POTTER PARK



Potter Park Zoo 1301 S. Pennsylvania Ave. Lansing, MI 48912 Phone: 517.483.4222 Fax: 517.316.3894 www.potterparkzoo.org

In 2020 Potter Park had 90,920 total visitors. The Zoo was closed for 94 days (March 13 - June 15).

ACCREDITED BY THE ASSOCIATION OF ZOOS AQUARIUMS We have been accredited by the AZA for over 30 years. We are proud to continue to meet and exceed the standards set by AZA in animal welfare, veterinary care, conservation, education, guests services and more. We pride ourselves on being an enriching educational resource for our community.

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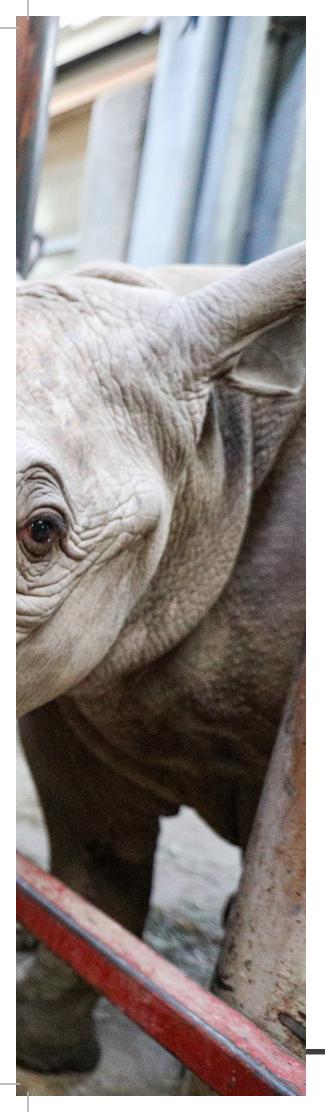
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MISSION

Inspiring conservation of animals and the natural world.



OUR GOALS Excellent Animal Welfare Impactful Conservation Financial Sustainability



A letter from Cynthia Wagner, Potter Park Zoo Director and Amy L. Morris-Hall, Potter Park Zoological Society Executive Director

The year 2020 began with much hope and anticipation at Potter Park Zoo (PPZ). The zoo's young eastern black rhino calf Jaali was healthy and active, plans were underway for a centennial celebration and efforts were being made to pass a slightly increased zoo millage.

In early March, Ingham County voters again showed their boundless support of the zoo by passing the 6-year millage with 73 percent of the vote. This investment by our community will help supply the funding needed to maintain and improve infrastructure while continuing to provide excellent welfare for all animals at the zoo.

In mid-March, when the coronavirus pandemic took its grip on the world, the zoo closed for three months, reopening June 15, 2020. While the world paused, Potter Park Zoo's animal care team did not. They continued to provide the highest quality care to the animals each and every day.

Upon reopening, safety guidelines were implemented to ensure the zoo was a safe venue for entertainment and conservation education. Our community welcomed the opportunity to enjoy a safe outdoor experience and we are incredibly grateful for their support.

To our donors, visitors, supporters, community partners and to our dedicated and talented staff, we offer our sincere gratitude. We are inspired by your support and look forward to continued growth and improvement at the zoo in 2021 and beyond.

Thank you,

Cynthia Wagner and Amy L. Morris-Hall

Lyndia D. Wagne any K. Monis Hall

Cynthia Wagner & Amy L. Morris-Hall



535 Animals



99 Species



161 Reptiles/Amphibians



202 Birds



168 Mammals



OUR ANIMALS 2020 Births

Potter Park Zoo saw the birth of two elk, two cotton-top tamarins, two North American river otters, and six poison dart frogs in 2020.



Acquisitions

Mammals



Eastern bongo Binturong Guinea hog Lesser Madagascarhedgehog tenrec Red kangaroo Grey kangaroo Ring-tailed lemur

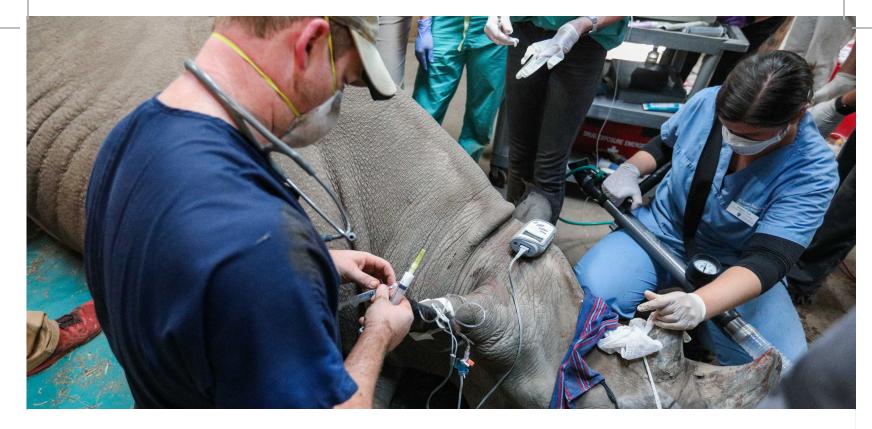


Massasauga rattlesnakes Chuckwalla

Birds



Broad-winged hawk (rehab) Parakeets



NEED FOR A NEW HOSPITAL

Future Plans for the Veterinary Team

Good health is the foundation of great animal welfare. The zoo's veterinary team performs hundreds of examinations annually on zoo animals to improve their overall health and welfare. The current clinic is nearly 30 years old, extremely small, and inadequate in terms of space to allow the veterinary team to meet the health care needs of the animals at the zoo.

To meet the ever improving standards of the Association of Zoos and Aquariums (AZA), the zoo must build a new hospital to maintain accreditation.

The zoo plans to create a health facility that will make a lasting impact on both Potter Park Zoo and the community, with plans for:

- A larger treatment room that will be able to accommodate visiting students and specialists from around the world, including Michigan State University's College of Veterinary Medicine.
- A separate sterile surgery room, so animals will not need to be moved off site for surgeries.
- An intensive care unit, which will greatly improve the care all hospitalized patients will receive.
- More holding space for incoming animals at the zoo to allow for proper quarantine protocols.



RESEARCH FOCUS & VETERINARY CARE

A statement from Dr. Ronan Eustace, Director of Animal Health:

The Covid-19 2020 pandemic highlighted the catastrophic consequences that can occur when we ignore our interconnectedness with the natural world. Widespread wildlife habitat destruction coupled with rapid urbanization and unfettered human population growth have driven the spillover of zoonotic events by stressing the health of wild animal populations and increasing contact between humans and wild animals. As habitat destruction continues around the globe, many species are being pushed to the brink of extinction. The resulting loss of genetic diversity also makes these populations less resilient against infectious diseases.

Now more than ever, zoos play a crucial role in maintaining healthy and self-sustaining populations of threatened animals. These populations (known as captive assurance populations) may prove vital in reestablishing endangered animal populations should they go extinct in the wild. Unfortunately, almost all current AZA Species Survival Plan (SSP) populations are unsustainable, and have not yet achieved true status as captive assurance populations. Only by improving the health and reproductive success of captive animals can zoos preserve the future of these critically endangered species.

As a conservation organization, Potter Park Zoo plays an integral part in promoting research to improve the health and sustainability of all zoo animals. Research is the foundation that drives improvements in the husbandry and care of zoo animals. Only by conducting research and sharing information can the zoo community hope to meet goals for the health and reproductive success of its animals, and create truly sustainable assurance populations. In addition to yielding valuable information on the protection of captive animals, research can also guide us in improving the health of existing wild populations.



Despite challenges brought on by the pandemic, the veterinary team (with assistance from the animal care staff) participated in multiple multi-institutional research projects, ranging from work trying to help mitigate the high neonatal mortality rate in red panda cubs (which threatens the sustainability of the SSP red panda population) to black rhino reproductive research.

Black rhino:

- While performing a routine exam on Phineus, veterinary staff worked with Dr. Monica Stoops to collect semen for sex sorting and cryopreservation as part of a larger project working to refine reproductive assisted techniques in hopes of making the captive black rhino population sustainable.
- Milk from Doppsee was submitted to the Smithsonian milk laboratory to increase knowledge of how milk changes during the lactaction process in black rhinos.
- Blood and feces were collected from Doppsee, Phin, and Jaali as part of a larger SSP study to determine the genetic make-up of the captive SSP population.

Bactrian camel:

• Fat and blood were collected from MacKenzie the camel to help grow stem cells that can be used to treat other camels suffering from inflammatory conditions (especially osteoarthritis).

Pallas' cat:

Urine was collected from Olaf and will be applied at recorded bait sites to attract wild Pallas' cats and determine population density.
Pod pandas:

Red pandas:

- With collaboration from the Michigan State University Veterinary Diagnostic Laboratory (MSU VDL) endocrinology lab, we validated the canine thyroid stimulating assay in red pandas. The study was published in the Journal of Zoo and Wildlife Medicine, and can be viewed here: https://pubmed.ncbi.nlm.nih.gov/33480585/.
- With collaboration from MSU VDL endocrinology lab, as part of study on congenital hypothyroidism in red panda cubs, we validated the canine total thyroxine assay in red pandas. The case series has been accepted for publication in an upcoming issue of the Journal of Zoo and Wildlife Medicine.

Magellanic penguin:

• Collaborating with MSU VDL endocrinology lab and John Ball Zoo, we investigated the effect of indoor versus outdoor housing on penguin vitamin D metabolism.





Volunteers

4 Society Interns 943 hours

11 Volunteer Groups, 281 hours



14 Mask Makers Over 500 masks made



11 Adopt-A-Garden Volunteers 426 hours

121 Total Adult Volunteers 4690 combined hours

*The Zoo Teen program was cancelled in 2020, but will return in 2021 in a modified form. 2020 changed the way volunteers contributed to the zoo. While gardening and grounds clean up opportunities were relatively unchanged, most other opportunities were on hold. New ways to volunteer were created or expanded, including greeters and gift shop helpers on-site. Volunteers even found ways to contribute while they stayed home, contributing to a variety of citizen science projects and making over 500 face masks for zoo staff and volunteers.

THANK YOU POTTER PARK ZOO VOLUNTEERS!



Members



EDUCATION



THE BIG ZOO LESSON

This award-winning, immersive science education program is highly regarded by teachers, students, parents and administrators. Students have the opportunity to be scientists at the zoo for a full week. This program is at maximum capacity with 18 schools from 10 school districts participating.

39 High School Students

The 2019-20 school year represents our twelth year hosting a high school course in partnership with Eaton RESA. PPZ is fortunate to be one of the few AZA institutions to host an on-site high school course. For many students this course is a life-altering experience.

ZOO MANAGEMENT

1349 Participants

ZOO IN YOUR NEIGHBORHOOD

ZIYN provides free programs to members of our community by visiting community partner locations. Each partner receives two programs and four family passes that can be "checked out" for free admission to the zoo. 421 total passes were used in 2020. ZIYN was initiated by grants from the Community Foundation and Gannett Foundation.



ENCOUNTERS & OUTREACH

The education department educates and inspires tens of thousands of people each year, both on and off zoo grounds, about the importance of conservation of animals and the natural world. These programs take many forms: live animal encounters, 641 Participants

FALCONERS

This monthly program is designed for individuals with unique challenges (including physical, cognitive, behavioral, emotional and others) and their families to create memories in a safe and welcoming environment. Events are free and designed with sensory-friendly and inclusive activities



The zoo's popular summer camp has been providing fun, entertaining and educational experiences for more than two decades!

Following the March 13 closing, most of our 2020 education programs were put on hold. Activity resumed when the zoo reopened, including monthly FALCONERS events, limited tours, and one small ZIYN presentation. The Big Zoo Lesson was postponed into 2021. Zookambi Summer Camp was cancelled entirely, but is planned to return the summer of 2021.

SPECIAL EVENTS

While many zoo events were cancelled due to the pandemic, the zoo team was able to hold a very successful Fall Zootacular and Wonderland of Lights. After many very difficult months, it was great to help bring the community back together for a taste of normalcy.



COVID RESPONSE

2020 was a challenging year, but with planning, perseverance, and the careful implementation of safety measures, Potter Park Zoo was able to provide a safe environment for the Lansing community to enjoy. Staff worked hard to prepare the zoo for a successful reopening, and the overwhelming majority of guests reported their experience to be safe and enjoyable!

Safety measures included:

- Implementing a point-of-sale system for online ticket purchases, reducing touch points, and keeping guest volume within capacity limits.
- Establishing a one-way traffic flow marked by pawprints, signage, and barriers.
- Installing frequent safety reminders to encourage distancing and proper mask usage.
- Regularly sanitizing surfaces.
- Enforcing mask requirements and making them available for purchase at the gate.



The above safety measures will remain in place for as long as necessary, or until medical professionals advise otherwise . **Thanks to everyone for your support and teamwork, and a special thanks to those who worked during the closures!**

COMMUNICATIONS

Social media was vital in communicating with our fans during the shutdown, and we saw huge increases on Twitter and Instagram. Of the AZA accredited zoos in Michigan, our Instagram page rose to #2 (behind the Detroit Zoo). On Facebook, a 40% increase in engagement showed we're creating content our fans care about and interact with.

FACEBOOK

Facebook Followers: 60,203 Impressions: 14,324,486

+40% increase in engagement from 2019

Twitter Followers: 8,399 Impressions: 2,307,200

+131% increase in impression from 2019 **INSTAGRAM**

Instagram Followers: 25,222 Impressions: 4,713,340

+250% increase in impressions from 2019

Iaali's birth was a fantastic end to 2019. In 2020, we got to share his story with the world as he learned, grew, and captured the hearts of our visitors and fans. Our two otter pups' growth and development also made for a fun and educational story thanks to footage from our zookeepers. While our gates were closed for most of the spring/early summer season, social media was key in sharing these stories with our fans.



Most visited pages

- 1. Home
- 2. Ticket Sales
- 3. Reopening Guidelines 4. Wonderland of Lights
- 5. Today's Attractions
- 6. Events Page
- 7. Animals
- 8. Admissions-Directions
- 9. Membership 10. Donate

Website

Total page views: 615,728

*Mobile is by far the most used device to access the website. More than double the people visit while on a mobile device compared to computer.

Top visitors by city

- 1. Lansing 2. Grand Rapids
- 3. Ann Arbor 4. East Lansing
- 5. Meridian-charter Township
- 6. Detroit 7. Delta charter Township
- 8. DeWitt
- 9. Royal Oak
- 10. Lívonia

ZOO TEAM 2020

Potter Park Zoo makes an economic impact by employing over 150 community members, as well as being a vital educational resource for the many interns learning throughout the zoo.

Ingham County

Full Time Employees	30
Part Time Employees	1
Seasonal Employees	89

Total Zoo Employees: 120

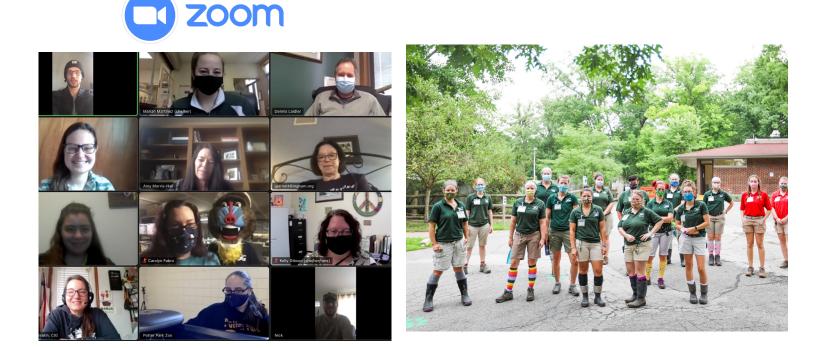
Zoo Society

Full Time Employees	10	
Part Time Employees	3	
Seasonal Employees	12	
Total Zoo Employees:	25	

Interns

4
7
5
1

Total 2020 Interns 31



Thank you to our staff, who stayed dedicated during very difficult circumstances.



Potter Park Zoo and the Potter Park Zoological Society greatly appreciate the generous donors who supported the organization this year through grants, sponsorships, donations and other gifts. Your support meant more than ever during this year's shutdown.

\$10,000 & Above

Capital Regional Community Foundation Michigan Council for Arts & Cultural Affairs Bartsch Memorial Trust Marge & Jack Hetherington

\$5,000 - \$9,999

Jackson National Life Insurance Company Miecznikowski Family Gift Fund Red Oak Foundation

\$1,000 - \$4,999

Potter Park Zoo Docent & Volunteer Association Allyse & David Anderson Darlene Nikoloff Kit Parker Paul Faszczewski Tara Siragusa Frances Dittrich Susan & Cliff Haka Jeff Williams & Joy Whitten Kevin & Jenny Kendrick Louanna Manthei Gerald & Amy McKenna Gerry & Gaelen McNamara Robert Musselman

\$999 - \$100

Lynette Ackerman Eric Allen Sarah Allen Marcie Jean Alling Bonnie Anderson Patricia Anderson Shannon & Robert Armbruster Neil Austin Argean Baird Margaret Baldwin Susan Bathke David Bauer Kandy Bauer John Beaderstadt Lyndon Beck Nellie Beckner Allan Beegle Ruby Bellosillo Mary Belz Emily & George Berghorn Cheryl Bergman Sara Berti David Boes **R** Lance Boldrev Sharon Bommarito Ron Emery & Sherry Bond Michele Booher Barb Boyd Bonnie & Patrick Boyd Jan Brascamp Brenda Brown Col. Bruce Brown and Mrs. Brown Michelle Bruneau Julie Brunner Rhonda Burke Sharon Burke Susanna Burkhead Sally Burroughs Cathy Bush Julie Buzanowski **Cheryl Calloway** Caroline Campbell Luke Canfora Dr. Carla Carleton Ann Carlson **Don & Shelley Carpenter** Paul Caruso Diana Cerame Mark and Kathy Clark



Scott Clippert Barry & Jennifer Collins Marý Jo Corbett Jill Corrin Patty Cotter Chasserae Coyne Georgia Curry Priscilla Curtis Rachel Darnell Robin & Carmen Dean Matthew Deeg Julie DeMello **Kevin Dingle** Cynthia Douglas Adam & Yarwijn Dutkiewicz Allison Eden Lisa Edgerton Lisa Eggert David Emery Richard & Yolanda Emery Heather Evans Jennifer Fenby Jane Fink Sally Fizzell Dawn Fleming Maribeth Fletcher Lois Franchino Malinda Funk Sherman & Jill Garnett Mary Garton Genevieve Gee Tammy Gibson Phyllis Ginther Denise Goodman Chris Grabarek **Kirsten Grady** Nicole Gremban Donald Griffin Roberta Gubbins Kevin & Sheri Gunns Leslie Haidamous Debbie Hardcastle Samantha Harkins Larry and Ruth Hartwig Janis Haynes George Heaton Richard & Alice Hill **Dick Hinshon** Stephanie Hirchert-Walton Meegan Holland Marie Hollister Margaret Holtschlag

Marci Hooper Nancy House Katheryn Houston Evelyn Jackson Melanie Jacobs Veronica Janak Anders Johanson Brian Johnson Michelle Mitchell Johnson Val Johnson **Christine Johnson** Heidi Johnson Karen Kajiya-Mills Emily Katz Rebecca Kegler Justin King Jim Kirsch Amy Klop Brian & Chris Knight Mitchell Kobus Noah Koller Will Kopachik Gloria Labadie Sharon Lamirand Pat & Dick Lavolette Benjamin Levine Lisette Lewandowski Mary Leys Marjorie Liberati Rachel Locricchio Anna Longuski Lovella Lovell Adam Lucas April Lunsford Marilyn Luther Kim Lytle Patti MacLeod Nick Malavolti Doneta Malinowski Becky Manika Michelle Manz Martha Marshall Ina Martin Mariah & Eddie Martinez David Marvin William McClellan Karen McGowan Blaine & Virginia McKinley Suzanne McMann Charity McMaster Kathryn McNichol Kristin Mellott

Derek Melot Cynthia Meteyer Marcia Mettert Susan Meuche Nancy Michalski Heather Miller Patricia Miller Robert & Shelagh Miller Teri Miller Lise Mitchell Eric Mollon Margaret Money Lyle Montgomery Jáson Morden **Diane Moritz** Leslie Mull Kent Nessa Christine & Paul Nilsson Ronald & Deborah Olrich Adam Orange Kriss Ostrom Denise Parisian Davine Parker **Rick Parker** Minde Parks Kenneth Partridge Renee Patterson Marilyn & Ron Payne Ed Pinheiro Zach Porter Katherine Powning Annette and Rick Pritchett Jacquelynn Tanner Purdy Margaret Regan Sue Reszka Sue Richardson Cindy Richmond Mary Beth Robertson Shirley Robinson Martha Rodewald Kathleen Rogan Kathleen Rogers Christine Rose Laura Rosenbluth Vickie Ruggiero Robert Rush Pennie Rutan Missy Sainz Mark & Fritz Schlicker Erin Schor **Timothy Schulte** Debra Schutte

James Schweigert **Darlene Scott** Mary Sharp Patricia Sharpnack Anastasia Shortridge Jessa Shortridge Janice Siegford Michael Simons Katie Slivensky Barbara Smith John & Jeannette Smith Bud & Ruth Ann Smith David & Jean Smith Todd & Michelle Sneathen **Richard & Renate Snider** Judy & Lonny Snow Jeff Sowers Artemis Spyrou Carol Squirés Nancy Stanley Susan & Brent Starr Sarah Steinhour **Denice Stoecker** Joan Stoikes Kayla Stomack Merry Strohmer Lori & Rich Studley **Denise Swanson** Donald Swanson Dennis & Mary Sweeney Don Sweeney Diane Thompson Dorothy VanLooy Megan Varner Charles Wallin Xin Wang Megan & Kyle Weidman Thomas Westerfield Jeff and Laura Wetzel Wayne Whitman Patty Wieber Suzanne Wilcox Darleen Wirt Wendy Zellers Marlene Zeman Leslie & Joshua Zimmerman

2020 POTTER PARK ZOO ADVISORY BOARD



Zoo Board

Commissioner Chris Trubac Commissioner Todd Tennis John Groen Chair Kyle Binkley Vice Chair Julie Pingston Zoological Society Board Chair Molly Korn Cheryl Bergman Yanice Jackson-Long Dr. Richard Snider Cindy Kangas Mary Leys Mary Hauser Cynthia Wagner Zoo Director

Potter Park Zoo Budget/Actual Report - Final Unaudited For the Year Ended 12/31/20

POTTER PARK ZOO BUDGET/ACTUAL REPORT - FINAL UNAUDITED FOR THE YEAR ENDED 12/31/20

ADMISSIONS610,000CONCESSIONS, GIFT SHOP, VENDING500,500OTHER REVENUES424,634	\$ 3,080,445 434,888
ADMISSIONS610,000CONCESSIONS, GIFT SHOP, VENDING500,500OTHER REVENUES424,634	434,888
CONCESSIONS, GIFT SHOP, VENDING500,500OTHER REVENUES424,634	
OTHER REVENUES 424,634	200 104
	306,194
	273,259
TOTAL REVENUES 4,669,618	4,094,786
EXPENDITURES	
PERSONNEL SERVICES 3,020,119	3,041,751
CONTROLLABLE EXPENDITURES 1,279,170	990,034
NON-CONTROLLABLE EXPENDITURES 370,329	404,965
CAPITAL OUTLAY -	27,709
TOTAL EXPENDITURES 4,669,618	4,464,459
TOTAL CHANGE IN FUND BALANCE -	(369,673)
FUND BALANCE AS OF 1/1/20	
NON-SPENDABLE	\$ 148,457
UNRESTRICTED	954,547
	\$ 1,103,004
FUND BALANCE AS OF 12/31/20	\$ 733,331
FUND BALANCE AS OF 12/31/20	
	\$ 170,406
UNRESTRICTED	562,925
	\$ 733,331



POTTER PARK ZOOLOGICAL SOCIETY

The mission of the Potter Park Zoological Society is to support the zoo's mission to inspire conservation of animals and the natural world. The Society raises funds by managing the membership program, producing family events, grant writing, conducting educational programs and coordinating fundraising activities. Other Society functions include managing zoo communications and zoo volunteers.

Potter Park Zoological Society Statement of Activities & Changes in Net Assets Year Ended 12/31/20

Dummer		Without Donor Restrictions	With Donor Restrictions	Total
Revenues:	\$	246.004		246.004
Special events Education	Ф	246,094 24,766	-	246,094 24,766
		40,832	-	40.832
Fundraising income Administration		40,832 60,130	-	40,832 60,130
			-	
Payroll Protection Program grant		104,500	-	104,500
Membership Volunteer services		188,368 162,520		188,368 162,520
Zoo support		148,205		148,205
Net assets released from restrictions		7,508	(7,508)	140,200
		7,500	(1,000)	
		982,923	<u>(7,508</u>)	975,415
Expenses: Program Education Memberships		222,694 43,460	-	222,694 43,460
Volunteer services		179,981	-	179,981
Zoo support		139,357	-	139,357
Management and general		205,967	-	205,967
Fundraising		109,345	-	109,345
		900,804		900,804
Change in net assets		82, <mark>1</mark> 19	(7,508)	74,611
Net assets, beginning of year		78,428	46,666	125,094
Net assets, end of year	\$	160,547	39,158	199,705

Society Board

Julie Pingston Chief Executive Officer, Greater Lansing Convention and Visitors Bureau

Justin King Retired Executive Director, Michigan Association of School Boards

George Berghorn Faculty, Michigan State University

Erin Schor Vice President, Michigan Community College Association

Aaron Davis, Attorney and Shareholder, Fraser Trebilcock

Drew Milam Project Manager, Jackson National Life

Bethany Wicksall Director of Legislative and External Affairs, Michigan State Budget Office



Though most of our Centennial Plans for 2020 were postponed, a series of 21 historical walking tour signs were installed around the zoo and enjoyed by guests.



What is a Modern Zoo?

While the earliest zoos were built strictly for entertainment, their mission and purpose has expanded significantly over the years. Concerns over the destruction of ecosystems and the extinction of wildlife have led zoos to add three more crucial roles to their missions: conservation, research, and education. Potter Park Zoo is committed to continual improvement in all areas and to providing the best care for our animals and exceptional experiences for our visitors.

Advances in science and medicine have improved our ability to protect, care for, and understand our animals. As a result, the standards for AZA-accredited zoos have also increased. As Potter Park Zoo moves into its next 100 years, we will continue to meet and exceed the standards set for animal care, conservation, and education now and into the future.

STER PARA

O YEAR

Join us in our mission to inspire conservation of animals and the natural world! Let's become a community that saves wild habitats and seeks opportunities to improve the world.



1915

The donation James W. Potter and his wife Sarah made of 58 acres of wooded land along the Red Cedar River was finalized in 1915.

1920

Potter Park's evolution to "zoo" status seems to be connected to the transfer of elk from Moores Park.

1930

The Feline & Primate House was built in 1930.

1986

Potter Park Zoo became an accredited member of the Association of Zoos and Aquariums (AZA).



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