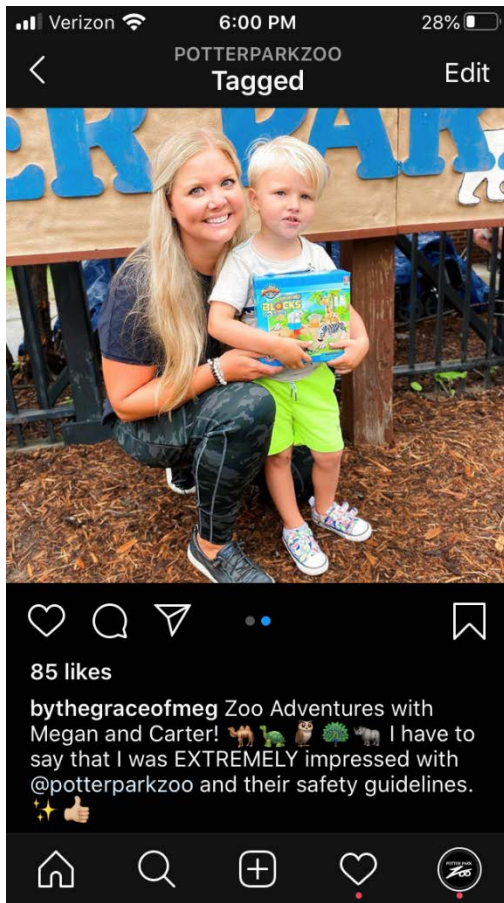


Amber Wade recommends Potter Park Zoo.

July 5 at 9:01 PM · 🌐

I got a new ride, so we tried it out. Went to [Potter Park Zoo](#) and explored Lansing with the 3 littles. I can say it was quite the experience..and a lot of work, but it was such a nice time!

Lenni wasn't having a great time at the zoo but they provided some sensory bags with some really awesome things that helped her calm down, so impressed!



36

4 Comments

Like

Comment

Share



Potter Park Zoo Website

We recently changed the pages under the "Visit" tab on the website to allow for online tickets sales, etc.

- You will see a new page called ["Plan Your Visit"](#) that has FAQs, rental information, accommodations for nursing mothers, and resources for visitors with sensory sensitivities.
- The ["Attractions"](#) page is where we post what is open. This includes contact areas (camel rides, wings of wonder, etc., restaurants, gift shops. This page used to be called "Plan Your Day."
- The [Ticket Sales](#) page is a simplified version of what used to be called "Admissions/Directions." Now, this page will tell visitors how to purchase tickets online (when it's live), how to reserve your arrival time, parking fees and directions. Much of the additional information that was listed here is now listed in the Plan Your Visit Page.
- We will soon be adding a page under "visit" that includes behind the scenes experience like Animal Meet & Greet and Zookeeper Encounters.

Animal Updates

- Maliha, the female red panda, is not pregnant, but we will continue to train her for ultrasounds and other medical procedures in preparation for next season.
- Jaali now weighs 536lbs. and is being trained for presenting his foot and participating in blood draws. He is also learning to open his mouth when cued.
- We received 1.2 Chuckwallas to go on exhibit with the Gila Monsters.
- The female cotton-top tamarin is being monitored for pregnancy.
- Two tree shrews are moving to El Paso and Lincoln Park per SSP recommendation. The SSP has also recommending we take a break from breeding for 1-2 years.
- Exhibit spaces continue to be modified in the bird house and prepared for new species.

The Lion House is Built



The Lion House was completed in 1930. The animal spaces were small and barred with slanted concrete floors. This design made cleaning and sanitizing easier for Potter Park Zoo's few zookeepers, and was typical for zoos of the era.



The building underwent renovation in 1989, and was renamed the Feline/Primate House. The updated building featured more natural, outdoor enclosures and significantly larger indoor spaces.

The building held a number of big cats over the years, including tigers, leopards, mountain lions, and African lions. Primates exhibited included various monkeys, gibbons, lemurs, and even chimpanzees in the 1960s and 1970s.



Potter Park Zoo Animal Welfare and Wellness Program

Potter Park Zoo strives to ensure that every animal is afforded the highest level of care and welfare. We recognize that there is no single measure of welfare and that welfare may be influenced by a variety of factors. This document outlines the process by which we monitor, assess and improve the welfare of the animals in our care through proactive assessment, multi-faceted evaluation and on-going training for all zoo staff.

As defined by the AZA Animal Welfare Committee, animal welfare refers to an animal's collective physical and mental states over a period of time and is measured on a continuum from good to poor. An animal typically experiences good welfare when they are healthy, comfortable, well-nourished, safe, able to develop and express species-typical relationships, behaviors and cognitive abilities, and not suffering from unpleasant states such as pain, fear or distress.

Potter Park Zoo promotes positive welfare states for all animals by focusing on the 5 opportunities to thrive:

1. Nutrition – animals will be provided a suitable, species-appropriate diet in a way that ensures full health and vigor, both behaviorally and physically.
2. Environment – animals will experience an appropriate environment that encourages opportunities to self-maintain and promotes ongoing comfort and safety.
3. Health – animals will have the opportunity to experience good physical health including access to a wellness program as well as rapid diagnosis and treatment of injury/disease to ensure optimum health in all stages of life.
4. Behavior – we will provide quality spaces and appropriate social groupings which encourage species-appropriate behaviors at natural frequencies and of appropriate diversity while meeting social and developmental needs of each species in the collection.
5. Choice and Control – animals will have the opportunity for choice and control so as to seek out and achieve a positive welfare state.

It is vitally important that all staff at Potter Park Zoo understand and advocate for positive welfare states. This is achieved when:

- Animal care staff promotes the highest achievable welfare for the animals in their care
- Animal care staff regularly observes the animals, inspects their environments and evaluates husbandry standards
- Animal care managers receive and address internal and external welfare concerns in a timely and thorough manner
- All staff are able and willing to present any animal care or welfare concerns without fear of repercussion

Staff Roles & Responsibilities:

Every staff member is expected to enhance animal welfare, care and wellness in their respective roles.

- **Zoo keepers:** As they are tasked with the daily care of the animals, they have the power to affect nearly every aspect of an animal's life – its habitat, social structure, daily routine, diet, training,

enrichment etc. Animal care and welfare must be a priority for these individuals. Through keeper dailies, assessments and area meeting, keepers should have a working knowledge of the welfare status for all their animals.

- **Area Leads:** Assist their teams in understanding the role of animal welfare in animal husbandry, while striving for open and consistent communications about animal welfare and care in their areas. During meetings, these individuals must be asking about concerns and solutions and ensuring that welfare assessments are occurring. They are also responsible for communicating up the chain of command to inform zoo managers of problems and potential solutions.
- **Animal Care Supervisor, Education Curator:** Department heads assist their teams in understanding and promoting a high level of animal care and welfare. They are responsible for ensuring that higher level decisions are considered using appropriate inputs and outputs. They work with animal care colleagues and other departments as needed to evaluate and assess projects or situations that may impact an animal's welfare.
- **Director of Animal Health:** Provides the highest quality veterinary care and dietary oversight to maximize the animal collections overall health (which is leading factor defining welfare); coordinates scientific research at zoo (including animal welfare studies); communicates and disseminates current scientific animal welfare, zoological care and veterinary information through bi-annual welfare topic meeting. Works with animal care colleagues and other departments when needed to evaluate and assess projects or situations that may affect welfare.
- **Animal Programs Manager:** Tasked with overseeing all aspects of the animal welfare program at Potter Park Zoo as well as all processes used and mentioned within this document. Works with staff to provide consistent documentation, oversight, implementation, assessment and coordination of our animal welfare efforts. With the Director of Animal Health, coordinates and facilitates the bi-annual welfare meeting.
- **Zoo Director, Zoo Society Director:** Tasked with final oversight for all aspects of this document and the processes used/mentioned within. Through the chain of command, they will stay informed of any concerns raised and potential solutions offered. The zoo directors have the authority to insert themselves at any level in welfare monitoring, assessment and improvements. They may also intervene with outside personnel to help investigate, monitor or evaluate any situation deemed necessary.

Committees & Meetings

Animal Welfare Committee

Welfare monitoring at Potter Park Zoo is managed by the veterinarian, animal programs manager and animal care supervisor. This committee oversees the welfare of all animals at the zoo and is responsible for reviewing both welfare assessments and welfare concerns. This committee meets weekly to discuss all aspects of animal health, care and wellness at the zoo including husbandry, quarantine, routine and emergency medical care, upcoming exams, and potential welfare issues.

Bi-Annual Welfare Meeting

Bi-annually, the Welfare Committee holds an in-service training which is moderated by the Veterinarian with assistance from the animal programs manager and animal care supervisor. This meeting, open to all zoo staff and volunteers, brings together animal care staff, managers and outside experts to discuss welfare concepts, larger issues affecting the zoo community, success stories and an overview of previous

welfare issues. Additionally, this meeting may be used to brainstorm possible solutions for current or ongoing welfare issues, as well as providing a space for anyone to voice their concerns or accomplishments.

Institutional Animal Management Committee (IAMC)

This committee is comprised of the:

- Animal programs manager – committee chairperson
- Zoo director
- Veterinarian
- Animal care supervisor
- Education curator
- Zoo Society director

Though the IAMC is largely responsible for decision making related to collection planning, it is also responsible for the evaluation of external concerns and ongoing welfare issues. This committee may make decisions regarding any program, management, habitat, environmental or collection changes suggested by the Welfare Committee in response to animal welfare assessments or concerns.

When indicated, additional staff will be invited to participate in the welfare discussions held at this meeting including: area leads, veterinary technician, maintenance liaison, or other zoo staff. This meeting is held monthly.

Animal Care Lead Keeper Meeting

A weekly meeting consisting of the three area leads, the animal care supervisor and, at least monthly, the veterinarian and/or the animal programs manager. This meeting focuses largely on staffing, schedules, keeper concerns and project management. Veterinary procedure planning, welfare assessment assignments and evaluations may also take place during this meeting.

Welfare Assessment Methods:

Potter Park Zoo utilizes the following systems to actively and consistently monitor and evaluate the welfare of all animals. Depending on individual needs, any or all of the following methods may be utilized for any animal.

1. Keeper dailies
2. Routine welfare assessments
3. Chronic condition monitoring
4. Quality of life assessment
5. Welfare incident tracking
6. Welfare concern process

Assessments are based upon the concept of inputs and outputs. Inputs are resource based measures, otherwise known as 'things we do or provide' for the animals in our care. Outputs are the states the animal experiences as a result of the inputs; these are animal based measurements. We consider both inputs and outputs to create an accurate picture of wellness. Animal care staff, veterinary staff and

animal care managers' work together to establish a relevant list of input and output indicators for each animal. A list of examples can be found in Appendix B.

Routine Welfare Assessments

Animal care staff is the main source for assessment of the zoo's animals. Other than keeper dailies, which document the specific day-to-day changes in an animal's health and wellness, animal care staff is also responsible for twice yearly welfare assessments.

Two forms, the comprehensive form and the simple form, are available for use during assessments. A calendar of assigned assessments is listed in the appendix of this document.

Regardless of the form used, upon completion of the assessment, the document is passed to the Animal Care, Health and Wellness committee. Assessments are reviewed on a weekly basis and may result in the following:

- Further information may be gathered regarding current husbandry practices (cleaning schedule, lighting and temperatures, diet etc.) or generally accepted husbandry practices
- Veterinary examination scheduled and/or further treatment prescribed if indicated. This could include a review of diet, historical medical conditions and a visual or physical examination
- Additional or next level monitoring including all or portions of the comprehensive form assessment may be indicated
- Discussions of palliative, hospice care or end of life decisions with area keepers
- Program, management, habitat, environmental or collection changes may be discussed with area keepers

The animal programs manager documents the assessment results, as well as any suggested modifications to the animal's current husbandry.

Outside of the scheduled bi-yearly assessments, other factors may indicate the need for additional animal assessments. This may include, but is not limited to: zoo events (Wine & Stein, Wonderland of Lights, etc.), construction, seasonal housing changes, changes in caretakers, alterations to exhibits and/or group composition. Animal care staff may, at any time, assess the welfare of the animals in their care for any reason.

At times, other zoo staff may be asked to complete a modified welfare assessment

Chronic Condition Monitoring

Chronic condition assessment is intended to evaluate animals experiencing a significant change in health. This change may be temporary or may represent a permanent change in an animal's life. Chronic condition monitoring is conducted on a more frequent basis and animals are generally evaluated daily or weekly. The parameters for monitoring may vary, depending on the animal and situation, but should include at minimum five indicators (See Appendix C).

The chronic conditioning monitoring form is developed between animal care and veterinary staff. Scores are documented on an on-going basis. In the event that the animals' chronic condition deteriorates, a Quality of Life form should be filled out.

Quality of Life Assessment

Quality of life assessments are intended to evaluate animals undergoing a change in health or wellness due to age, social grouping, medical treatment, exhibit modification etc. The form may be filled out by any member of the animal care team, but should be reviewed by all area keepers prior to submission. The completed form goes to the animal care supervisor or animal programs manager, who is responsible for bringing it to the Health, Care and Wellness meeting for review.

Welfare Concerns

Any staff member has the ability and responsibility to report any observations, questions or concerns regarding the care or welfare of the animals at Potter Park Zoo. Care and welfare issues may include, but are not limited to: health concerns, housing concerns, facility issues, behavior concerns, and nutrition or diet concerns. Such concerns will normally be addressed by discussion with supervisors and management including area leads, animal care supervisor and veterinarian.

When staff or volunteers feel that a care or welfare concern has not been addressed after the concern has been discussed, they should complete the Animal Welfare Concern Form – Step 1¹. This form may be completed anonymously.

The form should be submitted to the animal care supervisor or animal programs manager. Depending on the nature of the concern, the IAMC will either hold a special meeting or the issue will be added to the agenda for the next monthly IAMC meeting.

All efforts will be made to address the concern in a timely manner and the employee or volunteer will be notified of the committee's intent within 10 days of the meeting. At its discretion, the IAMC may pull together a focus group with additional staff to discuss potential solutions.

Staff Training

All animal care staff at Potter Park Zoo must participate in and pass the San Diego Global Academy "Animal Welfare Professional" course, resulting in a shared understanding of welfare and the role of animal care professionals in assessing wellness.

Additionally, the Animal Welfare Committee presents at least once yearly at an all-staff meeting to educate non-animal care staff on their role in animal wellness at the zoo.

Policy for care, enrichment and euthanasia of feeder animals

Potter Park Zoo recognizes that all animals deserve to be provided the most humane life. To this purpose we follow the *Guidelines for the Humane and Ethical Acquisition and Management of Vertebrate Feeder Animals (excluding Fish)* as developed by the AZA Nutrition Scientific Advisory Group.

Transparency

Potter Park Zoo's welfare documents, including assessments, concerns and replies, are available on the shared drive at <S:\PPZ\Zoo\AnimalMgt\AnimalCare\Animal Welfare>.

¹ Paper versions of the form are available outside the animal program manager's office. The electronic version is on the shared drive under Animal Welfare

APPENDIX – Welfare responsibilities

APPENDIX – Examples of Input/Outputs

APPENDIX - Comprehensive welfare assessment

APPENDIX – Short welfare assessment

APPENDIX – Health monitoring form

APPENDIX – Quality of life form

APPENDIX - Welfare concern form

Sources

Cincinnati Zoo, Animal Excellence Program

Toledo Zoo, Animal Welfare Assessment process

Denver Zoo, Animal Wellness Assessment Program

Calgary Zoo, Animal Welfare Assessment Program

Riverbanks Zoo & Garden Animal Welfare Program

AVMA Animal Welfare Principles

AZA Animal Welfare Committee

AZA Nutrition Scientific Advisory Group

Samantha J. Ward, Sally Sherwen & Fay E. Clark (2018) Advances in Applied Zoo Animal Welfare Science, Journal of Applied Animal Welfare Science, 21:sup1, 23-33, DOI: 10.1080/10888705.2018.1513842

Sabrina Brando, Hannah M. Buchanan-Smith (2018) The 24/7 approach to promoting optimal welfare for captive wild animals, Behavioral Processes, 156, 83-95

POTTER PARK ZOO

June 2020 Weekly Analytics

Dates: June 1-7			
Platforms	Facebook	Instagram	Twitter
Reach	197,499	18,650	X
Impressions	338,448	78,796	37,600
Engaged Users (actions)	21,322	773	2,722
Followers (sunday)	59,104	20,854	8,171

Dates: June 8 - 14			
Platforms	Facebook	Instagram	Twitter
Reach	218,733	13,601	X
Impressions	360,817	66,347	38,400
Engaged Users (actions)	19,430	653	2,238
Followers (sunday)	59,330	21,080	8,204

Dates: June 15-21			
Platforms	Facebook	Instagram	Twitter
Reach	188,019	13,008	X
Impressions	420,735	76,552	41,900
Engaged Users (actions)	15,815	709	2,079
Followers (sunday)	59,444	21,269	8,220

Dates:			
Platforms	Facebook	Instagram	Twitter
Reach	154,390	14,876	X
Impressions	329,841	73,334	35,800
Engaged Users	12,214	544	1,911
Followers (sunday)	59,507	21,414	8,228

POTTER PARK ZOO

June 2020

Facebook	Total reach: (daily total) 801,374 Total Impressions: 1,528,281		
	Followers: 58,856 to 59,516	Increase in followers: 660	
Instagram	Total Reach: 60,135 Total impressions: 295,029		
	Followers: 20,677 to 21,414	Increase in followers: 737	
Twitter	Total Impressions: 233,700 Engaged Users: 12,786		
	Followers: 8,161 to 8,228	Increase in followers: 67	
Google Analytics	*NOTE* Potter Park Zoo Opens to Public June 18. Website up, so is social media.		
	Page Views: 73,432 Sessions: 35,078 Users: 24,244		<div>Users</div> <div>8.31%</div> <div>24,244 vs 22,384</div>
			<div>New Users</div> <div>10.49%</div> <div>22,676 vs 20,524</div>
			<div>Sessions</div> <div>13.13%</div> <div>35,078 vs 31,006</div>
			<div>Number of Sessions per User</div> <div>4.45%</div> <div>1.45 vs 1.39</div>
	Top pages visited Home 28,506 Reopening Guidelines *new 12,666 Admissions-directions 7,578 Today's Attractions 5,865		<div>Pageviews</div> <div>-0.57%</div> <div>73,423 vs 73,846</div>
			<div>Pages / Session</div> <div>-12.11%</div> <div>2.09 vs 2.38</div>
	Top cities by visits Lansing 2,733 Grand Rapids 1,342 Not Set 1,148 Meridian Twnp. 1,060		<div>Avg. Session Duration</div> <div>-3.32%</div> <div>00:01:59 vs 00:02:03</div>
			<div>Bounce Rate</div> <div>6.35%</div> <div>47.62% vs 44.78%</div>
	Acquisitions Organic Search 15,785 Direct 4,568 Social 3,905 Referral 551		<div>Pageviews</div> <div>-0.57%</div> <div>73,423 vs 73,846</div>
			<div>Unique Pageviews</div> <div>0.52%</div> <div>61,744 vs 61,423</div>
			<div>Avg. Time on Page</div> <div>21.43%</div> <div>00:01:48 vs 00:01:29</div>
			<div>Bounce Rate</div> <div>6.35%</div> <div>47.62% vs 44.78%</div>
			<div>% Exit</div> <div>13.46%</div> <div>47.64% vs 41.99%</div>
		Increase sessions (comp. to 2019) 13% 22	Unique users: 1%

POTTER PARK ZOO

Notable Media Stories - February 2020 (Stories before Baby Rhino)

Potter Park Zoo responds to child's letter to rattlesnake



<https://www.wlms.com/news/local-news/potter-park-zoo-responds-to-childs-letter-to-rattlesnake/a>

Boy writes letter to rattlesnake at Michigan zoo

Carmie Lane
1 · 11 Photos Jun 3, 2019 · 460



Most Popular

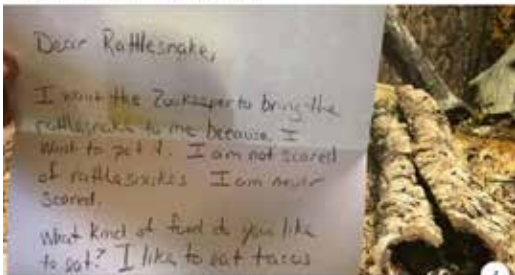
ARTICLES VIDEOS

- Whisper toughens mask mandate; must deny service
- Toddler found safe after being near Deckerville area
- Business owner outraged after pet banquet center in violation of grave
- Michigan resources viable for 'vaccines'

https://www.wnem.com/news/boy-writes-letter-to-rattlesnake-at-michigan-zoo/article_bdda49a0-a591-11ea-b023-772a885f2be4.html



Check out the adorable letter a three, almost-four-year-old wrote to the rattlesnake at Potter Park Zoo...



WLNS.COM

Potter Park Zoo responds to child's letter to rattlesnake

Zookeeper Missi let Wayne know that she appreciated the letter to th...

https://www.facebook.com/permalink.php?id=125810355649&story_fbid=10163955315715650



<https://99wfmk.com/see-this-adorable-letter-to-the-potter-park-zoo/>

Potter Park Zoo reopening Monday



Potter Park Zoo reopens after four month closure, new protective measures are in place

Kyle Davidson Lansing State Journal
Published 12:18 p.m. ET Jun. 13, 2020 | Updated 3:47 p.m. ET Jun. 23, 2020



Potter Park Zoo reopens to members today, will open for non-members June 18



News

2 elk calves join growing list of young animals at Lansing's Potter Park Zoo

Updated Jun 18, 2020 Posted Jun 18, 2020



Potter Park Zoo to reopen to the public Thursday

Emily Rowland
June 17, 2020



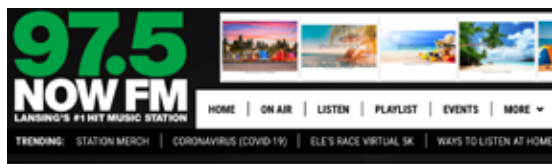
<https://www.wilx.com/content/news/Potter-Park-Zoo-reopening-Monday-571190171.html>

<https://www.lansingstatejournal.com/story/news/local/2020/06/13/potter-park-zoo-prepares-open-public-after-covid-19-shutdown/5345027002/>

<https://www.wilx.com/content/news/Potter-Park-Zoo-reopens-to-members-today-will-open-for-non-members-June-18-571296341.html>

mlive.com/news/2020/06/2-elk-calves-join-growing-list-of-young-animals-at-lansings-potter-park-zoo.html

<https://statenews.com/article/2020/06/potter-park-zoo-to-reopen-to-the-public-thursday>



100 year celebration at Potter Park Zoo

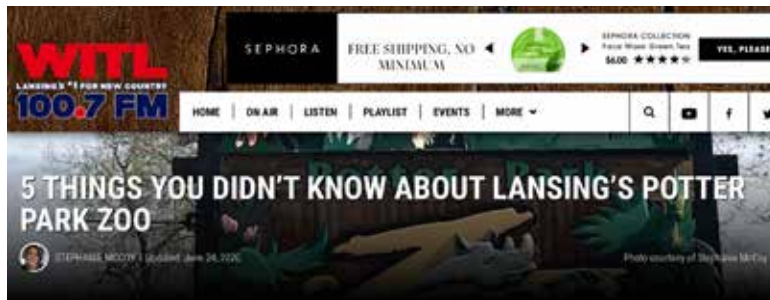


100 year celebration at Potter Park Zoo



<https://975now.com/tags/100-year-celebration-at-potter-park-zoo/>

<https://wmmq.com/tags/100-year-celebration-at-potter-park-zoo/>



<https://witl.com/5-things-you-didnt-know-about-lansings-potter-park-zoo-2/>

Potter Park Zoo to reopen next week with coronavirus safety protocols

Updated Jun 11, 2020; Posted Jun 11, 2020



<https://www.mlive.com/news/2020/06/potter-park-zoo-to-reopen-next-week-with-coronavirus-safety-protocols.html>

POTTER PARK ZOO

July 2020 Weekly Analytics

Dates: June 29 - July 5			
Platforms	Facebook	Instagram	Twitter
Reach	148,222	15,948	X
Impressions	288,657	64,630	32,500
Engaged Users (actions)	10,585	480	1,693
Followers (sunday)	59,250	21,639	8,247

Dates: July 6-12			
Platforms	Facebook	Instagram	Twitter
Reach	134,043	15,782	X
Impressions	244,746	63,021	30,400
Engaged Users (actions)	9,869	513	1,733
Followers (sunday)	59,543	21,737	8,247




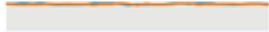









Dates: July 13-19			
Platforms	Facebook	Instagram	Twitter
Reach	142,451	33,809	X
Impressions	273,724	101,777	38,000
Engaged Users (actions)	9,537	557	2,066
Followers (sunday)	59,576	21,983	8,261

Dates: July 20-26	**Zookeeper Week**		
Platforms	Facebook	Instagram	Twitter
Reach	147,155	11,248	X
Impressions	333,162	97,857	35,000
Engaged Users	12,785	491	1,842
Followers (sunday)	59,631	22,003	8,261

Dates: July 27 - Aug. 2			
Platforms	Facebook	Instagram	Twitter
Reach	156,174	13,826	X
Impressions	298,653	61,284	39,200
Engaged Users (actions)	11,184	445	2,411
Followers (sunday)	59,681	22,219	8,271

POTTER PARK ZOO

July 2020

Facebook	Total reach: (daily total) 640,186 Total Impressions: 1,272,823		
	Followers: 59,516 to 59,681	Increase in followers: 165	
Instagram	Total Reach: 90,613 Total impressions: 388,569		
	Followers: 21,414 to 22,219	Increase in followers: 805	
Twitter	Total Impressions: 175,100 Engaged Users: 9,745		
	Followers: 8,228 to 8,271	Increase in followers: 43	
Google Analytics	*NOTE* Potter Park Zoo Opens to Public June 18. Website up, so is social media.		
	Page Views: 70,298 Sessions: 30,813 Users: 19,613		<div>Users</div> <div>-10.19%</div> <div>21,387 vs 23,814</div> 
			<div>New Users</div> <div>-9.63%</div> <div>19,613 vs 21,702</div> 
			<div>Sessions</div> <div>-5.36%</div> <div>30,813 vs 32,557</div> 
			<div>Number of Sessions per User</div> <div>5.38%</div> <div>1.44 vs 1.37</div> 
	Top pages visited		
	Home	26,349	
	Reopening Guidelines *new	11,372	
	Today's Attractions (previously Admiss-direct)	6,338	
	Ticket Sales (New Page)	5,008	
			<div>Pageviews</div> <div>-4.70%</div> <div>70,298 vs 73,765</div> 
			<div>Pages / Session</div> <div>0.69%</div> <div>2.28 vs 2.27</div> 
	Top cities by visits		
	Lansing	2,325	
	Grand Rapids	1,846	
	Ann Arbor	1,154	
	Not Set	964	
			<div>Avg. Session Duration</div> <div>19.82%</div> <div>00:02:13 vs 00:01:51</div> 
			<div>Bounce Rate</div> <div>-15.24%</div> <div>41.09% vs 48.47%</div> 
Acquisitions			
Organic Search	14,880		
Direct	4,281		
Social	2,285		
Referral	492		
		<div>Pageviews</div> <div>-4.70%</div> <div>70,298 vs 73,765</div> 	
		<div>Unique Pageviews</div> <div>-3.75%</div> <div>59,148 vs 61,454</div> 	
		<div>Avg. Time on Page</div> <div>17.55%</div> <div>00:01:43 vs 00:01:28</div> 	
		<div>Bounce Rate</div> <div>-15.24%</div> <div>41.09% vs 48.47%</div> 	
		<div>% Exit</div> <div>-1.09%</div> <div>43.66% vs 44.14%</div> 	
Increase sessions (comp. to 2019) 13%		28	Unique users: 1%

POTTER PARK ZOO

Notable Media Stories - July 2020

LOCAL

At nearly a century old, Lansing's Potter House full of history. It can be yours for \$1.5M

Rachel Greco Lansing State Journal

Published 2:06 p.m. ET Jul. 17, 2020 | Updated 2:11 p.m. ET Jul. 17, 2020



<https://www.lansingstatejournal.com/story/news/local/2020/07/17/lansings-potter-house-full-history-can-yours-1-500-000/5457607002/>

Potter Park Zoo Is Open



Posted on Thursday,

Potter Park Zoo is open! We've missed you!

We're grateful for the many ways the Lansing community has supported the zoo over the past few months. We love seeing comments, questions, and participation on social media, but we're excited to see you all in person at the zoo, too!

<http://ingham.org/NewsEvents/NewsandAnnouncements/tabid/228/articleType/ArticleView/articleId/9056/Potter-Park-Zoo-Is-Open.aspx>



AUGUST 2020 MEMBER NEWSLETTER

CVB Membership

Join the GLCVB
Membership Benefits

President's Message | Kenric Hall Honored | MRA Webinar | Greater Lansing Safe Pledge | Membership Dues Waived | Small Business Grants | MSU Museum Wins Award | Pingston Highlighted in FOCUS | Staying Safe Business Resources | Blogs

PRESIDENT'S MESSAGE

<https://www.lansing.org/members/member-newsletter/august-2020-member-newsletter/>