

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 "July 14, 2021".

POTTER PARK ZOO ADVISORY BOARD MEETING

**Wednesday, July 14, 2021
6:00 PM**

- 1. Call to Order**
- 2. Approval of May 12, 2021 Meeting Minutes.**
- 3. Limited Public Comment** – *Limited to 3 minutes with no discussion*
- 4. Late Items/Deletions/Consent Items**
- 5. Director's Report**
 - a. Finance Report – Cynthia Wagner
 - b. Admission Report- Cynthia Wagner
 - c. Director Report – Cynthia Wagner/Amy Morris
- 6. New Business**
- 7. Old Business**
 - a. 2022 Budget
 - b. County/Society Agreement
 - c. Capital Campaign
 - d. Strategy Subcommittee – Mary Leys
 - e. 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 11, 2021 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, May 12, 2021**

The Ingham County Potter Park Zoo Advisory Board held a regularly scheduled meeting via Zoom.

BOARD MEMBERS

PRESENT: Chair John Groen, Commissioner Tennis, Commissioner Trubac, Vice Chair Kyle Binkley, Molly Korn, Cheryl Bergman, and Dr. Richard Snider, Mary Leys

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

ABSENT: Cindy Kangas, Julie Pingston, Mary Hauser, and Yanice Jackson Long

CALL TO ORDER: Meeting called to order at 6:02 p.m.

MINUTES: Moved by Kyle Binkley and supported by Molly Korn to approve the minutes of the March 10, 2021 and April 14, 2021 meetings, **Yes-8; No-0; MOTION CARRIED.**

LIMITED PUBLIC COMMENT

None

LATE ITEMS/DELETIONS/CONSENT ITEMS

Request to cancel the June Zoo Advisory Board meeting added as 5a.

FINANCIAL REPORTS

Zoo Financial Report

Director Wagner reported that \$13,788 was added to fund balance in April with a total of \$576,713 in unrestricted funds. Admissions and gift shop revenue are up significantly from 2019 likely due in part to the great weather. The County will be reimbursing the revenue lost in 2020 and 2021. This reimbursement will help replenish the fund balance to the desired \$1,000,000 level and allow for funds in 2022 to be dedicated to CIP's. Director Wagner stated the Total Change in Fund Balance Budgeted amount would be less \$50,000 in June due to a transfer to pay for the collapsed retaining wall.

Chair Groen stated he had told Director Wagner about new guidelines released for the federal funds which included reimbursement for non-profits and that the Society should look into that. Director Morris thanked Chair Groen for the information and stated she would inquire.

Commissioner Tennis stated that a portion of the federal dollars received should be going directly to replace lost revenue and that includes the zoo.

Director Morris reported the Society February financials were in the April Board packet, but that cash flow is good and that with the PPP loan they have been able to keep staff employed during this time of low revenue.

Admission Report

Director Wagner reported April was up from 2019 by 2,284 paying visitors and up for the year compared to 2019 by 7,096 visitors. Parking numbers show that 2021 is up slightly for paid vehicles.

ZOO DIRECTOR REPORT

Major Elements Reported:

Several more seasonals are needed to be fully staffed this summer. We are in the process of hiring a Zookeeper 400 to fill a position that will be vacant May 26, 2021.

Camel rides started and over 300 rides were given the first weekend.

Dippin Dots opened with great success and the Savannah Grill is now open every day.

The replacement of the retaining wall will start Thursday, May 13 and be completed within two weeks.

The birdhouse exhibit ceiling will be replaced by May 21. The plan is to open the birdhouse to the public by Memorial weekend.

Several windows were shattered on the large zoo van. This was caused by rocks thrown by kids on the railroad tracks. We are moving all vehicles from along the back drive in the evenings. A police report was filed and insurance was handled through Tori Meyer, Director of Finance.

Zoo Nights is May 13 and the zoo will be closing at 2 p.m.

Community volunteer day is Saturday, May 15.

The Society was awarded a Lansing Neighborhood Grant in the amount of \$1,600 to add a communication board in the park. This will help non-verbal guests communicate more easily and will also serve as communication board educational tool for all park visitors.

The education department participated in the 2021 Virtual MSU Science Festival via Zoom. The video has gotten some traction after the event also.

Zookambi is over 90 percent full with a capacity of 12 youth per session.

Jaali will be leaving in the fall for a new home.

A prehensile tailed porcupine will be on exhibit in the bird and reptile house and is a new species for the zoo.

Emperor scorpions will be on exhibit in the birdhouse for the first time.

Kangaroo, tufted deer, emu, and tortoises have all been moved to their new yards and are doing well.

The otter pups will be going on exhibit soon and the male otter continues with physical therapy at MSU.

The Society is partnering with Able Eyes to create virtual tours of the Discovery Center, Gift Shop, Bird House, and Feline/Primate Building. These will be posted on the website to allow visitors to view accessibility in advance. The goal is to do the path through the zoo in 2022.

NEW BUSINESS

2022 Zoo Budget

Director Wagner shared the projected 2022 budget numbers. She stated the budget is due May 24, but that she did not yet have numbers from the budget office so the numbers presented are estimates. She stated once she receives the tax revenue and personnel costs that she can make adjustments where needed. The goal is to apply all CIP funds to asphalt replacement in 2022. Director Wagner stated she would have a Controller budget meeting June 18. The

board voted to approve the draft budget.

County/Society Agreement

Director Wagner reviewed the proposed changes line by line. Mary Leys asked for further explanation regarding the education programming reimbursement. Director Wagner stated this would be done to reimburse group revenue that would have previously gone to the Society for education programming during the school group season.

Kyle Binkley asked why Ice Safari was mentioned specifically and asked if it should be more general.

Commissioner Tennis asked if the Termination clause had been moved, Director Wagner confirmed it was now number one in the agreement.

No further questions. The board voted to approve the draft agreement with the recommended amendments.

OLD BUSINESS

Strategy Subcommittee

No report – will schedule a meeting in June.

External Relations Subcommittee

Cheryl Bergman reported a meeting was held March 15, 2021. The primary result from the meeting was that it was decided the one large event previously planned would become several small events. This decision was as a result of the recommendations of Sharon Castle from the Non-Profit Network. Each board member should invite potential donors or potential capital campaign committee members for a tour on their chosen date and time.

These tours are to develop relationships with potential donors and capital campaign committee members.

BOARD COMMENTS

Dr. Snider stated the MSU College of Agriculture and Natural Resources has a new Dean, Dr. Kelly Millenbah.

LIMITED PUBLIC COMMENT

None

ADJOURNMENT

Meeting ended at 7:10 p.m.

POTTER PARK ZOO
YEAR TO DATE BUDGET/ACTUAL REPORT - PRELIMINARY
FOR 6 MONTHS ENDED JUNE 30, 2021

	2021 BUDGET	JUNE 2021 YTD ACTUAL	BUDGET REMAINING	% OF BUDGET	JUNE 2020 YTD ACTUAL
REVENUES					
PROPERTY TAX	\$ 3,262,137	\$ 3,181,195	\$ 80,942	97.52%	\$ 3,074,179
UNALLOCATED PORTION OF TAXES (6 MONTHS)		\$ (1,590,598)			\$ (1,537,090)
ADMISSIONS	\$ 585,000	\$ 366,313	\$ 218,687	62.62%	\$ 24,643
CONCESSIONS, GIFT SHOP, VENDING	\$ 475,000	\$ 332,590	\$ 142,410	70.02%	\$ 14,568
PARKING FEES	\$ 175,000	\$ 65,781	\$ 109,219	37.59%	\$ 5,820
INTERACTIVE SITES	\$ 50,000	\$ 50,573	\$ (573)	101.15%	\$ -
INTEREST INCOME	\$ 50,000	\$ 9,578	\$ 40,422	19.16%	\$ 18,205
OTHER REVENUES	\$ 71,215	\$ 64,754	\$ 6,461	90.93%	\$ 53,947
TOTAL REVENUES	\$ 4,668,352	\$ 2,480,186	\$ 2,188,166	53.13%	\$ 1,654,272
EXPENDITURES					
PERSONNEL SERVICES					
Salaries & Wages - Full Time	\$ 1,626,615	\$ 761,411	\$ 865,204	46.81%	\$ 767,357
Salaries & Wages - Seasonal	\$ 503,284	\$ 266,536	\$ 236,748	52.96%	\$ 147,980
Benefits	\$ 894,938	\$ 431,318	\$ 463,620	48.20%	\$ 434,899
Total Personnel Services	\$ 3,024,837	\$ 1,459,265	\$ 1,565,572	48.24%	\$ 1,350,236
CONTROLLABLE EXPENDITURES					
Supplies	\$ 308,000	\$ 182,124	\$ 125,876	59.13%	\$ 98,942
Animal Care	\$ 293,000	\$ 118,794	\$ 174,206	40.54%	\$ 131,397
Purchased Services	\$ 399,078	\$ 299,123	\$ 99,955	74.95%	\$ 244,936
Utilities - Telephone	\$ 21,125	\$ 8,438	\$ 12,687	39.94%	\$ 6,280
Rentals & Leases	\$ 2,000	\$ 2,609	\$ (609)	130.45%	\$ -
Other Expenses	\$ 134,175	\$ 46,789	\$ 87,386	34.87%	\$ 54,944
Total Controllable Expenditures	\$ 1,157,378	\$ 657,877	\$ 499,501	56.84%	\$ 536,499
NON-CONTROLLABLE EXPENDITURES					
Utilities	\$ 225,000	\$ 87,609	\$ 137,391	38.94%	\$ 101,522
Insurance	\$ 85,000	\$ 64,309	\$ 20,691	75.66%	\$ 60,448
IT Support Expense	\$ 72,891	\$ 40,399	\$ 32,492	55.42%	\$ 45,138
Other Expenses	\$ 426	\$ -	\$ 426	0.00%	\$ 213
Total Non-Controllable Expenditures	\$ 383,317	\$ 192,317	\$ 191,000	50.17%	\$ 207,321
CAPITAL OUTLAY					
Capital Improvements	\$ (20,000)	\$ -	\$ (20,000)		\$ -
TOTAL EXPENDITURES	\$ 4,545,532	\$ 2,309,459	\$ 2,236,073	50.81%	\$ 2,094,056
TOTAL CHANGE IN FUND BALANCE	\$ 122,820	\$ 170,727			\$ (439,784)
FUND BALANCE AS OF 1/1/21					
NON-SPENDABLE		\$ 170,406			
UNRESTRICTED		\$ 562,925			
		<u>\$ 733,331</u>			
FUND BALANCE AS OF 6/30/21		\$ 904,058			
FUND BALANCE AS OF 6/30/21					
UNSPENDABLE		\$ 170,406			
UNRESTRICTED		\$ 733,652			
		<u>\$ 904,058</u>			

POTTER PARK ZOO
BALANCE SHEET - PRELIMINARY
June 30, 2021

ASSETS

CASH	\$ 2,257,447
DEPOSITORY CASH	258,175
IMPREST CASH	8,000
TAXES REC - CURRENT LEVY	(17,866)
TAXES REC - DELINQUENT	27,986
ESTIMATED UNCOLLECTIBLE DELINQUENT TAXES	(17,317)
IFT TAX RECEIVABLE	-
PROPERTY TAX RECEIVABLE	-
INTEREST RECEIVABLE	1,421
DUE FROM STATE	-
INVENTORY	81,930
PREPAID EXPENSES	-
TOTAL ASSETS	<u><u>\$ 2,599,775</u></u>

LIABILITIES

VOUCHERS PAYABLE	
DUE TO ZOOLOGICAL SOCIETY	30,005
TAX LEVY LIABILITY	25,000
SALES TAX PAYABLE	2
REFUND NOW	(61)
REFUND APPLY	(5)
ACCRUED PAYROLL	-
ACCOUNTS PAYABLE	39,350
DEFERRED REVENUE - PROPERTY TAXES	1,590,598
DEFERRED REVENUE - DELINQUENT TAXES	10,828
TOTAL LIABILITIES	<u><u>1,695,717</u></u>

FUND BALANCE

UNSPENDABLE	170,406
UNRESTRICTED FUND BALANCE	733,652
	<u>904,058</u>
TOTAL LIABILITIES AND FUND BALANCE	<u><u>\$ 2,599,775</u></u>

POTTER PARK ZOO
MONTHLY ATTENDANCE REPORT
FOR MONTH AND YTD ENDING May 31, 2021

ADMISSION TYPE	CURRENT MONTH						YEAR-TO-DATE			
	2019	2020	2021 Gate	2021 Online	2021 Total	BETTER (WORSE) THAN PY	2019 COUNT	2020 COUNT	2021 COUNT	BETTER (WORSE) THAN PY
GENERAL										
CHILDREN	3,093	0	0	0	0	(3,093)	6,749	1,290	0	(1,290)
CHILD RESIDENT	0	0	1,393	34	1,427	1,427	0	0	4,077	4,077
CHILD NON-RESIDENT	0	0	1,325	188	1,513	1,513	0	0	5,881	5,881
CHILDREN - UNDER 3	2,133	0	1,122	71	1,193	(940)	3,757	409	4,192	3,783
ADULT RESIDENT	4,597	0	3,208	56	3,264	(1,333)	7,288	0	8,325	8,325
ADULT NON-RESIDENT	2,988	0	1,892	284	2,176	(812)	4,212	0	9,324	9,324
ADULT	0	0	0	0	0	0	3,919	3,131	0	(3,131)
SENIOR/MILITARY RESIDENT	422	0	297	8	305	(117)	610	0	560	560
SENIOR/MILITARY NON-RESIDENT	478	0	260	51	311	(167)	682	0	1,173	1,173
GROUPS	4148	0	467	0	467	(3,681)	4,739	39	823	784
SUBTOTAL	17,859	0	9,964	692	10,656	(7,203)	31,956	4,869	34,355	29,486
MEMBERSHIPS/PROGRAMS										
PPZ MEMBERS	2,568	0	2,336	25	2,361	(207)	6,208	1,688	6,854	2,805
SOCIETY PROGRAMMING/EVENTS	834	0	243	345	588	(246)	4,458	1,479	2,779	712
RECIPROCAL ZOO MEMBERS	1861	0	0	0	0	(1,861)	2,583	194	0	(194)
RECIPROCAL ZOO MEMBERS (100%)	203	0	0	0	0	(203)	573	177	0	(177)
MONDAY PROGRAM	1421	0	184	0	184	(1,237)	2,404	175	543	184
ZIYN	0	0	293	0	293	293	0	47	770	430
OTHER (non-paying)	78	0	505	0	505	427	1,181	520	830	(195)
SUBTOTAL	6,965	0	3,561	370	3,931	(3,034)	17,407	4,280	11,776	7,496
GRAND TOTAL	24,824	0	13,525	1,062	14,587	(10,237)	49,363	9,149	46,131	36,982

ADMISSION TYPE	DESCRIPTION
CHILDREN RESIDENT	Children, Ingham County ages 3-16 (\$5 April - October, \$3 November-March)
CHILDREN NON-RESIDENT	Children, Out of Ingham County ages 3-16 (\$5 April - October, \$3 November-March)
CHILDREN - UNDER 3	All Children, any county under age 3 (Free)
ADULT RESIDENT	Adult of Ingham County (\$7 April 1 - Oct. 31, \$4 November-March)
ADULT NON-RESIDENT	Adult Out of Ingham County (\$13 April 1 - Oct. 31, \$4 November-March)
SENIOR/MILITARY RESIDENT	Seniors/Military of Ingham County (\$5 April 1 - Oct. 31, \$4 November-March)
SENIOR/MILITARY NON-RESIDENT	Seniors/Military of Ingham County (\$11 April 1 - Oct. 31, \$4 November-March)
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 County and City of Lansing 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 May 31, 2021

ADMISSION TYPE	CURRENT MONTH				YEAR-TO-DATE			
	2019 COUNT	2020 COUNT	2021 COUNT	BETTER (WORSE) THAN PY	2019 COUNT	2020 COUNT	2021 COUNT	BETTER (WORSE) THAN PY
ANNUAL RESIDENT PASS	85	0	34	34	206	0	34	34
ANNUAL NON-RESIDENT PASS	12	0	3	3	22	0	3	3
PPZ MEMBER DELUXE/PREMIUM	296	0	480	480	576	0	803	803
DAILY RESIDENT PARKING	3,173	0	2,662	2,662	5,068	0	4,542	4,542
DAILY NON-RESIDENT PARKING	4,800	0	2,554	2,554	6,420	0	4,781	4,781
EVENTS	175	0	0	0	175	0	0	0
OTHER (non-paying)	2,401	0	347	347	4,020	0	496	496
TOTAL	10,942	0	6,080	6,080	16,487	0	10,659	10,659

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
MONTHLY ATTENDANCE REPORT
FOR MONTH AND YTD ENDING June 30, 2021

ADMISSION TYPE	CURRENT MONTH						YEAR-TO-DATE			
	2019	2020	2021 Gate	2021 Online	2021 Total	BETTER (WORSE) THAN PY	2019 COUNT	2020 COUNT	2021 COUNT	BETTER (WORSE) THAN PY
GENERAL										
CHILDREN	4,489	0	0	0	0	0	6,749	1,290	0	(1,290)
CHILD RESIDENT	0	1,888	1,635	248	1,883	(5)	0	1,888	5,960	4,072
CHILD NON-RESIDENT	0	313	1,703	1,474	3,177	2,864	0	313	9,058	8,745
CHILDREN - UNDER 3	2,535	981	1,201	476	1,677	696	6,292	1,390	5,869	4,479
ADULT RESIDENT	4,392	2,371	2,922	474	3,396	1,025	11,680	2,371	11,721	9,350
ADULT NON-RESIDENT	3,762	1,817	2,367	2,330	4,697	2,880	7,974	1,817	14,021	12,204
ADULT	0	0	0	0	0	0	3,919	3,131	0	(3,131)
SENIOR/MILITARY RESIDENT	506	239	397	66	463	224	1,116	239	1,023	784
SENIOR/MILITARY NON-RESIDENT	694	163	421	332	753	590	1,376	163	1,926	1,763
GROUPS	2,716	0	752	0	752	752	7,455	791	1,575	784
SUBTOTAL	19,094	7,772	11,398	5,400	16,798	9,026	46,561	13,393	51,153	37,760
MEMBERSHIPS/PROGRAMS										
PPZ MEMBERS	3,309	5,059	2,352	338	2,690	(2,369)	9,517	6,747	9,544	2,797
SOCIETY PROGRAMMING/EVENTS	8,016	0	1,443	0	1,443	1,443	12,474	1,479	4,222	2,743
RECIPROCAL ZOO MEMBERS	996	0	0	0	0	0	3,579	194	0	(194)
RECIPROCAL ZOO MEMBERS (100%)	443	0	0	0	0	0	1,016	177	0	(177)
MONDAY PROGRAM	1,778	484	678	47	725	241	4,182	659	1,268	609
ZIYN	0	32	431	0	431	399	0	79	1,201	1,122
OTHER (non-paying)	75	92	0	0	0	(92)	1,256	612	830	218
SUBTOTAL	14,617	5,667	4,904	385	5,289	(378)	32,024	9,947	17,065	7,118
GRAND TOTAL	33,711	13,439	16,032	5,785	22,087	8,648	78,585	23,340	68,218	44,878

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CHILDREN RESIDENT	Children, Ingham County ages 3-16 (\$5 April - October, \$3 November-March)
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CHILDREN - UNDER 3	All Children, any county under age 3 (Free)
ADULT RESIDENT	Adult of Ingham County (\$7 April 1 - Oct. 31, \$4 November-March)
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SPECIAL EVENTS - PPZ	Admission included in event fee
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RECIPROCAL ZOO MEMBERS	Reciprocal Zoo memberships (Discount varies)
RECIPROCAL ZOO MEMBERS (100%)	Reciprocal Zoo Members (Free admission)
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MONDAY PROGRAM	Ingham County and City of Lansing Residents free 9-12 PM on non-holiday Mondays
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POTTER PARK ZOO
MONTHLY PARKING REPORT
FOR MONTH AND YTD ENDING June 30, 2021

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	2019 COUNT	2020 COUNT	2021 COUNT	BETTER (WORSE) THAN PY	2019 COUNT	2020 COUNT	2021 COUNT	BETTER (WORSE) THAN PY
ANNUAL RESIDENT PASS	53	0	45	45	259	0	79	79
ANNUAL NON-RESIDENT PASS	8	0	2	2	30	0	5	5
PPZ MEMBER DELUXE/PREMIUM	455	472	411	(61)	1,031	472	1,214	742
DAILY RESIDENT PARKING	3,527	1,934	2,616	682	8,595	1,934	7,158	5,224
DAILY NON-RESIDENT PARKING	4,442	1,420	3,744	2,324	10,862	1,420	8,525	7,105
EVENTS	0	0	0	0	175	0	0	0
OTHER (non-paying)	3,608	204	432	228	7,628	204	928	724
TOTAL	12,093	4,030	7,250	3,220	28,580	4,030	17,909	13,879

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



Director's Report July 14, 2021

Safety

Most COVID restrictions were lifted for visitors and staff. Masks are still required in several animal areas for the safety of the animals and also in the Discover Center when campers are present. We are continuing with a suggested one-way path, but have removed all barriers. The birdhouse is open, feline primate will stay closed until temperatures begin to drop after Labor Day. We will resume job shadows this fall and Big Zoo Lesson will take place this fall with a limit of two classes per week.

The public safety night shift has been noting the locations in the zoo that need additional lighting. Brent is working to install more lights including solar lights in areas that do not have accessible power. Signs have also been added to the perimeter fence alerting trespassers they are on camera.

Staff and a few guests used the tornado shelters during the tornado warnings June 26, 2021. The animal care team, guest services and public safety did a great job securing animals and guests and taking shelter until the warning was cleared.



Rick led LFD on tours of the zoo June 16, 17, and 18 to show them access points, hydrants and walkways to increase their familiarity with the zoo.

The Health Department provided TB tests for staff June 8 and June 10.

In partnership with the Ingham County Health Department, Potter Park Zoo hosted a walk-in vaccination clinic Saturday, May 29 from 9 a.m. - 3 p.m. Individuals 12 and up were eligible for the free vaccination.

Staff

Tyler Evans will be starting Friday, July 17, 2021 as a Zookeeper 400 in the hoofstock area.

National Zookeeper Week will be celebrated July 18 – July 24. We will highlight the work that the zookeepers do each and every day to provide excellent animal welfare.

Pat Fountain completed the spring session of the Davenport University Certificate of Management Program.

Guest Services

Daily keeper talks started May 29

- Otters - 10:30 a.m.
- North American Bird (Raven, Broad Wing Hawk, Bald Eagles) - 10:45 a.m.
- Rhino – 12:00 p.m.
- Kangaroo – 1:00 p.m.
- Primates (Lemur, Spider Monkey) - 2:30 p.m.
- Penguin - 3:45 p.m.



The first Step N Wash unit has been installed. The Zoo Society was awarded a \$5,000 grant from the Lansing Rotary Club for the purchase of 12 units. Our facilities team will install one in each of the public restrooms for guests to more easily access the sink to wash their hands.

During the pandemic a guest commented through Zoo Contact that it would be helpful to have a way for children to reach the sink since hand washing is so important. Thank you to Erin O'Rourke for securing the resources to provide these steps. The addition of this equipment is one more step towards being accessible for all.

Memberships

Our membership support continues to do well. Here is a snapshot of our membership numbers as of July 1!

- Total Members – 6,899
- Total Membership Households – 3,164



Friday, June 25, we held a “Member Morning Wild Walkabout”, giving a limited number of members early entry to enjoy the zoo before other guests arrived. This was the first of many "pop-up" membership perks to add some surprise value for our members.

Volunteers:

110 Volunteers gave 334 hours for the month of June (not including Society Intern hours).

There were volunteers from WLNS at the zoo from 8 a.m. to 12 p.m. and 12 to 4 p.m. Thursday, June 17. The morning group scraped and painted fences and the afternoon group worked with the events team to prepare for Zoo Nights.

We held our first Family/Community Volunteer Day Saturday, May 15. We had 22 community volunteers and one PPZ volunteer in the morning shift, with Cindy Wagner, Tom Davidek, Dennis Laidler and Megan Weidman serving as staff leaders. Together, they spread lots of mulch throughout the zoo and removed many thistles along the elk habitat pathway. In the afternoon, we had 15 enthusiastic volunteers continue the efforts of the morning group by weeding and spreading more mulch in the Lion's Club Sensory Garden area, and the area near the lions and Savanna grill. This group was led again by Cindy Wagner and Dennis Laidler.

Events

There were 252 fathers that visited the zoo for free on Father's Day.

Zoo Nights #2 June 17, 2021



The second installment of Zoo Nights was a success thanks to our staff and 18 volunteers who dedicated a total of 83 hours to the effort. The event was attended by 468 guests. It was a fantastic event!

A bat walk led by the Bat Association occurred outside of the zoo gates after Zoo Nights concluded. There were around 30 participants and a lot of bat activity. The group was able to identify at

least three species of bat, including big brown, hoary, and eastern reds foraging around the zoo, and everyone was able to save bat recordings to their phones. There will be a bat walk after each of the next two Zoo Night events.





Tuesday, July 6, 2021 – 1362 attendees

Wednesday, July 7, 2021 – 1577 attendees

The event went very smoothly. The only incidents involved guests experiencing heat stress. Public safety and other zoo staff responded quickly to assist guests.

Zoo in Your Neighborhood

In the month of June we had 431 guests come in with a zoo pass. We are now back to pre-covid numbers in visits per month! We are adding a new partner in July, Grand Ledge Area District Library and Mariah Martinez will be traveling to a few partner sites to give presentations for the program in July as well.

FALCONERS

The next FALCONERS is July 17 from 8 - 11 a.m. The theme is Water, Water Everywhere.

The June event had 95 attendees even during a storm with substantial rainfall.

Education



The High School class participated in the Michigan United Conservation Club's "On the Ground Jr." program. They spent the day at the Lake Interstate State Game Area completing habitat restoration and guest access projects. Projects included planting 500 crabapple trees, cleaning litter, and trimming back vegetation from guest paths.

Zookambi is going great! We are sold out with waitlists for every class. The teachers have really creative plans, campers seem to be enjoying themselves, and we are getting great feedback from parents.

We are also providing programming for the Lansing School District Summer SOAR program. We provide activities 4 days a week at Forest View Elementary for a total of 6 weeks. Every 2 weeks we get a new group of kids in a different grade level. We are staffing this effort with conservation education interns.

We are continuing to train current volunteers as well as new Zoo Teen volunteers on the new Conservation Stations. In May, volunteers at stations (includes greeter for re-opened Reptile House) engaged with 3561 guests and they engaged with 7117 guests in June.

World Migratory Bird Day

Thanks to the education team for a fantastic effort in teaching guests about conservation on World Migratory Bird Day Saturday! Over 600 guests shared in the fun while learning about importance of birds at this great event.



Conservation



In response to the growing threat of illegal turtle trade, The Association of Zoos and Aquariums (AZA) recently approved the formation of a Saving Animals From Extinction (SAFE) program focused specifically on America's native turtle species. The demand for these animals is most concentrated in Asia, where they are bought either as pets or to be used in food or traditional medicine. This illegal trade has threatened 60 percent of all species, and brought some to the brink of extinction.

Animal Care

Jaali and Doppsee had physicals done July 6 and 7. Five staff from The Living Desert Zoo visited to participate in the procedures and to meet Jaali. Many MSU veterinarians participated as well as several reproductive specialists from across the Country.

Come visit Sophie, our new prehensile tailed porcupine! She can be seen in the Bird & Reptile house in the golden lion tamarin enclosure.

The male Trumpeter hornbill is outside for the summer in the corncrib exhibit next to Vinny. This was the only species from the feline primate building that could not be seen while the inside of the building is closed.

We introduced our new male bongo to females Uzuri and Bella – they can be seen together on exhibit daily. Both the bongo and alpaca yards have been expanded.

Thistle our female binturong has slowly been spending more time on exhibit and Barry has been joining her on occasion. It has taken some work by the keeper staff to help them acclimate to the outdoor exhibit and many new resting places were added by the maintenance team.

Mahlia, female red panda, gave birth to two cubs early in the morning July 4th, 2021.

We are monitoring our female elk closely and preparing for the possibility of calves. Though it has not been confirmed, the keepers have noticed changes that suggest a pregnancy.

Miles has been introduced to the three pups and Nkeke. They interact positively for several hours before we separate to give Miles a break from the active pups.

Baldwin, our male ring-tailed lemur, is out of quarantine and was successfully introduced to our two females. We have a breeding recommendation for them and they can be seen on exhibit daily.

A male tiger arrived and is currently being quarantined at the lion house.

Dr. Ronan is running another MSU CVM final year three week veterinary clerkship.

Research

An article Dr. Ronan authored was published in the Journal of Zoo and Wildlife Medicine.
PRESUMPTIVE CONGENITAL HYPOTHYROIDISM IN RED PANDAS (AILURUS FULGENS FULGENS) FROM FOUR SUCCESSIVE LITTERS

Authors: Eustace, Ronan, Agnew, Dalen, Fitzgerald, Scott D., Fyfe, John C., Duncan, Ann E., et al. Source: Journal of Zoo and Wildlife Medicine, 52(2) : 795-805

Published By: American Association of Zoo Veterinarian

An article Dr. Ronan co-authored was published in the Journal of Veterinary Diagnostic Investigation.

LEFT DISPLACEMENT OF THE ABOMASUM IN A RETICULATED GIRAFFE BULL IN MANAGED CARE

Diversity

Able Eyes videos are complete and will be on the website soon! We are excited to provide these videos for guests that would like to preview the accessibility of the Potter Park Zoo buildings.

Reptile/Small Mammal:

<https://tour.pivo.app/view/A6764BC9-3BBF-4125-BA7A-91AC775B0D1D?mobile>

Education Building:

<https://tour.pivo.app/view/616D0BE6-1175-4E86-8032-01E7A0FA1CD2?mobile>

Volunteer Lounge:

<https://tour.pivo.app/view/75C439DE-F629-407F-A044-EDE146EFC56F?mobile>

High School Room:

<https://tour.pivo.app/view/62763E79-6241-4A6B-8DB8-4328C7789404?mobile>

Feline/Primate House:

<https://tour.pivo.app/view/7768B2C0-95B0-4F84-9E3A-AC4D3C0A71A6?mobile>

Gift Shop:





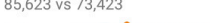

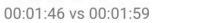






<https://tour.pivo.app/view/4D157256-C538-4209-B04A-5A8CFA810C70?mobile>

We now have an accessibility page on our website, <https://potterparkzoo.org/accessibility/>.

Mariah Martinez received a certificate in Diversity, Equity and Inclusion in the Workplace through the University of South Florida. She learned the essential practices and tools designed to increase employee diversity and ways for our organization to create not only a diverse workplace, but address equity issues and foster inclusivity.

POTTER PARK ZOO

Monthly Analytics, June 2021

Facebook	Total Impressions: 827,622			
	Engagements: 34,987			
	Est. Reach: 92,992			
	Donations through facebook: \$95			
	Followers: 62,536 to 62,667	Increase in followers: 131		
Instagram	Total Impressions: 263, 409			
	Engagements: 16,315			
	Est. Reach: 43,919			
	Followers: 26,877 to 27,111	Increase in followers: 234		
Twitter	Total Impressions: 70,554			
	Engagements: 2,632			
	Followers: 8,456 to 8,504	Increase in followers: 39		
	Google Analytics	Page Views: 85,623		
Sessions: 41,565				
Users: 31,847				
Top pages visited				
Home		29,433	Users 31.36% 31,847 vs 24,244 	
Ticket Sales		16,453	New Users 33.83% 30,347 vs 22,676 	
Membership		7,458	Sessions 18.49% 41,565 vs 35,078 	
Todays Attractions		4,702	Number of Sessions per User -9.80% 1.31 vs 1.45 	
Animals		3,609	Pageviews 16.62% 85,623 vs 73,423 	
			Pages / Session -1.58% 2.06 vs 2.09 	
Top cities by visits				
Lansing		7,368	Avg. Session Duration -10.91% 00:01:46 vs 00:01:59 	
Detroit		2,356	Bounce Rate 3.93% 49.50% vs 47.62% 	
Grand Rapids		1,439		
Meridian Charter Township		991		
East Lansing		943		
Acquisitions			Pageviews 16.62% 85,623 vs 73,423 	
Organic Search		18,703	Unique Pageviews 18.00% 72,857 vs 61,744 	Avg. Time on Page -7.91% 00:01:40 vs 00:01:48 
Direct		11,852		
Refferal		1,321		
Social	849	Bounce Rate 3.93% 49.50% vs 47.62% 	% Exit 1.70% 48.45% vs 47.64% 	

POTTER PARK ZOO

Notable Media Stories - June 2021

ANIMALS

“Maliha” the red panda at Potter Park Zoo is pregnant



by: Andrew Birkie

Posted: Jun 16, 2021 / 02:44 PM EDT / Updated: Jun 16, 2021 / 02:46 PM EDT

<https://www.wlns.com/news/animals/maliha-the-red-panda-at-potter-park-zoo-is-pregnant/>

Michigan's Potter Park Zoo welcomes prehensile-tailed porcupine for first time



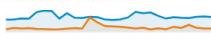






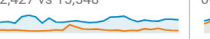


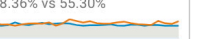
Updated Jun 24, 2021; Posted Jun 24, 2021



<https://www.mlive.com/news/2021/06/michigans-potter-park-zoo-welcomes-prehensile-tailed-porcupine-for-first-time.html>

POTTER PARK ZOO

Monthly Analytics, May 2021(April 26 - May 23)

Facebook	Total Impressions: 746,634			
	Engagements: 33,652			
	Est. Reach: 122,330			
	Donations through facebook:			
	Followers: 61,632 to 63,364	Increase in followers: 1,732		
Instagram	Total Impressions: missing			
	Engagements: missing			
	Est. Reach: 26,877			
	Followers: 26,164 to 27,834	Increase in followers: 1,670		
Twitter	Total Impressions: 68,941			
	Engagements: 2,728			
	Followers: 8,460 to 8,471	Increase in followers: 11		
Google Analytics	Page Views: 72,994			
	Sessions: 35,399			
	Users: 26,222			
	Top pages visited			
	Home	25,195		
	Ticket Sales	15,343		
	Membership	4,460		
	Todays Attractions	3,727		
	Animals	2,914		
	Top cities by visits			
	Lansing	4,689		
	Detroit	2,135		
	Grand Rapids	1,425		
	Meridian Charter Township	1,028		
	East Lansing	970		
	Acquisitions			
	Organic Search	16,654		
	Direct	8,020		
	Social	1,412		
	Refferal	1,033		
			Users	New Users
			212.80%	227.57%
		26,222 vs 8,383	25,141 vs 7,675	
				
		Sessions	Number of Sessions per User	
		241.95%	9.32%	
		35,399 vs 10,352	1.35 vs 1.23	
				
		Pageviews	Pages / Session	
		290.45%	14.18%	
		72,994 vs 18,695	2.06 vs 1.81	
				
		Avg. Session Duration	Bounce Rate	
		39.87%	-27.07%	
		00:01:48 vs 00:01:17	45.43% vs 62.30%	
				
		Pageviews	Unique Pageviews	Avg. Time on Page
		290.45%	301.51%	6.04%
		72,994 vs 18,695	62,427 vs 15,548	00:01:41 vs 00:01:35
				
		Bounce Rate	% Exit	
		-27.07%	-12.55%	
		45.43% vs 62.30%	48.36% vs 55.30%	
				

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POTTER PARK ZOO

Notable Media Stories - May 2021 (April 26 - 23)

Jaali, Potter Park Zoo's Black Rhino calf heads to a new home this fall



by: Samana Sheikh
Posted: May 4, 2021 / 10:24 AM EDT / Updated: May 4, 2021 / 10:24 AM EDT

<https://www.wlns.com/news/jaali-potter-park-zoos-black-rhino-calf-will-heads-to-a-new-home-this-fall/>

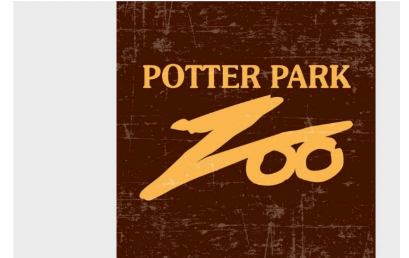
May 20, 2021 10:39 AM Published May 20, 2021 9:59 AM

Coming soon: Meet the rhinos headed to The Living Desert Zoo and Gardens



<https://kesq.com/news/2021/05/20/coming-soon-meet-the-rhinos-headed-to-the-living-desert-zoo-and-gardens/>

Free zoo admission for family when you vaccinated at Saturday event



by: Samana Sheikh
Posted: May 27, 2021 / 11:24 AM EDT / Updated: May 27, 2021 / 12:56 PM EDT

<https://www.wlns.com/news/potter-park-zoo-offers-free-family-trip-under-certain-circumstances/>